



North Carolina Local Government

Debt Setoff Clearinghouse

Workshop Agenda – October 2019



New Participants (10:30 – 11:30 a.m.)

Target Audience:

-) Local Governments Not Yet Participating
-) Local Governments Already Participating
 - o New Responsibility/Duties
 - o Refresher Course

Focus:

-) Who can participate
-) What it takes to get started
-) How to do it

1. Welcome/Introductions (NC Association of County Commissioners (NCACC) and NC League of Municipalities (NCLM))
2. Information (NCACC/NCLM)
 - a. Message from NCACC and NCLM Directors
 - b. Purpose
 - c. Clearinghouse and related parties
 - d. Legislation/Eligibility
 - e. Application/Participation requirements
 - i. Initial participation forms
 - ii. Annual participation form
 - f. Debt requirements
 - g. Eligible debts
 - h. Costs to participate
 - i. Due Process
 - j. Getting started
3. Technical (Five Star Computing, Administrators of the Clearinghouse)
 - a. Debtors and debts:
 - i. Requirements
 - ii. Priority
 - iii. Frequency of submission
 - b. Funds Transfers
 - c. Methods for Submitting Debts
 - i. Excel
 - ii. ASCII
 - iii. Client Software
 - iv. Hardcopy forms via fax
 - d. Submitting debts via secure internet
 - e. Security
 - f. Getting Started

ALL (New and Current Participants) (1:00 – 3:30 p.m.)

Target Audience: (new and current participants)

-) All Local Governments
-) I.T. staff
-) Third-party administrators

Focus:

-) Rules/Requirements
-) Compliance and due process
-) Security - recent and upcoming security changes
-) 2020 Participation Form
-) Preparing for 2020
-) Client Software

1. Welcome/Introductions (NCACC/NCLM)
2. General Topics of Discussion (NCACC/NCLM)
 - a. Hearings
3. Basics (Five Star Computing)
 - a. Due Process
 - b. Debts
 - c. Using Setoff Information
 - d. Email Methods/Types
4. Year-end Clean-up (Five Star Computing)
 - a. Expired Debts
 - b. Rejected Social Security Numbers
5. Security (Five Star Computing)
 - a. How we keep Debt Setoff secure
 - i. Staff
 - ii. IP addresses
 - iii. Protecting Identifiable Information
 - iv. Client software
 - v. Secure hardcopy data entry
 - vi. Changing Transmit password
6. Avoiding Disaster (Five Star Computing)
7. 2020 Participation Form (Five Star Computing)
8. Department of Revenue Update (NC Department of Revenue)
 - a. Accuracy and timing
 - b. Joint refund scenario
 - c. Corporations
 - d. Bankruptcy
 - e. Avg. time for refunds
 - f. Refund requests
9. Refunds versus surpluses (Five Star Computing)
10. Technical Support (Five Star Computing)

QUESTIONS/BREAK (10 – 15 min)

11. Discussion of Client Software (Five Star Computing)
 - a. Why Use our Software versus other options
12. Demonstration of our latest 2019 Client Software (Five Star Computing)
 - a. New
 - i. Comments
 - ii. Automation of TRANSMIT password update
 - b. Security
 - c. Add/Editing debtors and debts
 - d. Importing ASCII or Excel files
 - e. Generating Notification Letters and Marking as Printed
 - f. Reports
 - g. Year-end Clean-up