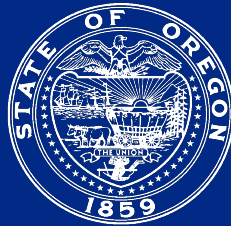




OREGON SECRETARY OF STATE



2021 - 23 | BUDGET PRESENTATION

MISSION, VISION, VALUES

We lead with our values and believe every person matters.

Mission: To dramatically improve the many ways Oregonians interact with their government.

Vision: We envision an Oregon without barriers where everyone has equitable access to our democracy, available tools to achieve economic success, our resources are efficiently and responsibly utilized, and where we honestly acknowledge our state's history.

Values

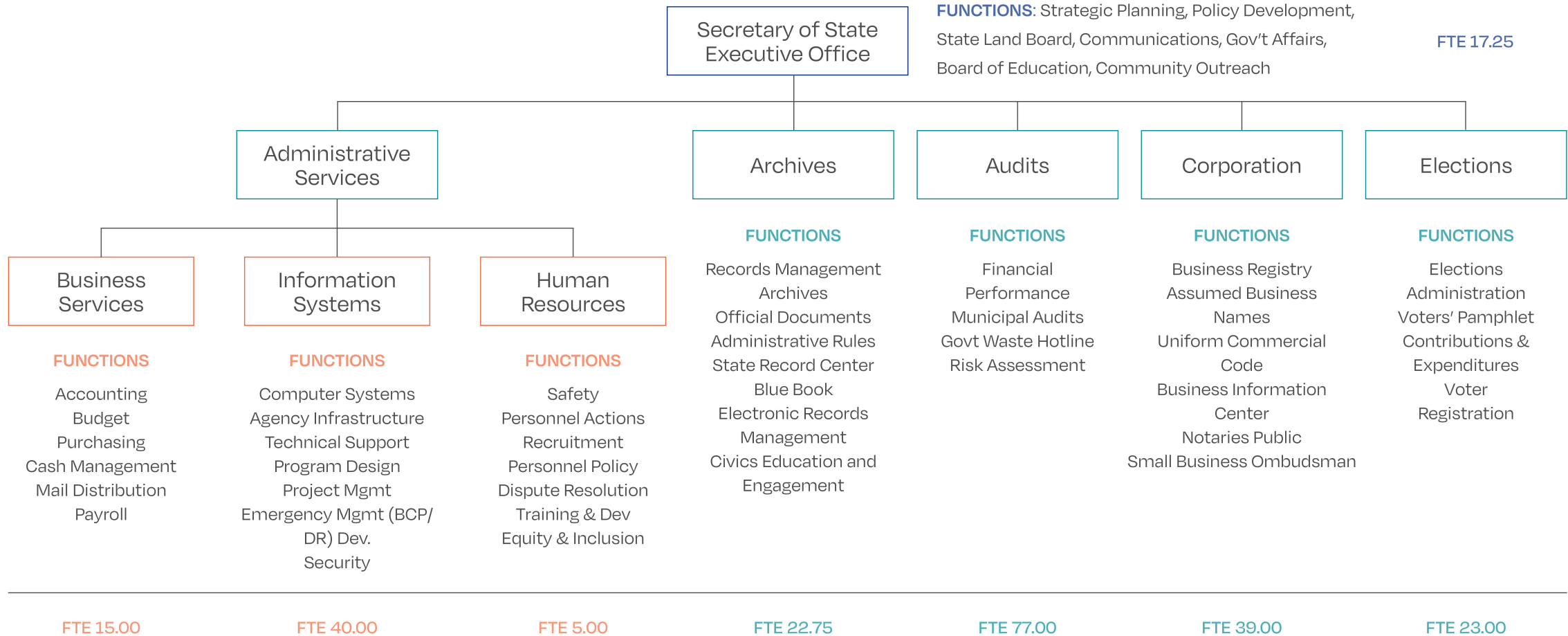
- Access for all
- Clarity
- Authenticity
- Respect

AGENCY GOALS AND PRIORITIES

- Agency stability and culture
- Equity at the core of the agency
- Integrate communications throughout the agency
- Advance budget and policy with the Oregon Legislature
- Serve Oregonians through divisions, civics education, partnerships, and sustainability

OFFICE OF THE SECRETARY OF STATE

Organizational Chart | 2021-23 Biennium



FTE 239.00 AGENCY WIDE

ADMINISTRATIVE SERVICES

Business Drivers & Challenges

- Ensuring the appropriate resources and tools are available to provide timely financial services, HR, and IT support to agency programs; securing adequate resources for business support service demands
- Impacts of new legislation; financial year-end reporting; agency division contracting needs; corporation and business registry filings
- Succession planning - Number of recruitments, resignations, retirements, dismissals, and layoffs
- Technology changes requiring system upgrades; enhanced federal and state security requirements; demand for online services to the public; increasing reliance on technology; continued increase in our customer and partnership base; and development for “any data, any device, anywhere” (applications must be tested for different devices and ever-changing internet browsers)



INNOVATION & SECURITY BUDGET

Engage Oregonians – Innovate for the Future – Deliver Effective Results

	2021-23 ARB	REVISED 2021-23 ARB
General Fund	\$20,481,269	\$15,939,688
Other Funds	\$80,021,220	\$79,874,987
Federal Funds	\$5,892,838	\$5,892,838
Total Funds	\$106,395,327	\$101,707,513
Positions	231	240
FTE	230.75	239.00

ADMINISTRATIVE SERVICES

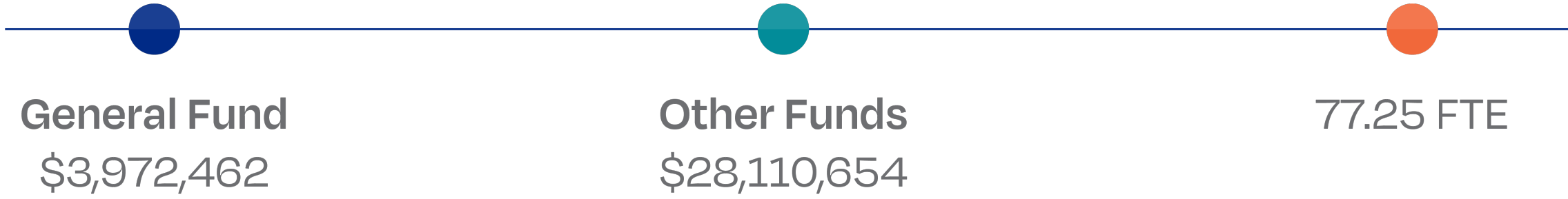
ASD provides administrative support services to all divisions of the Secretary of State.

The Administrative Services Division (ASD) consists of:

- Executive Office
- Business Services
- Human Resources
- Information Systems

ADMINISTRATIVE SERVICES

Administrative Services 2021-23 Agency Request Budget



ADMINISTRATIVE SERVICES

Impacts of 10% reduction request

Administrative Services (Executive Office, Business Services, Information Systems, and Human Resources)

Requires reductions in all controllable S & S (i.e. Travel, IT Professional, Professional Services, Attorney General, Data Processing SW & HW, IT Hardware, etc.). Eliminates up to 7 FTE in the support divisions



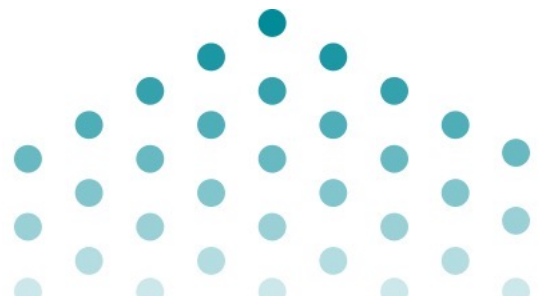
5%

\$197,573 GF
\$1,117,667 OF



10%

\$395,147 GF
\$2,235,334 OF





BUSINESS SERVICES DIVISION (BSD)

Jeffry Morgan, Business Services Director

BUDGET STORY

BSD MAKES A BIG DIFFERENCE

2020 - Global Pandemic: OregonBuys saves the day

- Purchase requests can be submitted from anywhere there is an internet connection and anytime of the day or week
- Approvals can be approved anywhere there is an internet connection
- Solicitations are completely processed through OregonBuys; prospective bidders/proposers submit their bids/proposals electronically into OregonBuys
- Executed Contracts are managed in OregonBuys

BUSINESS SERVICES DIVISION

BSD Overview: Business Services Division, \$421,606 (GF); \$4,361,492 (OF); 15.00 FTE

- **Administration:** Strategic development & execution; financial management; policies and procedures; administrative support and safety and risk management
- **Accounting:** Financial reporting; accounts receivables and payables; and financial transaction processing
- **Payroll:** Payroll and benefits administration; compensation and classification
- **Budget:** Budget analysis; budget development; budget execution; fiscal impact statement preparation and Emergency Board
- **Business and Cash Management Services:** Blue Book sales and distribution; cash and cash equivalents processing; accounting assistance and mail distribution
- **Procurement & Operations:** Formal & informal procurement; contract administration; contract risk assessment; fixed asset tracking and storeroom and inventory management and facilities.



BUSINESS SERVICES DIVISION

POPs

BSD STAFFING TRUE-UP

1. **Fiscal Analyst 2 to Fiscal Analyst 3 (no budget impact)**

A desk audit was conducted by our Human Resources Division and determined that based on current work duties and responsibilities the position is more appropriately classified as a Fiscal Analyst 3.

PACKAGE 111



HUMAN RESOURCES (HR)

Tasha Petersen, Human Resources Director

BUDGET STORY

FACILITATING CHANGE ACROSS

THE AGENCY

Managed extraordinary change in the last two years:

- Facilitated seamless staff transitions after Secretary Richardson's passing, Secretary Clarno's staff onboarding, Secretary Clarno's staff departure and Secretary Fagan's staff onboarding
- Implemented Workday and led agency change management
- Managed staffing transition through 2020
- Pandemic response: HR was key to a quick transition, appropriate staffing levels, OSHA-mandated protocols

HUMAN RESOURCES DIVISION

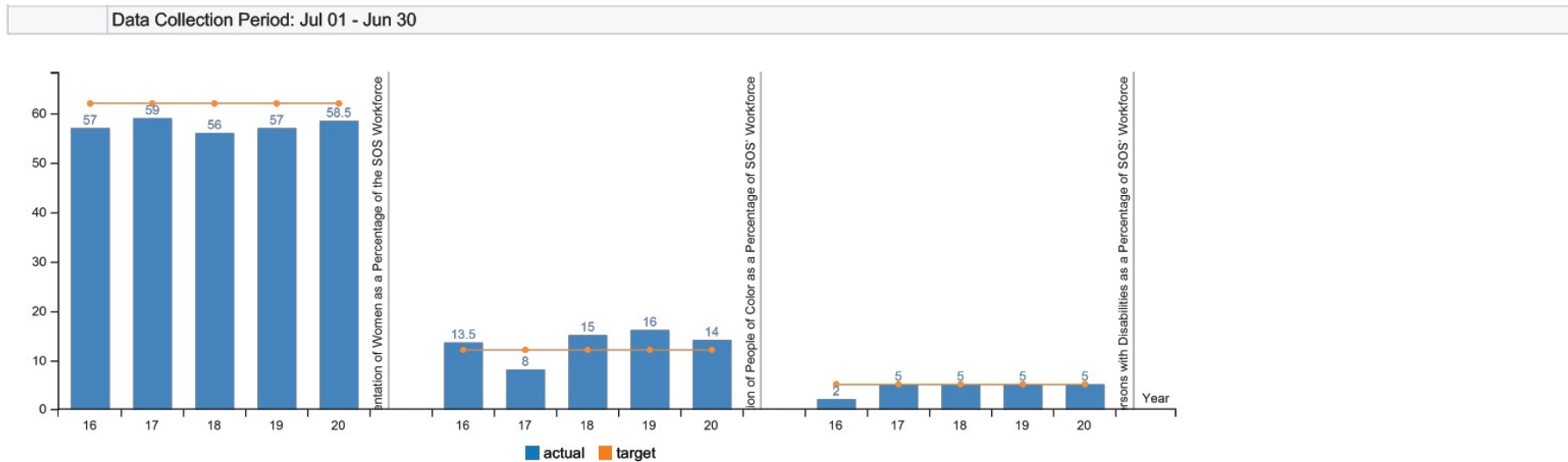
HRD Overview: Human Resources, \$131,540 (GF); \$1,816,168 (OF); 5.00 FTE

- **Administration:** Strategic Planning and Execution of HR services; HR Systems; HR Policy and Procedures
- **Employee Relations:** Employee Engagement; Individual and Team Performance Management, Risk Management
- **Compliance:** ADA, Affirmative Action, Worker's Compensation, Protected Leaves
- **Equity Management:** Classification reviews; Pay Equity Assessment and Analysis
- **Training:** Needs Assessment, Training Plan, Training Design and Delivery, Mandatory Training Compliance



STAFF DIVERSITY

KPM #8: Employment of Women, People of Color, and Persons with Disabilities as a percentage of the SOS workforce



Report Year	2016	2017	2018	2019	2020
a. Representation of Women as a Percentage of the SOS Workforce					
Actual	57%	59%	56%	57%	58.50%
Target	62%	62%	62%	62%	62%
b. Representation of People of Color as a Percentage of SOS' Workforce					
Actual	13.50%	8%	15%	16%	14%
Target	12%	12%	12%	12%	12%
c. Representation of Persons with Disabilities as a Percentage of SOS' Workforce					
Actual	2%	5%	5%	5%	5%
Target	5%	5%	5%	5%	5%

HUMAN RESOURCE DIVISION

POPs

HUMAN RESOURCE ANALYST 1

1. Human Resource Analyst 1
PACKAGE 103 - \$194,262 (OF)

HR AGENCY WIDE TRAINING

1. Agency wide training budget to expand
diversity, equity, inclusion initiatives
PACKAGE 104 - \$240,290 (OF)

INFORMATION SYSTEMS DIVISIONS (ISD)

BUDGET STORY

SUPPORTING THE SECRETARY OF STATE'S DIVISIONS

The global pandemic has made IT a core agency function, vital to our ability to serve the people of Oregon.

Redundancy, resiliency, and security are critical. Our agency also urgently requires IT adaptability, speed, and innovation.

Our biggest accomplishments:

- Remote working capabilities
- Election cybersecurity enhancements
- Mobile device management
- Intranet redesign
- VPN client implementation
- Business Entity Registration Information (BERI) rewrite

Our goals:

- Cloud Computing
- Security Program Enhancements

INFORMATION SYSTEMS DIVISION

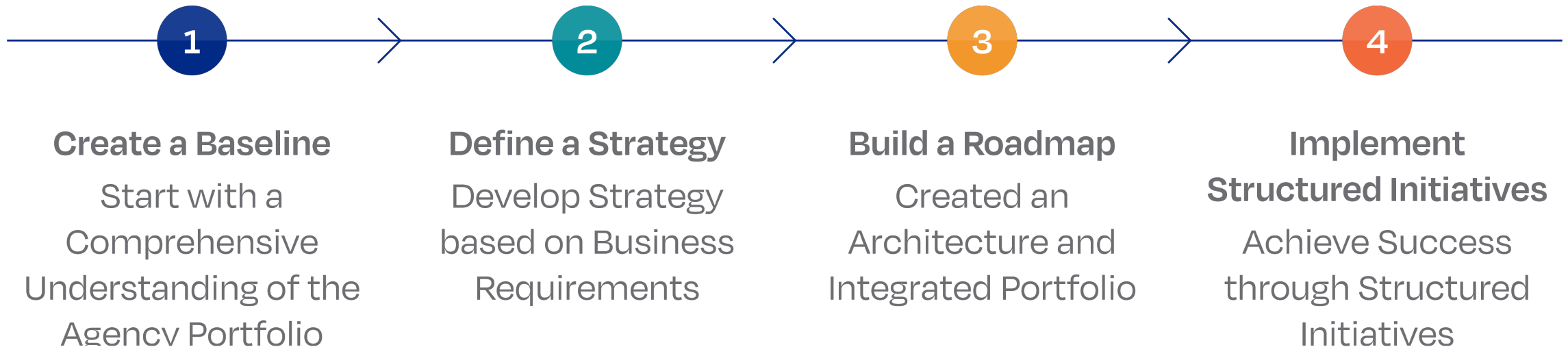
ISD Overview: Information Systems Division, \$3,093,920 (GF); \$16,212,874 (OF); 40 FTE

- **Infrastructure Operations:** Operates and maintains all SOS IT infrastructure and systems
- **Application Development:** Develops quality technical solutions for business partners
- **Information Security:** Protects and defend critical information from all threats
- **Project Support:** Provide project management and software testing services
- **Office of the CIO:** Direct development of IT strategy and enterprise architectures



MODERNIZING SOS IT

Four Key Elements



ELECTIONS SUPPORT SERVICES

Department of Homeland Security (DHS) report:

- DHS Assistant Secretary for the Office of Cybersecurity and Communications (CS&C) stated the Russian Government targeted 21 states prior to the 2016 presidential election.
- In January 2017, DHS Secretary declared the nation's electoral systems part of the nation's federally **protected critical infrastructure**.



AGENCY CLOUD SUPPORT

Migrate to cloud computing services

- On demand delivery of computing services over the Internet ("the cloud")

Enables computing in highly secure, resilient, survivable environment

- **Secure:** Cloud computing must comply with Federal Risk and Authorization Management Program (FedRAMP)

Resilient: Solution requires Tier III+ data centers; no more than 1.6 hours of downtime per year

Survivable: Solution must provide geographic redundancy

First systems to migrate: OMV, and Corporation Division Call Center



INFORMATION SYSTEMS DIVISION

POPs

ISD DATA CENTER

1. IT Expendable Property
PACKAGE 105 – \$1,346,000 (OF)

MANAGED DEFENSE AND PREVENTION:

2. IT Professional Services
PACKAGE 106 – \$600,000 (OF)

ISD STAFFING TRUE-UP

1. Information Systems Specialist 5 to
Information Systems Specialist 6
2. Information Systems Specialist 7 to
Information Systems Specialist 8
PACKAGE 118 – \$1,570 (GF), \$15,192 (OF)

EXECUTIVE OFFICE

Executive Office, \$325,396 (GF); \$5,720,120 (OF); 17.25 FTE

- The Executive Office provides division support services for policy direction, communications, community engagement and coordination
- The Executive Office manages oversight for all program divisions
- In coordination with Department of Justice, the Executive Office oversees the legal services required of Secretary of State Divisions and government liaison activities as appropriate
- The Secretary is a member of the State Land Board, sharing responsibility with the Governor and State Treasurer. Together they supervise management of state-owned lands and the Department of State Lands
- The Secretary is an ex officio member of the State Board of Education and provides valuable input to the organization. The Secretary also serves on the National Association of Secretaries of State as Oregon's representative for national issues
- The Executive Office provides services that are statutorily mandated but not assigned to a specific program division

EXECUTIVE OFFICE

POPs

EXECUTIVE OFFICE STAFFING PACKAGE

1. The Executive Office is centralizing functions to provide needed support to the divisions. This package requests 10 positions and 9.25 FTE (the LD is part of the 9.25) - \$3,121,768 as a needed resource for redistricting support.
REVISED BUDGET REQUEST PACKAGE

EXEC INTERNAL AUDITOR

2. **Internal Auditor 3**
The Secretary of State's Corporation Division exceeds \$10 million in cash and cash equivalent items received, and therefore is recommended to provide internal audit services. Administrative Services requires a properly trained and credentialed Internal Auditor to help monitor and audit financial investments and activities on behalf of the Secretary of State and Oregon.
PACKAGE 112 - \$259,229 (OF)

EXECUTIVE OFFICE

Staffing Request

STABILIZING THE AGENCY AND CENTRALIZING SERVICES:

- Creates efficiencies
- Leverages expertise
- Supports the divisions with wraparound services

DIVISION SUPPORT SERVICES:

Staff are managed by the Executive Office.
Each position provides wraparound support to all divisions

Focus Areas:

- Senior Advisor & Strategic Projects Director
- Diversity, Equity & Inclusion Director; Tribal Liaison
- General Counsel/Civic Engagement
- Digital Strategist
- Press Secretary/Public Information Officer
- Executive Support Specialist
- Community Engagement and Outreach Director
- Legislative Analyst
- Logistics Coordinator
- Redistricting Manager Limited Duration .25

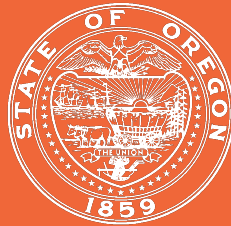


2021 - 23 | BUDGET REQUEST

QUESTIONS?



AUDITS DIVISION



2021 - 23 | BUDGET PRESENTATION

BUDGET STORY

WORKING FOR OREGONIANS DURING A PANDEMIC

Delivering diverse, innovative, and high impact audits and informational reports even in a global pandemic.

Successfully adapted to remote working while issuing:

- 20 performance and 11 audit follow-up reports
- 7 IT audits and 4 audit follow-up reports
- 38 financial audits including 12 contract audits
- Real-time audit of state CARES Act relief funds distributed to local governments
- 6 informational reports, including the following 5 mandated reports:
2 annual audit plans, 2 municipal summary reports, and 1 annual hotline report
- Over 50 management letters, mainly pertaining to financial audits
- **Issued 2021-22 audit plan that builds upon and expands the division's leading practice and innovative audit strategies and methodologies including real-time, culture, and equity auditing portfolios**
- **Underwent an external quality assurance (peer review) as required by government auditing standards and received an opinion of full compliance**

AUDITS DIVISION

Financial Audits

Federal Compliance Audits

Performance Audits

Information Technology and Cybersecurity Audits

Municipal Audit Program Administration

Government Waste Hotline Administration

Audit Recommendation Follow-up Reports

Data Analytics and Advisory Reports

AUDITS DIVISION

2021-23 Agency Request Budget

● \$27,631,798 (OF)

● 77 FTE

90% funded through assessments to state entities and 10% through direct bill agencies

TWO BUDGET POLICY PACKAGES

- 101 – IT Audit Team
- 102 – Medicaid Audit Team



BUSINESS DRIVERS & CHALLENGES

- Obtaining and utilizing audit data, strategic use of audit resources, and measuring impact
- Mandated audits and legislative requests
- Oregonians' interest and concerns regarding the transparency and accountability of state government
- Opportunities to improve Oregon government programs and operations
- Audit risk management – Audits only able to address a small percentage of state operational risks
- Staffing – Providing competitive salary and benefits to recruit and retain qualified staff



AUDITS DIVISION

POPs

IT AUDIT TEAM

1. Request two State Auditor 4 positions

Requesting two additional State Auditor 4 positions to attract and retain personnel with advanced training and experience in auditing cybersecurity and information systems. Information Technology is the highest area of inherent risk to state operations.
PACKAGE 101 – \$581,350 (OF)

MEDICAID AUDIT TEAM

2. Request 3 positions: Audit Manager, State Auditor 4, State Auditor 2

Because Medicaid is a high-risk and complex program and comprises approximately 35% of the state budget, we are seeking to establish a dedicated team that can develop expertise in terms of program design and requirements and audit methodologies. Several other states dedicate full-time auditors to Medicaid, including Louisiana, New York, and Massachusetts.

- Massachusetts \$55:1 for unallowable, questionable, duplicative, unauthorized, and potentially fraudulent payments
- ROI's from other states/programs: California \$6:\$1, Florida \$6.8:\$1, New Jersey \$6.3:\$1
- Center for Medicare and Medicaid Services has \$12.4:\$1 ROI

PACKAGE 102 – \$836,457 (OF)

NOTABLE AUDIT IMPACTS FOR OREGONIANS

- **Financial audit portfolio**
- **Information technology audit portfolio**
- **Performance audit portfolio**

KPM #3

% of recommendations implemented

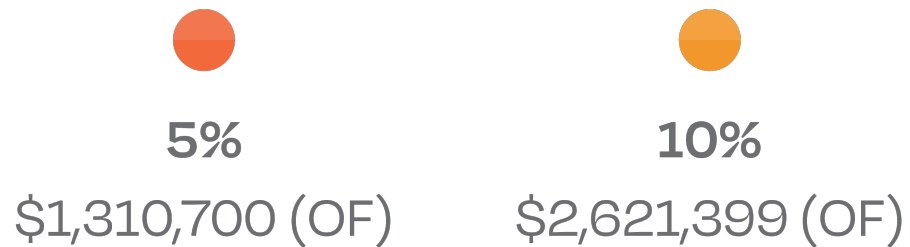
KPM #2

Return on performance audit costs



AUDITS DIVISION

Impacts of 10% reduction request



Requires reductions in all controllable S & S (i.e. Travel, IT Professional, Professional Services, Attorney General, Data Processing SW & HW, IT Hardware, etc.). Eliminates up to 11 FTE, reducing our SA1s and SA2s. Mandated audits would continue but would limit the number of critical audits conducted to improve the efficiency and effectiveness of state programs.



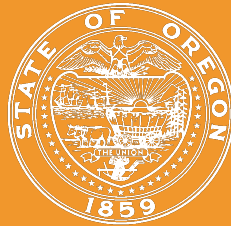


2021 - 23 | BUDGET REQUEST

QUESTIONS?



CORPORATION DIVISION



2021 - 23 | BUDGET PRESENTATION

BUDGET STORY

ADAPTING FOR THE FUTURE

Providing business assistance and services in a global pandemic:

- Managed a massive disruption to daily operations. The halt to statewide travel required changes to Notary trainings and the way we connect with businesses across the state about Office of Small Business Assistance (OSBA)
- Successfully transitioned to providing services remotely, through online videos, and virtual connections. We continue adapting to ensure equitable access for customers
- Technology improvements are necessary to efficiently offer the variety of needed services

CORPORATION DIVISION

Business Information Center

Provides one-stop access to government services and requirements for business

Office of

Small Business Assistance

An independent voice for small business within state government

Notary

Ensures the authenticity of a notary public and preserves the integrity of an agreement

Business Registry

Provides public access to essential business information promoting trust for parties in contracts and commerce

Uniform Commercial Code


Reduces risk for creditors, allowing small business greater access to credit financing



CORPORATION DIVISION

2021-23 Agency Request Budget

- User fees paid by business entities to register a business, file a secured transaction, commission a notary, or obtain public records and certificates
- Expect to generate \$90.0 million in total revenues
- Expect to transfer \$65.8 million to the state General Fund


Other Funds
\$13,493,775


39.00 FTE



STRATEGIC GOALS AND BUSINESS DRIVERS

Strategic Goals

- Assist in building Oregon's economy by making it easier to start and conduct business in Oregon
- Improve small business customer experience (e.g. provide forms and aids in English, Spanish, Russian, Vietnamese, Chinese)
- Ensure accessibility of resources for diverse communities

Business Drivers and Challenges

- Continuing to meet the growing customer demand for timely response to calls, online business registrations and filings
- Increasing need for small business advocacy
- Developing ways to effectively communicate with a diverse audience in crisis
- Employee retention, turnover & training
- COVID-19 interruption to in-person services



CORPORATION DIVISION

POPs

CORPORATION STAFFING TRUE-UP

1. Principal executive manager d to principal executive manager f (no budget impact)

Duties fall into higher classification

PACKAGE 116

CORPORATION FUNDING REQUEST: NO BUDGET IMPACT

Retaining \$3,819,129 of revenue collections to fund Corporation Division and Corporation's shared responsibility of Secretary of State administrative function.

At Current Service Level, the Corporation Division is projecting a revenue shortfall of \$1.7 million. If agency-wide Policy Option Packages are not approved, the Division is projected to end with a \$200,000 ending cash balance which is not even one month of operating cash.

We are working with Legislative Fiscal to address this budget situation through Senate Bill 25.

PACKAGE 117

CONTAIN COSTS AND IMPROVE PROGRAM DELIVERY

Impact of Technology Automation Investments

Oregon Central Business Registry online filing

- 64% of all business filings online

UCC online filing

- 73% of Uniform Commercial Code filings online

Public record images online

- Over 5 million public record documents available online

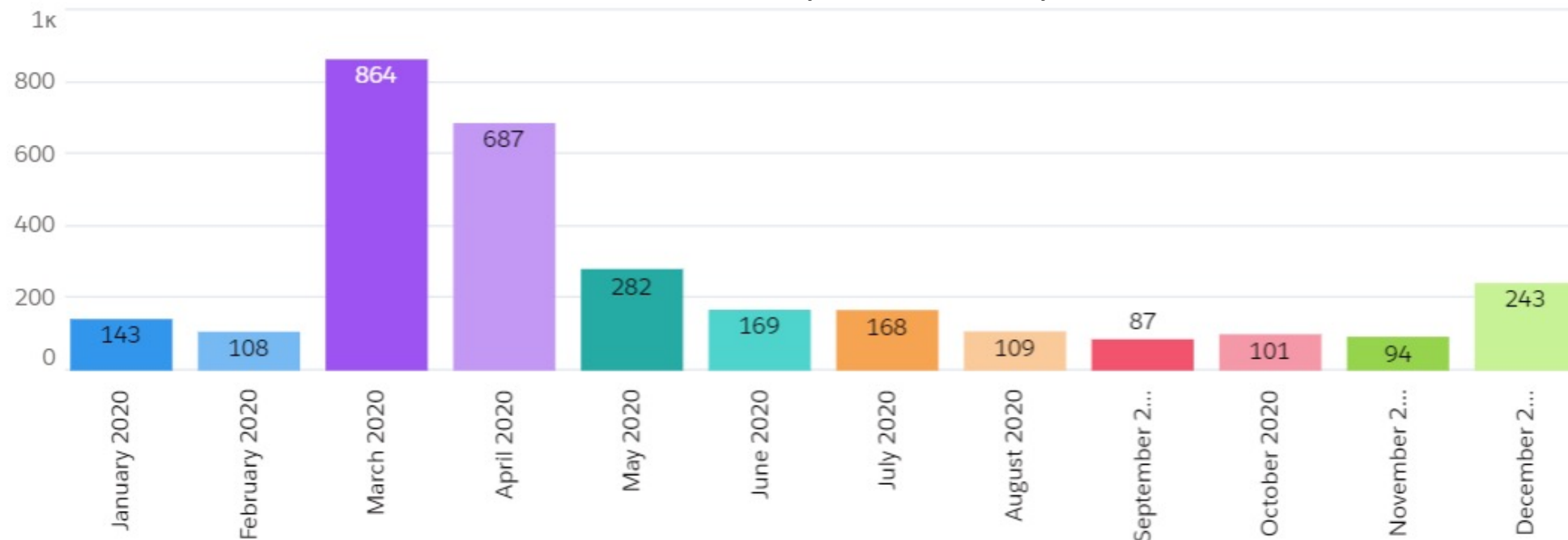
Online Search

- Average 1,000,000 online Business searches per month
- Average 30,000 online UCC searches per month



OFFICE OF SMALL BUSINESS ASSISTANCE BENCHMARKS

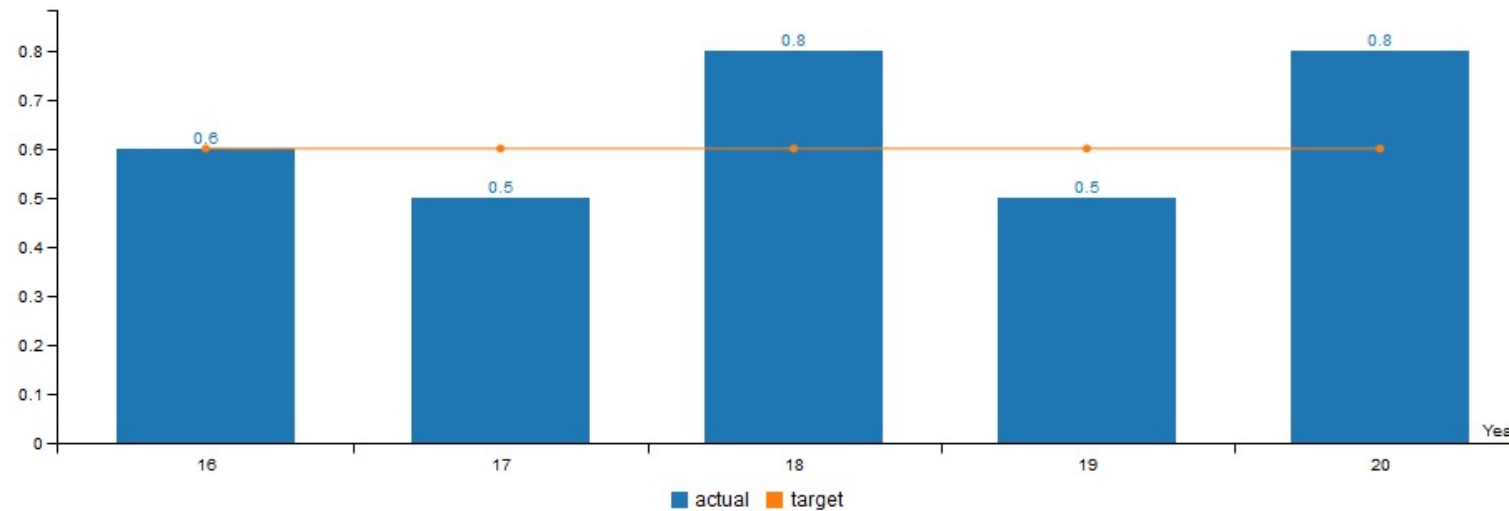
Number of Cases per Month in 2020;
57% closed same day, 19% closed in 1-3 days, 11%
closed in 4-10 days, 13% >10 days



BUSINESS REGISTRATION

Timely document processing

* Upward Trend = negative result

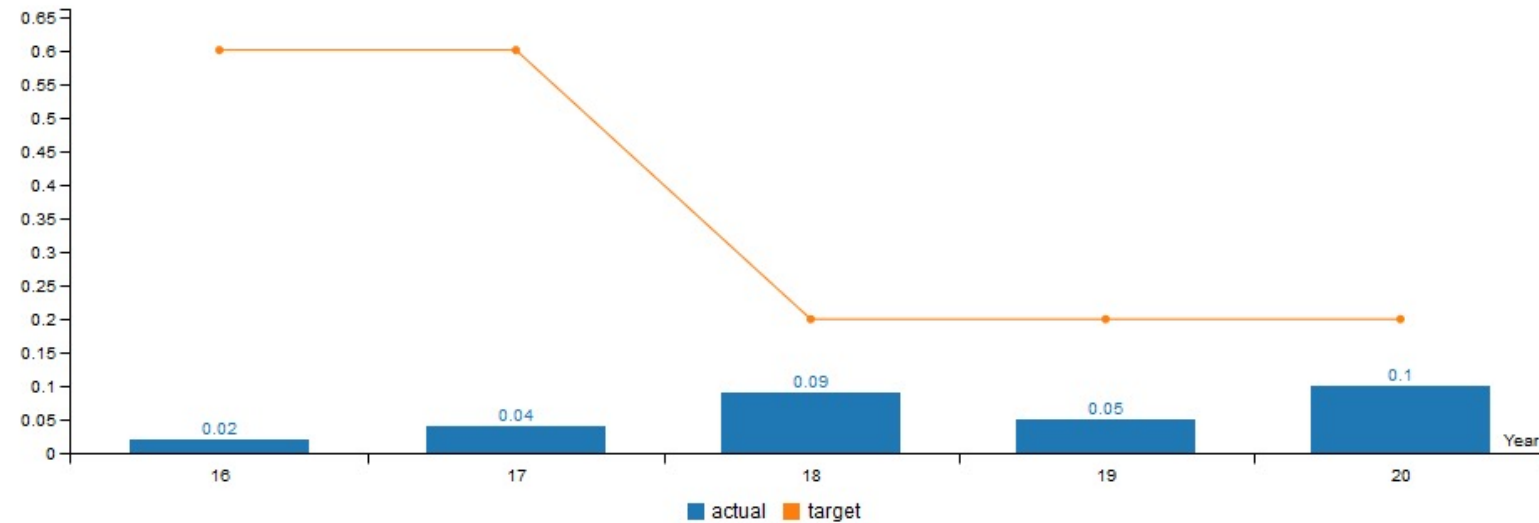


Report Year	2016	2017	2018	2019	2020
TIMELY DOCUMENT PROCESSING-CORPORATION DIVISION- Business Registration document processing turnaround time from receipt					
Actual	0.60	0.50	0.80	0.50	0.80
Target	0.60	0.60	0.60	0.60	0.60

NOTARY PUBLIC

Timely document processing

* Upward Trend = negative result

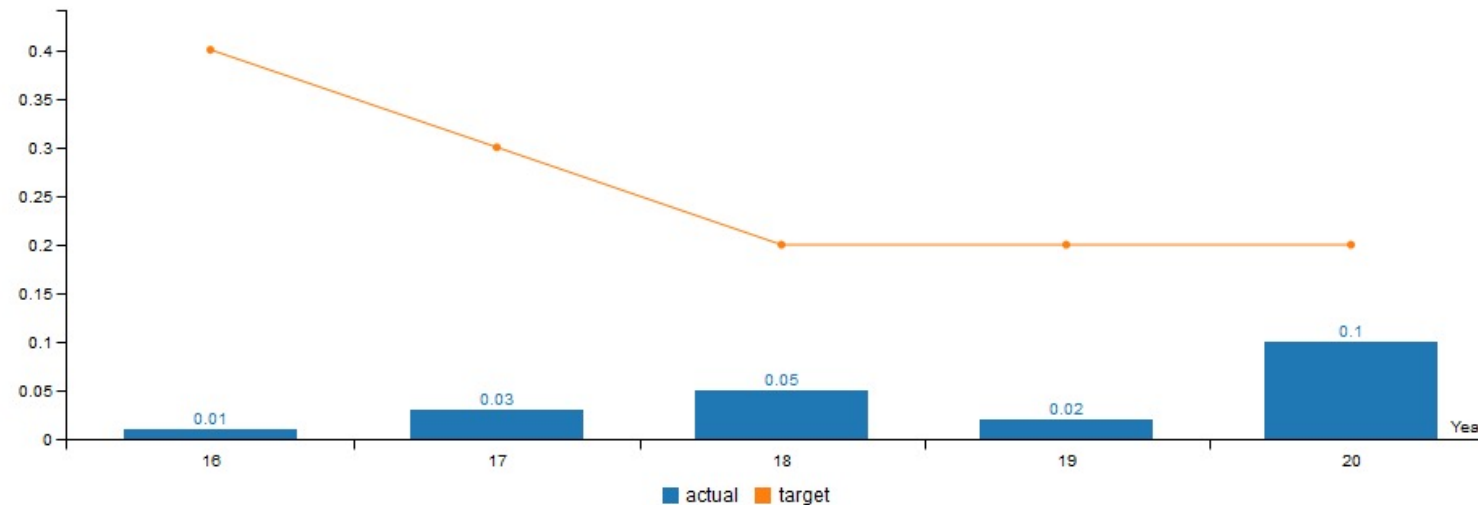


Report Year	2016	2017	2018	2019	2020
TIMELY DOCUMENT PROCESSING- CORPORATION DIVISION- Notary Public document processing turnaround time from receipt					
Actual	0.02	0.04	0.09	0.05	0.10
Target	0.60	0.60	0.20	0.20	0.20

UNIFORM COMMERCIAL CODE

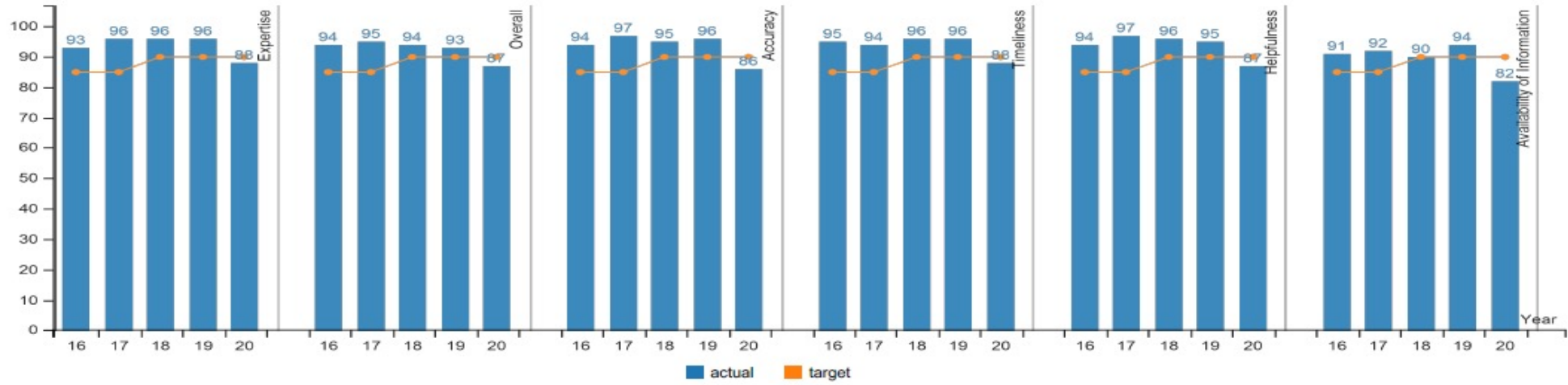
Timely document processing

* Upward Trend = negative result



Report Year	2016	2017	2018	2019	2020
TIMELY DOCUMENT PROCESSING- CORPORATION DIVISION - Uniform Commercial Code document processing turnaround time from receipt					
Actual	0.01	0.03	0.05	0.02	0.10
Target	0.40	0.30	0.20	0.20	0.20

KPM #9 Customer Satisfaction - Percent of customers rating their overall satisfaction with the agency as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
 Data Collection Period: Jan 01 - Dec 31



Report Year	2016	2017	2018	2019	2020
Expertise					
Actual	93%	96%	96%	96%	88%
Target	85%	85%	90%	90%	90%
Overall					
Actual	94%	95%	94%	93%	87%
Target	85%	85%	90%	90%	90%
Accuracy					
Actual	94%	97%	95%	96%	86%
Target	85%	85%	90%	90%	90%
Timeliness					
Actual	95%	94%	96%	96%	88%
Target	85%	85%	90%	90%	90%
Helpfulness					
Actual	94%	97%	96%	95%	87%
Target	85%	85%	90%	90%	90%
Availability of Information					
Actual	91%	92%	90%	94%	82%
Target	85%	85%	90%	90%	90%

CORPORATION DIVISION

Impacts of 10% reduction request



Requires elimination of the following:

- US Bank Lockbox Cashiering Service
- Reductions to Services & Supplies
- Outreach training program and scale back the Office of Small Business Assistance

These reductions would have a negative impact on Corporation Division Key Performance Measures (KPMs) for customer service, timely document processing and on Oregon's support for the small business community.



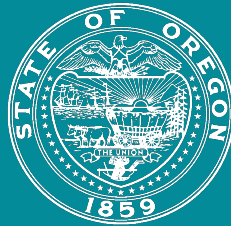


2021 - 23 | BUDGET REQUEST

QUESTIONS?



ELECTIONS DIVISION



2021 - 23 | BUDGET PRESENTATION

BUDGET STORY

SUCCESSFUL ELECTIONS IN CHALLENGING TIMES

The global pandemic and wildfires presented unique challenges

- Transitioned staff to remote work and successfully oversaw 2020 Primary and General election cycles
- Polarizing election: Oregonians concerned about election security, misinformation and election processes

The Secretary of State's Office leadership changes have created their own challenges

- Many transitions in the last four years; retirements have drained institutional knowledge

Provided excellent customer service and elections oversight for Oregonians

ELECTIONS DIVISION

2021-23 Agency Request Budget



BUSINESS DRIVERS & CHALLENGES

- The global pandemic and wildfires
- Budgeting and planning for the unpredictable nature of elections
- Numbers of candidates, measures (and arguments submitted for the Voter's Pamphlet)
- Elections Law Complaints and Lawsuits
- Help America Voting Act Federal Funds transitioning to General Fund dollars
- Update existing forms, manuals, systems and revise or write new Oregon Administrative Rules (OAR) to implement the newly passed legislation



ELECTIONS DIVISION

POPs

CONTINUATION OF OREGON MOTOR VOTER PAYMENTS TO COUNTIES

1. Oregon Motor Voter resulted in increased costs to the counties due to the increased number of ballots that needed to be printed, mailed, and processed because of the increase in registered voters. There is a budget note in the 2013-15 budget that indicates a commitment to fund the counties to compensate for these increased costs.

PACKAGE 115 - \$879,425 (GF)

VOTERS' PAMPHLET

2. This package seeks a special purpose appropriation to fully fund the Voters' Pamphlet that is produced every two years for the Primary and General Election. This Voters' Pamphlet has been historically underfunded and while the Elections Division has been able to manage absorbing the underfunded costs through vacancy/position savings and Service & Supply budget, we do not anticipate we can continue under this method.
PACKAGE - \$655,000 (GF)

ELECTIONS DIVISION

Key Activities

- Conduct of Elections, Election Information, Education and Security
- Initiative & Referendum
- Campaign Finance Reporting and Election Law Enforcement
- Voter Registration and Statewide Voters' Pamphlet
- Candidate Services
- Training for Cities, Districts, Counties, Candidates, and Political Committees

ELECTIONS DIVISION

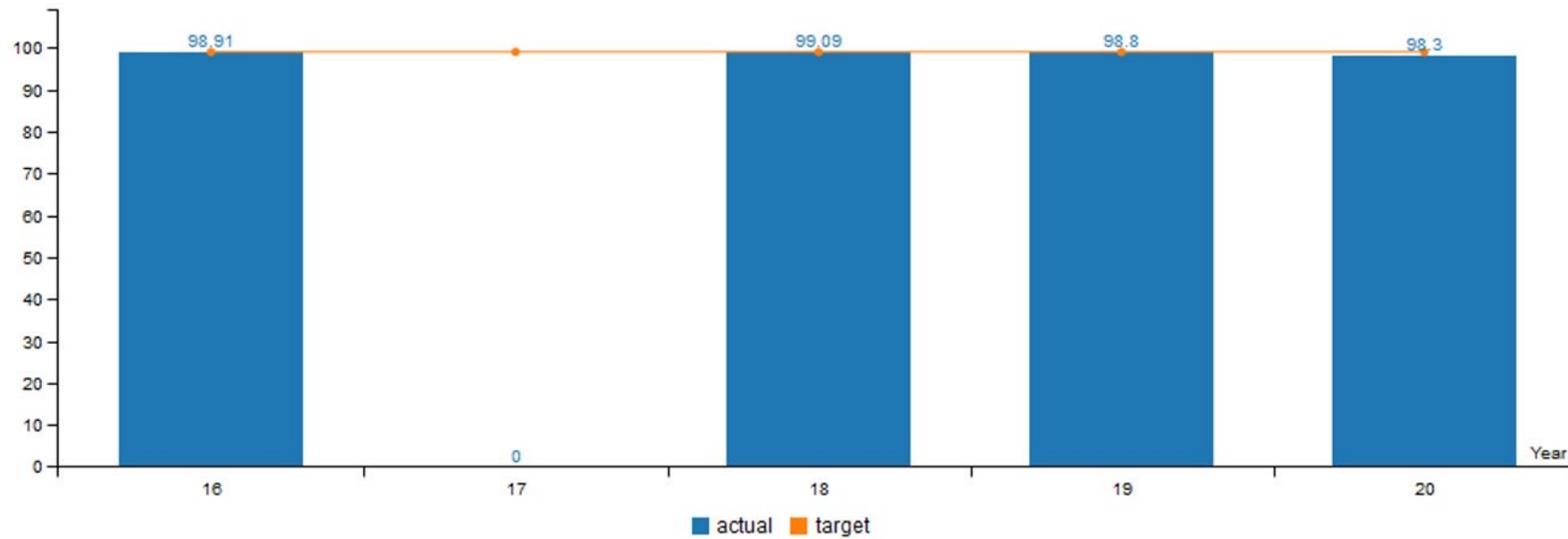
Accomplishments

- Oregon Motor Voter- November 2020 Presidential Election
- Continued improvements for security and resiliency in state and county election systems
- Fielded calls from Oregonians requiring staff to combat misinformation about the elections.
- Produced and mailed the statewide voters' pamphlet to almost two million Oregonians
- Implemented and enforced recently enacted campaign finance regulations

ELECTIONS DIVISION

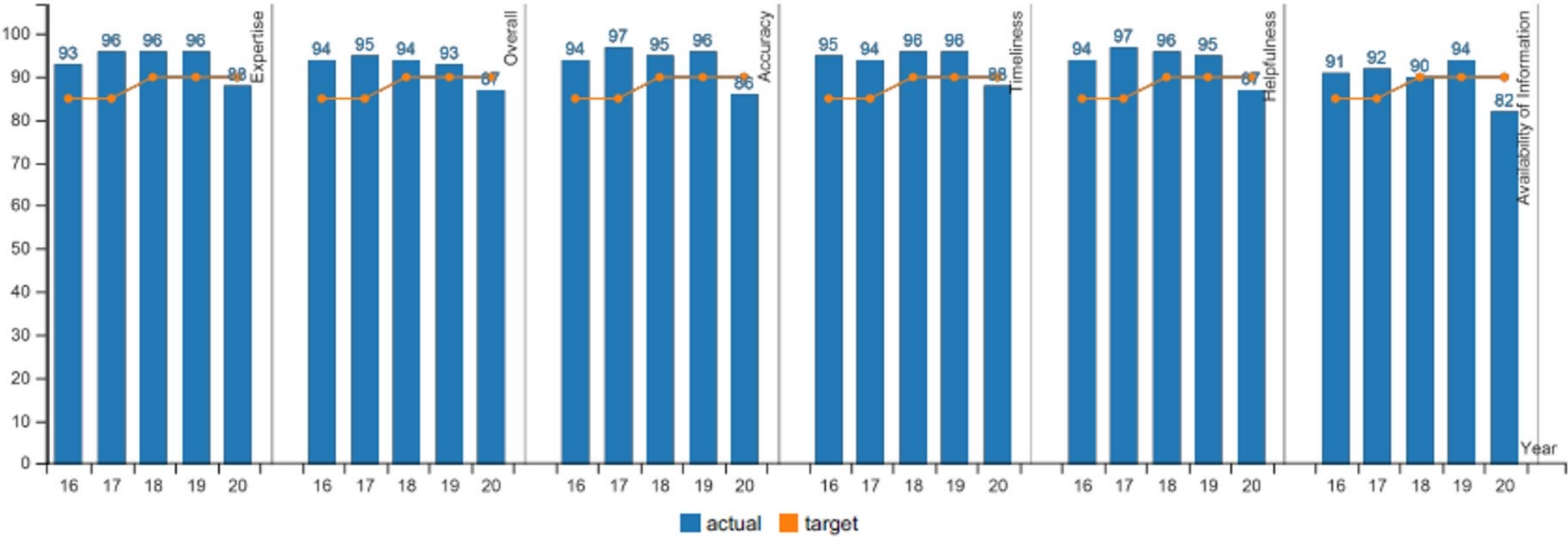
KPM #7: Campaign Finance Information

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Public Access to Campaign Finance Information					
Actual	98.91%	No Data	99.09%	98.80%	98.30%
Target	99%	99%	99%	99%	99%

KPM #9 Customer Satisfaction - Percent of customers rating their overall satisfaction with the agency as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
Data Collection Period: Jan 01 - Dec 31



ELECTIONS DIVISION

Impacts of 10% reduction request



5%

\$521,640 (GF)
\$62,494 (OF)
\$293,642 (FF)



10%

\$1,043,280 (GF)
\$124,988 (OF)
\$587,284 (FF)

Eliminates OMV Mailer letter and replaces with postcard;
Reduces Attorney General expenditures; eliminates
1 FTE reducing ability to provide timely phone and email
questions from Oregonians, state and local officials, and
other interested parties.



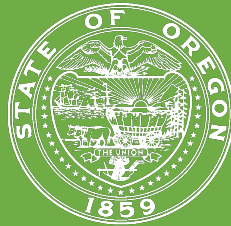


2021 - 23 | BUDGET REQUEST

QUESTIONS?



ARCHIVES DIVISION



2021 - 23 | BUDGET PRESENTATION

BUDGET STORY

PRESERVING AND PROVIDING ACCESS TO OREGON'S STORY

**Capturing, managing and preserving public records
in a global pandemic:**

- Quickly and successfully set up remote work, shifting functions among staff as needed
- Records Management Focus
- Reference Focus
- Publications Focus
- Administration Focus

ARCHIVES DIVISION

The Archives Division manages and provides access to the state's information

REFERENCE UNIT

- Provides access to the permanent records of Oregon's government while protecting and celebrating Oregon's history

PUBLICATIONS UNIT

- Publishes and provides access to Oregon's Administrative Rules; Publishes Oregon Blue Book

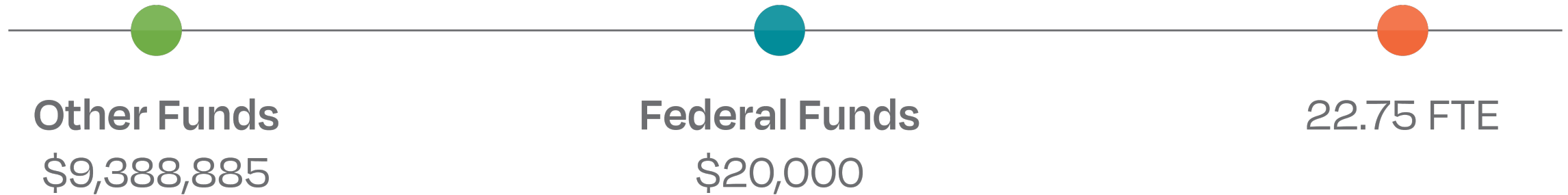
RECORDS MANAGEMENT UNIT

- Empowers agencies to provide public records and manages various types of records



ARCHIVES DIVISION

2021-23 Agency Request Budget



BUSINESS DRIVERS & CHALLENGES

- Workload increases - Oregon Records Management Solution (ORMS) added over 30 new agencies this past biennium for over 95 client agencies
- Rulemaking activity remains high with over 20,000 rulemaking actions per year
- High visibility = greater demand for information
- Additional outreach efforts without additional staff



ARCHIVES DIVISION

POPs

ARCHIVES ORMS STORAGE

- 1. Oregon Records Management System storage increase**
Will allow the State Archives to process and securely store thousands of valuable electronic records including legislative audio, governor's records.
PACKAGE 107 - \$144,000 (OF)

ARCHIVES LIMITED DURATION ARCHIVIST 1

- 1. Limited duration Archivist 1 to digitize files from outdated technologies for permanent retention**
Will allow us to hire someone to focus on this critical work instead of solely digitizing "on demand" for active research requests.
PACKAGE 109 - \$203,591 (OF)

ARCHIVES DIVISION

Contain Costs and Improve Program Delivery

- Moved to virtual only training model in March 2020
- OARD – Expanded features
- Reduced size of Oregon Blue Book
- Expanded outreach and advertising of the Oregon Blue Book to increase sales
- Held vacant position for 14 months to achieve budget savings
- Updating material that's degrading in unsupported formats

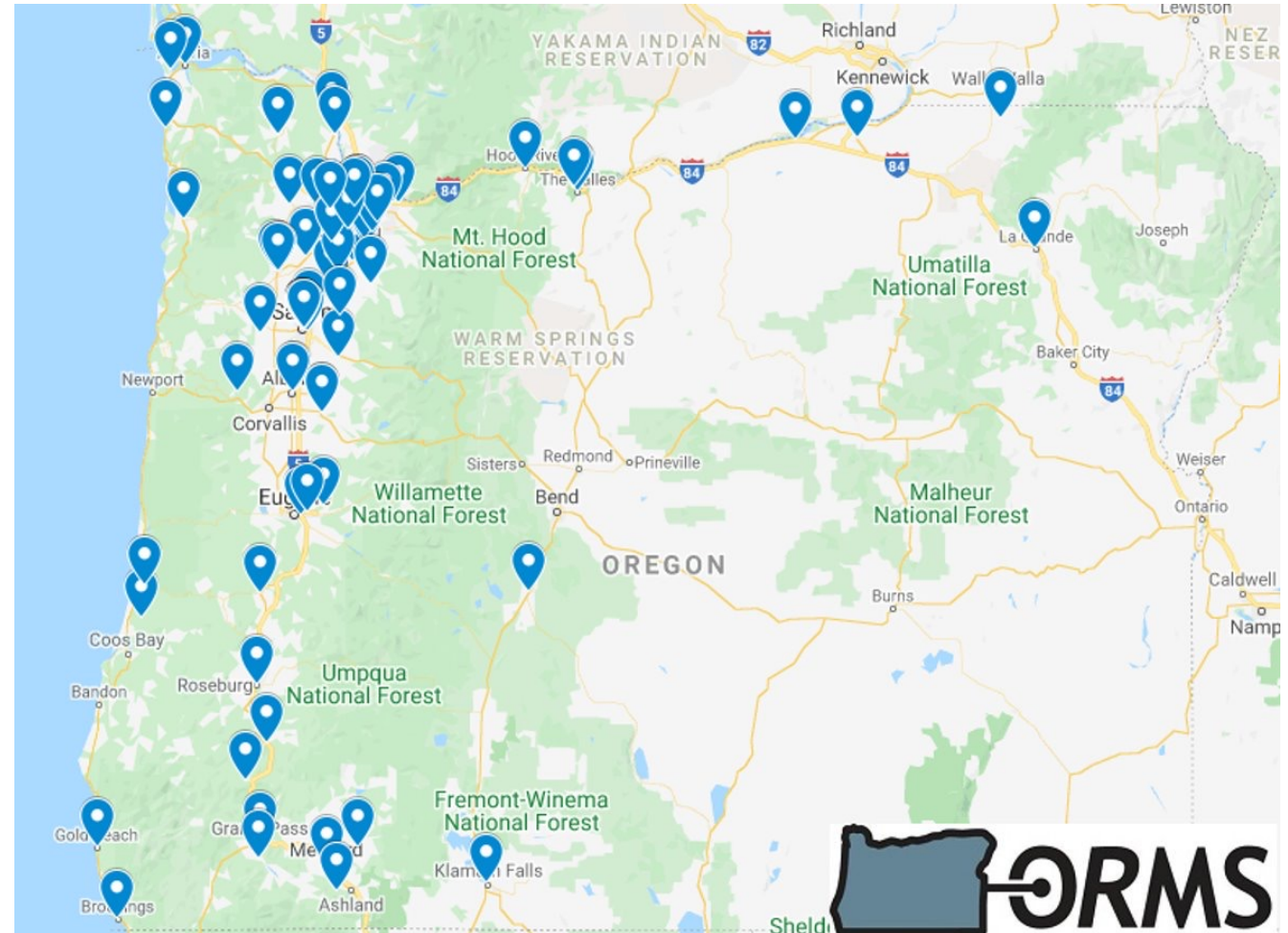


ORMS

Expanding to serve more Oregonians

16 new clients added in 2019

14 new clients added in 2020

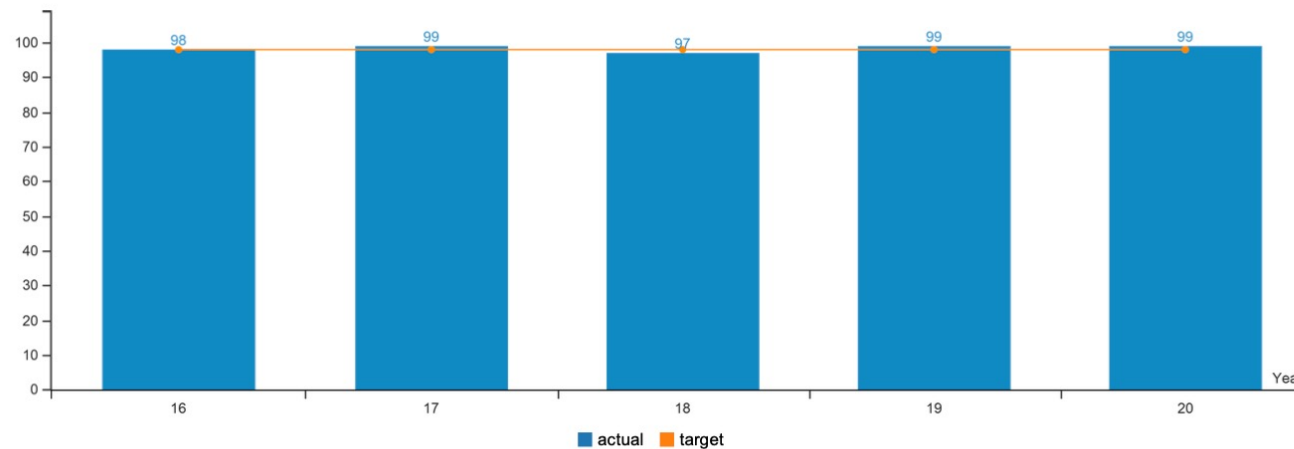


ELECTRONIC ACCESS TO PUBLIC INFORMATION

KPM #1: Percentage of targeted records made available electronically

Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



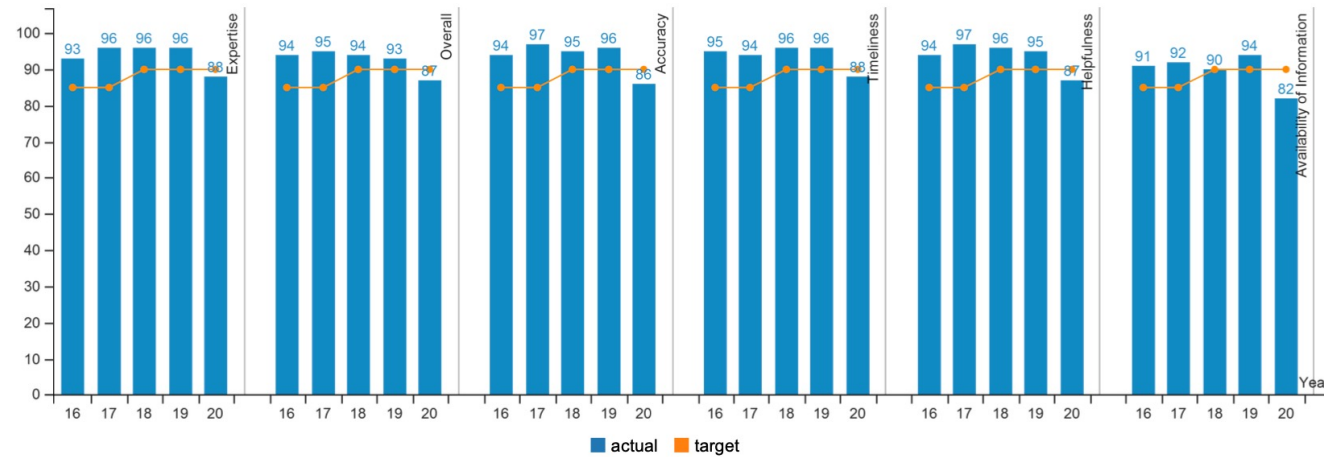
Report Year	2016	2017	2018	2019	2020
Public Information Access- Improve access to public information					
Actual	98%	99%	97%	99%	99%
Target	98%	98%	98%	98%	98%

How Are We Doing

Factors Affecting Results

KPM #9 Customer Satisfaction - Percent of customers rating their overall satisfaction with the agency as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.

Data Collection Period: Jan 01 - Dec 31



Report Year	2016	2017	2018	2019	2020
Expertise					
Actual	93%	96%	96%	96%	88%
Target	85%	85%	90%	90%	90%
Overall					
Actual	94%	95%	94%	93%	87%
Target	85%	85%	90%	90%	90%
Accuracy					
Actual	94%	97%	95%	96%	86%
Target	85%	85%	90%	90%	90%
Timeliness					
Actual	95%	94%	96%	96%	88%
Target	85%	85%	90%	90%	90%
Helpfulness					
Actual	94%	97%	96%	95%	87%
Target	85%	85%	90%	90%	90%
Availability of Information					
Actual	91%	92%	90%	94%	82%
Target	85%	85%	90%	90%	90%

ACCESS - THE BASIC RULE

Every person has a right to inspect any public record of a public body in this state, except as otherwise expressly provided in ORS 192.338, 192.345 and 192.355

- ORS 192.314 (1)



ARCHIVES DIVISION

Impacts of 10% reduction request



Eliminates up to 3 FTE which not only jeopardizes the security of the Archives Building but significantly reduces access to public records and government transparency. Production of the online Blue Book would be done on a limited basis. Finally, all remaining positions would be reduced to a 37 hour work week impacting the Archives ability to fulfill its statutory mandates.





2021 - 23 | BUDGET REQUEST

QUESTIONS?



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