



North Carolina Local Government Debt Setoff Attendee Workshop



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
- 2023 Participation Form
- Preparing for 2023

NOTES:

- one virtual workshop, Wednesday, Nov. 2 cover the exact same material as these attended workshops
- this workshop does NOT cover the client software. That subject is a separate virtual workshop on November 30
- registration required for both above virtual workshops

1. Welcome/Introductions (NC Association of County Commissioners (NCACC) and NC League of Municipalities (NCLM))
3. Purpose of Workshops
4. Five Star Computing
5. Security
 - a. How we keep Debt Setoff secure
2. General Topics of Discussion
 - a. New Participants
 - b. Hearings
6. Rules/Regulations/Processes
 - a. Due Process
 - b. Methods of Collections
 - c. Debtors
 - d. Debts
 - e. Setoffs
 - f. Adjustments
7. Year-end Clean-up
 - a. Expired Debts
 - b. Debts by amounts
8. Avoiding Disaster/Refunds
9. Interactive Voice Response Unit (IVR)
10. Refunds versus surpluses
11. Email Methods/Types
12. 2023 Participation Form
13. Technical Support
14. Contact Information