



San Bernardino County

Ensen Mason CPA, CFA • Auditor-Controller/Treasurer/Tax Collector



# DOLLARS & SENSE

## ATC Quarterly Newsletter

Second Quarter, 2022

April - May - June

### A Very Personal Loss by Ensen Mason

As most of you know, I lost my only son Travis in April of this year. It was the worst thing I've ever been through.

He was 21 years old, and it's just been him and I for the past two decades. Parents will know what I mean when I say that I would rather do things for him than for me. Rather him have things than me have things. Rather take a bullet for him than have one anywhere near him.

Then one day I came home from work and he had taken too many pills and would never wake up again. Even today, I still sometimes wait to wake up and find it has all just been a really bad dream.

I want to thank all the ATC employees who took time to comfort me and wish me well. Thank you for every prayer and kind thought. The same to my elected colleagues and friends at the Government Center and elsewhere. You all went out of your way for me, and I'm grateful.

Doing good for others by doing well as your elected ATC has become even more important to me since April. I'm gratified by the big vote of confidence in me given by the voters of San Bernardino County on Tuesday, June 7, 2022, and will work even harder to keep their respect and trust, and yours, over the next four years.



Ensen Mason CPA, CFA  
Auditor-Controller/  
Treasurer/Tax Collector  
SAN BERNARDINO COUNTY



### IN MEMORIAM

TRAVIS AUSTIN MASON  
2001-2022



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### ATC Award For Excellence Winner - Linda Santillano

The Board of Supervisors and CAO honored a total of 39 exceptional employees out of 23,000 from around the County with the prestigious 2022 Award for Excellence! ATC Mason selected our very own superstar, 2021 ATC Employee of the Year Linda Santillano, for inclusion on this list of outstanding honorees. Linda Santillano is the Chief Deputy, Property Tax and has served in this capacity since October 2017. She joined ATC in 2005 and held various positions in the Internal Audits and Property Tax divisions prior to promoting to her current post. She holds a B.S. degree in

Business Administration with a concentration in Accounting from California State University, San Bernardino.

Link to video: <https://youtu.be/fp1CyDVX5j4>



### IN MEMORIAM DOUGLAS R. BOYD SR., ESQ ASSISTANT AUDITOR- CONTROLLER/TREASURER/TAX COLLECTOR

Douglas R. Boyd passed away suddenly while attending a conference and during publication of this newsletter. Our deepest condolences go out to the Boyd family.



NACo 2022  
**ACHIEVEMENT  
AWARD**  
*Winner*

## ATC EARNS RECORD AMOUNT OF NATIONAL AS- SOCIATION OF COUNTIES ACHIEVEMENT AWARDS

Department staff, led by ATC Mason have been recognized by National Association of Counties (NACo) in 2022 with another record of five Achievement Awards – four in Information Technology and one in County Administration and Management categories. The awards honor innovative, effective county government programs that strengthen

services for residents.

These five 2022 awards tie our record of five awards earned in 2021 and build on a foundation of two earned in 2020 and three more in 2019. Fifteen national awards over four years represents a tremendous accomplishment by this Department with support from the Board of Supervisors and our Chief Executive Officer. The award winning projects are listed below:

The SAP Governance, Risk, and Compliance Implementation one the award in the IT Category. ATC's SAP Center of Excellence partners with all San Bernardino County departments in order to understand their business processes and find ways to use the SAP Enterprise Resource Planning (ERP) system to assist departments in streamlining day-to-day activities, which will be called Governance, Risk, and Compliance.

Our department was recognized for the Employment Development Department (EDD) Data Exchange Automation Project, in the IT Category for the Revenue Recovery Division of ATC. This robotic process automated engine intelligently interacts with the EDD system to exchange and process the most accurate information possible and quickly acts with updated information to improve the collection abilities and ensure maximum recovery of debt owed to the County.

The Disbursements Division partnered with ATC's IT Division, in the development of the Invoice Management System. The new system successfully supports and streamlines ATC Accounts Payable's invoice processing workflow of the substantial workload of 200,000 payments to County vendors annually, which is over 4.1 billion. This solution pushes centralized invoice processing to a high-volume and scalable County operation where the cost of processing per invoice is insignificant.

The Revenue Recovery Reporting and Analytics Automation project allows ATC to utilize the latest technological advancements of Business Intelligence in streamlining enterprise operations, minimizing the operation time of meticulous and time-sensitive tasks.

Winning an award in the County Administration and Management category our department was recognized for the Knowledge Management Program that develops the functional and organizational processes to share perspectives, ideas, experience, insight, data, information, and knowledge; to ensure that these are available in the right place to the right people at the right time to enable informed decisions and additional knowledge creation; and to improve efficiency by reducing the need to rediscover knowledge.

Nationally, annual awards are given in 18 different categories that reflect the vast, comprehensive services counties provide. The categories include children and youth, criminal justice and public safety, county administration, information technology, health, civic engagement, and many more.

Started in 1970, NACo's annual Achievement Awards program is designed to recognize county government innovations. Each nominee is judged on its own merits with awards given only to those nominees who provide substantial improvements in program quality and service delivery.

## My Two \$ense

*A Quarterly Perspective  
From an ATC Division  
Chief*

*by Vanessa Doyle, Chief Deputy  
Controller*



**Introducing Jai Prasad  
"Disaster Master"...**

Better known as the "Disaster Master", Jai Prasad, CPA is a Supervising Accountant III with twenty-plus years of experience managing disasters for San Bernardino County. When it comes to disaster management, Jai handles everything from issuing memos to departments for disaster incident cost tracking to approving Work Breakdown Structure Element's (WBSE) creation and assisting the CAO office with the disaster recovery budget estimates. In addition, Jai is the liaison between departments and State and Federal entities California Governor's Office of Emergency Services (CALOES) and Federal Emergency Management Agency (FEMA). If needed, he coordinates meetings to respond to additional information requests. Jai created a guidance worksheet called the "Disaster Public Assistance Overview" for departments to help them understand claiming eligibility, types of assistance, and criteria for more timely reimbursement. Jai shares his knowledge with departments of the audit periods involved in the disaster claiming process. He ensures to issue a disaster retention memo yearly.



Jai attended college at California State University, San Bernardino where he earned a bachelor's degree in Accounting and participated in the Beta Alpha Psi program with Larry Walker. Jai started with the County through the ATC Internship Program and has spent all twenty years in the Controller Division. Jai started his career with the County as an Accountant I and through hard work, dedication, and continued education he was promoted to his current position as a Supervising Accountant III. In addition to handling disasters, Jai's main responsibilities include supervising staff in charge of the California Statewide Automated Welfare System (CalSAWS), SB90 reporting, and Internal Service Fund Reporting.

Jai is a licensed CPA and an active member of the Association of Government Accountants (AGA). Born in the Fiji Islands, Jai migrated to the United States through the diversity lottery. He lives in San Bernardino County. He is married and they have a daughter. The Controller Division is very lucky to have Jai as a mentor and a leader.

## ATC Employees of the Month (EOM) For April, May, June 2022

All of these outstanding employees were rewarded with an ATC Mason departmental polo shirt, parking in the special EOM parking spot next to the building, their photo placed on the wall located on the first floor near the employee entrance, a \$50 gift card from ATC Mason's personal funds or lunch with him at a local restaurant, and of course, bragging rights as ATC Employee of the Month.

### Steve Solano, April 2022, Employee of the Month



Steve is a Functional Analyst II with the SAP Center of Excellence. He started his career with the County in 1994 as an Internal Auditor I in the Internal Audits Division. During his career with the County, Steve has been an Accountant I and II with ATC, a Labor Relationship Financial Analyst with Human Resources, and a Systems Accountant II supporting the Enterprise Financial Management System implementation project. He accepted a Functional Analyst I position with the SAP Center of Excellence in 2018 and promoted to his current position in the fall of 2019.

Steve was responsible for the implementation of the Inventory Management module in SAP. Steve performed blueprinting activities by documenting Arrowhead Regional Medical Center's (ARMC) business processes. He worked alongside ARMC warehouse staff and translated their business processes into SAP functions. As a result, over 550 materials were created in SAP and several contracts were established to support the new automated process. The County received a NACo Award as a result of this project.

Congratulations Steve!

### Jennie Earl-Wagner, May 2022, Employee of the Month

Jennie joined the Auditor-Controller/Treasurer/Tax Collector as an Office Assistant IV with the Property Tax Division in February 2018. Jennie is a quick learner and has in-depth knowledge on legislation pertaining to property tax roll corrections and refunds. Taxpayers appreciate her patience, professionalism, and ability to articulate legislation and department procedures in a clear and concise manner.

Jennie has played a valuable role in achieving the Division's goal to unite taxpayers with their property tax refunds before the four-year time limit minimizing the amount that is escheated to the general fund. She is a team player, provides valuable user feedback to improve processes, and is always willing to help others when needed.



Congratulations Jennie!

### May Guan, June 2022, Employee of the Month

May is a Systems Accountant III in the Controller Division's Management Services Section (MSS). As the Countywide Cost Allocation Plan (COWCAP) coordinator, May is responsible for planning, organizing, and the overall preparation of the annual COWCAP book. In addition to her role as the COWCAP coordinator, May is also the Indirect Cost Rate Proposal (ICRP) lead. She standardized the ICRP forms and calculation spreadsheets to assist with accuracy of the ICRP process. Her experience, knowledge, and resourcefulness make her well worth the recognition as ATC's Employee of the Month.



Congratulations May!

### Fun Fact

By  
ENSEN MASON

My grand project of building a plane is getting closer by the day. I had the plane shipped to Oregon a couple years ago and started building it with the assistance and supervision of professional aircraft builders. We made a lot of progress over the last month. I'm excited to share with you that the floor is in. This is great progress!



The elevator bell crank assembly and push rod will go in along with finishing the fuselage. If all goes according to plan, I should be making airplane noises very soon. Stay tuned...



### AGA – Association of Government Accountants Hot Topics in Professional Development

Tori Roberts, CPA Assistant Auditor-Controller/Treasurer/Tax Collector

Tori Roberts, spoke at the Association of Government Accountants' (AGA) June luncheon, addressing the group on the subject of **Hot Topics in Professional Development**. Ms. Roberts shared her perspective on the building blocks of networking and the foundation it creates professionally. She believes that strong relationships are built on competence, trust, fairness, honesty, professionalism, punctuality, confidentiality, and being upfront. She emphasized that the willingness to collaborate with your connections instead of competing with them is one of the most important pieces of networking. While some find it far more difficult to make connections than their more outgoing counterparts, she said it is an art that everyone can master.



Ms. Roberts encouraged the attendees to think about where they would want their career to go, and to interact with those in superior positions at other agencies in to acquire knowledge and skills from their experiences. She said that you can make attempts to interact and grow among those who are in roles that you see your career growing into.

Ms. Roberts wrapped up her presentation with 360 engagement, or upward feedback. She shared personal lessons learned from upward feedback from the perspective of the recipient. When everyone supports each other and protects each other from a human/soft skills perspective, the only real outcome is going to be a benefit to the organization that employs us. In closing, she said the we should all take the time to invest in the people around us.





Forty-two kids signed up for the annual ATC Take Your Child To Work Day and had a blast! Project Director Tracy Calentti was in charge of the salty crew, assisted by former Disney VIP Tour Director Tammy Boyd and her B Team of hyperactive minions in white shirts with mini-me Hannah acting as cheerleader. ATC's nine divisions really stepped up and delivered with fun games and prizes to challenge their minds.

For lunch, the kids and their parents/grandparents enjoyed a delicious lunch catered by Alfredo's Restaurant in San Bernardino. A special thank you to ATC Mason for buying the really cool fidget spinner/Rubik's cube combo toy for each kid!

All 42 kids voted on which divisions put on the best presentations. These prizes were donated by ATC Mason for best division presentations were a very positive incentive – an even better one was the chance to do something great for our kids! All divisions did a great job and all received votes. The winners were:

First Place Division is Tax Collector

*Complimentary ice cream sundaes for all division staff, topped off with all the ooey-goey toppings you can imagine!*

Second Place Division is Property Tax

*Dessert smorgasbord for all division staff—cheesecake, brownies, decadent chocolate bites, macarons, and yes, even some fruit!*

Third Place Division is Information Technology

*Donuts for all division staff—not just any donuts - world-famous Donut Man donuts!*

