



STATE OF CONNECTICUT  
BOARD OF TRUSTEES  
FOR THE STATE COLLEGES  
1280 ASYLUM AVENUE HARTFORD, CONNECTICUT 06105

See 76-81

## AUTHORIZING RESOLUTION

concerning

COLLECTION OF DELINQUENT AMOUNTS

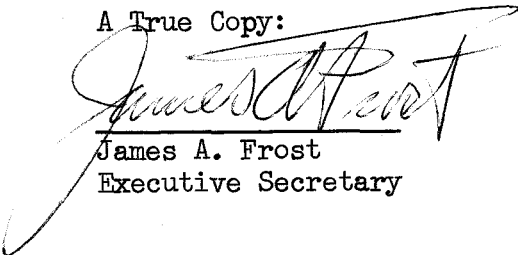
OWED TO

FUNDS ADMINISTERED BY THE STATE COLLEGES

June 7, 1974

RESOLVED, That, exercising the authority provided in Section 10-109b of the General Statutes, the Board of Trustees for State Colleges hereby authorizes the Executive Secretary to enter into an agreement with the Division of Central Collections of the Department of Finance and Control whereby said Division shall provide services to the Board of Trustees for the purpose of effecting the collection of delinquent amounts owed to funds administered by the State Colleges.

A True Copy:



James A. Frost  
Executive Secretary

\*\*\*

INTERDEPARTMENT MESSAGE

STO-201 12-69

SAVE TIME: *Handwritten messages are acceptable.*

*Use carbon if you really need a copy. If typewritten, ignore faint lines.*

TO	AGENCY	DATE
		October 23, 1974
FROM	AGENCY	TELEPHONE
A. W. Boynton	Board of Trustees for State Colleges	236-4278
Fiscal Officer	1280 Asylum Avenue, Hartford, CT	
SUBJECT		

Collection of Delinquent Accounts

Enclosed, for your information, are copies of the following:

1. Agreement between the Board of Trustees and the Division of Central Collections (with Attachments A, B and C).
2. Procedures for handling and distributing collections on delinquent accounts.
3. Summary of referral to Division of Central Collections. (SC-2)
4. Form for reporting to Central Office the distribution of collections.

In general, the agreement is self-explanatory. The following comments should clarify a few points.

Sec. 1 - The items required should be submitted in a letter-size, full-cut file folder with a completed copy of Form SC-2, Summary of Referral to Division of Central Collections, enclosed. The numbers shown on the folder are the agency number followed by the social security number of the individual.

Sec. 2 - The initial referral need not include the three required letters, but there must be sufficient evidence of indebtedness for a case to be made. Thereafter, all referrals must comply with the requirements of the agreement.

Sec. 3 - Self-explanatory.

Sec. 4 - Payments received by a college will be deposited by the college, using the following descriptive information:

Standard Account No. - 7012

Title - Central Collections, State Colleges

Fund No. - 7012

Agency No. - 7800

Such collections will be reported to the Division of Central Collections on the Adjustment Report form. They will then become part of the total collections listed monthly by the Division.

Sec. 5 through 10 - Self-explanatory.

Sec. 11 - The letterhead format on which gross collections are reported to the colleges, and on which the colleges report fund distribution to the Central Office, provide for the application of the 12% collection fee to the appropriate funds.

Sec. 12 through 14 - Self-explanatory.

INTERDEPARTMENT MESSAGE

STO-201 12-69

SAVE TIME: *Handwritten messages are acceptable.*

*Use carbon if you really need a copy. If typewritten, ignore faint lines.*

TO	AGENCY	DATE October 23, 1974
FROM	AGENCY	TELEPHONE
SUBJECT		

Collection of Delinquent accounts (Con't)

The procedures for handling and distributing collections have been adapted from a set of procedures developed earlier by the Comptroller for the Regional Community Colleges.

Relative to Item 5, any individual collection or portion thereof not applicable to the General Fund should be prorated in the ratio to which the student has an indebtedness to two or more funds. The collection may be applied in full to any fund balance of five dollars or less.

Standard Account Nos. 3801, 3804 and 9404, noted in Item 6, represent Resident Tuition, Non-Resident Tuition and Collection Fees (Miscellaneous Recoveries), respectively.

It will be necessary to furnish the Central Office with a copy of each Transmittal List which is sent to the Division of Central Collections (Attachment B to the agreement); also, with a copy of each Adjustment Report (Attachment C).

In order that we may determine the most effective method of accomplishing the write-off of delinquent accounts with balances of ten dollars or less, please advise this office of the number of such accounts on hand.

Also, please give this office the name and title of the person who will act as liaison between the college and the Division of Central Collections, as required by Section 12 of the agreement.

*Arnold W. Boynton*

Arnold W. Boynton  
Fiscal Officer

AWB:dc

Agreement Between  
Board of Trustees For State Colleges  
and  
Division of Central Collections, Department of Finance and Control  
Concerning  
Collections of Delinquent Accounts

This agreement represents a cooperative effort of the above agencies to recover bad debts and delinquent accounts of a state college under authority of Section 4-68a of the Connecticut General Statutes.

To insure that referrals to the Division of Central Collections for collection are uniformly processed the following general guidelines are hereby adopted and agreed to.

1. Each referral submitted to the Division of Central Collections for collection or recovery shall be by individual case record. Each case record shall contain:
  - a Case Name
  - b Social Security Number
  - c Address (last known)
  - d Employer (last known)
  - e Date of Birth
  - f Agency Account Number
  - g Any proof of indebtedness (promissory note, ledger sheet, etc.)
  - h Any information concerning a guarantor
  - i Proof of collection attempts by agency
  - j Any other information considered pertinent to the referral

Referrals are to be submitted in batches by each state college and listed on a numbered transmittal in alphabetical order. Each referral will be listed on the transmittal showing the agency account number, case name, and amount due as well as showing the grand total due of all referrals listed.

See attachment A (file folder), and attachment B (transmittal).

2. It is agreed that no referral will be made unless at least three (3) collection letters have been sent to the debtor by the referring college. Copies of these letters must be retained in the case record and made available as part of the referral.

The third collection letter should be sent by certified mail and should contain the following statement:

"You are advised that if full payment is not received or an acceptable plan for repayment is not made within fifteen (15) days from the date of this letter, your account will be referred to the Division of Central Collections for further action. The Division of Central Collections will take whatever action necessary, including civil suit, to collect this indebtedness plus costs of collection."

Referral of these cases to the Division of Central Collections should be made as soon after the 15 day period as possible.

3. No referral will be made for accounts with a balance due of \$10.00 or less.
4. The Division of Central Collections shall be advised by the referring college of any subsequent increase or decrease in the balance owed by the debtor.

The adjustment report will be used to indicate payments made directly to the referring college by the debtor or to report adjustments which have been made by the referring college after the account has been referred to the Division of Central Collections.

This report should be sent as soon as possible so that the Division of Central Collections may adjust their records accordingly.

If any adjustment should reduce the original referral to a balance of less than \$10.00 the account will be retained for collection by the Division of Central Collections notwithstanding the provisions of Item 3 of this agreement.

See attachment C (Adjustment Report).

5. No referral will be made to the Division of Central Collections unless it is considered a valid claim by the referring college and can be documented or substantiated.

Should any invalid claim be referred to the Division of Central Collections it shall be withdrawn (adjusted) as soon as possible.

6. It is agreed that once an account has been referred for collections it shall become the complete responsibility of the Division of Central Collections and that all collection efforts have the implied and tacit approval of the Board of Trustees for State Colleges.

Collection efforts may include any and all court action, including wage and/or property executions.

7. It is agreed that where it is apparent that an account is uncollectible and that a governor's cancellation is warranted, the Division of Central Collections shall be authorized to request such cancellation under provisions of Section 3-7 of the Connecticut General Statutes. A listing of accounts cancelled by the Governor will be provided the Board of Trustees for State Colleges.

The only exception to this procedure will be where there are Federal regulations or departmental restrictions against such cancellations. In these circumstances the Division of Central Collections will be so advised at the time of referral so that the account may be returned to the referring agency when it becomes uncollectible for any reason.

8. It will be the responsibility of the Board of Trustees for State Colleges to request the establishment of an agency fund by the Governor pursuant to authority contained in Section 4-31b of the Connecticut General Statutes.

All recoveries will be deposited in this agency fund by the Division of Central Collections in accordance with any procedures or regulations established by the State Comptroller and/or State Treasurer.

The method of distributing the recoveries from the designated agency fund to the respective referring colleges will be developed by the Board of Trustees for State Colleges. The method of distribution will be subject to approval by the State Comptroller.

9. When payments are received from a debtor on an installment basis and there are General Funds, Special Funds, or Federal Funds involved, it is agreed that the General Fund will be credited first until the total amount due the General Fund is collected.

If only Special Funds and Federal Funds are involved it shall be the responsibility of the referring college to determine which account shall have priority.

10. If Special Funds or Federal Funds are involved, the Division of Central Collections will be kept fully advised of any regulation or ruling which may affect the collection methods or the distribution of any recovery proceeds.
11. There shall be no charge for collections made by the Division of Central Collections which are to be credited to the General Fund.

However, collections made by the Division of Central Collections which are to be credited to a Special Fund or a Federal Fund shall be subject to a collection fee of twelve percent (12%) of actual recoveries made.

Collection fees shall be subject to review and negotiation no oftener than once each year and only if requested in writing by any party to this agreement.

12. There shall be a liaison appointed by each referring college, including the Board of Trustees for State Colleges, who shall act in all matters needing action, interpretation, or implementation relating to a referral.
13. It is agreed that any information which is available and requested by the Division of Central Collections will be provided.
14. It is also agreed and understood that all referrals made will be added to the computerized system presently being developed by the Division of Central Collections and that all reports of collection activity, including progress reports, will be determined by the program specifications.

Charles B. Roark

Charles B. Roark  
Director

Division of Central Collections  
Department of Finance and Control

Date September 25, 1974

James A. Frost  
James A. Frost  
Executive Secretary  
Board of Trustees for State Colleges

Date October 15, 1974

Suggested Format

File Folder

DOE, John

7712-000-42-1643

ABC College

Suggested Format

Transmittal

Transmittal List No. 7712-1

June 20, 1974

To: Division of Central Collections  
Delinquent Accounts Section

From: ABC College

Subject: Transmittal of Delinquent Accounts

Enclosed are the file records of the following accounts for appropriate collection action by your agency.

<u>Name</u>	<u>Account No.</u>	<u>Amount Due</u>
DOE, John	7712-000-42-1643	\$100.00
HOE, Thomas	7712-010-48-5980	50.00
ROE, Susani	7712-436-22-6311	25.00
	<u>Total</u>	<u>\$175.00</u>

(Signature) \_\_\_\_\_

\_\_\_\_\_  
Title

NOTE: Transmittal should be on letterhead of referring college



Suggested Format

Adjustment Report

June 19, 1974

To: Division of Central Collections  
Delinquent Accounts Section

From: ABC College

Subject: Adjustment of Delinquent Accounts

<u>Name</u>	<u>Account</u>	<u>Transmittal List</u>	<u>Adjustment</u>	<u>Explanation</u>
DOE, John	7712-000-42-1643	7712-1	- 50.00	Paid college 2/5/74
HOE, Thomas	7712-010-48-5980	7712-1	- 25.00	Correction of 1972 Fall tuition billing
ROE, Susan	7712-436-22-6311	7712-1	+ 10.00	Bookstore charge Summer 1972
THOMAS, William	7712-241-19-0080	7712-3	+ 10.00	Student fee Spring 1971
WILLEY, Michael	7712-180-24-2411	7712-5	- 100.00	Invalid Referral

(Signature) \_\_\_\_\_

\_\_\_\_\_  
Title

NOTE: Adjustment Report should be on letterhead of referring college

PROCEDURE TO BE FOLLOWED FOR HANDLING AND DISTRIBUTING DELINQUENT  
ACCOUNTS COLLECTED BY THE DIVISION OF CENTRAL COLLECTIONS FOR  
THE STATE COLLEGES

1. Collections of delinquent accounts will be deposited by the Division of Central Collections in the Central Collections Fund, code symbol 7012-7800, to be administered by the Central Office of the Board of Trustees for State Colleges. All checks should be endorsed with this fund classification and agency symbol. Arrangements have been made with the Treasurer's Department to return protested checks endorsed in this manner to the Division of Central Collections.
2. The Division of Central Collections will submit a monthly report of collections to the Central Office of the Board of Trustees for State Colleges indicating the names of the students, the amounts collected from each, and the identities of the colleges.
3. Copies of the monthly collection reports will be forwarded by the Central Office of the Board to respective colleges.
4. The colleges will continue to maintain accounting records for each account referred to the Central Collections Division. Subsequent charges, collections, and balances remaining in each account should be reflected in accounting records by fund and standard account. More details, if desired, may be maintained for internal purposes.
5. Based on the monthly collection reports, each college will determine the amounts to be distributed to the appropriate funds. When payments from individuals are received on an installment basis, the General Fund must be credited first, until the total amount due the General Fund is collected.
6. Within ten days of receipt of the monthly collection report, each college will submit to the Central Office of the Board a list showing the distribution of the total amount collected for the college to the following funds and accounts: General Fund, Standard Account Numbers 3801, 3804, and 9404; Auxiliary Services Fund; Extension Fund; Student Activity Fund; and Institutional Welfare Fund. This information will be consolidated by the Central Office of the Board and reported to the Comptroller's Central Accounting Division for transfer of funds from the Central Collections Fund to the proper accounts, except for the Student Activity Funds and Institutional Welfare Funds.
7. The Central Office of the Board will initiate requests for allotments of funds from the resources of the Central Collections Fund for processing payments to respective Student Activity Funds and Institutional Welfare Funds for their share of collections.
8. The Central Office of the Board will initiate a Payment List for the issuance of checks to the colleges for their portion of the amounts due the Student Activity Funds and Institutional Welfare Funds which will include the following forms:

CO 19 Expenditure Certificate  
CO 18 List of Invoices For Payment  
CO578 Detailed Analysis Of Expenditures  
CO 17 Vendors Invoice

No commitments or reservations of funds covering these expenditures will be necessary but each payment list must contain full debit adjustment of the expenditure amount. Full coding of expenditures will be necessary on Forms CO 678 and CO 17. The following coding of expenditures is prescribed:

Central Connecticut State College	7012 - 7800 - 000 - 0 - 02 - 5 - 25
Western Connecticut State College	7012 - 7800 - 000 - 0 - 03 - 5 - 25
Southern Connecticut State College	7012 - 7800 - 000 - 0 - 04 - 5 - 25
Eastern Connecticut State College	7012 - 7800 - 000 - 0 - 05 - 5 - 25

Board of Trustees for State Colleges

Summary of Referral to Division of Central Collections

Connecticut State College

Case Name \_\_\_\_\_

Case No. \_\_\_\_\_  
(If previous referral)

Social Security No. \_\_\_\_\_

Date of Birth \_\_\_\_\_

Address(last known)

Street and Number \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Employer(last known)

Name \_\_\_\_\_

Street and Number \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Agency Account No. \_\_\_\_\_

Total Amount Due \_\_\_\_\_

Proof of Indebtedness (list enclosures)



# STATE OF CONNECTICUT

BOARD OF TRUSTEES  
FOR THE STATE COLLEGES

1280 ASYLUM AVENUE HARTFORD, CONNECTICUT 06105

During the month of \_\_\_\_\_ 1974 \_\_, the Division of Central Collections collected a total of \$ \_\_\_\_\_ for your college, the accompanying listing identifying each student and the amount paid by same.

Please distribute the above total, as appropriate, among the funds shown below and return a copy of this form to the Central Office within ten days of receipt of same.

	Collections Credited To Fund <hr/> \$	Collection Fee (12%) <hr/> \$	Net Payable To Fund <hr/> \$
General Fund:			
Tuition, Resident		XXXXXXXXXX	
Tuition, Non-resident		XXXXXXXXXX	
Other	_____	XXXXXXXXXX	_____
Total General Fund		XXXXXXXXXX	
Educational Extension Fund			
Auxiliary Services Fund			
Fees Fund			
Student Activity Fund			
Institutional Welfare Fund			
Other (explain):			
	_____	_____	_____
Total Collections	<hr/> \$ <hr/>		
Total Collection Fee		<hr/> \$ <hr/>	
Total Payable to Funds			<hr/> \$ <hr/>

Collections from any student indebted to the General Fund must be used to pay off such General Fund indebtedness before applying collections to any other indebtedness of the student.

The remainder of any individual collection will be prorated in the ratio to which the student still has an indebtedness to two or more funds. The collection may be applied in full to any fund balance which has been reduced to five dollars or less.

Charles B. Roark  
Division of  
Central Collections

Director

October 10, 1974

Arnold W. Boynton  
Board of Trustees  
for State Colleges

Fiscal Officer

*Pass*

Signed agreement - Collections of Delinquent Accounts

Herewith the original copy of the subject agreement signed by Dr. Frost.

We've not had an opportunity to complete our review of the Student Loan agreement but hope to get it to you shortly.

---

Arnold W. Boynton  
Fiscal Officer

## Interdepartment Message

STO-201 REV. 3/73 STATE OF CONNECTICUT

SAVE TIME: Handwritten messages are acceptable.

Use carbon if you really need a copy. If typewritten, ignore faint lines.

<b>To</b>	NAME	Nathan G. Agostinelli	TITLE	State Comptroller	DATE	July 31, 1974
	AGENCY	State Comptroller Department	ADDRESS	30 Trinity Street, Hartford		
<b>From</b>	NAME	Arnold W. Boynton	TITLE	Chief Fiscal Officer	TELEPHONE	236-4279
	AGENCY	Board of Trustees for State Colleges	ADDRESS	1280 Asylum Avenue, Hartford		

SUBJECT

## ESTABLISHMENT OF AGENCY FUND

We hereby request that, subject to the approval of the Governor as required by Section 4-31a of the General Statutes, an agency fund be established for the Board of Trustees for State Colleges for the purpose of depositing and distributing to the accounts of the four State Colleges monies collected by the Division of Central Collections.

We are just short of completing an agreement with the Division of Central Collections for the collection from students, former students and others of overdue fees and other charges. As it is impractical for the Division to make deposits directly to the various colleges and funds involved, it is necessary that a fund be provided into which collections can be deposited and from which this office can make appropriate distributions.

Enclosed is a copy of the Board of Trustees' authorizing resolution of June 7, 1974.

*Arnold W. Boynton*  
Arnold Boynton  
Chief Fiscal Officer

AB:saw

Enclosure

cc: C. B. Roark - Central Collections  
T. Goodrich - Governor's Office  
E. Balda - Budget Division



**Mrs. Clow, Robinson, Heide, and  
Mr. Lowe Administrative Officers**

**July 30, 1974**

**Connecticut State Colleges**

**Arnold W. Boynton**

**Chief Fiscal Officer**

**236-4278**

**Board of Trustees for State Colleges 1280 Asylum Avenue, Hartford, CT**

**AGREEMENT CONCERNING COLLECTIONS OF DELINQUENT ACCOUNTS**

At a recent meeting a question was brought up regarding fund identification for cases sent to the Division of Central Collections for collection. Identification will not be necessary until after a collection has been made.

Procedures will be about as follows:

1. All collections will be deposited to the agency fund.
2. A list of collections, indicating the colleges and individuals, will be given to the Central Office for distribution to the colleges.
3. From these lists the colleges will summarize by fund and report back to the Central Office for combining and initiation of payment lists and service transfers or vouchers. Transfers will include the 12% fee.

**Arnold W. Boynton  
Chief Fiscal Officer**

**AWB:scv  
cc: Charles B. Boark**

## Interdepartment Message

STO-200 REV. 5/73

SAVE TIME: Handwritten messages are acceptable.

Use carbon if you really need a copy. If typewritten, ignore faint lines.

<i>To</i>	NAME	Charles B. Roark	TITLE	Director	DATE	June 7, 1974
	AGENCY	Division of Central Collections	ADDRESS	76 Meadow St., East Hartford, Conn.		
<i>From</i>	NAME	Arnold W. Boynton	TITLE	Fiscal Officer	TELEPHONE	236-4278
	AGENCY	Board of Trustees-State Colleges	ADDRESS	1280 Asylum Ave., Hartford, Conn.		

SUBJECT

Collection of Delinquent Accounts - State College Funds

For your information, enclosed is a copy of a resolution  
 passed<sup>s</sup> by the Board of Trustees for State Colleges on  
 June 7, 1974.

*Arnold W. Boynton*  
 \_\_\_\_\_  
 Arnold W. Boynton  
 Fiscal Officer

AWB:pm  
 encl.

SAVE TIME: If convenient, handwrite reply to sender on this same sheet.

*Pres Council 6-1 JA*

**Interdepartment Message**

SAVE TIME: *Handwritten messages are acceptable.*  
 Use carbon if you really need a copy. If typewritten, ignore faint lines.

STO-201 REV. 3/73 STATE OF CONNECTICUT

<i>To</i>	NAME Dr. Carl L. Robinson	TITLE Dean of Administrative Affs.	DATE March 28, 1974
	AGENCY Western Connecticut State College	ADDRESS 181 White Street, Danbury, Connecticut	
<i>From</i>	NAME Arnold W. Boynton	TITLE Chief Fiscal Officer	TELEPHONE 236-4278
	AGENCY Board of Trustees for State Colleges	ADDRESS 1280 Asylum Avenue, Hartford, Connecticut	

SUBJECT

COLLECTION OF DELINQUENT RECEIVABLES

Enclosed are copies of material pertinent to the above subject.

I have no more idea than you what the fate of Bill #5768 will be. If passed, it will have significant bearing on this matter.

On March 18 I talked with Sherman Hill, in Charles Roark's absence, and was informed that Central Collections can establish only one collection account for the State College system. Apparently, the colleges could send their cases directly to Central Collections but reports would be directed to this office for analysis and distribution of collections.

The one-page list of requirements is more or less self-explanatory.

I've not studied the Community College procedures. Perhaps we could improve upon them.

*Arnold*

Arnold W. Boynton  
 Chief Fiscal Officer

AWB:sar

Enclosures

JAH

TO	Charles B. Roark Director	AGENCY	Division of Central Collections	DATE	3/6/74	Pics 269
FROM	Arnold W. Boynton Fiscal Officer	AGENCY	Board of Trustees for State Colleges	TELEPHONE	236-4278	3-1
SUBJECT						
COLLECTION OF DELINQUENT NATIONAL DIRECT STUDENT LOAN BALANCES						

The following will serve as a summary of our understanding of communications to date regarding the above subject, together with applicable questions and comments.

In your memo of February 4, 1974, you requested clarification of the status of cancellation of accounts by action of the Governor. The following is a quotation from a letter received previously from Eino A. Johnson, Director, Higher Education, Region I:

The only point in doubt --- seems to imply that 'a governor' has the authority to grant cancellation. --- It must be pointed out in this connection that 'cancellation' of any account or any part of any account may be granted only as stipulated in the Regulations and the NDSLPL Manual of Policies and Procedures.

A search of these documents reveals to us no provision whereby any State official has the authority to approve such cancellations. In general, indebtedness can be terminated by payment in full, by death, by bankruptcy or by certain waiver provisions.

As you know, we would like to retain as many dollars as possible for our students; but we do believe that your fee rate of ten percent of all recoveries, subject to a minimum charge of \$15.00 for each account, plus out-of-pocket expenses, is acceptable. However, we do wish to confirm our understanding that there will be no charge for accounts from which no collections are obtained or for accounts which, subsequent to submission to your office, produce appropriate evidence of entitlement to waiver or deferment of balances due. Also, could you give us a rough estimate of the average out-of-pocket expenses?

Your January 1, 1974, list of requirements indicates that referrals are to be submitted in monthly batches. I believe we were told that, following the initial batches, accounts should not be held for batching but should be forwarded immediately after determination of delinquency.

We believe that another item, concerning procedures for deposit of collections and recovery to the Loan Fund, should be worked out in advance rather than after your processing of collections has begun. Such trivia often result in yards of red tape.

Charles B. Roark

Page 2

March 6, 1974

Before completion of a formal agreement, we would like to submit a draft of same to the Federal Bureau of Higher Education for review relative to provisions which might be in conflict with Federal statutes or regulations. On the assumption that you have a somewhat standardized format for such agreements, would you be so kind as to prepare a draft incorporating modifications needed to fit our particular circumstances?

AWB

cc: Dr. K. H. Summerer

sr

*Recd. 3-1*

# Interdepartment Message

STO-201 REV. 3/73 STATE OF CONNECTICUT

SAVE TIME: *Handwritten messages are acceptable.*  
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<b>To</b>	NAME Dr. James Frost	TITLE	DATE 3/5/74
	AGENCY	ADDRESS	
<b>From</b>	NAME Arnold Boynton	TITLE	TELEPHONE
	AGENCY	ADDRESS	

SUBJECT: COLLECTION OF DELINQUENT RECEIVABLES - FOUR COLLEGES

I called Charles Roark's office today for more particulars on the above subject only to find that he's out ill.

In the past he has indicated that he would work on this matter only through the Central Office. It has been my understanding also, that all succeeding summary transactions, such as reports of collections and distribution among the colleges, must be handled by this office. This seems to be borne out by the procedures used by the Community Colleges.

Herewith are copies of a sample list of requirements of the Division of Central Collections, of procedures used by the Community Colleges and of a Community College request for establishment of a special clearing account.

DIVISION OF CENTRAL COLLECTIONS  
COLLECTIONS FOR OTHER STATE AGENCIES

Each referral submitted to the Division of Central Collections for collection shall be by individual case record and containing that information agreed to between both agencies.

Referrals are to be submitted in monthly batches and listed on a numbered transmittal in alphabetical order. Each referral will be listed, showing the account number (agency), name, and amount due, with a grand total of the amounts due.

Each case record shall contain:

1. Case Name
2. Social Security Number
3. Address (last known)
4. Employer (last known)
5. Date of Birth
6. Agency Account Number
7. Any proof of indebtedness (promissory notes, ledger sheet, etc.)
8. Any guarantor information
9. Proof of attempts to collect by agency
10. Any other information considered pertinent

It is agreed that any other information which is available and requested by the Division of Central Collections will be provided.

It is agreed that once an account has been referred for collection it will become the complete responsibility of the Division of Central Collections and that all normal collections to be made by us meets with your implied approval. Normal collection efforts will include any and all court actions, including wage and/or property executions.

It is agreed that where it is apparent that an account is uncollectible and that a governor's cancellation is warranted, the Division of Central Collections shall be authorized to request such cancellation unless there are some Federal regulations or restrictions against such cancellations.

If Federal or Special Funds are involved, the Division of Central Collections will be kept fully advised of any regulation or ruling which may have a bearing on either our collection methods or the distribution of any of the recovery proceeds.

The depositing of all recoveries will be in accordance with the procedure agreed to or as directed by the State Comptroller and/or State Treasurer.

Cost of collections may be assessed when Federal or Special Funds are involved. Such cost of collections will be negotiated.

It is also agreed and understood that all referrals will be added to our computerized program and that all activity, including progress reports, will be determined by the existing program specifications.

INTERDEPARTMENT MESSAGE

STO-201 12-69

SAVE TIME: Handwritten messages are acceptable.

Use carbon if you really need a copy. If typewritten, ignore faint lines.

TO Arnold W. Boynton Chief Fiscal Officer	AGENCY Board of Trustees for State Colleges	DATE February 4, 1974
FROM Charles B. Roark Director	AGENCY Div. of Central Collections	TELEPHONE

SUBJECT

Collection of Delinquent Accounts - National Direct Student Loans

This will acknowledge your memo of January 25, 1974 in which it is stated the following is the volume of delinquent student loans you hope to refer to the Division of Central Collections:

	<u>No. of Accounts</u>	<u>Total Due</u>
State Colleges	704	\$144,524.30
Community Colleges	316	38,709.89
<u>Totals</u>	1,020	<u>\$183,234.19</u>

We believe we can be of some help to you in the collection of these delinquent loans but agreement will have to be reached as to how the referrals are to be made, particularly the information needed to help locate the individual debtor.

Since the funds involved are not from the General Fund, we believe consideration will have to be given to the program absorbing the costs of collection. The proposed fees set forth in our original proposal of April 20, 1971, would still be appropriate. We are repeating that portion of our proposal for your ready reference.

"Cost of collection will be based on ten (10) percent of all recoveries subject to a minimum charge of \$15.00 for each account plus out-of-pocket expenses. This percentage will be deducted at time of deposit so that all deposits made to your credit will represent those amounts due you. The difference should be written off by your agency as cost of collection. Out-of-pocket expenses will be limited to those expenses connected with the legal services required and only those which will not be subsequently recovered."

We know your position on payment of collection fees and agree that it appears such payments will reduce the amount available to future loan applicants. But we feel you will also agree that the \$183,234.19 presently delinquent is not available and that any portion that we collect would be available, thereby justifying payment of collection fees.

In your deliberations on the possibility of referring these accounts to us for collection, please give attention to the question of cancellation of some accounts, when appropriate, by action of the Governor under Section 3-7 of the General Statutes. There seemed some question on the propriety of such action at our last meeting but it is a question that must also be resolved before we could accept referrals.

*CB Roark*

CBR:pb  
cc: G. McCann  
S. Hills  
K. Summerer

FOR THE STATE COLLEGES  
BOARD OF TRUSTEES

RECEIVED

RECEIVED





# STATE OF CONNECTICUT

DEPARTMENT OF FINANCE AND CONTROL

DIVISION OF CENTRAL COLLECTIONS

76 MEADOW STREET

EAST HARTFORD, CONN. 06108

TEL. 289-8641

October 2, 1973

Board of Trustees - State Colleges  
1280 Asylum Avenue  
Hartford, Connecticut 06105

Attn: Mr. James A. Frost  
Executive Secretary

Dear Mr. Frost:

In response to your letter of September 27, 1973, we would be willing to discuss the possibility of making our services available to the State Colleges.

However, we will want to explore your problems in more detail before any commitment can be made and we prefer that all discussions be held with a designated person of the central office since all procedures to be established must be uniform throughout the State Colleges involved.

We can be available for a preliminary conference on reasonable notice.

Very truly yours,

A handwritten signature in cursive script that reads "Charles B. Roark".

Charles B. Roark  
Director

CBR:pb  
cc: A. Carlson

A very faint, handwritten signature or initials, possibly "A. Carlson", located at the bottom right of the page.

September 27, 1973

Mr. Charles B. Roark  
Division of Central Collections  
76 Meadow Street  
East Hartford, Connecticut 06108

Dear Mr. Roark:

The four State Colleges of Connecticut desire to make use of the Division of Central Collections. If it is agreeable to you that this be done, will you please inform us after which the colleges will work directly with your agency.

Thank you for your consideration.

Very truly yours,

James A. Frost  
Executive Secretary

JAF/b



# STATE OF CONNECTICUT

BOARD OF TRUSTEES

FOR THE STATE COLLEGES

1280 ASYLUM AVENUE HARTFORD, CONNECTICUT 06105

*Re: 3-1*

September 5, 1973

TO: College Presidents, Dr. F. Don James, Dr. Charles R. Webb,  
Dr. Manson VanB. Jennings & Dr. Ruth A. Haas

SUBJECT: Collection of Over-due Debts

The Attorney General's Office informs me that the College Presidents have the authority to instruct business managers to take over-due debts into the Small Claims Court or to use private collection agencies. The latter would, of course, require the payment of a percentage fee.

It is also possible to use the Central Collections agency in the State Government. The University of Connecticut and the Regional Community College do use Central Collections. If the decision is that our colleges will use Central Collections I am supposed to write a letter asking that the collections service be extended to us. I am assured that the request would be approved. Thereafter the colleges would deal directly with the agency.

This matter can be placed on the agenda for the Council of Presidents or each of you could telephone your decision to me or Mrs. Hayber.

Cordially,

A handwritten signature in cursive script, appearing to read "Jim".

James A. Frost  
Executive Secretary

JAF/b

**INTERDEPARTMENT MESSAGE**

STO-200

SAVE TIME: *Handwritten messages are acceptable.**Use carbon if you really need a copy. If typewritten, ignore faint lines.*

<b>TO</b> James A. Frost Executive Secretary	<b>AGENCY</b> Board of Trustees for State Colleges	<b>DATE</b> August 27, 1973
<b>FROM</b> Grace C. Hayber Executive Assistant	<b>AGENCY</b> Board of Trustees for State Colleges	<b>TELEPHONE</b>
<b>SUBJECT</b> Collection of Bad Debts		

Mr. McGovern felt the Presidents have the authority to instruct Business Managers to take uncollectable debts into the Small Claims Court. They might also use independent collection agencies; paying the required percentage fee.

He also advised me to call the Central Collections Agency to determine whether the service of that division of Finance and Control is available to us.

I talked with Mr. Maroni (528-6516) who informed me that the University and the Regional Community Colleges do utilize Central Collections. Mr. Maroni said he felt the Department would be glad to provide service to the State Colleges if it were needed. He suggested that the request should be directed by you to Mr. Charles B. Roark, Division of Central Collections, 76 Meadow Street, East Hartford, Conn. 06108.

GCH/b

**SAVE TIME: *If convenient, handwrite reply to sender on this same sheet.***



Ms. Supton  
BOARD OF TRUSTEES OF REGIONAL COMMUNITY COLLEGES

1280 Asylum Avenue - Hartford, Connecticut 06105 - Telephone: 232-4817

April 7, 1972

Fiscal Memorandum No. 31

Subj: Accounts Receivable, Collections and Write-offs

On January 13, 1972, the Board of Trustees for Regional Community Colleges established guidelines to be observed in granting deferment of payment of student fees and other charges, and in the collection and write-off of accounts receivable. A copy of that policy is attached as Exhibit A. This memorandum prescribes the methods to be employed in implementing the policy. Part I covers referral procedures to the State Division of Central Collections, Part II covers distribution of collections, and Part III covers write-offs.

PART I

Procedures for Making Referrals to Central Collections

The procedure for transmitting uncollectible accounts to the Division of Central Collections is as follows:

a. Required Information:

Letter of Transmittal

File containing the following:

1. Debtor's information sheet
2. Copy of written assurance of payment
3. Copy of registered letter - final billing

Adjustment Report (for making subsequent adjustments)

b. Letter of Transmittal - Exhibit B

A letter on college stationery containing a list of names, account numbers and balances owed must be prepared in accordance with the format of this exhibit. Each transmittal must be numbered consecutively, beginning with number "1", but prefixed by the agency code number (i.e.: 7712-1). This will be used to determine whether all accounts transmitted have been received. Since accounts at the Collections Division will not be kept by

college but by Regional Community College system, it is important that the correct agency code number be used. A copy of the letter of transmittal (only) must be filed with the Central Office of the Regional Community Colleges.

c. File Folder

A letter-size manila folder (full cut) for each debtor's account is to be transmitted to the Division. Evenly distributed across the tab shall appear the last name, first name, middle initial of the student, account number, and community college name, as follows:

OSBORN, David V.      7712-045-43-1887      North Community College

d. Debtor's Information Sheet - Exhibit C

This format is to be used in transmitting case information to the Division of Central Collections. Item 3, Account Number, consists of the agency code number and the debtor's social security number. If the social security number cannot be obtained, insert in Item 4 some other number used by the college to identify the student. Item 5 contains a schedule of charges showing the composition of the amount due and when such charges were incurred.

e. Copy of Written Assurance of Payment

A copy of the written assurance, required by Board policy, must be included for all uncollectible accounts involving the 1972 Spring semester and all periods thereafter. For all accounts established prior to this time, any signed document(s) covering the debt incurred may be substituted.

f. Copy of Registered Letter - Final Billing (certified letter may be used in lieu of registered letter)

A copy of the registered (or certified) letter used in final billing must be included. In addition to other matters, the following statement must be included in the letter:

You are advised that if payment is not received within fifteen (15) days of the receipt of this letter, your account will be referred to the State Division of Central Collections for further action. The Division will take whatever action necessary, including civil suit, to collect this indebtedness.

April 7, 1972

## f. (continued)

Transmittal of the cases to the Division of Central Collections should be made as soon as possible after the 15 day period.

g. Adjustment Report - Exhibit D

This report is to advise the Collections Division of any subsequent increases or decreases in the balance owed by the individual. The report will be used to indicate payments made directly to the college by the debtor or to report adjustments which have been made by the college after the account has been transmitted to Central Collections. This report should be sent as soon as possible so that Central Collections may adjust their records for collection and follow-up. The suggested format should be on college stationery.

h. Miscellaneous

In the event your uncollectible accounts receivable contain accounts which the college cannot substantiate as a valid claim by the State, either by the lack of records or other reasons, do not refer such accounts to the Division of Central Collections. See Part IIIa for Write-off procedure.

PART IICollections

Amounts collected by the Central Collections Division will be deposited to Account 7.011-7701, Central Collection Fund, Regional Community Colleges. This Fund will be administered by the Central Office of the Board, working with each college to coordinate and consolidate a transfer to proper accounts and funds of colleges. The method of distribution from the Central Collection Fund to respective accounts of the colleges will be as follows:

- a. The Division of Central Collections will submit a monthly report of collections to the Central Office of the Board, indicating the names of the students, identification number and the amount collected from each. The monthly report will contain also a summary of amounts collected by colleges. A copy of the monthly collection report will be forwarded by the Central Office to respective community colleges.
- b. The community colleges will continue to maintain accounting records for each account referred to the Central Collections Division. Subsequent charges, collections and balances remaining in each account should be reflected in accounting records by fund and standard account. More details, if desired, may be maintained for internal purposes.

April 7, 1972

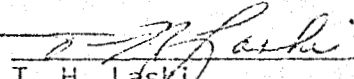
- c. Based on the monthly collection reports, each college will determine the amounts to be distributed to the appropriate funds. When payments from individuals are received on installment basis, the General Fund must be credited first, until the total amount due the General Fund is collected. Subsequent payments will be credited to the Extension Fund until the total amount due is collected; next, the Student Activity Fund will be credited in the same manner and, finally, the Auxiliary Services Fund will be credited. This order of priority must be followed.
- d. Within ten days of receipt of the monthly collection report, each college must submit to the Central Office a list showing the distribution of the total amount collected for the college to respective accounts and funds. The list should follow the format shown as Exhibit E. This information will be consolidated by the Central Office of the Board and reported to the Comptroller's Central Accounting Division for transfer of funds from the Central Collection Fund to the proper accounts, except for the Student Activity Fund.
- e. The Central Office will initiate requests for allotments, etc. from the resources of the Central Collection Fund for processing payments by check to respective Student Activity Funds of colleges for their share of collections.

### PART III

#### Write-offs

- a. Uncollectible accounts which cannot be substantiated as a valid claim by the State and which have not been referred to the Division of Central Collections are to be listed and forwarded to the Executive Officer requesting Governor's approval for write-off pursuant to Section 3-7, General Statutes. This list must contain reasons why accounts cannot be substantiated as a valid claim by the State.
- b. Uncollectible accounts remaining on the books after the preceding collection procedures have been executed by the Division of Central Collections, will be referred to the Governor for write-off approval by the Division.
- c. Colleges will be notified by the Central Office when the Governor's approval has been granted. No accounts are to be written off until such time.

THL:ep  
Atts.

  
\_\_\_\_\_  
T. H. Laski  
Director of Finance & Administration



249

January 13, 1972

Board's Policy  
for  
Accounts Receivable, Collections and Write-offs

The following guidelines are established as minimal requirements in granting deferment of payment of student fees and other charges, and in the collection and write-off of accounts receivable.

1. Normal operating procedures assume that all payments to the college by students shall be on a pay-as-you-go basis.
  - a. However, where circumstances justify, the college President or his designee may grant deferment of payment for no more than thirty days from the first day of classes in an amount not to exceed \$150. When payment is deferred, there shall be written assurance of payment, as follows, on file with the college:
    - (1) By the student if he has reached majority or by the parent or legal guardian, or
    - (2) By the college financial aid officer that assistance is forthcoming from an organization or Federal program.
  - b. Accounts receivables are to be established for those students presenting bad checks when such bad checks have not been replaced within seven days (one week) of the college's receipt of such notification. In such cases, written assurance of payment, as required in subparagraphs (1) and (2) above, must be obtained. If such assurance cannot be obtained, or if another bad check is presented, the student is to be dropped immediately from enrollment and no accounts receivable is to be established.
2. No additional deferment of payment is to be extended until outstanding accounts of the prior session or semester have been settled. Also, full payment for any semester or session must be made before a transcript for that semester or session can be issued.
3. Accounts receivable records must be maintained by fund on a current basis with appropriate monthly reconciliation to control records.
4. Past due accounts (not settled within 30 days after classes begin) are to be billed immediately and monthly thereafter. Persons not responding to the second billing are to be contacted by registered mail for the third and final request for payment. In addition, other appropriate collection procedures are to be employed where necessary.
5. Individuals not responding to final billing are to be cited into the Small Claims Court. This procedure will be handled for all community colleges by the Division of Central Collections, Department of Finance and Control.

6. Uncollectible accounts remaining on the books after the above collection procedures have been executed will be referred to the Governor by the Division of Central Collections for write-off approval. No accounts are to be written off until notified by the Division of Central Collections that the Governor's approval was granted.

THL:ep

TO: Mr. T. H. Laski,  
Director of Finance & Administration

DATE \_\_\_\_\_

FROM: \_\_\_\_\_ Community College

SUBJ: Distribution of Amounts Collected by the Central  
Collections Division During the Month of \_\_\_\_\_ 1972.

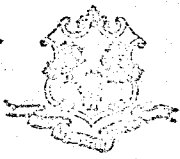
Please initiate a transfer of \$ \_\_\_\_\_ from Account 7.011-7701,  
Central Collection Fund, Regional Community Colleges, to the appropriate  
accounts and funds as shown below. Items "a" through "e" will be trans-  
ferred via Comptroller's Journal Voucher, and a check will be issued  
to reimburse the Student Activity Fund.

a. Tuition Fees, Resident	\$ _____	
b. Miscellaneous Educational Fees	_____	
c. Tuition Fees, Non-Resident	_____	
d. Education Extension Fund	_____	
e. Auxiliary Services Fund	_____	
Sub-total		\$ _____
f. Student Activity Fund		_____
Total		\$ _____ *

Signature \_\_\_\_\_

Title \_\_\_\_\_

\* This amount must agree with the total  
shown on the Monthly Collection Report



STATE OF CONNECTICUT  
 BOARD OF TRUSTEES OF REGIONAL COMMUNITY COLLEGES  
 ONE NILES STREET - HARTFORD, CONNECTICUT 06105

TEL. 566-3414

(SAMPLE)

February 15, 1972

TO: Mr. Charles B. Roark, Assistant Director  
 Division of Central Collections

FROM: Quinebaug Valley Community College

SUBJ: Adjustments of Uncollectible Accounts

<u>Name</u>	<u>Account #</u>	<u>Transmittal List #</u>	<u>Adjustment</u>	<u>Explanation</u>
Osborne, David V.	7712-045-43-1887	7712-1	- 50.00	Paid college 2/5/72
Smiles, Raymond S.	7712-042-47-1987	7712-1	- 25.00	Correct 1971 Fall Tuition Bill
Cannes, Sharon P.	7712-042-47-1988	7712-2	+ 10.00	Increase in amount owed bookstore Summer 1971
Skating, Edw. S.	7712-042-43-1213	7712-3	+ 10.00	Amount owed for student activity fee - Spring 1971

(Signature) \_\_\_\_\_

\_\_\_\_\_ Title

REPORT TO THE DIVISION OF CENTRAL COLLECTIONS  
DEPARTMENT OF FINANCE AND CONTROL  
OF AN UNCOLLECTIBLE ACCOUNT

TO: Division of Central Collections Date \_\_\_\_\_

FROM: \_\_\_\_\_ Community College

1. Name of Debtor \_\_\_\_\_  
(Last) (First) (Middle Initial)

2. Debtor's Last Known Address & Zip \_\_\_\_\_

3. Account Number: \_\_\_\_\_ - \_\_\_\_\_  
Agency Code Debtor's Social Security Number

4. Other Identification Number, if used by College \_\_\_\_\_

5. Analysis of Charges:  
Indicate Semester & Year →

- a. General Fund Tuition
  - b. Educational Extension Tuition
  - c. College Services Fee
  - d. Student Activity Fee
  - e. Bookstore Charges
  - f. Other (specify below)
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

			Total
\$	\$	\$	\$
Totals	\$	\$	\$

6. Employer's Name, Address and Zip, if known:

(Signature) \_\_\_\_\_

\_\_\_\_\_ Title



STATE OF CONNECTICUT  
 BOARD OF TRUSTEES OF REGIONAL COMMUNITY COLLEGES

ONE NILES STREET - HARTFORD, CONNECTICUT 06105

TEL. 566-3414

S A M P L E

Transmittal List No. 7712-1

January 31, 1972

TO: Mr. Charles B. Roark, Assistant Director  
 Division of Central Collections

FROM: Quinebaug Valley Community College

SUBJ: Transmittal of Uncollectible Accounts

Enclosed are the files of the following accounts for appropriate action by your Division.

<u>Name</u>	<u>Account No.</u>	<u>Amount Due</u>
Osborne, David V.	7712-045-43-1887	\$ 100.00
Smiles, Raymond S.	7712-042-47-1987	50.00
Delemario, John T.	7712-047-43-2819	<u>25.00</u>
Total		\$ <u>175.00</u>

(Signature) \_\_\_\_\_

\_\_\_\_\_  
 Title

cc: Central Office RCC



STATE OF CONNECTICUT  
BOARD OF TRUSTEES OF REGIONAL COMMUNITY COLLEGES

ONE NILES STREET - HARTFORD, CONNECTICUT 06105

TEL 566-3414

February 2, 1972

TO: Nathan G. Agostinelli, State Comptroller  
FROM: Director of Finance & Administration  
SUBJ: Establishment of Agency Fund

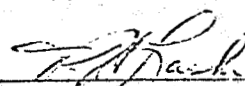
We request that an agency fund be established by the Governor pursuant to authority contained in Section 4-31b, General Statutes.

The agency fund will be used as a clearing account to distribute collections made by the State Central Collections Division to the respective accounts of Regional Community Colleges. The recently adopted Board policy covering accounts receivable, collections and write-off includes the citing of cases into the Small Claims Court through the Division of Central Collections. This service was offered to the Board of Trustees of Regional Community Colleges by Commissioner Adolf G. Carlson.

Such collections will be deposited by the Division of Central Collections in the agency fund that is being requested. At the end of each month, the Central Office of Regional Community Colleges will receive from Central Collections a notification of collections showing, in addition to the individuals concerned, the amount collected in behalf of each college. This information will be transmitted to respective colleges to effect a transfer of their share (of the amount deposited to the agency fund) to respective accounts of the State and colleges, thus reducing the agency fund to zero when all transactions have been cleared. This procedure will repeat itself for each month that collections have been received and deposited to this account by the Division of Central Collections.

A meeting was held February 1, 1972 to discuss methods of handling the distribution of such collections. After a review of several methods, the group concurred that an agency fund, under the control of the Central Office of Regional Community Colleges, would offer the best solution. Those attending the meeting were Messrs. Goodberg, Palmer, Johnson and Janaus from the Comptroller's Office, Messrs. Schmaltz and Van Oudenhove from the Treasurer's Office, Mr. Barrell from the Division of Central Collections and Messrs. Darcey, Happ, Van Leuvan and Laski from Regional Community Colleges.

THL:ep  
cc: Commissioner Adolf G. Carlson  
Mr. H. Barrell  
Mr. V. Goodberg  
Dr. S. Charles  
Dr. K. Summerer  
Mr. J. Poloshian

  
T. H. Laski

2/2/72

March 8, 1974

TO THE PRESIDENTS: Dr. Ruth A. Haas  
Dr. F. Don James  
Dr. Manson VanB. Jennings  
Dr. Charles R. Webb

The enclosed copy of a January 30, 1974, letter from Commissioner Carlson and State Comptroller Agostinelli was received in this office yesterday.

I understand that, as a result of recent audits, some efforts already have been made to comply with the provisions of the manuals noted in the letter. Hopefully, most of the adjustments can be completed by the June 30, 1974, deadline.

I would suggest that, where mutual problems requiring possible exceptions or deferments arise, the Vice Presidents and Deans of Administrative Affairs and Arnold Boynton work with representatives of the Commissioner and the Comptroller to resolve such problems.

Cordially,

James A. Frost  
Executive Secretary

AWB:sar

cc: Dr. C. A. Clow  
Dr. E. Heide  
Mr. P. Lowe  
Dr. C. L. Robinson