

Minutes Accounts Receivable Core Committee (ARCC)



Meeting Date: April 20, 2021
2:00 pm-3:02 pm

Location: Virtual meeting via Microsoft Teams

Attendees: Monica Addis (ODFW); Heidi Baker (DHS); Nikki Bennett (DOR-OAA); Jill Blackford (DOC); Amy Brewer (OSP); Margaret Carrasco (DLCD); Susan Cha (OCB); Kim Courtright (ODE); Andrea C Cox (DAS); Dean Criscola (OED); Kyle Davis (ODE); Richard Dredge (DCBS); Dan Dunn (DAS); Marie Elkins (PERS); Todd Evans (DOR); Svetlana Fadden (DHS); Jeffrey Fehl (DAS); Mini D Fernandez (DAS); Joseph Flager (DSL); Gerold Floyd (DAS-SWARM); Connie Flowers (ODE); Olga Fokina (OMB); Theresa Gahagan (DAS-SWARM); Kimberly Hall (WRD); Shaumae Hall (DEQ); Julie B Hansen (ODE); Devin J Holmes (DAS); Steven Ito (DOR); Brandon Johnson (DOC); Caty E Karayel (REA); Craig Kiernan (OHCS); Doug Kleeb (ODOT); Tiffany M. Lane (DHS); Pam Lara (DSL); Bill D Lee (DAS); Juliati Lengkong (OYA); Sara Lotten (DOC); Jessica McCarthy (ODOT); Lindsey Mcfadden (DAS); Katya Medvedeva (DAS); Kristie Miller (ODE); Katy Moreland (DAS); Michelle Morin (ODF); Monique Murphy (HECC); Abigail K Nonte-Clark (ODF); Sue Nunley (DOJ); Michael Peppler (ODOE); Lisa Pineda-Volk (DOR); Matt Powell (DPSST); Mackenzie G Purnell (BCE); Bridgett Relphorde (Leg Admin); Allan J Rempel (DGMI); Lyubov Salov (DAS); Lisa Sardinha (Aviation); Michelle Short (ODOT); Teri R Smith (DOR); Cindy Stockstill (OPRD); Star Thomson (DSL); Carol Todd (Leg Counsel); Melissa Tominaga (PERS); Adam Villareal (Leg Admin); Susan Westin (OSL)

ITEM	TIME STAMP	ACTION, DISCUSSION
Welcome and introductions	0:00:45	
SWARM announcements & other business	0:01:42	Gerold announced- <ul style="list-style-type: none"> • Due April 30 (if applicable) <ul style="list-style-type: none"> ○ ARPM 3rd quarter
Deceased Debtor – Account returned from DOR	0:02:30	Gerold reported that SWARM has heard from a few agencies who are wondering why DOR is returning accounts when the debtor is deceased. Agencies believed the accounts were being returned ahead of the final tax return for the estate. SWARM brought this question to DOR and learned that any refund due a deceased taxpayer is made payable to the taxpayer’s estate. As such, even if DOR had retained the agency’s account for collection, the refund would not be matched because any refund payment is issued to the executor of the estate and not to the deceased debtor.

		Shaumae Hall asked if there was a threshold for submitting a claim against the deceased debtor’s estate. Gerold responded that pursuant to the write-off policy, the agency would need to perform reasonable effort, which is when the potential benefit exceeds the cost of recovery.
2020 Honor Roll Results	0:10:15	Theresa reported that as of now, every agency who earned the distinction of the 2020 Honor Roll has been notified. In addition, she reported that SWARM has posted a new report to its website, which shows the number of years each agency has earned Honor Roll.
Revised Checklist Demonstration	0:12:55	<p>Theresa demonstrated how the Revised Checklist is completed and announced that timely submitting the Revised Checklist is now part of the criteria for earning Honor Roll.</p> <p>There are a few items Theresa wanted to give additional importance to:</p> <ul style="list-style-type: none"> • If an agency is subject to the OAM, they need to record their agency’s write-offs, if any, in SFMA, in accordance with OAM 35.50.10. We suggest that the agency do this by <u>July 1</u>, since if they wait until they are completing the Checklist, SFMA will be already closed for the year. • Checklist question 8 & 9 asks if the write-offs per the ARPM are <u>greater than or equal to</u> the write-offs reported in LFO and the Agency Certification. Most of the time the write-offs reported in the ARPM (and as recorded in SFMA) will equal the write-offs reported in LFO and the Agency Certification. As you know the LFO and Agency Certification is reporting Liquidated and Delinquent Debt. It is possible that debt that is <u>not</u> liquidated or delinquent could be written off (an example being debt resulting from a small under-payment that is too small to pursue). <p>We received a question from an attendee asking if completing the Checklist was required by statute. Theresa responded saying that completing and submitting the Checklist is a new requirement for earning Honor Roll. Neither the checklist nor Honor Roll are required by statute. However, the purpose of the Checklist is to help agencies improve their reporting accuracy, which is one of the missions of SWARM.</p>
“RWO” status – what does this mean? What should the agency do now?	0:51:20	<p>SWARM has received a few questions concerning the DOR status of “RWO”.</p> <p>RWO = Recommended for Write-Off.</p> <p>Gerold explained that this is when an account has been through DOR’s entire cycle of collection (sending it to two PCF for 12 months each and the PCFs have returned the debt to DOR</p>

		<p>without achieving any collections. In short, it is DOR saying they don't see anything from which to collect. It also means DOR will no longer be performing any active collection (such as making phone calls or writing letters or actively pursuing a garnishment, unless new information comes to DOR's attention, such as the New Hire report, which indicates a new job.)</p> <p>RWO status does not mean the agency should write-off the account. The agency should still consider the write-off criteria before writing off an account.</p> <p>So, what do you do?</p> <ul style="list-style-type: none"> • You can leave the debt with DOR in the event the debtor gets a job with wages that are eligible for garnishment; or • You can recall the debt from DOR if the account is subject to cancellation and adjust the debt. <p>It is also important to know that when DOR has given an account RWO status, it does not mean DOR will cancel the debt and return the account to the agency. If the agency does not recall the debt, the account will remain with DOR.</p>
<p>Hyperion Queries are coming to an end June 2022. Can SWARM help with OBIEE analysis?</p>	<p>0:55:57</p>	<p>Theresa responded to this question, saying that SWARM will not be able to provide assistance with creating any OBIEE analysis.</p>
<p>Centralized Accounts Receivable Unit and/or Collections Unit (excluding DOR) roundtable discussion.</p>	<p>0:57:00</p>	<p>Nothing came up during this part of the agenda.</p>
<p>Roundtable</p>	<p>0:58:10</p>	<p>Kimberly Hall (WRD) asked where they could find the recorded sessions for the ARCC meetings?</p> <p>Theresa responded that these recording are saved to the SWARM website in the same location as where the minutes are stored, here. (Be sure to click on "Accounts Receivable CORE Committee (ARCC)")</p> <p>In addition, we will provide a link to the recording when we send out the ARCC minutes via Listserve.</p> <p>Theresa also said that, at this time, the recordings are only available to agencies who are a part of the Oregon M365 Enterprise group.</p> <p>We are able to make these recordings available to agencies who are <u>not</u> part of Oregon M365, however, it requires a bit</p>

		<p>more work on our part. We will be making the LFO training available to every agency.</p> <p>If any agencies, who are <u>not</u> part of Oregon M365, desire to view ARCC meeting recordings, please let us know.</p> <p>Bridgett Relphorde asked if anyone has built a collections report in OBIEE? And if so, could the template be shared? Gerold responded that if an agency has built this report and is willing to share it, to please send it to Theresa or Gerold and we will make this available to wider group.</p> <p>Amy Brewer asked about the process for collecting from deceased debtors. Theresa suggested that AB call either Theresa or Gerold and we will help you with this.</p>
Adjournment	1:02:45	The meeting was adjourned at 3:05 pm

Next meeting:

Tuesday, June 15, 2021

2:00pm – 3:30pm

via Teams ([meeting link](#))