

Treasurer-Tax Collector-Revenue Services Newsletter

At A Glance ~ June & July 2017

Treasurer

Sandie Arnott, Treasurer-Tax Collector

•On June 7th, I was installed as President of the California Association of County Treasurers and Tax Collectors (CACTTC) during the Annual June Conference held in Anaheim. It's so special to have this key connection between San Mateo County and this statewide organization. I'm very proud to represent my 57 colleagues in continuing to strengthen our organizations values, maintain our key traditions, magnify our voice in legislative matters that impact our taxpayers, our processes and services, and move our association forward. I was also appointed to a steering committee requested by State Treasurer, John Chiang, working with the California Debt and Investment Advisory Commission (CDIAC) to develop training manuals and videos for appointed and elected officials involved in debt issuance. Ever an advocate for the taxpayers by seeking more transparency, I feel this will be an excellent opportunity to pursue that as well as an interesting challenge. June has really been quite the month – I am truly overwhelmingly honored by it all.

•I wish to express my thanks to the Board of Supervisors, the County Manager, Reyna Farrales and Jon Walton for all their support, and Robin Elliott and Pamela Vaughan for all their hard work in successfully having our request to move forward with a new property tax system approved on 6/27/17. This was truly a team effort! I look forward to all the positive impacts to the County, our taxpayers and our staff who will benefit from this implementation expected to span 2 years.

•Coffee With Sandie: I have had the opportunity to meet with several of you for coffee over the past several months and have thoroughly enjoyed getting to know you outside of the workplace. I hope you have found our time together enjoyable as well. If you have not already signed up for a coffee chat with me, please do so. This is a standing invitation open to each of you. Please contact Gina to schedule a time that's best for you.



Left: Sandie taking oath of office at the CACTTC Installation dinner.

Below: Sandie with CACTTC past presidents.



Human Resources & Wellness

Tiffany Htwe, Management Analyst

•**Performance:** "The Percentage of Employees Meeting the 20 Hour Annual Training Requirement" was added to the budget administrative measures. Please log into LMS and browse for classes that may interest you. Kudos to those who completed their 20 hour training requirement! In 2016, we were at 7% and as of today we are at 12%. We encourage you to continue meeting your training goal.

Below are the County Manager's expectations for 90% completion of the administrative measures:

*The percentage of employees meeting the 20 hour annual training requirement

*Percent of employee evaluations completed annually

*Percent of customer survey respondents rating

•**Wellness:** We selected a Brain Fitness class for our upcoming Department Retreat on October 4th at the San Mateo Garden Center.

There will be a Stress Busters class on September 26th from 2:00-3:00 p.m. in the Treasurer-Tax Collector conference room.

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

•**HR:** Congratulations Janice Romanini on her promotion to Investment Services Specialist! Janice has been working in the Treasurer's office for over eight years and has always expressed the willingness to be challenged and learn new things.

•Congratulations to Terry Morales on her promotion to Supervising Cash Management Specialist! Terry has been an acting Lead for over three years. Throughout the years Terry has taken pride in her work and strives to deliver excellent customer service to both internal and external customers.

•As of today, our internal growth rate is at 34%, which is 17 out of 50 total FTE that have been promoted or re-classed from within the department.

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We invite you to join the SMC Treasurer-Tax Collector-Revenue Services 2017 Heart Walk Team!

This year Sandie Arnott and Gina Luiz are coaches and our team will work together to raise funds and awareness for heart disease.

When: Wednesday, September 20th from 11:00-1:30

Where: Marine View Park on Oracle's Campus in Redwood Shores (transportation will be provided)

Please sign up to join our team:
http://www2.heart.org/site/TR?fr_id=2335&pg=team&team_id=241083

Revenue Services

Laura Williams, Revenue Services Division Manager

•Upcoming Meetings

Court unit staff meeting: July 6th
Hospital unit staff meeting: July 11th

•Renee is back! She will be here two days a week for the next couple of months. We are all very excited to have her back.

•The last update from the Courts indicated that the big back log of trial in absentia cases cannot be sent until they upgrade to a new version of Odyssey. They are hoping for that to happen sometime in June or July.

•Please welcome Christopher Meeks as a new member of the Revenue Services Division. Chris was hired as a Fiscal Office Assistant and James will be his supervisor. His first day will be July 3rd.

•Let's all thank Kelley for her hard work in putting together the Hospital Procedure binder. Great job, Kelley!

•Let's breathe a little life back into the monthly food collection drive! There is a need all year long not just during the holidays. A flyer will be sent out shortly with more information on how you can help.

Investments

Charles Tovstein, Chief Investment Officer & Joe Demee

•The estimated gross earnings for the month ending June 30th are 1.213%, and the current size of the pool is \$4.805 billion.

Treasurer-Tax Collector-Revenue Services Staff Meeting

Please join us for the Treasurer-Tax Collector-Revenue Services Staff meeting on Tuesday, July 11th from 12:00 p.m.-1:00 p.m.

There will be a potluck lunch & Way to Go award presentation.

Sign up for the potluck by [clicking here](#)



Tax Collector

Robin Elliott, Assistant Tax Collector

•Now that our contract was approved by the San Mateo County Board of Supervisors the Tax department and Grant Street Group will be hosting a project kickoff event the week of July 17th. Many of the Tax department staff will be in meetings throughout that week; however, we have scheduled staff coverage so that there will be at least two employees in the office at all times. The kickoff meetings will be held at County Center and staff will be available to return to the office if necessary. Robin Elliott will also be available at all times by cell phone.

•We are pleased to announce that Bahar Ghiassy has accepted the Fiscal Office Specialist position in the Tax department. Bahar comes from the Controller's Office, where she has worked as a Fiscal Office Assistant and has gained experience in customer service and various fiscal tasks. She will be stationed at the front counter to assist with daily customer service needs, and will be taking over the Supplemental duties previously assigned to Scott Poteet as well as some additional tasks. Her first day in the office will be July 6th. Please join us in giving a warm welcome to Bahar!

Department IT

Patrick Peterson, Departmental Systems Analyst

•GroupWise Messenger will no longer be available after July 7th. The County standard for messaging is Skype for business if you have not used it or need help logging in please notify Gene Galang or Patrick Peterson

•Installation for the cell phone signal booster is scheduled to start July 12th.