

# Minutes

## Accounts Receivable Core Committee



**Meeting Date:** September 21, 2016 2:00pm-3:00pm

**Location:** Executive Building, Conference Room A

**Attendees:** Gerold Floyd (DAS-SWARM), Sheila Banke (DOJ), Steve Berrios (OED), Mitch Breedlove (OBMT), Stacey Chase (DAS-SWARM), Sharrie Cripe (OPRD), Todd Evans (DOR-OAA), Trinia Eustis (SAIF), Craig Kiernan (OHCS), Ruth Kirksey (ODOT), Mike Marsh (IMD), Sue Nunley (DOJ), Matthew Powell (DPSST), Nohemi Ramos (Aviation), Jason Robinson (DCBS), Brian Theis (DOR-OAA), Stella Wescott (ODE), Karla Willmschen (SOS)

| ITEM   | ACTION, DISCUSSION   |
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| Welcome and introductions  |  |
| SWARM updates <ul style="list-style-type: none"> <li>- Nikki returned to DOR</li> <li>- New SWARM email (<a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a>)</li> <li>- Updated SWARM agency contact list</li> </ul>                               | <p>Nikki Bennett voluntarily ended her job rotation with DAS-SWARM to return to DOR-OAA to assist in the conversion from DOR's legacy systems to the new GenTax system.</p> <p>The A/R contact list, available on the SWARM webpage, was updated to allocate Nikki's agency assignments between Gerold and Stacey.</p> <p>Please refer to the A/R contact list to identify your agency's SWARM contact and to identify A/R contacts in other agencies. If any of the A/R contacts change, please email SWARM with the updated information.</p> <p>SWARM created a central email account, accessible by Gerold and Stacey, for ease in updating contact information, general questions, feedback, etc. The central email address is <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a>.</p> |
| ARCC Subcommittees <ul style="list-style-type: none"> <li>- Performance Metrics</li> <li>- Tools/Process Improvement (Sept. 2 and Sept. 20)</li> <li>- Communications (Aug. 23 and Sept. 16)</li> <li>- Policy Development/Review (Aug. 18)</li> </ul> | <p>Subcommittee reports from recent meetings:</p> <p><u>Performance Metrics Subcommittee</u><br/>The subcommittee is developing a survey to determine what metrics agencies are currently using and what data agencies are have available. A list of survey questions was distributed to the subcommittee members for feedback.</p> <p><u>Tools/Process Improvement Subcommittee</u><br/>The subcommittee is in the process of developing a collections tool matrix. Currently, subcommittee members are independently rating the effectiveness of each tool identified in the matrix. Once the subcommittee finalizes the current version of the tools matrix,</p>  |

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|   | <p>a survey will be sent to all agencies to gather additional collection tools for inclusion in the matrix.</p> <p><u>Communications Subcommittee</u><br/>The subcommittee has been documenting the “as-is” process associated with intra-agency and inter-agency communication and discussing options to enhance current communication methods.</p> <p>At the recommendation of the subcommittee, an accounts receivable email group was established. Members of the ARCC are strongly encouraged to subscribe to the email group to receive the latest and greatest SWARM news. Refer to the SWARM website to subscribe to the email group and to view the archive of distributed emails:<br/><a href="http://www.oregon.gov/das/Financial/Acctng/Pages/AR.aspx">http://www.oregon.gov/das/Financial/Acctng/Pages/AR.aspx</a></p> <p><u>Policy Development/Review Sub-committee</u><br/>During the August meeting, subcommittee members discussed modifications to OAM 35.40.30 (Assignments to Dept. of Revenue). Subcommittee members provided additional feedback following the August meeting. The draft policy is ready for ARCC review and comment.</p> <p>Additionally, a new Offers of Compromise policy (OAM 35.30.80) was drafted with input from DOJ. Subcommittee members provided input and the policy is ready for ARCC review and comment.</p> <p>Both policies will be distributed to ARCC members, with the meeting minutes, with a due date for response.</p> <p>If you would like to participate on one or more subcommittees, please send an email to <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a> with your request.</p> |
| Inter-agency communication improvement  | <p>As mentioned during the subcommittee updates, the Communication Subcommittee has been discussing enhancements to the existing inter-agency communication process. Since the subcommittee represents a small number of agencies, members wanted to obtain feedback from the ARCC.</p> <p>The ARCC recommended developing a quarterly newsletter, similar to the newsletter currently in circulation at DOR-OAA.</p> <p>ARCC members are encouraged to send an email to <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a> with additional enhancement suggestions or with newsletter topics.</p>  |
| LFO Reporting<br>- Due Sept. 30<br>- Notes field statements<br>- SWARM review | Liquitated and delinquent account reporting is due next Friday, Sept. 30. Resources to assist in reporting agency accounts are available on the SWARM website. Please be sure to include the  |

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|  | <p>required statements and data in the Notes field of the website; as per the reporting manual instructions.</p> <p>SWARM is reviewing agency data submission to meet the statutory requirement of ensuring data reporting accuracy. When you are ready for your agency data to be reviewed, please email your SWARM contact to review the data prior to clicking the “Finished Reporting” button on the home screen of the website.</p> <p>Link to liquidated and delinquent account reporting resources:<br/> <a href="http://www.oregon.gov/das/Financial/Acctng/Pages/Accounts-receivable-resources.aspx">http://www.oregon.gov/das/Financial/Acctng/Pages/Accounts-receivable-resources.aspx</a></p> |
| <p>Centralization workgroup<br/> - LC775</p> | <p>Representatives from DOR-OAA, DOJ, OJD, ODOT, DAS-SWARM, Medical Board, PSU, and DCBS met in August to discuss the Statewide Collection Centralization legislative concept (LC775). The workgroup discussed possible verbiage changes and clarified the intent of LC775. SWARM submitted LC775 changes to Legislative Council. For copies of the meeting minutes, please send an email to <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a>.</p> <p>Reminder: Please notify SWARM whether or not your agency has accounts receivable related legislative concepts for 2017.</p>   |
| <p>Roundtable</p>                            | <p>It was asked what kinds of systems small agencies used to track receivables, specifically loans. OHCS is interested in learning about possible systems available.</p>  |

**Next meeting:**

October 19, 2016

2:00pm-3:00pm

Executive Building, Conference Room A

Upcoming events are listed on the SWARM website:

<http://www.oregon.gov/das/Financial/Acctng/Pages/AR.aspx>