

Memorandum



Date: April 14, 2014

To: Honorable Chairwoman Rebeca Sosa
and Members, Board of County Commissioners

From: Carlos A. Gimenez
Mayor 

Subject: Response to Inquiries Regarding Credit and Collections

The following is an update to issues raised by Commissioner Sally A. Heyman at the September 17, 2013 meeting of the Committee of the Whole regarding the consolidation of collection processes under the Finance Department, and further asked which County departments perform their own collections versus what outstanding debts are sent to outside collection agencies.

Implementing Order (IO) 3-9 sets the policy for County departments to transfer their outstanding debt collections to the Finance Department's Credit and Collections Section after 90 days of delinquency. However, in certain instances and with concurrence of the Finance Department, some user departments continue pursuing their own collections or refer them to outside collection agencies. These exceptions to the IO are due to either preferred business practices such as Library Department, which refers their accounts 60-days past due to collection agencies specializing in the retrieval of library materials.

The Credit and Collections Section works closely with County departments to identify viable debt collections opportunities. Additional placements of these accounts will require further analysis to determine the technical and business requirements of the departments and the Credit and Collections Section collection process. As demonstrated in the attached table, the Credit and Collections Section currently collects on behalf of many County departments and continues to work on new placements with several other departments, such as Public Housing and Community Development, Regulatory and Economic Resources, and Corrections and Rehabilitation departments to determine the best approach to assist with their debt collection needs.

In addition, Commissioner Sally A. Heyman asked the Information Technology Department to link the Credit and Collections Section's computer system with other County Departments' collection applications. Currently, the County operates several disparate legacy systems. A request for proposals, currently under the cone of silence, has been issued for proposers to assist the County with the implementation of an Oracle PeopleSoft Enterprise Resource Planning (ERP) system. The connectivity between new Oracle PeopleSoft Accounts Receivable system and other County business systems (such as for permitting) will be feasible once the new ERP applications are fully implemented. The Accounts Receivable functionality available from the ERP will fully support credit and collection systems. However, appropriate interfaces would need to be developed between Oracle PeopleSoft and other County systems, such as RER Building Permit System as these would not be delivered functionalities of the new ERP. The Oracle PeopleSoft Accounts Receivable module is planned to be deployed following the General Ledger module of ERP. Therefore, it would not be cost effective to develop multiple interfaces to link the current credit collection system with other County departments' systems collecting fees.

If you have any questions, please feel free to contact Deputy Mayor Edward Marquez at 305-375-1451.

Attachment

c: Robert A. Cuevas, Jr., County Attorney
Office of the Mayor Senior Staff
Department Directors
Charles Anderson, Commission Auditor

Miami Dade County Department	Debt Type	Comments	Placements with Credit & Collections
Animal Services Department	Citations – animal registration and vaccinations		Yes
Aviation Department	Operating fees, leases, and agreements	Department is completing a Six Sigma project designed to further improve accounts receivable collection processes.	Yes
Community Action and Human Services	Transportation Service Related		Yes
Corrections and Rehabilitation	Inmate Services Accts	In process. Meeting with department staff to determine the technical and business requirements to complete transfer of accounts.	No
Fire Rescue	Fire citations, Transport Fees and Fire Inspections fees.	Contracted with medical billing and collection agency, after 365-days at agency accounts are to be sent to Credit and Collection Section. All citations are sent to Credit and Collections Section after 120 days per I.O. 3-9.	Yes
Internal Services	Parking, Elevator citations, UAP charges		Yes
Library	Fines, Fees and Materials	Contract with external agency that works with Libraries to collect materials and fines after 60-days of service.	No
Parks and Recreation Department	Special Events and Marina leases		Yes

Miami Dade County Department	Debt Type	Comments	Placements with Credit & Collections
Police Department	Off-Duty and citations		Yes
Public Housing and Community Development	Loans, Surtax, Section 108, Home, SHIP -	Department has internal collections of receivables. The department is working to identify receivables where Credit and Collections Section can assist with collections.	No
Public Works and Waste Management	Citations, Bulky waste and other fees	Department has internal processes for collection; uses Credit and Collections Section for Citations and the County Attorney's Office for all others receivables.	Yes
Regulatory and Economic Resources	Citations	Non-lienable citations; working with department on transferring other receivables.	Yes
Seaport of Miami	Leases		Yes
Transit Department	Easy Pass Distributors, bad checks		Yes
Water and Sewer	Wholesale Damage and Retail Accounts	Department has internal collections for commercial accounts which includes phone calls, letters, and County Attorneys.	Yes