



OCTOBER - DECEMBER 2023

For the Record

Quarterly Newsletter from the Office of the City Clerk



CITY CLERK

Office of the City Clerk Strategic Plan

The Office of the City Clerk (OCC) is journeying towards a transformative future with a new Strategic Plan to be completed by February 2024. The Plan kicked off with an exciting OCC all-staff meeting Led by City Clerk Debbie Racca-Sittre on November 28, 2023. Staff participated in anonymous input activities to list what they valued as a department. These values were then refined and combined to create OCC's new mission statement below.

“Our Mission is to uphold the integrity and serve as the custodian of essential records with a commitment to professional, transparent, and accountable public service, ensuring the highest standards of customer service. We are dedicated to preserving the past and safeguarding the future of our community. “

At the end of the meeting, a staff photo was taken in front of City Hall capturing not just the faces but the collective spirit that will propel OCC forward.

The Strategic Plan is continuing forward after the initial kickoff in a series of carefully planned steps. The focus for most of December 2023 – February 2024 is receiving community input through stakeholder work sessions, conducting a community survey and researching best practices.

The Strategic Plan creation process now in motion is unfolding through a sequence of meticulously planned steps. Stakeholder work sessions, a community survey and comprehensive research into the best practices that peer cities are following will form the core elements of this outreach initiative.



In December 2023, stakeholder work sessions were held for Boards & Commissions, Ceremonials and Municipal Records divisions to gain customers input. Meetings with City Department Records Liaison Officers were held to discuss current processes and what needs to be improved for the municipal records management division. Boards & Commissions held the first of four stakeholder meetings for their division, focusing on the City employees who serve as City Board Liaisons.

2023 Office of the City Clerk Staff

January work sessions continued, with Ethics, Boards & Commissions, and Vital Records taking center stage. Boards & Commissions sessions included forums of City Staff Board Liaisons, and Council Liaisons to gather input. The Board Member listening session had a large turnout and at the Henry B. Gonzalez Convention Center.

Ethics sessions delved into the Lobbyist process and Campaign Finance Report account holders. Vital Records sessions engaged with staff and funeral home directors, building on insights gathered from interviews with hospital birth centers during 2023.

On January 18 Municipal Archives & Records division discussed the city archives with museums and researchers who work with the Archives team on a regular basis.

City Clerk Debbie Racca-Sittre and Municipal Records Manager Mary Marquez lead a stakeholder meeting with Records Liaison Officers.



Steps for Strategic Planning

December 2023
thru April 2024



KICKOFF - UPDATE
OF DEPARTMENT
MISSION STATEMENT



BEST PRACTICES &
PEER CITIES
RESEARCH



COMMUNITY SURVEY



STAKEHOLDER
WORK SESSIONS



DEVELOP PLAN



PRESENT TO CITY
COUNCIL

In tandem with the Stakeholder meetings, there will be a statistically significant Community Survey going out to the public with representative input from all council Districts. The survey will be focused on Elections, Boards & Commissions, Municipal Archives & Records and Vital Records. This survey seeks to extract invaluable insights into customer perceptions of OCC services with completion anticipated before the end of February 2024.

The culmination of these efforts will unfold in February with a finalized draft of the Strategic Plan to be presented to OCC staff during a department retreat. This meeting will give staff a final opportunity to provide input before the Plan advances to City Council for approval, making a significant milestone in OCC's unwavering commitment to operational excellence.



City Clerk Debbie Racca-Sittre and Municipal Records Archivist Marcus Flores lead a stakeholder meeting with Museum representatives and Researchers.

Texas Municipal Clerks Association Advanced Institute



The Office of the City Clerk (OCC) proudly sent City Clerk Debbie Racca-Sittre and Assistant City Clerk Jamie Nieto to the Advanced Institute event hosted by the Texas Municipal Clerks Association (TMCCP) in October 2023. At the event, the Office of the City Clerk was honored for receiving the 2023-2024 Municipal Clerk's Office Achievement of Excellence Award, which acknowledges OCC's commitment to excellence.

As a proud member of the TMCCP Alamo Chapter, OCC celebrated the chapter's remarkable achievement at the Advanced Institute Banquet, where it was awarded the Chapter of the Year designation. This proud recognition underscores the excellence of the individuals within the chapter.

The Texas Municipal Clerks Association and Texas Municipal Clerks Certification Program (TMCCP) offer educational and professional development for municipal clerks. Established in 1967 at the University of North Texas, TMCCP is the sole university-level professional education program for city clerks and city secretaries in Texas. It's the third oldest program of its kind in the U.S., recognized by the International Institute of Municipal Clerks.

Achieving certification and active membership in TMCCP requires a rigorous commitment, involving approximately 200 hours of individual home study, online homework, examinations across four courses, and attendance at eight two-day seminars. TMCCP's training covers areas like public relations, interpersonal communications, community organizations, and fosters innovation. San Antonio's City Clerk's Office takes pride in having three active members in this outstanding program.



Photo of the Alamo Chapter of TMCCP at the Advanced Institution event in October.

Vital Records Acheives – 2023 Five Star Award



The Office of the City Clerk's Vital Records Division achieved the prestigious Texas Department of State Health Services Vital Statistics Division 2023 Five Star Criteria for Local Registrars award. The Vital Records team has worked hard to meet the stringent requirement for this award. The success of the team is thanks to the dedicated work of staff to provide excellent customer service every day.



To qualify for the Exemplary Five Star, the facility had to meet rigorous criteria, including Local Registrar engagement in conferences and webinars. Additionally, they needed to register 96% of birth and death records in the Local Acceptance Queue within one business day between January 1, 2023, and September 30, 2023. Offices that registered 100% of records in this timeframe were considered for the highest recognition. This award reflects the division's exceptional commitment to vital statistics management and meeting the stringent standards set by the health services department.

Quarterly EnCORE Award



Exciting news from the Office of the City Clerk (OCC)! Mayra Solis, a stellar member of the Vital Records Division, has been selected for the EnCORE award for Integrity. Recognizing exceptional employee contributions, EnCORE awards highlight those who embody the City's core values of teamwork, integrity, innovation and professionalism.

Mayra's remarkable achievement stems from her vigilant dedication. She uncovered a scam targeting the Vital Records Division and found an organization posing as Vital Chek, the third party that OCC uses for online orders, that took people's orders for birth and death certificates. The orders were submitted to the Vital Records division under the scam company's name. Mayra upon discovering this immediately flagged and reported the erroneous orders to Vital Check who was unaware of the activity.

Mayra's proactive actions not only protected vital records but also ensured the security of online orders. Her commitment to excellence sets a high standard, making her a shining example within the OCC. Congratulations Mayra on this well-deserved recognition!



From left to right:
Assistant City Clerk
Terri Hernandez-
Chapa,
Administrative
Assistant II Mayra
Solis, City Clerk
Debbie Racca-Sittre

Division Statistics

Municipal Archives, Passports Division, Vital Records Division, & Ceremonials



Legislative for Oct - Dec 2023

Council Meetings Supported - 23

Minutes approved without Changes - 100%

Minutes approved in timely manner - 100%

Ceremonials for Oct - Dec 2023

Proclamations - 60

Certificates - 59

Others - 9

Total Ceremonials - 128



Vital Records Oct - Dec 2023



Total Revenue
\$409,422.00

Birth Records
Sold - 16,134
Registered - 9,575

Death Records
Sold - 4,256
Registered - 6,208

Division Statistics

Municipal Archives, Passports Division, Vital Records Division, & Ceremonials

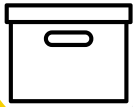
Passport Oct - Dec 2023

Passport Applications Processed - 1,718

Photos Taken - 998



Municipal Archives & Records Oct - Dec 2023



Records Incoming

91 Boxes - 257.53 Cubic Feet

Destroyed Records

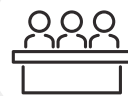
2430 boxes - 6876.9 Cubic Feet

Boards & Commissions Oct - Dec 2023

Boards & Commissions in the City - 88

New Board and Commission Members appointed - 50

Reappointments of Board & Commission Members - 35





CITY CLERK