



Department of Taxation and Finance

AMANDA HILLER
Acting Commissioner

February 22, 2022

The Honorable Kathy Hochul
Governor of New York State
NYS Capitol Building
Albany, NY 12224

Dear Governor Hochul:

Enclosed is the Department's status report on the implementation of recommendations contained in the Office of the State Comptroller's audit report entitled: "Efforts to Collect Delinquent Taxes," Report 2019-S-61 dated August 2021.

Sincerely,

A handwritten signature in blue ink, appearing to read "A. Hiller", with a small blue mark to the right.

Amanda Hiller

Enclosure

cc: Comptroller DiNapoli
Senate President Benjamin
Senate President Pro Tem Stewart-Cousins
Senate Minority Leader Ort
Assembly Speaker Heastie
Assembly Majority Leader People-Stokes
Assembly Minority Leader Barclay
Senate Finance Committee Chair Krueger
Ways and Means Committee Chair Weinstein
Senate Ranking Member O'Mara
Assembly Ranking Member Ra

Department of Taxation and Finance
Status of the Office of the State Comptroller's
Recommendations Contained in the Final Audit Report on
Efforts to Collect Delinquent Taxes

February 22, 2022

Recommendation 1:

Improve documentation for each relevant assessment so that it affirms which actions are applicable and which actions staff take in their collection activities.

Recommendation 2:

Take steps to ensure compliance with policies and procedures that address abatement decisions, and, where considered necessary, document the rationale for decisions.

Department Response:

The Department has revised its guidance to staff regarding proper case documentation procedures for collection cases. Specifically, the Department has made comprehensive revisions to its Events Log Guidelines, including additional instructions for staff regarding the proper documentation of each specific action taken while working a collection case and a consolidated "Events Log Result Codes" resource so staff can easily identify the appropriate codes for various case actions. The Department also revised its guidance to staff regarding the process for documenting the facts and circumstances supporting penalty abatements and similar case actions that involve the exercise of discretion. These revised guidelines were rolled out to staff in early December and a sample of cases will be reviewed in the first quarter of 2022 to ensure that the new guidelines are being implemented consistently.