

Peer-to-Peer Session

NACCTFO
Annual Meeting
12 July 2008

Plan for the Afternoon

- Break into (relatively) small groups with facilitators. Three areas for discussion:
 - The Economy
 - Office Operations
 - County Governance
- Focus on three “findings”:
 - Challenges
 - Solutions
 - Unknowns
- Discuss as entire class after break

Economy I: Budget Issues

- The slowing economy has increased the already significant pressure to do more with less. Think about how you work under conditions of limited resources. What challenges do you face? What are you doing to address them?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

Economy II: Delinquent Collections

- Citizens and entities who don't pay in a timely fashion are a recurring issue for most treasurers and collectors. Is this a major challenge for you? Why or why not? What are you doing about it?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

Economy III: Economic Conditions

- The housing bubble has had a large impact on the revenue streams of virtually all levels of government but the trends are arguably most ominous for local governments. Is the economy, particularly the slowing housing market, affecting your operations? If so, what are you doing to address this? If not, why not?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

Office Operations I: Technology

- Technology and information solutions are changing rapidly. There are large numbers of vendors who claim that their (usually quite expensive) systems can solve any IT problem you may have. What challenges do you face when wading through proposals and sales pitches? How do you decide which system you will adopt?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

Office Operations II: Human Resources

- Evaluating employee performance is an important component of office operations. What challenges do you face in doing this? How does your office evaluate performance?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

Office Operations III: Performance Measurement

- Evaluating outcomes, e.g., developing efficiency or effectiveness indicators, is a hot topic these days. Does your office engage in performance measurement? What challenges do you face in doing so? How can treasurers and collectors provide evidence that they are doing a good job?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

County Governance I: Structure

- Many counties are (re)examining their structures of government, for example, whether or not “home rule” or changing the charter would be beneficial. Obviously this could change how your office operates. Is your county looking to change its structure? What are you doing to evaluate any change? Would it be good or bad for your office?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

County Governance II: Elected Offices

- If your office is an elected one, what are the advantages and disadvantages of this arrangement? How do you address calls for change? If your office is appointed, what are the advantages and disadvantages?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

County Governance III: Elimination of Offices

- Some counties are examining whether to eliminate the offices of treasurer/collector by splitting the functions and/or consolidating them into other offices. Is this a real challenge for your office? Why is an independent office of treasurer/collector necessary?

Group Findings

- *Challenges:*

- *Solutions:*

- *Unknowns:*

Thank You!