

STATE OF WISCONSIN

Office of the Secretary of State

2015-2017 Biennial Report

October 2017

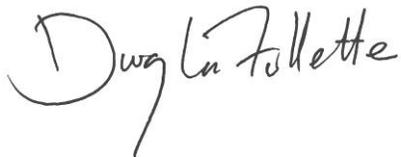
Dear Citizens of Wisconsin,

As required by Wisconsin Statute 15.04 (1) (d), I am submitting to you the 2015 - 2017 Biennial Report of the Office of the Secretary of State.

This report presents an overview of the functions of the Agency, the operations and performance of the Agency during the past biennium, and projected goals of the Agency.

Reflected here are the duties performed by the Agency's dedicated, service-oriented staff, as well as the volume of work handled. The people of Wisconsin have consistently praised this Agency for its effectiveness, user friendliness, and professionalism. It is our intention to continue in this tradition as responsively and thoroughly as possible.

Sincerely,

A handwritten signature in black ink that reads "Doug La Follette". The signature is written in a cursive style with a large, looped initial "D".

Doug La Follette
Secretary of State

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OVERVIEW OF THE OFFICE OF THE SECRETARY OF STATE PROGRAM RESPONSIBILITIES, 2015 - 2017

Wisconsin's Constitution requires the Secretary of State to maintain the official acts of the Legislature and Governor, and to keep the Great Seal of the State of Wisconsin and affix it to all official acts of the Governor. Since 1969, when the Legislature established that the Secretary of State would head an office, it assigned the Office a wide range of responsibilities, which have evolved over the years.

The Office of the Secretary of State is responsible for overseeing the Government Records Division. Legal assistance is provided to the Office by the Attorney General's Office, with information systems support provided by the Division of Enterprise Technology within the Department of Administration.

The Government Records Division administers program responsibilities set forth in the Wisconsin Statutes, including issuing authentications and apostilles; recording official acts of the Legislature and the Governor; and filing oaths of office and deeds for state lands and buildings.

OFFICE OF THE SECRETARY OF STATE

FUNCTIONAL ORGANIZATION CHART

SECRETARY OF
STATE

Douglas La Follette
(1 FTE)

GOVERNMENT RECORDS DIVISION

- Records Management Supervisor
(1 FTE)
- Apostilles/Authentications
- (1 PT LTE)

REVIEW OF AGENCY OPERATIONS AND WORKLOAD IN THE 2015- 2017 BIENNIUM

The Office of the Secretary of State has been vigilant in its efforts to maintain performance, excellent customer service and responsiveness in light of staff and budget cuts. This has been accomplished through an on-going commitment to supporting agency employees in fulfilling the Office's mission by working across disciplines; seeking innovative ways to improve services; keeping abreast of technological advances; and exercising appropriate leadership. In addition this office continues to be one of the few State agencies that provide customers immediate telephone access to actual office personnel – offering real time responses to questions and inquiries, providing program information and instructions, and redirecting numerous calls to other agencies as appropriate.

To continue to preserve important records, and maintain electronic public access to those records, and to maintain IT systems which meet industry standards and public expectations, on a very limited budget, will require ongoing efforts to optimize information technology systems. Efforts to maximize impact and effectiveness of available staff and fiscal resources will be ongoing. In addition, to support the aforementioned efforts, the Office of the Secretary of State will continue to regularly revise and update its website to reflect new systems, policies and offer enhanced service and accessibility to online documents for public access.

PROJECTED GOALS AND CHANGES FOR THE 2015 - 2017 BIENNIUM

Effectively managing workload volume in areas administered by the Office and building capacity through technology will be ongoing challenges. The Office will strive to meet these goals with current staffing and budget levels by continued cross-training of all employees and by working closely with the Division of Enterprise Technology in the Department of Administration to maximize efficiency of computer programs and systems.

In addition, the Office will make every effort to continue to provide the prompt, courteous and professional response our users have come to expect in person, on the phone, by mail and electronically. This will be accomplished by staying abreast of trends in information management and seeking unique approaches to improve service.

Currently all forms and applications available from the Office of Secretary of State are available on-line. These forms and applications will require updating and upgrading on the website to promote ongoing ease of use for customers. The Office will continue to explore and integrate new technologies as appropriate to most effectively utilize finite resources.

APPENDIX-
APOSTILLES/AUTHENTICATIONS
BY MONTH/YEAR

	FY14	FY15	FY16	FY17
JULY	1607	1212	1141	1234
AUGUST	1351	1377	1531	1265
SEPTEMBER	1283	1192	1103	1137
OCTOVER	1373	1304	1081	1113
NOVEMBER	1076	1076	929	1273
DECEMBER	1223	1029	1141	1278
JANUARY	1207	1031	1051	1017
FEBRUARY	1459	1118	1226	1187
MARCH	1164	1393	1523	1873
APRIL	1133	1132	1185	1294
MAY	1150	950	1125	1288
JUNE	1474	1218	1359	1506
TOTAL	15500	14032	14395	15465