

## Case Study

# From Appraisal Sheets to Vital Records

## How Modoc County, CA is digitizing with Kofile



**Kristen DePaul**

Assessor-Recorder, Modoc County, CA

The following is a conversation with Kristen DePaul, the Assessor-Recorder for Modoc County in California.



## How did you get started with Kofile?

In California it's not uncommon to hear horror stories of buildings and records rooms being threatened by natural disasters, like wildfires. In our case, on top of the ever-present threat of fires, our courthouse sits in the shadow of a damn that's on the top 10 watchlist of structurally troublesome dams in the United States. If that damn were to ever break, it would flood the entire plane, with all our offices and county buildings in it.

So, we'd been talking about getting our records backed up for quite a while. We approached Kofile initially to have them work on our appraisal records. And these records have widespread appeal for anyone purchasing a property, or renovating a property, or anyone with general curiosity. There are a million reasons why people come in to see these records, and if there ever was a flood, all this historical knowledge and information could just be completely wiped out. We couldn't let that happen.

In addition to our appraisal records, all our vital records were being kept under lock and key without any backups. No electronic replication, nothing.

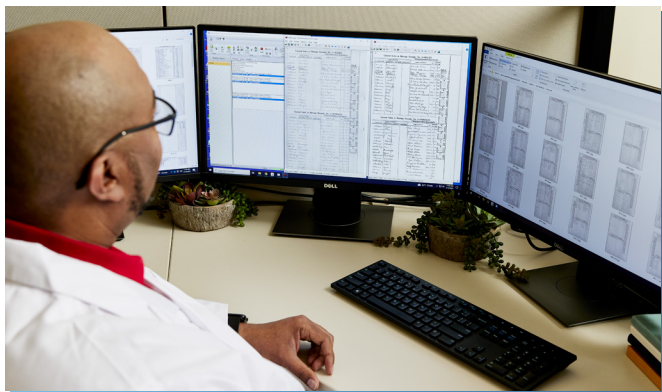


The risk of continuing these in-person transactions during the pandemic made our case clear cut. Digitizing these processes ensured the safety of our citizens and employees, and protects our documents and records for future generations.

Beyond just safety, the digitization of these processes means that we never lose records. Paperwork can be lost or misfiled but having electronic records and a streamlined system to process them keeps our office functioning efficiently.

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And the Kofile team was really great about working in batches to work on our appraisal records. Obviously, there's no good time in the year to be without appraisal sheets, but they must go offsite for the Kofile team to work on them. Their team was just great about letting me pick up the records they were done processing and bring in a new set for imaging. They were also wonderful about pulling records for us and emailing us a digital copy if a request came in for a record or vital that we needed while our records were offsite.

For our vital records, one key benefit for us has been automating the process of delivering vital certificates to our customers. It has made the process so much faster and more efficient. For our appraisal records, we have moved to completely electronic sheets to integrate the services that Kofile provided, and the sheets save us time while preventing errors in calculations and input.

The entire project has been very smooth and straightforward with no snags. We were able to remain within our allocated budget for the project and complete it on time to stay CARES Act compliant. And the fact that we were able to fund it entirely with money from the CARES Act rather than at the expense of our taxpayers, has everyone here feeling like we made the right decision.

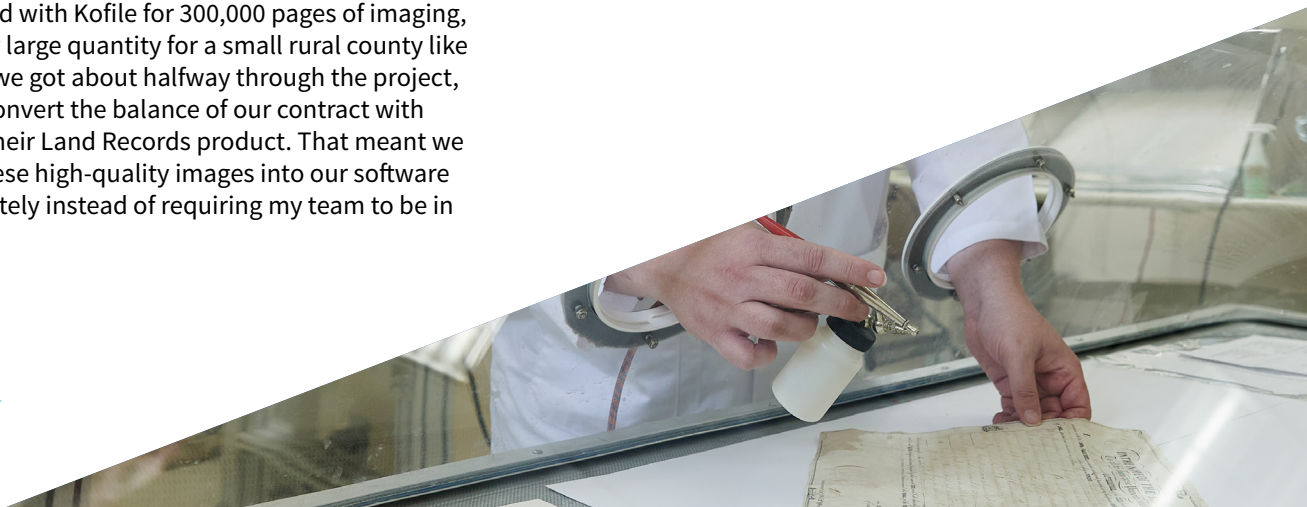
### What's been the result of this project?

We initially planned on imaging all our appraisal records in grayscale but asked to see some samples in color too. Both the grayscale and color samples came back so clear! However, with some of the pictures, we decided to go with the images in full color. I even showed my staff, and they were really surprised. It was totally worth the investment to go with the color copies of everything.

We had budgeted with Kofile for 300,000 pages of imaging, which is a pretty large quantity for a small rural county like ours. But when we got about halfway through the project, we decided to convert the balance of our contract with Kofile to using their Land Records product. That meant we could import these high-quality images into our software to be used remotely instead of requiring my team to be in the office.

Schedule a consultation to address your critical records challenges and obligations

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## Your Trusted Partner for Critical Records Management

Kofile is the leader in Critical Records Management working closely with county, local, and state government organizations and their leaders. Our commitment to preserving, safeguarding, and modernizing access to history and the public record drives everything we do. Trusted by over 3,000 government organizations and officials earned from decades of service and innovation, we apply the right mix of expertise, technology, and processes to empower leaders to increase the impact of government services more efficiently.

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