To: Joint Technology Committee

From: Eric Bergman, CCI Policy Director

Date: October 15, 2021

Re: County Electronic Filing Capability Study

Pursuant to HB21-1100, Colorado Counties, Inc., (CCI) conducted a survey of its members over the course of the summer on the ability of each county to have documents filed electronically with the county by its citizens. To ensure social distancing and constituent safety, remote service provision was necessitated during the height of the COVID pandemic - and to the degree practicable counties have endeavored to continue and formalize these electronic filing options/practices going forward.

For purposes of conducting this survey, "electronic filing" was defined to mean any method of filing or submitting documents to the county remotely by computer, phone or other electronic device. This could include anything from simply e-mailing a document to the county to filling out an electronic form on the county website and submitting it through the click of a button.

CCI received survey responses from 41 of its 61 member counties, and those responses are tabulated on the attached spreadsheet. Per the legislative directive, counties were asked the following:

1) What proportion of documents can be filed electronically with each department or division of the county;
2) What actions would be required to allow at least 80% of the documents to be filed electronically (including cost estimates);
3) What obstacles the county would face in getting to 80% fileablity; and
4) What additional information or considerations are important to know in this endeavor.

Survey Results
The vast majority of county respondents reported that most of their offices or divisions were at or approaching the 80% threshold for fileability. Only three counties did not have 80% fileability in at least one department or division. On the whole, it is evident that counties

have moved to implement remote filing options where they are attainable as both a cost-saving measure for the county and increased convenience for the constituent.

For those counties that fell short of the 80% fileability threshold, there were a wide number of obstacles identified in the survey results. These included:

- Cost, training and staffing limitations.
- Inadequate broadband availability (for either the county or residents trying to file electronically). This includes instances where the county has broadband service but has limitations on the size of a file that can be received.
- Concerns that elderly citizens do not always have computers or do not have sufficient experience with computers to file documents electronically.
- Cybersecurity concerns (especially as it relates to allowing citizens to e-mail a pdf to the county).
- Personal Identifying Information (PII) protection/confidentiality issues.
- Statutory prohibitions on accepting electronic documents or electronic signatures.
- Physical limitations for some documents (such as mylar used in land use planning) that make them incapable of being scanned and transmitted electronically.
- Inability to accept payment over the Internet.

Publication of county financials

The legislation also states that "electronic filing and **electronic publishing of information** is an opportunity to modernize government operations, reduce waste, save the taxpayers time and money, and increase the accessibility of government services, information and functions throughout the state." To this end, CCI also surveyed its members about the continuing cost of mandatory publishing of county financial information in local newspapers.

Currently in our state, counties are the **only** governmental entities that are required to publish their financials (monthly expenditures, employee salaries and semi-annual financial reports) in the local newspaper. This statutory requirement does not apply to cities or school districts or even state government. This publication requirement costs Colorado taxpayers hundreds of thousands of dollars every year. The 41 responding counties estimated that publishing this information collectively costs them $223,110 a year.

It is widely acknowledged that most public information is available to everyone, at any time, on the Internet. According to the Governor's Office of Information Technology, 90% of rural Coloradans now have access to broadband service (up from 77% just three years ago). At the same time, less than 23 percent of people read a print newspaper anymore (according to a recent Pew survey). The greatest transparency is that which allows information to be accessed easily, at no cost, through broadly available Internet access. We would urge the General Assembly to remove this antiquated publishing requirement from statute and allow counties to modernize their operations by posting this information on the county website instead.

CCI is committed to increasing the effectiveness and convenience of local government services. We appreciate your time and consideration of these survey results and we look forward to working in partnership with the General Assembly on additional ways to modernize government and make it work better for our citizens.

If you have any questions, please do not hesitate to call me at 303.861.4076 or e-mail me at ebergman@ccionline.org.

2021 Electronic Filing Capability Survey - County Responses

County	Office or Department	Percentage of documents that can be filed electronically	If less than 80%, what actions would be required to allow 80% or more of the documents to be filed electronically? (please include estimated cost of these actions)	Any obstacles (besides financial) the county would face in increasing the availability of electronic filing for documents in this office/department?
Adams	Assessor	95		
	CEDD	90		
	Clerk & Recorder	85		
	Communications	95		
	Coroner	100		
	County Attorney	100		
	CSWB	100		
	District Attorney	100		
	Budget & Finance	90		
	IT	100		
	P&C	95		
	Parks/Open Space	100		
	Public Works	75	Will be over 80% once online payment for Stormwater permit project completed (in process).	
	Riverdale Animal Shelter	100		
Alamosa	Clerk's Office	98%	N/A	It would be more of an obstacle for the customer to pay the vendor.

	Treasurer	62%	100% of deed processing is manual	Possibly changes to the State Statutes. Upgrade in software & website
	Assessor	75%	Don't send notice of valuations electronically	Many forms we have to mail, but can receive them back electronically
	Land Use	75%	No online payments accepted	Need to change the website to accept payments
	Public Health	95%		

| Arapahoe | Countywide | | 86% | Although the county total of electronic filings is greater than 80% overall, the vast majority of submissions are allowed via unsecured email (64% of all documents, forms, and verifications) while only 36% of submissions are supported via secure online platforms.

Actions Required to get to 80% secure electronic filings countywide include:
- Implementing a secure software application to digitize form and verification submission with business rules and operational functionality to ensure forms are routed to appropriate staff for timely processing
**Implementation cost = $300,000
**Annual operations and maintenance costs $225,000 + 5% compounded annually

- Increasing secure storage/database capacity
**Annual operations and maintenance costs $30,000 + 5% compounded annually

- Implementing a secure digital signature software subscription in accordance with C.R.S. §§ 24-71.3-101 | In addition to individual department needs, the county would need to undergo widespread cultural change management, including, but not limited to, redefining position duties, retraining staff, and reviewing and updating internal policies and procedures.

The current online submission platforms need to be revised to provide a holistic and unified resident experience regardless of the department with which they are interacting.

Maintaining document submission functionality, forms, and instructions, after implementation in English and in languages other than English.

Ensuring filing platforms maintain accessibility requirements during implementation, as requirements change, and each time instructions |

	Commissioners Office	90%	See "Countywide" for actions and cost estimates.	Forms are not digitized - Resident access to technology - Resident tech savviness - Some documents require signatures - Some documents require notarization - We do not have the technology platforms to properly digitize the forms for electronic submission - Will require interfaces/integrations with systems of record
	Assessor	100%	While the Assessor accepts 100% of documents via email, we do not have the funding to implement and maintain a true electronic transmission platform. See "Countywide" for cost estimates.	Forms are not digitized - Resident access to technology - Resident tech savviness - Some documents require signatures - Some documents require notarization - We do not have the technology platforms to properly digitize the forms for electronic submission - Will require interfaces/integrations with systems of record

| | Clerk and Recorder | | 89% | While the Clerk and Recorder accepts 89% of documents via email, we do not have the funding to implement and maintain a true electronic transmission platform. See "Countywide" for cost estimates.

State statutory and regulatory modifications to remove the requirements to verify identity in person or appear in person.

State motor vehicle software improvements to fully support electronic submissions of documents, verifications, and payments.

Need to implement mobile versions of state and county software for individuals who prefer to or can only access the internet via mobile devices.

Translate documents, instructions and form submissions into | Forms are not digitized
- Residents must submit copies of verification along with documents and we do not have a secure means for transmission
- Some C.R.S. require individuals to appear in person, see 14-2-105. Marriage license and marriage certificate, 14-2-106. License to marry,
14-2-106.5. License to marry without appearing in person — repeal. (Scheduled to be repealed effective December 31, 2023)
- Passports require applicants to appear and sign in person
- Resident access to technology
- Resident tech savviness
- Some documents require signatures
- Some documents require notarization
- We do not have the technology platforms to properly digitize the forms for electronic submission
- Motor vehicle documents frequently require payment and |

| | Community Resources | 98% | While Community Resources accepts 98% of documents via email, we do not have the funding to implement and maintain a secure electronic transmission platform. See "Countywide" for actions and cost estimates.

Modifications to grant, local, and state program rules/policies to accept documents and verifications electronically.

Need to implement mobile versions of state and county software for individuals who prefer to or can only access the internet via mobile devices.

Translate documents, instructions and form submissions into languages other than English for non-English speakers and readers. | Forms are not digitized
- Clients must submit copies of verification along with documents and we do not have a secure means for transmission
- Resident access to technology
- Resident tech savviness
- Some documents require signatures
- Some documents require notarization
- Grant, local, and state program rules/policies may require modification to accept documents and verifications electronically and to store them electronically for future retrieval
- Auditor access to forms and verification
- We do not have the equipment for auditors to access digitalized data
- We do not have the technology platforms to properly digitize the forms for secure electronic submission |

	Coroner	80%	See "Countywide" for actions and cost estimates. Implementing online payment processing.	Forms are not digitized -Individuals must submit copies of verification along with documents and we do not have a secure means for transmission - Resident access to technology - Resident tech savviness - Some documents require signatures - No online payment option - We do not have the technology platforms to properly digitize the forms for electronic submission - May require interfaces/integrations with systems of record

	County Attorney		90%	While the County Attorney accepts 90% of documents via email, we do not have the funding to implement and maintain a true electronic transmission platform. Statutory rules for litigation have requirements for in-person service of process. See "Countywide" for actions and cost estimates. Implementing online payment processing.	Forms are not digitized - Residents must submit copies of verification along with documents and we do not have a secure means for transmission - some documents are required to be presented in person during hearings - Resident access to technology - Resident tech savviness - Some documents require signatures - No online payment option - We do not have the technology platforms to properly digitize the forms for electronic submission - May require interfaces/integrations with systems of record

	Facilities and Fleet Management (FFM)	100%	While Facilities and Fleet Management accepts 100% of documents via email, we do not have the funding to implement and maintain a true electronic transmission platform. See "Countywide" for actions and cost estimates. Interdepartmental business process changes and collaboration would be required to increase electronic filing via a secure digital platform.	Forms are not digitized - Customers must submit copies of verification along with documents and we do not have a secure means for transmission - Resident access to technology - Resident tech savviness - Signatures are required - We do not have the technology platforms to properly digitize the forms for electronic submission - May require interfaces/integrations with systems of record
	Finance	100%	While Finance accepts 100% of documents via email, we do not have the funding to implement and maintain a secure electronic transmission platform. See "Countywide" for actions and cost estimates.	Forms are not digitized - Resident access to technology - Resident tech savviness - Some documents require signatures - Some documents require notarization - We do not have the technology platforms to properly digitize the forms for secure electronic submission - Will require interfaces/integrations with systems of record

	Human Resources		100%	While Human Resources accepts 100% of documents via email, we do not have the funding to implement and maintain a secure electronic transmission platform. See "Countywide" for actions and cost estimates.	Forms are not digitized - Resident access to technology - Resident tech savviness -Some documents require signatures - We do not have the technology platforms to properly digitize the forms for secure electronic submission - May require interfaces/integrations with systems of record

	Human Services		82%	See "Countywide" for actions and cost estimates. State statutes, regulations, rules, and policies will need to be revised to allow sharing documents across divisions and program services. Conflicting state statutes, regulations, rules, policies, and interpretations will need to be addressed to allow for electronic submission, electronic signatures, and data sharing within the department to eliminate the need for clients, agencies, and entities to submit the same document individually for each program.. Added security for HIPAA and FedRamp Certified electronic storage and added costs to store some data within the 48-contiguous United States. Implementing mobile versions of state and county software for	Forms are not digitized - Clients must submit copies of verification along with documents and we do not have a secure means for transmission - Individuals without PEAK accounts cannot upload documents securely for means tested programs - Resident access to technology - Resident tech savviness - Residents lack access to printers and scanners - Some documents require signatures - Some documents require notarization - We do not have the technology platforms to properly digitize the forms for electronic submission - Will require interfaces/integrations with systems of record

	Information Technology	100%	While Information Technology accepts 100% of documents via email, we do not have the funding to implement and maintain a secure electronic transmission platform. See "Countywide" for actions and cost estimates.	See "Countywide" for obstacles
	Open Spaces	96%	See "Countywide" for actions and cost estimates.	Forms are not digitized - Customers must submit copies of verification along with documents and we do not have a secure means for transmission - some processes are required to be in person when a document is presented. For example, requesting a master gardener to physically inspect a plant, tree, lawn, or insect sample for diagnosis - Resident access to technology - Resident tech savviness - Some documents require signatures - No online payment option - We do not have the technology platforms to properly digitize the forms for electronic submission - May require interfaces/integrations with systems of record

| | Public Works and Development | 96% | See "Countywide" for additional actions and cost estimates.

Implementing additional online payment processing.

Implementing mobile versions of county software for individuals who prefer to or can only access the internet via mobile devices.

Translating documents, instructions and form submissions into languages other than English for non-English speakers and readers.

Business process changes and collaboration would be required to increase electronic filing via a secure digital platform. | Forms are not digitized
- Individuals must submit copies of verification along with documents and we do not have a secure means for transmission
- Resident access to technology
- Resident tech savviness
- Residents lack access to printers and scanners
- Some documents require signatures
- Some documents require notarization
- We do not have the technology platforms to properly digitize the forms for electronic submission
- Will require interfaces/integrations with systems of record |

	Sheriff's Office	66%	See "Countywide" for actions and cost estimates. Implementing additional online payment processing. Need to implement mobile versions of state and county software for individuals who prefer to or can only access the internet via mobile devices. Translate documents, instructions, and form submissions into languages other than English for non-English speakers and readers.	Forms are not digitized - individuals must submit copies of verification along with documents and we do not have a secure means for transmission - Resident access to technology - Resident tech savviness - some processes require individuals to appear in person, for example, to retrieve personal property upon release from the detention facility, for fingerprinting, inmate property intake, personal property release, onsite witness statements, and inmate money release - some documents require signatures - some documents require notarization - some processes require individuals to appear in person and present an ID for verification (concealed handgun permits) - We do not have the technology platforms to properly digitize the forms for secure electronic

	Treasurer	64%	See "Countywide" for actions and cost estimates. Implementing additional online payment processing. Implementing and maintaining a secure electronic transmission platform that supports electronic signatures and notarization capabilities.	Forms are not digitized - Individuals must submit copies of verification along with documents and we do not have a secure means for transmission - Resident access to technology - Resident tech savviness - Some processes require individuals to appear in person, for example, mobile home sales, first-time tax deferral requests, and authentications - Some filings require individuals to mail a certified letter - Some documents require signatures - Some documents require notarization - We do not have the technology platforms to properly digitize the forms for secure electronic submission - Will require interfaces/integrations with systems of record
Archuleta	Administration	100%	n/a	n/a
	Airport	100%	n/a	Training and educating
	Assessor	100%	n/a	Not sure if website has the capability of doing this. Not sure what this would entail regarding broadband.

	Attorney	100%	n/a	Attorney-client privileged information would need to be redacted which could be time-consuming.
	Clerk & Recorder	100%	n/a	n/a
	Clerk - Motor Vehicle	20%	Cannot accept all documents electronically because originals are required	CDOR requires originals
	Clerk - Elections	25%	Only UOCAVA or Emergency voter ballots can be submitted electronically. Voter registration can be done electronically.	CRS & SOS Rule does not allow
	Combined Dispatch	100%	n/a	n/a
	CSU Extension	n/a	n/a	n/a
	Development Services	41%	Ability to print 24" x 36" plans to scale in our office for review ($5000); increase in application rates (75-100% increase); hiring of staff (2 ppl @$35K ea) to convert electronic to hard copy documents; increase office supply budget by 200% to cover costs; digital identity verification for engineers, architects, and surveyors.	
	Finance	75%	More secure method of submission, better quality submissions (many are hard to read), submission tracking	Ensuring that departments are equipped with adequate equipment (scanners, printers, etc.), adding the ability to digitally sign documents, staff training
	Fleet	100%	n/a	No

	Human Resources	90%	n/a	Protected information, i.e., social security numbers, birth dates, bank information would need to have an extremely secure server to host this type of info.
	Human Services	85%	n/a	Assistance/Resources to convert paper forms (personnel), management of site to update forms as changes are made, internal training, assistance/resources for public (e.g., providing support to assist public with navigation), public access to computers, assistance/resources with monitoring electronic filings and then internal training for routing filing to appropriate program.
	Information Services	100%	n/a	Training, teaching best practices
	Public Works (incl. Buildings & Grounds, Solid Waste & Weed & Pest Divisions)			
	Road & Bridge	90%	n/a	Training
	Sheriff	100%	n/a	Training for staff and customers, redacting private info, equipment for scanning, submitting time-sensitive documents and secure email
	Transportation	90%	n/a	No

	Treasurer	90%	n/a	Training of staff and customers
	Veteran's Services	95%	n/a	No
Baca	County Commissioners		20 Baca County would need to upgrade our server and storage capacity. We would most likely need to look into software also for organizing the documents that would be received and need to be stored. As far as cost, we feel $75,000.00 would be a good starting point.	Many of our documents require signature approval, which we understand that signatures can also be done electronically; however, additional software would be needed and could delay processing. Some of our documents also require a payment of some sort; some of our residents prefer to pay in cash. When payment is needed, it involves two different departments; Commissioners' office and Treasurer's office. For Transport permits, a signed copy needs to be sent to the applicant as it will need to be carried by the driver of the transport. One-half of our office procedures includes processing of purchase orders for payment and payroll once each month. Each department provides their purchase orders which require original receipts for our auditor according to our schedule as well as a payroll summary once a month for their employees. Not
	Treasurer/Public Trustee	90		Age of Community
	Vital Statistics	95		Proof of Identity

	Assessor	80		Training and organizing
	Clerk/Recorder	100		advertising
Chaffee	Emergency Medical Services	90%		Networking
	Assessor	90%		Having to return documents for complete information
	Office of Emergency Management	100%		Electronic file storage space, technical support, Internet infrastructure
	Treasurer/Public Trustee	80%		I think we do as much as we can right now
	Legal	100%		Internal tech expertise
	Land Use/Planning & Zoning	0%	We just acquired new software that will allow for 80%+ electronic filing	
	Public Health	95%		
	Development Services	100%		

	Sheriff's Office	75%	Most records requests require an original signature per statute and fees for production of the records is required up front. Court civil documents usually need to be originals for service and return.	
	Administration	<20%	Working to get there. Nominal cost at first glance.	
	County Fairgrounds/Event Center	100%		
	Human Services	100%		
Cheyenne	Treasurer	90%+	N/A	No
	Clerk & Recorder	10%	Changes in State Statute	
	Assessor	85%	N/A	Extra time and energy from office that could lead to overtime
	Public Health	30%	Equipment, storage, time, approximately $250K	Electronic medical record system, space

	Land Use	90%	N/A	
	Human Resources	80%	N/A	Original signatures
Conejos	Human Services	50%	Need for hardware at the individual level that would allow us to scan documents in bulk. Cost not known at this time.	
	Land Use Office	90%		Landowners/applicants may not have the ability. Many residents are older and do not use the Internet
	Emergency Management	100%		
	Treasurer/Public Trustee	80%	Third party vendor	
	Ambulance/EMS	95%		Hardware/storage space
Costilla	Social Services	70	funds for additional staff	
	Clerk's Office	40	funds for additional staff	
	Planning and Zoning	50	funds for additional staff	
	Commissioners	50	funds for additional staff	
Crowley	Clerks's Office	70	The statutes would need to be amended to allow website notification	

	Planning and Zoning	100		
	Treasurer	100		CRS 30-25-111(2) would have to be changed
	Administration	100		
Delta	Administration	100%		
	Treasurer	60%	State process implemented	none
	Payroll	100%		
	OEM	100%		
	Human Services	100%		
	Clerk and Recorder	95%		
	Health	98%		
	Landfill	100%		
	Elections	100%		
	HR	15%	Need training for electronic filing; $4000 for training	
	Attorney	30%	court requirements	
	Health	100%		
	District Attorney	35%	State process implemented	
	Sheriff's office	40%	State process implemented	
Douglas	Clerk's Office - Motor Vehicle and Driver License	5%	This is out of our control - we can influence however Federal and state legislative changes would be required in addition to Colorado Department of Revenue Rules and requireements modifications - Also Statewode training of all DMV employees and upgrades to DRIVES.	

	Clerks's Office - Recording	90%		
	Open Space and Natural Resources	100%	when the volunteer management system is completed	
	Communications and Public Affairs	100%		
	Public Trustee	98%	Releases with production cannot be filed elcetronically. Some documents must be originals for security and compliance with statute.	
	Treasurer	95%	The option to submit tax payments electronically is available to any who wish to use these options. Approximately 76% of payments are paid electronically. Tax Lien Sales are online.	

	Assessor	75% including Assessor Protest, County Board of Equalization (both can be done in either paper or digital).	25% including Abatements, Manufactured Housing forms, Senior and Disabled Veteran Exemption applications. Senior Veteran Exemption Applications and Disabled Veteran Exemption Applications require signatures, are paper-based, have sensitive information (soc). These forms are under the State of Colorado's control and we cannot alter them. If the state would update their process and system, DougCo IT and Assessor could build an online form that could be securitized and transmitted to the state. Abatement forms are also developed by the state and require signatures.	
	Human Services	90-95%		Technology to allow for a client portal and/or a process that allows for clients to submit documents more easily/consistently.

	Community Development	95%	While most documents may be filed electronically, some customers do not have the technology (up to date computer or smart phone, high speed internet, etc.) on their end to take advantage of the opportunity.	
	Building Department	100%		
Eagle	Airport	50%	Create google/electronic forms	TSA Regulations require certain paperwork/applications to be provided in person to verify original documentation and signature
	Animal Services	50%	Create electronic forms	Customers not able to access online

	Clerk and Recorder		
	County Commissioners	100%	
	County Managers	100%	
	ECO Trails	100%	
	ECO Transit	100%	
	Emergency Management	100%	
	Facilities Management	50%	forms are available for download, no ability to take credit card payment, bank fees are per transaction, costs unknown	deposits would be difficult to track and manage
	Fair and Rodeo	50%	forms are available for download, no ability to take credit card payment, bank fees are per transaction, costs unknown	deposits would be difficult to track and manage
	Finance	100%	
	GIS		
	Housing	80		HUD, tax credit and USDA requirements for paper compliance
	Human Resources	100% for external website - job application	
	Human Services	100%	

	Information Technology	100		
	Planning	50%	Policy and process review needed to see where we can streamline to use more Google Forms. Plats are required to be physical copies	
	Public Health	50%	Form Development (fillable), Protocols and Routing System development, Online Payment, Conversion to digital for licenses/permits, Ability to search and pull up licenses and permits for the customer	Personnel, capacity, skill to address everything to the left
El Paso	County Attorney	100%	none	none
	Information Technology	100		No

	Public Works	85%	We are at 85%. Please see answer #2.	We have several employees in Public Works that have limited access to technology due to lack of connectivity in areas of the County as well as access to electronic devices.
	Coroner	100%		
	Economic Development	80%		
	Justice Services	93%		No

	Assessor	95%		As county assessor, I am the custodian of the public record, which also means I possess the county's original plat / land books dating back to the mid 1800s. These books are very historical and should be digitized and preserved for the public... The drawback is the cost. I have been quoted between $250,000 - $325,000.
	Pikes Peak Workforce Center	90-95%		
	Treasurer	90%	We answered 90%	Statutory requirements for the Public Trustee side of our office. Statutes still require a portion of the documents needed to process a foreclosure must be the original documents.

	Public Health	Public Health overall is about 75-80%. Office approximations: Vital Records- 100%, Environmental Health- 95%, Family Planning- 95%, WIC- 90%, Maternal Child Health- 50%, Lab- 0%, Communicable Diseases/TB- 80%	Maternal Child Health is in phase 3 of Electronic Health Records implementation and should be able to increase with no additional cost, Lab e-filings could increase with a software implementation for sample information to be entered electronically- cost has not been researched	Customers often have ability to electronically file but choose not to due to experience or desire to keep track of sensitive documentation. For the Lab there is frequently a need for hand delivery of samples or for a person to be in attendance.

	Clerk & Recorder	The majority of the documents filed electronically with the Clerk and Recorder's Office is in the Recording Department. The Recording Department accepts approximately 85% of the filings are recorded electronically. Motor Vehicle customer may renew vehicle registration, etc. on line through the Department of Revenue's website. In	COB needs a program to accept online filings, payment and capability for electronic signing. Cost $75K - $125K.	The one obstacle in Recording with new submitters is they have to create their own e-recording application. When there are new customers, the staff test compatibility within the test environment before granting the submitter access to the production site. Recording staff have to dedicate time to process e-recordings in test. But, its not something that takes a lot of time on their end to process.

	Facilities & Strategic Infrastructure Management	10%	In process with IT	None...improvements are in process.
	Human Services	Estimated 50% (100% of eligibility documents, 100% APS, little in Child Welfare)	1. An improved document management system, as Trails is not sufficient to upload all documents. 2. Money to contract for cases to be scanned into the system.	As mentioned above, an improved document management system for Child Welfare. If HS Connects would expand into Child Welfare.

	Community Services	90%		
	Surveyor	100%	More than 80%	
	Human Resources	100%		
Fremont	Building Department	90%		
	Administration	95%		
	Planning & Zoning	90%		
	Division of Recording	95%		
	Division of Motor Vehicle	15%	State and Federal law changes, DRIVES needs updated for secure third party submission, unknown costs at the state level	training, underpaid employees for duties assigned, restructuring would be necessary due to electronic submission
	Division of Elections	90%		
	Clerk to the BoCC	70%	liquor licensing require wet signatures for applications to the state, checks required no electronic payment accepted, state should create a submission form online with a electronic form of payment accepted, unknown costs at the state level	processing, training, state
	DHS - Eligibility	100%		

	DHS - Child Support	50%	Court Documents	State Rule
	DHS - Workforce Development	100%		Clients not responding
	DHS CW	100% Court Documents	N/A	None

	DHS Adult Protection Services	100% Court Documents		
	DHS - Eligibility	100%		
	DHS - Child Support	50%	Court Documents	State Rule
Garfield	Clerk's Office - Recording	75-80%		
	Assessor	90%	N/A	N/A
	Community Development	10%	new hardware-$50,000; Software - $12,000; Code update to require electronic submittal - $10,000; training - $3000	need to have paper copy at inspection site

	Criminal Justice Services	85%	0	
	County Coroner's Office	100%		
	Finance	100%		
	Human Services	90-100%	IT Resources: personnel to assist with projects, training needs for staff, development of forms, electronic versions of all paper items, equipment (scanners, etc.), process platforms, and exploring other technology	With increased budget these needs can be met
	Human Resources	90%		Ensuring data security
	Landfill	80%		Needs to be on webpage
Grand	Information Systems	100%	N/A - We do not have any public facing services.	N/A
	Natural Resources	100%; we only have 1 item that needs to be filed with us	NA	security and ease of use

	Treasurer	None	Since the Treasurer's function is primarily serving as a depository for property taxes and department funds, there isn't necessarily a way to increase electronic filings. We do allow electronic payments and a few mortgage loan servicers provide an electronic report when they remit funds for taxes. We could push for more electronic payments instead of receiving checks in the mail.	See Column C
	Public Trustee	Estimated at 50%	We are working with an new vendor to add the number of electronic filings. Other than setup and online training time, no additional cost. Should reduce overall time requirements dealing with paper releases. We may get to 80% electronic releases with this addition.	None
	CSU Extension Grand County	60%	less cumbersome programs	learning ability of customers and access to internet for users to do so

	Road & Bridge	100%	None	none
	Human Resources	20%	Not sure	Not sure
	Manager's Office	Anything for the Dropbox for BOCC - 100%	Contracts, some are scanned and emailed. BOCC not comfortable with DocuSign	None
	Grand/Summit County Veterans Service Office	Not by veteran clients but by this office on their behalf 100%.	Unknown	IT support when non-functional.

	Accounting	80% of all work is electronic	Accounting is not a frontline public support department. Internal departments and other agencies can send 100% of documents electronically. Some invoices are still mailed.	County website accuracy and ease of use
	Public Health	80%	Changes in client ability to fill out and sign documents online, digitally	Clients that are unable to access internet or cellular data
	Grand County EMS	None, we do all of our own filing	None, our filing is not public information	We have patient care services, nothing needs to be filed by the public for our department as it is all done internally
	Sheriff's Office	100%	None	Space to hold all records electronically to include video, audio and pictures while still holding the quality of the data.

	DHS	Maybe 90% - but all through the state's processes	n/a	n/a
	Coroner	0%	0	None
	Clerk & Recorder - Recording	85% through a trusted submitter	If we purchase a license, we could be a trusted submitter for any customer who did not have a relationship with a trusted submitter. Other filing would be plats. We need an additional program to ensure scanning is possible at proper dpi. Unknown cost	None
	Clerk & Recorder - Motor Vehicle	30% from mortgage mail	Law change	Law change

	Clerk & Recorder - Clerk to the Board	100%	N/A	N/A
	Clerk & Recorder - Elections	Voter registrations - 75%, Ballots - only UOCAVA approximately 95% Ballot set-up info 100 percent	Voter Registration - voters who do not use the on-line system, do not trust it. They prefer paper.	Law change
	Housing Authority	25%	My clients would all need computers and all forms would need to be provided online.	Clients not able to utilize computers. Either because they do not have one or because they do not know how to use one.
	Community Development	90%	The exceptions are the large building and construction plans we are losing space for.	Memory of computer
	Assessor	90%	More than 80%	security
Gunnison	Treasurer's office	100%		
	Public Trustee	95%		Colorado Revised Statutes
	Community Development	100%		No
	BOCC	100%		
	County Manager	100%		
	HHS	100%		
	Other Departments	95%		
Hinsdale	Administration	80%		security

	Land Use	80%		electronic storage
	Clerk	60%		
	Treasurer	70%	Increase use of email by treasurer	
	Assessor	70%	Increase use of email by Assessor	
	Emergency Services	80%		
	Law Enforcement	80%		
	Road and Bridge	100%		
Huerfano	County Administration	100%	N/A	No
	Department of Human Services	100%	I don't think we will have an issue filing electronically	Not that I can think of

	Public Works Department (include GPID)	100%	N/A	No
	Emergency Services Department	100%	N/A	N/A
	Road and Bridge	90%	N/A	Willingness for some to switch to more electronic filing.
	Information Technology and GIS	100%	N/A	none
	Land Use	75%	Better permitting software (in process - cost approx. $10,000/yr)	Yes, blueprints and plat maps still need to be delivered and recorded in paper form
	Coroner	20%	Learning new procedures	no
	Assessor	85%	Most of our forms could be filed online.	I am not sure, other than some forms are confidential.
	Clerk and Recorder	100% for Recording of documents paid electronically through vendor	N/A	PII regarding Elections and Motor Vehicle

	Sheriff	25-50%	Most of our forms are carbon copy. Tickets for example we would need to update all vehicles to have computers and printers for tickets installed. I can not give you a cost for that right now.	The City of Walsenburg as well as the Judicial center may need too have an upgrade to their systems to be able to receive tickets electronically. No exactly sure what that would entail.
	Treasurer	85%	proof of notary service online some how	In person notarys
	Finance and HR	10%	On boarding/HR System web based. Web based financial system. (cost unknown)	Not that I'm aware of.
Jackson	Administrator/Building Department	100		It would be helpful to be able to accept credit card payments for fees.
	Assessor	100		
	Sheriff	100		Training and time
	Noxious Weed Dept	90-100		Only training
	Library	100		
	Extension-4-H	90		Ability to accept credit card payments
Jefferson	Airport	90%	N/A	No obstacles that we're aware of.

	ASSESSOR	10%	We could get to 80-100% online if we partnered with IT or Public Affairs to achieve online submission of secure forms.	Certain processes would require state approval for accepting documents with PII.
	Board of County Commissioners	32%	1) Create a portal where Special Districts could file their annual reports and receive receipt confirmation; 2) Create a form by which anyone requesting a meeting with a commissioner or with the board could submit their request; 3) Create a form, similar to the proclamation portal, that directors could submit a request to recognize/honor their employees at a hearing	Staff time to implement; communication to internal and external on new process
	Building Safety	95%	N/A	N/A
	Business Innovation & Technology	100%	N/A	No known obstacles.
	C&R - Division of Motor Vehicles	60%	We are currently working with the Department of Revenue and rely on DRIVES development.	The Department of Revenue. We are simply agents of DOR and work within the allowable parameters set by DOR and legislation.
	C&R - Elections Division	80%	N/A	Statutorily, we are unable to accept online ballots from the vast majority of voters.
	C&R - Recording	90%	N/A	
	C&R - Clerk to the Board	90%	N/A	No known obstacles.

	Coroner Office	100%	N/A	Possibly the size of a file? Confidentiality/Security issues?
	County Attorney's Office - Board of Equalization	0%	Getting fillable forms added to the BOE public page and a means of them getting to BOE staff.	The BOE staff would need assistance/training in getting this set up.
	County Manager	95%	N/A	Some constituents prefer to drop off communication with the CM in person or via postal mail (5% or less of communication is rec'd this way.) Technically these items could be scanned and submitted electronically, but unless we are going to provide this technology to the community I anticipate we would still receive some physical paperwork.
	Facilities Management	95%	N/A	File size limit to the email system.
	Finance - Accounting	100%	N/A	Our group receives everything electronically and we can perform our business processes 100% electronically.
	First Judicial District Attorney's Office	80%	n/a	The 1st JD is responsible for its own electronic document filing.
	Human Resources	90%	N/A	Changes in process/laws state/federal government (see inventory tab)

	Human Services, HEES, Workforce Business Services	90%	N/A	
	Human Services, HEES, Workforce Program Services (WIOA, Discretionary Grants)	80%	N/A	Customers having access to technology compatible with electronic forms.
	Human Services, Integrity Program	90%	N/A	Better encryption capabilities for email which would automatically encrypt emails without signing in each time to view it. Clients have difficulty opening encrypted emails.
	Jefferson County Division of Children, Youth & Families and Adult Protection	67%	For court filings, the court would need to expand their online filing system known as ISIS to allow documents related to D&N and Juvenile delinquent filings to be submitted electronically. For the sharing of adoption documents, we need buy-in from our County chief security officer to utilize OneDrive or another cloud-based secure file sharing platform to share documents with prospective adoptive parents and/or foster parents.	We would need State Judicial to approve the submission of D&N and JD filings through the judicial e-filing platform, ISIS. This may also require all jurisdictions to adopt a standard format for court reports. For the sharing of documents, we need the approval of our chief security officer to utilize a cloud-based file sharing platform, ideally OneDrive since we already have access to this tool through our Office 365 subscription.

	Jefferson County Public Health	75%	converting from paper to electronic formats	Process change is the biggest hurdle, getting staff use to entering data electronically. We have several tools to accommodate Jot Forms, Red Cap, SSIS, Custom programs
	Jefferson County Sheriff's Office	85%	N/A	unknown
	Justice Services	93%	N/A	Higher priority items have delayed implementation of an electronic process
	Library	90%	N/A	
	Parks - Open Space	98%	N/A	
	Planning and Zoning	100%	N/A	Minimize cyber security risks by having a secure portal for large documents. Current file size limitations or large amounts of files are difficult to take in electronically.
	Public Affairs	98%	N/A	

	Sheriff's Office - Support Services Division - Information Technology	While there are still some physical forms that exist we have the ability to scan and email these documents for submission. I do not know if that counts as electronic filing. The only ones I can think of that isn't electronic is equipment surplus, hardware issuance, and some supply forms.	We have begun moving members of the Sheriff's Office to Office365 but have not moved everyone. I think everyone having access to O365 would make all of the document handling much easier. It would allow us to build electronic forms and fill those out via a webpage.	Adding additional methods of electronically filing or sending documents would mean that we are adding more hardware to the environment to manage new software/data and more IT personnel to support additional resources would be key.
	Public Trustee	95%	N/A	none
	Road & Bridge	100%	N/A	100% of our citizen facing business process are filed electronically
	Safety and Compliance	95%	N/A	No obstacles here.
	Strategy, Planning & Analysis	100%	N/A	None

	Strategy, Planning & Analysis (Purchasing)	98%	N/A	Federally funded projects have to be kept indefinitely, identifying this paperwork and keeping it separate has been difficult.
	Transportation & Engineering	100%	N/A	N/A
	Treasurer	82%	N/A	Quality Customer Service, maintaining a rapport with Jeffco residents that prefer to come in the office, residents that have no access to technology
Kit Carson	clerk	0		
	Administration	0		
	Assessor	0		
	Treasurer	40		
	Elections	N/A		
	Land Fill	0		
	Sheriff's	0		
	HHS	0		
	land use	0		
La Plata	Administration	100%		
	Liquor Licenses	0%		State requirements
	Marijuana Licenses	100%		
	Brd of Equalization	75%	Change State requirement	
	Assessor	80%		
	Treasurer	100%		
	County Attorney	100%		
	Finance	95%		Grant requirements

	Builidng	100%	
	Public Works	100%	
	Emergency Mgmt	90%	
	Risk Management	100%	
	Fleet	85%	
	Human Services	95%	
	Information Tech	100%	
Lake	County Clerk	100%	Not known
Larimer	Assessor	48	(7) of (15) forms can be made electronically made / $8400	Resource Time Complexity of Required Information to Complete Staff Availibility & Training for Electronic Intake Required Data to Complete not Available to Citizen Dependant on internal/external processes
	Board of County Commissioners	100	
	Building	88	

	CJS	38	(1) of (6) forms can be made electronically available / $1200 (2) of (2) forms can be made electronically available / $2400 (7) of (15) forms can be made electronically available / $8400 --- --- (1) of (5) forms can be made electronically available / $1200 Best outcome is 58%	Resource Time Complexity of Required Information to Complete Staff Availibility & Training for Electronic Intake Required Data to Complete not Available to Citizen Dependant on internal/external processes
	Code Compliance	100		
	DA	100		
	Engineering	31	(0) of the (27) forms can be made electronically available / $0	Required Data to Complete not Avilable to Citizen Dependant on internal/external processes
	EWD	80		
	Extension	100		
	Finance	100		
	Health & Environment	100		
	Human Resources	100		

	Human Services		57	HS has noted 0 of the Offline forms can currenly be transitioned to online	Resource Time Complexity of Required Information to Complete Staff Availibility & Training for Electronic Intake Required Data to Complete not Available to Citizen Dependant on internal/external processes
	Natural Resources		59	(6) of (13) Could be made electronically available / $7200	Resource Time Complexity of Required Information to Complete Staff Availibility & Training for Electronic Intake
	Planning	100			
	Public Trustee	100			
	Recording		53	(0) of the (9) forms can be made electronically available / $0	Resource Time Complexity of Required Information to Complete Staff Availibility & Training for Electronic Intake Required Data to Complete not Available to Citizen Dependant on internal/external processes Data verification (real-time) ID Verification / authority to do so (real-time)
Las Animas	Road and Bridge	90			
	Fairgrounds rentals	90			

	Clerk	0	software purchase and annual maintenance: $100,000: may need to upgrade computers dependant upon software requirements: assume data is stored on software providers cloud service	actions include: security; software costs and maintenance; user friendly forms; staff friendly forms; privacy concerns
	Assessor	0	same	same
	Sheriff	0	same	same
	Building	90		
	County wide			
Lincoln	Administrator	100%	Full Time I.T. = $75,000 in Salary + Benefits	NEED FULL TIME I.T.
	Assessor	95%	N/A	N/A
	Clerk & Recorder	50%	PERMISSION FROM STATE (DMV)	STATE
	Human Services	70%	SECURE HUMAN SERVICES PORTAL	I.T./INTERFACE CHALLENGES
	Land Use	70%	MORE DOCUMENTS NEED ELEC. SIGNATURE ABILITY	N/A
	Treasurer	80%	N/A	N/A
Mineral	Land Use	100%		
	Clerk & Recorder	95%		
	Assessor	100%		
	Social Services	90%		Not at this time
Montrose	Clerk & Recorders Office			

	- C&R Marriage Certificates/Licenses	100% Certificates	State Statue requires minimum of 1 in Marriage Party to appear In-person	State of CO Statute
	- C&R Recording Documents	100% Documents; 0% Plats	Statutory Restrictions require minimum resolution & uniform guidelines of Plats	State of CO Statute
	- C&R Elections	100% UOCAVA & ADA; 100% Registration	General Ballots returned via Mail or Dropbox	State of CO Statute
	- C&R Vehicle Registration	100% Renewals; *100% Items with Title already established; *100% New Registration; *100% New PWD	State of CO programming	State of CO Website Capabilities
	- C&R Clerk to the Board	100%	N/A	N/A
	Human Services	100%	N/A	N/A
	- Eligibility	100%	N/A	N/A
	- Child Welfare	100%	N/A	N/A
	- Child Support	100%	N/A	N/A
	- Adult Protective Services	100%	N/A	N/A
	- Single Entry Point	100%	N/A	N/A
	- HS Admin	100%	N/A	N/A
	Assessors Office	80%	CRS statues would need to change as one form requires an original signature	Only CRS's
	Treasurers Office	90%		Only financial

	Sheriff's Office	75%		
	- Victim Advocate	100%	N/A	N/A
	- MCSO Records	50%	Most documents are not able to be scanned	Only financial
	- Civil Process	50%	Documents must be hand delivered to the public by a deputy	State of CO Statute
	Attorney's Office	100%	N/A	N/A
	Planning & Development	100%	N/A	N/A
Morgan	Treasurer	90%		Statutory requirements for publication of tax lien sale in newspaper
	Public Trustee	70%	Legislation to for paperless releases of Deeds of Trust from non-qualified holders	Statutory requirements for original documents to be produced
Otero	Assessor	100%		
	Human Services	31%	Identification of forms that can be converted to digital form, complete the conversion, link on website. RMMI has estimated $500 for the first form and $250 there after to digitize what we have and imbed on our website.	many state forms are only available on paper.
	Land Use	55%	identification of forms that can be converted to digital form, complete the conversion, link on website. (estimated cost: see note #2)	
	Clerk	80%+		

	Health	0%	Dept has identified that 100% of their forms can be converted. Cost$6,000	
	Economic Dev.	80%		
Ouray	Land Use	0%	Development of an on-line application submittal tool. Unfortunately, no cost estimates have been developed.	
Park	Clerk & Recorder	80%		state systems
	Treasurer	100%		
	assessor	100%		
	administration	100%		
	Budget & Finance	100%		
	coroner	100%		
	Sheriff	90%		
	Library	100%		
	Development Serve	100%		software integration
Pitkin	Administration	95%	N/A	Increased time associated with redacting PII
	Adult & Family Services	100%	N/A	N/A

	Airport	75%	Security of Site, Due to Department of Homeland Security regulations, some airport documents are considered "Sensitive Security Information:. These documents are required to have restricted access protocols. If those protocols can be established through an electronic filing system, then 100% of airport documents could be electronically filed. (Cost Unknown)	Minimal training and possible software app to allow document edits
	Assessor			
	Attorney	95%	N/A	Increased time associated with training but minimal costs
	Clerk & Recorder	See Departments Below:		
	Recording	95%	N/A	N/A
	Motor Vehicle	50%	N/A	N/A

	Elections	50%	N/A	N/A
	Community Development	95%	The remaining 5% is for financial documents such as a TDR or Letter of Credit that need to be physically filed	Having software that can allow for electronic filing and training the public on digital filing. We deal with people from the public who aren't able to use the technology
	Economic Assistance	98%	N/A	None
	Engineering	90%		Bonds are the only physical paper we require. That is dependent on that industry
	Environmental Health	100%		
	Facilities	100%		
	Finance/Treasurer	100%		
	HR & Risk Management	100%		
	Human Services			
	IT	100%		

	Landfill	100%		Increase technology to allow for electronic document submittal and storing of those electronic documents
	Public Health	100%		
	Public Works	95%		
	Senior Services	100%		
	Sheriff	80%	All forms, such as citations and summonses would need to be ab le to be issued electronically. We would need a more sophisticated on-line payment system	Traffic citations are the biggest obstacle, as 1, they currently are a paper document 2, the payment system needs to control an end date on which payment maybe accepted
	Telecommunications	100%		
Prowers	County General	80%		
	Road & Bridge	100%		
	Human Services	80%		
	Public Health	90%		
Saguache	Administration/Finance			public having access to website/Internet is not guaranteed
	Clerk's Office	80%		

	Land Use	30%	This would not be feasible for our office to be at 80%. We require original signatures, notorized surveys and/or maps, detailed information regarding what they are applying for.	Time spent going back and forth to correct information that is missing or incorrect. We are an office that needs to meet deadlines for Planning Commission and County Commissioner's meetings, if people are wanting on a certain meeting then this will not work.
San Miguel	Assessor		Forms are on the website	
	Attorney	100%		
	Building Dept	95%		Only limitation is not being able to accept credit cards
	Clerk	100%		
	Finance	80%		Staff time availability
	Motor Vehicles		Statutory requirements specify the rules	
	Parks and Open Space	95%		Only limitation is not being able to accept credit cards
	Planning and Zoning	95%		Only limitation is not being able to accept credit cards
	Public Trustee	66%	Without production releases can be filed electronically if the releaser uses Simplifile or CSC. With productions releases have to provide original documents, foreclosures can be filed electronically	

	Recorder	100%		
	Road and Bridge	100%		
	Social Services	100%		
	Treasurer	100%		
Summit	County Surveyor	100	na	Creating portal, or some way to access the county to deposit a Land Survey Plat with the appropiate fees. The survey would then need to be reviewed by the County Surveyor and given a number to go into the inde of land survey plats.
	Community & Senior Center	85%		No
	Engineering	60%	Allow building permits to be filed electronically	None
	Road & Bridge	75%	Electronic contract system	None
	Sheriff's Office	95%		
	Human Resources	75%	HIPAA Compliant submission process	
	Clerk and Recorder	80%	State acceptance of electronic documents	
	Housing	90%	We don't see to many documents filed with us, rather they're filed with the recorders office	Deed restrictions likely need to continue to be signed personally as they run with the land.

	Assessor	100%	N/A - See "Any additional information"	
	Public Health	50%	The main reason this is 50% is becaseu we have two programs that require paper documents including Nurse FAMily Partnership and Early Intervention.	We will be purchasing an EHR that will further increase our capabiliyt to have electronic filing/documents

	Human Services - Economic Security Unit/Child Support Services	100% of documents can be filed electronically.	If a document does not come in electronically, it is converted to an electronic document. Documents are entered into our paperless system PaperVision through RMMI. This is a contract we pay for annually. About 80% of documents are electronically submitted, any increase would come from the client side.	Technology. We are able to successfully complete electronic filing work due to cell phones, state computers, and individual scanners.
	Human Services - Child Welfare	50-70%	We collect little documention from clients directly, but often from other agencies like schools, hosptials, mental health providers and law enforement.	Use State access systems for all internal documentation (TRAILS). We have historically always kept paper case files that can include HIPPA protected documents like medical records, birth certificates, mental health evaluations but these can be stored electroncially on a secure drive but they may come in by paper. State Child Welfare does NOT provide a secure platform for these records, APS does.
	Human Services - Admin/Finance	100%		

	Treasurer/Public Trustee	75%	Change the law - allow all Release of Deed of Trust to be executed electronically -no expense to the county with this change	No
	Treasurer/Public Trustee	75%	Change the law - allow county to simplify newspaper advertising with a generic advertisement pointing people to county specific website for details (ie: foreclosures/property taxes) - no expense to the county with this change	No
Weld	Assessor	90%	Almost all of our documents can be filed electronically (approximately 90%). However, about 50% are filed electronically which is the choice of the person filing the document.	In order to make all documents eligible to be filed electronically, we would need to review procedures for when a document must be 'certified' by our office.

	Clerk and Recorder	75%	The Recording department already has the tools in place for vendors to submit electronically, we have also informed IT about an option for the general public to be able to in TYLER if we were to pilot it for a small dollar amount. MV is a state program and that would have to come from the state. In elections the voters already have the ability to register online.	none at this time.
	Clerk to the Board	75%	We would need to onboard all remaining departments to submit/route their documents via OnBase for Agenda preparation. Part of the CTB function requires physical retention of certain public records to meet State Archivist requirements, so even if documents are received electronically, they are still largely retained in physical form, in addition to the permanent digital database copy.	Additional staff time involved in onboarding/training the remaining departments who do not submit a large quantity of documents, thus I anticipate many of their accounts would be routinely locked and require assistance to recall the procedures.

	District Attorney	90% or more	We are actually more like 98% total documents that are received electronically by our department. We still have members of the public that bring in paper documents that we then scan in electronically. I don't think there is any ability to be completely 100% electronic.	I don't think there would be many obstacles that we would have to face.
	Emergency Management	25% or less	Not sure about this question. most reporting is via spill reporting and we have limited need for people to provide reports to us other than the spill reports.	None that I know of.
	Facilities	100%		
	Finance/Accounting	75%	I don't think there are any other things to be done. We have invoices scanned and do receive many electronically. Almost all dental/vision claims are electronic. Payroll is electronic and we have converted to no paper checks.	Training of employees/vendors to be on board.

	Fleet Service	50%	Fleet would software to initate a work order. IT and Facilities use this type of service. Fleet has a work order management software, however getting the work order started is on paper, not electronically generated. Electronic Driver Vehicle Inspection Report's would be useful to Fleet services. This has been looked at in the past and not been cost effective. This would require all drivers to have some kind of mobile device.	Adjustments would need to be made by the Public Works Department and Sheriff's Office to communicate their needs with fleet electronically. Fleet opens 500 to 600 work orders monthly. EDVIR would require a device for each driver to allow information to be delivered to Fleet.
	Public Health	100%		

	HR	75%	For plan docs that require Board signature, I think we have already found ways to forward and obtain signature and return to originator. There are some documents we get that we can't seem to apply an electronic signature to, but I think that is what is provided by carrier. What type of cost would that incur? zero We would need to review the forms we receive that are not electronic currently and if there are electronic or software or even systems required for those forms to be electronic.. We would also need to review our business practices. there may be development or adjustments of the forms or our business practices to see what will work best. The real unknown would also be the cost.	Time and Training

	Human Services	25% or less	Exact percentage is not easily identifiable; therefore, a general estimate was made. •Provide staff that go into the field with signature pads or tablets to accept "written" signatures •Migrate or integrate into the State EDMS/OnBase •Online document portal (That integrates with our Document Management System) •Transition more of our paper forms to electronic (That integrates with our Document Management System) •A review of each Division would be ideal as CDHS is not the sole State Office our Department interacts with. Multiple systems and related expectations exist for each program across all Divisions of DHS. •Transition more of our paper forms to electronic (That integrates with our Document Management System)	Obstacles are vast due to the diverse nature of essential functions within Human Services. The population (clients) served is one potential obstacle. Some clients may have access to technology via smart phones however many do not have tools beyond a cell phone. Not all clients have a smart phone and other obstacles clients to overcome to include the aging community regarding digital literacy and language barriers. Additional considerations include: - Interoperability / cross system interface & communication. Duplicative efforts do exist when systems are unable to connect seamlessly. - Some desire to print off these documents to maintain paper filing, leading to many units still not integrated with our current DMS. They keep "current" files in paper and then send the "closed" files for scanning. (This is
	Information Technology	100%	N/A	

	Justice Services	75%	Non-Party user access rights from State Judicial to view only and file certain documents into JPOD/Eclipse system.	Gaining authorization from the State to view only/file documents directly to Judicial JPOD system. I doubt there would be costs to the County to do this and it would not only help our department but also perhaps for Human Services and other entities in the County that need to view only certain documents and/or file certain documents into this central system. A lot of documents have to be hand delivered and then scanned into JPOD by judicial personnel OR emailed/routed/filed as a courtesy by State Probation.
	Oil & Gas Energy Department	75%	It's not a matter of our Department's policies, technology, or anything like that. I can't say 100% are received electronically, so I chose the next best option which was 75%. However, I would say it's closer to 85-90% that we receive electronically. The remaining percentage is applicant preference of how they submit documents.	Integration with Accela. File size limits for email submittal.

	Planning Services	75%	Upgrades to Accela, which are in-progress. The upgrades will allow for electronic document review.	None.
	Public Safety Communications	75%	We would need to alter our process for audio recording requests. If we required all requests to be submitted electronically we would be above 80%.	If the altered process was not simple for the public, it might create frustrations for those that do not have access to computers.
	Public Trustee	75%	Mandatory filings by the law firms would do it. We are actually between 80% and 90% now.	None
	Public Works	75%	Many state agencies already require us to submit electronic reports for Annual Mine Permits, DOLA grants, and monthly water rights reporting. CDOT already requires all of their documents to be submitted via PDF. Personal document scanner - $1000/each	What archival processes are we going to have to implement in order to find the historic project information after a project is completed? The ability to search for filed documents may be hindered. There are numerous programs County wide, Tyler, Accela, Cartegraph, etc.
	Purchasing	100%		

| | | Sheriff's Office | 50% | Some changes in the law would be required for my agency to transition to more electronic filings. We have the capability just not the authority by law.

Admin-Software that will let us modify our forms and have customers fill them out online and be able to take payments online. Records-Since this dept has gone live in Jan/2021, we have digitized the majority of our files. The ones that are not digitized are for retention purposes or on microfiche cassettes that still need to be digitized.
Evidence-Email and internet access Booking-Other departments/Organizations we exchange documents with would need to have the same level of security. | Admin-none
Records-My department has worked hard in digitizing the bulk of our files. However, the obstacle we run into is trying to digitize the microfiche cassettes. Right now we don't have an extra computer to hook the machine up to - when we use it, it has to be connected to our warrant terminal machine that is constantly in use. Evidence-The public having internet access and email address Booking-CORA - NCIC/CCIC - HIPAA - BANKING REGULATIONS & LAWS, Security issues |

	Treasurer	25% or less	This hinges on what is a document. Many of our payments come in electronically maybe 60% to 70%. We are trying to improve that number now by moving to a vendor that offers more payment options and reminders electronically. We must send out 150,000 tax bills in the mail but we are working on reducing that number.	None.
Yuma	Countywide	60-80%	Electronic payments online and over the phone, potentially $5-10k interface/integration cost	None

Any additional information or considerations affecting the county's ability to increase the number and type of documents that can be filed electronically?	How much does your county spend annually on publication of county financials (salaries, warrants and semi-annual financial reports) in the local paper?
	$7,592

Supporting secure digital filings will require interfaces with existing systems of record to automate the submission process and reduce the possibility for data entry errors or untimely processing. The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications. The county's ability to keep up with emerging technologies will pose maintenance challenges after implementation. These challenges will incur costs that	Salaries: $2,650 Warrants: $14,050 Arapahoe County does not publish semiannual financial reports

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	
The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

See "Countywide" for response	

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

See "Countywide" for response	
The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

Of the 1,123 individually identified external filings 40% are part of the Human Services department. Many of the filings are governed by state statutes, regulations, rules, and policies and the details contained within the filing are submitted to state systems of record for eligibility determination. State systems will require modification to fully support electronic filing. The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

None	
The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	

The county was not able to complete a full rationalization effort or cost estimate for systems of record interfaces to store electronic submission data and attachments in the time given for response. The county estimates there will be additional cost and time considerations for each integration with external or internal applications.	See "Countywide" for response
n/a	$3,541
	0
None	

	0
n/a	0
n/a	0
n/a	0
n/a	0
n/a	0
Assessor's office also needs the plans in printed form after we are done processing.	0
Document security and quality	
No	Unknown

	Unknown
n/a	0
	0
n/a	Unknown
No	Unknown
No	0

No	Unknown
No	0
We are a very small county and a large percentage of our residents live extremely remotely, on farms/ranches off dirt roads. Access to the fast, reliable internet in these remote areas can be a challenge, mostly via satellite which is expensive. A lot of homes do not have access to scan documents, nor is Microsoft Office available on most computers any longer; it is an additional expense some may not want to purchase. If you have PDF files, you still need the software on your home computer to download and edit (an additional cost). Many residents are low-income and cannot afford internet, as well as our older residents that are resistant to change and do not like conducting business through a computer. Where the library is a possible choice, it is only	$5,400
IT Staff	

Elderly population overlooked	
public acceptance	
Transitioning all departments to a countywide payroll process is one area that will enhance this process	
Potential security issues	
Pertaining to releases when they are between two private parties, we have to have original documents	
All documents can be filed electronically; payment not electronic - card can be taken by phone	

Not aware of any	$500
Security on secure documents	$2,275
We already do everything we can do electronically, so the only other things we could add to be electronic would just take our time and resources and could cost the county extra money to pay the extra work.	
Some documents such as vital records, immunization cards must be kept as a hard copy for a minimum time period. Also all grant files.	

Some of the documentation on big projects could be too large to file electronically and then could cause computer capacity issues on the county end	
Ensuring security for confidential information	
Lack of hardware	
We also have our Amish communities that do not use the Internet and still submit hard copy applications in person	
	4,500

	$32,500

We have two services - Marriage/Civil Union Licenses and Passports that require in-person visits. One is statutory the other is value added for citizens	9,190
Limits in our current email make sending/receiving large files an issue.	

We actively encourage the electronic submittal of documents, however we intend to continue to support that portion of our community that does not have good access to the internet, or that prefers not to submit electronically. We recently started providing real-time inspection results by direct email, however we retain the ability to leave paper copies of inspection results onsite when that is preferred by customers.	

We had done all that we can internally	
If any fillable forms actually needed to be electronically created..DHS may not have the resources, but all other formats are fine.	

For some community members, access to the internet or capacity to navigate these systems (think age, skill, language accessibility) are significant barriers that are beyond our internal systems, but would need to be addressed to truly achieve 100% access	
none	
1) There could be compliance issues (PII, PCI, etc.) if electronic submissions are not well planned out and executed. 2) Business units that do not have current retention schedules on their documents could face high long term electronic storage costs if there is no set schedule for destruction.	

Not that I can think of.	
Some documents have federal requirements out of our purview. Due to COVID-19 many federal agencies have waived requirements. However, those may be reversed in the future. Any financial documents that are recorded must be physically signed and notarized--like Deeds of Trust or Tax Regulatory Agreements related to Private Activity Bonds.	
Many of the documents and forms that are used in Veteran's Services fall under the rules, practices and procedures of the Federal government.	

See response to question 4	

Not to our knowledge	

Funding.	

Facilities and Strategic Infrastructure Management is primarily an "Internal Services" department. This means that we serve internal County departments and do not work with the public. The only part of the FSIM department that works with the public is the ADA Division, and they have the ability to correspond with the public electronically, this represents 10% of the department's electronic capabilities. FSIM is in the process to convert all fillings and correspondence with internal departments in an electronic format (Service Now) with the collaboration of the IT department.	
Nothing at this time.	

	$8,000
State, DOR, DRIVES	
State, DOR, Liquor Licensing	
DHS - Eligibility - Electronic measures have been set up through PEAK systems, email and phone interviews. This will continue	

With COVID the State has allowed certain documents to be electronically submitted. We also have Court Documents that can be e-filed, but waiting for State direction if any of this will change.	
We were able to submit forms through email, but there are so many forms that need signed, it is difficult to do these through email without meeting with the person.	
DHS CW and APS does not utilize an electronic abuse/neglect reporting system due to the amount of infromation that needs to be gathered. DHS CW TRAILS system lacks any ability to electronically input anything except by hand.	none

DHS CW and APS does not utilize an electronic abuse/neglect reporting system due to the amount of infromation that needs to be gathered. DHS APS CAPS system can receive anything electronically.	
Electronic measures have been set up through PEAK systems, email and phone interviews. This will continue	
DHS Child support - With COVID the State has allowed certain documents to be electronically submitted. We also have Court Documents that can be e-filed, but waiting for State direction if any of this will change.	

N/A	
no	

No.	
No.	
data management	

it would be nice to connect our permits to the credit card system online so applicants could pay at the time of submittal. Right now, we have to talk to them on the phone to get a credit card payment over the phone.	
Most of the documents filed with HR are from the employees (versus the public).	
None	
Not Known	

Our ability to work electronically accelerated during COVID. Personnel gained skills and confidence with electronic communications / scans/ attachments, and Zoom meetings and webex, required for remote work. Communications with, and support from, the IT department was crucial. IT personnel had a great mindset and responded quickly to make work from home a success.	
No	
NA	
None	

DHS currently uses the EDMS (Electronic Data Management System) - which is through the state. We are very unhappy with this and have been trying to get out of this arrangement for almost 2 years. It has been both cost prohibitive at times - and the goal posts keep moving. Would need to have a longer discussion with you - to have you understand all that is involved	
No	0
Not all customers would be interested in submitting electronically for real estate recording.	
Currently wet signatures are required on title paperwork. Registrations are done electronically now.	

N/A	$300
N/A	
None	
Staff to scan items	
security	
Some customers prefer to not file electronically and are frustrated when asked to do so	
Increased acceptance of electronic legal documents with e-signature verification	$2,300

Increased acceptance of electronic legal documents with e-signature verification	
Increased acceptance of electronic legal documents with e-signature verification	
Increased acceptance of electronic legal foreclosure documents with e-signature verification	$3,100
Increased acceptance of electronic legal documents with e-signature verification	
Increased acceptance of electronic legal documents with e-signature verification	
Accepting forms electronically is relatively easy. The more difficult thing is how we, on the back end, process this paperwork electronically as well. We need to be able to return permits and other documents to the public electronically as often as possible.	$16,131
My staff are not familiar with google docs so we could have a bit of a learning curve but I am sure we can figure it out.	

No	
N/A	
A good training program	
none	
Our website and general low quality of internet access sometimes mean it's easier to work on paper. Fixing these issues would help.	
no	
It would be great to have the availability to have our forms online, we may get a greater response to our questionnaires.	
credit card set up for any other besides Recording	

The Sheriff's office would benefit from having forms electronically, but not sure if the cost would out weigh the benefit's of forms being electronically.	
Since Covid in 2020 we have worked hard to get almost everything to process by electronic technology lots of emails downloads online credit card services etc.	
Need updated web based software to securely be electronic.	
The documents filed within this office can be emailed.	$4,500
Slow internet, old computers	
Slow internet, old computers	
We already do a lot online, but could utilize more if we accepted credit cards	

	$250.00

	$12,500
After reaching out to our	2500
dept. heads there does	
seem to be interest in doing	
docs on-line. HHS, Landuse	
Social Services, Assessor.	
All expresed an interest in	
having this option avalible	
	$5,700

	$1800 per year
esignature, back end systems data would need to be made available to bring the value up to 80%. With suggested forms made submitable electronically the percentage would only be 72%	

There would need to be process analysis to identify possible approaches to possibly hit the 80% mark. But for some forms, there are external factors that may prove show-stopping.	
These forms are specific to businesses doing business with Larimer County and not of use to the general public.	
	3715

Many of these forms are for internal business process and are tied to State requirements as HS work is so closely tied with the State	
Connectivity or offline completing plays an interesting part in making htes electronically available - also the need to adopt esignature	
There would need to be process analysis to identify possible approaches to possibly hit the 80% mark. But for some forms, there are external factors that may prove show-stopping.	

	7500
COUNTY WEBSITE NEEDS UPDATED	
N/A	
N/A	$5,400
LACK OF I.T. SUPPORT	
N/A	
N/A	
Maps have to be in person/mail delivery	$960
Challenges are more on user end than department	

None	
None	
None	
None	
None	
N/A	
N/A	
N/A	
N/A	
N/A	
N/A	
N/A	
	$10,000

N/A	
N/A	
N/A	
N/A	
N/A	
N/A	
	3600
	5800

software costs	
software costs	
software costs	
software costs	$2,000
payment portal	$0
software costs	

Large format documents may require the use of a large format scanner to capture. Does County have electronic document policy and procedures and/or guidelines established?	N/A
Marriage Licenses are applied for online. Must appear in person to completed. 2. Submitters must have account with recording vendor. 2. For electronic filing of plats and surveys, submitted needs special scanner.	
Act as agent for Colorado Department of Revenue. Original documentation is required per statute.	

Online registration Text2Cure, ENR Reports are mostly processed electronically. Forms that cannot Statutorily be processed electronically include ballots, Certificates of Registration, Request for confidential votes, Petitions, Candidate paperwork	
The public can submit planning applications or building permits digitally along with all supporting docs such as plans	
	$20,000

Technology limitations. Probably something beyond a Goodloe Cloud Drive would be needed. Additional staff dedicated to coordinating the uploading of the documents to the technology dedicated to making e-files available.	
	$4,706
	$5,000

This would be detrimental to the Land Use Office. We are strongly opposed to this.	
Lack of Internet service in some areas of the county	
	300
Lack of Internet service in some areas of the county	

None that I can think of.	
no	
Correct people & Time to review documents being submitted	
Application development for electronic records management	
We don't have many documents that need filed period.	

The reason why we are at 100% of documents that can be filed electronically is that we accept all filings by email. Documents accepted by email include applications for senior/veteran exemption, personal property declaration schedules and valuation/classification protests. It would be better to have a portal on our website for completion and submission of these forms together with supporting materials. Currently we do not have that capability and it is unclear to me how much it would cost to implement such capabilities.	
N/A	N/A

DHS accepts e-docs via text, email, and PEAK. Even payments for CSS can be accepted electronically. DocuSign - having a detailed procedure in place would be helpful. DHS program applications are on the county website.	$0
A secure database or platfrom to accept and keep these documents. Electronic signing capability for all.	
All documents filed electronically through Munis and the Colorado Financial Management System (CFMS).	

No	
No	
Some documents require being notarized prior to submission. We can accept those documents electronically (they can scan them and email them to us) but it might not be accurate to say they can be completed electronically.	

n/a	
Many documents are sent to our office from outside agencies to comply with statutory filing requirements, so I have no control over what they provide or when those items may arrive.	

We are a paperless office already. Our motions are filed electronically with the court, citizens are able to submit items to us electronically, police agencies submit items to us electronically. I don't foresee us needing to expand our ability to increase the number and type of documents that can be filed electronically.	
Nothing at this time.	
Change is not easy and we have small vendors that are not willing to make the change.	

Federal Annual Inspection Reports are still required to be held in paper form. This document can't be filed electronically and must be held for fourteen months.	

Depends on systems used for submitting forms and business practice chosen so that the right staff have the appropriate access without potential to duplicate actions	

Having clear expectations from other County Departments may support this strategy. For example, it's unclear when a "wet" signature is required for accounting related purposes. Because a "wet" signature is required, at least in some instances related to accounting, our Department continues to require hard copies with signatures to process invoices for payment amongst other items. If this is a perceived requirement internally, increased electronic opportunities would exist with clear guidance to promote the change.	
Security of information within files, storage limits on data	

Use of TOPAZ signature pads is something that might increase our department's ability to increase the number and type of documents that could be filed directly to and/or from our department. This is a goal for part of our department to implement in 2022.	
Nothing else comes to mind right now.	

Will need to make some code changes to allow for documents to be recorded electronically.	
None	
Law firms must submit releases and foreclosures electronically would bump the current numbers up.	
Available programs. Many in our industry use Bluebeam software to review plans and specifications. We use Adobe Acrobat often already, including for electronic signatures.	

Only concern with all electronic filings is the impact it has on persons who do not have access to required technologies. Admin-none Records-none Evidence-Making the form available on the Sheriff's Website - Evidence Unit page Booking-Other departments/Organizations we exchange documents with would need to have the same level of security.	

We receive some documents electronically as we have moved our systems to accept more items this way. We need to have greater bandwidth from vendors to increase our electronic acceptances.	9100
Yuma County offices and departments are able to accept almost all transactions via email or webform, which works well for our constituency. Online payment processing is about our only remaining significant transaction type to address.	$6,000