

## Health and Social Services Department Special Investigations Bureau

275 Beck Avenue, MS 5-200, Fairfield, CA 94533

### **SUBJECT: GENERAL ASSISTANCE ACCOUNTS RECEIVABLE WRITE-OFF AMENDED**

#### **PURPOSE**

The purpose of this policy is to ensure that all reasonable diligence has been used to collect General Assistance (GA) accounts receivable, improve the timely and reasonable measurement of the GA accounts receivable, and ensure the most efficient use of the Solano County Health & Social Services (H&SS) department's revenue collection resources.

#### **SCOPE**

This policy applies to GA accounts receivable. These receivables are maintained and managed by the H&SS Special Investigations Bureau – Accounting Unit, hereinafter referred to as SIB Accounting.

Pursuant to the terms of the Solano County Health and Social Services General Assistance Program Minute Order dated 06/2018, Section XIII- Repayment of Aid subsection A, each applicant for General Assistance shall sign a Repayment Agreement form, agreeing to repay all General Assistance granted. Subsection B states that every effort shall be made to pursue repayment of General Assistance when the recipient possesses resources in excess of those needed for independent maintenance.

#### **POLICY**

It is the policy of Health & Social Services to actively pursue collection of past-due GA accounts receivable, regularly review the status of past-due accounts, and write-off amounts determined to be uncollectible. A write-off of uncollectible GA accounts receivable from the County's accounting records does not constitute forgiveness of the debt or gift of public funds.

#### **PROCEDURES**

1. At the end of each month, SIB Accounting will run a Delinquent Debt report from Ventura Automated Collections System (VACS) showing the amounts and age of receivables. The report will be filtered to pull General Assistance delinquent debts.
2. For accounts that are delinquent for 90 days or less, SIB will send monthly billing statements to clients which shall include a statement indicating that the account will be sent to a collection agency if it will remain delinquent over 90 days.
3. SIB will write off an account that is less than 90-days delinquent if it meets any of the following:
  - a. The debt is disputed and the County has insufficient documentation to pursue collection efforts.
  - b. Upon receipt of the Final Discharge of Debtor in a bankruptcy proceeding.
  - c. The debtor is deceased and there are no assets in the debtor's estate from which the County could collect the debt.

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- d. The debt is ordered to be closed by a State or County Hearing decision or is closed by the SIB Appeals Unit as part of a conditional withdrawal.
  - e. **Administrative write-off of the receivable upon reissuance of funds to a GA client when the original debt has been stolen through electronic theft.**
4. For accounts that are delinquent for over 90 days, SIB Accounting will immediately cease mailing billing statements. These accounts will be written off and will be handled as follows:
- a. Accounts over \$100 - Accounts will be sent over to a collection agency for further action following the procedures set forth in the Solano County Auditor-Controller Policies and Procedures – Delinquent Accounts Receivable Resolution 2007-004 issued on 01/27/2007. SIB Accounting will refer all subsequent client contacts regarding the account to the collection agency.
- All payments received from the collection agency will be posted in the GA budget unit as Other Revenue
- b. Accounts \$100 or less - SIB Accounting will not pursue and collection efforts.
5. Once delinquent accounts are identified for write-off, SIB Accounting shall prepare a write-off request for the approval of Director of Admin Services attaching all supporting documentation.
6. The Director of Admin Services reviews and approves the request and forwards it to the H&SS Director for final approval.
7. Once approved, SIB Accounting will prepare a journal to record the write-off of delinquent accounts in the general ledger and in VACS.
8. Write-off journal shall be signed by H&SS Director.
9. SIB Accounting will submit the journal and all supporting documentation to ACO.
10. SIB Accounting will provide the following reports:

Report Type	Distribution	Frequency
List of Delinquent General Assistance Debts	H&SS Admin/ACO	Monthly
Aging of Receivables	H&SS Admin	Quarterly
Summary of Accounts Written Off	H&SS Admin/ACO	Annually