



# 2021 was a year for the books.

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One of the most challenging years also provided us with one of the best opportunities to better serve our communities.



# Welcome from Lisa Voeller

Public Sector Consulting Leader

Wow, what a whirlwind these past few years have been! COVID-19 created tremendous challenges for the public sector – from adapting to remote work, to navigating mass vaccine distribution and federal funding, to hiring and retaining employees. But in the face of adversity, you, our Crowe public sector clients, rose to the occasion in their communities, inspiring innovation.

Now that we're well into 2022, let's not forget the amazing feats you were able to accomplish in 2021. You distributed millions of dollars in COVID-19 relief funds, supported health services, shifted on-site operations to entirely remote environments, and modernized outdated systems to accurately track and report federal funds – all while confidently serving your many constituents.

It has been our honor to watch you succeed during these challenging times. As you read about the obstacles faced by a wide range of entities in varying geographies, we hope that you notice a common theme: the positive results you delivered to your communities.

Thank you for allowing Crowe to be a part of your 2021 story. **If you would like to connect with a specialist about an offering that would benefit your community, click on the icon for each of the offerings highlighted to learn more.** We can't wait to see what you achieve this year.

Sincerely,

*Lisa Voeller*

Lisa Voeller  
[lisa.voeller@crowe.com](mailto:lisa.voeller@crowe.com)



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and compliance  
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Recipient Tracker**

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Audit, grant management, and compliance consulting services

# Illinois Department of Commerce and Economic Opportunity (DCEO)

## The problem

The COVID-19 pandemic affected communities across Illinois in different ways. A one-size-fits-all approach to developing and implementing a program to distribute *Coronavirus Aid, Relief, and Economic Security Act (CARES Act)* funding across 2,000 units of local government was not feasible.

With their combined grants management, compliance, and project management expertise, Crowe specialists worked alongside DCEO to tailor a workable approach in real time. Additionally, they made sure that communities understood the requirements for the use of funds and were able to navigate the process and receive funds in a timely manner.



Click here to learn more about our public sector consulting services



With the Crowe support team handling compliance review prior to DCEO disbursing any funds, the program has become a model to follow. We have been able to release millions of dollars while meeting the utmost compliance standards.

Phil Keshen, CFO, Illinois DCEO

## The solution

During a time in which thousands of communities across Illinois were suffering from the effects of the pandemic, Crowe worked hand in hand with DCEO to develop an effective approach to responsibly release CARES Act funds. Crowe quickly established a portal where local governmental units could provide backup documentation for COVID-19-related costs and then seek reimbursement from the state of Illinois.

The funding itself has had a direct, positive impact on individuals and communities. These funds make a huge difference, and that has been a focus all along in the urgency, accuracy, and dedication of the Crowe team.



Bert Nuehring  
[bert.nuehring@crowe.com](mailto:bert.nuehring@crowe.com)



Susannah Heitger  
[susannah.heitger@crowe.com](mailto:susannah.heitger@crowe.com)

## Bert Nuehring, Partner, Consulting Susannah Heitger, Principal, Consulting

### Why are you passionate about this work?

**Bert:** The past two years have been difficult for everyone, and we were fortunate to be able to provide direct support to communities across the state. We take pride in knowing that we might have made the pandemic just a little bit easier for someone through our efforts.

**Susannah:** Under mounting demands and operational hurdles, DCEO demonstrated tenacity, creativity, and an unwavering commitment to modernize its service delivery. Our team was proud to walk alongside DCEO as it urgently distributed stimulus funding to the communities it serves.

### Where can we find you on a Saturday afternoon?

**Susannah:** I live in the northwest Chicago suburb of Mount Prospect. On Saturdays, I am usually at the dance studio where my eight-year-old daughter takes ballet lessons – or I’m waiting in the car sipping a coffee!

**Bert:** I enjoy getting outdoors to go on a walk or hike with my family on Saturday afternoons.




Microsoft  
Power Platform

# State and local departments of public health

## The problem

When COVID-19 stopped the world in its tracks, one of our public health clients – a health department – was suddenly faced with coordinating the recruitment and assignment of more than 4,000 employees for its contact tracing program. Creating a platform to manage information – including communications, human resources, timesheet management, contact tracing, and so much more – was critical for success.

 [Click here to learn more about the Microsoft Power Platform](#)



**Esteban Salinas**  
[esteban.salinas@crowe.com](mailto:esteban.salinas@crowe.com)

## The solution

The Microsoft Power Platform allowed the health department to quickly redirect its employees to become contact tracers in the fight against COVID-19 while enabling end-to-end coordination of resource deployments to different health departments, which helped communities better prevent the spread of COVID-19.

**Esteban Salinas,  
Principal, Consulting**

**Why are you passionate about this work?**

Many of the clients I serve have a direct impact on my own family and neighbors. I am proud that our efforts have helped to protect the lives of those affected by COVID-19.

**Where can we find you on a Saturday afternoon?**

I am a lifelong Californian and have spent the last 22 years living in Sacramento. On any given Saturday, I'm usually playing with my kids at the local park.



Microsoft  
Dynamics 365


# Montgomery County, Ohio

## The problem

Just as Montgomery County, Ohio, home to Dayton, was planning to go live with Microsoft Dynamics 365, the pandemic hit, disrupting the day-to-day operations of businesses everywhere. Major milestones that historically took place on-site and in-person now had to be completed entirely remotely – including virtual system validation and end-user training.

Crowe helped Montgomery County quickly shift gears. Crowe specialists reorganized the remaining work and helped the county shift to a new way of working, not to mention remotely deploying a new ERP system for 500+ users.

With Crowe support, the county successfully went live on time. The team learned that when a strong partnership exists, it can accomplish great things, and what was once thought impossible, is possible.

 [Click here to learn more about our Microsoft Dynamics 365 solution](#)



Crowe has proven that it is dedicated to a long-term business relationship. Crowe supports us with experienced consultants who help us find the best way to use the Microsoft Dynamics 365 software.

—  
Katie Joseph,  
Financial System Project Manager  
**Montgomery County, Ohio**

## The solution

Having to complete an entire implementation remotely during the pandemic was daunting. The Microsoft Dynamics 365 solution helped the county shift gears, keep everything running smoothly, and focus on the community's needs.



**Tom Reznicek**  
[tom.reznicek@crowe.com](mailto:tom.reznicek@crowe.com)

## Tom Reznicek, Principal, Consulting

### Why are you passionate about this work?

Cloud accounting software transforms large organizations. We love helping people automate their processes and improve the way they work because improved operational efficiencies have a ripple effect across organizations.

### Where can we find you on a Saturday afternoon?

Most Saturdays, you'll find me in Naperville, Illinois, entertaining my one-and-a-half and four-year-old kids, usually with ice cream cones from our local ice cream store.




# Seminole County, Florida

## The problem

Without a formalized system in place, Seminole County, Florida, just outside of Orlando, was spending way too much time tracking its CARES Act funding, which slowed down the distribution and reporting of critical aid.

The cloud-based Crowe Grant Recipient Tracker allowed the county to effectively track all recipient and subrecipient funding. The tracker also assisted with mandatory reporting to verify that the county remained in full compliance with federal requirements. Based on its success with CARES Act funding, the county is now beginning to track *American Rescue Plan Act of 2021* (ARPA) funding with the Crowe Grant Recipient Tracker as well.

 [Click here to learn more about the Crowe Grant Recipient Tracker](#)



The Crowe Grant Recipient Tracker allowed us to effectively track and accurately report on all CARES Act and ARPA funding received.

George Woodring,  
Financial Grant Administrator  
**Seminole County, Florida**

## The solution

By using the Crowe Grant Recipient Tracker, the county was able to confidently maximize the allowable dollars made available from the CARES Act while remaining compliant. These funds were crucial in helping the county successfully respond to the pandemic and better care for members of the community.



**Bob Dobis**  
[bob.dobis@crowe.com](mailto:bob.dobis@crowe.com)

## Bob Dobis, Partner, Consulting

### Why are you passionate about this work?

I get to play a direct role in helping our clients get back their most valuable resource – time. That means they can focus more time on maximizing the impact of funds on their communities.

### Where can we find you on a Saturday afternoon?

I live in Chicago, but in the summer, I'm usually on the golf course. In the winter, I might be on the slopes when I'm lucky enough to travel to the mountains out west.

Special thanks to all of our clients, including those in this year-end review, along with many others. You all did important work in extraordinary times, 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 mature solutions for long-term improvements. With more than more than 50 years of public sector experience, connections, and insights, we can help guide your stakeholder teams by listening, collaborating, and tailoring realistic solutions.

**Together, we can make a lasting difference in your constituents' lives.**



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