



Crowe public sector client accomplishments

Serving communities.
Improving lives.

Welcome from Lisa Voeller

Crowe | Principal, Public Sector Consulting Leader

The Crowe public sector consulting team's mission is to serve the communities in which we work and live. We know that's your mission, too.

Together, we've accomplished so much with practical, real-world solutions that help create a sustainable, secure, and safe future for constituents. In this publication, you'll see four examples of the amazing work being done by public sector entities – work that serves communities and improves lives.

Guided by the Crowe values of care, trust, courage, and stewardship, our team will continue to support the public sector today and into the future, regardless of whatever comes next. We're honored to be on this journey with you. Thanks for letting us be a part of it.

Sincerely,

Lisa Voeller

Lisa Voeller

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Help today and with whatever comes next.



CARE



TRUST



COURAGE



STEWARDSHIP



Learn more about
Crowe public sector



Chicago Public Schools

Accomplishments

- Developed a workflow for year-end closing procedures
- Significantly decreased audit findings
- Successfully implemented accounting standards
- Managed employee vacancies

Crowe services

- Accounting advisory
- Technology strategy

Impact

Being one of the largest school districts in the U.S. is a matter of pride for Chicago Public Schools (CPS). Yet, the size of the district exacerbates common public education challenges: technology talent shortages, changing accounting standards, and employee turnover.

In 2016, the finance department needed help with adhering to new accounting standards and filling staff turnover gaps. As our public sector consultants already had a working relationship with the district, the department looked to Crowe. We have been a trusted extension of its team ever since.

CPS and Crowe developed a workflow for year-end close procedures, worked to improve processes leading to significantly decreased audit findings, collaborated to help implement accounting standards, and managed finance employee vacancies covering a diverse range of roles and responsibilities.

CPS is a beacon of what is achievable for large urban school districts. We know it will continue to serve its community well and are grateful to be a part of its efforts.

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Working with Crowe has been a game-changer. Crowe specialists fill a diverse range of roles on our team, as needed, and regularly provide accounting advisory services plus technical support. Not to mention, they add a depth of industry knowledge to our team we'd otherwise be missing. We greatly appreciate their expertise for document review, staff training, and more.

Dongmei Li
Deputy Controller
Chicago Public Schools



Clark Public Utilities

Accomplishments

- Upgraded to a modern financial system
- Configured and tailored the new software to meet their unique needs
- Created a data warehouse and enhanced reporting

Crowe services

- Enterprise resource planning (ERP) software implementation
- Organizational operations

Impact

Clark Public Utilities is a customer-owned electric and water utility serving the residents of Clark County, Washington, since 1938. With the same accounting system in place for more than 30 years, the utility needed to replace its current technology with a more modern financial system. They began working with Crowe to implement a cloud-based ERP system built for the public sector – Microsoft Dynamics 365™.

The utility wanted a modern and flexible solution it could tailor but easily maintain. Working with Crowe, the utility implemented a solution that was customized to support key financial, purchasing, inventory, and job costing processes across the enterprise and integrate with other critical systems. Together, Clark Public Utilities and Crowe successfully launched the new ERP system including the data warehouse and enhanced reporting in 2023.

Crowe continues to work with Clark Public Utilities, assisting with optimization and operational support. The utility works daily to make its community a great place to live with the most reliable, affordable utility service possible. It's a privilege to assist Clark Public Utilities in achieving its mission.





The performance of the Crowe team exceeded our expectations throughout this project. With the team's detailed planning and listening at every step, the project was completed on time and running on day one of production.

Melissa Ankeny
Director of Finance, Treasurer
Clark Public Utilities



Indiana Department of Workforce Development



Accomplishments

- Identified areas of improvement across 10 software systems
- Developed a technology road map
- Compiled a procurement package for a new case management system
- Selected a vendor for new Case Management Labor Exchange System



Crowe services

- Current state and future state analysis
- Technology strategy
- Procurement support



Impact

The Indiana Department of Workforce Development (DWD)'s mission is to strengthen Indiana by understanding workforce needs, aligning resources, and providing access to services that empower Hoosiers to thrive in a changing economy.

With help from Crowe, DWD determined the need for a modern case management system that could facilitate greater access to information, resources, and services for job seekers, employers, case managers, leadership, decision-makers, and other workforce stakeholder groups across its 19 workforce zones in the state of Indiana.

Crowe specialists formed the project management team responsible for the Case Management Labor Exchange System procurement initiative from its start in 2022 to its finish in 2023. From conducting a large requirements gathering to facilitating the scoring team review process, the Crowe team worked closely with DWD.

While the procurement project management project is complete, Crowe continues to work with DWD, providing ongoing support and assisting in various other projects. We know lives are improved by economic security and better employment outcomes. We're proud to work with DWD to best achieve these goals.



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The need for an experienced project management team for a procurement initiative of this size can't be overstated. Crowe specialists met our expectations and beyond – so much so that we're continuing to work with them. That's the highest praise you can give.

Chad Carter
Director of Workforce
Programs and Systems
**Indiana Department of
Workforce Development**



Lake County Sheriff's Office

Accomplishments

- Procured new software to update legacy systems
- Began the implementation of six new integrated software solutions
- Modernized operations to better keep their communities and emergency responders safe

Crowe services

- Procurement project management
- Software implementation project management

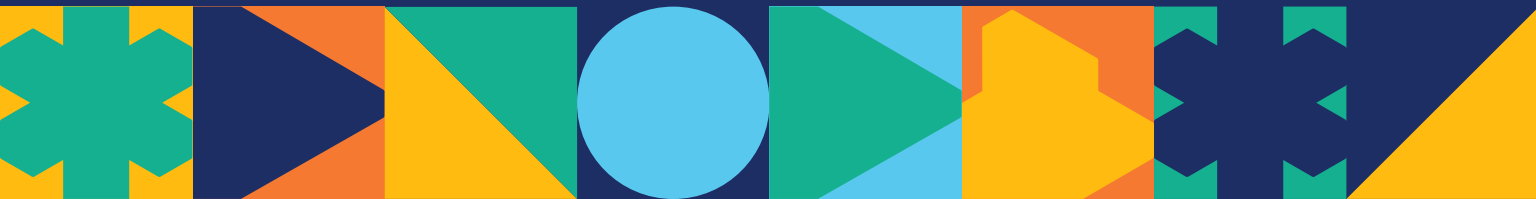
Impact

Lake County, Illinois, engaged Crowe specialists to help procure new software to modernize governmental operations and digitally integrate more than 50 public sector agencies. After a total of six software solutions were selected, Lake County hired Crowe again as the software implementation project management team.

The Lake County Sheriff's Office touches all six components of the software and, like other Lake County agencies, didn't have the in-house capacity or experience to take on the project management of such a large implementation. Crowe specialists helped the sheriff's office manage the vendor and implement, troubleshoot, and be the first to push one of the new softwares live in 2023.

Moving from separate legacy systems to an integrated system allows public sector agencies to meet the demands of today without taking on unnecessary risk. With the help of Crowe, Lake County agencies can more seamlessly communicate with one another and the sheriff's office can keep its focus on critical daily work.

The Lake County Sheriff's Office is committed to serving and protecting all of Lake County. Crowe is honored to be a part of improving the lives and safety of those who live and work in that community.



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I'm beyond excited by our software modernization efforts. We couldn't have done it without our Crowe project management team. We built a relationship of trust with the Crowe team and will continue to work together.

Bernard Malkov
IT Operations Manager
Lake County Sheriff's Office



Special thanks to all our clients, including those in this review and many others. You all make a difference in the communities you serve, and Crowe appreciates your efforts.

The Crowe public sector consulting team supports governmental, not-for-profit, and higher education entities as they work to provide sustainable, secure, and safe futures for their constituents and stakeholders. Our experienced consultants bring passion and a stewardship mindset as we strive to provide solutions for long-term improvements.

With more than 50 years of public sector experience, connections, and insights, we can help guide your stakeholder teams by listening, collaborating, and tailoring cost-effective solutions.

Together, we can serve communities and improve lives.



[Learn more about Crowe public sector](#)



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