



Clark County Treasurer's Office

quarterly update

Fourth Quarter 2024 | 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 2024.

Celebrating 2024: A Year of Remarkable Achievements

As 2024 ends, we celebrate a year of teamwork and achievements. Key highlights include fully implementing tax increment financing (TIF) legislation, hosting a successful state conference, allocating over \$40 million in investment interest earnings (a record), and saving \$30 million in county General Fund through strategic capital financing. Additionally, we received State Auditor recognition for our manual tax receipting process implemented during a cybersecurity outage. It really helped that we were fully staffed office throughout the year.

2024 Fast Facts:

- Assisted over 13,000 customers by phone.
- Processed over 70,000 bank transactions totaling \$9 billion.
- Achieved 98.4% customer satisfaction rating in the tax services division from over 350 surveys.
- Completed over 13,700 Real Estate Tax Affidavit transactions.
- Reduced foreclosures to just eight properties, thanks to proactive efforts.

Embracing Holiday Spirit through Donations

This holiday season, the Clark County Treasurer's Office embraced the spirit of giving by organizing a donation drive to benefit Akin, a nonprofit organization committed to strengthening and supporting families throughout Washington State. The donation drive focused on collecting essential household items to help families in need experience a brighter and more stable holiday season. Giving back to the community is one of our office's core values and the partnership with Akin allowed us to directly contribute to the well-being of families in our region.

The donated items were delivered to Akin's headquarters, where they will be distributed to families in need. Through initiatives like this, the Clark County Treasurer's Office continues to lead by example, inspiring others to take part in acts of kindness that create lasting change in our communities.



DAC Bond Award of Excellence

We are excited to announce that the Clark County Treasurer's Office received the DAC Bond Award of Excellence for 15 years of outstanding commitment to continuing disclosure reporting for municipal bonds. This recognition highlights our dedication to maintaining reliability, accuracy, and accountability in our work, and we thank the entire Finance Team for their continued support in achieving this milestone.

A special thank you to Michelle Gable for her years of service and invaluable expertise in managing debt-related matters, and to Kim Crowell, who has significantly contributed to setting a new standard of excellence in our annual debt disclosure filings since joining our office. This award is a testament to the hard work and collaboration that make our success possible.

Looking Ahead: 2025 Goals

As we transition into 2025, the Clark County Treasurer's Office is focused on advancing our mission through strategic initiatives outlined in our 2025-26 workplan. Here are the key priorities for the upcoming year:

- **Superior Service:** Plan and participate in a Joint Lobby remodel to enhance customer experience and security by December 2026.
- **Continuous Improvement:** Transition all Access databases to modern systems by December 2025.
- **Reliability, Accuracy & Accountability:** Continue updating policies and procedures across all departments.
- **Teamwork and Inclusion:** Develop and implement standardized onboarding, fraud prevention, and DEI training programs by December 2025.

These initiatives will guide our efforts, fostering a culture of inclusivity, innovation, and excellence. Together, we will continue to provide outstanding service to the residents of Clark County.

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