

Peer-to-Peer Session

NACCTFO
Annual Meeting
17 July 2010

Plan for the Afternoon

- Break into (relatively) small groups with facilitators. Four areas for discussion, 15 minutes per topic:
 - The Economy
 - Office Relations
 - Investing
 - “Ask It Basket”
- Focus on two main tasks:
 - Best practices (solutions)
 - Impediments / Unknowns
- Report results to Brady ...Discuss as entire class after break

The Economy: Budget Issues

- Declining revenues. Hiring freezes. Furloughs. Budget cuts. These are all familiar issues to NACCTFO members. What are you doing to preserve your services in the face of extreme budget scarcity?

Group Findings

- *Best Practices:*
 - Hiring / salary freeze
 - Renegotiate service and maintenance contracts
 - Thermostat adjustments
 - Four day week
 - E-sending (less printing)
 - Direct deposit
 - Cross-train staff (adding duties)
 - **Legislative solutions (e.g., rate to revenue-based)**
 - Statewide systems (online pay, tax payments)
 - Lockbox for tax payments
 - **Expand fee services**
 - Outsourcing
 - Work with unions
 - **Cutting non-mandated services**

Office Relations: Employees

- The economy has also had an impact on employee development and rewards systems. What are you doing to help your employees achieve their potential?

Group Findings

- *Best Practices:*
 - Have employees set goals
 - Give comp time based upon goal attainment
 - Four day work week
 - Show appreciation in small ways
 - Praise
 - Certification / training
 - Empowerment
 - **Flexible / family-friendly environment**
 - Extend holidays
 - **Dismiss & live with the consequences**
 - Document job performance objectively

Group Findings

- *Obstacles / Unknowns*
 - Interference from county officials
 - Liability
 - Unions
 - Merit commissions

Investing: Maximizing Returns

- Investing funds has always been challenging but the current uncertainty in the markets has made things even more difficult. What are you doing to maximize the return on your county's investments?

Group Findings

- *Best Practices:*
 - State / Consolidated investment pools (TX, NM)
 - Serving as escrow agents
 - Remote deposits
 - Get bids from banks for AYP
 - **Be open minded and explore options**
 - Call around / Negotiate
 - Swap accounts / CDs / Short-term investments
 - Early payment discounts
 - Encourage delinquencies
 - CDARs
 - Step up program
 - **Focus on safety (Stress tests)**

Ask It Basket

- Is there a specific problem with which you are struggling that you would like to bounce off your peers? Here is your opportunity. To your group, describe an issue that is challenging to your office. What is the issue? What are some suggestions from your peers?

Issues Worth Discussing

- Appointed v. elected officials
- Legislation to clarify rules / regulations ... but cannot get past lobbyists
- Paper reduction
- Mobile homes tax collection / amnesty program
- Splitting parcels – require full year taxes paid prior to approving split
- Staff issues
- Consolidation / mergers that replace elected officials with appointed
- Creative ways to generate revenue
- Interfering officers, commissioners, or board members
- Legal issues in tax sales
- Requesting raises
- Whether to do ACH pre-payments or not
- Movement to change the form of county government
- Convenience fees on credit cards – Visa problems
- Long term – good – employee retirements
- State legislatures not releasing funds
- Sales taxes
- Prepayments / charges on payment plans

Thank You!