

Central Collection Unit (CCU)
Stakeholder Monthly Communication
April 2014

I. Administrative Activity

Current CCU Staff:

The Central Collection Unit (CCU) is currently fully staffed. Staffing includes the CCU Manager, Collections Supervisor, Program Analyst, Accountant, IT Specialist, and three Collections Representatives, tasked with answering telephone inquiries and working with customers face-to-face. The CCU is exploring additional Collections Representatives assistance to ensure adequate service to CCU customers, with minimal wait time.

II. Procurement Activity

RFP – CFOPD-14-C-007 (Account Receivable System)

- Contract awarded to Columbia Ultimate (Rev-Q) on 02/05/2014;
- CCU staff and Chief Financial Officer's (CFO) Office of the Chief Information Officer (OCIO) staff have an ongoing coordination effort in place to build requirements and assess risk for the CCU accounts receivable system;
- Columbia Ultimate Project Team, CCU and OCIO met during the week of 04/28/2014;
- Anticipated 3-5 months to build and test system based on existing requirements and agency participation

RFP – CFOPD-13-R-021 (Delinquent Debt Collection Services)

- Letter contracts awarded on 03/20/2014, to Harris & Harris; and to NCO Corporation for outside collection services were terminated for convenience based on the Office of the Attorney General (OAG) settlement of vendor protests

RFP – CFOPD-14-R-037

- Staff of the CFO's Office of Contracts and the Office of Finance and Treasury (OFT) met to discuss new procurement for debt collection services
- OFT preparing new statement of work incorporating additional requirements based on work with accounts receivable system vendor
- Existing contracts for collection of University of the District of Columbia (UDC) debts are scheduled to terminate on June 30 and July 18, 2014. OFT will exercise the remaining option periods for both contracts. Existing contracts for collection of United Medical Center (UMC) will terminate August 9, 2014. OFT will exercise the remaining option period to August 2015. The existing collection contract with the Department of Motor Vehicles (DMV) is in effect until September 30, 2014. Office of Contracts is preparing the necessary documents to extend the DMV contract beyond September 2014.

III. CCU Policy and Procedure

- CCU finalized policy and procedures for internal CCU debt collection. Policies consider all collection tools afforded the CCU through legislation, and have been closely coordinated with OGC;
- CCU has initiated a process with OPRS for District employee payroll deduction/attachment of salary, based on adherence to legislative provisions;
- CCU has created PDF fill-able forms to assist CCU customers and staff;
- CCU/OGC approved forms and letters include Collection Information Statement, Power of Attorney, Waiver of Right to Contest DMV tickets, formal lump sum, and multiple payment settlement agreements, OPRS payroll deduction/attachment form, employer payroll deduction agreement, installment payment agreement, lien/lien release, and other forms and letters;
- CCU has worked approximately 30 sensitive DMV cases referred by Council members, Mayor's Office, and Director, DMV. The CCU has appropriately utilized its collection tools in a firm, but fair manner, working to resolve cases expeditiously, and with a consistent approach;
- To date the CCU has settled in excess of 40 DMV-related customer cases after determining that it was in the best interest of the District and the debtor to settle the debts.
- NOTE: Until CCU's automated accounts receivable system is operational, and the outside collection contractors are in place, we are not able to implement all debt collection efforts.

IV. Customer Service

- Director, Office of Tax and Revenue (OTR) Customer Service Administration agreed to provide the CCU with two dedicated booths at the OTR Customer Service location (1101 4th Street, 2nd Floor) for face-to-face meetings with CCU customers;
- OFT designated cashiers for CCU related payment collections, located at 1101 4th Street, 1st Floor;
- Initiated a CCU central telephone number (202) 727-0771 with script options to ensure quality customer telephone service;
- Initiated a CCU Internet site to provide customers with basic/specific CCU information
- Coordinated with OUC Citywide 311 call-site managers to ensure open communication exists between CCU and OUC

V. Next Steps

- CCU is currently working on a high-level five-year strategic plan;
- CCU and OCIO are in discussions regarding formulation of an Executive Steering Committee (ESC) required to elevate issues relating to systems implementation;
- CCU will work independently and in conjunction with Office of Financial and Operating Systems (OFOS) to bring District agencies into compliance with legislative requirements, and to secure Memorandums of Understanding (MOU) pertaining to roles and responsibilities, record layout, format, etc., based on established CCU priorities (i.e. agencies generating most revenue).

VI. Collections to Date for FY2014 (October 2013 – March 2014)

<u>AGENCY</u>	<u>REVENUE</u>	<u>EXPENSE</u>
DMV*	\$9,658,187.44	\$1,209,275.74
MPD	\$7,150,593.54	\$955,563.07
UMC	\$127,466.25	\$28,447.32
UDC	\$75,514.18	\$17,575.95
OPRS	\$7,225.00	
Department of Correction	\$7,856.98	
Miscellaneous Collections*	\$1,012,312.59	
Total Revenue and Expense to Date	\$18,039,155.98	\$2,240,862.08

* **MISCELLANEOUS COLLECTIONS:** the amount shown as miscellaneous collections represent amounts collected by the CCU from various sources, representing collection contractor refunds, lien settlements, and OAG settlements. Exact amounts are available from the CCU, but were not specifically noted for this report.