


CITY OF HALLANDALE BEACH, FLORIDA
MEMORANDUM

DATE: November 28, 2022

TO: Honorable Mayor, Vice Mayor, and Commissioners

FROM: Jenorgen M. Guillen, City Clerk 

SUBJECT: City Clerk's Office

Since I was appointed City Clerk on June 1, 2018, the City Clerk's Office has accomplished the following:

1. Public Records Requests

Within the last two fiscal years, the City Clerk's Office monitored and responded to 4,345 public records requests with total revenue of \$17,442.61. The average revenue amount before integrating Public Records Requests (PRR) software and Records Manager (RM) personnel was less than \$1,000 every FY. The public records request software (JustFOIA) has successfully assisted the public by providing an online payment option, obtaining the status of public record requests, downloading documents responsive to a request immediately once available, and submitting a request through user-friendly software.

The JustFOIA software was integrated in August 2020 as an enhanced method to serve the public and strengthen transparency and trust with the public. PRRs were tracked through a manual excel form. A decentralized system was established in which the City Clerk's office was not required to vet the records before release to ensure proper exemption was followed per Florida Statute. With both the RM personnel and PRR software, the Clerk's Office can guarantee that all records laws are observed. Nevertheless, the City Clerk's office continuously researches ways to enhance the software and the PRR process to ensure exceptional service to the public.

2. Records Manager

In December 2020, the City Clerk's office hired a Records Management Coordinator (RMC) to assist with the volume of public records requests received through the City Clerk's office. With the additional position granted to the City Clerk's office, the department has accomplished all required tasks without delay. The RMC actively assists all employees and provides the necessary training to guarantee that all City personnel handles public records requests in compliance with Florida Statute Chapter 119. The RMC, through the City Clerk, provides City-wide Records Training to assist City staff with their records management responsibilities to comply with current State laws and other administrative guidelines.

Since the inception of the Records Management position, the City Clerk's Office has produced guidance on the procedures of handling public records requests

as per F.S. Therefore, public records request flyer was generated to aid all City of Hallandale Beach personnel in the proper management of a request. Furthermore, the RM actively assists all employees and provides the necessary training to guarantee all City personnel comply with current State laws and other administrative guidelines regarding records requests in compliance with Florida Statute Chapter 119. The addition of the newly hired RM who brings 18+ years of experience with public records management to the City, further complements the endless possibilities and developments we can generate within the City Clerk's Office.

3. Minutes

Since 2012, the City Clerk's Office has consisted of three (3) members to serve internal and external customers. The high demand to provide adequate service to internal and external customers resulted in a backlog of required tasks within the department. As a result of the approval of an additional member in November 2020 to the department, the City Clerk's Office has completed the required duties promptly, including minutes. The City Clerk's Office finalizes council meeting minutes with a turnaround time of thirty (30) days, per the adopted protocol manual. Therefore, allowing the Clerk's Office to uncover new ways to better serve the public and City staff by ensuring efficiency while meeting all State mandates and City policies.

As of November 15th, the Office is no longer short-staffed and expects to revert to completing minutes accordingly with the arrival of the new Records Manager.

4. Boards and Committees

I worked diligently within the year of my appointment in creating a Boards and Committees webpage to provide the public with an overview of the various Boards and Committees, their duties and responsibilities, the active members, meeting locations, agendas, and minutes. Additionally, a Boards and Committees Handbook was created to assist board members and Board Liaisons with an outline of the application process, appointment and qualifications process, terms, reappointments, officers, monthly reports, rules of communication, and an overview of Sunshine Law. Since the institution of the Boards and Committee webpage, the public has been afforded the opportunity to submit an online Board and Committee application from the comfort of their home. The webpage and handbook have assisted fifteen (15) Board Liaisons and over 60+ Board and Committee members.

In FY 2020-2021, the City Clerk's office prioritized Boards and Committees by developing a process that guaranteed transparency to Elected Officials, Board/Committee members, and the public. A method was established through the Clerk's office to inform Council members and the residents of current vacancies and new applications received. In August 2021, the Clerk's office began to include the Boards' and Committees' minutes to inform the council members and residents of the service the Boards and Committees offer to the community. There were sixteen (16) Boards and Committees, with 76% filled appointments and 24% vacancies.

The Clerk's Office continues to include the Boards and Committees' adopted minutes as a Regular City Commission Agenda Item to inform the council members and residents of the service the Boards and Committees offer to the community. On October 17, 2022, a City Commission Workshop was conducted to present the

Annual Boards and Committees Reports as per Sec. 2-74 of the Code of Ordinance. Consequently, a workshop was unanimously requested through the City Commission to enhance the current Boards' and Committees' Administrative Policy. Anticipated start date: Fiscal Year 2022-2023. The workshop will be held in early 2023 to enhance the current Code of Ordinance Article III – General Policies for Advisory Boards and Committees.

5. Agenda Processing

Through the support of the City Manager, the City Clerk's Office has established and enforced an agenda workflow schedule to ensure agendas and backup material are published according to the City Code Section 2-38. With a structured process, staff effectively meets required deadlines when submitting agenda items and required attachments providing transparency to council members and residents. An Agenda Guide Manual and Video were produced to aid agenda liaisons with creating and managing agenda items for their corresponding departments.

6. Electronic Campaign

In preparation for the November 2022 election, the City Clerk's Office introduced the Electronic Campaign process to the Council. As a result, Ordinance 2020-017 was adopted in August 2020 to ensure efficiency, transparency, and compliance with Florida Statute 106.07 to candidates when submitting required campaign reports. Implementing an electronic filing system for campaign treasurer reports best serves the City of Hallandale Beach residents to make the government more accessible and user-friendly while reducing resource demands.

Ordinance 2020-017 was to ensure efficiency, transparency, and compliance with Florida Statute 106.07 for candidates submitting required campaign reports. Implementing an electronic filing system for campaign treasurer reports best serves the City of Hallandale Beach residents to make the government more accessible and user-friendly while reducing resource demands. The City Clerk's Office effectively spearheaded the newly adopted electronic filing system for the 2022 November election.

I am pleased to inform you that seven (7) candidates submitted their reports flawlessly as per Florida Statute 106.07 and Election Laws for the entire 2022 General Election period. Candidates were allowed to submit the required campaign reports from the comfort of their homes and eliminate the need to rush to City Hall and provide an original copy as it was formally required.

7. City Records

The City Clerk's Office is actively working to improve government efficiency and provide transparency to residents and staff of public records management. The Clerk's Office is vigorously anticipating updating the 20211 Records Management Plan and researching methods to comply with F.S. 119 to impose an electronic filing process and reduce the need for resources. Finally, it highlights the importance of Laserfiche as a primary repository system and engaging consultant assistance to

safeguard the City's current records management. Anticipated start date: Fiscal Year 2022-2023.

The improvement of the present Records Management policy and the process will provide necessary training to all City staff on Public Records, disposition, and proper filing of documents. With proper records management in place, City personnel will be able to manage and preserve electronic records in lieu of hardcopies, reducing the need for off-site storage and additional resources. Lastly, a proper records management system ensures documents are readily available for inspection and guarantees compliance with the Freedom of Information Act (F.S. 119). Consequently, the City Clerk's Office is ecstatic about the arrival of the new Records Manager to execute numerous vital projects.

8. Training

The City Clerk's Office recognizes the importance of training to guarantee that the City complies with State regulations and City policies. In January 2021, the City Clerk and Attorney provided training for the first Virtual Boards and Committees Members. A total of forty (40) Board/Committee members, including the Board/Committee liaisons, attended the training to understand their role as Board/Committee members and required Sunshine Law.

In April 2021, the City Clerk's Office, with the City Attorney, offered a Public Records Request Training to all City personnel. A total of 60+ City personnel attended the training on two separate days. The training emphasized the importance of Public Records Requests and the requirements that must be followed to comply with Florida Statute Chapter 119.

The Clerk's office is currently setting up a yearly process to guarantee subject training.

9. Upcoming Improvements

a. Lobbyist Process

- i. The Clerk's Office is diligently working to enhance the application structure for all Lobbyists. Including the ability to submit an online application and payments. Further research is being conducted to ensure compliance with Lobbyist laws and regulations.

ii.

b. Proclamations and Recognition Awards

- i. The Clerk's Office has enhanced the Proclamation process to include a Request Form for better tracking to serve every recipient. Since joining the City of Hallandale Beach, Proclamations were generated and presented to recipients without frames. Effective this new Fiscal Year, Proclamations and Recognition Awards will be presented through appropriate means representing the City and the recipient (i.e., frames).

ii.

c. City Clerk's Office Website

- i. Continual improvements to the Clerk's webpage to support transparency to the community.

Attachment:

1. Jenorgen Guillen Curriculum Vitae

JENORGEN GUILLEN

Phone: (954) 457-1489
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EDUCATION

BS Barry University, Public Administration
Expected Graduation Date: Fall 2023

CERTIFICATES

Master Municipal Clerk (MMC)

In progress

The MMC program is one of the two professional designations granted by the International Institute of Municipal Clerks (IIMC). The MMC program is an advanced continuing education program that prepares participants to perform complex municipal duties. The program has an extensive and rigorous educational component and a professional and social contribution component. The MMC applicant must demonstrate that they have actively pursued education and professional activities.

National Society of Leadership and Success

2022

The NSLS is an organization that provides a life-changing leadership program that helps students achieve personal growth and career success and empowers them to have a positive impact in their communities.

Phi Eta Sigma National Honor Society

2021

Phi Eta Sigma was founded on March 22, 1923, to encourage and reward high academic achievement among members of the first-year classes at the University of Barry.

Certified Municipal Clerk (CMC)

2018

The Certified Municipal Clerk program is designed to enhance the job performance of the Clerk in small and large municipalities. A Municipal Clerk must attend extensive education programs to earn the CMC designation, and the CMC designation also requires relevant experience in a municipality. The CMC program prepares the applicants to meet the challenges of the complex role of the Municipal Clerk by providing them with quality education in partnership with institutions of higher learning, as well as State / Provincial / National Associations.

PROFESSIONAL EXPERIENCE

City of Hallandale Beach, 2018-Present

City Clerk

Provides a variety of complex administrative and supervisory work managing the various functions of the City Clerk's Office and the overall supervision of public records maintenance, elections, and codification of legal documents adopted by the City Commission. The position supervises employees and schedules day-to-day work activities for optimum efficiency and productivity. The position requires an advanced understanding and wide application of principles, theories, and concepts in the assigned function or business area.

City of Hallandale Beach, 2017-2018*Deputy City Clerk*

Performed advanced administrative work in support of the City Clerk and the City Clerk's Office. Assisted the City Clerk with recording and maintaining official records, minutes, and actions of the City and City Commission and with the appropriate safekeeping of all legislation adopted. Assisted in supervising all City elections and oversaw the handling, classification, and filing all documents and corresponding depository of records. Work is performed under the administrative direction of the City Clerk.

North Bay Village, 2014-2017*Deputy City Clerk*

Prepared and finalized Commission agenda packets and their distribution, coordinated approval and execution by the proper authority of various documents approved by the Commission, including attesting to official documents, in the absence of the City Clerk. Distributed copies of ordinances and resolutions to agencies and maintained such documents in designated permanent records. Updated City Code Book (Municode) supplements, including Zoning and Land Development Codes, and arranged for printing City Code Book supplements and their distribution. Assisted in preparing legal advertisements and public notification letters for public hearings; certified copies in the absence of the City Clerk and assisted the City Clerk and other departments with enhancing and implementing a comprehensive City Records Retention and Disposition Program per State Records Schedules and municipal requirements. Served as local Supervisor of Election, conducted municipal elections with the Miami-Dade County Department of Elections, and monitored compliance with all Village, County, and State regulations on elections.

Town of Surfside, 2012-2014*Town Clerk Assistant / Finance Director Assistant*

Prepared agendas for board and committee meetings and took minutes for boards and committee meetings (Commission, Pension Board, Planning & Zoning, and Advisory Board meetings). Processed applications for Certificate of Use and Local Business Tax, Processed Resort Tax applications/forms, prepared applicable notices, and collected taxes and fees. Maintained all utility accounts and processed utility bills, delinquent notices, and lien notices. Applied customer service skills, on the phone and in person, on various subjects, including Code Compliance rules, regulations, and procedures. Performed balancing credits, reverse charges, adjustments, and miscellaneous charges. Completed data entry, Accepted applications for all building permits, reviewed forms for accuracy, explained permit procedures fees and determined missing documents, processed Contractor's licenses, and performed other duties as assigned.

PROFESSIONAL SERVICE AND AFFILIATIONS**Florida Association of City Clerks (FACC)**

- Board Chair, 2018
- By-Laws Board Member, 2016
- Summer Conference Board Member, June 2015

Miami-Dade County Municipal Clerks Association (MDCMCA)

- Secretary, October 2017
- Treasurer, October 2015

Broward County Municipal Clerks Association (BCMCA)

- Member, 2017

SKILLS

- Knowledge of governmental law and documents such as the City Charter, Code of Ordinances, policies, and procedures
- Knowledge of legal requirements, rules of order, and procedures of City Commission meetings
- Knowledge of municipal government organization, functions, and activities, including election laws and procedures and records management requirements
- Considerable knowledge of the use of computers for varied applications
- Ability to accurately record and maintain records
- Ability to establish and maintain effective working relationships with employees, supervisors, other departments, officials, and the public
- English and Spanish speaker; communicate effectively verbally and in writing
- Ability to write clear and concise reports, memoranda, directives, and letters