

CLARK COUNTY TREASURER

Fiscal Year 2020 Report to Our Citizens JANUARY 1, 2020 - DECEMBER 31, 2020

Who We Are & What We Do

The Clark County Treasurer's Office is an independent financial arm of county government. Lead by an elected official, the treasurer is the custodian of all moneys for the county, school districts, fire districts, and many units of local government.

Our mission is to be the locally trusted source for collecting and protecting tax payers' money. **Our vision** is to provide the best customer experience and be the leading expert in treasury management.

Our Values & Goals

Harness the power of technology in a cost-effective manner to the benefit of taxpayers throughout Clark County.

Provide the best customer experience possible and continuously engage and inform taxpayers.



Maintain an open culture of learning & communication where every employee is valued and has ample opportunity to contribute.

Be an expert leader in treasury management and the "go to" source for best practices.

ON BEHALF OF OUR TAXING DISTRICTS WE



COLLECT
\$857.7 million
in property
related taxes



BANK
and process
approximately **\$9.3 billion**
in transactions



INVEST
a portfolio with
a book value of
\$1.3 billion



MANAGE DEBT
totaling **\$1.4 billion**
on behalf
of districts

WHAT'S INSIDE

Page 1 Who we are Page 2 How are we doing? Page 3 Fiscal Year 2020 Page 4 What's Next?

CLARK COUNTY FACTS

Clark County, Washington is the 5th smallest county in Washington by area, covering 656 square miles.

Clark County makes up 6.4% of the total state's population.



Clark County Population AGE

Under 6 years	6.0%
6-17 years	17.5%
18-64 years	60.5%
65 years & older	16.0%

Clark County Population RACE

White	77.5%
Black or African American	2.4%
American Indian and Alaska Native	1.2%
Asian	5%
Native Hawaiian/Pacific Islander	0.9%
Two or more races	4.3%
Hispanic or Latino	10.2%

Clark County Population EDUCATION

Graduate of professional degree	10.6%
Bachelor's degree or higher	30.6%
High School graduate or higher	62.1%



Across Clark County, a majority of housing is owner occupied, while fewer are occupied by renters.

Information provided as of July 1, 2019
[census.gov/quickfacts/table/clarkcountywashington](https://www.census.gov/quickfacts/table/clarkcountywashington)

How Are We Doing?

A performance report on key objectives and services

CONTINUOUS IMPROVEMENT



FOUR
new sections
on website to
increase
transparency
into office
operations

4 hours
of fraud
prevention
training
completed by
every team
member



JP Morgan selected
to further streamline
banking processes

INCLUSION & TEAMWORK



2+ hours of equity,
diversity & inclusion
training completed by
every team member

8.1
overall
workplace
employee
satisfaction
scale of 1-10

SUPERIOR SERVICE

On time
delivery of
customer
financial
statements



100%

RELIABILITY, ACCURACY & ACCOUNTABILITY

Superior
credit
rating of
Aa1

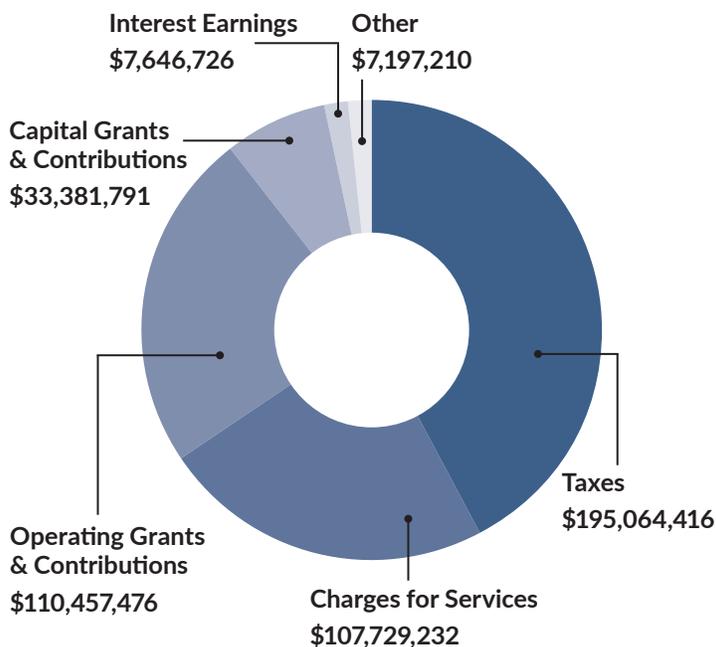
99.8%
accuracy when
processing
payments

OUR TEAM

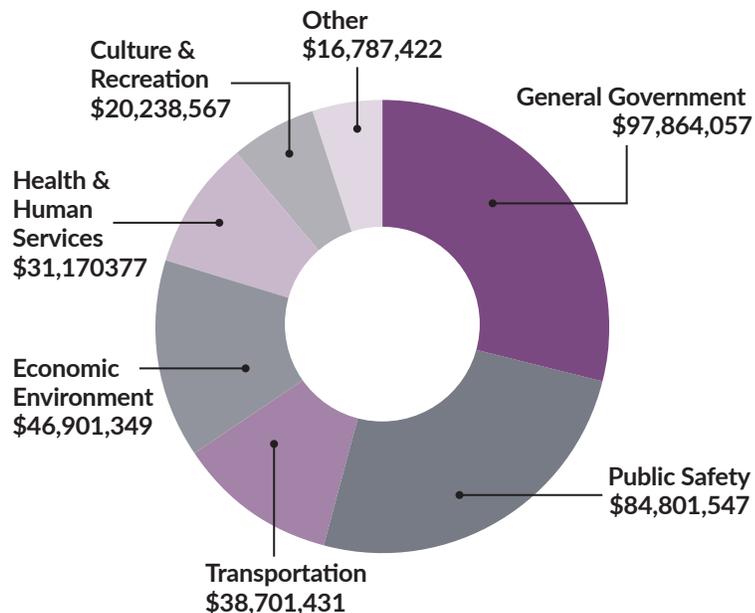


	full-time employees
FINANCE	6.25
ADMINISTRATION	3
TAX SERVICES	14

FY 2020 REVENUE BREAKDOWN



FY 2020 EXPENSES BREAKDOWN



2020 County Total Actual Expenses \$285,055,826
 2020 Treasurer's Office Actual Expenses \$2,791,036
 Treasurer's Office as % of County Expenses 0.98%*
 *Less than 1% of County Expenses

CLARK COUNTY TREASURER'S OFFICE IS PRIMARILY FUNDED BY THE GENERAL FUND

	Actual Expenses			Budget			
	2019	2020	% Change		2019	2020	% Change
Payroll	\$2,230,666	\$2,189,193	-1.86%	Payroll	\$2,227,619	\$2,191,906	-1.60%
Technology	\$65,785	\$78,145	18.79%	Technology	\$65,785	\$78,145	18.79%
Supplies	\$22,388	\$25,079	12.02%	Supplies	\$26,574	\$29,657	11.60%
Professional Services	\$575,308	\$473,138	-17.76%	Professional Services	\$641,904	\$1,056,790	64.63%
Other	\$31,533	\$25,481	-19.19%	Other	\$17,750	\$27,989	57.68%
Total	\$2,925,679	\$2,791,036	-4.60%	Total	\$2,979,632	\$3,384,487	13.59%

Treasurer's Office 2018 - 2020 Budget to Actual Comparison

	BUDGET	ACTUAL
2020	\$3,384,487	\$2,791,036
2019	\$2,979,632	\$2,925,679
2018	\$3,048,882	\$2,958,973

Fiscal Accountability

The data in this report encompasses the 2020 fiscal year. Our fiscal year matches the calendar year. All the data included reflects the actual revenue and expense amounts and is not an estimate. **The last independent audit by the Washington State Auditor was the fiscal year 2020, with no findings.**



What's Next

A Major Change, We're Changing Banks

In 2020, the Clark County Treasurer's Office completed a request for proposal for banking services and selected J.P. Morgan as our new banking partner. This change is intended to improve fraud controls, reduce costs, and streamline banking processes by utilizing the latest in banking technologies.

Moving to a new bank is a major undertaking as we transition \$9.3 billion in transactions to new accounts. Our goal is to be fully transitioned to J.P. Morgan by January 1, 2022 and continue to improve services to our districts over the next two year. Our office is dedicated to a successful transition and this project is our number one priority.

We are happy to partner with J.P. Morgan and appreciate their commitment to superior service and investment in innovation and technology.

Tackling Partial Tax Payments

Washington State laws dictates much of the work of the county treasurer. This is true for property tax due dates, interest, penalties and types of payment options, just to name a few. But did you know, prior to 2017 when a taxpayer sent in a payment that didn't exactly match the amount owing, we couldn't accept a partial payment, and our office had to mail the check back to the taxpayer?

Engrossed House Bill 1648 was passed by the legislature in 2017 and allows county treasurers the option to accept partial payments. Treasurer Alishia Topper believes it is crucial to allow individuals to

make payments toward their property taxes and chooses to accept partial payments verses mailing the payment back to the taxpayer. This choice comes with process inefficiencies because our property tax software doesn't allow the direct posting of payments that don't match the first half or full amount due. Additional steps are required, and it increases the amount of staff time it takes to post a payment. With hundreds of partial payments, it adds hours to our workload.

In 2022, we will be working with our taxation software vendor Harris Govern, to streamline and simplify the process of applying partial payments, saving time and increasing efficiency. Taxpayers shouldn't be directly impacted by this upcoming system change but know that the Treasurer's Office is committed to continuous improvement and superior customer service.

Front image: Webb Show/Shutterstock
Back image: thecolorpixels.com



Beth Conyers

Treasurer Alishia Topper

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www.clark.wa.gov/treasurer



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This report is intended to provide meaningful and understandable information about the financial condition and performance of the government to its citizens. For more information, visit AGA on the web at www.agacgfm.org.

For other formats, contact the Clark County ADA Office
Voice: 564.397.2322 / Relay: 711 or 800.833.6388 / Email: ADA@clark.wa.gov