



MELISSA WILK

ALAMEDA COUNTY AUDITOR-CONTROLLER/CLERK-RECORDER

Summer Newsletter: Welcome Back!

Dear Alameda County Communities,

I hope all of you had a wonderful Fourth of July and were *finally* able to share food and hugs with family and friends. As our communities reopen, I am thrilled to let you know that our Clerk-Recorder's Office is again open to the public, and ready to serve you in person! Our office at **1106 Madison Street in Oakland** is ready to serve you every **Monday-Friday** (except holidays). [Check here](#) for the exact hours of service.

All throughout the pandemic, our staff has been working incredibly hard to meet your needs virtually. Due to their commitment and creativity, we *never* stopped providing our core services. In fact, we encourage you to keep using our online services at acgov.org/auditor/clerk if we can save you the trip to our Office!

If you do come down to see us, rest assured that we are not letting our guard down when it comes to your health and safety. That's why we have implemented the following measures to make your visit safer, more comfortable and efficient:

- outdoor reception area for fresh air and social distancing
- new mobile phone ticketing system to minimize wait times with others
- pick-up service for documents ordered online.

These are just some of the many enhancements we've made to protect your health and safety according to federal, state, and county guidelines. Keep in mind that we're adjusting our protocols on a daily basis, so please be patient with us as we adapt and innovate to serve you better.

This newsletter focuses on some of the key things you should know so that we can serve you efficiently and conveniently. For more detailed information about our services [please visit our website](#), [email me](#) or follow me on [Twitter](#). Whether it's online or in-person, we are excited to serve you!

Welcome back,

A handwritten signature in blue ink that reads "Melissa Wilk".

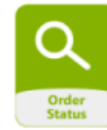
P.S. While our satellite office in Dublin remains closed, we are working to reopen as soon as possible. Follow me on Twitter at [@MelissaWilkACCR](#) for the official reopening announcement!



Always Open Online...24/7!

Why wait in line when you can get what you need online?! If you're looking for a birth, death, or marriage certificate, or copy of an official record you can order these documents from the comfort of your home. [Just click here](#) and you can tell us what you need whenever it's convenient for you!

Ordering Copies of Alameda County Vital Records



[Click here for birth certificates](#)

[Click here for marriage licenses](#)

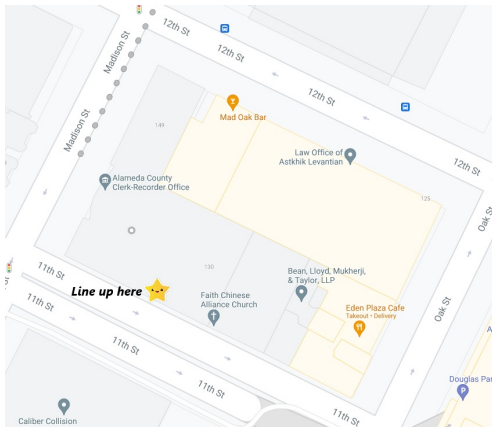
[Click here to request a virtual ceremony \(complete steps 1 & 2\)](#)

[Click here to search or order official records](#)

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! [Click here](#) to get started.

We're also continuing to offer virtual marriages licenses and ceremonies. [Click here](#) and complete Step 1 and Step 2 if you prefer to obtain your license & have your wedding ceremony performed virtually.

Tips for Better In-Person Service



When you arrive at our office, please proceed to the southern side of the building on 11th Street (see map above). There, you will see a sign directing you to a covered patio area to obtain a ticket. After you obtain your ticket, please wait in the patio area until your number is called (see patio above).

Please note that our busiest times are 11am-2:30pm, especially on Mondays and Fridays.

When visiting us in-person:

Do consider commuting here by bus, BART, bike or getting dropped off & picked up. We are a 5-minute walk from Lake Merritt BART station, and served by 10 AC Transit bus lines in the general area.

Do tell the Clerk-Recorder representative everything you need done during your visit. You may require multiple tickets.

Do ask about our mobile ticketing system with the Clerk-Recorder representative. Our system can send alerts to your phone, which will allow you the freedom to move around or wait in your car instead of waiting inside the covered patio.

Do wait in the outside covered patio area, not in front of the building, until your number is called. Crowding around our front entrance creates a fire hazard and can delay serving

you faster.

Don't be afraid to ask for help. We have forms and services available in multiple languages. We have restrooms available for your convenience while you wait. We even have masks in case you left yours at home. Need help? Just ask!

Please note: We only accept cash, checks, and debit cards.

If you have any questions prior to your planned visit, please don't hesitate to call us at (510) 272-6362.

Reopening Day: June 22, 2021



On June 22nd, we reopened the Oakland Clerk-Recorder's Office to the public and we were thrilled to welcome all of you back! Some of the highlights of the day included our first in-person marriage ceremony since March 2020 (*pictured above, Filomeno & Candelaria from Oakland*), and our very first customer of the day, Abdul from San Leandro, who obtained a copy of his birth certificate (*pictured below*).

In total, we served 236 customers on our first day of reopening, which means we served one customer every two minutes during our service hours. Most of these customers visited us to obtain birth, marriage, or death certificates.



Getting married with the Clerk-Recorder

What to Know Before You Go

All in-person marriage ceremonies are **by appointment only**. We anticipate implementing an online reservation system soon, and encourage you to use that system when it becomes available. Follow Melissa Wilk on Twitter [@MelissaWilkACCR](https://twitter.com/MelissaWilkACCR) to find out when the online system gets up and running!

In the meantime, you can make an appointment by calling (510) 272-6362.

Once you obtain your appointment, please plan ahead:

- Complete the [marriage license application online](#) **prior** to your arrival.
- Due to occupancy limits, only the couple and a **maximum of 8 guests** will be permitted inside for the ceremony at this time.
- Arrive at least **20 minutes prior** to your appointment to allow time to check in.
- Everyone in your wedding party **must be present** to fulfill your appointment. If the ceremony cannot commence on time, you may lose your reservation.
- **Parking is limited** in the area, so please plan your transportation needs accordingly.

Board of Supervisors Approve \$3.6B Budget

On June 25th, the Board of Supervisors approved Alameda County's \$3.6 billion budget for Fiscal Year 2021-2022.

The budget has a balanced \$3.6 billion spending plan for County programs and services. The budget supports a workforce of over 10,000 employees, and closes a \$49.2 million funding gap through a combination of reduced spending, revenue increases and the use of Available Fund Balance. Key countywide and multi-agency investments include:

- **\$1.4 billion** in salary and employee benefits for over 10,000 County employees
- **\$720 million** in funding for direct client services provided by 261 community-based organizations, including **\$89 million** for the Alameda Health System
- **\$348 million** in public benefit and assistance programs
- **\$191 million** for homelessness programs and affordable housing
- **\$321 million** in services to the unincorporated areas
- **\$707 million** for children's services

[Click here](#) for more information about the FY2021-2022 budget.



County Leaders Tackle Food Insecurity & Inequity in East Oakland

As our services reopen and life returns to normal, we can't help but see that not all of our communities are recovering equitably. While many of us are privileged to anticipate dining at our favorite restaurants again, there is a growing number of people in our community who are increasingly food insecure and neighborhoods that are struggling to recover.

In order to put a spotlight on the growing inequities in our communities, our elected leaders came together this past month to partner with **Trybe**, a non-profit in East Oakland to help provide food relief and community support. Auditor-Controller/Clerk-Recorder Melissa Wilk, Assessor Phong La, and Treasurer-Tax Collector Hank Levy led a month-long food drive and donation campaign at their agencies that resulted in nearly **800 items of food and over \$2,000 in financial contributions**.

Melissa, Phong and Hank presented the food and cash donations to Trybe Founder and Executive Director, Andrew Park, on June 28th at Cam Huong Deli Restaurant in Little Saigon, Oakland. Besides serving some of the most delicious and affordable *banh mi* sandwiches in Alameda County, Cam Huong partners with Trybe to use their restaurant to distribute more than 100,000 pounds of food every week to those in need. Each Monday afternoon, Trybe youth ambassadors assist with food distribution. In addition, the youth ambassadors walk the streets of Little Saigon to watch over the safety of community elders, diffuse confrontations, and provide a positive and mindful presence in their neighborhoods.

Learn more about Trybe, its services and how you can help at oaklandtrybe.org.

STAY IN TOUCH

Keep up-to-date on important information from the Office of the Auditor-Controller/Clerk-Recorder by following Melissa on Twitter ([@MelissaWilkACCR](https://twitter.com/MelissaWilkACCR)).

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



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