

CCAO Budget FY 22: Budgeting for Reform

Fritz Kaegi
Cook County Assessor



Years 1-3: Rebuilding the foundation

Year 1 and 2

- New residential assessment models – posted online
- Digitization of core functions: Appeals & exemptions; new website
- COVID disruptions and pivots to hybrid outreach
 - Includes downtown and branch offices

Year 3

- First phase of iasWorld goes live
- Focused on assessments and appeals
- A \$30 million County investment begun in 2015

From this...to this...

PROPERTY INFORMATION DISPLAY SYSTEM

ENTER PROPERTY NUMBER	PROCESS YEAR	TAX YEAR	TAX TYPE	*TAX TYPES*
XX-XX-XXX-XXX-XXXX	20XX	20XX	X	CURRENT TAX 0
---	--	--	-	BACK TAX 1
				ROLLBACK 2
				AIR POLLUTION 3
				CIRCULATOR 5

*IF OTHER THAN CURRENT PROCESS YEAR, TAX YEAR, OR TAX TYPE IS DESIRED, ENTER ABOVE.

*AFTER ENTERING DATA ABOVE, DEPRESS ONE OF THE FOLLOWING KEYS OR ENTER THE NUMERIC VALUE OF THE PF KEY AT THE BOTTOM OF THE SCREEN FOR THE INFORMATION DESIRED.

PF01 - SUMMARY	PF07 - CERTIFICA
PF02 - DETAIL/QUESTIONNAIRE	PF08 -
PF03 - PERMIT	PF09 -
PF04 - HOMESTEAD	PF10 -
PF05 - HOMEOWNER	PF11 -
PF06 -	PF12 -

Real Property

PIN	<input type="text"/>	Address No	<input type="text"/>	Class	<input type="text" value="Class"/>
Taxpayer	<input type="text"/>	Street	<input type="text"/>		
		Zip Code	<input type="text"/>		
		Suffix	<input type="text" value="v"/>	Dir	<input type="text" value="v"/>

Filter By	City	Tax Year	Inactive Accounts
	<input type="text" value="-Any-"/>	<input type="text" value="2021"/>	<input type="checkbox"/>

Options	Sort by	<input type="text" value="PIN"/>	<input type="text" value="Ascending"/>	Results/page	<input type="text" value="15"/>	<input type="button" value="SEARCH"/>
---------	---------	----------------------------------	--	--------------	---------------------------------	---------------------------------------

Year 4: FY 22 Priorities

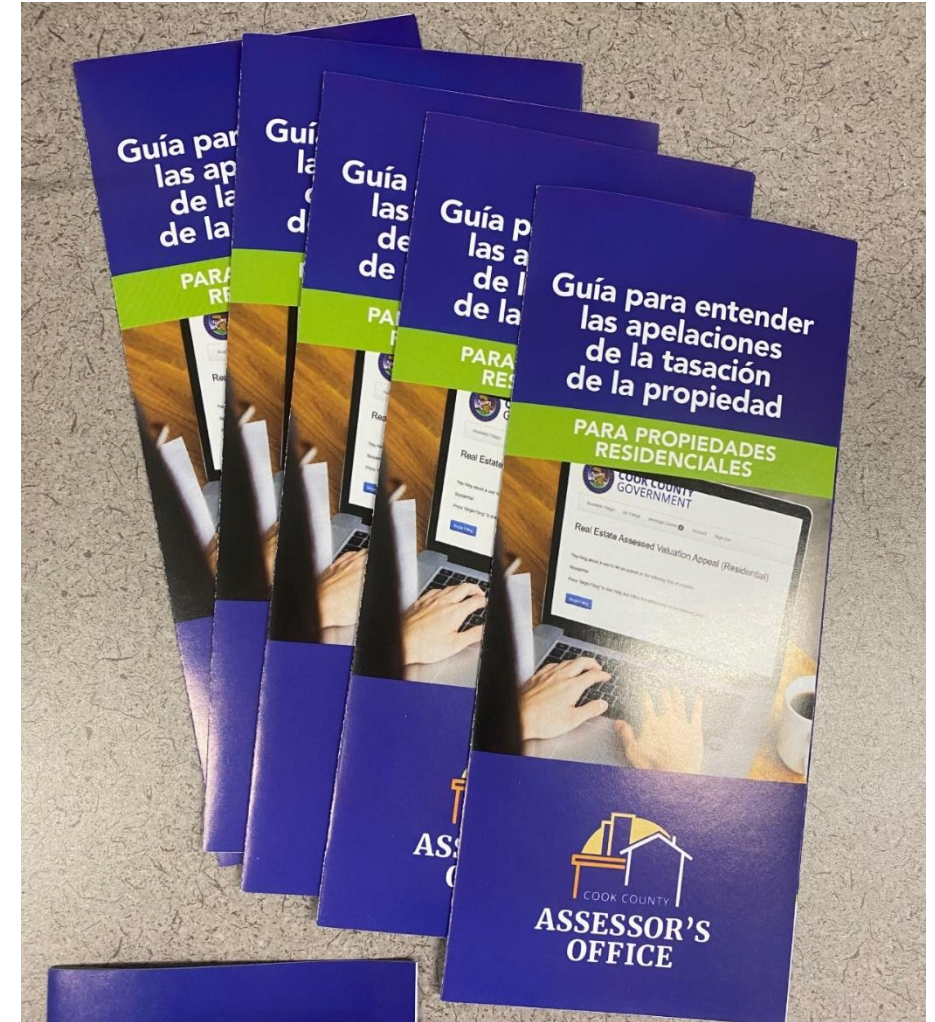
Strategic hiring and cost efficiencies

Improved customer service

Technology and modernization investments

Strategic hiring and cost efficiencies

- Emphasis on filling vacancies in Valuations, IT, and Data
 - Reflecting diversity of the County in Outreach and customer service staff
 - Planning for succession due to retirements



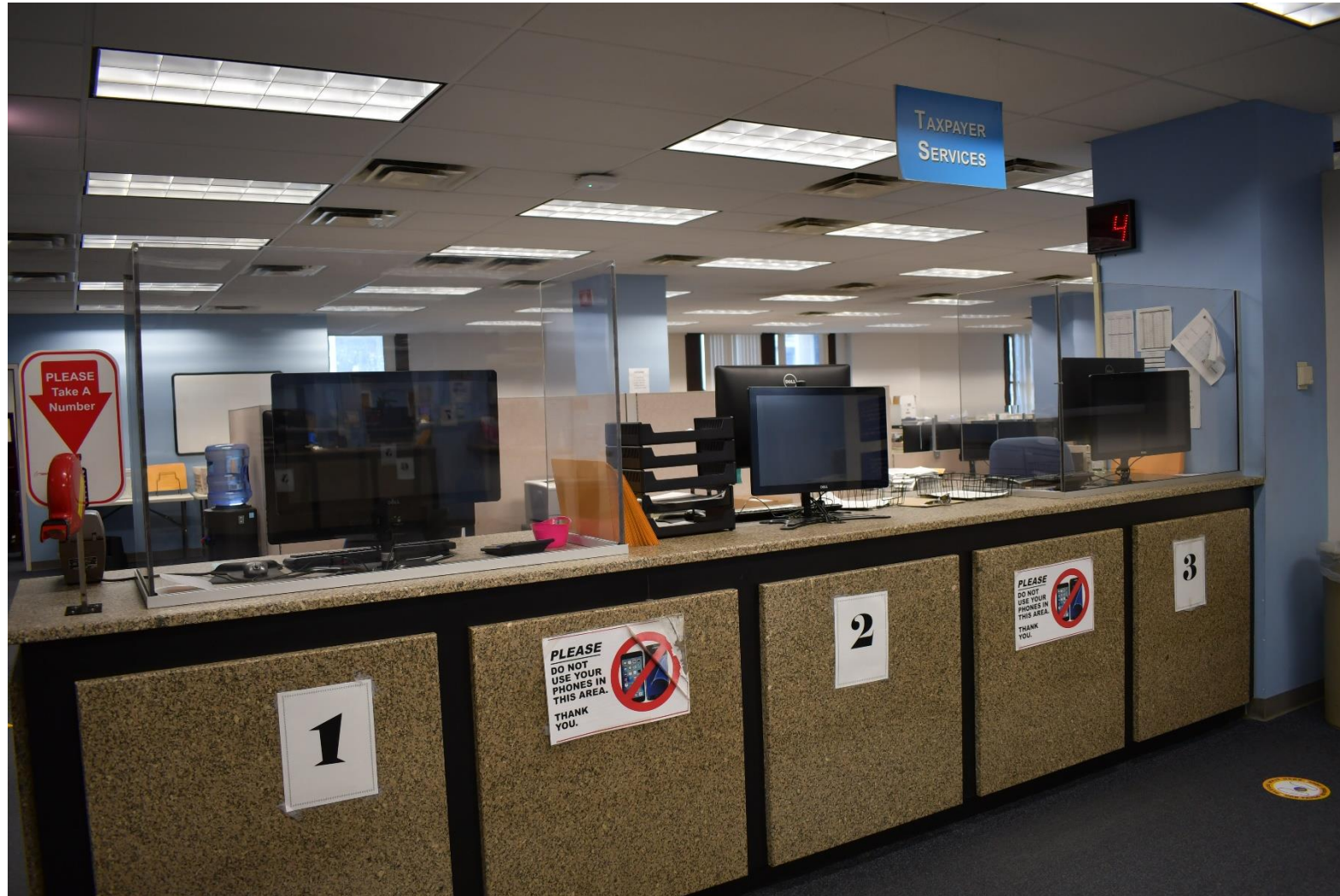
Strategic hiring and cost efficiencies

- FTE count remains the same from FY 21 to FY 22
 - FY22 budget increases due to new collective bargaining agreement
- Digitization has meant cost savings
 - 77% reduction in costs for paper and boxes due to online appeals

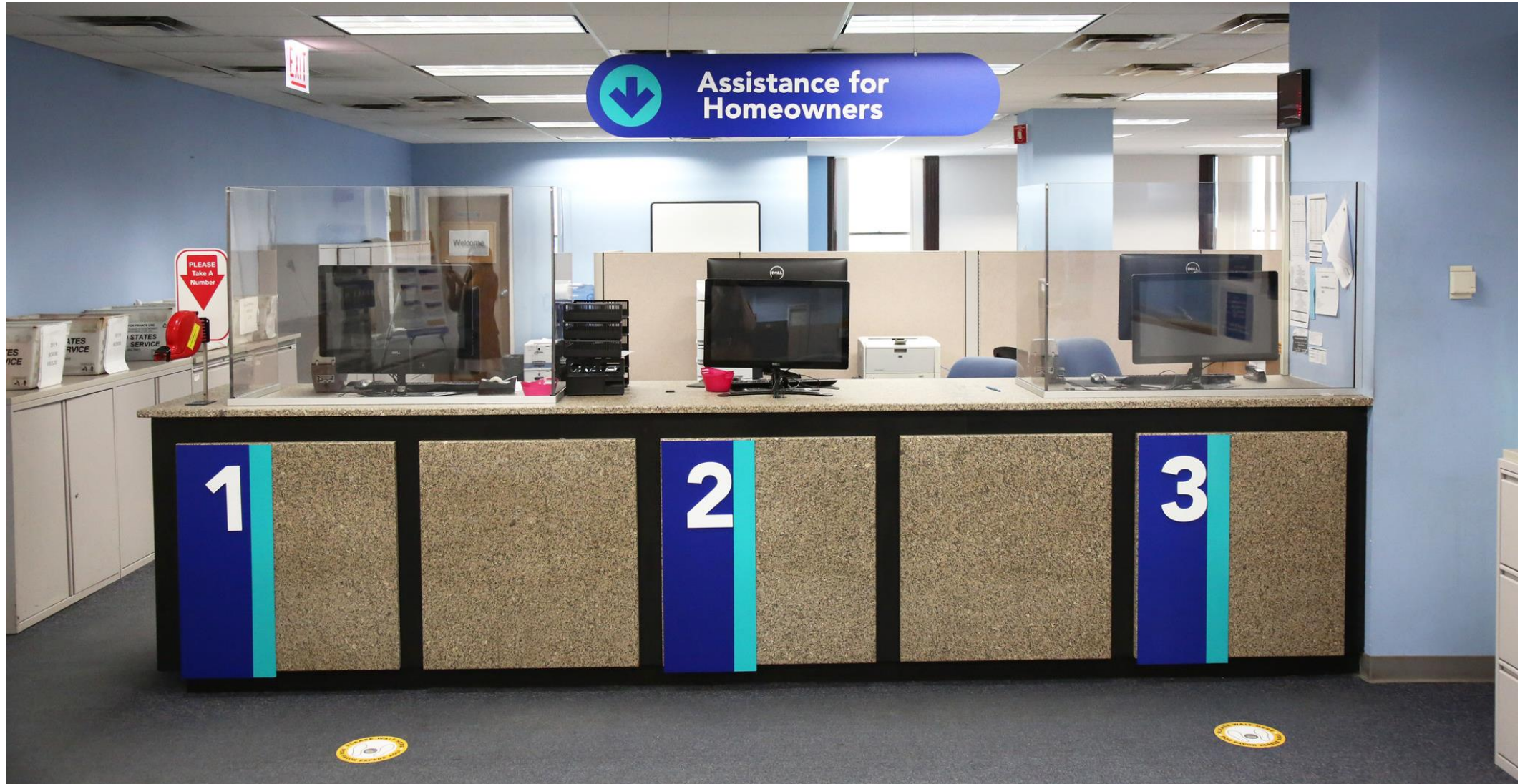
Improved customer service

- Increases in professional services costs toward 12-month consulting contract
- Customer service and change management project
- Move from silo'ed departments to seamless experience
- Additional customer service training and development
 - More IAAO certifications for staff
 - Costs hold steady from FY 21 to FY 22

From this...to this...



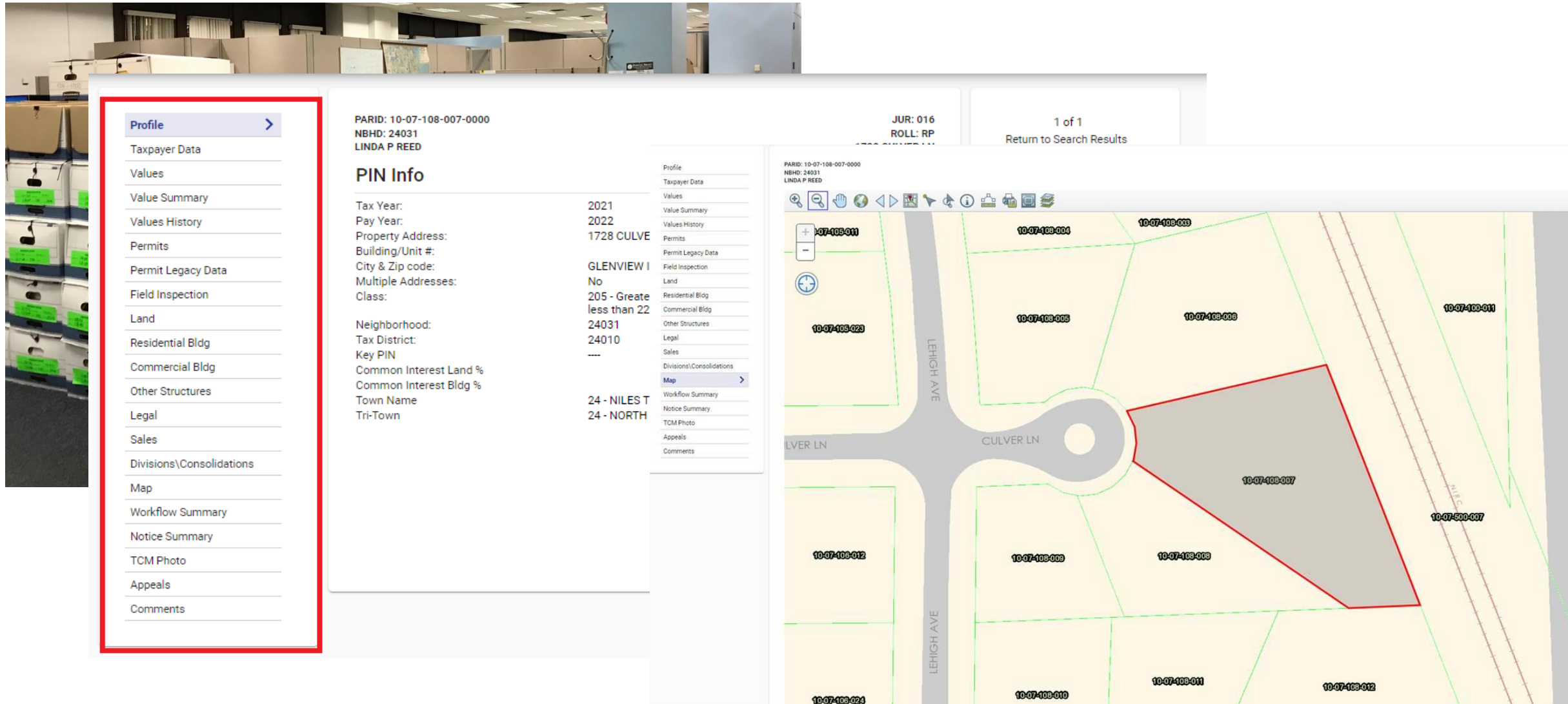
From this...to this...



Technology and modernization

- iasWorld Phase 2: Exemptions and other County offices
- Recommendations from consultants will drive new tools, processes
- Field mobile apps
- Public Access module allows for more transparency

From this...to this...



Profile >

- Taxpayer Data
- Values
- Value Summary
- Values History
- Permits
- Permit Legacy Data
- Field Inspection
- Land
- Residential Bldg
- Commercial Bldg
- Other Structures
- Legal
- Sales
- Divisions\Consolidations
- Map
- Workflow Summary
- Notice Summary
- TCM Photo
- Appeals
- Comments

PARID: 10-07-108-007-0000
NBHD: 24031
LINDA P REED

PIN Info

Tax Year:	2021
Pay Year:	2022
Property Address:	1728 CULVE
Building/Unit #:	
City & Zip code:	GLENVIEW I
Multiple Addresses:	No
Class:	205 - Greate less than 22
Neighborhood:	24031
Tax District:	24010
Key PIN	---
Common Interest Land %	
Common Interest Bldg %	
Town Name	24 - NILES T
Tri-Town	24 - NORTH

JUR: 016
ROLL: RP
1 of 1
Return to Search Results

PARID: 10-07-108-007-0000
NBHD: 24031
LINDA P REED

Map

LEHIGH AVE
CULVER LN
NILES T

10-07-108-001
10-07-108-002
10-07-108-003
10-07-108-004
10-07-108-005
10-07-108-006
10-07-108-007
10-07-108-008
10-07-108-009
10-07-108-010
10-07-108-011
10-07-108-012
10-07-108-023
10-07-108-024

Recognition of progress from our peers

In 2021, the Assessor's Office received two awards for its digital modernization and communications improvements from the National Association of Counties and the International Association of Assessing Officers.

These awards reflect our investments in technology, transparency, and better access.



Progress on reform: FY 21 to 22

Since the IAAO audit in 2019, we have implemented 19 recommendations and developed plans in 4 other recommended areas:



Staffing and Skill
Development



Adapting
Technology



Data
Quality



Valuation
Methods