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## **Zionsville Department of Finance and Records**

### **2017 Year-End Report**

In 2017, the Department of Finance and Records continued to make significant strides towards streamlining operations, making better use of technology, improving efficiency and accountability and strengthening communication within our own department as well as with other Town of Zionsville departments and the public.

#### **Technology/Efficiency Improvement:**

In order to improve efficiency and streamline our operation, we continued to make greater use of technology and look for additional ways to improve or service and efficiency in 2017 and beyond. Some examples include:

- Utilized Keystone software to upload financial data for Annual Financial Report electronically, thereby reducing risk of data input errors and saving the time of manual data entry.
- Researched alternative Payroll options. Selected a new Payroll software provider, which offers better use of technology and will provide more streamlined operations and better service. This option will also allow better communication between departments regarding payroll issues, offers more HR functions and will allow employees greater control and access to their hours, wage and benefit information.
- Created new payroll position, which will also act as a liaison with Human Resources to provide more efficient service to all departments. This position will work to implement a new Payroll system in 2018 and transition from the current ADP system.
- Implemented a new online bill pay and account access program for Wastewater and Trash accounts, offering greater convenience to our customers and reducing the amounts of checks and cash to process in our office.

## **Accountability:**

- Continued implementation of State Board of Accounts Internal Controls initiative.

We placed a strong focus on implementing and enforcing greater Internal Controls with the Department of Finance and Records.

We put in place a written, more stringent cash and funds handling policy for the department. We also put in place a policy for more segregation of duties, allowing for more checks and balances within the Department of Finance and Records.

We continued work with Crowe Horwath to assess potential risks of fraud, theft or errors and to determine methods to mitigate these risks and identify corrective actions thereby improving our Internal Controls policies and procedures to bring them into compliance with State Board of Accounts Internal Controls directive. This large, ongoing effort has continued in 2017.

- Continued audits in the Wastewater Billing area. Implemented a new process in conjunction with the Planning Department, which allows us to identify and set up accounts for customers residing in new homes on a temporary certificate of occupancy. This allows us to capture significantly greater revenues.
- Successfully implemented standardized Records Retention, Storage and Records Destruction procedure for all Town Hall departments, following the State City and Towns Records Retention policy.
- Reviewed all Department of Finance and Records records, identified, and eliminated qualifying documents in accordance with Indiana Commission on Public Records prescribed guidelines.  
This allows for more efficient use of space in the new building, will provide better access to still pertinent records going forward, and identifies a destruction schedule going forward. It also maintains our records system in accordance with State law.
- Participated in a clean and successful State Board of Accounts audit of 2013, 2014, 2015 and 2016. Auditors noted that strong Internal Controls were in place.

**Communication:**

- Initiated joint meetings with Department of Finance and Records, APS payroll systems representatives and Police and Fire departments to greater streamline our payroll process for all departments.
- Held regularly meetings with staff, along with more frequent informational meetings as needed.
- Held goal and objective setting sessions with all staff members. Performed mid-year and year-end performance reviews with all staff members.
- Continuous updates of manuals for all job functions within the Department of Finance and Records and continued to cross-train all employees in the Department of Finance and Records.

**Training:**

In my second year as Director of Finance and Records, I continued to strive to make training and networking a focus and a priority whenever possible. To this end, I took advantage of the following training/networking opportunities in 2017:

AIM Regional Training and Conference- Indianapolis

Indiana League of Municipal Clerks and Clerk Treasurers (ILMCT) Institute and Academy – Muncie

Spring State Board of Accounts School and AIM/ILMCT Conference – Florence

SBOA Clerk Treasurer/Municipal Officer Training - Lafayette

Fall State Board of Accounts School and AIM/ILMCT District Meeting and Conference - Nashville

Municipal Finance Officer Meeting – Indianapolis

## **Department of Finance and Records Sub-Departmental Statistics for 2017:**

All sub-departments within the Department of Finance and Records are committed to providing excellent, ongoing customer service and support to the residents of the Town of Zionsville on a daily basis. We handle many phone calls, emails and walk in requests for answers to questions and problems related to our assigned responsibilities, as well as many other issues unrelated to the department. In many ways, our office acts as a “clearing house” for the public, in addition to our assigned department responsibilities. In 2017, all staff members succeeded in providing friendly and efficient service to all, no matter what the question or issue.

### **Town Court:**

Processed 561 cases

Total Court 2017 Revenue: \$85,985.00

Disbursements:

State: \$49,427.50

County: \$ 6,998.00

Town: \$29,559.50

### **Public Assistance:**

- Processed 112 requests for assistance with costs for housing, medical and utilities.
- Provided assistance to 55 households, serving 74 adults and 71 children in 2017.
- Provided \$88,678.00 in shelter assistance, \$16,187.00 in utility assistance and \$103.00 in medical assistance, investing a total of \$104,968.00 in our community by assisting those in need.
- Completed a significant project in assisting several mobile home owners forced to relocate their homes from Zionsville Mobile Home Park to other mobile home parks.

### **Wastewater Billing:**

- Processed a total of 63,522 payments and billing in 2017 for an average of 5,294 customers per month.
  - Processed 854 transfers of accounts.
  - 113 new construction accounts opened.
  - 257 new ACH accounts opened.
  - 649 new online customers, collecting \$43,344.30 in payments via website.

All other statistics and information pertaining to the Department of Finance and Records, including all financial data, is included in the 2017 Annual Financial Report available in Gateway.

Respectfully prepared and submitted by:

Amelia Lacy  
Director of Finance and Records  
Town of Zionsville