Manager PIE Report



**Manager PIE Report**

Administrative Services - Fiscal Services Manager

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Division Goals

**Goal Name**

Customer Service

**Division Goals**

Customer Service: To provide excellent customer service

**Goal Status**

Active

**Goal Year**

2017-18, 2018-19, 2019-20, 2020-21, 2021-22

Updates on Goals

**Date of Analysis**

07/22/2021

**Results/Analysis of Progress**

Over the past year staff worked diligently to meet the needs of the campus and our students despite remote working conditions. This included the Cashier's Office utilizing chat and email communication with students. The implementation of Chrome River will automate processes for both p-card allocations and Conference & Travel requests.

**Reporting Year**

2020-21

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/04/2020

**Results/Analysis of Progress**

Fiscal Services worked diligently to move as many processes as possible online to support employees working remotely. Some examples include utilization of electronic signatures and approvals, e-billing, and elimination of paper timesheets.

**Reporting Year**

2019-20

**% Completed**

75

Updates on Goals

**Date of Analysis**

06/30/2019

**Results/Analysis of Progress**

Customer service continues to be a high priority for Fiscal Services. Our department continually provides individual and group training for P-Cards, Purchase Orders, Requisitions, Banner, Questica, WorkForce, and Planet Bids. Our goal includes reducing the amount of communication that can be resolved by improving forms, instructions, and training to assist staff in having fewer errors which will reduce frustration.

**Reporting Year**

2018-19

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

A new webpage was created on the Fiscal website to provide staff, faculty and students with a quick and simple place to access all of Fiscal Services Forms and Reference documents. This page will continually be updated as forms and reference materials change.

**Reporting Year**

2017-18

**% Completed**

100

Updates on Goals

**Date of Analysis**

09/27/2017

**Results/Analysis of Progress**

To support student success, Fiscal Services provided timely budget and account code information, processed budget transfer, processed requisitions/purchase order, processed travel and conference, qualified over 200 contractors for construction projects, disbursed $45 million in student financial aid, processed salary payments including retroactive payments for increased funding in the Unrestricted General fund and Restricted funds such as New Resources Allocation Requests, Instructional Equipment, Lottery, Student Equity, Student Success and support, Disabled Student Programs and Services, Strong Workforce program and schedule Maintenance, etc.

**Reporting Year**

2016-17

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/01/2017

**Results/Analysis of Progress**

The Fiscal Services department made great progress in updating its website. Frequently Asked Questions (FAQs) have been developed and forms have been identified. The plan is to include the FAQs and forms in the website during the fiscal year 2017-18.

**Reporting Year**

2016-17

**% Completed**

50

Division Goals

**Goal Name**

Fiscal Independence

**Division Goals**

Fiscal Independence: To maintain Fiscal Independence status

**Goal Status**

Active

**Goal Year**

2019-20

Updates on Goals

**Date of Analysis**

07/22/2021

**Results/Analysis of Progress**

We are constantly evaluating our processes to ensure appropriate internal controls are in place. With 4 internal promotions this year and desk duties shifting in some areas this has presented additional opportunities for review and discussion on this subject.

**Reporting Year**

2020-21

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/12/2020

**Results/Analysis of Progress**

The county conducted an audit of our Fiscal Independence in January 2020 but we are still awaiting their findings. We expect a positive and clean report.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

06/30/2019

**Results/Analysis of Progress**

Our department is using technology and constant review of processes to maintain fiscal independence. OnBase was initiated this year as a way to file documents electronically to ensure integrity of information and long-term storage.

**Reporting Year**

2018-19

**% Completed**

75

Updates on Goals

**Date of Analysis**

06/01/2017

**Results/Analysis of Progress**

Based on the Los Angeles County Office of Education (LACOE) Fiscal Independence oversight report for the fiscal year 2015-16, the College has adequate internal controls procedures in place and materially complied with the required accounting controls prescribed by the Board of Governors. In addition, the Fiscal Services department received a commendation from the Accrediting Visiting Team for successfully completing the rigorous testing to achieve fiscal independence status from the Los Angeles County Office of Education (LACOE). To achieve fiscal independence status, the Fiscal Services Department must regularly assess and improve its business processes. The Accreditation visiting team found that the College continues to assess its financial management practices and uses the results to improve its internal controls.

**Reporting Year**

2016-17

**% Completed**

100

Division Goals

**Goal Name**

Fiscal Stability

**Division Goals**

Fiscal Stability: To maintain fiscal stability of the college

**Goal Status**

Active

**Goal Year**

2019-20

Updates on Goals

**Date of Analysis**

07/22/2021

**Results/Analysis of Progress**

Fiscal Services maintained fiscal stability for the College and for Mt. SAC Auxiliary Services and closed the 2019-20 College books timely. The College obtained unmodified audit opinions for the financial audit, bond performance audit, bond financial audit, and Auxiliary Services audit in the 19-20 fiscal year. Protection of financial assets remains a top priority and Fiscal Services works both internally and with key partners across campus on processes that ensure the security of campus property.

**Reporting Year**

2020-21

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/12/2020

**Results/Analysis of Progress**

Mt. SAC continues to maintain a strong fund balance (reserves) and monitor revenues and expenditures closely, while maintaining a conservative approach to budgeting. With the current economic climate there will be significant implications for the state's budget that we continue to closely monitor.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

06/30/2019

**Results/Analysis of Progress**

Mt. SAC continues to show fiscal prudence and stability by (1) maintaining a strong fund balance (reserves), (2) monitor revenues and expenditures closely, (3) maintain a conservative approach to budgeting, (4) abiding by Board Policy to retain a minimum 10% reserve, and (5) with the passage of Measure GO, renovate and build new facilities to continue providing an up-to-date campus of learning.

**Reporting Year**

2018-19

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

Fiscal Services maintained fiscal stability for the College and for Mt. SAC Auxiliary Services. Fiscal Services closed the 2016-17 College books timely and submitted the nonprofit tax return and vendor/payroll tax reports. The College obtained unmodified audit opinions for the financial audit, bond performance audit, bond financial audit, and Auxiliary Services audit in the 16-17 fiscal year. The District annual budgets (Tentative and Adopted) were approved by the Board of Trustees as mandated by Title V regulations. The department worked efficiently to meet numerous deadlines and submit mandatory financial reports.

**Reporting Year**

2017-18

**% Completed**

100

Updates on Goals

**Date of Analysis**

09/27/2017

**Results/Analysis of Progress**

The fiscal prudence and oversight by Fiscal Services has contributed to maintaining fiscal stability for the College and the Auxiliary Services. Fiscal Services closed the books for the 2015-16 in a timely manner while complying with external mandated reports. The College received unmodified opinions for the financial audits and bond audits. The annual College’s budget was approved by the Board of Trustees as required by Title V regulations.

**Reporting Year**

2016-17

**% Completed**

100

Division Goals

**Goal Name**

Implement New Technologies

**Division Goals**

Implement New Technologies: To implement new technologies to improve efficiencies

**Goal Status**

Active

**Goal Year**

2019-20

Updates on Goals

**Date of Analysis**

07/22/2021

**Results/Analysis of Progress**

Fiscal Services worked closely with IT to implement new document types for OnBase including; budget journal voucher, journal voucher, cash receipts, labor redistribution, request to fill, time & effort, and change of status. Furthermore, we implemented Chrome River, which went live in May 2021 for purchasing card allocations and conference & travel. We are also working to implement Etrieve by SoftDocs, which will transition paper forms to electronic documents. We also continue to work with Questica and IT on budget reports and an upgrade which will take place in Fall 2021.

**Reporting Year**

2020-21

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/04/2020

**Results/Analysis of Progress**

Working with IT to utilize OnBase for electronic document storage for the Accounts Payable and Budget teams.

**Reporting Year**

2019-20

**% Completed**

75

Updates on Goals

**Date of Analysis**

06/30/2019

**Results/Analysis of Progress**

Upgrade Banner to version 9. Among other enhancements, this is an improvement to the portal.

Questica - The new budget software system purchased to consolidate all information into one database rather than a myriad of spreadsheets.

PlanetBids - This is a fully automated bid management system.  The system provides a more streamlined process for placing and receiving bids.

Workforce - Implemented this software in June 2019 which replaces the Banner web time sheets and paper overtime time sheets for classified staff.  Managers will use to request and report time off.  This system will maintain classified staff and manager leave balances on a real-time basis.

**Reporting Year**

2018-19

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

2016-17: Created the specification for a web-based time reporting system and database using Oracle’s APEX (Application Express). This system will mimic the current process of the paper time sheets.

2017-18: Started a pilot program to go live with the new APEX hourly web timesheets.

**Reporting Year**

2017-18

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

Collaborated with the Human Resources department to implement the Hotline and Ethics Point Incident Management System, which is an anonymous reporting mechanism to report suspected fraud.

**Reporting Year**

2017-18

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

The purchase of a new budget software, Questica. This software offers a comprehensive budgeting application which will allow the College to automate the preparation, approval and reporting of the District's operating, personnel and capital budgets. Integration with Banner will allow users to view data during peak budgeting and reporting periods.

**Reporting Year**

2017-18

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

As a direct result of the College moving to Office 365 and Outlook, we now have the ability to create and send targeted mass emails to campus employees. This has been a tremendous benefit for timesheets submission and approval reminders for which we have seen much quicker turn around times.

**Reporting Year**

2017-18

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

The decision was made to purchase an electronic vendor and bid management system (PlanetBid) to help the Department streamline its bid processes. This system will allow staff to manage the process of issuing, monitoring, conducting evaluations, and awarding bids through an automated system. It is anticipated that the volume of projects will fluctuate and may drastically increase with approval of a new Bond Measure.

**Reporting Year**

2017-18

**% Completed**

25

Updates on Goals

**Date of Analysis**

09/27/2017

**Results/Analysis of Progress**

Accounts Payable and Purchasing have made great progress in implementing the storage of the vendor W-9 and insurance certificates as well as a workflow in the OnBase Document Management System.

**Reporting Year**

2016-17

**% Completed**

75

Updates on Goals

**Date of Analysis**

09/27/2017

**Results/Analysis of Progress**

Fiscal Services and Informational Technology staff evaluated various options to handle the budgeting process for the College and concluded that there was only one budget software that met the College needs.

**Reporting Year**

2016-17

**% Completed**

100

Division Goals

**Goal Name**

Professional Development

**Division Goals**

Professional Development: To promote training and cross-training to enhance employee knowledge that will increase productivity, encourage collaboration and personal growth

**Goal Status**

Active

**Goal Year**

2019-20

Updates on Goals

**Date of Analysis**

07/22/2021

**Results/Analysis of Progress**

We are proud to announce that four staff members were promoted within Fiscal Services department this year. As staff move to new desks we continue to ensure processes and procedures are documented so that as new hires come on board there is history and appropriate training material.

The Students Accounts Receivable training, which was approved as part of NRA Phase 12, was completed over several weeks and included targeted training sessions attended by staff from Fiscal Services, Financial Aid, IT and Admissions and Records.

**Reporting Year**

2020-21

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/04/2020

**Results/Analysis of Progress**

Received funding as part of NRA Phase 12 to provide training in Student Accounts Receivable module within Banner for Fiscal Resources Staff, Accounting Staff, and Cashier's Office Staff. Training is scheduled to begin in September 2020.

**Reporting Year**

2019-20

**% Completed**

0

Updates on Goals

**Date of Analysis**

08/04/2020

**Results/Analysis of Progress**

Two staff members were promoted from Fiscal Tech II's to Fiscal Specialists this year.

As a result of those vacancies due to internal promotions and also due to retirements we have provided opportunities for staff to work temporarily out-of-class to expand knowledge and grow professionally.

**Reporting Year**

2019-20

**% Completed**

100

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

The Fiscal Services department including Budget, Accounting, Payroll, Purchasing and Bursar's divisions underwent in-dept Professional Development training to offer staff members the opportunity to first gain a thorough understanding of their role and then explore how to work more cohesively as a group to improve how the unit functions as a whole, as well as to improve the services offered to the campus. Additionally, in an effort to build strength, flexibility, and process improvement in teams the managers underwent an individualized three-part training series to further develop their personal management skills. The training series was led by Communication Excellence Institute, an outside consultant with extensive experience in higher education that specializes in all aspects of leadership development and team performance improvement. They have a track record of success both within the state and nationally.

The feedback for these trainings has been very positive and employees have voiced their appreciation of the investment in their professional development and the opportunity to learn more about themselves and their teammates while also learning new skills that will help them better work together and meet the needs of campus constituents all while providing excellent customer service.

**Reporting Year**

2017-18

**% Completed**

100

Updates on Goals

**Date of Analysis**

09/27/2017

**Results/Analysis of Progress**

Continued supporting the training and cross training of Fiscal Services staff to support professional growth, collaboration, and personal growth. Training included customer service; excel; smart sheet; 1099 Miscellaneous and Nonresident; Bank and eCAPS reconciliation; ATM analysis/cash; budget transfers; fixed assets; personnel budget; budgeting processes; grant and categorical budget, monitoring and reporting; and internal controls. These cross training efforts have paid off because the department has been able to promote a Purchasing Specialists, two Fiscal Specialists and the Director, Fiscal Resources.

**Reporting Year**

2016-17

**% Completed**

100

Division Goals

**Goal Name**

Develop Procedures

**Division Goals**

Develop Procedures: To develop internal and external procedures to improve efficiencies and collaboration

**Goal Status**

Active

**Goal Year**

2019-20

Updates on Goals

**Date of Analysis**

07/22/2021

**Results/Analysis of Progress**

Fiscal Services has transitioned the vast majority of its processes to paperless through the use of technology such as OnBase, Chrome River, Softdocs, etc.

**Reporting Year**

2020-21

**% Completed**

100

Updates on Goals

**Date of Analysis**

07/29/2020

**Results/Analysis of Progress**

Fiscal Services has transitioned many processes to be paperless and continues to make progress towards doing so for other remaining areas with the support of IT.

**Reporting Year**

2019-20

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/29/2018

**Results/Analysis of Progress**

A new report was created for Fiscal Services that can combine all data into one form for Fixed Assets Tracking. This will aide in the tagging of commodities as they are received. It will also aide in the reconciliation of assets as construction projects are completed and new equipment is purchased.

New desk procedures including flowcharts and diagrams on tagging processes were also developed and served as guidance for warehouse staff. Fiscal also assisted in the hiring of a temporary personnel to assist with the data entry of assets into the fixed assets module. As a result, we were able to catch up a whole year worth of data and update all assets in a couple of months for assets over $5,000.

**Reporting Year**

2017-18

**% Completed**

75

Updates on Goals

**Date of Analysis**

09/27/2017

**Results/Analysis of Progress**

The department updated and released the Conference and Travel as well as the Mileage form. These new forms include revised procedures. The department has also made improvements to the Purchasing Card User Guide on approximately one and half years of experience with this program and feedback from campus users.

**Reporting Year**

2016-17

**% Completed**

100