

Topic: Staffing Levels
 Question by: Kristen Cordeiro
 Jurisdiction: Rhode Island
 Date: February 3, 2022

Jurisdiction	Question(s)
	<p>* How many total FTEs do you have handling the following tasks? (no need to break it down by task - a combined number of all FTEs is perfectly fine. I'm laying it out this way because we recognize we're all organized a little differently.)</p> <ul style="list-style-type: none"> * Opening and sorting mail * Processing payments * Providing in-person counter service for walk-ins or customers with appointments * Reviewing and processing/rejecting corporate filings - electronic and paper * Reviewing and processing/rejecting UCC filings - electronic and paper * Reviewing and processing/rejecting Notary filings - electronic and paper * Reviewing and processing/rejecting trademark/service mark filings - electronic and paper * Reviewing and processing/rejecting Apostille filings - electronic and paper * Answering phone calls/emails from customers related to all of the programs listed above * Providing any in-house trainings or workshops <p>Please include all staff, including management, and if you contract with a third party for any of these tasks, please note that as well.</p>
Manitoba	
Corporations Canada	<p>We apologize for the delay in our reply. For the list of transactions below, we have 21 FTEs:</p> <ul style="list-style-type: none"> * Reviewing and processing/rejecting corporate filings ? * Reviewing and processing/rejecting UCC filings ? electronic and paper * Reviewing and processing/rejecting Notary filings ? electronic and paper * Reviewing and processing/rejecting trademark/service mark filings electronic and paper
Alabama	
Alaska	
Arizona	
Arkansas	

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California	<p>We have a total of 280 full-time employees that handle all of the noted tasks. We also have one part-time employee and 63 student assistants (temporary help) who also support the handling of these tasks.</p> <p>Our office has a separate group within another division that is responsible for conducting in-house training and workshops. That group consists of about 5-10 people.</p>
Colorado	
Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	

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Hawaii	<ul style="list-style-type: none"> * Opening and sorting mail - 3 * Processing payments - 27 * Providing in-person counter service for walk-ins or customers with appointments - 4 * Reviewing and processing/rejecting corporate filings ? electronic and paper - 16 * Reviewing and processing/rejecting UCC filings ? electronic and paper (done in another department) * Reviewing and processing/rejecting Notary filings ? electronic and paper (done in another department) * Reviewing and processing/rejecting trademark/service mark filings ? electronic and paper - 12 * Reviewing and processing/rejecting Apostille filings ? electronic and paper (done in another department) * Answering phone calls/emails from customers related to all of the programs listed above - 30 * Providing any in-house trainings or workshops
Idaho	
Illinois	

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<p>Indiana</p>	<p>Indiana Business Services Division</p> <ul style="list-style-type: none"> * Director * INBiz Deputy Director (manages all development, monthly deployments and bugs for Business Services applications). This is vacant position. If anyone knows a great candidate, let me know! * Deputy Director (manages day to day operations and all of the associates report directly to this position) * 8 Associates * They process all the work listed below with the exception of phone calls. * Additional items that are worked on by associates include <ul style="list-style-type: none"> * Escalated tickets from the call center (any calls or issues that cannot be resolved by the call center agents) * Service of Process (very low volume) * Notary complaints & Improper Notarization Notices (time consuming) * Fraud review for business entity filings <ul style="list-style-type: none"> * Review charge backs, fraud patterns, send interrogatories, determine whether to block a user from INBiz, review call center tickets related to use of personal information without consent * We are in the process of adding one more associate. Currently we have enough staff to process what is received, but not enough to take on projects and process improvements. * We use Netfor for our call center. Average about 10k call/month <p>2021 By the Numbers (numbers were round up/down for easier comparison)</p> <ul style="list-style-type: none"> * Approximately 596,000 active business entities * Business Entity Filings * Paper: 60,000 * Online: 400,000 * UCC * Paper: 17,000 * Online: 64,000 * XML: 65,000 * Notary * Required Online: 20,000 * Trademarks * Required Online: 2,000 * Authentications * 20,000 * Service of Process * 500

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Iowa	
Kansas	
Kentucky	
Louisiana	<ul style="list-style-type: none"> - Opening and sorting mail?3 - Processing payments--2 - Providing in-person counter service for walk-ins or customers with appointments?2-4 (as needed) - Reviewing and processing/rejecting corporate filings ? electronic and paper--16 - Reviewing and processing/rejecting UCC filings ? electronic and paper--2 - Reviewing and processing/rejecting Notary filings ? electronic and paper--3 - Reviewing and processing/rejecting trademark/service mark filings ? electronic and paper?12 (same group as the corporate filings, minus those that don?t process TN/SM) - Reviewing and processing/rejecting Apostille filings ? electronic and paper--2 - Answering phone calls/emails from customers related to all of the programs listed above?18-20 - Providing any in-house trainings or workshops?2-3 (as needed)
Maine	

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Maryland	
Massachusetts	<ul style="list-style-type: none"> * Opening and sorting mail - 2 * Processing payments - 4 * Providing in-person counter service for walk-ins or customers with appointments - 20 (combining all areas of corporate services, such as: filings, certificates, public room) * Reviewing and processing/rejecting corporate filings electronic and paper - 10 * Reviewing and processing/rejecting UCC filings electronic and paper - 3 * Reviewing and processing/rejecting Notary filings electronic and paper Notary is part of Public Records Division * Reviewing and processing/rejecting trademark/service mark filings electronic and paper 3 trained, but handled generally by 1 * Reviewing and processing/rejecting Apostille filings electronic and paper Apostille is part of the Public Records Division. * Answering phone calls/emails from customers related to all of the programs listed above - 6 * Providing any in-house trainings or workshops ? Supervisors - 5

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Michigan	<p>The Michigan Corporations Division has 42 full-time employees (myself included).</p> <p>To help compare for volume, in 2021, we filed around 293,000 business filings, filed 758,000 annual reports/statements (most are automatically filed, but not all), handled 160,0000 phone calls, and responded to 40,000 email inquiries.</p> <p>The numbers per your breakdown are included below.</p> <ul style="list-style-type: none"> * How many total FTEs do you have handling the following tasks? (no need to break it down by task - a combined number of all FTEs is perfectly fine. I'm laying it out this way because we recognize we're all organized a little differently.) * Opening and sorting mail - This is handled by another agency that supports the entire department. We have 1-2 people sort the mail further after we receive it. * Processing payments - This is handled by another agency that supports the entire department. * Providing in-person counter service for walk-ins or customers with appointments - 1-2 people * Reviewing and processing/rejecting corporate filings - electronic and paper - 15 * Reviewing and processing/rejecting UCC filings - electronic and paper - This is handled by another department. * Reviewing and processing/rejecting Notary filings - electronic and paper - This is handled by another department. * Reviewing and processing/rejecting trademark/service mark filings - electronic and paper - 3 trained, but handled generally by 1 * Reviewing and processing/rejecting Apostille filings - electronic and paper - This is handled by another department. * Answering phone calls/emails from customers related to all of the programs listed above - phone calls: 12-16; emails: 12 trained, but handled generally by 4 * Providing any in-house trainings or workshops - Managers and Policy Specialist - 4
Minnesota	

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Mississippi	<ul style="list-style-type: none"> * Opening and sorting mail 2 -3 * Processing payments 1 * Providing in-person counter service for walk-ins or customers with appointments 1-2 * Reviewing and processing/rejecting corporate filings - electronic and paper 1-2 * Reviewing and processing/rejecting UCC filings - electronic and paper 1-2 * Reviewing and processing/rejecting Notary filings - electronic and paper 1-2 * Reviewing and processing/rejecting trademark/service mark filings - electronic and paper 1-2 * Reviewing and processing/rejecting Apostille filings - electronic and paper 1-2 * Answering phone calls/emails from customers related to all of the programs listed above 4 -6 / additional staff added when needed Providing any in-house trainings or workshops 1-3
Missouri	
Montana	
Nebraska	
Nevada	

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New Hampshire	<p>Corporation/UCC Division have a total of 16 FTEs and 1 PTE. Duty breakdowns are as follows:</p> <ul style="list-style-type: none"> * Opening and sorting mail (Opened for all divisions by Administration Division staff - 2) * Processing payments (Handled for all divisions by Administration Division staff - 2) * Providing in-person counter service for walk-ins or customers with appointments - 4.5 * Reviewing and processing/rejecting corporate filings - electronic and paper - 6 * Reviewing and processing/rejecting UCC filings - electronic and paper - 2 * Reviewing and processing/rejecting Notary filings - electronic and paper (Handled by Administration Division staff - 1) * Reviewing and processing/rejecting trademark/service mark filings - electronic and paper - 1 * Reviewing and processing/rejecting Apostille filings - electronic and paper (Handled by Administration Division staff - 1) * Answering phone calls/emails from customers related to all of the programs listed above - 4 * Providing any in-house trainings or workshops -1 (monthly Zoom workshop w/SBA for new businesses)
New Jersey	
New Mexico	
New York	

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North Carolina	<p>Opening and sorting mail (1) Processing payments (9) may assist with opening and sorting Providing in-person counter service for walk-ins or customers with appointments (3) Reviewing and processing/rejecting corporate filings ? electronic and paper (26) including annual report filings Reviewing and processing/rejecting UCC filings ? electronic and paper UCC and Notary together (15) Reviewing and processing/rejecting Notary filings ? electronic and paper *see above Reviewing and processing/rejecting trademark/service mark filings ? electronic and paper (2) Reviewing and processing/rejecting Apostille filings ? electronic and paper (2.5) Answering phone calls/emails from customers related to all of the programs listed above (14) Providing any in-house trainings or workshops (4) 2 supervisors, director and one staffer File room staff (3) Service of Process (1)</p>
North Dakota	
Ohio	<p>In Ohio we have 26 FTE completing most of the tasks referenced below. The Call Center however is an outside company, so of our 26 FTE, we are not answering the majority of calls. The nonprofit company handling our calls typically has 12-20 employees working FT or PT on our calls. Obviously, this will vary by state/number of filings, so to help compare Ohio processed around 370,000 business filings in 2021 - of those total filings 197,000 were new business formations.</p>
Oklahoma	
Oregon	
Pennsylvania	
Rhode Island	
South Carolina	

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South Dakota	South Dakota's Business Services office has a staff of 1 Manager and 4 Business Specialists that complete all of the tasks listed.
Tennessee	
Texas	
Utah	
Vermont	
Virginia	
Washington	<p>We currently have 58 staff. That includes customer service, supervisors, managers, IT, and admin. We have nearly 640,000 active entities and nearly 20,000 charities registrations that each have annual reporting requirements. We have about 8% year over year growth, and about 80-90% turnover. (high volume filing, high volume fail, consistent growth). We complete between 60-70,000 apostilles annually, and we have in-house phone, chat, and email service (call center).</p> <p>We do not have notaries or UCC in our office.</p>
West Virginia	

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Wisconsin	<p>Obviously, this will vary by state/number of filings, so to help compare 2021 Wisconsin processed:</p> <p>Corporation: around 223,762 business filings - of those total filings 71,151 were new business formations</p> <p>TM- 7,803</p> <p>UCC- 180,747(95% online auto filed)</p> <p>Notary- 15,709</p> <p>Apostille- 1,718</p>
Wyoming	

Additional comments:

Full text of email:

Good Morning and Greetings from Little Rhody!

We're hoping you can share some information about staffing in your jurisdiction:

- * How many total FTEs do you have handling the following tasks? (no need to break it down by task - a combined number of all FTEs is perfectly fine. I'm laying it out this way because we recognize we're all organized a little differently.)
 - * Opening and sorting mail

- * Processing payments
- * Providing in-person counter service for walk-ins or customers with appointments
- * Reviewing and processing/rejecting corporate filings - electronic and paper
- * Reviewing and processing/rejecting UCC filings - electronic and paper
- * Reviewing and processing/rejecting Notary filings - electronic and paper
- * Reviewing and processing/rejecting trademark/service mark filings - electronic and paper
- * Reviewing and processing/rejecting Apostille filings - electronic and paper
- * Answering phone calls/emails from customers related to all of the programs listed above
- * Providing any in-house trainings or workshops

Please include all staff, including management, and if you contract with a third party for any of these tasks, please note that as well.

Thank you!

[signatureSeal]Kristen Cordeiro

Deputy Director of Business Services

RI Department of State | Secretary of State Nellie M. Gorbea

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