



MELISSA WILK

ALAMEDA COUNTY

AUDITOR-CONTROLLER/CLERK-RECORDER

Fall 2023 Newsletter

Message from Melissa

Dear Alameda County,

I hope this finds you and your families all doing well as we embrace the Fall season including football, harvest festivals, cooler weather, and the changing colors of our stunning County landscapes.

Since the last Newsletter, we have been very busy with the wide variety of services that we are honored to provide to the community from both our Downtown Oakland and Tri-Valley Dublin locations – including performing virtual and in-person marriages, promoting the arts and certifying small businesses, recording vital records, processing property tax refunds and more.

The County's leadership team has been working hard and prioritizing efforts to ensure all County Agencies have the resources required to continue to provide our essential services. The staff in the Payroll Unit have been busy reviewing and implementing a series of the team's recently developed County salary ordinances and provisions designed to improve employee recruitment and retention. These include a series of strategies in the health care and safety sectors, along with newly developed longevity incentives for employees in several labor unions. Our department has been examining the new provisions and identifying employee eligibility as well as assessing alignment with federal and local regulations.

Also since my last Newsletter I have had the continued honor of meeting and interacting with many of you at recent community events throughout the County. My team and I were thrilled to participate in the Healthy Living Festival recently presented by the United Seniors of Oakland and Alameda County – one of the largest senior events in the area. We were also at the Castro Valley Fall Festival and the Solano Stroll. I am looking forward to participating in many other upcoming events including honoring our Veterans, along with Supervisor Elisa Márquez, at the Veterans Arts Partnership exhibition at the Hayward Public Library on November 6. I hope you enjoy reading more about these events below - it is truly a pleasure to have the opportunity to meet



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As always, I am so proud to be able to serve the rich diversity of communities throughout Alameda County. I would like to take this opportunity to recognize and pay tribute to National Hispanic/Latinx Heritage Month (Sept 15 - Oct 15), and October's LGBTQ+ History Month, National Disability Employment Awareness Month, and Filipino American History Month celebrating the cultures, achievements, and contributions of the generations of these and so many other Americans who enrich our community.

Thank you for allowing me to share our Agency news, updates and information, and I hope that you enjoy reading this Fall's Quarterly Newsletter. For more information about our services, please visit our [website](#). I wish you all a joyful, healthy and safe Fall and holiday season, and look forward to connecting with you again in 2024!

Best,

Melissa Wilk

Annual Property Tax Bills

Many of you have likely received your property tax bills for the 2023-24 tax year.

The annual property tax bills are prepared and mailed by the Treasurer-Tax Collector and include information provided by our Office. The Auditor-Controller's Tax Analysis Unit is responsible for applying the 1% general levy and applicable voter-approved debt service rates (such as from school bond measures) to all property that is assessed in Alameda County. The Tax Analysis Unit also compiles the fixed charges and special assessments (such as city library services and sewer services) that you see on your tax bill from the various districts. If you have questions about your property tax rate or the apportionment of your property taxes, please give us a call at [\(510\) 272-6564](tel:510-272-6564) and we'll be happy to help you. We're available Monday through Friday 8:30am-5:00pm.



At times, the County may need to adjust your tax bill, and you may be entitled to a refund. This typically happens when the County Assessor or Assessment Appeals Board lowers the assessed value of your property after the associated tax bill is paid. If this happens, the Auditor-Controller's Tax Analysis Unit would be happy to assist you – our refund service is provided directly to property owners at no cost!

For more information regarding:

- Who to contact about your property tax statements and bill – visit treasurer.acgov.org
- Who to contact about property tax refunds – visit acgov.org/auditor/tax
- How to look-up your refund status – visit acgov.org/auditor/tax/refund

For answers to questions about:

- Refunds, tax bill corrections, tax rates, or debt service rates – call the Auditor-Controller's Tax Analysis Unit at [\(510\) 272-6564](tel:5102726564)
- Property values, exemptions, change of ownership, new construction – call the Assessor at [\(510\) 272-3787](tel:5102723787)
- Paying your tax bill, replacement of tax bills, late charges, delinquent tax bills – call the Treasurer/Tax Collector at [\(510\) 272-6800](tel:5102726800)

Intern Gains Valuable Experience



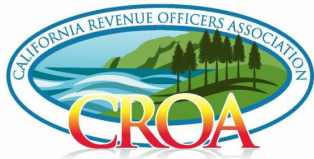
The Tri-Valley Clerk-Recorder's Office in Dublin welcomed Arham Shab Khaiz as part of their team in early 2022. Arham worked as an intern at the office from March 2022 through October 2023. Arham was born in Pakistan and grew up in Livermore and attended Granada High School. In May 2021, Arham completed his B.A. degree in International Relations from San Francisco State University. He applied for the internship position at the Auditor-Controller/Clerk-Recorder Agency because he was interested in working for the County and using his skills to serve the public. While working at the Tri-Valley Clerk-Recorder's Office, Arham was involved in the administration and processing of vital records, fictitious business names, and he worked on document scanning and management of public records. During his time at the Dublin Office, he enjoyed serving community members and consistently provided excellent customer service. In mid-October, Arham moved to the position of Auditor Associate I and began working at the Clerk-Recorder's Office in Oakland. We are excited that the internship experience provided Arham with a range of job experiences and that he will continue to be a valuable asset to our Agency.

Our Agency's Internship Program offers a wide range of job assignments, from conducting audits of County programs to working on arts related projects, and assisting the local community in obtaining their public records. Full-time, part-time and short-term internships are available with flexibility for current students. To apply, please submit your resume with a cover letter telling us about your educational focus, and why you are interested in working with the Auditor-Controller/Clerk-Recorder Agency. Applications should be emailed to hr.auditor@acgov.org.

Participation in Statewide Professional Conferences

Our Agency is committed to supporting and contributing to statewide initiatives that advance best practices in Alameda County and throughout California. I was fortunate to be able to attend the 78th Annual State Controller's Conference with County Auditors from across the state. This year's conference provided

valuable updates and discussions on legislative actions, economic forecasts, state mandated reporting requirements, special districts, Governmental Accounting Standards, and learning management systems. I was proud to be a panel member for the session on what it means to be an Auditor-Controller, and as always I learned so much from the conference speakers and my colleagues up and down the state.



Divina Villanueva, Auditor-Controller/Clerk-Recorder Agency Division Chief of Central Collections, also recently attended the California Revenue Officers Association (CROA) Annual Conference.

The California Revenue Officers Association is a statewide non-profit organization comprised of representatives from city, county, and state government collection departments. The organization's mission is to promote effective collection practices, and to increase revenue collections to municipal and state agencies, as well as to victims of crime.

Every year, the organization discusses a variety of functional topics related to collection practices. This year those topics included upcoming legislative changes, the importance of government collection practices, negotiation when dealing with difficult situations, mental health, leadership and how to navigate dynamics in the workplace. During the annual conference, Divina was fortunate to have been nominated and elected as a CROA Board Member for a one-year term. Her service to CROA will assist other public sector collection agencies and help give a strong voice to the Alameda County Auditor-Controller/Clerk-Recorder Agency on statewide collection issues.

Excellent Customer Service is Our Goal



I am happy to report that our Alameda County Tri-Valley Clerk-Recorder's Office consistently receives high praise from their customers for providing outstanding service. Their proactive approach to identifying areas for improvement and implementing effective solutions showcases their commitment to delivering the best possible experience to every customer. The virtual marriage services offered at the office have allowed many

customers who may not be able to appear in person to still

be joined in matrimony.

In September, my leadership team and I were pleased to present the Auditor-Controller Excellence (ACE) Award to the staff (pictured above and below) at the Dublin Tri-Valley Clerk-Recorder's Office. The award is in recognition of their dedication to customer satisfaction, and consistent pursuit of excellence. Their contributions have not only enriched our customer experiences, but have also set a benchmark for customer-friendly service. For more information about the Tri-Valley Clerk-Recorder's Office, please visit our [website](#).



Project Search Internship Program



We celebrated the contributions of workers with disabilities past and present during October's National Disability Employment Month and encourage supportive, inclusive employment policies and practices that benefit employers and employees all year long. This year our Agency has had the pleasure of hosting three interns through the [Project Search](#) internship program that provides opportunities to adults with disabilities to develop skills through innovative workforce and career development.

The Project Search Program began at Alameda County in 2009 and is managed by [East Bay Innovations](#), a local non-profit organization providing services to people throughout Alameda County. The County of Alameda Project SEARCH internship is a collaborative program with the Oakland Unified School District. Interns who are accepted to work with the County are also enrolled in the Oakland Adult & Career Education Program. While working at the County, interns build both academic and vocational skills through hands-on work experience as they rotate through various County departments during their internship; and because of this experience, several interns have been hired as full-time employees in various County departments. Our Agency has proudly supported this program since 2009 and is honored to continue to provide in-office opportunities to participating interns.

Interns have been assigned to work in either the Scanning/Indexing unit of our Clerk-Recorder's Office or the Central Collections Division. They work on a variety of duties and provide valuable assistance in completing day-to-day operational tasks that include: reviewing and organizing documents, scanning records and recording check payment deposits. Our current intern,

pictured in this newsletter, has been with our Agency since June and provides outstanding assistance to the Central Collections Division of our Agency.

To learn more about advancing access and equity, please visit the website of the [U.S. Office of Disability Employment Policy](#).

National Hispanic/Latinx Heritage Month



The Alameda County Board of Supervisors officially proclaimed September 15th to October 15th as [Hispanic/Latinx Heritage Month](#). This vibrant celebration honors the rich cultural tapestry and invaluable contributions of Hispanic and Latinx communities and the contributions of community members whose ancestors came from Spain, Mexico, the Caribbean and Central and South America. It also presents a wonderful opportunity for learning, sharing, and rejoicing in the lasting influence of Hispanic and Latinx cultures on our society, fostering unity and pride among individuals from all backgrounds. The above photo of the event held at a recent Board of Supervisors' meeting includes President of the Board Nate Miley, Supervisor Haubert, Supervisor Carson and Supervisor Tam along with Alameda County employees of Hispanic and Latinx descent who were honored including our own Auditor-Controller manager Trina Caballero, Tax Analysis Division Chief.

National Arts and Humanities Month

On October 3, the Alameda County Board of Supervisors proclaimed October as [National Arts and Humanities Month of October](#) to recognize the importance of art and culture in America. This celebration was launched by Americans for the Arts more than 30 years ago as National Arts Week in honor of the twentieth anniversary of the National Endowment for the Arts and National Endowment for the Humanities.



Pictured above with the [National Arts and Humanities Month of October Proclamation](#) (from left to right) are Melissa Wilk, Alameda County Auditor-Controller/Clerk-Recorder; Eileen Dalton, Economic and Civic Development Department Director; Margaret Thornberry, Arts Commissioner; Usha Shukla, Arts Commissioner; Rachel Osajima, Arts Commission Director; Nate Miley, President of the Alameda County Board of Supervisors; Winda Shimizu, Arts Commission Vice-Chair; Andrea Guskin, Arts Commissioner; Sandra Rivera, Community Development Agency Director; Grace Karr, Arts Commissioner; Jennifer Chan, GSA Deputy Chief; and Kimberly Gasaway, General Services Agency Director.

2023 Arts Leadership Award Recipients



At the October 3rd Board of Supervisors' meeting, the [Alameda County Board of Supervisors](#) also presented commendations to the [2023 Arts Leadership Award recipients](#). Seven individuals were selected by the members of the [Alameda County Arts Commission](#) in recognition of their achievements and contributions impacting the arts community and residents of Alameda County. [Alameda County Supervisor and President of the Board Nate Miley](#) is photographed presenting a commendation to the District Four award recipient Pat Doyne. Congratulations to all of the award recipients! To learn more about the 2023 award recipients, please visit the Arts Commission's [Arts Leadership Awards Program website page](#).

Honoring our Alameda County Veterans

In honor of Veteran's Day, I will be joining [Alameda County Supervisor Elisa Márquez](#) at the Veterans Arts Partnership exhibition at the Hayward Public Library on Monday, November 6, to meet with Alameda County Veterans and their family members who created the exhibition artwork through this program. Since 2015, this unique partnership between the [Alameda County Arts Commission](#) and the [Oakland Vet Center](#) has provided local

Alameda County Veterans with an opportunity to express themselves in a supportive environment, learn new art skills, and build community. To view this inspiring exhibition, I invite you to visit the Hayward Public Library Galleries through January 6, 2024. I am so pleased and proud to be a part of the collaboration that makes this exhibition possible between the Alameda County Arts Commission, the Oakland Vet Center, the Hayward Arts Council, and the Hayward Public Library! For more information, [click here](#).



Please note that all Alameda County offices will be closed on Friday, November 10 to observe this important federal holiday.

Supporting and Celebrating Our Seniors



Members of our Office and I were happy to join [Alameda County Supervisor and President of the Board Nate Miley](#) at the 20th annual Healthy Living Festival, presented by the [United Seniors of Oakland and Alameda County \(USOAC\)](#) at the Oakland Zoo on Thursday, September 28.

Since 1986, the USOAC has served as a voice for older adults and a vehicle for senior empowerment. The USOAC is a grassroots, multi-ethnic, intergenerational nonprofit organization focused on issues that impact Alameda County seniors and their allies. This year's Healthy Living Festival had record breaking interest with over 3,000 people registering to attend! The Festival serves as one of the largest senior events in the area, providing a rich source of information and resources, free flu and COVID vaccines, socialization, diversity, live music and dancing, and physical activity for older adults countywide.

The day-long Festival began with a welcome ceremony hosted by Alameda County Board of Supervisors President Nate Miley, who is also the Founder and President of the USOAC. I had the pleasure of speaking at the event along with Alameda County Fire Chief Willie McDonald and his senior staff. In photo (left to right) Melissa Wilk; Cheryl Hurd, ACFD Public Affairs Manager; Fire Chief Willie McDonald; Nate Miley, Alameda County Board of Supervisors President; and Randall West, ACFD Division Chief.



Community Events in Castro Valley, Berkeley and Albany



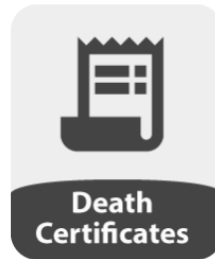
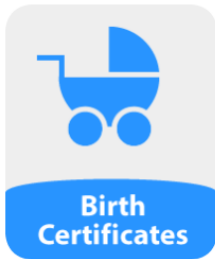
I am so glad that our Agency was able to participate in this year's Castro Valley Fall Festival. This long-standing community tradition, held on September 9 and 10, was filled with entertainment, activities, food and local vendor booths. The Fall Festival took place on Castro Valley Boulevard with over 30,000 people attending!

I am happy we were able to share our free hands-on watercolor activity sheets with the people who visited our booth. Seen in the photo are Supervisor Nate Miley's staff member Jasmine Howard and her daughters who stopped by to participate in the art activity!

The Annual Solano Stroll took place on September 10 with our Agency having one of the many County booths in the area including [Alameda County Board of Supervisor Keith Carson](#). Since 1974, Solano Avenue and the twin-cities of Albany and Berkeley have hosted the Solano Avenue Stroll. Over 100,000 people attended this event that featured over 400 vendors including 50 entertainers, 25 food booths, 100 government and non-profit agencies, 100 artisans, jewelers, makers, and many more.



SAVE TIME AND ORDER ONLINE



Need a birth, marriage, or death certificate? Save yourself time and order online! Select our pick-up option, and we can typically turn around your order within a few days.

Once you've submitted your order, you can check the status of your request online. You can then request the document be mailed to you, or you can pick it up from our Office. It's just that easy!

QUESTIONS FOR OUR AGENCY?

Are there upcoming community events that you would like us to attend? Do you have a specific question you would like to ask? Is your community or organization interested in a presentation about the services provided by the County and the Auditor-Controller/Clerk-Recorder

Agency?

Email us at ACCR.info@acgov.org to let us know what questions we can answer and how we can support your efforts.



STAY IN TOUCH

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Website

Auditor-Controller/Clerk-Recorder, Alameda County | 1221 Oak Street, Suite 249, Oakland, CA 94612

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