

Positive Pay

With today's advanced technology, active fraud prevention is necessary to protect the Town's Bank Accounts. This was accomplished with a method called "positive pay." Positive Pay is a form of treasury management that works to identify altered checks and prevent check fraud. It stops criminals from cashing fraudulent checks using stolen bank account numbers. It will also catch any bad check information where the amount or date has been altered.

Online Water Bill Payments

In our efforts to enhance the customer experience and provide flexible and more useful payment options, the Town of Ocean View in partnership with Middlesex Water Company introduced a quick and convenient way to pay water bills online. My H2O SmartPay allows customers the ability to make one-time payments on their water bills electronically from their desktop, tablet or smartphone through one secure and convenient website. In addition, customers can also utilize a secure pay by phone option to pay their water bills. Both options provide flexibility for account access 24/7, 365 days a year.

COVID-19 Reimbursements from CARES Act

As a result of the COVID-19 pandemic, the Town requested reimbursement from the State of Delaware allocation of funds from the Coronavirus Relief Fund (CRF) as created in the CARES Act for necessary expenditures incurred due to the public health emergency and were not accounted for in our FY21 Budget. The Town submitted \$14,895 in COVID-19 expenditures for services provided and supplies and equipment purchased. Thus far we have been awarded reimbursement for \$14,280 and anticipate a third award for the remainder.

Annual Audit

The Town's independent Auditors, PKS & Company, audited the Town's financial statements for the year ended April 30, 2020. PKS reported that they did not find any material weaknesses in internal controls over financial reporting or any instances of noncompliance that they are required to report under Government Auditing Standards giving us an Unmodified Opinion, which is the highest level of opinion given by Certified Public Accountants.

Continuation of financial services – Tax billing, payment of invoices, citizen calls, etc

During the time with the Town offices closed and staff working remotely, the annual Tax billing went out on time, invoices were processed and paid in a timely manner, we continued to interact with the public via phone, email and by appointment and the annual audit was performed electronically with outstanding results.

Finance also restructured the department adding a part-time Accountant. Job duties were successfully transitioned along with taking ownership of several duties previously held in the Planning and Zoning department.

Half-year New Construction Tax Billing

For the first time, the Town processed and billed assessments associated with newly constructed homes that were not billed during the annual Tax Billing. These properties were billed for half the amount of their annual tax bill.

Research of the Budget Software

The annual budget book is considered a government's most important public-facing policy document. Creating tables, charts and graphs from spreadsheets takes a long time, is not only tedious but inefficient. Finance has performed research for a software that will streamline forecasting, budgeting and the preparation of the budget document.