



Clark County Treasurer's Office

quarterly update

Fourth Quarter 2023 | From the desk of Alishia Topper

The Clark County Treasurer's Office is an independent financial arm of county government. It is my honor to share a few highlights from Q4 2023.



20 Years and Counting!

As we reflect on 2023, one of the year's biggest milestones that has shaped our office, is the Joint Lobby. It's been 20 years since the visionaries of our county came together to create a groundbreaking concept that transformed the way our public offices operate. Clark County now stands as the only county in Washington State, seamlessly servicing the customer needs of the Assessor, Auditor, and Treasurer Offices with service at one-station in a joint lobby.

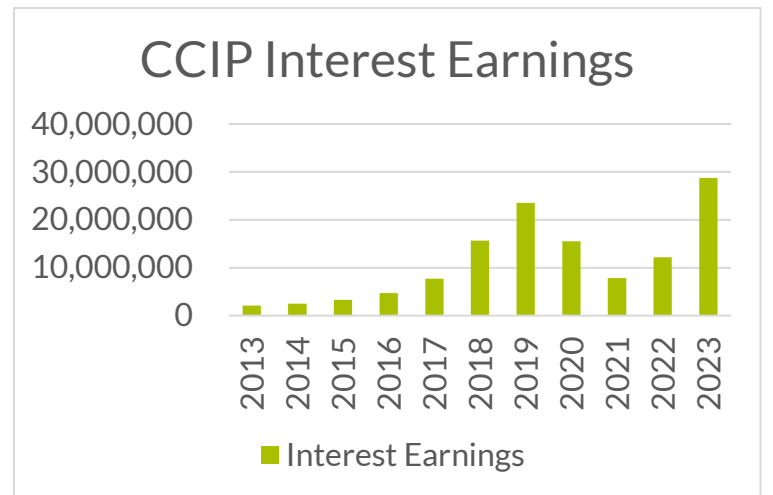
The Joint Lobby has become a symbol of innovation and efficiency in public service. In an era where convenience is paramount, this initiative has not only streamlined operations but significantly enhanced the customer experience. CTVV featured our event, click here for details:

<https://youtu.be/4kAoe2ksAhw>

Historic Investment Earnings!

The Clark County Investment Pool (CCIP) had an average balance of \$1.08 billion in 2023 and average interest earnings rate of 2.59%.

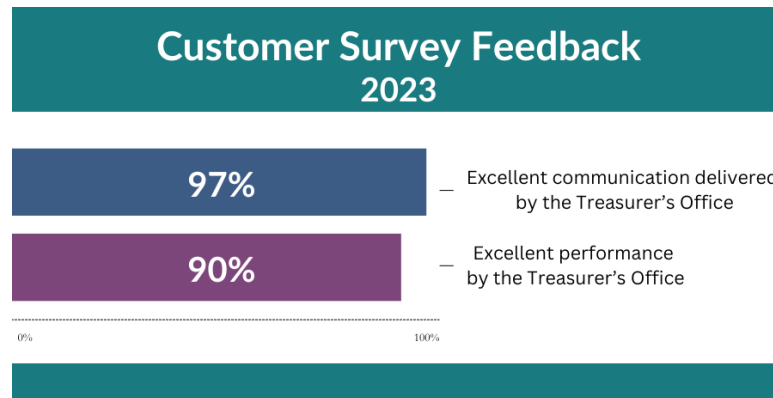
2023 was the highest earnings year since the CCIP's inception, allocating over \$28.7 million in interest earnings. Please reach to Shania Macfarlane, shania.macfarlane@clark.wa.gov, if you want to receive CCIP updates.



2023 Financial Services Survey Results are in!

The results of the Financial Services survey are in. **Your partnership and feedback are greatly appreciated.** Overall, the performance of the Treasurer's Office Financial Services Division was rated as excellent or good by 90% of respondents!

For more information about the survey or the Financial Services Department, contact Amira Ajami, amira.ajami@clark.wa.gov.



2023 Tax Team Success!

We're delighted to report overwhelming praise for our in-person lobby services, with 100% of respondents commending the knowledge and professionalism of our team members. The comment cards paint an impressive picture of the positive experiences received by our customers. In 2023 our team handled over 14,700 live calls and processed 13,000 real estate excise transactions, demonstrating our efficiency and commitment to meeting customer needs. I want to thank the Joint Lobby team members for their unwavering dedication to these achievements; we will continue working hard at exceling in serving our valued customers!



GOT QUESTIONS? WE'RE HERE TO HELP!



What's in store for 2024?

Looking ahead, our focus is on fostering inclusivity and collaboration while leveraging our collective strengths and addressing process gaps. In alignment with our strategic plan, key initiatives for 2024 include:

- creating countywide guidance for merchant services contracts;
- implementing Phase 2 of the Local Tax Increment Financing in our taxing system;
- ensuring no delinquent personal property taxes are three years or older;
- hosting a successful Washington State Association of County Treasurers conference with an 80% satisfaction goal;
- and initiating standardized internal training and onboarding programs.

Additionally, we aim to establish an employee-led recognition and team-building program by December 2024. Together, these initiatives set the stage for a successful and collaborative year ahead.

Do you want to know more? Contact me at: alishia.topper@clark.wa.gov | 564.397.4452

