



# North Carolina Local Government Debt Setoff Attendee Workshop



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**ALL (New and Current Participants) (9:30 a.m. – 12:00 p.m.)**

## **Target Audience: (new and current participants)**

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

## **Focus:**

- ) Security
- ) Rules/Requirements
- ) Compliance and due process
- ) Debtors and Debts
- ) 2022 Participation Form
- ) Preparing for 2022

## **NOTES:**

- ) this workshop does NOT cover the client software. That subject is a separate virtual workshop on December 8
- ) the two virtual workshops, Nov. 10 (Counties and Agencies) and Nov. 16 (Municipalities and Housing Authorities) cover the exact same material as these attended workshops

1. Welcome/Introductions (NC Association of County Commissioners (NCACC) and NC League of Municipalities (NCLM))
3. Security
  - a. How we keep Debt Setoff secure
    - i. Ransomware
    - ii. Transmission of data with Dept of Revenue
    - iii. Transmission of data between local governments
    - iv. I.T. resources
    - v. Internal security
    - vi. Internal training
    - vii. IP addresses
    - viii. Passwords
    - ix. Protecting Identifiable Information
    - x. Client software
2. General Topics of Discussion
  - a. New Participants
  - b. Hearings
4. Rules/Regulations/Processes
  - a. Due Process
  - b. Debtors
  - c. Debts
  - d. Setoffs
5. Year-end Clean-up
  - a. Expired Debts
  - b. Debts by amounts
6. Avoiding Disaster/Refunds
7. Interactive Voice Response Unit (IVR)
8. Refunds versus surpluses
9. Email Methods/Types
10. 2022 Participation Form
11. Technical Support
12. Contact Information