

Minutes

Accounts Receivable Core Committee



Meeting Date: June 21, 2016 10:00-11:30

Location: Executive Building Conference Room A

Attendees: Gerold Floyd (DAS/SWARM), Nikki Bennett (DAS/SWARM), Stacey Chase (DAS/SWARM), Sue Nunley (DOJ), Sheila Banke (DOJ), Karla Willmschen (SOS), David Carpenter (OED), Sandra Flickinger (OHCS), Ruth Kirksey (ODOT), Christina Maples (OBDD), Craig Kiernan (OHCS), Catherine Webber (Willamette/IMD),

ITEM	ACTION, DISCUSSION
Welcome and introductions	
<p>LFO Reporting</p> <ul style="list-style-type: none"> - June 30 cutoff for status of accounts - New requirement for FY16, accounts that are due for assignment but are not assigned. 	<ul style="list-style-type: none"> - Reminder that June 30th is the cutoff that determines the status of your L&D accounts to be reported to LFO in September. If your agency has accounts that need to be assigned to Other Agency Accounts Unit (OAA) or a Private Collection Firm (PCF), that should be done before June 30. - ORS 293.229 (1)(i)- now requires agencies to report whether the agency has liquidated and delinquent accounts that are not exempt from assignment, has had no payments for more than 90 days and have not been assigned to OAA or a PCF. For the FY2016 reporting year, this will be captured in the comment field on the LFO reporting website. Agencies should report the # and \$ value of any accounts that meet this criteria. - Semi-independent agencies that were previously exempt from the reporting requirement are no longer exempt under ORS 293.229 (4).
<p>ARCC Sub-committees</p> <ul style="list-style-type: none"> - Performance Metrics - Tools/Process Improvement - Communications - Policy Development/Review 	<p>Sub-committee reports from recent meetings:</p> <p><u>Performance Metrics Sub-committee (6/13/16)</u> The group discussed what types of data agencies currently have access to and monitor today. Members will provide examples of reports for review and discussion at the next meeting. Short term focus is on cost of collection or revenue per dollar expended to collect and L&D additions as a percentage of all revenue (agency and statewide). Long term will look at timing metrics such as percent of all A/R collected in less than 60 days of the due date and comparing Oregon metrics to other states and associations. <i>Next meeting is on 07/12/16. Email Gerold if you would like to attend.</i></p> <p><u>Tools/Process Improvement Sub-committee (6/15/16)</u> The group discussed creating a toolkit for employees new to state government and/or collections. The toolkit would include a</p>

	<p>collaboration of best practices, available collection tools, resource references, and clarification of Oregon Accounting Manual (OAM) Chapter 35 to name of few items. The group also discussed the importance of documenting and streamlining existing processes prior to developing processes associated with a centralized state collection model. This includes documenting the history of Oregon A/R processes and regulations for better understanding. Next steps are to create a tools repository for agency access, summarize applicable rules/laws pertaining to collections and create a “Collections 101” course. The DAS-SWARM website will be a quick reference guide with information, contacts, links and training updates. <i>Next meeting is on 7/25/16. Email Stacey if you would like to attend.</i></p> <p><u>Communications Sub-committee (6/15/16)</u> The group discussed the role of the committee, target audiences (i.e. Intra-agency, Inter-agency, agency to stakeholders, agency to public), communication channels (i.e. email, phone, website, newsletter, survey) and communication frequency. Next steps are to further define target audiences, prioritize the target audiences and begin documenting the existing communication channels and frequency for the highest prioritized audiences. <i>Next meeting is on 7/19/16. <u>Additional agency representation needed.</u> Email Stacey if you would like to attend.</i></p> <p><u>Policy Development/Review Sub-committee (6/16/16)</u> The group reviewed the current OAM list (Chapter 35) and the process for making edits and review by the full ARCC before submitting to the SARS Manager for comment by peer group with final step of signature by DAS-CFO. The group discussed ideas for establishing a priority for which policies needed to be reviewed first. Each member is tasked with reviewing the content of each A/R policy and rate them with a High-Medium-Low priority. During the next meeting these ratings will be used to develop an overall priority for group editing and schedule development. <i>Next meeting is on 7/21/16. Email Nikki if you would like to attend.</i></p> <p>If you would like to participate on one or more sub-committee please email any of the SWARM contacts with your preference (Gerold.floyd@oregon.gov, Stacey.A.CHASE@oregon.gov, Nikki.M.BENNETT@oregon.gov).</p>
<p>Trainings - LFO reporting (August 17th, 10:30, Veteran’s Auditorium)</p>	<p>DAS and LFO will be providing training for the annual Liquidated and Delinquent Report. This training will review the reporting manual, discuss changes resulting from SB55 and provide an opportunity for agencies to ask questions on specific situations and how those should be reported. Please come prepared with any questions that you may have.</p>

Vendor Offset Pilot project	<p>DAS, DOR and ODOT are initiating a pilot project working on vendor offsets. The purpose of the project is to identify potential statutory changes necessary to implement vendor offsets along with policies that would need to be drafted. We will be producing a report for the legislature in the 2017 session.</p> <p>Oregon Employment Department (OED), Oregon Business Development Department (OBDD) and Board of Massage Therapists (OBMT) volunteered to be the ARCC representatives on the pilot project to provide input and perspective to the project team.</p>
Legislative concepts	<p>DAS SWARM would like agencies to provide a copy of any agency Legislative Concepts (LCs) that are related to A/R management and/or collection of L&D debts. SWARM will monitor progress of these bills during the session and watch/listen to hearings for questions or themes from legislators that might be useful for other agencies to know before their hearings. This way everyone can be better prepared for the kinds of questions that they might receive during the session. Please forward any LC's that your agency submitted that are relevant to A/R or collections to Gerold, Nikki or Stacey.</p>
DAS placeholder LC for centralized state collections	<p>DAS had a placeholder LC related to centralized collections processes for small and medium sized agencies. After a review of the language and purpose of the LC, it was decided that the issues it was addressing could be handled through training and policy. As a result, the LC had the opportunity to be rewritten to accomplish the goal of providing a centralized debt collection function for the state. Last month, ARCC discussed a future vision for state collections. One proposal was to establish a centralized agency to perform debt collections of liquidated and delinquent state debts. A centralized process would address the inefficiency with the current lifecycle of state accounts. Additionally, many state agency staff are not trained specifically in the collection of delinquent debts and often have additional workloads and deadlines that cause delays in the collection process.</p> <p>The proposed model would allow agencies to focus their efforts on the most current accounts that would produce the most results and revenue while allowing OAA to be the central collections unit for the state and hire/train staff specifically for collections and specialized units to maximize effectiveness of specific categories of accounts.</p> <p>There is still much to discuss about how such a proposal would impact agencies and be implemented if approved. There is also the fiscal impacts to be determined before knowing if the LC will make it all the way to the 2017 session. SWARM is looking for volunteers to participate in a work group to discuss these topics and provide feedback so SWARM can prepare testimony for the legislature. <i>If you are interested in being a part of the</i></p>

	<i>workgroup, please contact Gerold.floyd@oregon.gov (503-378-2709) by July 13th.</i>
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Next meeting:

July 27, 2016

1:00-2:00

Executive Building Conference Room A