



# SHEBOYGAN COUNTY

**Laura Henning-Lorenz**

*County Treasurer and Real Property Listing*

---

February 21, 2020

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 2019 Annual Report. I am taking this opportunity to share with you our overall accomplishments.

We have now been on LandNav, our new land enterprise software system, for 2 years. As with anything new we continue to learn and grow with it and provide LandNav with continual improvement requests – some of which have been implemented. Other users of LandNav have “settled” in to their utilization of this system. Those users include our 28 local municipalities and 10 banks.

I continue to be very proud and thankful of the contributions, accomplishments, and hard work ethic of the new and long-term team members. They strive for excellence and go above and beyond to help the public each and every day.

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

Respectfully Submitted,

Laura Henning-Lorenz

## **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 2019**

- My DOR Government Account – This is a new online platform of the Department of Revenue (DOR), where local units of government have DOR forms assigned or permissioned to them; complete those forms; and file them electronically. It was launched in March. Our office was able to set up access rather easily. Each municipal clerk and treasurer also needed to log in, perform credential verification, and permission forms to our office. This took place over a 3 week period with personal visits from our office for municipalities that were experiencing issues during this process. All 28 municipalities in Sheboygan County were successfully implemented by the end of April. As municipal clerks and treasurers change, this process must be repeated.
- DOR Acknowledgment – After implementation of the My DOR Gov Account platform our office communicated feedback for improvements that would improve the platform. DOR Secretary Barca thanked our office and commended us for helpful feedback after those suggestions were implemented by the DOR and tested by our office.
- Taxpayer Outreach – Worked with various taxpayers again this year to set up payment plans and voluntary wage assignments to fit their finances and position them for long-term success in paying their taxes.
- GCS – Our land enterprise software system changed their name to LandNav. Currently, they are working on a new platform and will migrate customers once it is available. Due to the complexity of this system it may be several years before completed. LandNav has grown and has hired several new staff members. Additionally, we experienced approximately 14 upgrades to our land enterprise software system and worked with the IT Department to get them applied throughout the year.
- Fidlar and LandNav Integration – Due to an upgrade our Fidlar/LandNav integration did not work for several weeks. Once both companies simultaneously delved in to the matter the solution was proved and our integration was working.
- Office Construction – Our office prepared for the front counter safety enhancements the week of June 17<sup>th</sup>. Two members of our team were moved to Room 105 temporarily, where receipting and public access functions were conducted until August 7<sup>th</sup> when they moved back. The glass was installed in October. Additionally, work began on August 7<sup>th</sup> to provide additional safety enhancements to our vault. That work was completed September 10<sup>th</sup>. We are very appreciative for these enhancements and want to thank

County Administrator Adam Payne, Jim TeBeest and the Building Services Department, and IT Department for making this a reality. The team members in our office are much safer because of your efforts.

- Treasury Management – Training coordinated and implementations completed in preparation of go live for website migration of new online treasury management software. Enhanced security was simultaneously implemented as an additional layer to the go live.
- New Team Members – Martha Marks became our Land Description Technician III; Kurt Eigenberger became our Land Description Technician II; and Sandy Pasket became our Accounting Clerk. We welcome these individuals to their new positions. With all of that said that meant that we had vacancies during the year along with disruptions due to construction and our real property listing work became backlogged for a short period of time, which was to be expected. The good news is that everyone in the office pulled together and prior to Jayne Dragan calculating our first tax bills of the season all entries were caught up and in good order. Jayne was instrumental in coordinating and making this happen. Jeff Lampe provided ample coverage in various areas, allowing Jayne to do additional cross training with Kendra Nyhof, who worked with real property listing to make an impact on getting us caught up. This just shows how important it is to have real property listing and assessment functions in our office, as it all works in conjunction with one another in providing the final outcome – the December tax bill, as well as a one-stop-shop for our property owners.
- 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 on the computers in our training room. There were 4 municipalities that received either a new clerk or treasurer and our office worked to onboard them. Our tax collection banks all received updated instructions on how to collect taxes. Jayne has been providing valuable education to Martha and Kurt in the area of real property listing. These are extremely technical positions and Jayne is teaching them to adhere to the plethora of laws of the State of Wisconsin, interpretation and application to those laws, standards, and policies for their respective positions.
- Youth Government Day – Utilized game methodology from the board game *Monopoly* that our office designed several years ago by adding the Register of Deeds and Planning and Conservation, which resulted in another 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.
- Land Information Council Projects – We have a map collection that exceeds 500 maps that were in various stages of dilapidation and organization. As of May the repairs, scanning, and electronic categorization was completed. Indexing needs to be performed and then this project will be done. Jim, who was working as a limited term employee on this project, left our office in May. The Land Description Technicians highly value these maps and they have saved hours of document research due to errors on deeds and property boundary disputes. Another project our office worked on with the Sheboygan County Historical Research Center was scanning old tax rolls that were housed at the

Center. The scanning was completed and quality control needs to be performed prior to permanent destruction of these rolls.

- Compliance – The DOR Lottery Credit Certification Process was updated and submitted to the DOR on July 1, timely. A letter of approval was received shortly thereafter from the DOR, accepting our annual processes for certification of our Lottery and Gaming Credit database for the next 5 years. Additionally, the Statewide Parcel Map data 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.

## **Budget**

The total 2019 operating budget for the County Treasurer and Real Property Listing Office was \$785,556 of which \$549,377 is property tax levy.

	<b>2019 Budget</b>	<b>2019 Results</b>	<b>Variance</b>
<b>Revenues</b>	\$702,257	\$783,134	\$80,877
<b>Expenses</b>	\$785,556	\$745,730	\$39,826
<b>Transfers In</b>	\$82,254	\$18,448	\$63,806
	\$ (1,045)	\$55,852	\$56,897

The Department ended 2019 with a \$56,897 positive variance. The total operating budget for our office for 2020 is \$792,776 of which \$568,798 is property tax levy. Overall our budget increased 1% over last year and is mainly due to health insurance increases. 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**

Probably the biggest challenge during the 2020 budgeting process was the increased cost of health insurance. Carpeting continues to be an issue in our office. The concern is that continued delays in addressing the dilapidated, lifted, and rippled carpet could result in an injury.

## **Goals and Objectives for 2020**

- Continuation of education especially for the new team members in real property listing, as their education is a multi-year endeavor.
- Continuation of cross training for newer team members.
- Work with LandNav on record improvements.
- Work with the Finance Department on implementation of the new accounting system.
- Work with Building Services to replace carpet.