Minutes
Accounts Receivable Core Committee

DAS
DEPARTMENT OF ADMINISTRATIVE SERVICES
CHIEF FINANCIAL OFFICE

Meeting Date: October 19, 2016 2:00pm-3:00pm

Location: Executive Building, Conference Room A

Attendees: Gerold Floyd (DAS-SWARM), Sheila Banke (DOJ), Mitch Breedlove (OBMT), Kim Courtright (ODA), Stacey Chase (DAS-SWARM), Sharrie Cripe (OPRD), Svetlana Fadden (DHS/OPAR), Kim Gladwill-Rowley (LCB), Ruth Kirksey (ODOT), Mike Marsh (IMG), Eva Mendiola (OCB), Dora Olivan (DCBS), Matthew Powell (DPSST), Krista Smyth (DOJ-DCS), Julie Strauss (DHS/OHA), Brian Theis (DOR-OAA), Stella Wescott (ODE)

ITEM	ACTION, DISCUSSION
Welcome and introductions	
SWARM updates - SWARM survey starts Oct. 24	SWARM, in partnership with the DAS Chief Human Resource Office, developed an Accounts Receivable Management survey which will be distributed to all agency accounts receivable contacts on Monday, October 24. Agency representatives will have two weeks to respond to the survey. The survey includes questions related to general agency information, performance metrics used by the agency, and collection tools and resources used by the agency. All questions in the survey are required. The survey should take between 10-15 minutes to complete. The data gathered from the survey will be included in the annual Accounts Receivable Management Report to the Legislative Assembly. In addition, the data will be used to identify statewide performance metrics and to establish a resource toolkit for state accounts receivable professionals. This is a valuable survey to establish a baseline for monitoring state agency collection efforts. Similar surveys may occur annually to document improvements in state agency collection efforts. Your participation is greatly appreciated.
ARCC Subcommittees - Tools and Process Improvement (Oct. 10) - Communications (Oct. 18) - Policy development and review (next meeting Nov. 1) - Performance metrics (next meeting Nov. 14)	Subcommittee reports from recent meetings: <u>Tools and Process Improvement Subcommittee</u> The subcommittee has been working on developing a tools matrix for inclusion in a resource toolkit for state accounts receivable professionals. The tools identified by the subcommittee were used to develop the Accounts Receivable Management survey. The existing tools matrix will be updated to include additional tools

	identified during the survey. Results from the survey will be discussed at the November subcommittee meeting. <u>Communications Subcommittee</u> During the October meeting, the subcommittee discussed the "as-is" process associated with agency-stakeholder communication and options to enhance current communication methods. At the recommendation of the subcommittee, the Oregon.gov state employee webpage was updated to include a link to Oregon Revised Statutes and Accounts Receivable Management. The webpage may be accessed directly from this link: http://www.oregon.gov/Pages/stateworkers.aspx In November, the subcommittee will begin working on the first edition of the Accounts Receivable Newsletter (for publication in December). Agencies with accounts receivable success stories or lessons learned, please email articles to stacey.a.chase@oregon.gov. <u>Policy Development and Review Subcommittee</u> The policy revisions identified during the August subcommittee meeting were distributed to the ARCC in September for feedback. The policies will be forwarded to the DAS Statewide Accounting and Reporting Services Section for review and to obtain feedback from agency CAFR contacts. The subcommittee will reconvene on November 1. <u>Performance Metrics Subcommittee</u> The survey questions developed by the subcommittee will be included in the Accounts Receivable Management survey. The subcommittee will reconvene on November 14 to discuss the results from the survey. If you would like to participate on one or more subcommittees, please send an email to SWARM@oregon.gov with your request.
LFO Reporting - SWARM reviews, issues identified, planning for next year - Feedback on this year? Training, website, etc.	To comply with the statutory obligations referenced in ORS 293.252, SWARM reviewed agency LFO data submissions and worked with agencies to make corrections prior to the September 30 due date. The most common errors identified by SWARM were affiliated with entering the required information in the Notes section of the report. LFO balances reflected in the reporting website represent values previously reported by agencies. The LFO data should not be considered the agencies source data; rather, agencies should have an internal tracking system (i.e. spreadsheet, database, etc.) to track number and value of liquidated and delinquent accounts for reporting to LFO. Numbers and values in the internal tracking system should then be reconciled with the figures reported in the

	LFO website. If the figures do not reconcile, modifications should be made to the LFO website to ensure the data accurately reflects what is represented in the agencies internal tracking system. Agencies should work with their contacts at DOR-OAA and PCFs to ensure access to reports are available documenting activity associated with assigned accounts. Agencies should reconcile DOR-OAA and PCF reports regularly to ensure accuracy of data included in the internal tracking system as well as ensuring compliance with statutory assignment provisions. Agencies need to track the number of accounts as well as the value of accounts. When an agency has an ending balance of $X, they should be able to easily identify how many accounts the balance represents. - Svetlana Fadden (DHS-OPAR) asked how to track number of accounts. For example, OPAR identifies number of accounts by debtor; a debtor may have multiple cases. - SWARM response: An agency may determine how to report number of accounts based upon how the accounts are tracked in their internal systems. One agency may report by debtor and another agency may report by number of cases; either manner is correct. The agency needs to determine the most appropriate manner for tracking accounts and ensure their process is documented and easily repeatable in subsequent years so that the figures reported by the agency are consistent from year to year. This is essential to conducting statewide collections trend analysis. SWARM asked the ARCC members for feedback to improve the LFO reporting process. Specifically, members were asked about the effectiveness of the August 17 training, the LFO Reporting Manual and the LFO Reporting Worksheet. - Approximately half of the ARCC members present at the meeting attended the August 17 LFO report training. - Mitch Breedlove (OBMT) mentioned the challenges OBMT experienced as a new reporting agency. For example, accounts receivable records were not previously tracked at the level of detail required to be reported to LFO. He said the August 17 training was very helpful. - Doris Olivan (DCBS) suggested more time be allotted for questions at future training sessions. In addition, she suggested SWARM provide an opportunity for agencies to ask questions for inclusion in next year's training. - Ruth Kirksey (ODOT) described how ODOT's monthly accounts receivable reporting process and

	quarterly performance metric tracking process contribute to making it easier to compile data for LFO reporting. - Sharrie Cripe (OPRD) indicated OPRD uses a similar process as ODOT and found the LFO Reporting Worksheet, developed by SWARM, to be a useful tool for summarizing data for LFO reporting. Agencies are encouraged to provide feedback to SWARM (SWARM@oregon.gov) on ways we can improve LFO report training, communication, reporting instructions, etc. SWARM is here to help, please let us know what we can do better.
A/R Management Report - Unassigned, non-exempt accounts (follow-up) - Highlight the progress agencies have made so far	SWARM is preparing the Accounts Receivable Management Report due to the Legislative Assembly by December 31. SWARM is responsible for reporting the status of agencies compliance with the statutory assignment provisions referenced in ORS 293.231. LFO will include the balances, by agency, of unassigned, non-exempt accounts subject to assignment that were not assigned as of June 30. Whereas the LFO report will focus on the data reported, the SWARM report will tell the story on behalf of the agency. In the coming weeks, SWARM and the DAS Chief Financial Office will send the list of balances to each agency Director to provide an opportunity for the agency to offer additional information for inclusion in the SWARM report. Your agency director may contact you for more information about why the accounts weren't assigned or what actions have been taken since June 30 to comply with the statutory assignment provisions. We want to highlight the progress agencies have made in improving assignment compliance. Brian Thies (DOR-OAA) supported the opportunity for agencies to tell the story about the liquidated and delinquent accounts in the SWARM report. He requested more information be provided to the Legislature to further define the types of receivables and efforts made to collect.
Roundtable	Department of Human Services/Oregon Health Authority DHS and OHA is looking for feedback from agencies that have accounts receivable policies referenced in Administrative Rule. The agencies are in the process of consolidating nine rules into one and are interested in the benefits of having an Administrative Rule versus a department policy. The existing rules are related to identifying overpayments and a debtors rights to dispute the debt. For more information, or to assist, please contact Julie Strauss at 503-947-5125 or julie.strauss@state.or.us.

	Oregon Commission for the Blind OCB is looking for feedback from agencies willing to share accounts receivable policy and procedure information to assist OCB in developing internal policies and procedures. For more information, or to assist, please contact Eva Mendiola at 971-673-1588 or eva.mendiola@state.or.us.

Next meeting:
November 16, 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

Provide feedback to SWARM:
SWARM@oregon.gov