

WAUKESHA COUNTY TREASURER'S OFFICE STRATEGIC PLAN 2014-2016

Critical Issue #1: Research options for cost-effective and efficient operational solutions.

County-wide Key Strategic Outcome: Cost effective services delivered with competence and skill.

- Goal 1.1 Achieve greater efficiency in In-Rem Foreclosure process by developing a centralized spreadsheet w/hyperlinks that can be used to merge into required reports and documents. (2014)
- Goal 1.2 Continue to work with mortgage companies to obtain tax payment information electronically, so that payments can be uploaded into tax system, eliminating manual entry. (2014-2016)

Critical Issue #2: Using resources provided by HHS, ADRC and Veterans, compile an informational packet that can be given to taxpayers facing foreclosure action on their homes.

County-wide Key Strategic Outcome: A county that assists at-risk citizens.

- Goal 2.1 Meet with representatives from HHS, ADRC and Veterans to discuss and compile a list of programs and services available to taxpayers facing foreclosure action. (2nd & 3rd Qtr 2014)

Critical Issue #3: Look for opportunities to streamline and consolidate services with municipalities.

County-wide Key Strategic Outcome: Cost effective services delivered with competence and skill.

- Goal 3.1 Promote Treasurer's Office collection services for first installment property tax collection to more towns and villages in Waukesha County. (2nd Qtr 2014)
- Goal 3.2 In conjunction with Tax Listing Dept, develop reporting and work with municipalities and assessors to identify converted agricultural-use lands subject to conversion charges. (1st & 2nd Qtr 2014)

Critical Issue #4: Provide training opportunities and direction to staff, ensuring they are well trained in software and systems used in the office.

County-wide Key Strategic Outcome: Cost effective services delivered with competence and skill.

Goal 4.1 Identify areas for improvement with staff. Discuss training needs and take advantage of educational classes and resources provided by the county. (Annually)

Goal 4.2 Periodically discuss department objectives and ways to use technology to more efficiently serve the public and carry out their job responsibilities. (Ongoing)