

# Minutes

## Accounts Receivable Core Committee (ARCC)



**Meeting Date:** April 19, 2022  
2:00 pm-3:00 pm

**Location:** Virtual meeting via Microsoft Teams

**Attendees:** Heidi Baker (DHS); Sheila Banke (DOJ); Brad Batchelor (PUC); Erica Hilton-Baumann (OHCS); Nikki Bennett (DOR-OAA); Stephen Berrios (OED); Jill Blackford (DOC); Carol Bovett (DLCD); Carol Brandt (OMB); Amy Brewer (OSP); Maria Bustamante (DAS); Maggie Carrasco (DLCD); Susan Cha (OCB); Kim Courtright (ODA); Andrea Cox (DAS); Kyle Davis (ODE); Megan Deardorff (OPSC); Nicole Denniston; Chloe Dixon (OST); Richard Dredge (DCBS); Dan Dunn (DAS); Marie Elkins (PERS); Todd Evans (DOR-OAA); Jeff Fehl (DAS); Mini Fernandez (DAS); Joe Flager (DSL); Connie Flowers (ODE); Gerold Floyd (DAS-SWARM); Christina Fluge (DHS); Olga Fokina (OMB); Kim Gladwill-Rowley (LCB); Daniel Goettsch (DCBS); Kimberly Hall (WRD); Shaumae Hall (DEQ); Brenda Harris (OMD); Jennifer Hodgdon (Lottery); Dennis Johnson (WOU); Nancy Johnson (OJD); Caty Karayel (REA); Todd Koesel (OMD); Tiffany Lane (DHS); Pam Lara (DSL); Bill Lee (DAS); Preston Marchant (BOAT); Carolina Marquette (DCBS); Lindsey McFadden (DAS); Katya Medvedeva (DAS); Katy Moreland (DAS); Michelle Morin (ODF); Monique Murphy (HECC); Abigail Nonte-Clark (ODF); Jesse Oliver (OED); Serena Pham (BOAT); Lisa Pineda-Volk (DOR-OAA); Rachel Plautz (ODCC); Matthew Powell (DPSST); Jill Reece (OYA); Richard Rowzee (DEQ); Lyubov Salov (DAS); Michelle Scholl (ODOT); Cindy Stockstill (OPRD); Julie Strauss (DHS); Josh Thomas (DOC); Carol Todd (Leg Counsel); Anna Unger (DOC); Karen Williams (DAS-SWARM); Karla Willmschen (SOS); Adam Wilson (OED); one guest by phone

ITEM	TIME STAMP	ACTION, DISCUSSION
Welcome and introductions	0:00:00	Karen Willams, the new Statewide Financial Compliance Analyst was introduced to the group. Karen will be helping Gerold from time to time with A/R related tasks.
SWARM announcements	0:02:55	Gerold reminded everyone that the ARPM report for Jan-March activity is due by May 2 <sup>nd</sup> . Please submit reports to <a href="mailto:SWARM@das.oregon.gov">SWARM@das.oregon.gov</a> .
Preparation for fiscal year end <ul style="list-style-type: none"> <li>• Write-offs</li> <li>• Assignments</li> <li>• LFO training</li> </ul>	0:04:00	With the end of the fiscal year just a couple months away, Gerold shared some reminders for agencies regarding their accounts receivable processing. <ul style="list-style-type: none"> <li>• Review accounts for write-off eligibility (OAM 35.50.10), this includes accounts in RWO status on the DOR-OAA inventory report. Be sure to complete proper documentation of reasonable efforts taken to collect. When making entries in SFMA be sure to include the three digit w/o code in the</li> </ul>

		<p>MPCD field. Refer to the October 2021 <a href="#">ARCC minutes/recording</a> for a refresher on write-offs.</p> <ul style="list-style-type: none"> <li>• Ensure that all accounts subject to assignment (based on liquidated date) are sent to DOR-OAA prior to the end of June. (reduce unassigned non-exempt accounts reported)</li> <li>• LFO reporting training will be provided as a recorded content for agencies to view at their convenience. We are currently reviewing the existing training to determine if the recording needs to be updated or not, an email will be sent when the determination is made.</li> </ul>
DOR-OAA update	0:07:55	<p>Todd Evans shared that DOR-OAA has some new staff that agencies would interact with. Andrea has moved from being a Revenue Agent and lead worker to an accounting technician position, replacing Dorothy. Also, Alyssa is on a job rotation working with Nikki to learn her job duties.</p> <p>Todd reminded the group that if an agency receives a payment from a debtor that has been assigned, it is important to notify DOR so the balances can be maintained. This can be done via file, email, phone call or directly in Revenue Online. This is important especially for accounts where DOR may be issuing a garnishment.</p> <p>Todd also mentioned that for unrestricted accounts that agencies notify DOR if any account payment results in an overpayment for some reason. There are a couple of reasons, first DOR can reverse the payment on the specific agency debt which will reverse the collection fee also, second if the payment was received from a garnishment, it is important that DOR issue the refund. Another reason to notify DOR of an overpayment is there could be debts owed to other agencies that the overpayment could be applied to. Please notify Stella or Andrea via email or phone call so the accounting is handled properly.</p>
LFO reporting- Accounts at a PCF	0:30:35	<p>Gerold discussed that some agencies in FY21 reported accounts to LFO in Section IIIb (at a PCF). For agencies subject to centralization, this should only be for accounts assigned before the implementation of centralization. Once the purchase order expired and there are no payments being made those should be returned to the agency and a review conducted by the agency regarding whether the account meets criteria for write-off or reassignment to DOR. Some agencies LFO reports for both FY20</p>

		and FY21 showed the same accounts at a PCF and no payments. Agencies should be reviewing accounts reported in Section IIIb and coordinate with the PCF to return the accounts that do not have active payment plans. This should be done with sufficient time to allow for either the write-off or reassignment to occur before June 30.
Honor Roll recipients for FY21	0:34:20	The list of FY21 Honor Roll recipients will be announced soon, due a variety of reasons leadership is still reviewing the list.
Agency challenges/training needs	0:35:15	<p>Challenges:  Longer than usual payment of invoices from other agencies. Per OAM 35.70.10 agencies are required to make payment within 30 days of the invoice date unless there is a dispute. Any undisputed portion should be paid within the 30 days. OAM 35.70.10 provides for the escalation process to collect past due interagency receivables. This includes contact with the agency CFO and then to the Director.</p> <p>Training: Need for training on procedures when a debtor files bankruptcy or has deceased. The current training slides on Bankruptcy 101 are more about the Bankruptcy process but not specific to what steps the agency should follow when notified of a bankruptcy. If an account assigned to DOR is returned due to a bankruptcy filing, that is sufficient notice that the agency is subject to the automatic stay from collection actions for debts filed prior to the filing date. Agencies can search the Public Access to Court Electronic Records (<a href="https://PACER.uscourts.gov">https://PACER.uscourts.gov</a>) to obtain reports with case status, filing date, etc. related to bankruptcy court records.</p> <p>If an agency has new invoices to create after receiving a notice of bankruptcy, it is important to look at the date the obligation occurred compared to the filing date, not the date the agency is creating the invoice. If the new charges occurred after the filing date it would not be covered by the bankruptcy but</p>
Roundtable	0:52:40	Recruiting for revenue agents, there have been several failed recruitments due to not meeting the minimum qualifications. What are other agencies tips/tricks for getting people hired? Would it be beneficial to talk with DAS about changing the MQs? Lisa at DOR shared that they received a one year exemption to modify the MQs for those positions, have removed the collections experience

		<p>requirements and loosened requirements for experience with a call distributor. This has helped but there are still open positions. Agencies should work with own agency HR staff to coordinate with their assigned CHRO recruiter to determine what options are available such as the exemption that DOR received.</p> <p>It was also mentioned that highlighting if remote work is available might help find more candidates that are looking for telecommuting.</p>
Adjournment	1:02:17	The meeting was adjourned at 3:02 pm

**Next meeting:**

Tuesday, June 21, 2022

2:00pm – 3:30pm via Teams ([meeting link](#))