

Treasurer-Tax Collector-Revenue Services Newsletter

At A Glance ~ August 2017

Treasurer

Sandie Arnott, Treasurer-Tax Collector

•In an effort to prepare for our upcoming October department retreat, management and supervisors will be working with a consultant to evaluate our leadership skill set. This workshop, scheduled for August 24th, will hopefully assist us in enhancing employee engagement within the department.

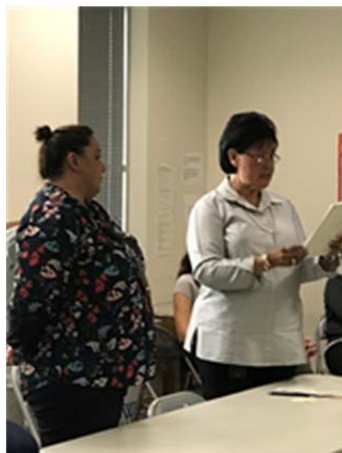
•We held a very successful quarterly employee meeting and potluck on July 11th. Great food and good conversation was enjoyed by all. Thanks to Tiffany Htwe for the ice-breaker exercise. Congratulations to all the recipients of a Way to Go! recognition and thanks to all for the good work you all do.

•If you haven't signed up for Coffee with Sandie, please contact Gina Luiz to schedule one. I have thoroughly enjoyed getting to know the non-work related side of each of you who have taken the time to join me for a chat. Happy August!



The Treasurer-Tax Collector-Revenue Services Way to Go! Awards and potluck lunch were held on July 11th.

*Left: Jimmy & Sandie;
Bottom left: Terry & Sandie;
Bottom right: Christina & Sandie*



Revenue Services

Laura Williams, Revenue Services Division Manager

•Upcoming Meetings

Court unit staff meeting: August 10
Hospital unit staff meeting: August 8

•2016-17 Fiscal Year End collection for Revenue Services was over \$16.3 million.

Although this past year has seen its share of challenges for everyone in the division, we were able to pull together to surpass our collection goal. I would like to thank the collectors, fiscal staff and the cashiers for all of their hard work by looking past the many challenges and being able to rise above them.

Human Resources & Wellness

Tiffany Htwe, Management Analyst

•Performance:

- * 20-hour annual training requirement: 19.1% (as of FY 2016-17)
- * Percent of employee evaluations completed annually: 84% (as of 7/25/17)
- * Percent of customer survey respondents rating: 100% (as of 7/25/17)

•**Wellness:** 2017 Wellness Screening participation increased from 48% to 83% and surpassed the goal of 60%. Thanks to everyone who participated.

•**Payroll:** Please continue to turn in your timecard promptly and accurately. If you submitted your time card with an error, it will be corrected the next payday in the following pay period.

•**HR:** Congratulations Elvia and Nicole on their work out of class assignment to Senior Cash Management Specialist! Elvia has worked in the Treasurer's Office for over two and half years. During this time she has held the position of Fiscal Office Specialist (now Cash Management Specialist), proving herself to be a committed employee with excellent customer service. Nicole joined the department over eight months ago and has progressively stepped up to take on more responsible roles in the cashiering area. My sincere thanks to all the employees who showed their interest in this opportunity. The hiring team was grateful for the chance to speak with you. Our decision was based solely on the current needs of the department.

Save the Date

October 4th: Department Retreat
December 13th: Wellness Meeting

We invite you to join our 2017 Heart Walk Team

The Heart Walk is on Wednesday, September 20th from 11:00a.m.-1:30 p.m.

Please register here:

http://www2.heart.org/site/TR?fr_id=2335&pg=team&team_id=241083

Tax Collector

Robin Elliott, Assistant Tax Collector

•The TaxSys project kickoff meetings in July went very well, and the Tax Department is excited to begin working on the system implementation! Grant Street Group will next be onsite August 22-24th, and will be working with staff on business processes development.

•The Lockbox began receiving and successfully processing Unsecured tax payments the week of July 17th. One more process streamlined! Thank you to Kathy N. and Telly for assisting in the initial planning stages of this process, and the entire Tax Department for all of their hard work in making it a successful transition.

•The next Tax Department staff meeting is scheduled for Wednesday, August 16th at 8:15 a.m.

•The Controller's Office has notified us they plan to take the Secured tax rates to the Board of Supervisors for approval at the September 26th meeting. We have arranged to have Padma provide the bill file around September 16th so that we can do our proofing the week of September 18th with the goal of giving the approval to begin printing and mailing the Secured tax bills immediately upon Board approval.

Investments

Charles Tovstein, Chief Investment Officer & Joe Demee, Financial Services Manager II

•The estimated gross earnings for the month ending July 31st are 1.21%, and the current size of the pool is \$4.793 billion.