

## **FINANCE DEPARTMENT**

The Finance Department is responsible for overseeing the fiscal operations of the Village.

Primary responsibilities of the department include accounting and financial reporting, budgeting and long-term financial planning, capital financing, cash management and investment of Village funds, payment of bills, billing and collection of revenue, risk management and Village safety program administration, payroll and human resources/employee benefit administration, the senior services program and information technology services.

Many of the functions performed by the department represent an internal service to other departments. Additionally, the Department performs accounting services for the Glen Ellyn Public Library and the Glenbard Wastewater Authority (GWA). A service charge representing the cost of services provided to other Village funds and these two external agencies is collected and recognized as a revenue of the General Fund.

For fiscal year 2004/05 (FY05), budgeted staffing levels included 7 full-time and 13 part-time employees. Proposed for FY06 is a staffing complement of 6 full-time and 13 part-time employees, a reduction of one full-time position. The full-time Accounting Specialist position which became vacant during FY05 has been eliminated. The duties of this position have been reassigned among other departmental staff.

Departmental staff are divided into three areas including Administration and Operations, Cashiers Office and Senior Services.

**Administration and Operations** - This segment of the department is staffed by 5 full-time employees including a full-time Finance Director, Assistant Finance Director, Information Technology Manager, Personnel Analyst and Fiscal Clerk (accounts payable and payroll). Four part-time positions include Fiscal Clerks (2) (1 accounts payable, 1 human resources), Administrative Secretary (1), and Mail Clerk (1). Primary responsibilities of this area include general administration, accounting services, payroll processing, personnel/human resources and benefits administration and information technology services.

General administration of the department is the responsibility of the Finance Director. Primary duties include the coordination and management of staff resources, coordination of the Village's annual budget process, management of the Village's independent annual financial audit, cash management and investment of Village funds, planning for long-term capital financing projects, oversight of information technology functions and risk management. Personnel/human resources and employee benefits functions are budgeted within the Finance Department but are coordinated through the Village Manager's office.

The ~~accounting function~~ records cash receipts and cash disbursements in accordance with established policies and procedures. The accounts payable function processes all

disbursements for the Village, the Glenbard Wastewater Authority and the Glen Ellyn Public Library. Monthly financial statements are prepared and distributed to department managers for review of current spending against budgeted amounts.

Each year, in conformance with state statutes, the Village undergoes an audit of its financial statements and records by an independent audit firm for the purpose of obtaining an opinion as to whether the Village's financial statements are prepared in conformity with Generally Accepted Accounting Principles (GAAP). The department is responsible for the coordination and preparation of the Village's annual financial statements (Comprehensive Annual Financial Report (CAFR)) through its audit firm as well as preparing all documentation and records necessary to support the amounts and disclosures in the financial statements.

For the past sixteen years, the Village has received recognition for its CAFR in the form of a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). This program requires preparation of financial statements in accordance with detailed program criteria which help ensure a financial report that is well organized and easily readable as well as ensuring a spirit of complete disclosure and comparability with other local government financial statements.

Cashier's Office - The Cashier's Office, located in the Civic Center lobby area, is staffed by our full-time Accounts Manager and seven part-time Fiscal Clerks. This segment of the department represents the main point of contact for many Village residents. The Cashier's Office collects and records all payments received via the mail or in person at the Civic Center as well as receiving utility bill payments electronically from an outside bank which performs payment processing (lockbox) services for our monthly utility bills.

The Cashier's Office manages all facets of the Village's monthly combined utility billing program for water/sanitary sewer and solid waste collection services. The Village presently handles approximately 8,000 water/sewer and 7,000 solid waste accounts through monthly billings and handles all related customer service and account maintenance. Additionally, the cashier's office administers the Village vehicle license program (approximately 15,000 – 16,000 transactions per year), the business registration program (which includes an annual fire inspection) and the parking permit renewal process which covers more than 800 customers in the Central Business District. Other transactions include the collection of building permit fees, dog licenses, parking citations and other miscellaneous fees.

Senior Services Program - Staffed by two part-time positions at Grace Lutheran Church in downtown Glen Ellyn, the Senior Services Center offers support and referral services to Glen Ellyn senior citizens and coordinates various on-site programs in conjunction with the DuPage Senior Citizens Council "hot meals" home delivered meal program.

## **Accomplishments for FY05**

In addition to the array of services provided to other departments and the public on an ongoing basis, the department was involved in a number of significant projects during the fiscal year including:

1. **GASB 34** – Throughout the spring and summer of 2004, Finance Department staff worked to successfully implement numerous technical accounting provisions of Statement 34 of the Government Accounting Standards Board (GASB). The GASB is the rule-setting body for state and municipal financial statement presentation and disclosure. Adherence to GASB accounting rules is necessary to ensure the issuance of an “unqualified” audit opinion. Major changes included in the implementation of GASB 34 included:
  - ✓ Financial statement consolidation based on “major” and “non-major” fund types as well as an entity-wide perspective of reporting operating results and financial position.
  - ✓ New and expanded narrative analytical disclosure, similar to that found in publicly traded private sector entities, in the form of “Management’s Discussion and Analysis”.
  - ✓ Inclusion and depreciation of the government’s capital infrastructure assets in its entity-wide statement of net assets. Infrastructure assets can include items such as streets, storm sewer systems, bridges, sidewalks and other publicly constructed assets.
2. **Investment of Cash Balances** – In June, 2004, the Village Board approved changes to the Village’s investment policy which more clearly defined our investment objectives. For the first time, in October, 2004, the Village began purchasing individual U.S. Treasury and Agency securities to provide a boost in investment income over yields being offered by our existing investments in the State Treasurer’s Investment Pool (Illinois Funds) and the Illinois Metropolitan Investment Fund (IMET) and to provide more investment “stability”.
3. **Auto-Pay Utility Bill Payment Program** – In May of 2002, the department unveiled a new program which allows water/sewer/refuse customers to have their monthly bill electronically deducted from their designated bank account. Through our continued promotion of this program, we welcomed our 2,000<sup>th</sup> customer during FY04 (June, 2004). As of March, 2005, a total of 2,415 customers are enrolled in this program, representing 30% of all Village utility accounts.
4. **3-Year Village Vehicle Sticker** – In March, 2005 the Village announced a new 3-year Village sticker as a new option designed to provide added convenience to residents. The 3-year option is also anticipated to reduce the Village’s processing costs through reduced mailing charges and document processing.

5. Information Technology Initiatives – We continue to be very busy in areas concerning technology and our computer network to provide Village staff access to higher functioning work tools and enhance the overall reliability and protection of network data. Highlights for the FY05 fiscal year include:

- ✓ Expanded the capacity of our document imaging system to accommodate heavy staff use of this internal “on-line” document storage and retrieval system. Reduced amount of accumulated paper files through active scanning of documents throughout the fiscal year and improved accessibility.
- ✓ Installed new Police Department in-car computers which now allow Police Officers access to better and more thorough information in traffic-stop and other field situations.
- ✓ Replaced all Police Department PCs. Refurbished and redeployed “used” Police Department PCs to other Village departments as available.
- ✓ Using available grant funds, installed 3 digital in-car cameras in Police Department vehicles which video-record (with audio) all traffic and related incidents where the vehicle’s light-bars are activated. We plan to complete similar installations on 8 remaining police vehicles in the spring of 2005.
- ✓ Built a new vehicle sticker database which tracks multiple years of history on customer accounts and also tracks customers electing the new 3-year sticker option.
- ✓ Installed EMNet (Emergency Management Network System) on the roof of the Civic Center which establishes a satellite link to the DuPage County Office of Emergency Management. All equipment has been provided at no cost to the Village – funding received by DuPage County through the Federal Department of Homeland Security.

### **Initiatives for FY06**

Activities of the department will continue a focus of improving and enhancing operational efficiency and effectiveness both within the department and throughout the larger organization. Some of these undertakings include:

1. Reduce paper documents by expanding Village department access to monthly financial information across the Village’s intra-net.
2. Explore possible cost-efficiencies to be gained by consolidating our utility billing function from two partial-billing cycles per month to one billing of all service addresses at the same time each month.
3. Investigate the possibility of offering a paperless “e-bill” for monthly water, sanitary sewer and refuse service to be distributed by e-mail.

4. Introduce an option for Glen Ellyn residents to pay their monthly water bill over the internet through the State Treasurer's "e-pay" program (a no-added-cost option to the Village).
5. Work with the Police Department to implement a new parking citation software system.
6. Look at improving and making more customer friendly, the process of obtaining and renewing quarterly and annual leased parking permits.
7. Perform an analysis on the Village's payment of State Unemployment Tax to the State of Illinois to determine if cost savings can be achieved by opting to directly pay the Village's unemployment claims instead of paying a percentage of each employee's earnings as determined by State formula. Over three years, unemployment taxes paid to the State have increased from \$63,000 in calendar year 2003 to \$120,000 projected for 2005 due to increases in the State's tax formula. More information concerning this tax is reported in the Insurance Fund section of this budget.