

Oregon State Controller's Division Citizen Centric Report

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Citizen Centric Mission: To improve the quality of life for all Oregonians by making government work better.

Overview

The Oregon State Controllers Division (SCD) provides services to the State of Oregon in the areas of accounting, systems, payroll, financial reporting, and internal control. Our Division manages the systems that produce payroll checks for state employees, makes vendor payments, and accumulates the financial data to prepare annual financial statements. We set accounting policies for the state, coordinate federal reporting, support accounts receivable management and e-commerce. We also provide accounting and budget services to small state agencies.

Core Values

- Professionalism
- Accountability
- Integrity
- Plain Language
- Sustainability
- Diversity

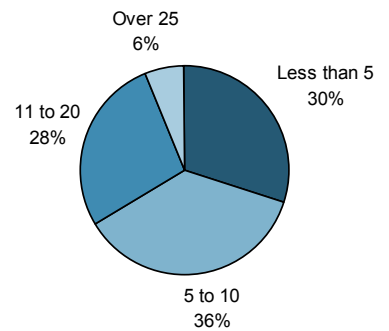
Employee Demographics

SCD has 50 employees who serve about 85 state agencies. These SCD employees have earned a wide range of degrees and certifications and are members of numerous professional organizations. SCD employees are valued for their years of service, education, certifications, and active professional associations.

Degrees	
Master's Degree	6
Bachelor's Degree	23
Associate's Degree	6
Total	35

Certifications	
Certified Government Financial Manager (CGFM)	1
Certified Public Accountant (CPA)	6
Certified Fraud Examiner	1
Other Professional Certifications	6
Total	14

Years of State Service



Purpose

Our purpose is to serve the people of Oregon by:

- Providing continuous improvement of financial, technical support, and services to our customers and public stakeholders.
- Fulfilling assigned operational and oversight responsibilities with the highest possible degree of excellence, efficiency, and effectiveness.
- Contributing to the protection of the public's trust and promoting the public's interest.
- Enhancing effective public-policy decisions at all levels of government.

SCD Performance FY 07

SCD Operating Statistics

Annual vendor transactions/payments	770,000
Annual payroll transactions/payments	661,000
Annual W2's prepared	44,300
Federal reports filed (1099-MISC reports)	8,500
Number of small agencies served	27
Annual state payroll paid	\$1.7 Billion
Program-to-date credit card rebates	\$202,000 in state revenues
Program-to-date payables recovered	Almost \$1 Million
Total accounts receivable under management	\$1.6 Billion
Total online e-commerce payments processed to date	\$29,373,297

Accomplishments

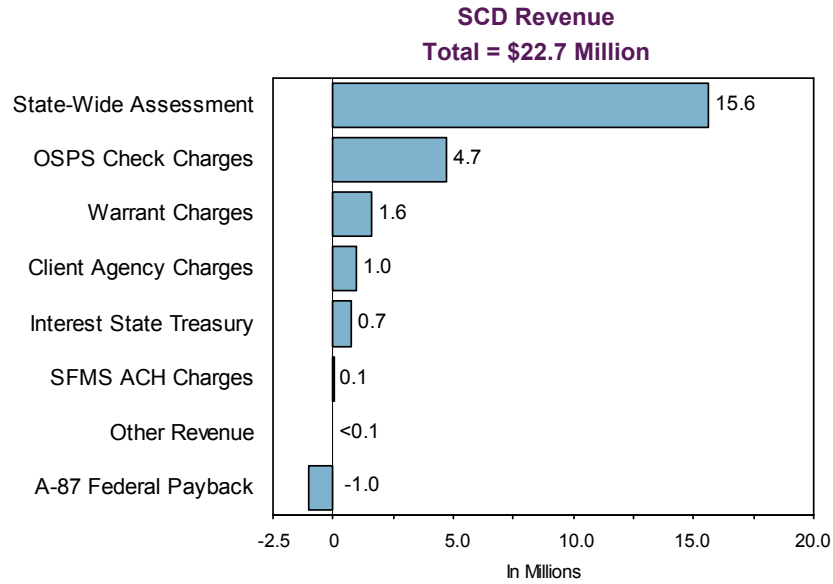
- Developed self-assessment tools for agencies to evaluate their internal controls over financial reporting. (SFS)
- Coordinated the *Internal Controls in Oregon* conference held in Portland, attended by private sector, non-profit, and government employees. (SFS)
- Made several customer-suggested improvements to the OSPA and SFMA systems. (OSPS and SFMS)
- Replaced employee social security numbers with employee ID numbers on payroll reports. (OSPS)
- Developed Hyperion training manuals and conducted several training sessions. Established and facilitated quarterly Datamart User Group meetings. (SARS)
- Visited or conferred with over 95% of client agencies and provided individual/group operational trainings with their new fiscal staff. (SCS)
- Assisted up to 60 agencies aligning their accounting program structure with their budget structure. (SFMS)
- Developed and implemented a program to match taxpayer identification numbers reported on form 1099-MISC with the IRS. Modified vendor profile to record IRS match indicator. (SFMS)
- SCD offered numerous training classes to state employees to help maintain and implement current accounting procedures statewide. (SFS, SARS, SCS, OSPS, SFMS)

Performance Measure Highlights

- 88% of SCD customers rated SCD services as good or excellent in the DAS Customer Survey.
- 92% of SCD employees rated SCD overall as good or excellent in the DAS Employee Survey.
- Costs to produce state payroll checks were kept at \$3.98 per check. (OSPS PM)
- A Clean Audit Opinion was received on the State's CAFR—again for the last 5 years.
- 93% of agencies earned Gold Star Certificates for producing their accounting reports accurately and on time to complete the 2007 CAFR.
- 93% of federal reporting deadlines were met by agencies and by SARS.
- Due to activity from agencies, 85 inbound Interfaces are currently in production to the statewide accounting system.
- 47 Service Maintenance Requests (SMRs) to the financial system were completed during FY07.
- The dollar collection rate on delinquent accounts was 11.89% of statewide net receivables reported as revenue.
- \$29,373,297 E-Commerce business transactions dollars processed.
- 387 hours of agency visits and training sessions conducted by our Internal Control officer.

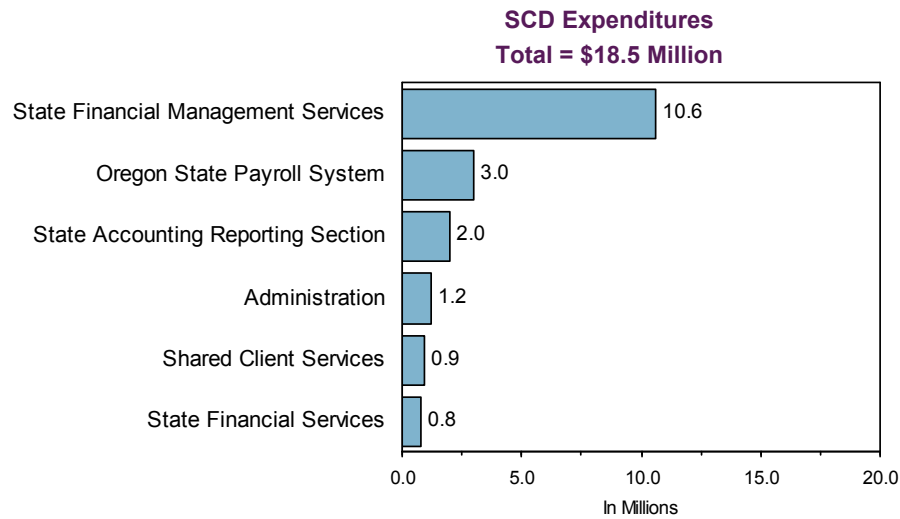
SCD Budget Biennium 07

Sources of Funds Biennium 07



Provided by DAS Operations

Expenses of Funds Biennium 07



Provided by DAS Operations

Independent Audit

SCD does not issue separate financial statements; however, the sources of funds and expenses of SCD are included in the [State's Comprehensive Annual Financial Report \(CAFR\)](#). The State received a clean audit opinion on the financial statements for the year ended June 30, 2007.

SCD Future Directions

Supporting New State and Federal Initiatives and Accounting Standards

When legislation or new accounting standards are implemented that affect SCD's business programs, SCD must provide additional fiscal, IT, and support services to comply with these new statutes and standards. For example in FY 08, SCD is preparing for new federal withholding for vendor payments, implementing changes to bargaining agreements, and implementing several new financial reporting standards issued by the Governmental Accounting Standards Board.

Managing Change

One underlying aspect affecting SCD is managing change while continuing day-to-day responsibilities. As technology evolves and new requirements are imposed, there is often a learning curve as the staff adapts to new policies, processes, and terminology. Employee and customer training is a key element in an ever-changing business environment. SCD needs to maintain and support its systems while providing required customer services and ensuring SCD business partners and employees lose no functionality in the applications they depend on daily.

Emerging Technologies

With the increase use of the Web and the automation of many business processes, state government has an increasing volume of data. SCD reviews and monitors its processes and systems to see that reasonable safeguards are in place to protect data from unauthorized disclosure. Whether it is using the guidelines of the Payment Card Industry for credit card transactions, or the Oregon Consumer Identity Theft Protection Act for sensitive personal information, SCD looks to these guiding principles to keep your data safe.



For more information about the State Controller's Division, visit our website at:
<http://egov.oregon.gov/DAS/SCD/index.shtml>

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