



Register of Deeds

2020 Accomplishments

- Guilford and Forsyth Counties Register of Deeds Partner with Flow Buick of Greensboro and High Point for COVID Safe Veterans Appreciation Event
- Reorganized ROD business operations in Land and Vital Records for safety and service during COVID 19 pandemic
- Installed plexiglass and social distancing plan to address COVID 19.
- Waived convenience fee for online Birth certificates
- Implemented Virtual tools consistent with Governor Cooper's State of Emergency Declaration
- Community Interview Series on Guilford County Slave Deeds project
- Register of Deeds computer operating system upgraded based on Internal Audit recommendation
- Partnership with Lead for North Carolina Fellowship Program

2019 Accomplishments

- eRecording has increased to 68% of land records each month. eClosings are at over 75% of land records each month.
- Thank a Vet recognized by American Legion Division III
- Levy Flag Retirement Initiative has retired 120 American Flags (BOC/Veterans Partnership)
- Completed Tax Department partnership on Pictometry portion of Oblique Photography and Sketch Check to support county departments and land records partners.
- Completed financial audit of Register of Deeds office.

2018 Accomplishments

- Created Lance Corporal Christopher Phoenix "Jacob" Levy Flag Retirement Initiative
- Guilford County Passport Services to only "walk-in" facility in county.

- Passport Fairs and Information Sessions at NC A&T, Guilford College, Bennett College, and High Point University
- American Heroes for North Carolina Veterans Day Appreciation
- Saluting Women’s Veterans Event
- Implemented new ROD cash handling procedures in consultation with Internal Audit and enhanced security standards in Greensboro and High Point offices.
- eRecording has increased to over 60% of land records.
- Office computers and partial scanner replacements.
- Coordinator of Hurricane Florence Response with Greensboro Builders, GCS and Cities of Greensboro and High Point
- Jeff Thigpen recognized by Greensboro Regional REALTORS Association with 2018 Public Service Award.

2017 Accomplishments

- High Point Museum and Register of Deeds Host Bills of Sale: Slave Deeds Exhibit
- Jeff Thigpen receives NC Register of Deeds Association “Shining Star” Award
- Guilford County Thank A Vet Program receives NCACC Innovation Award
- Online Vital Records Requests and Payments Received
- Receiving Credit Card Payments

2016 Accomplishments

- Guilford County Passport Services Opens
- Guilford County Thank a Vet Receives NCACC Innovation Award
- Co-Leading Hurricane Matthew Relief for Guilford County
- Register of Deeds Reorganization Plan Initiated
- Greensboro ROD Vital Records moves to 1st Floor BB &T Building
- Speaker at NCBA Paralegal Division Annual Meeting

2015 Accomplishments

- Recognized by Equality NC and Guilford Green Foundation for implementation of Same Sex Marriage in North Carolina
- Implemented Religious Recusal Law in North Carolina for Civil Ceremonies.
- Co-Leader of Guilford County/City of Greensboro “County Cup” competitions
- Served on NC Bar Association panel on eRecording of Land Records
- Guilford County Thank a Vet Starts
- Spoke to Elon Law Students on Land Records Fundamentals
- “Baby App” Pilot started with Women’s Hospital

- Spoke at Code for Greensboro Event
- Slave Deeds Committee Formed and Index Created
- Partnership with International Civil Rights Center and Museum and community organizations on Slavery Deeds Exhibitions.
- Jeff Thigpen receives Guilford College Alumni Award

2014 Accomplishments

- Implemented Property Fraud Alert System to notify customers of land records filings in their name
- Completed upgrades of Register of Deeds website (awaiting IS implementation)
- Completed local forms for Voter ID law
- Completed and Implemented Contract for Online Vitals Request System for Accepting Credit Cards
- Implemented In-House Vitals Requests Accepting Credit Cards
- Secured additional space for storage of Register of Deeds information
- Implemented new Funeral Home Program to better serve funeral home providers and processing death certificates
- Implemented Additional Scanning Process for Efficiencies and Security in Death Certificate Work Flow with Health Department
- Completed Customer Survey of Guilford County Register of Deeds core operations
- Panelist for May 9, 2014 of Register of Deeds at District IV Workshop
- Completed Slave Deeds project to help genealogists and historians locate slave records
- Replaced old computer monitors for Register of Deeds staff
- Elon Law School Presentation on Register of Deeds Operations
- Invested \$200,000 from ROD Automation and Preservation Fund for Pictometry/ChangeFinder to Upgrade GIS and Tax aerial photo search
- Supervisory Staff completed Basic Employment Law Training through GC Human Resources
- Speaker at IACREOT conference regarding Mortgage Fraud and MERS
- Speaker Guilford County Citizen's Academy
- Served as Investigator for Human Resources in Workplace Harassment and Discrimination Complaint
- Served as Mediator for Guilford County Human Resources

2013 Accomplishments

- Served on RFP Panel for Salary Equity Study
- Mediated DSS employee Dispute

- Competed Review of ROD Administrative Guidelines, hired and trained new staff
- Led Mediation Skills Refresher for County Department Heads
- Gave Presentation on Foreclosure Protection at Greensboro Housing Summit
- Testified at sentencing hearing of Lorraine Brown, former President Doc X/LPS in US District Court in Jacksonville Florida
- Assisted Registers of Deeds in Connecticut and Wisconsin on Mortgage Assignment legislation
- Served on HR Director Selection Committee
- Investigating Discrimination Complaint for Human Resources
- Office Improvements include: blind installation for ROD office in Greensboro, obtained a wheelchair for customers, and glass walling over Veteran's Affairs, and employee badge access implemented.
- Collaborated with Birth Registrars at Women's Hospital to educate new mothers on the importance of completely birth certificates correctly to minimize amendments
- Completed Procedural audit from Internal Audit
- Had two same sex couples request marriage licenses
- Upgraded Register of Deeds Computer Servers
- Initiating RFP process for Online Requests for Vital Records