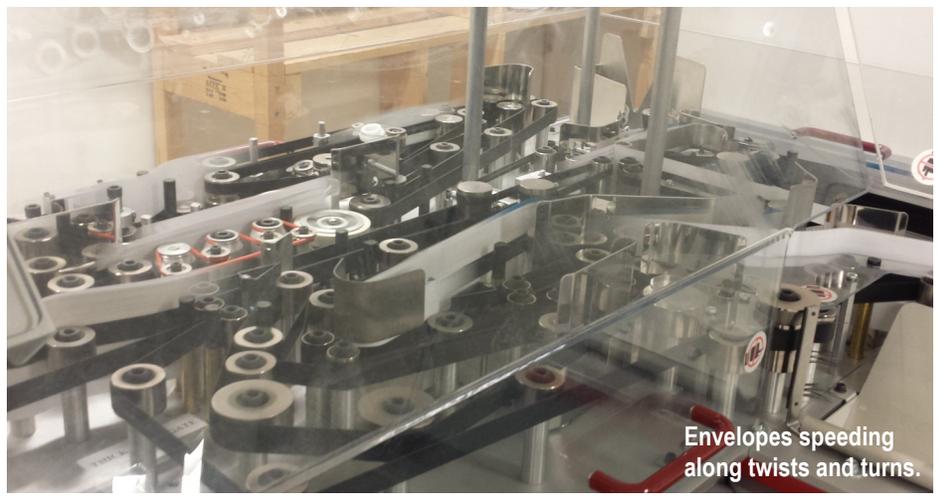




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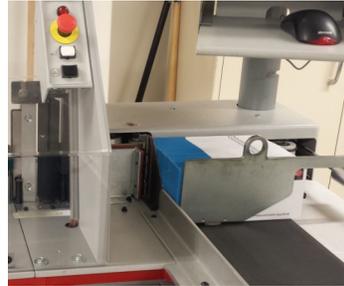
April 17, 2014



Envelopes speeding along twists and turns.

Revenue Busy Processing 1000s of Tax Returns

The Dept. of Revenue is busy all year long but after April 15, things get even more busy for a few weeks. Even though individuals are filing electronically at impressive rates, there are still paper returns from individuals and businesses.



Envelopes stacked and ready to go.

“Revenue has great employees,” says Jerry McCarty, Director of the Div. of Operations. “At this time of year, we rely on many other Revenue employees who volunteer to help the team. We are a big family that puts in long hours to make sure we process payments and paperwork as quickly as possible.”

The operations area is stacked with boxes of returns at various stages of the process. One of the most fascinating pieces of equipment is the automated opener conveyor system. See top photo.



Opening and sorting.

Envelopes are stacked into the machine, which then takes them on a quick journey around many twists and turns, finally separating everything out—envelope, check, return.

There are still thousands of returns that must be opened by hand and assembled in a specific order for further input and processing.

“The number one priority is getting the money in the bank,” said McCarty. “I appreciate all the hard work and the dedication our employees have. They are amazing.”

FAC Spotlight: Div. of Fleet Management Recognized as a Top 100 Best Fleet for 2014

The Div. of Fleet Management has once again achieved a Top 100 Best Fleet designation. With more than 38,000 public fleets in North America, this is a considerable accomplishment.

Kentucky was one of only seven state agencies to be in the top 100. Others on the list include cities, counties, universities, law enforcement agencies, school districts and utility providers.

“This designation brings acknowledgement and affirmation to everyone’s efforts at Fleet on many fronts—such as collaboration, efficiency, environmental and resources,” said Pete McDonald, director of the Div. of Fleet Management.

According to Tom Johnson, sponsor of the award, “You lead by example. We have the best government services but need to prove it constantly. Your outstanding application reflected fresh thinking with new ideas. You are helping to create the future for Fleets in North America.”

The application process is involved and each fleet organization must demonstrate how it addresses the 13 main criteria. These include:

Accountability - must have a published list of the measures used to document performance and progress toward objectives.

Use of Technology & Information – must have a technology deployment plan that is reviewed and updated annually.

Collaboration - encouraging the sharing of ideas among all fleet personnel, basically bottom up rather than top-down.

Creativity - must describe and document how creativity, new ideas and new technologies are deployed to address challenges.

Celebration - A peak performing operation always finds ways to have fun and to celebrate their successes. How often and how they celebrate must be included.

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Evidence of a High Trust Culture - Employees feel confident to contribute and to even disagree. Encourage and reward open sharing of information and ideas.

Performance Recognition - Acknowledge and reward excellent performance and/or the attainment of preset goals for both individuals and teams.

Doing It Right the First Time - Metric that is regularly measured and reviewed to determine how often rework must be done. An aggressive program to minimize rework must be in place.

Quick Efficient Turnaround - Programs must be in place to measure and shorten repair turnaround.

Competitive Pricing - Document and compare cost of regular repairs with surrounding commercial and public agency fleets.

Staff Development - Plans for continued growth and development for all staff.

Resources Stewardship - Maximize use of all resources, including human, capital, and natural.

“The criteria that Fleet Management had to meet is impressive,” said Secretary Lori H. Flanery. “I know that Pete and his team continually strive to increase efficiency, spend smart and serve state agencies well.”

This is the tenth year for the Top 100 Best Fleets awards. Kentucky Fleet Management has been in the top 100 for the last 5 years.

Legislative Session an Eye Opener for College Intern

If you're getting ready to graduate with a degree in Political Science, then working with the Finance Cabinet's legislative liaison couldn't be a more fitting way to see politics and the legislative process in action.

For Rachel “the intern” Floyd, her three month internship was truly eye opening.

“This experience has been awesome,” said Floyd. “We learn the textbook version, but actually working on something with real life implications is so different.”

She enjoyed the interaction with co-workers, legislators and others. “Being able to communicate and work with so many different personalities, is essential. This experience really brought that message home.”



“In talking with some of my peers, I know I have had the best experience.”

Floyd's last day was April 15. To top it off, she was able to see Gov. Beshear sign HB84, which was Finance legislation on leasehold improvements.

Records Retention Reminder

Fiscal officers and others responsible for [records retention](#) should review the most recent communication from the Auditor of Public Accounts (APA) regarding retention.

Different rules may apply depending on type of records—financial, federal grants, etc.

Guard Against Phishing in Wake of Heartbleed Bug

Department of Financial Institutions Urges Caution

With reports of the Heartbleed bug spreading like wildfire, it's important to stay vigilant against potential scams.

The Department of Financial Institutions (DFI) is warning consumers about possible phishing attempts in the wake of the Heartbleed bug – a critical security vulnerability that has put many systems at risk.

“Con artists often take advantage of hot topics in the news,” said DFI Commissioner Charles Vice. “Consumers will become prime targets for phishing attempts to change passwords or account information. Protect against phishing by avoiding links in emails you did not request and dealing only with websites and companies you trust.”



Businesses or websites using affected versions of OpenSSL encryption should be working to update their systems to fix this vulnerability. Those businesses may suggest people change their passwords to protect both the customers and the business. As sites are patched and are no longer vulnerable, consider changing passwords. Choose strong passwords and use a different password on each site. For more tips on passwords and other security issues, visit OnGuardOnline: <http://www.onguardonline.gov/articles/0009-computer-security>.

However, people should be wary of links in email notices as these could be phishing attempts. Phishing is the use of fraudulent email to acquire sensitive information, such as passwords and financial account details. Phishing e-mails appear to be from legitimate sources, such as banks or online services. Often the link will lead to a false website that looks identical to the company's real site, luring the consumer to reveal logon credentials or other personal information to cybercriminals.

Also beware of other possible scams, such as services that offer to scan for and repair vulnerabilities on your computer. Research any service provider you plan on using to make sure it is a legitimate business before turning over any money or information.