



Volume 23



MELISSA WILK

ALAMEDA COUNTY

AUDITOR-CONTROLLER/CLERK-RECORDER

Fall 2024 Newsletter



Message from Melissa

Dear Alameda County,

As we welcome the beautiful Fall season, I hope this message finds you and your families well. This time of year invites us to come together for exciting community events, from football games and harvest festivals to simply enjoying the cooler weather and the stunning transformation of our County's landscapes. Let's embrace this vibrant season, connect with neighbors, and create memorable moments that celebrate the warmth of our community.

The November 5 election has brought changes in leadership at the local, county, state, and national levels. As the elected Auditor-Controller/Clerk-Recorder, I look forward to partnering closely with our County's elected officials to continue serving the public and meeting the needs of our region.



I want to express my sincere appreciation to our entire Agency team for their commitment to delivering the essential services from both our Downtown Oakland and Tri-Valley Dublin locations that benefit our community. Our services include in-person and virtual marriage ceremonies, small business certifications, vital records services, and property tax refund processing.

One of the key responsibilities of the Agency is managing Alameda County's payroll system, which ensures timely payments to over 10,500 employees. I want to thank our Payroll Unit for their hard work in diligently implementing an upgraded timesheet system that includes an improved time

study component, allowing departments to effectively track grant-eligible hours. By tracking and reporting these hours, we can help maximize the County's receipt of all eligible funding and maintain general fund resources that support essential programs and services.

We're also pleased to share the completion of testing for a new data transfer system with the Alameda County Employees' Retirement Association (ACERA). This improvement ensures that critical employee pay information is transferred seamlessly to ACERA, supporting accurate and efficient pension calculations for our dedicated employees.

During the Fall there are so many wonderful events in our region! In September, my team and I were delighted to participate in the Healthy Living Festival, hosted by the United Seniors of Oakland and Alameda County—one of the largest senior events in our area. Also in September, we participated in the Fall Festival in Castro Valley. And, in October we were at the Science in the Park event in Hayward. In honor of Veterans Day, we celebrated our County Veterans at the Veterans Art Exhibition event in Hayward. We're always excited to connect with community members and share valuable information about our services. Engaging with you helps us better understand your needs and ensures that our offerings truly benefit the people we serve.

This Agency takes immense pride in serving the rich tapestry of cultures that define our community. Through recognition events like National Hispanic/Latinx Heritage Month, LGBTQ+ History Month, National Disability Employment Awareness Month, and Filipino American History Month, we honor the vibrant contributions of these important groups.

In This Issue

- Annual Property Tax Bills
- ID E-Verification System
- Intern Gains Valuable Experience
- Apostille Pop-Up Shop
- Statewide Professional Conferences
- National Hispanic/Latinx Heritage Month
- 2024 Arts Leadership Award Recipients and National Arts and Humanities Month
- Thanksgiving Drive Supports Local Families
- Honoring Our Alameda County Veterans
- Supporting and Celebrating Our Seniors
- Community Events in Oakland, Castro Valley and Hayward
- Save Time and Order Online
- Get Married at the Clerk-Recorder's Office
- Stay in Touch



Each celebration serves as a reminder of the strength and resilience that diversity brings to our County, enriching our shared experience and fostering a sense of unity among all residents.

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 2025!

Best,

Melissa Wilk

Annual Property Tax Bills

Most property owners should have received their property tax bills in October for the 2024-25 tax year.



The annual property tax bills are prepared and mailed by the Treasurer-Tax Collector and include information provided by our Agency. 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** 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 will be happy to assist you – our refund service is provided directly to property owners at no cost!

For more information regarding:

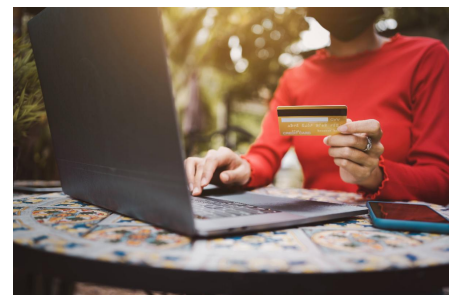
- Who to contact about your property tax statements and bill– visit treasurer.acgov.org
- Who to contact about property tax refunds– visit acgov.org/auditor/tax
- How to look-up your refund status – visit acgov.org/auditor/tax/refund

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**
- Property values, exemptions, change of ownership, new construction– call the Assessor at **(510) 272-3787**
- Paying your tax bill, replacement of tax bills, late charges, delinquent tax bills– call the Treasurer/Tax Collector at **(510) 272-6800**

ID E-Verification System

Since implementing our ID E-Verification System, ordering birth, death, and marriage certificates online has become simpler and quicker. We received fantastic feedback from our community, and we highly encourage customers to take advantage of this convenient service. In the past, customers had to submit a notarized authorization statement or present identification in-person to pick up their orders. Now, with our ID E-Verification System, customers can verify their identity online, saving valuable time and effort. This new process makes obtaining unrestricted copies of vital records more efficient.



Intern Gains Valuable Experience



The Auditor-Controller/Clerk-Recorder Agency's Internship Program was established in 2018. Over the last six years, our Agency has hosted 57 interns who have been able to engage in valuable hands-on work experience.

The Tri-Valley Clerk-Recorder's Office located in Dublin is pleased to have intern Alexis Resendiz working with them since early 2024. Alexis has brought a wealth of experience and an infectious joy to her role. Alexis is originally from Stockton and was raised in the picturesque town of Joaquin, Texas. She attended Linden High School before earning her degree as a Medical Assistant from Las Positas College in May 2024. Driven by the desire to use her expertise for the betterment of the community, Alexis applied for an internship at the Auditor-Controller/Clerk-Recorder Agency. At the Tri-Valley Clerk-Recorder's Office, she has played a key role in administering and processing fictitious business names, scanning documents, managing public records, and processing vital records. Alexis is committed to increasing public awareness and engagement with the services offered by the Clerk-Recorder's Office, ensuring that community members are well informed and can easily access public records. In her spare time, Alexis loves staying active by playing tennis and soccer. Alexis shared her thoughts about her internship and said, "Working at the Alameda County Clerk-Recorder's Office has provided me with invaluable experience in public service and professional development. The staff are highly professional and dedicated, ensuring every interaction is handled with care and efficiency. This supportive environment has significantly enhanced my skills and understanding of public service, making it a rewarding experience." Alexis' dedication to excellence and public service combined with her fun and lively personality, has significantly contributed to the office's operations. Thank you, Alexis!

Apostille Pop-Up Shop

On September 26, the Alameda County Auditor-Controller/Clerk-Recorder Agency, together with the California Secretary of State's Office, hosted another successful Apostille Pop-Up Shop at the Dublin Public Library. An Apostille is a certificate that authenticates the signature of a public official on a document for use in another country.

We had a remarkable turnout with nearly 600 attendees in just one day, many of whom had traveled from all over California! Even though the event did not begin until 9:00 am, people were already lined up as early as 6:00 am! "Partnering with Alameda County for the Apostille Pop-Up Shop event exemplifies our dedication to serving Californians, wherever they may be," said California Secretary of State Shirley N. Weber, Ph.D. Attendees were happy and appreciative to receive Apostille services without having to mail their requests in or make a trip to Sacramento.



Alameda County's next Apostille Pop-Up Shop will be on Tuesday, January 21, 2025 from 9:00 am – 4:00 pm at the Dublin Public Library located at 200 Civic Plaza – about a mile away from the Clerk-Recorder's Tri-Valley Office located at 7600 Dublin Blvd. Information about other Apostille Pop-Up Shops can be found on the [California Secretary of State's website](#).

Participation in Statewide Professional Conferences



In October, our Agency leadership attended the 79th County Auditors Conference, themed "21st Century Fiscal Stewardship." This annual event is presented by the California State Association of County Auditors.

I attended this important conference along with Laura Lloyd, Chief Deputy Auditor, and Craig Boyer, Assistant Controller of our General Accounting Division. We were honored to receive the "Award for County Financial Transactions Reporting" from

California State Controller Malia M. Cohen (shown in image). In the award presentation photo, from left to right, is Laura Lloyd, Malia Cohen, Melissa Wilk and Craig Boyer. This event provided an invaluable opportunity to connect with colleagues and explore innovative strategies to ensure our office consistently upholds the highest standards of fiscal management and compliance with both State and local laws.

The conference began with an inspiring presentation by Malia Cohen who set the tone for discussions on topics critical to our work throughout California. Each session highlighted emerging technologies and best practices designed to streamline operations and improve service delivery. We gained fresh insights on managing the complexities of claims processing and received key updates from the General Accounting Standards Board to ensure alignment with evolving standards. Networking with auditors from California's 58 counties was particularly valuable, allowing us to exchange solutions and address shared challenges. Our attendance at this conference strengthens our Agency's commitment to maintaining strict compliance and best practices as we continue delivering critical public services effectively and responsibly to our community.

The 114th Annual Conference of the County Records' Association of California took place in September. The conference theme was "Riding the Waves of Change: Adapt, Innovate, Succeed." The conference addressed the evolving challenges and opportunities Clerk-Recorder Offices face in an increasingly dynamic environment. Our Agency was represented by LaVette Grant who is a Clerk-Recorder Collections Supervisor. Given the many state laws governing how Clerk-Recorder Offices across California protect and manage the issuance of vital records and legal documents, it is essential that our team remains current with industry standards through dedicated training and professional conferences.



LaVette is a supervisor in our Scanning and Indexing Unit, where she oversees the digitization of property documents, ensuring each one is clearly scanned, accurately indexed, and thoroughly verified. This meticulous work is critical to making these documents easily searchable in historical records, preserving accessibility and accuracy for the public and future generations. At the

conference, LaVette participated in a panel discussion hosted by UC Davis Graduate School of Management. The panel featured county assessor, elections, and recorder personnel who shared insights into building and leading great teams to provide essential services for county residents. Reflecting on her experience, LaVette said, "Attending the conference not only strengthened my understanding of the regulations governing our work, but also inspired me to step back and evaluate my role as a leader in a field that has a direct impact on my community."

National Hispanic/Latinx Heritage Month



On Tuesday, October 1, the **Alameda County Board of Supervisors** officially proclaimed September 15th to October 15th as Hispanic/Latinx Heritage Month. This event highlights the invaluable contributions made by community members whose ancestors hailed from Spain, Mexico, the Caribbean, and Central and South America. By recognizing and honoring these rich traditions, we strengthen our community ties and foster an environment of inclusivity and respect. The above photo of the event held at a recent Board of Supervisors' meeting includes President of the Board Nate Miley, Supervisor Carson, Supervisor Haubert, Supervisor Márquez, and Supervisor Tam along with Alameda County employees of Hispanic and Latinx descent who were honored including our own Agency manager Laura Briones who is a Clerk-Recorder Collections Supervisor.

2024 Arts Leadership Award Recipients and National Arts and Humanities Month



Each year in October, the **Alameda County Board of Supervisors** celebrates the arts by recognizing the Alameda County Arts Leadership Award recipients. At their meeting on October 1, the Board presented commendations to the 2024 Arts Leadership Award recipients. The six 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. In conjunction with the Arts Leadership Awards recognition, the Alameda County Board of Supervisors proclaimed National Arts and Humanities Month of October to recognize the importance of art and culture throughout America. This celebration was first launched by Americans for the Arts more than 30 years ago.

Congratulations to all of the award recipients! To learn more, please visit the **Arts Commission's Arts Leadership Awards Program webpage**.

Thanksgiving Drive Supports Local Families



On November 21, our Agency proudly partnered with the Raising Leaders Program for their 11th annual Thanksgiving Drive. This event brought together over 100 volunteers, including city and county leaders, public safety personnel, non-profit representatives, and community members. Together, we assembled 900 bags filled with essential household items such as blankets, towels, laundry detergent, and more to support local families in need.

Under the visionary leadership of Davida Scott, the Raising Leaders Program empowers at-risk youth with the tools to succeed through a curriculum of life skills workshops and internships.

The program has transformed the lives of hundreds of young people, creating a ripple effect of positive change that extends beyond the classroom and into the community.

The annual Thanksgiving Drive exemplifies the program's mission by fostering a spirit of service and generosity. Our Agency is honored to continue supporting the Raising Leaders Program and its dedication to uplifting young lives and strengthening our community.



Image includes: Zac Unger, newly elected City of Oakland Councilmember (District 1); Osh Ahmad, Fremont Firefighters IAFF-Local 1689 President; **Elisa Márquez, Alameda County Supervisor**; Davida Scott; Melissa Wilk and **Aisha Knowles, Alameda County Board of Education Trustee**

Honoring our Alameda County Veterans



In honor of Veteran's Day, our Agency was excited to participate in the Veterans Arts Exhibition Reception Event at the Hayward Public Library on Thursday, November 14. This event was a wonderful opportunity to meet with Alameda County Veterans who created the exhibition artwork through the Alameda County Veterans Arts Partnership Program. I was pleased to be able to present a certificate of appreciation to the exhibition partners and veteran artists on behalf of myself and **Alameda County Supervisor Elisa Márquez**. It was also wonderful to see so many community partners and special guests at the event.

Two veterans spoke at the event. Veteran Eugene Albert shared, "Participating in the art program has given me a wonderful opportunity to relax and be creative. Allowing my hands to move across the canvas is a feeling of endless possibilities." And, Veteran Sarah Holder said, "I felt calmer and more uplifted after each art class. It's been a very sweet way to heal and create in community." Please visit this [link to the event photos](#) to see more images!

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 4, 2025. 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**!



Images at top include event speaker Eugene Albert with Veteran Wayne Jennings, and event speaker Sarah Holder with Rachel Osajima and Melissa Wilk. The small group photo includes (left to right) Noel Perry, 100 Families Program Founder; Laura Lloyd, Chief Deputy Auditor; Karishma Khatri, representing Assemblymember Liz Ortega; Karrington Hendrix, representing Congressman Eric Swalwell; Melissa Wilk; and Rachel Osajima. The large group photo features all of the veteran artists with elected officials and community leaders. Photos by Alain McLaughlin.



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 26.

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 all-day Festival included presentations 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 Assessor Phong La** (pictured on left) and Serena Chen who is the Senior Policy Advisor to **Alameda County Supervisor Lena Tam**.

Community Events in Castro Valley and Hayward

I am so glad that our Agency was able to participate in this year's Castro Valley Fall Festival. This long-standing community tradition was held on September 7 and 8. 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 project at our booth. The Fall Festival is an exciting community tradition in Castro Valley. The festival features more than 150 community and non-profit booths, along with live music and dance performances by both youth and adults, and plenty of

fun activities for kids to enjoy. Thank you to **Alameda County Supervisor Nate Miley** for visiting our Agency booth to talk with our event volunteers.

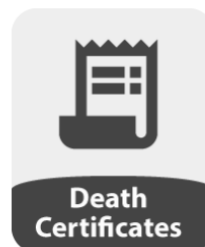
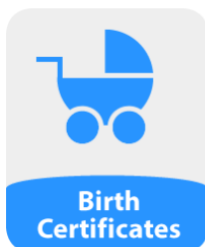


Science in the Park took place on Saturday, October 5. This is a biennial event hosted by **Alameda County Supervisor Elisa Márquez**. Our Agency is proud to be a supporter of this important community event that was founded by the late County Supervisor Richard Valle. The event is an opportunity for the community to learn more about STEAM (Science, Technology, Engineering, Art, Math), the environment, and health, while having fun and supporting the school districts within Alameda County Board of Supervisors District 2. This free event for families and people of all ages included interactive activities including our hands-on watercolor painting project! Other activities included a wide variety of STEAM related demonstrations, County resources, and

much, much more! We were happy that visitors to our booth included **Alameda County Administrator Susan S. Muranishi** and Alameda County Supervisor Elisa Márquez seen in the picture below.



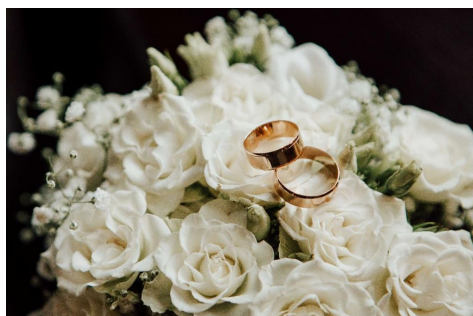
SAVE TIME AND ORDER ONLINE



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!

Getting Married at the Clerk-Recorder's Office



It continues to be our pleasure and honor to perform both in-person and virtual marriage ceremonies for so many happy couples at the Alameda County Clerk-Recorder's Office! Each year we perform over 2,600 marriages and issue over 6,500 marriage licenses and certificates.

All marriage ceremonies are by appointment only, and we have an [online reservation system](#) – or you can make an appointment by calling 510-272-6362. You can also have a friend, family member or loved one marry you once they legally become an officiant.

Reminder that the Alameda County Clerk-Recorder's Office has two locations, one in Oakland and one in Dublin. The Oakland Office is located at 1106 Madison Street in Oakland and the Tri-Valley Office is located at 7600 Dublin Boulevard in Dublin. For a list of our services available at each office, please visit our website at the [Alameda County Clerk-Recorder's Office](#).

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

If this email was forwarded to you, subscribe to our newsletter by emailing us at ACCR.info@acgov.org.

[Visit our Website](#)



Try email marketing for free today!