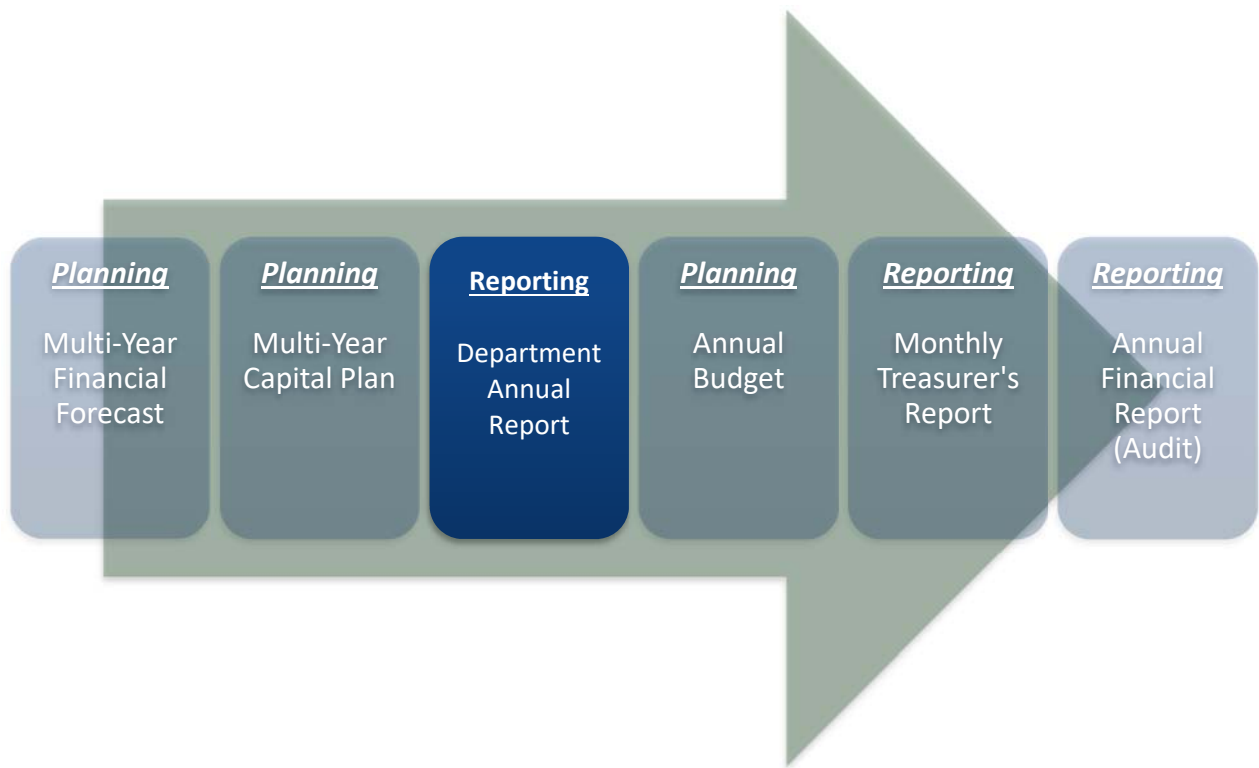




VILLAGE OF
ROUND LAKE BEACH

Illinois

Financial Planning & Reporting Process



Finance Department

2020 Annual Report

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Letter from the Finance Director

February 25, 2021

Mayor Nickles, Village Board, and Village Clerk,

It is my pleasure to present this Annual Report for the Finance Department for Calendar Year 2020. Below are some highlights:

1. ***FY2021 Distinguished Budget Presentation Award:*** The Village received the Distinguished Budget Presentation Award for the 2020 Budget documents. The Village will be applying for the GFOA Award once again upon the completion of the FY 2021 Budget.
2. ***FY2019 Certificate of Achievement for Excellence in Financial Reporting:*** The Village received the Certificate of Achievement for Excellence in Financial Reporting from the GFOA for its Fiscal Year 2019 Comprehensive Financial Annual Report. This achievement is the highest form of recognition in governmental accounting and reporting. The Village will continue to apply for this award annually upon completion of the audit.
3. ***Information Technology:*** During 2020, the Village undertook multiple large information technology projects which replaced outdated infrastructure. This included replacing the firewalls located at Public Works and the Police Department, and replacing the network switches at Village Hall and Civic Center. The Village was able to stay under budget on both of these projects.
4. ***COVID-19 Response Action:*** The entire Finance Department made modifications to its processes in response to the COVID pandemic to keep staff safe while still able to conduct business as normal. This includes the customer service staff who able to make minor modifications to the customer service area to keep those employees safe while also still being able to serve the public in person.

Additionally, the Finance Department, in collaboration with other departments, is diligently working towards next year's projects including:

1. Updating the projections of the Capital Plan & Multi Year Financial Forecast
2. Revision of the investment policy to collect as much interest income possible
3. Revising and adding funds to the general ledger for more accurate financial tracking

In closing, it's my privilege to work with such a dedicated staff, and it has been my pleasure to work with them during the past year. I am looking forward to the many challenges of the next year.

Respectfully Submitted,

Matt Rossi
Finance Director

Mission Statement and Responsibilities

The mission of the Finance Department is to effectively and efficiently safeguard and account for the Village's resources and to provide financial services in support of all Village departments and the community in general.

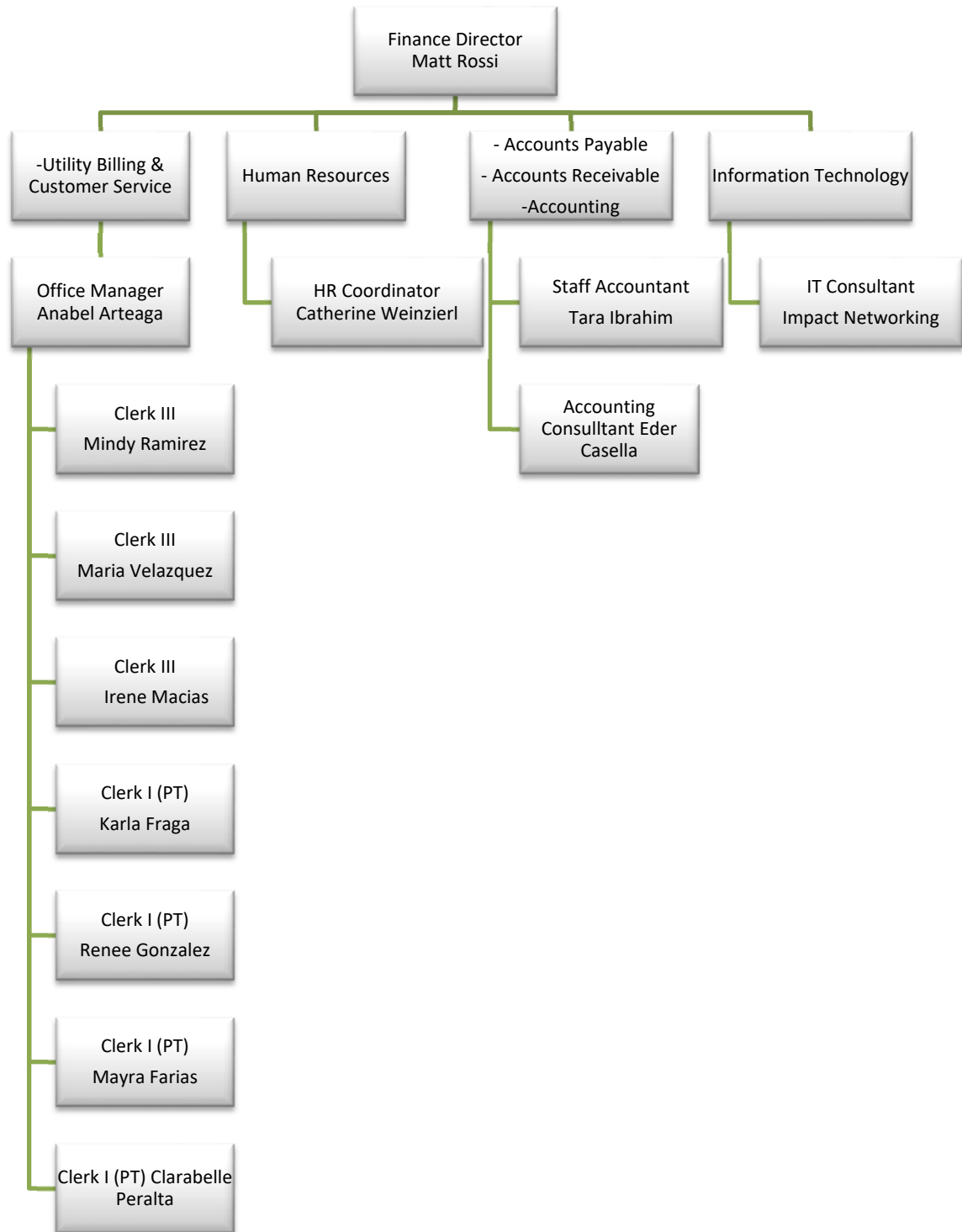
The Finance Department is responsible for all Village financial operations. This includes budgeting, multi-year planning, internal and external financial reporting, accounts payable, accounts receivable, purchasing, water billing, internal auditing, debt management, cash management, internal controls, collections, financial forecasting, information technology, and financial policies and procedures.

The Finance Department has constant contact with Village residents and business owners through water billing and by responding to inquiries via telephone calls. As a result, high-quality customer service is a priority. The Department strives to provide accurate information and assistance to Village Residents and customers while ensuring adherence to Village policies, procedures, and regulations.

The Finance Department strives to provide transparent and easy to access information regarding the Village's financial condition. The Annual Budget, Multi-Year Financial Forecast, Multi-Year Capital Plan, Monthly Treasurer's Reports, and Annual Financial Reports are available on the Village's website for public review.

Structure and Staff

The Finance Department is comprised of the following functional areas of responsibility: Finance & Accounting, Customer Service, and Information Technology. All functional areas are under the direction of the Village's Finance Director.



Matt Rossi - Finance Director

Matt started at as the Finance Director for the Village of Round Lake Beach in December 2019. Matt worked as the Accounting Manager for Round Lake Beach from 2013-2016. He then acted as the Assistant Finance Director for the Village of Lake in the Hills from 2016-2019 prior to returning to Round Lake Beach. Matt earned degrees in both Finance and Accounting from Augustana College and graduated in 2013.

Catherine Weinzierl – HR Coordinator

Catherine has served as the Village’s HR Coordinator since October 2019. Prior to joining the Village, Catherine served as a Human Resources Generalist for L&M Corrugated Container Corporation. Catherine graduated from Northern Illinois University in 2018 with her degree in Human Resource Management. Catherine earned her Society for Human Resource Management (SHRM) certification in 2020.

Tara Ibrahim – Staff Accountant

Tara started with the Village of Round Lake Beach as the Staff Accountant in September 2019. Prior to working for Round Lake Beach, Tara was employed by MedLine where she served as an Account Manager. Tara earned a Bachelor's Degree in Psychology from the University of Illinois Chicago.

Anabel Arteaga – Office Manager

Anabel has been employed with the Village since April 2015. She began as a part-time Clerk I; she was promoted to a full-time Clerk III in November 2015. She was promoted to Office Manager in June 2018. Previously, Anabel was employed as a Shift Supervisor for Kentucky Fried Chicken in Round Lake Beach (2013-2015). Anabel received her Associates Degree from the College of Lake County. She also received a Bachelor’s degree in Computer Information Systems from DeVry University in 2016.

Full-Time Clerks**Mindy Ramirez – Clerk III**

Mindy was hired as a part-time Finance Clerk II on August 30, 2006. Mindy transitioned from a part-time Clerk to a full-time Clerk in 2010. Mindy has served as a Clerk for all 3 Customer Service areas including Finance, Police, and Economic Development. Mindy received her Associate of Arts Degree in 2009 and is currently working towards getting her Bachelor’s Degree in Criminal Justice and Psychology at the University of Wisconsin-Parkside. Mindy has volunteered in the Probation Support Volunteer Program with College of Lake County.

Maria Velazquez – Clerk III

Maria has been employed with the Village since April 23, 2007; Maria started as a full-time Clerk at the Police Department. Maria has served as a Clerk for the Village on all 3 Customer Service areas including Police, Finance, and Economic Development as well as an interpreter during Police Hearings.

Previously, Maria worked at Bernard Foods from 1997-2007 as a Customer Service Representative and later on in their Accounts Payable Department.

Irene Macias – Clerk III

Irene has served as a part-time Clerk I for the Village of Round Lake Beach since April 2015. She was promoted to Full Time Clerk III in June 2018. Previously, Irene served as a Human Resource Assistant for Servicio Pan Americano de Proteccion, SA de CV, a Brinks Company, in Mexico (2007-2008). Irene received her Bachelor's Degree in Psychology with a Clinical and Organizational specialization from Universidad Mundial in Mexico. As part of her Degree, she volunteered in a Psychiatric Institution as well as at a Local Hospital for 1 year.

Part Time Clerks**Karla Fraga – Clerk I**

Karla has served as a part-time Clerk I for the Village of Round Lake Beach since October 2016. Previously, Karla was employed as a Call Center Representative for Mario Tricoci from 2013-2014. She was employed as a Crew Chief at Culvers from 2008-2010. Karla earned her High school Diploma from Palatine High School in 2008.

Renee Gonzalez – Clerk I

Renee has served as a part-time Clerk I for the Village of Round Lake Beach since August 2020. Renee has also held multiple positions at Advocate Condell Medical Center including the Guest Services Coordinator and Communications Operator.

Mayra Farias – Clerk I

Mayra has served as a part-time Clerk I for the Village of Round Lake Beach since April 2017. Prior to joining the Village, Mayra had worked as a Front Desk Clerk at an area Hotel and also as a Customer Service Representative for a local retailer. Mayra graduated from Round Lake High School.

Clarabelle Peralta – Clerk I

Clarabelle has served as a Part Time Clerk I for the Village of Round Lake Beach since August 2019. Clarabelle previously worked at Macy's where she served as an Office Manager.

Finance & Accounting

The primary responsibilities of Accounting & Reporting are managed by Staff Accountant **Tara Ibrahim**. This area of responsibility is also supported by the use of an outside accounting firm to complete accounting work such as bank reconciliations, month end, and year-end close processes where a CPA level Accountant is preferred. Eder Casella & Co. has provided such accounting services for 10 years.

Staff in this area assists in preparing the following reports: Monthly Treasurer's Report, Monthly Warrants List, Tax Levy, Comprehensive Annual Financial Report (Audit), Annual Budget, Capital Plan, Financial Forecast, and Annual Treasurer's Report (State and County).

Human Resources

The primary responsibilities of Human Resources are managed by HR Coordinator **Catherine Weinzierl**. This area of responsibility is split with the Village Administrator. The HR function, under the Finance Department, relates to Payroll Processing, W2 and 941 filings, and other day-to-day tasks.

Customer Service

Office Manager **Anabel Arteaga** leads the Clerical Staff in the Customer Service Area and is supported by three full-time Clerks including **Maria Velazquez**, **Mindy Ramirez**, and **Irene Macias**. The Customer Service area is also supported by part-time Clerks including **Karla Fraga**, **Renee Gonzalez**, **Clarabelle Peralta**, and **Mayra Farias**. Clerical Staff is responsible for responding to inquiries and processing customer requests for Finance, Police and Economic Development. Staff also ensures that Village Hall is open and serving residents, businesses, and other customers Monday through Friday, 8 am to 5 pm and Saturday mornings.

Information Technology

The Village has contracted with **Impact Networking** to manage its IT Infrastructure. Impact has provided Helpdesk Support to manage on-site IT operations and standardize ticket tracking. Additional services include Field Network engineering to manage the Village's network infrastructure design, support, and maintenance; account management and oversight.

Workload Statistics

The Finance Department tracks several statistics, which indicate the workload in certain functional areas. A year-to-year comparison of these statistics is provided below:

Description	2016	2017	2018	2019	2020
# of AP Checks Issued	2,345	2,536	2,480	2,316	2,072
# of Invoices Processed	3,363	3,855	3,617	3,462	3,329
# of Journal Entries Prepared	480	548	577	546	1,013
# of Support tickets Entered	404	585	483	452	396
# of Counter Receipt Transactions	28,115	23,706	24,311	23,966	21,297
# of Phone Calls	90,483	88,224	87,985	84,283	85,214
# of Second Notices	8,062	8,175	8,255	8,189	8,535
# of Water Shutoff Tags	1,660	1,783	1,786	1,723	572
# of Water Payments	48,223	45,584	48,526	47,083	46,976
# of UB Work Orders Processed	1,769	1,252	1,165	1,717	1,173

**In 2016, the Village switched Managed IT Service along with its Support Ticket Tracking System*

***The number of phone calls prior to 2015 included calls to the Finance Customer Service area only; the number of calls for 2015 and thereafter includes calls to the Civic Center (when closed to the public), Public Works after hours, Finance, Economic Development and Police.*

Awards & Recognition

GFOA Distinguished Budget Award

The Finance Department received the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award. The award

reflects the commitment of the Mayor, Village Board, and Village staff to meeting the highest principles of governmental budgeting. In order to receive the budget award, the Village had to satisfy nationally recognized guidelines for effective budget presentation, ensuring that the budget document serves effectively as a policy document, financial plan, operations guide, and communications device. The budget document is a tool for Village staff and residents to understand what resources are used to carry out the Village's mission. This document is available under the Finance Department link on the Village's website.



Information Technology

Several projects were completed in 2020 through the Village's IT Consultants including:

1. Replacement of two firewalls
2. Replacement of two network switches

What's Next in Finance

Revision of Investment Policy

The Village's investment policy has not been modified in six years. Due to record low interest rates in 2020 the Village has to look into alternative options to earn interest income. The Village has seen up to a 98% decrease in interest rates in certain financial institutions. By hiring a investment firm to assist in this endeavor, the Village could see larger revenue returns.

Update Capital Plans

The Village utilizes multiple capital plans to forecast expenditures in future years. The Village has a road replacement plan, vehicle replacement plan, facility replacement and update plan, wetland management, and water main replacement plans. These plans are reviewed on an annual basis to update data and ensure prior data is still accurate.