MSATA Collection Roundtable Notes:

Failure to Honor: How do you administer this process?

- NE: Allows customer 2 weeks to reply to letter sent explaining failure to honor, if no response a demand notice is sent, actions taken
    - Assess full balance owed up to the amount of the levy sent
    - Manual process
    - Does not use GenTax

Walk In's: Does your State handle walk-in customers? If so, what do you do for security?

- NE: Have a conference room outside the secure area
- ND: Office is in the capital, security at the front doors, TP service room with panic button, medal detectors
- WI: Located in State Office building with checkpoint at the first level, require customer ID and given a name tag, call help button in conference rooms
- SD: No security, looking into security options – site assessments completed and working with law enforcement
- MO: Multiple offices (some only have 2 people), panic buttons in conference rooms, sometimes officers are present walking around
- MN: Located on capital complex, security guard at front desk, check in process with valid photo ID: Visitor badge given, conference rooms outside of taxing division areas, panic buttons located in conference rooms
    - Do your regional offices assist walk-in customers?
        - MN: Regional offices mainly complete case work, phone calls, and field visits. Occasional walk-in could be schedule but rare.

Inventory Management: What type of Analytics is user to manage the inventory of work?

- SD: In-house cedar program reviews balance and brings forward cases to be worked
- NE: Working on implementing into an in-house system, hasn't used yet
- WI: Recently changed process - collectors no longer "keep" work items unless required to, utilize "get next task" in GenTax, revisiting decision management, use leads, allow for cases to self-resolve, very small assigned inventory for collectors
- ND: 6 collectors, lots of calls and waiting for response, using registration for help to place the calls and get the cases to legal action faster
- KS: Automated process to reduce per agent case load, 20 agents with 50-60 cases assigned for back end collections, front end collections are not assigned, pooled work load but can assign cases for follow up if needed
- MN: Utilizes "get next task" in GenTax, pooled work load, cases are assigned to collectors when they meet certain criteria (subpoenas, active businesses with assessed officers, license revocation), collectors can also assign cases into inventory as needed with a lead worker review

Auto Dialer: Does anyone currently use an auto dialer? How is the community responding?

- KS: Has used auto dialer since 1996, implement rules based on dollar amounts for appropriate actions, also use auto levies and warrants for resolving cases as well
    - Do you have statues that prevent cell phone calls?
        - KS: No, but policy is to ask permission from customer to call cell phone, once verified number is marked in the system
- Other States have also used auto dialer in the past, but more focused on incoming calls

Email: Do any State communicate with customers via email? Do you have a review process for emails before they are sent to the customer?

- WI: Emails come through visit manager (FAST/GenTax), assigned through "get next task", responses sent through visit manager, verification process and requirements for signature and formatting, worked by all office agents, emails reviewed on regular basis, email training is part of regular training process, mentor assigned as need, pre-set responses loaded to use when appropriate, back end review is on supervisor
    - What happens to general customer emails?
        - WI: Has 4 email boxes and its rare they get a general email, other divisions have different processes
- MN: Currently have a team of people who respond to all general collection emails, production collectors will respond to cases that are assigned to, email review process completed by lead worker for every production email sent, email team can eventually send emails without review process, all incoming and outgoing emails are attached to the case in GenTax
- SD: One person handles all emails, can assign to collectors for follow up if needed
    - Started chat feature 2 years ago, different offices monitor chat, similar to phone system being rotated
- WI: Answers 98% of calls, agents answer calls from all over the State, trying to advance collectors to handle more variety.

Quality Review: What type of quality review process do you use?

- MO: Process of assigning one QA to review phone calls to keep it consistent, 39 employees and 1500-2000 calls per day
- KS: One employee to review calls, 35-40 agents, 1-2 calls per week reviewed per employee
- NE: Supervisors do QA, 17 or more accounts per month, provide feedback to collectors, keep log of review and if similar feedback is given 2 months in a row they initiate performance conversation, standards for actions, IT flow charts for wait times between actions, business flow charts in process of development, 5-6 accounts reviewed per month, new teams will get more reviews as needed
    - How do supervisors collaborate?
        - NE: working on process to detail what's review/processes used
- FAST: Call recording used with all supervisors in room and discuss how scoring is done to collaborate
- MN: Unit of QA, 2 lead workers and 1 supervisor, 250+ collectors for production units, each production collector gets 2 case work reviews and 2 phone call reviews per month by QA unit, lead workers review 3 cases and 1 call per quarter, and coaches spend 3 hours per quarter with

collectors which includes case work and phone calls, new hires will get more reviews from leads and coaches until certified

- Are QA reviews tied to annual reviews?
    - MN: Yes