



Zionsville Department of Finance and Records

2018 Year-End Report

In 2018, the Department of Finance and Records continued to make significant strides towards streamlining operations, improving customer service, increasing use of technology, enhancing efficiency and accountability and strengthening communication within our own department as well as with other Town of Zionsville departments and the public.

Technology/Efficiency:

In order to improve efficiency and streamline our operation, we continued to make greater use of technology and look for additional ways to improve customer service and efficiency in 2018 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.
- Implemented a new Payroll software system. In switching from ADP services to Kronos, we are able to offer better communication between departments regarding payroll issues, streamlined HR functions and greater control and access to hours, wage and benefit information for employees.
- Filled a newly created payroll position, which also acts as a liaison with Human Resources to provide more efficient service to all departments. This position was instrumental in the transition to Kronos from the previous Payroll system.
- Implemented new electronic insurance benefits Open Enrollment process.
- Implemented a new integrated voice response system (IVR) for Wastewater and Trash accounts, enabling customers to make payments via telephone thereby offering greater convenience to our customers and further reducing the amount of checks and cash to process in our office.

- Implemented new online account registration for Wastewater and Trash accounts, providing more convenience to our customers, improving efficiency and eliminating paper waste and costs.
- Implemented a new State sponsored fuel card program, allowing more efficiency for employees and Accounts Payable processes. The program also offers fuel discounts which has resulted in cost savings for the Town.
- Implemented new electronic process for departmental claims submittal, resulting in greater efficiency, accountability and eliminating a great deal of paper waste and cost.

Accountability:

- Continued compliance State Board of Accounts Internal Controls initiative.
We continue to place a strong focus on enforcing strong Internal Controls with the Department of Finance and Records.
We continue to follow a stringent cash and funds handling policy for the department. We continue to follow a policy enforcing segregation of duties, allowing for strong checks and balances within the Department of Finance and Records.
- Continued audits in the Wastewater Billing area ensuring that all accounts are set up correctly and all possible revenues are collected.
- Continued to follow standardized Records Retention, Storage and Records Destruction procedure following the State City and Towns Records Retention policy, resulting in efficient use of storage space and providing better access to still pertinent records. It also maintains our records system in accordance with State law.
- Developed and implemented a new Take Home Vehicle policy.
- Worked with Town Attorney to update and enhance Public Assistance policy.
- Completed all reporting and filings in compliance with State law.

Communication:

- Coordinated and provided training and one on one assistance to all employees and management on Kronos payroll system and electronic Open Enrollment process.
- Met with administrative assistants of all town departments to discuss expectations of Accounts Payable and Department of Finance and Records and opportunities for improvement of processes.
- Held weekly meetings with staff, along with 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 third 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 2018:

APS Anti-Harassment Seminar - Indianapolis

Management Leadership Seminar - Indianapolis

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

SBOA Clerk Treasurer/Municipal Officer Training – Noblesville

DLGF Budget Workshop - Noblesville

ILMCT SBOA Conference – South Bend

DLGF Gateway Training - Zionsville

Fall State Board of Accounts School and AIM/ILMCT District Meeting and Conference – Lawrenceburg

Hamilton County Area Fiscal Officers Meetings – Carmel

Municipal Finance Officer Meeting – Indianapolis

Department of Finance and Records Sub-Departmental Statistics for 2018:

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 2018, all staff members succeeded in providing friendly and efficient service to all, no matter what the question or issue.

Town Court:

Processed 441 cases

Total Court 2018 Revenue: \$70,159.00

Disbursements:

State: \$39,347.50

County: \$ 5,600.00

Town: \$25,211.50

Public Assistance:

- Processed 94 requests for assistance with costs for housing, medical and utilities.
- Provided assistance to 34 households, serving 54 adults and 55 children in 2018.
- Provided \$44,122.00 in shelter assistance, \$12,483.00 in utility assistance and \$1,920.00 in medical and burial assistance, investing a total of \$58,525.00 in our community by assisting those in need.

Wastewater Billing:

- Processed a total of 65,461 payments and billings of customers in 2018 for an average of 5,455 customers per month.
- Total billing in 2018: \$3,260,907.00
 - Processed 799 transfers of accounts.
 - 553 new construction accounts opened.
 - 215 new ACH accounts opened.
 - 2731 online customers, collecting \$252,765.00 in payments via website.
 - 25 IVR customers, collecting \$1,782.00 in payments via phone using Integrated Voice Response system

All other statistics and information pertaining to the Department of Finance and Records, including all financial data, is included in the 2018 Annual Financial Report available in Gateway.

Respectfully prepared and submitted by:

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Director of Finance and Records
Town of Zionsville