

CHAPTER 6. REGIONAL PERSONNEL ROLES AND RESPONSIBILITIES

6-1. REGIONAL ACCOUNTING DIVISION (RAD). The RAD is responsible for the following:

- o Ensuring that debt files received from the Action Official contain all required documentation.
- o Recording all debt due HUD as a receivable in the appropriate general ledger or in subsidiary tracking accounts for programs that are accounted for by the Headquarters.
- o Reviewing copies of repayment agreements and other documentation received from the Action Official and adjusting the accounting records as appropriate.
- o Preparing two follow-up letters at 30-day intervals for the Action Official's use.
- o Processing collections on a timely basis in accordance with HUD Handbook 1911.1 REV, Handling and Protecting Cash and Other Negotiable Instruments.
- o Promptly recording and reporting all collections, interest charges, penalties, administrative costs, offsets, writeoffs, suspensions, repayments, and compromise agreements.
- o Forwarding pertinent information affecting the status of each debt to the cognizant Office of Inspector General and Regional Inspector General. This includes providing notice of offset, check receipt, or deposit within the required 45 days; and providing notification of receivable writeoff within the required 5 days.
- o Reconciling accounting records with information contained in the Automated Audits Management System (AAMS) on a quarterly basis.
- o Making needed adjustments to the accounting records based on completed reconciliations and notifying the Regional Inspector General for Audit (RIGA) of any corrections.
- o Providing status of accounts to the Action Official when insufficient payment has been received in response to followup letters.

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6-2. REGIONAL CLAIMS COLLECTION OFFICER (RCCO). Each Regional Administrator designates an RCCO to represent the Field Offices in matters relating to claims collection activity. The RCCO serves as the primary Claims Officer within the region and acts

as a liaison between Field Office CCOs and the DCO. This arrangement provides one central office in the region for the collection and distribution of claims data. It also ensures the control, continuity, and information flow necessary for a well-defined regional claims program. The RCCO ensures that all CCOs in the Region receive training and should provide training on request to other personnel involved in the debt/claims collection process. Other responsibilities of the RCCO include:

- o Serving as the CCO for claims arising at the regional level, including those forwarded by the Regional Administrator from the Field Offices for regional level processing.
- o Providing technical guidance and assistance to Field Office CCOs, as requested or required.
- o Serving as the primary recipient for developmental and implementational training sessions conducted by Headquarters staff.
- o Modifying the HUD training package, as necessary, to meet the individual needs of Field and Headquarters program and administration offices.
- o Coordinating training presentations within their program and administration offices in Headquarters or within their respective regions for those personnel identified as needing training.
- o Certifying to the DCO that CCOs have been trained and notifying the DCO of any new personnel needing training.
- o Interpreting and disseminating new claims collection procedures and requirements to regional claims collection personnel.
- o Coordinating regional claims collection reporting activities and taking necessary actions to ensure accurate, complete, and timely reporting by CCOs.
- o Making recommendations to the Regional Administrator concerning the operation and modification of a centralized/decentralized data entry process for HUD's Delinquent Debt Collection System (i.e., the A97 System).
- o Reporting to the Internal Revenue Service (IRS) as additional income for the debtor the amount of a claim that remains uncollectible after the RCCO has compromised or terminated a claim.

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- o Ensuring that data are promptly and accurately entered into the A97 System.
- o Maintaining a roster of Field Office claims collection personnel and making the appropriate notifications.
- o Reviewing CCO assessments of administrative costs charged to debtors.
- o Serving as the focal point for all matters relating to the region's A97 System data base and acting as liaison between the region's claims collection personnel and the claims and/or automated data processing personnel at Headquarters.
- o Working closely with the CCOs to ensure that the Regional Administrator and other regional officials are kept apprised of the region's claims inventory and the progress being made toward recovery of the debts owed HUD.

6-3. REGIONAL INSPECTOR GENERAL FOR AUDIT (RICA). RICA responsibilities relating to sustained costs include:

- o Maintaining a record of all audit reports issued which contain sustained costs.
- o Forwarding a copy of the audit report to the appropriate Action Official in either the Field Office or at Headquarters.
- o Maintaining appropriate files by audit report number.
- o Validating each Concurrence Memorandum and conferring with the Action Official as necessary to make corrections.
- o Coordinating with audit liaison officers on the status of any audit findings raised in the resolution process.

6-4. REGIONAL COUNSEL. The Regional Counsel has primary Field Counsel responsibility for litigation. Regional Counsels have the authority to initiate affirmative litigation for matters not exceeding \$15,000. Therefore, when the CCO has exhausted informal collection methods and wishes to enforce collection through litigation or a formal administrative proceeding, the CCO should refer the case through the RCCO to the Regional Counsel. Enforcement cases that do not exceed \$15,000 do not need to be referred to the Departmental Claims Officer (DCO), unless there is something unique or especially important about the case. Since the Regional Counsel needs the DCO's approval to handle cases of more than \$15,000, CCOs should refer debts above that amount through the RCCO to the DCO with a recommendation for enforcement. The DCO will refer cases to the OGC, which will decide whether to handle them directly or delegate them to the Regional Counsel.

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