

ASSOCIATION of GOVERNMENT ACCOUNTANTS

(last 1993/4 program yr edition)

THE WASHINGTON CONNECTION

Washington Chapter • P.O. Box 423 • Washington, D.C. 20044-0423 • (703) 758-4080 • May 1994

WASHINGTON CHAPTER LUNCHEON MEETING

**THURSDAY
MAY 5, 1994**

Touchdown Club
2000 L Street, N.W.
(Near Farragut West Metro Stop)

Social: 11:30 (Cash Bar)
Luncheon: 12:00 Noon
Cost: \$16.00 (Members)
\$18.00 (Non-Members)

- Reservations Urged
- Call (703) 758-4080 by
May 3, 1994
- Non-Members are welcome
- No-Shows are expected to pay

LUNCHEON PROGRAM

PAST PRESIDENTS RECOGNITION AND ANNUAL AWARDS MEETING

Each year the Chapter awards several individuals who have achieved outstanding accomplishment in financial management, provided exemplary service to our community, or served the Chapter in an exceptional manner. The luncheon program will feature presentation of awards in the following categories:

Achievement of the Year - For leadership or outstanding achievement in developing, implementing, and improving financial management in the Federal Government.

Distinguished Leadership - For demonstrating sustained outstanding leadership and making exceptional contributions to financial management.

Education and Training - Recognizes significant contributions to the education and training of government financial managers.

Chapter Service - Recognizes persons who have made the greatest contribution to our Chapter.

Scholarship - Provides two university scholarship awards.

Community Service - Awards numerous VITA participants, SBA program participants, and others for community outreach.

The names of the awardees and the citations of their accomplishments are listed on page 3.

Many of our Chapter's 43 past Presidents are still active members. At the luncheon program we will recognize our past Presidents, with special recognition of those who are able to attend the program. Please join us to honor this year's award recipients and our past Presidents.

Please note the date for this luncheon program - Thursday, May 5, 1994
as an incorrect date was listed in last month's newsletter.

This edition of *The Washington Connection* and the May Chapter luncheon meeting will be the last for this program year. Chapter program activities will resume with the new program year in September. To assure that your name and address remain on our mailing list next Fall, please pay any membership dues which may be payable, or report any change of address to the National office - Association of Government Accountants, 2200 Mount Vernon Avenue, Alexandria, VA 22301.

The President's Message

It is hard for me to believe that my year as Chapter President is ending and that this is my last message to you as President. I hope that you agree with me that, by most commonly accepted measures, the 1993/1994 Chapter program year has been a successful one. The success of an organization like the Washington Chapter is founded on the time, effort, and goodwill of many people within and external to the organization. The people who have helped make this a successful year for our Chapter are far too numerous to acknowledge individually. To be candid, so many people have contributed that I doubt that I know all of the people that helped carry out our programs and activities. That's probably part of why we accomplished so much.



Larry Wilson, President

I extend my sincerest thanks to each and every one of you for your help and support.

On behalf of the Washington Chapter membership, the Chapter Executive Council thanks Larry Wilson for his leadership during this past year. The Council also extends to Larry its congratulations and best wishes regarding his new assignment. On March 22, 1994 President Clinton announced his intent to nominate Larry to be Chief Financial Officer of the Corporation for National and Community Service.

The Corporation is a new organization which combines new community service programs with similar programs which have been administered by other Federal agencies. It will engage Americans of all ages and backgrounds in community-based service. This service will address the nation's education, human, public safety, and environmental needs to achieve direct and demonstrable results.

The White House press release cited Larry's policy development role at USDA as Director of the Office of Finance and Management, where he has served since 1988. It also cited his career role model and mentor activities at North Carolina Central University's Youth Motivational Program. In his announcement the President said, "Larry Wilson is an innovative and dynamic financial manager. His leadership at USDA proves that he will be a strong addition to the National Service team. I look forward to working with him and the AmeriCorps participants on getting things done in communities throughout America this year."

WASHINGTON CHAPTER - 35TH ANNUAL AWARDS PROGRAM RECIPIENTS

The Washington Chapter is pleased to announce the following persons as recipients of its 1994 awards.

Awards for Outstanding Achievement in the Improvement of Financial Management in Government Service

Distinguished Leadership:

L. Paul Blackmer, Jr., Chief Financial Officer, Bureau of Engraving and Printing, Department of the Treasury, is being recognized for bringing significant improvements to the financial management of the Bureau.

Sallyanne Harper is being cited for her outstanding contributions to the financial management of the Environmental Protection Agency, where she is Deputy Assistant Administrator for Finance and Acquisition.

R. Schuyler Leshner is Chief, Federal Financial Systems Branch, Office of Management and Budget. He is being awarded for his exceptional contributions to improving Federal financial management systems and information.

Achievement of the Year:

Thomas B. Minter, Supervisory Systems Accountant and Division Director, Bureau of Public Debt, is being awarded for his outstanding leadership in implementing the Bureau of Public Debt's accounting and reporting system.

Education and Training:

Ronald Longo is a Senior Policy Analyst in the Office of Federal Financial Management, Office of Management and Budget. He is being cited for outstanding contributions to developing, updating, and teaching workshops on the CFO Act and the GPRA.

Awards for Outstanding Contributions to the Washington Chapter

Peter Ben Ezra, Chief, Financial Systems Division, U.S. Department of Agriculture, is being recognized for developing, planning, and presenting an outstanding educational symposium on the National Performance Review and Performance Measures.

Alan Strelser, Assistant to the Director of the Office of Finance and Management, U.S. Department of Agriculture, is being awarded for providing outstanding leadership to the Chapter and invaluable assistance as Executive Council Secretary.

Jeffrey Williams, Staff Accountant, U.S. Department of Agriculture, is being awarded for his outstanding contributions in organizing and implementing the Chapter community outreach programs.

Robert Buchanan, Program Manager, Ogden Government Services, is being recognized for his extraordinary job as editor of the Chapter newsletter, contributing immeasurably to the Chapter.

Scholarship Awards will be presented to **Foshanta Garth** and **Lakeisha Moore**, Howard University. In addition, several Community Service awards will be presented to community outreach program participants.

SUMMARY OF APRIL LUNCHEON SPEAKER'S REMARKS By Pat Wensel, President-Elect

Mr. Jeffrey Steinhoff, National AGA President and Director of Planning and Reporting in the General Accounting Office, was the speaker for the April 7 Chapter luncheon meeting held at the Touchdown Club. Mr. Steinhoff gave us his views on how the American public views the Federal Government and what this administration is trying to do through the National Performance Review initiatives to "create a government that works better and costs less."

According to Mr. Steinhoff, the public does not trust the Government and believes that 48 cents of every dollar of tax money is wasted. People want to know how their money is being spent and want to see results. Jeff highlighted a number of things that we must do to help restore public confidence which included:

- Have a strong cadre of qualified chief financial officers,
- Expand financial reporting (provide credible data in performance measures and give managers the information they need),
- Provide continuing strong support for the Inspector General function,
- Continue efforts to attract and retain quality financial management personnel,
- Modernize financial management systems, and
- Focus on the right things and manage for risk.

Mr. Steinhoff stressed that the "tone at the top" is crucial to the success of these initiatives. The efforts and support of the President and Vice President must be sustained and results must be seen. A number of important tools like the CFO Act and The Government Performance and Results Act are available for our use.

JOYCE SHELTON RETIRES

The Washington Chapter would like to extend congratulations to Joyce D. Shelton as she embarks upon her new career as "retiree" from the Federal Government after 33 years of outstanding, loyal, and devoted service to the financial management community.

Mrs. Shelton was the Director of Financial Management for the U.S. Department of Transportation, responsible for formulating financial policy and ensuring the effective implementation of that policy throughout the Department. She had served in that position since July, 1984. From June 1980 to 1984, she was the Regional Accounting Director with the Department of Housing and Urban Development in Kansas City, Missouri. Prior to that, Mrs. Shelton worked for a number of years at the Department of the Treasury where she acquired the knowledge and wide range of experience that made her a recognized professional in government and central agency accounting and financial management systems.



Joyce Shelton

Mrs. Shelton was a pioneer in the financial management arena. Her pioneering efforts contributed to the Government's first Standard General Ledger. She served on the original team that was instrumental in the passage of the Cash Management Improvement Act. Her leadership efforts elevated her to chair the Federal Financial Managers Council. Throughout her career she was a staunch promoter of continuing education and professionalism. These efforts and many other endeavors propelled her into the position of President of the largest and most prominent chapter in the Association of Government Accountants. Mrs. Shelton is a Certified Public Accountant and a member of the American Institute of Certified Public Accountants, and the Maryland Association of Certified Public Accountants.

The Washington Chapter wishes Joyce all the success and happiness she has earned and deserves. She will remain forever a part of the history of Federal financial management improvement and the Federal financial management community.

AGA VOLUNTEERS SWEEP THE AIRWAVES By Jeff Williams, Community Outreach Director

On Sunday, March 6, 1994, the members and friends of AGA's Washington, DC Chapter swept the airwaves at Howard University's WHMM/Channel 32 Public Television Station. Fifteen volunteers graciously donated their time to answer the telephones at Channel 32's fund raising telethon from 8:30 p.m. to 11:30 p.m. that evening. Channel 32, DC's only public television station, provides alternative television programming for violence-free family entertainment and serves as a teaching facility for the students of Howard University.

Cindy Simpson, Coordinator for the Public Television Fund Raising Assistance Project of the Community Outreach Program, presented AGA's charitable contribution LIVE ON THE AIR. The highlight of the evening occurred when one volunteer convinced a caller to contribute \$1,000 towards this worthy cause -- WAY TO GO!!! Another volunteer said that people recognized her in the cafeteria of her office building and would approach her to say, "I saw you on TV!" All agreed that being a part of a busy television station was fun!

Channel 32 will be counting on AGA volunteers at their next fund raising telethon in August 1994. Don't miss your chance to be on TV! Please contact Cindy Simpson on (202) 720-1213 if you would like to volunteer your time in August.

OFFICERS AND DIRECTORS ELECTED

The slate of Washington Chapter Officer and Director candidates for 1994/1995 was elected as presented, by a nearly unanimous vote. Congratulations to:

Evelyn A. Brown	President-Elect
Clarissa "Cis" Kuennen	Secretary
Robert Lee	Treasurer
Gary W. Amlin	Director
William J. Anderson, Jr.	Director
Russell D. Morris	Director
Daniel J. Murrin	Director
James R. Naughton	Director
Eva Williams	Director

The gavel will be passed to Pat Wensel, President, at the May 5, 1994 luncheon meeting.

REGISTRATION FORM

LOCATION

ASSOCIATION OF GOVERNMENT ACCOUNTANTS

Name: _____

Home Address: _____

Home Phone: _____

Business Name: _____

Business Address: _____

Business Phone: _____

Please Check the Appropriate Response:

1. Own/Operate Small Business

Yes___ No___

2. Thinking About Starting a Small Business

Yes___ No___

3. Please List Type of Business

Department of Agriculture
South Building - Wing 4
Room 3109

Washington, DC 20250
(At the Smithsonian Metro Station on
the Orange/Blue Line - Independence
Avenue Exit)

REGISTRATION

There will be a REGISTRATION FEE of \$50.00 which will help AGA to defray costs of sponsoring the Small Business Management Workshop. To register, please complete and mail the attached REGISTRATION FORM. Classes will start promptly at 6:00 PM on the dates indicated. Applicants will be notified if class is cancelled. If you have any questions or need additional information, please contact David Lutz at (703) 934-3793 or Jeff Williams at (703) 305-1551.

REGISTRATION FEE

Mail registration form and check for \$50.00 payable to the **Association of Government Accountants** to the following address:

David Lutz
ICF Information Technology
9300 Lee Highway
Room 382
Fairfax, VA 22031-1207

Registration Fee: \$50.00

The Association of Government Accountants (AGA) is a professional organization representing government financial managers. The organization provides members with an opportunity to exchange ideas, network with peers, and gain first-hand exposure to government financial management issues. In addition, the Washington DC Chapter sponsors several Community Outreach Programs each year, including the Small Business Management Workshop.

COURSE DESCRIPTION

The workshop, which runs for ten weeks, is designed to provide small business owners and prospective owners with a basic understanding of small business management. Topic areas to be covered during the seminars include: accounting, finance, legal considerations, marketing, banking, information technology, tax planning, and management. Class size is limited to 50 participants, so please register early. For more detailed information, please contact David Lutz at (703) 934-3793.

AGA COURSE SCHEDULE - DATES AND TOPIC AREAS

This workshop will be taught by experienced professional accountants and CPAs with guest speakers who are experts in law, marketing, banking, information technology, tax planning, management, and other subjects essential to small business management.

April 13	COURSE OVERVIEW/LEGAL CONSIDERATIONS
April 20	MARKETING
April 27	BANKING
May 4	ACCOUNTING/FINANCE
May 11	ACCOUNTING/FINANCE
May 18	INFORMATION TECHNOLOGY
May 25	SMALL BUSINESS CONSULTANT
June 1	TAX PLANNING
June 8	ENTREPRENEURIAL SERVICES
June 15	SMALL BUSINESS ADMINISTRATION/COURSE WRAP UP

WASHINGTON DC CHAPTER

OF THE

ASSOCIATION of GOVERNMENT ACCOUNTANTS

COMMUNITY OUTREACH PROGRAM

Presents

a

SMALL BUSINESS MANAGEMENT WORKSHOP

April 13, 1994

Through

June 15, 1994

WEDNESDAYS
6:00 PM TO 8:30 PM

(703) 934-3793

ACCOUNTING SERVICES - A NEW APPROACH

By Robert P. Clark

Traditionally, when we think of accounting services, it involves a specific function--payables, receivables, reporting, or perhaps something large like cross-servicing or system design. When we think of a help desk, we usually think of some form of automation support, either technically or operationally. The Customer Services Staff within the Accounting and Financial Systems Division of the Administrative Office of the U.S. Courts has implemented an Accounting Help Desk. The Help Desk was established in response to suggestions from many of the courts to have ONE central point of contact to direct all court accounting and court accounting systems questions and problems. With the exception of the Supreme Court, the Help Desk serves as the vehicle for accounting support requests from all of the various Federal court units, nationwide. The court units in turn, have been very complimentary regarding our operation. How did we do this?

The secret to our success is in two parts. The first part is related to the planning which preceded the operational implementation. We looked at the functionality of the operation and the accounting systems. We looked at the data we would need to track. We looked at the players and their relationships. We then designed a one-page "Customer Assistance Request" (CAR). We developed policies and procedures that expedite the solution process without compromising the quality of the effort. A call is always taken initially by an accountant who then determines if it is an accounting issue or one that requires technical support and assistance. The Help Desk is notified and routes the CAR to technical support for their necessary assistance. We have an established service level agreement which depends on the nature and urgency of the call. This is tracked. The information which is tracked on the CAR allows us to stay on top of the support requests and to prepare virtually any management report we need. These reports can range from number of calls, the number of times a court called, when they called, the functional areas in question, the identity of the servicing accountant or systems technician, turnaround time, details of the problem and the solution, etc. Since our Help Desk operation would initially be a manual system, we had to minimize the paperwork. This has been done by having a series of numbers for the login assigned to each desk in the telephone call-forward rotation. The login results in the assignment of a case and a pending CAR which is retained for tracking until the original CAR is returned to the Help Desk Control Box, indicating completion. The end result--one nice piece of paper, the CAR, for each request for accounting

assistance!

Oftentimes managers have to resolve time conflicts and prioritize activities and assignments which are in competition with each other. Our situation is made easier as a result of the flexibility which the Help Desk operation gives us. As managers, we can now rotate our assignment of the accountants who are on call for court support. Previously, accountants were assigned full time to specific courts. The Help Desk concept now offers the accountants the opportunity for a greater variety of assignments. We can also draw on extra accountants as the situation demands. The underlying theme that makes all of this happen is the second part of our success--a common agreed upon mission. If there are conflicts, customer service, i.e., court support, takes precedence. Customer service is performed by people for people. Our Customer Service Staff itself is a small, but tightly knit group of professional individuals who are flexible and dedicated as are the additional accountants and technicians who support them. This then is the basis for our success: a well thought out plan, with a comprehensive CAR, procedures that cover a variety of contingencies, a routine quality of service survey with our customers, and top managers and staff who support a common mission--customer service!

Mr. Clark has 23 years of professional accounting experience and is the Acting Chief of the U.S. Courts Customer Services Staff. He is a member of the Washington Chapter, AGA, and currently serves on the Professional Services Committee.

The DOD IG has multiple openings for GS 13, GS 14, and GS 15 audit positions that will remain open through February, 1995. These positions may entail extensive per diem travel (as much as 50 per cent). For information on these openings, please call (703) 695-5508.

MEMBERSHIP

By Evelyn A. Brown, Director

We have achieved excellent results in our efforts to acquire and retain members during the current year. Although the Chapter experienced a number of member suspensions, transfers out, and member resignations, the organization rallied and maintained a strong membership base. The latest Membership Growth, Acquisition, and Retention Report summarized the year's activity as 99 new members, 10 transfers in, 51 reinstatements, 17 deceased or resigned, 175 suspensions, and 8 transfers out, bringing the March 31, 1994 membership to 1,040.

MEMBERSHIP (Continued from Page 5)

We would like to extend a warm and heartfelt welcome to our new members, including those whose membership has been transferred in to our Chapter, listed below:

<u>Name/Agency</u>	<u>Sponsor</u>
Joseph S. Banks, Library of Congress	Sue Wilkes
Mildred S. Daniels, Fed, Hous. Fin. Bd.	John Webster
Bernard Bethke, Price Waterhouse	
Diane M. Eggert, USDA	Jeff Williams
Sharon Fratis, Defense Bus. Mgmt. Univ.	
Joan B. Freedman, DOD	Richard Willett
Joan E. Garner, Dept. of Transportation	Thuy Lynch
Dwayne Grismore, USDA	
Linda L. Hooegeveen, OMB	Richard Willett
Ella Hughes-Bailey, USDA	
Naina C. Leo, Price Waterhouse	Laura Dolphin
R. Schuyler Leshner, Jr., OMB	
Janice L. Mabey	
Deborah A. Sweet, Farm Credit Admin.	Pat Wensel
Mihir Trivepi, Price Waterhouse	Sue Wilkes
Glenn G. Valentine, Jr., Dept. of Labor	
Anthony A. Williams, USDA	Larry Wilson

We would like to extend a special welcome to Anthony A. Williams, Chief Financial Officer at the U.S. Department of Agriculture. He was our guest speaker at one of our monthly luncheon meetings this year. This is our second opportunity this membership year to welcome an agency CFO to our rolls.

If you need membership information or would like application forms, please contact me at (202) 366-0269 or Judith Parsons at (202) 874-4781.

NEWS FROM THE CENTER FOR APPLIED FINANCIAL MANAGEMENT

The Center announces its Fourth Annual Government Financial Management Conference, May 17-19. It will be held at the Sheraton National Hotel in Arlington, Virginia. The Conference is an annual event that showcases the latest trends in Government Financial Management. This year's conference includes strategies to implement recommendations from Vice President Gore's National Performance Review, as well as topics on accounting standards and initiatives, and technological advances.

The Conference theme is "Measuring Up." Listed below are four tracks, with a sampling of the topics included. The final program will offer more topics, including general sessions by a White House speaker.

Conference Tracks and Topics

- Performance Measures: The Government Performance and Results Act
 - ABC for developing performance measures
 - Performance Measurement Improvement Methodology (PIMM)
 - Performance Measures at HHS: A Case Study
 - Performance Management: Yesterday & Today
- Innovative Examples of Pioneering Efforts in Government
 - Information Engineering Governmental Financial Systems: A Case Study
 - Departmental Automated Audits Management System (DAAMS): An Overview
- Quality Efforts in Financial Management
 - Quality Practices at Work: A Report on Successful Quality Initiatives
- New Directions: The National Performance Review
 - NPR: Financial Management Recommendations and Related Impacts
 - Reinventing Financial Management
 - Computer Matches: Balancing Cost & Benefits

The Government Financial Management Conference offers participants a chance to catch up on technology and policy issues, and to exchange information with other Federal financial managers. The registration fee is \$325.

The Center also debuts two new courses in May:

Understanding and Using the Standard General Ledger uses the GAO Accounting Guide to teach students about budgetary and proprietary accounting for reimbursable work and for basic operating appropriations. Students are introduced to the SGL chart of accounts and learn about system requirements, among other accounting topics. Cost for the 3-day course is \$365. Class will be held on May 24-26, June 29-July 1, and August 15-17.

Implications of Federal Appropriations Law is a 2-day introductory course. Students use Principals of Federal Appropriations Law to learn about obligations and debobligations; lump sum appropriations; accountable officer liability; time, purpose, and amount; and the Economy Act. Cost for the 2-day course is \$305. Class will be held on May 5-6 and August 4-5.

To register for the Conference or classes please call (202) 874-9560 or FAX (202) 874-9629. For further information please call Lorraine Rooks Cary on (202) 874-9547.

THE 1994 PDC WELLNESS AWARENESS COMMITTEE

invites you to join us and enjoy the following programs during the PDC :

Walk-about-Washington DC

This event is designed to get people out and see what the Capital City has to offer. While out walking and enjoying the sights, each participant will also be looking for clues to answer specific questions about landmarks and sights to score points. Prizes will be handed out at the luncheon on Wednesday. US Lan Systems Corporation, a national provider of client/server fund accounting systems, has agreed to sponsor this event and match your "walk" with contributions to charity designated by AGA.

The Challenge

This event is for any individuals or group of people to challenge others to walk, jog, run, relay, swim, dance, etc for charity fundraising purpose. Challenges should be issued in writing and National should be sent a copy. All challenges will be published in the AGA newsletter. A wager can be placed by AGA members on who they think will win. Those who refused the challenged will be "encouraged" to make an appropriate donation to charity. Anyone want to challenge Larry Wilson to reinvent himself?

Health Fair

The Kaiser Permanente Health Care Program and the George Washington University Health Plan have agreed to provide free health screening services (blood pressure, diabetes, cholesterol, and vision screening) at the Hotel to all PDC participants and their families.

Information about other events, such as stress reduction sessions, tai-chi and aerobic classes will be provided during PDC registration.

For further information, call/fax

Samuel T Mok 202-662-8882 (T) 202-662-8880 (F) ; Linda Snider 202-254-5704 (T) 202-208-2425 (F) ; Brian Lee 202-622-0808 (T) 202-622-2318 (F) ; Maureen McCue 202-467-3189 (T) 202-833-8929 (F) ; Sheila Brooks 202-208-1614 (T)

**AGA WASHINGTON CHAPTER
CHAPTER EXECUTIVE COUNCIL
FOR 1993/1994**

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Marcus Page

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