

**State of Vermont
Department of Corrections
Business Office**

Procedure Name:	Tax Offset	Issue Date:	10/01/2009
Prepared/ Revised by:	Helena Kessop / Tatum LaPlant	Revision Date:	07/22/2024
Related Process:	N/A	Frequency:	Annual/Weekly

Process Objective(s)

To identify Department of Corrections customer accounts meeting tax offset (also known as “tax setoff”) criteria and prepare list for submission to Vermont Department of Taxes.

Procedure Objective(s)

To collect monies owed to the Department of Corrections/State of Vermont via the tax offset Collections Program.

Steps

Step 1 – Identify applicable customer accounts:

Criteria: An account must be 60 days in arrears as of October 1st of the current year and have a balance of **\$45.00** or more.

Using a private query report (HK_CLIENT_BAL_OWED DOB) which utilizes the criteria noted above, a list indicating potential accounts/names to be submitted to the Vermont Department of Taxes will be generated.

VISION Navigation to access query:

- Reporting Tools > Query > Query Manager or Query Viewer > Search by Query Name/Begins With
- Once you have located query “HK_CLIENT_BAL_OWED”, click on Excel to the far right of the query name. For “**No Payment Dates After**” always use **10/01** and the appropriate/current year. **Please note that balances on this query report will not/should not include the October supervision fees.**

Step 2 – Review query data and create mass mail list:

Create a new folder for the calendar year data being reviewed: S:\P&P Offender Accounts\TAX OFFSET PROGRAM\TAX SetOff PREP

DOC Share (S:) > P&P Offender Accounts > TAX OFFSET PROGRAM > TAX SetOff PREP		
Name		Date modified
Archives		1/31/2024 3:07 PM
tax setoff list - 2021		3/10/2023 8:25 PM
tax setoff list - 2022		3/10/2023 8:25 PM
tax setoff list - 2023		9/28/2023 11:41 AM
tax setoff list - 2024		7/22/2024 2:52 PM
Upload_Download Procedures		3/10/2023 8:25 PM

***Note** – although this is run in October of the current year in review, the tax offset notifications will affect the tax filing completed on or after the first of the **new** calendar year.

Throw a filter on the “Orig. Data” tab save the query data (adding the “run” date of the query to the end of the naming scheme) to the newly created tax setoff prep folder. Rename the tab for this query run “Orig. Data” and then right click on the tab and select “Move or Copy” the “Orig. Data” tab and rename the copied data tab to “Modified Data”

LARRC2	0.000
LAUDK2	0.000
LECL12	0.000
	0.000
	45.000
	0.000
	0.000
	180.000
	0.000
	0.000
	495.000
	0.000
	15.000
	0.000
	0.000
	36.000
	0.000
	165.000
	0.000
	165.000

Move or Copy

Move selected sheets

To book:
HK_CLIENT_BAL_OWED_DOB_Run 07.22.2024.xlsx

Before sheet:
Orig. Data
(move to end)

☒ Create a copy

OK Cancel

Orig. Data

Delete the top row from the modified data tab.

Cut Column P (entitled Cust. Num.) and then insert the cut cells into Column C (this will shuffle the data in column C currently over to Column D)
Delete Column D & E (entitled Payment Date & Payment Amount)
Delete column G & H (entitled Name 2 & Name 3)

This will leave the current column headers:

- Business Unit
- Customer
- Cust. Num.
- Item Balance
- Name
- Birth Date
- Address 1
- Address 2
- City
- St
- Postal
- SSN

Business Unit	Customer	Cust. Num.	Item Balance	Name	Birth Date	Address 1	Address 2	City	St	Postal	SSN
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Ensure there is a NAME listed for every line of data (if not, review the original data to determine if the name is listed under the Name 2 or Name 3 tabs and can be added based on that information).

Review the Cust Num. (column C) to ensure the jacket IDs are listed for all data lines (review the ones that are blank OR have a "0" listed).

Any missing data that needs validation or looks out of the ordinary should be flagged and reviewed. As an example, review the Cust Num, (Column C) and any listed as "0" should be reviewed. This is the jacket (formerly Prisoner ID or "PID") assigned to the Supervised Individual (S/I). This needs to be added / verified and/or reviewed.

B	C	D	E	F
Customer	Cust. Num.	Item Balance	Name	Birth Date
	0	45.000		
	0	90.000		
	0	90.000		

This review should be completed for each column and any oddities should be addressed or removed, as applicable/appropriate. As an example, ensure there is a birth date listed for each data line. In addition, review **birthdates** (column F) that seem unlikely (i.e. if the birth date would make the S/I less than eighteen years old – review the DOB entry against the one listed in OMS as it's likely the VISION entry is incorrect as we do not supervise juvenile offenders).

	E	F	
	Name	Birth Date	Addre
100		#####	
100			
100			
100			
100			
100			
100			

Review the address columns (G&H) – any listed as “homeless” should be flagged/removed.

Review postal codes – any missing ones should be added (based on address/city listed). Also, be sure to note postal codes such as “00000” – these should be reviewed / updated also.

Review SSN (column L) – any blanks need to be added or removed.

Taxes cannot be withheld from S/I's if all the fields (excluding Address 2 which isn't required) are not present. Therefore, if data such as a DOB or SSN, the listed S/I should be removed and will, therefore, not be mailed a tax offset letter.

Sort the data to identify any problem areas that need to be addressed. To do this, identify duplicate Customer (column B), Cust. Num (column C), Name (column E) and SSN (column K).

Create a new tab (entitled “Questions”) and remove any S/I's that come up with duplicates and/or oddities that need to be addressed (these S/I's will not receive a letter as their data needs to be reviewed / updated as applicable). This data will need to be sent to the Financial Administrator (FA) assigned to cover supervision fees for the noted BUs with errors. The FA will be responsible for reviewing and cleaning up any problem areas identified.

As an example, some of the dupe issues that will likely be identified based on this annual run are:

- two CUST ID's (inactivate one and confirm amount owed)
- wrong/dupe Cust. ID
- two (or more) BU's - check to ensure these accounts should be combined. Confirm amount owed & current assigned office (this will likely involve an address update, per OMS data.
- varying BU's - transfer incomplete, confirm amount / process transfer
- old CUST ID appears to have funds remaining on it, please write off or transfer, as applicable
- listed as having the SAME SSN an another S/I - Probation Officer needs to be contacted to amend / confirm.
- removing S/I from tax offset due to OMS address indicating "homeless" - updates still needed, please review.
- two separate jackets are noted - please work to remedy or confirm. This will likely include an address update taken from OMS data.

After the review is complete and the data updated (or removed), as applicable. The final data should be moved to a newly created tab entitled “FINAL”

The “FINAL” tab, should only list the following information (the rest can be removed as it doesn’t have to be included in the mass mailout but is necessary for tax upload):

- Business Unit
- Customer
- Cust. Num.
- Name
- Address 1
- Address 2
- City
- ST
- Postal
- Item Balance

Ensure that the “modified data” tab and the “final” tab contain the same number of lines.

Step 3 – Request quotes for postage, envelopes & mail service:

Review the previous tax offset years process for requesting these services / quotes. Data can be located in the previous year’s folder entitled: **request for postage-service, envelopes & quotes** (located in the (S:\P&P Offender Accounts\TAX OFFSET PROGRAM\TAX SetOff PREP). Information will need to be taken and updated from the previous tax offset cycle and used for the current year. Therefore, a new folder with the same title (**request for postage-service, envelopes & quotes**) should be created for the current tax cycle run.

Update the certification letter for the new tax year – review the letter to ensure no additional updates are necessary (the setup of the “FINAL” tab, indicated above, is used for the mail merge of data into this certification letter which ends up being the reference for which customers (S/I’s) with debt exceeding \$45.00, will receive a letter.

Fill-in the Printshop Request (based on previous years) – update the **Job Title** to the current tax offset year. Also, the **date required** needs to be updated to the current year (i.e. 10/31/2024) – this “due date” should be updated according to the tax offset program certification which indicates the dates that must be followed.

The “**Finished Quantity**” amount will be based on the number of line items indicated on the “FINAL” tab of the query data (noted in **step 2**, above).



Phone: 802-828-2830
Fax: 802-828-3713

State of Vermont
Department of Buildings & General Services
Print Shop Job Requisition

Email: bgs.printshoporders@vermont.gov
Website: www.vermont.gov



CUSTOMER SPECIFICATIONS:

"REQUIRED FIELDS"

Please attach completed form and all job files and send to
bgs.printshoporders@vermont.gov
For instructions on filling out this form please go to
<http://www.bgs.vermont.gov/gbs/print-shop/faq>

Job Title: DOC TAX SETOFF 2024

Customer Number: COR16

Date Required: 10/31/2024

Contact Full Name: TATUMLAPLANT

Phone: 802-904-3034

Email: AHS.DOCTAXSETOFFPROGRAM@VERMONT

SHIPPING INFORMATION:

"Please Include Room/Bldg, Street and City, State, Zip+4"

Paper colors we have in stock

Canary
Blue

JOB SPECIFICATIONS:

Please fill out as entirely as possible.

Use the special instructions field for additional paper colors or instructions.

Number of Originals: 1 - ELECTRONIC FILE

Finished Quantity: 8,777

Finished Size:

Duplex: No

Paper Color: White

Paper Size: 8 1/2 x 11

Paper Type: 20# Text

Ink Color: Black

Collate: Yes

Padding: (number of sheets or sets per pad)

Laminate: No

Foam Core Mounting: No

Punching:

None

Staple: None

Bind: None

Tab for Mailing: No

Folding: Letter



Type of Mailing: None



Z-Fold



Half



Double Parallel

Send an email to BGS - Print Shop Orders BGS.PrintShopOrders@vermont.gov & BGS - Postal Center BGS.PostalCenter@vermont.gov while also copying the DOC tax setoff alias: AHS - DOC Tax Setoff Program AHS.DOCTaxSetoffProgram@vermont.gov

This email will include the updated certification letter, the query data (ONLY THE FINAL TAB SHOULD BE SENT – other tabs should be **hidden** from view) as well as the printshop req.

An example of the email (below) will be modified from previous years data. In addition, since this letter requests price quotes for the mail merge & service, postage and any additional envelopes needed (be sure to take an inventory of the current envelopes on hand, if applicable, and update the number of envelopes needed based on any overage we have in office).



Good afternoon!

It's that time of the year again for Tax Setoff mass mailing.

This year, we are looking to send approximately 8,777 letters that will need to be postmarked no later than 10/31/2023. Attached is the letter in word format, let us know if it meets your requirements.

Could you please provide me with a price quote for print shop (letter/black ink/one-sided, mail merge setup, mail merge, folding, stuffing, sealing) and postal center (first-class automated rate)?

In addition, in years past we have ordered our envelopes through VCI, but they are no longer processing print jobs (as I'm sure you are aware). We do have approximately 1500 envelopes from last year that we'd like to use but will need to order an additional 7500 (again, approximately) to fulfill this request. Below is a snip of what the envelopes look like that we would like to duplicate, if possible. Also, can I have our envelopes here at Central sent to you at the 1078 US RT 2 in Middlesex address? The envelopes are standard letter size with a window:



Please let me know.

Thanks to both the Print Shop and Postal Center!

Tatum LaPlant Financial Manager III
Proctor & Kihl
BGS - Department of Finance

Save the quotes received from the postal center, envelopes and mail merge service.

Request a proof of the letter based on the data sent to ensure everything is lining up appropriately. A proof of the envelopes is also required to confirm or adjust as necessary.

The actual mail merge and mailing are conducted by the BGS Print Shop and Postal Center.

Both the Print Shop and the Postal Center should be given a date when the formal letter and mail merge list will be e-mailed to them and emphasizing that the letters need to go out and be postmarked no later than October 31 of the current year.

Once the price quote is accepted, we will be provided with a print shop requisition that needs to be filled out and returned to the Print Shop as soon as possible.

All charges from Print Shop and Postal Center should be invoiced to our BGS account #COR16. The invoice(s) once received will be forwarded to Central Office distribution list (AHS - DOC Invoices Business Office AHS.DOCInvoicesBusinessOffice@vermont.gov) for payment. Charges incurred are to be paid out of the Central Office supervision fee budget (fund code: 21843).

Step 4 – Updating Customer/Account List:

Addresses should also be updated when appropriate based on the “New Mailing Addresses in last 24 hours” automatically generated and e-mailed by OMS on a daily basis. Additionally, it will be necessary to run a weekly payment query (HK_CLIENT_PMTS) so that balances are reduced as payments/adjustments are made to the accounts. These ongoing updates will be important up to the time the list and letter are submitted to the BGS Print Shop. The ongoing list should be saved under a different name than the initial list.

Step 5 – Submission of List and Letter to BGS Print Shop

Once the deadline for updates has passed and the list has been updated as needed, the list should be submitted electronically to BGS Print Shop (with cc to Postal Center) in Excel format, and the letter

should be submitted in PDF format. An electronic copy of the letter in PDF format will be furnished separate from this procedure.

Ask the Print Shop/Postal Center to notify you when letters have actually been sent. You should, in turn, notify Central Office Accounts Receivable staff that letters have been mailed. They will be responsible for letting their local sites know.

Be prepared for the phone calls that will start coming in from S/I's. The recommendation is to ensure the noted phone number (from the letter) has a voicemail indicating something along the lines of: ***"Hello, you have received the voice mail of Jane (use your first name only) at the Agency of Human Services, Department of Corrections. If you are calling about a tax setoff letter you received and would like to know what the debt is for, you should contact the local Probation & Parole Office where your case was or is being supervised. If you wish to file an appeal, please do so as indicated in the letter. All others, leave a message at the tone and I will get back to you as soon as possible."*** Some things to note, do not give your full name, particularly if your name, home phone number, and address are in the phone book. It's likely that some voice mails that are received will not be pleasant and some will have a threatening tone. Of course, usually with calls such as these, the callers do not identify themselves. Save these types of messages in your voice mail if possible. Also, by screening your calls, you have time to research the callers' questions before responding. By responding to their phone calls, you can usually avoid the necessity of a written appeal from the S/I and a written response to that appeal from you. Keep a log of all calls that you respond to in this nature.

If an account adjustment is necessary, an FTR (Financial Transaction Report) will need to be filled out and submitted (e-mailed) to the appropriate Central Office AR representative for the local P&P site involved. A cc of the e-mail and its FTR attachment should also be sent to the local site admin and District Manager.

Keep appeal letters and your responses on file. ***Note: Regarding "statute of limitations has expired" as grounds for appeal, you should respond to the S/I as follows: "Our legal department advises that as long as we have been actively trying to collect the debt, the statute of limitations is not applicable. Your name has been included in the tax setoff program for several years now. Letters of certification have been sent to you accordingly to the most recent address available to us."***

As mentioned above, you will need to continue to run a weekly payment query (HK_CLIENT_PMTS) so that list balances are reduced as payments/adjustments are made to the accounts.

It will be necessary to submit the formal list to the tax department by December 15th of the current year. Once you are satisfied that the list is accurate, you should send it to the appropriate Central Office staff member who will put the list in the electronic format required by the Tax Department. It is recommended that you do this at least 10 working days prior to December 15th (determined as December 1st, currently) so that all the bugs can be worked out prior to the official deadline. Follow up with Central Office staff members to make sure the formal list is submitted by the 15th.

After the list has been submitted, you will receive two forms from the tax department and will need to be completed and returned to the tax department in the form and by the deadline they establish. One form certifies the number of names and total dollar amount of the list being submitted and the other lists the department contact and mailing info.

Once you have submitted the list to the Central Office staff member prior to the 15th, the established contact will continue to update the list but should keep an ongoing Tax Setoff Update Memo to

coincide with your updates. ***This memo will be submitted to the tax department the first working day of the new year.*** Please save your list with a name specific to the list (e.g. formaltotaxdept).

Save the list accordingly to the applicable tax offset shared drive folder. This list will be used for updating throughout the calendar year. These list updates and tax department memos should be done on a weekly basis throughout the new calendar year. A sample of the weekly update follows. Remember it will be necessary to keep your list updated as well. (The Social Security Numbers have been modified for privacy reasons.)

DEPARTMENT OF CORRECTIONS

OFFICE MEMORANDUM

TO: Alana Rivers-Welch – Vermont Dept. of Taxes

FROM: Helena Kessop – Vermont Dept. of Corrections

DATE: March 9, 2011

SUBJECT: Tax Setoff Updates

CHANGES

Debtor's SSN:

Debtor's Name:

Revised Debt Amt.:

225.75

15.00

30.00

15.00

30.00

15.00

245.00

15.00

143.09

135.00

DELETES

Debtor's SSN:

Debtor's Name:



THANKS!

Processing Incoming Checks

When you start receiving your tax setoff funds, you will receive a list naming the S/I, the offset amount, and the S/I's address. The following tasks need to be completed before entering the deposit and applying payments in VISION:

#1. Utilize the "Customer Information" module in VISION, this will determine account name (e.g. BARRD1) and office number (e.g. 06). Make sure the social security number on the list agrees with the social security number in VISION. If the address requires updating in VISION, then this should be completed. Be sure that a more recent address does not exist in OMS prior to updating in VISION.

#2. Once you have determined the account name and office number, you should use the Account Overview module in VISION to ensure that the office number you have noted (e.g. 06) agrees with the Business unit for that office (e.g. 03559):

BAPP	03	03556
BEPP	04	03557
BRPP	05	03558
BUPP	06	03559
MOPP	09	03562
NEPP	10	03545
RUPP	11	03564
SAPP	12	03547
SJPP	13	03566
HAPP	14	03567
SPPP	15	03568

#3. Update your working copy tax setoff list balances as each check arrives.

Commissioner Approval

Name _____

Date _____

Procedure: Tax Offset