

# Minutes

## Accounts Receivable Core Committee (ARCC)



**Meeting Date:** November 15, 2017 2:00pm-3:00pm

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

**Attendees:** Sheila Banke (DOJ), Opal Bontrager (DAS), Stacey Chase (DAS-SWARM), Kim Courtright (ODA), Sharrie Cripe (OPRD), Dean Criscola (OED), Todd Evans (DOR-OAA), Svetlana Fadden (DHS-OPAR), Gerold Floyd (DAS-SWARM), Kimberly Hall (WRD), Steven Ito (DOR), Tracy Jones (DOR), Caty Karayel (REA), Rayne Kehler (DHS-OHA), Craig Kiernan (OHCS), Doug Kleeb (ODOT), Katya Medvedeva (DAS), Sue Nunley (DOJ), Matthew Powell (DPSST), Michelle Short (ODOT), Coral Smith (DHS), Julie Strauss (DHS-OHA), Bryan Theis (DOR-OAA), Jason Werner (DOJ), Stella Wescott (ODE), Karla Willmschen (SOS)

**Attendees by phone:** N/A

ITEM	ACTION, DISCUSSION
Welcome and introductions	
SWARM updates <ul style="list-style-type: none"><li>- Centralization Workgroup (11/1)</li><li>- SWARM newsletter</li></ul>	<p><u>Centralization Workgroup</u></p> <p>The Centralization Workgroup met on 11/01/2017 to discuss the status of implementing centralization as referenced in the debt collection section of <a href="#">SB 1067</a>. Since passage of the bill in July 2017, DAS and DOR have been working thoroughly to identify areas of operational and technical process changes. Flowcharts were developed to document the process changes and workgroup members reviewed the flowcharts and provided feedback. In preparation for centralization implementation by the operative date of the bill (July 1, 2018) the DAS/DOR team is focusing its efforts on implementing process changes that are required by the bill. Following the operative date, the team will continue working to implement other elements which will enhance the effectiveness of centralization.</p> <p>If agencies have suggestions to improve the Revenue Online client portal or monthly DOR reports, please send an email to <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a> and <a href="mailto:OAA.technicalhelp@oregon.gov">OAA.technicalhelp@oregon.gov</a> with your suggestions.</p> <p><u>SWARM newsletter</u></p> <p>We will begin drafting the Winter edition of the SWARM newsletter soon. Interested in submitting an article describing your agency's lessons learned and successes? Please let us know! We would love to share your experiences with our readers. To volunteer to submit an article for inclusion in the Winter edition of the SWARM newsletter, please send an email to <a href="mailto:Stacey.A.Chase@oregon.gov">Stacey.A.Chase@oregon.gov</a>.</p>

Kicker reminder	<p>Just a friendly reminder...A kicker is expected for tax year 2017, which means more monies will be available for offset!</p> <p>In preparation for kicker distribution, please assign liquidated and delinquent accounts to DOR-OAA as soon as the accounts are eligible for assignment. If your agency has accounts currently assigned to a private collection firm, please ensure those accounts are also assigned to DOR-OAA for <u>restricted</u> collections.</p> <p>For more information, please send an email to:  <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a>.</p>
Performance measure reports	<p>The quarterly accounts receivable performance measure (ARPM) reports are due to SWARM by November 20. All Executive branch agencies, and agencies subject to the OAM, are required to submit the quarterly reports.</p> <p>Agencies are only required to submit data associated with the two quarterly ARPMs: 1) total receivable collections and 2) receivables over 90 days past due as a percentage of total A/R.</p> <p>The <a href="#">reporting template</a> includes tabs for all quarterly and annual ARPMs; however, agencies only need to submit data associated with the tabs entitled <i>collections</i> and <i>90 days past due</i>.</p> <p>Please note, the purpose of the ARPMs is to assist agencies with managing accounts receivable. Please refer to <a href="#">OAM 35.60.20</a> for a definition of accounts receivable as it applies to reporting ARPMs.</p>
Agency policy follow-up	<p>Governor's <a href="#">Executive Order 17-09</a> required Executive branch agencies to report to DAS how their debt collection processes meet or, by December 31, 2017, will meet the collection guidelines stated in the Oregon Accounting Manual (OAM).</p> <p>For those agencies that indicated they were not compliant with some, or all, of the OAM Chapter 35 policies as of June 30, 2017, we will be contacting you to check on the agencies progress towards becoming compliant by December 31.</p> <p>Please contact <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a> if you have questions.</p>
A/R Management Report	<p>Over the next several weeks, we will be focusing our efforts on preparing the annual Accounts Receivable Management Report (ARMR) for the Legislative Assembly. As questions arise, we may reach out to you for more information about the liquidated and delinquent account data reported to the Legislative Fiscal Office. Please respond timely to our requests.</p> <p>Thank you in advance for your partnership and assistance.</p>

<p>2018 changes &amp; opportunities</p> <ul style="list-style-type: none"> <li>- Vendor coordination</li> <li>- Subcommittees</li> <li>- Next steps</li> </ul>	<p><u>Vendor coordination</u>  <a href="#">Executive Order 17-09</a> included a requirement for agencies to make efforts to recover liquidated and delinquent debt from entities to which state agencies are remitting significant payments. Since the order was published in early May, SWARM has been working closely with DOR, ODOT, DAS and other state agencies to identify a method for matching state debtors with state vendors and creating a mechanism for notifying DOR of matches. Thanks to the hard work of the project team, ODOT is actively piloting the project. DAS-SFMS staff are working diligently on programming changes to the Statewide Financial Management Application in preparation for the future.</p> <p><u>Subcommittees</u>  SWARM, in partnership with the ARCC, created four subcommittees to address specific A/R management issues: 1) communication; 2) policy review and development; 3) performance metrics; and 4) tools and process improvement. Over the past year and a half, the efforts of subcommittee members resulted in the development of the SWARM website and quarterly newsletter; several updated OAM policies; quarterly and annual performance measurements; and the A/R toolkit.</p> <p>SWARM recommends all ARCC subcommittees, except for the policy review and development subcommittee, be inactivated until a further need arises. ARCC members did not object to the recommendation.</p> <p>To all participants of the ARCC subcommittees, we thank you for your hard work and dedication to improving A/R management statewide.</p> <p><u>Next steps</u>  Calendar year 2017 was an amazing year for SWARM and the ARCC. As we look forward towards 2018, we want to know what A/R management issues you want addressed. Please send your suggestions to: <a href="mailto:SWARM@oregon.gov">SWARM@oregon.gov</a>.</p> <p>On January 24, SWARM will be presenting <i>How to Design an Efficient Accounts Receivable Management Program</i>. Training registration will be coordinated through the Oregon State Fiscal Association.</p>
<p>Roundtable</p>	<p>No comments expressed.</p>

**Next meeting:**

January 17, 2018

2:00pm-3:00pm

Executive Building, Room A

Upcoming events are listed on the SWARM website:

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