

## OAA Communicator

Other Agency Accounts Unit (OAA) is the state's collection unit (ORS 293.250)

### Payment-In-Full Short Stories

OAA recently had several accounts, with large balances, paid in full. One debtor called to pay in full an account with a balance of \$16,418. Then there was an 18 year old, whose grandma called in and paid his \$5,992 liability in full. What a nice grandma! There was another debtor who came into one of our offices, and paid fourteen liabilities in full, with a check for \$5,243. Then there was another debtor who called and paid his account in full, when all collection attempts had been exhausted, and the debt was due to be returned to the assigning agency. We love these stories!

### Your Agency May Be Missing Out

Information about a debtor is vital to debt collection. The more data you give us, the probability of collection increases. Social security numbers (SSN) will yield amazing results, but not all agencies can give us this information. Liabilities submitted with a SSN must have received informed consent from the individual, when the SSN was obtained (learn more at <http://oregon.gov/DAS/SCD/SARS/policies/oam/35.40.30.PR.pdf>). Information you probably have that can help us match debtors to debt, is:

- Date of birth
- Driver's License number
- Cell phone numbers

If you have questions on how to include this information in your electronic files, or on the Collection Account Assignment form (150-602-022), please call 503-945-8771 or [e-mail us](mailto:).

### Joint and Several Liabilities

*Definition: A joint and several liability is apportionable either among two or more parties, or to only one or a few select members of the group, at the adversary's discretion; together and in separation. Thus, each liable party is individually responsible for the entire obligation, but a paying party may have a right of contribution and indemnity from nonpaying parties.*

DOR's system requires joint and several liabilities to be set up separately, in order to make each individual equally liable for the debt. The liability assignment should be submitted as follows:

#### Collection Account Assignment sheet:

- 1) Use a separate Collection Account Assignment sheet (form 150-602-022) for each debtor that owes the liability, with their unique SSN or BIN.
- 2) On line 12 include the following: joint and several, and the cross-referenced name and agency account number.

#### Electronic assignments:

- 1) Use a separate record for each debtor that owes the liability, with their unique SSN or BIN.
- 2) Include the following in the comment field: joint and several, and the cross-referenced name and agency account number.

If you have questions on assigning joint and several liabilities, please call this number: 503-945-8771

### Drum Roll Please...The Final Numbers Are In

Other Agency Accounts (OAA) has had another great biennium! OAA's collection goal for the 2007-2009 was \$84 million, and we surpassed this goal by millions with the grand total of \$89,324,423. This total comes from a combination of restricted liabilities (placed for offset only), and non-restricted liabilities (placed full collection), which includes calls for payment-in-full, payment plans, garnishments (as allowed), and offsets. These numbers mean success for you our client agencies, and the State of Oregon.

### OAA Call Statistics

During the 2<sup>nd</sup> quarter of this year, the OAA telephone lines were hot. We beat our previous record for total number of outgoing and incoming calls. Phone calls are a core component of our collection activity. More calls, outgoing or incoming, means more dollars collected.

2nd Quarter	2005	2006	2007	2008	2009
<b>Total Outgoing and Incoming Calls</b>	43,328	89,595	91,148	103,883	108,200

### Hey, Did You Know?

Send us your questions regarding OAA, and our collection activity, to the following email box: [oaacommunicator@state.or.us](mailto:oaacommunicator@state.or.us)  
Questions and answers will be shared in the next issue.

### Subscribe to the OAA Communicator

Please use the following link: <http://listsmart.osl.state.or.us/mailman/listinfo/oaacommunicator>

### Contributors

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**General Contact Information**

**Email:** [oa.help@state.or.us](mailto:oa.help@state.or.us)

**Phone:** 503-945-8199

**Toll Free:** 877-222-2346 (from an OR prefix)

**Fax:** 503-947-2050

**TTY:** 800-886-7204

**OAA Communicator**

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Question? [oa.communicator@state.or.us](mailto:oa.communicator@state.or.us)

**Account Assignments:** 503-945-8771

**Account Resolution:**

[oa.accounttech3@state.or.us](mailto:oa.accounttech3@state.or.us)

**Liability Disputes:** 503-947-2074

**Court Enrollment For LRP:** 503-947-2074

**Service Agreements:** 503-947-2074