

I'd like to thank the BOS for investing the time to have a professional consultant review the needs of the Treasurer's department. I'd also like to thank Tim and Marie for working through concerns and fine tuning the final report for the BOS final review.

The immediate preliminary response allowing the office to have closed hours for focus on the fiscal priorities needed to bring the town up to date has had excellent results. With the loss of the assistant it has been the saving grace needed to succeed.

As we all know collectively major changes in the office functions will be delayed until FY23 has been closed out and end of year reporting has been completed.

Bullet points I wish to highlight in the final report that I would like to see the BOS support with future follow up are:

**Staffing—>** The current treasurer's budget for FY24 includes a finance clerk position at 15 hours weekly. Noted in the report is the understaffing of the financial offices. The report highlights the importance of coverage of specific tasks and reduced interruptions to the main positions when the treasurer is focused on complex reconciliation process. The 15 hour assistant position that remains open dedicated a minimum of 12 hours weekly to data entry for the office. An increase of hours to this assistant would help improve maintaining all reporting paperwork more efficiently. The office needs to have a person knowledgeable enough to cover the office repetitive functions when needed and a strong second for payroll processes.

**Consulting support->** With new employees onboarding to important financial positions in single person departments the challenge of self-educating without the possibility of missing a relevant issue creates unfortunate possibilities. Accessing and utilizing the training and tools available is key. Similar to referencing complex questions to legal counsel having a professional mentor/consultant is vital. I suggest, similar to legal counsel, a budget line be established to allow for important items having the ability to be discussed and recommendations able to be received. Similar to legal counsel budget line it would be limited and used with great consideration and care.

**Benefits/Onboarding/HR ->** the new HR admin will address some of the consultant's recommendations. In late fall (after cash) I will be moving forward on the payroll updates Tim and I have attempted but have been limited due to the status of cash. I will also at that time inquire with Harpers regarding the Payroll Forward product that develops the onboarding process to be all electronic allowing for a clean upload into the payroll system and a digital archiving ability. I will work with Harpers to establish the cost and process needed to execute the install of this product if supported in the future by BOS, Fin Com and the voters.

The new HR Admin will be included in these communications to help develop the best product possible for the community. If successful I'd like to have this feature available ASAP to aid the HR Admin during the influx of seasonal employees.

**Policies/Procedures/on-going training->** Throughout the report there are suggestions regarding updating, improving or creating tools for training current employees and new hires in connection to the multiple software Chilmark utilizes in management of receiving and reporting revenues. Although this recommendation will take a longer period of time to introduce I believe it will improve the reporting process and help in retaining employees as processes and procedures will be more clearly communicated to assist in day to day functions.

**Communications->** There is a renewed sense surrounding communications within the financial group in-house. The staff meetings will allow for the introduction of training tools going forward. Occasional mandatory attendance of software users for bigger reviews of process will be beneficial for all responsible for their department's reporting of revenue. Along with a hyper focused set of meetings (either biannually or quarterly) specifically with the financial departments who coordinate the yearly RECAP function will improve the shared knowledge of the requirements and deadlines Chilmark is responsible to achieve.

Sara Hunter's final report truly highlights all of the concerns within the treasurer's office both large and small. The five bullet points listed above are a preliminary overview of what I believe to be important improvements the team should put focus on to allow improvement for the community regarding jurisdictional responsibly, professional communication and a foundation of reference tools allowing the Town more seamless transitions when employment changes occur.

Thank you all again for your time and attention to the needs of the financial team.

Dawn Barnes  
Treasurer