



SHEBOYGAN COUNTY

Laura Henning-Lorenz
County Treasurer and Real Property Listing

February 9, 2019

Honorable Members of the Sheboygan County Board and County Administrator Adam Payne:

On behalf of the County Treasurer and Real Property Listing Office, I am pleased to present our 2018 Annual Report. I am taking this opportunity to share with you our overall accomplishments.

Our office continued with many “firsts” in the live environment of our new land record enterprise software system, GCS. On September 1, 2018 tax certificates were generated and reconciled for the first time in GCS. Completing tax certificates was the final process that was completed in the live environment during our flow through the assessment, taxation, and real property listing cycle in GCS. On September 18, 2018 our office celebrated our first anniversary on this new software system. It has been a year of constant change for us that included writing new instructions for various processes in GCS.

In 2019 we will continue to update our written instructions for the land record enterprise system along with a cash audit in the spring; migrating to a new online payment system; and begin Phase II of our land record enterprise system project.

I continue to be very proud and thankful of the contributions, accomplishments, and hard work ethic of the County Treasurer and Real Property Listing team members. They strive for excellence and go above and beyond to help the public each and every day.

Additionally, I thank you for supporting our office and providing the resources for us to carry out our mission. Our mission allows us to provide services to the public and many other units of government.

Respectfully Submitted,

Laura Henning-Lorenz
Sheboygan County Treasurer/Real Property Listing

Mission Statement and Summary of Responsibilities

The mission statement of the Sheboygan County Treasurer/Real Property Listing Office is to serve the public and other units of government in the most friendly, efficient, and effective manner possible by providing treasury, assessment, tax, and real property information.

The Sheboygan County Treasurer is an elected public official, whose constitutional duties are defined in Wisconsin State Statute, section 59.25. The Real Property Listing duties are defined in Wisconsin State Statute 70.09. Those two divisions blend extremely well together in our office, as they provide our taxpayers with a one-stop-shop experience. The responsibilities include public service, treasury management, land records administration, reporting, and record retention and organization.

Goals and Objectives Achieved in 2018

- GCS – From January through September we completed many processes for the first time in the live environment of our land record enterprise software system, GCS. First installment collections and settlements balanced. On September 1, 2018 tax certificates were generated and reconciled, also for the first time in GCS. Completing tax certificates was the final process that was accomplished in the live environment during our flow through the assessment, taxation, and real property listing cycle. On September 18, 2018 our office celebrated our first anniversary on the new land record enterprise software system. In December, tax bills were calculated, generated, and completed on time. Due to utilizing this new software, our office receives batch files from our municipalities during December and January. Those files are loaded daily in to our land record enterprise system and immediately are seen on our web portal found at treasurer.sheboygancounty.com. We continue to receive many compliments from the public about the ease of use and ability to view payments in one place.
- GCS Instructions – Wrote new instructions for a variety of internal processes.
- GCS Integrations – Worked with GCS and the programmer of Market Drive, the software utilized by most assessors in Sheboygan County, on solving issues related to software integrations. Additionally, and separately, worked with GCS and Fidar, to resolve an integration issue due to a change in a programming update by Fidar.
- GCS Add-on – Appropriated the ConnectRight software from the Finance Department to our office. Our office is now the only office utilizing this software in the County and as an add-on to our tax calculation/generation process. This makes the tax calculation/generation process more efficient.
- GCS Support – Provided continued support and assistance to our local municipalities and banks during collection periods. Our time was mostly spent with our municipal treasurers and mainly due to the large number of new municipal treasurers. The banks are using a module designed for our County by GCS.
- GCS and Brown County – Hosted Brown County, successfully demonstrating our internal processes and how they relate to the functionality of GCS.
- Other Land Information Council Projects – All property record cards have been scanned and viewed for quality control. The Purchasing Agent found a buyer for the paper record cards and they were transported. We have a map collection that exceeds 500 maps. Due to various stages of dilapidation, over 300 have been repaired internally prior to being scanned. As scanning commenced the maps were electronically categorized and filed in an effort to

provide long-term and meaningful organization. These maps have assisted real property listing technicians on numerous occasions throughout the year and saved hours of document research due to errors on deeds and property boundary disputes. Additionally, our office entered in to a contract with the Sheboygan County Historical Research Center to complete a scanning project during 2019.

- Records – Assisted with the cleanup of records stored at the former Highway Department Headquarters for backup purposes, as they relate to our office.
- Education – Prepared for and provided daytime and evening education for all local municipal treasurers prior to tax collection season. Scheduled our software company to be part of the education, allowing municipal treasurers to ask questions and perform hands-on processes in Municipal Collections software in our training room. Additionally, there were many new municipal treasurers that came in to their office during 2018. Our office wrote a New Treasurer Orientation Handbook. This handbook along with several PowerPoint presentations was utilized during a separate and daylong educational session by our office.
- Youth Government Day – Designed new Youth Government Day, utilizing game methodology from the board game *Monopoly* that our office designed several years ago by adding the Register of Deed and Planning and Conservation, which resulted in a combined departmental fun learning day for students from several local high schools. The new learning game has been requested and shared with another county that was looking for an innovative and fun way to teach students about county government.
- Treasury Management – Set up an electronic shared folder for Rocky Knoll with regard to banking services. Updated signature cards, consolidated accounts, and discontinued an imaging service that was no longer cost effective by finding a new, less expensive process.
- Compliance – Worked with the IT Department to complete compliance documentation with our online payment vendor. Additionally, the annual Statewide Parcel Map XML file was submitted to the State of Wisconsin and passed compliance measures.
- Team Meetings – Continued to conduct monthly team meetings, allowing for an opportunity to communicate and keep apprised of updates.
- Other Changes – Our storage room was converted to a storage, conference, and tax printing/sealing room. This will allow this room to provide more functionality than in the past and has also allowed printing and sealing equipment that had been housed in the training room to be re-located, allowing for uninterrupted training to take place in the training room. We also completed our Celebration Board and had it hung in our new storage, conference, and tax printing/sealing room. Lastly, our office worked with Corporation Council and our new online payment vendor to approve a contract. Completion of signing the contract and migration will occur in 2019.

Budget

The total 2018 operating budget for the County Treasurer/Real Property Listing Office was \$774,796 of which \$611,555 is property tax levy.

	2018 Budget	2018 Results	Variance
Revenues	\$713,152	\$1,081,641	\$368,489
Expenses	\$774,796	\$815,525	\$89,789
Transfers In	\$52,144	\$41,148	\$ (40,709)
	\$ (9,500)	\$307,264	\$316,764

The Department ended 2018 with a \$316,764 positive variance. The County Treasurer/Real Property Listing Office was successful in achieving the 2019 budget target. The total operating budget for our office for 2019 is \$784,511 of which \$549,377 is property tax levy. Overall our budget increased 1% over last year and is mainly due to wages. We have a history of functioning very frugally and we continue to search for cost saving processes and procedures for the people that we serve.

Issues and Challenges Ahead

Our main challenge is for our security enhancements to be implemented. Our office has continued to work with the County Administrator and Building Services on a layout plan that is now complete. All enhancements are part of the 2019 capital outlay budget for Building Services.

Goals and Objectives for 2019

- Continue to refine processes and instructions in GCS.
- External cash audit.
- Migrate on to new online payment system.
- Procure and install new cash drawers.
- Commence Phase II of the GCS Project.