



Zionsville Department of Finance and Records

2016 Year-End Report

In 2016, the Department of Finance and Records made 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 made much greater use of technology in 2016. Some examples include:

- Implementation of an electronic receipt module in Keystone, our financial software provider. This eliminates the need for handwritten receipts, paper retention and duplicated work. In the past, the customer was issued a handwritten receipt, which was produced in duplicate. The receipt information was then added in to our financial software manually from the duplicate receipt at a later time. Not only does use of this electronic receipt module allow us to save time and paper, it reduces the margin of error and allows real time posting to the accounts, allowing us to view and provide more accurate reporting to departments at any given time.
- Implementation of the use of the bank reconciliation module in Keystone, utilizing the software program to its fullest and allowing us to take over much of the bank reconciliation work from Crowe Horwath who had previously been tasked with completing all bank reconciliations.
- Implementation of electronic and scanned Accounts Payable Vouchers, thus eliminating the need for handwritten claims and paper retention.

- Implementation of Annual Report codes module in Keystone to streamline the 2016 Annual Report process, saving paper, personnel hours and error opportunities in our office.
- Implementation of mandatory Direct Deposit and Paperless Payroll through ADP. This not only has eliminated the expense and waste of hundreds of paper pay statements and checks with their accompanying envelopes and postage each pay period, but it also offers the employee immediate access to their pay statements, tax information and much more online through their own secured account 24 hours a day, 7 days a week.

Accountability:

- Began implementation of State Board of Accounts Internal Controls initiative. We established an Internal Controls Ordinance and a Materiality Threshold Resolution.

After attending multiple Internal Controls training sessions and webinars offered through SBOA, IACT and ILMCT, I organized and conducted fifteen separate training sessions for the Town of Zionsville in order to train all active Town employees on Internal Controls.

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 in the Department of Finance and Records.

We contracted with Crowe Horwath to begin working with all Town departments to help 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 is a large, ongoing effort that will continue in to 2017.

- An in depth audit was performed in the Wastewater Billing area, going back to 2002. This audit uncovered missing accounts or accounts that were set up incorrectly. All of these accounts have now been established or corrected and all are being properly charged, bringing an increase in revenue to our Wastewater funds. This audit process will be ongoing.
- Began implementation of standardized Records Retention, Storage and Records Destruction procedure, following the State Records Retention policy. This will allow for more efficient use of space as we move forward and in to the new building and will provide better access to still pertinent records going forward. It will also maintain our records system in accordance with State law.
- Established uniform standards of responsibility for Court Bailiffs and standardized Court case forms.

Communication:

- Initiated joint meetings with Police and Fire departments to begin streamlining our payroll process for all departments and brain storm on other topics
- Established regular monthly meetings with staff, along with more frequent informational meetings as needed.
- Created manuals for all job functions within the Department of Finance and Records and cross-trained all employees in the Department of Finance and Records.
- Updated our website pages for more accurate reflection of the services and resources available through our department.
- Created “Welcome Packet” for new residents to the Town of Zionsville, to help streamline their move-in process as well as their account set up process with our wastewater and trash. This includes all information they may need as a new resident to Zionsville and Indiana, including information about the Town, services provided and contact information for various agencies. This packet is available in hard copy or online on our website.
- Added Public Assistance information to the Town of Zionsville website in order to communicate what resources are available from the Town to those who may be in need. Documents are also posted on the site, including downloadable application, instructions, eligibility and other requirements. Making this information available online to someone who may be in need of our services not only offers convenience, it also allows them the privacy and dignity of beginning the application process in the comfort of their own home, rather than in a busy office environment.

Training:

In my first year as Director of Finance and Records, I strived 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 2016:

Indiana Association of Cities and Towns (IACT) New Clerk-Treasurer's/Financial Officers School - Indianapolis

IACT Clerk Treasurer Boot Camp – Indianapolis

IACT Budget Workshop – Indianapolis

IACT Regional Training and Conference- Indianapolis

Indiana League of Municipal Clerks and Clerk Treasurers (ILMCT) Institute and Academy – Ball State University

State Board of Accounts School and ILMCT Conference – Michigan City

North Regional Fiscal Officers' Meeting - Carmel

Municipal Finance Officer Meeting – Indianapolis

SBOA Internal Controls Workshop and Training – Jamestown

IACT Internal Controls Training - Indianapolis

Keystone Software Advanced Fund Training – Boyce Systems – Daleville

Annual Keystone Software User Meeting and Conference - Nashville

Participated in IACT/Barnes & Thornburg panel discussion on reorganization and the future of municipal growth

Department of Finance and Records Sub-Departmental Statistics for 2016:

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 2016 all staff members succeeded in providing friendly and efficient service to all, no matter what the question or issue.

Town Court:

Processed 1,078 cases

Total Court 2016 Revenue: \$106,398.50

Disbursements:

State: \$48,614.50

County: \$20,020.50

Town: \$37,763.50

Public Assistance:

- Processed a total of 102 requests for assistance with costs for housing, medical and utilities
- Provided assistance to a total of 41 households, serving 65 adults and 55 children in 2016
- Invested a total of \$58,639.08 in our community by assisting those in need

Wastewater Billing:

- Processed payments and billing for an average of 5059 customers per month
- Processed 723 transfers of accounts
- 74 new construction accounts opened
- 192 new ACH accounts opened

All other statistics and information pertaining to the Department of Finance and Records, including all financial data, is included in the 2016 Annual Financial Report available in Gateway.

Respectfully prepared and submitted by:

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Town of Zionsville