

WELCOME TO



AMHERST, *NEW HAMPSHIRE*



ADMINISTRATION AND FINANCE

FY23 STRATEGIC PLAN

OCTOBER 2021

INTRODUCTION

This has been a difficult year for many reasons.

I believe administration and finance, like all town departments, have shown resiliency in the face of an unprecedented set of circumstances.

For the remainder of FY 22 and going into FY 23, I believe we need to remove distractions.

The goals in this plan are designed to stabilize these departments and then start the process of moving forward.

VISION STATEMENT

Our vision is that our Town government:

- is fiscally sound,
- delivers services fairly and efficiently,
- communicates effectively,
- and is recognized as a model of local governance in the State of New Hampshire.

MISSION STATEMENT

Our mission is

- to provide superior service to our residents, businesses, and visitors,
- to fairly administer the ordinances and policies within our areas of responsibility, and
- to provide the transparency in our operations that the public expects.

ADMINISTRATION GENERAL RESPONSIBILITIES

- General Town Government Operations
- Human Resources
- Communications
- Website Management
- Public Assistance/Social Service Agencies

ADMIN STRATEGIC GOAL 1: CONTINUOUS IMPROVEMENT OF SERVICE DELIVERY

- Provide staff training
- Oversee and encourage implementation of Strategic Plans town-wide (Work on KPIs)
- Proper Administration of ARPA Grant Funds

ADMIN STRATEGIC GOAL 2: IMPROVE COMMUNICATIONS AND ENGAGEMENT

- Work with BOS to develop a town-wide strategic plan
- Ensure that our social media policy is appropriate and up to date

ADMIN STRATEGIC GOAL 3: ATTRACT AND RETAIN QUALITY EMPLOYEES

- Provide a safe and welcoming workplace culture
- Provide adequate training opportunities
- Implement updated personnel policy

FINANCE GENERAL RESPONSIBILITIES

- Cashflow Management
- Accounts Payable
- Payroll
- Audits
- Bonding/ Debt/ Leasing
- GASB Requirements
- Federal/State Reporting Requirements
- Budget Management/ Forecasting

FINANCE STRATEGIC GOAL 1: ACCURACY, EFFICIENCY AND TRANSPARENCY

- Boards and Committees, Department Heads, employees and the public are provided with timely and accurate financial reports
- Achieve audits with “no material deficiencies”
- Develop “outward facing” reports on the financial software to increase transparency
- Continue internal training on software to increase usage and to improve usefulness

FINANCE STRATEGIC GOAL 2: SUSTAINABLE FINANCIAL SYSTEM

- Develop clear financial policies
- Develop financial procedures, including checklists where appropriate
- Review the present financial software and determine if it is the best fit for the town

BUDGET IMPACT SUMMARY

Administration

Initiatives	FY 21	FY22	FY23	FY24	FY25
Agenda Software	\$4,500	\$3,000	\$3,150	\$3,300 (est)	\$3,450 (est)
Budgeting/ Performance Management Software	\$7,811	\$8,045	\$8,286	\$8,535	\$8,791
Total Initiatives	\$12,311	\$11,045	\$11,286	\$11,535	\$11,791

Finance

Initiatives	FY21	FY22	FY23	FY24	FY25
Finance Software	\$45,000	\$47,000	\$49,000	\$51,000	\$53,000
Total Initiatives	\$45,000	\$47,000	\$49,000	\$51,000	\$53,000

SUMMARY

- During the current fiscal year, it is expected that we will be able to:
 - Update the Personnel Policy Handbook
 - Develop a social media policy
 - Determine the use of ARPA Grant funds and set up any related programs
- The finance department has had regular staff turnover for at least 10 years. I am hoping that making sure that we have the right policies, procedures and technology will help fix this issue once and for all.

QUESTIONS OR COMMENTS?