

GMCSO TRANSITION UPDATE

1. I have a tentative agreement with Cline and Associates (C&K) to execute all bookkeeping and related financial duties at her quoted bookkeeping rate of \$2,750 per month. We may have some additional costs during the transition period as Joleen straightens out and understands our books. Agreement will be for 6 months with options to extend in three month blocks.
2. I have hired Leslie Chrysler as a part-time employee. At half time Leslie's rate will be approximately \$1,900 per month.
3. Combined rate of approximately \$4,650 per month. This represents a savings of approximately \$1,500 per month over what we were paying for a full time administrator.
4. Both Joleen and Leslie have offered to help train a permanent Office Administrator when either Leslie moves on, or the Board decides to bring services back in house.
5. The following list of Tasks and Duties describes sharing of tasks between C&A and the CSO Administrator. Joleen, Leslie, Skyler, and I have worked through office procedures and have begun the transition of process. Joleen now has full accounting. She does a nightly offsite backup, and weekly internal hard drive back up, and will provide the CSO with a monthly QuickBooks update should we need access in the office.
6. Next steps:
 - Convert the office from landline/fax to VOIP with an electronic switchboard for one number service. Convert to e-Fax for fax services
 - Set up a billing email to begin transition of email transaction directly to Joleen
 - Domain emails
 - Notification to customers of services updates.
7. Note: Leslie will be out of the area for most of April. We have interim procedures set up until her return and do not anticipate an interruption in services.

GMCSD TASKS AND DUTIES

S – Shared tasks or TBD

D – District tasks

C&A – Cline and Associate tasks

#	Task	Outsource	Retain	Notes
1	Interface with District customers	S	S	VOIP Switch Board – Fax? Emergency phone?
2	Respond to requests for information from board, public, real estate professionals	S	S	Multiple calls each week to inquire about CSD cost, process, water quality, and the why behind SDC charges, etc.
3	Customer Database Management	C&A		Account #s, physical & mailing addresses, phone, APN #s. Complete and update email database as possible. Access to District personnel?
4	Pick up mail		D	Twice a week – mail evenly split between operations mail (test/lab results, professional pubs) & billing emails/checks. Change mailing address to Portola (from Clio)
6	District Secretary		D	Office Administrator
7	Board Meeting Support		D	Schedule meetings, Prepare and post Agenda, Board packets, record Meeting minutes. Staff assists in identifying agenda items and providing input to packets.
8	Draft resolutions		D	Combined effort based on requirements and subject matter
9	Bookkeeping	C&A		Review and process AP & AR Maintain digital backup data Access by District?
10	Prepares annual fire tax roles for Plumas County	C&A		3-6 month lead time to start process with county
11	Direct Bill Fire Tax - Track fire tax payments, file fire tax liens for non-payment	C&A		Can be a multi-agency process between the County Clerk and the Assessor's office. Developing detailed steps to process.
12	Approve Invoices		D	GM to approve & classify invoices prior to delivery to C&A including reconciling credit card statements.
13	Meter reads		D	Collect, validate, and record meter data. Export to excel and transfer to C&A
14	Prepare and distribute quarterly statements	C&A		Email/hardcopy as appropriate

GMCSD TASKS AND DUTIES

15	Record and deposit all member assessments	C&A		Will require revision with passage of new rates
16	Record late fees, apply interest	C&A		Per District policy.
17	Transfers to Reserves		D	Per budget/board direction
18	Withdrawals from Reserves		D	GM per Board approval and policy. Close coordination with C&A
19	Supports GM in annual budget process, capital planning, and financial projections.	S	S	Process needs to involve bookkeeping, Treasurer, GM, and Finance committee
20	Annual, quarterly, monthly financials	C&A		In cooperation with Treasurer Tailored reports?
21	Establish a Board Dashboard	S	S	Financial and operational data sources TBD Does C&A have any existing dash boards?
22	Check signing	S	S	Board expressed desire to retain 2 signature policy. C&A + Board Member
23	Record and process payments	C&A		
24	Reconcile bank accounts	C&A		Role for District's Financial Advisor to reconcile accounts
25	Bank signature cards	C&A		Board/GM TBD based on new policy
26	Audit Preparation	C&A		Support by District staff for non-financial elements
27	Timesheet review and approval		D	Verify and review hours charged. Forward timesheets to C&A
28	Process payroll	C&A		Payroll, taxes, and benefits; direct deposit
29	EOY tax requirements including 1099, W-2	C&A		
30	Secretary of State EOY filings	C&A		
31	Annual Insurance renewals (SDRMA) and association actions		D	Need list of SDRMA requirements re insurance, benefits, etc.
32	Prepare notices, letters, communications, bulletins for distribution	S	S	Hard copy/emails as appropriate. Staff to provide inputs and drafts; C&A to smooth, final, and distribute
33	Maintain the official record of Meeting Minutes, Resolutions, Governing Documents		D	
34	Maintain records of easements, operational records, and policies		D	Policies could be maintained by C&A but copies also need to be kept in District office. Will need to figure this one out.

GMCSD TASKS AND DUTIES

35	Respond to all title transfer and escrow demands	C&A		2 business days; C&A to charge & keep associated fees. Board asked me to check with legal
36	District Welcome Packages	C&A		Staff to work with C&A to develop new package and provide updates as required.
37	Maintains and updates District website		D	C&A to post agenda, packages, minutes, and bulletins. District to update operational information
38	Maintain customer files/records – non financials		D	Files include administrative, billing, and operational data including Grant deeds, complaints, service requests, inquiries, address changes, will serve letter, liens, irrevocable license, insurance data
39	Form 700s		D	Annual requirement for Board/Sr. Staff
40	Coordinate and respond to W&S emergency & trouble calls.		D	Calls to C&A relayed to District staff District staff monitors messages for calls Field responds to reports
41	Informal/formal bidding/contracts		D	Prepares bids under CUCCAC guides in conjunction with GM. Solicits, coordinates, and evaluates bids for contracts, materials, equipment, and services. Advertise annually for the informal bidding application to proposed contractors and clearing houses.
42	IT Coordination for CSD office		D	IT and network support, includes computer updates, antivirus updates and shared drive support. Maintains backup and security of systems. Need to upgrade servers.
43	Admin support to operations and purchasing		D	Timesheet review; support report preparation; schedule coordination; inputs to online calendar; purchasing support
44	Septic Inspection Log and Program		D	Daily septic log support
45	Water production and pump logs		D	Daily water production log support
46	CCR Confirmation Report		D	Complete and file annual report. Distribution to customers with a quarterly billing. Annual confirmation and posting after CCR distribution
47	Sanitary Sewer Overflow Report		D	Monthly report to State
48	Electronic Annual Report (water)		D	Comprehensive annual water report
49	Regional Water Quality Control Board waste discharge report		D	Comprehensive quarterly sewer report
50	Annual Monitoring Report (AMR)		D	Annual summary sewer report
51	Central Valley (CV) Salts		D	Monthly sewer salts report
52	Mandatory training tracking		D	