

Wyoming Annual Report
FY 2020

General Information

Kristi J. Racines, State Auditor

Agency Contact

Eydie Trautwein, J.D.
Deputy State Auditor
(307) 777-7831
soadmin@wyo.gov

Wyoming State Auditor's Office
State Capitol Building
Cheyenne, WY 82002

Physical Address

Wyoming State Auditor's Office, Herschler East
122 W. 25th Street, Suite E400
Cheyenne, WY 82002

Websites

sao.wyo.gov

wyopen.gov

Statutory References

- W.S. 9-1-402 – W.S. 9-1-408 - state auditor, general duties.
- W.S. 9-1-415 – Collection of debts due the state; discharge of uncollectible debts.
- W.S. 9-1-417 – Interfund loans; repayment; maximum amount.
- W.S. 9-2-1005 – Payment of warrants; budget powers of governor; agency budgets; federal funds; new employees.
- W.S. 9-2-1008 – Unexpended, unobligated funds to lapse or be carried over; duty of auditor; reporting.
- W.S. 9-2-1009 – Non-appropriated revenues to be transferred by auditor upon lapse, conversion or otherwise becoming state property.
- W.S. 9-4-103 – Account of expenditures; public inspection; vouchers for allowances.
- W.S. 9-4-105 – Cancellation of unpaid state warrants.
- W.S. 9-4-107 – Balancing of accounts.
- W.S. 9-4-204 – Funds established; use thereof.
- W.S. 9-4-207 – Disposition of unexpended appropriations.
- W.S. 9-4-214 – Control and budgetary accounts; uniform accounting systems.
- W.S. 9-4-216 – Financial advisory council.
- W.S. 9-4-217 – Uniform state accounting system.

Contribution to Wyoming Quality of Life

The State Auditor (Auditor) is an elected official and is Wyoming's comptroller, chief accountant, official custodian of accounting records and accounts, chief fiscal control officer, and state payroll officer. W.S. 9-

1-402. Design and maintenance of the state's uniform electronic accounting system (electronic accounting system), which tracks the state's revenue, budget, and expenditure transactions, is the Auditor's responsibility. W.S. 9-4-217. Additionally, the State Auditor's Office (SAO) prepares Wyoming's annual financial report known as the comprehensive annual financial report (CAFR). W.S. 9-1-403(a)(v).

The SAO contributes to Wyoming's quality of life by accounting for and tracking state monies, ensuring the state's financial obligations are paid, and preparing the state's financial records. The Auditor is statutorily required to implement internal controls necessary to assure assets are properly safeguarded, accounting entries are accurate and reliable, and assets and resources are being utilized consistent with the requirements of law. W.S. 9-4-217. The SAO helps ensure Wyoming state government is a responsible steward of state assets and that the government effectively responds to the needs of residents and guests.

Basic Information

The SAO has 24 authorized full-time positions (26 during fiscal year 2020).

Clients Served

The SAO serves Wyoming residents, vendors doing business with the state, State of Wyoming employees, and approximately 90 state agencies.

Budget Information

The final budget for the 2019-2020 biennium budget was \$16,764,136, 100% general fund. The Governor's recommended 10% cuts will reduce the SAO's 2021-2022 biennium budget to \$15,244,322.

Primary Responsibilities

The SAO's primary responsibilities include (1) accounting for and tracking state monies, (2) ensuring the state's financial obligations are paid, and (3) preparing the state's financial records.

Five divisions support the SAO: (1) Administration, (2) Fiscal, (3) Payroll, (4) CAFR and (5) Technology.

Administration: The administration division is responsible for monitoring contracts that support the state's electronic accounting system, coordinating training for state agencies, responding to public records requests, and supporting the state auditor in her statutorily required duties (e.g. participation on the State Loan and Investment Board).

Fiscal: The fiscal division is responsible for vendor management and supporting major components of the state's electronic accounting system, specifically the Wyoming Online Financial System (WOLFS). This division enrolls and maintains vendors in the electronic accounting system (so vendors can receive payment through WOLFS for goods and services provided to the state) and reconciles all warrants and electronic funds transfer (EFT) transactions made to vendors. Additionally, this division maintains and supports the development of reports within the system. The reporting component of the system is called infoAdvantage®. Reports generated in infoAdvantage® are used by state agencies to review and analyze financial data. The fiscal division is responsible for supporting the state's purchasing card (P-Card) program, delivering fiscal training, performing federal tax reporting functions (e.g. issuing 1099s to vendors) and operating a helpdesk.

Payroll: The payroll division is responsible for supporting major components of the state's electronic accounting system, specifically Human Resource Management (HRM). HRM supports and processes the

state's payroll, tracks employee time and attendance and provides state employees access to self-service resources. Additionally, the payroll division completes payroll reporting, provides payroll support to state agencies, reports and deposits federal taxes (941s and 945s), issues federal tax reports (W-2s and 1095s) and processes child support, garnishments and employee benefit provider payments. This division also supports payroll reporting in infoAdvantage®, develops and delivers payroll training and operates a helpdesk.

Technology: The technology division (or technical division) is responsible for the technical support of the state's electronic accounting system. This division creates and maintains custom code for specific jobs and procedures, monitors batch processing, prints paper warrants, generates electronic payments and tax reporting, monitors system operations, tests and certifies interfaces and loads payment request files and time card files. Additionally, this division is responsible for the development and maintenance of websites and support of the transparency platform, WyOpen.

CAFR: The comprehensive annual financial report (CAFR) division is responsible for preparation, compilation and publication of the CAFR and serves as the main contact for the annual external state audit. This division maintains the state's fiscal accounts along with the legal appropriation budget (authority to spend) within the state's electronic accounting system. Additionally, the CAFR division tracks all non-obligated general fund reversions, maintains fixed asset reporting and monitors state agency internal controls through the administration of a pre-audit process. The CAFR division also provides fiscal and budget training to state agency staff.

Electronic Accounting System: In order to account for and track state monies the SAO must maintain an electronic accounting system, ensure state agency users know how to use the system and provide public access to non-confidential transactions made in the electronic accounting system. The SAO contracts with CGI Technologies for use of their Solutions' Advantage ERP® software to operate and host the electronic accounting system. All branches of government and state agencies use the system either through direct entry or through system interfaces.

As mentioned above, the electronic accounting system consists of three major components: WOLFS, HRM, and infoAdvantage®. There are approximately 800 WOLFS users, 250 HRM users and 1,000 infoAdvantage® users. The SAO maintains the security and workflow for user access into the secure system. The SAO tracks fund balances and cash balances and reconciles to the State Treasurer's account balances.

Performance Highlights and Accomplishments

The information listed below summarizes results and outcomes achieved by the SAO between July 1, 2019 and June 30, 2020. The summarization lists SAO performance measures, highlighting accomplishments achieved under each measure.

1. **Availability and reliability of the electronic accounting system (Performance Measure #1)**
 - a. **Sub-measure: Percentage of time the electronic accounting system applications (WOLFS, HRM and infoAdvantage®) are available to users.** The WOLFS system was available to users from 6:30 a.m. to 6:30 p.m. Monday through Friday and on weekends from 6:30 a.m. to 10:00 p.m., except for monthly cycle work and system maintenance. The system was down three days during July 2019 for routine annual fiscal year end close processing. Accessibility to WOLFS was available to users 99.5% of the planned schedule during FY2020. The HRM system was available from 6:30 a.m. to 8:00 p.m. Monday through Friday and on weekends for the same time. When the monthly HRM pay cycle is processing, the system is unavailable to users for three working days each month. The

HRM system was available 99.3% of the planned schedule during the FY2020. The **infoAdvantage®** system was available twenty-four hours, seven days a week except for database refreshment cycles, during system maintenance weekends and for each monthly HRM pay cycle. The **infoAdvantage®** system was available 98.7% of the planned schedule during the FY2020.

- b. **Sub-measure: The number and dollar amount of vendor payments processed annually.** Between July 2019 and June 2020, the State Auditor's Office processed \$6.2 billion in payments on behalf of the State of Wyoming. This consisted of 244,985 electronic payments totaling \$5,021,190,083 and 197,870 warrants (paper checks) totaling \$1,211,134,338.
- c. **Sub-measure: The number and dollar amount of payroll records processed annually.** Between July 2019 and June 2020, the State Auditor's Office processed payroll payments to about 9,350 employees for total of \$380 million; 98% by electronic payment and 2% by warrant.
- d. **Sub-measure: The number of electronic accounting system and other technology enhancements deployed to improve system functionality, user experience, and transparency.**
 - i. The State Auditor's Office implemented tax reporting enhancements (2019 Advantage Tax Solution). While external customers did not notice a difference, this enhancement streamlined and improved required tax reporting processes conducted by SAO staff.
 - ii. In July 2019, the technical division launched the transparency platform, WyOpen. The goal of the site is to post non-confidential payments online, i.e. the "checkbook". This site received over 5,500 visits in the first month and 40,000 hits since inception. The SAO continues to improve upon the site and frequently receives positive feedback. Expenditures were initially posted monthly, but are now uploaded on a daily basis. In June 2020, the SAO partnered with the Wyoming Business Council to administer the legislature's covid-related business relief program. SAO technology staff created a special report on WyOpen to display these payments to ensure clarity and transparency of CARES Act expenditures by the State. After posting of this report, WyOpen experienced an increase in site traffic of 1900% over the prior month's visits.
 - iii. The State Auditor's Office deployed **infoAdvantage®** Intelligent Query in October 2019. This allowed substantially enhanced and customizable financial reporting capability for SAO staff, which is in turn used by agencies and decision makers.
 - iv. In March 2020, the SAO released an improved website found at sao.wyo.gov. The format and content is focused on user experience and functionality. The SAO has received wonderful feedback on the fresh design, readability, and most importantly, ease of use. Citizens can easily locate publications such as the CAFR and the Statewide Single Audit, along with the SAO's to WyOpen and other state fiscal websites. Agency fiscal and payroll staff, state employees, and vendors use the website frequently to access forms, training, and employee self-service.
 - v. The SAO receives approximately 10,000 messages annually through its payroll and fiscal helpdesks. This workload had previously been managed with email tracking only. In May, 2020, the SAO piloted and then implemented a low-cost ticketing system to track helpdesk tickets. A ticketing system will ensure timely and accurate responses to agencies and system users, and make sure important requests do not fall through the cracks.

- vi. In March 2020, the SAO introduced “pay dailies,” an enhancement that allows the SAO to run a small nightly payroll batch for payroll payments not included during the normal payroll cycle (most typically corrections). This eliminated the need to issue a time-intensive and inconvenient paper check.
 - vii. In May 2020, the payroll division created a new, more user-friendly payroll manual for agency users. A one-stop-shop payroll manual has been a frequent request of users for years. The new manual reduced redundancies, is easy to use, and is receiving great feedback from users.
 - viii. The payroll division implemented a system modification to summarize payroll expenditures by BFY (meaning budget fiscal year – essentially the biennial budget). Previously, an immense amount of work and manual intervention was required to accommodate the state’s biennial (as opposed to annual) structure. This allows the system to report payroll expenses at biennial level without losing the integrity of the budget.
 - ix. The SAO has worked hard to clean up and modernize expenditure coding within the chart of accounts. In the fall of 2019, the SAO published a new listing of these codes. Hundreds of unused and irrelevant codes were eliminated. The new version is easier to read and understand, and was reduced in size from 96 pages to 50 pages. The listing now includes a user-friendly preface with examples on tax indications, fixed asset codes and additional codes related to the CARES Act.
 - x. The process for adding a new vendor in the electronic accounting system can be cumbersome and time-consuming, but is critical to ensure that the state only makes payments to legitimate vendors and that tax reporting to those vendors is accurate. In order to improve efficiency, the SAO has implemented “miscellaneous vendor” payments for certain limited classes of expenditures. This option saves significant manpower at both the SAO and agency level for non-taxable, small, one-time payments.
 - xi. In January 2020, the SAO completed a W-4 update within the electronic accounting system. This was necessary after the IRS issued a new, substantially different W-4. SAO staff proactively worked to make this transition seamless to users and employees.
 - xii. In May 2020, the CAFR division began working with the Budget Department to load the 2020-2021 budget, alleviating the need for agencies to manually load their budgets into WOLFS making the budget load process significantly more efficient.
- e. **Sub-measure: The number of interfaces developed and successfully operating to automatically process payment documents received from agencies.** Between July 2019 and June 2020, the technical division completed 12 payroll interfaces and 80 WOLFS interfaces. As a result of the Wyoming Legislature crafting three grant programs to distribute \$325 million in federal CARES Act funding for COVID-19-related business relief, the SAO worked closely with the Wyoming Business Council (WBC) to help develop a secure application process and an interface to insure small business owners who applied for the COVID-19 payments would receive the money swiftly, accurately and safely. As a result, the SAO was able to safely add and make payments to thousands of vendors over the course of several weeks.
2. **A well-informed, trained, and supported user base of the electronic accounting system (Performance Measure #2)**

In August 2019, the SAO launched a new comprehensive training suite based on user feedback. Anywhere between eight and sixteen classes are offered each month in the new classroom located on the fourth floor of Herschler East. The current training schedule offers a wide variety of classes

and forums (live lecture, web-based, videos and one-on-one). The classes have been aligned to agency size, user experience (beginner vs. refresher courses), and timelines associated with state budgeting and fiscal processes. The SAO is also collaborating during these trainings with the Human Resources Division (HRD), Administration and Information (A&I) Procurement, and ETS where appropriate. The response to the new training plan has been overwhelmingly positive, with a high number of registrations and positive survey responses from attendees. The SAO added additional classes to accommodate the large volume of attendees.

The SAO found it necessary to cancel trainings in March and April due to the COVID-19 pandemic. During this time, it quickly became clear that trainings were still necessary and very much in demand by agency users. In May, the SAO began offering classes remotely. The transition to remote training was not without challenges, but has been largely successful. As of July 2020, the SAO is beginning to offer extremely limited in-person training.

- a. **Sub-measure: The average number of attendees at each training.**
 - i. The average number of registered attendees per training is 8.
 - b. **Sub-measure: The number and variety of trainings developed and delivered to users.**
 - i. The State Auditor's Office staff conducted a total of 118 training classes to over 40 agencies and 180 unique individuals.
 - ii. The fiscal division conducted a total of 41 classes that included WOLFS Navigation, General Expenditures, Vendor Management, Introduction, and WOLFS infoAdvantage® Navigation. The Auditor's Office, in conjunction with A&I's Procurement and the ETS division, conducted four Procurement Document Process classes.
 - iii. The CAFR division conducted 37 classes on Budget, three levels of Cost Accounting, Fixed Assets, SEFA, Write-Offs, Object Sub/Object Training and Internal Exchange Transactions. The CAFR division held eight Agency Year End Reporting classes to help prepare agencies for what will be reported for the CAFR.
 - iv. The payroll division conducted 40 varying classes from Payroll Navigation, five levels of training from Introduction to Advanced Payroll, infoAdvantage® for Payroll, and ESS/MSS Training.
 - c. **Sub-measure: The number of superior ratings on training surveys completed by training attendees.** Satisfaction surveys are distributed at the end of every class. While completion is not required, the SAO receives great feedback, including 522 superior ratings over the course of the year. Feedback is utilized to evaluate and alter class structure and content, as well as employee development.
3. **Timely and accurate vendor and payroll payments (Performance Measure #3)**
- a. **Sub-measure: The number of days between the time when an agency requests a new vendor be added and becomes eligible to receive a payment in the WOLFS system.** The fiscal division averages 0.95 days between the time a vendor document is submitted by the user in WOLFS (vendor requested) and the vendor is ready to be used by an agency (vendor document is approved). The division processed an average of 1,532 vendor additions and changes per month. During March, April and May the SAO saw a reduced number of vendor documents processed due to the pandemic. The number increased drastically in June due to the Wyoming Business Council's initial relief program. There were over 4,000 new vendors associated with the first \$100 million of grants.
 - b. **Sub-measure: The number and dollar amount of vendor payments processed timely.** The SAO processed 442,855 vendor payments for the year. Approximately 55% were electronic payments and 45% were warrants (paper checks). The dollar total of these payments was \$6.2 billion.

- c. **Sub-measure: The number and dollar amount of payroll records processed timely.** The SAO made 134,829 payroll payments for the year, which is an average of 11,236 per month. Of those payments 98% were electronic and 2% were warrants (paper checks). The dollar total of these payments was \$380,023,232.
4. **Timely issuance of the CAFR with a clean audit opinion (Performance Measure #4)**
 - a. **Sub-measure: The submission of the CAFR by December 15th of each calendar year.** The preliminary CAFR was completed by December 15, 2019. The fiscal year 2019 CAFR was dated January 23, 2020 and released on January 30, 2020.
 - b. **Sub-measure: The attainment of a certificate of achievement from the Government Finance Officers Association.** The State Auditor's Office received their 23rd achievement award for excellence in financial reporting, which is given by the Government Finance Officers Association, for its June 30, 2018 CAFR. The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting and receipt of this award represents a significant accomplishment for the State of Wyoming. The State has submitted its June 30, 2019 CAFR for consideration as well.
5. **Issuance of, and adherence to, strong internal controls and policies in order to protect state assets and records (Performance Measure #5)**
 - a. **Sub-measure: The number and dollar amount of transactions reviewed as part of the pre-audit process.** The CAFR division requested and reviewed 7,400 individual transactions from 68 unique agencies, totaling \$52,624,271. In March 2020, the Governor and Auditor issued a memo to all agencies requesting that they "flag" all COVID-19 related expenditures using a newly established reporting code, "COVID". In an attempt to ensure the state will receive maximum COVID-19 related federal funding, the CAFR division added COVID related expenses to their pre-audit process verifying the expenses are accurately reported.
 - b. **Sub-measure: The number of agencies using cost accounting to monitor and leverage the expenditure of federal funds.** There are 32 potential agencies that file SEFA reports (meaning they receive federal funding). Of those 32 agencies, 17, or 53%, are using cost accounting to track federal funds. An additional five agencies are using cost accounting to track various funding specific to their agency needs.

Conclusion

The State Auditor's Office has made significant achievements since July 1, 2019. COVID-19 added many challenges to the agency, but staff responded in kind. Time and again, they have proven to be flexible, helpful, and always willing to go out of their way to serve state agencies and Wyoming citizens.