

## 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.

The proposed staffing complement for FY07/08 includes 6 full-time and 13 part-time employees. 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 Accountant. 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, accounts payable, payroll processing, personnel/human resources, employment 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 project financing, 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 or "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 eighteen 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 a 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 external financial institution which performs payment processing (lockbox) services for monthly Village utility bills.

The Cashier's Office manages all facets of the Village's monthly combined utility billing program for water/sanitary sewer and residential solid waste collection services. The Village presently services 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 16,000 transactions per year), the business registration program (which includes an annual fire inspection that is coordinated through the Planning and Development Department) 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, real estate transfer tax transactions, 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. The Senior Services Center also coordinates all facets of the Village's participation in the Ride DuPage subsidized transportation program which is available to Glen Ellyn seniors and persons with disabilities.

## **Accomplishments for FY06/07**

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. Excellence in Financial Reporting - For the eighteenth consecutive year, the Village's Comprehensive Annual Financial Report (CAFR) was awarded a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association (GFOA). Glen Ellyn is included among the less than 10% of local governments in Illinois who receive an unqualified audit opinion and prepare a CAFR which meet GFOA's recognition criteria.
2. Cost Reduction – State Unemployment Tax - In January, 2006, due to recent State of Illinois increases in the State Unemployment Tax, the Village elected to directly pay the actual claims of its employees, rather than paying a tax to the State-wide "pot" of unemployment claim dollars. The Village received direct savings of \$100,000 during the first year following this change.
3. Employee Job Cross-Training – Cross-trained department staff in critical departmental functions. A number of departmental staff were called upon to complete additional work assignments due to the extended vacancy of another position.
4. 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 to enhance the overall reliability and protection of network data. Highlights for the FY06/07 fiscal year include:
  - ✓ Updated 80 PCs from Windows 2000 to Windows XP.
  - ✓ Installed new video security cameras throughout the Civic Center and at the Reno Public Works Center.
  - ✓ Implemented e-mail SPAM blocking tools to increase staff productivity and significantly reduce unsolicited and unwanted e-mail traffic.
  - ✓ Worked closely with the DuComm Executive Board in examining the proposed staffing of the IT function and identifying areas for improved network and systems security and reliability.
  - ✓ Assisted in the temporary relocation of employee workstation resources (phones and computers) during the 2006 Civic Center and Reno Center renovations resulting in a seamless impact to end computer users.
  - ✓ Redesigned system back-up process to increase capacity by 5 times and cut processing time in half. Reduced tape storage requirements by 50%.

- ✓ Installed an automated update system for workstation PCs whereby critical security updates and patches are automatically installed without user intervention.
  - ✓ Worked with the Police Department on the purchase, installation, and implementation of the BEAST evidence tracking system.
  - ✓ Migrated the outdated voicemail system to a new Windows-based product.
5. Procurement Cards – Implemented the rollout of a new Village purchase card vendor, which will improve workflow, customer service and increase revenues through a rebate program based on purchase volumes.

### **Initiatives for FY07/08**

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 internal intra-net.
2. Expand use and accessibility of the MUNIS financial system to other Village departments and employees.
3. Work with an external consultant to perform an audit of utility tax revenues received by the Village to verify correct application to all taxpayers.
4. Conduct a request for proposals process for banking services.
5. Investigate potential costs savings to be achieved by eliminating the current third party human resources software application and replacing it with an application which is integrated with our current financial software tools.
6. Investigate the possibility of offering a paperless "e-bill" for monthly water, sanitary sewer and refuse service to be distributed by e-mail.
7. Work with the Police Department to implement a new parking citation software system.
8. Work with the Planning and Development Department to implement a computerized building permit process.
9. Look at improving and making more customer friendly, the process of obtaining and renewing quarterly and annual leased parking permits.
10. Complete a request for proposals process to for annual audit services.

11. Upgrade employee computer work tools from Microsoft Office 2000 to Microsoft Office 2007.
12. Replace e-mail server.
13. Work with an independent actuary to implement the requirements of GASB Statement 45, Accounting for Other Post-Employment Benefits (OPEB).
14. Reduce administrative costs and improve customer service by eliminating third party financial institution which presently processes monthly Police Pension Fund beneficiary payments and processing these payments in-house.