Administrative Report 3/11/22

Hello All,

This year is just flying by already. This last month has been incredibly busy and I am hoping to be able to slow down next month. We started out February really great and busy here in the office with the new rate increase coming into effect. I believe overall this went over pretty smoothly; however we did get the occasional phone call or an upset note in the mail. Throughout the month when we received payments for $80, Kristan and I would reach out to the customer instantly and remind them of the rate increase so that next month, hopefully, we would have a lot more payments of $90 rather than $80.

Caselle has also been moving fairly quickly. I haven’t had an update in about a week and a half, however I do know that they are working very hard and quick trying to get us all set up.

Paymentus is working great for us, we have noticed a few disconnects that they have done a great job working with us. One example is in the previous agreement, we had set a max payment of $300, and we reconsidered this because a large portion of our district pays in advance so Paymentus has up’d this number to $500. They are also currently working on accepting American Express cards since we found out this month that our current one wouldn’t accept AMEX cards.

Streamline, the new website designer, is also working very hard to get us up and live on March 10th. There is a training that each of the users should complete before we go live that way we get a little extra practice. I personally have already completed mine, and I love the way Streamline works and the easy features for user ability both for the customer and for staff updating behind the scenes.

We have successfully cancelled the 2022 election and the required documentation has already been filing with the county clerk and recorder, dola, and I sent this to the paper to be published.

Next up on the board is the meeting with Mike Dixon for our 2021 audit. He will be in office March 14, 16th, 17th. I am really hoping this goes smoothly and we have very few hiccups.

I appreciate everyone’s help and consideration. Keep up the good work.