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## Page 2: About Agencies Scheduled for Study

**Q1** Please share any comments, suggestions or concerns you may have about these agencies, including any observations about the way the agency shares information online. Please note your responses will be posted online and may be included in a Committee report.

Revenue Department of

I am a Revenue Officer for the South Carolina Department of Revenue in The Taxpayer & Business Services (TBS) Division. The Deputy Director is Sherrie McTeer. She worked at the agency for 30 plus years. She recently retired, and now is either working on TERI or as a consultant. Alvin M. Alexander (Monty Alexander) is the Collection Administrator for TBS. Coincidentally Alvin M Alexander was hired the minute his daddy retired from the agency. Mr. Alexander's father, worked at SCDOR for 25 + years, and retired. I would say the word to use is Nepotism. Ms. McTeer has also put her full faith in an inexperienced revenue officer, Brian smith, for guidance on setting up these measurements. Brian Smith had hardly two years of field experience and lacks the people skills and finesse to be a good revenue officer, he was mediocre at best. He was given a program manager job where he apparently was good creating reports for DORway and being a "yes man". He has just been rewarded for his allegiance to Sherrie McTeer. He was awarded a new higher paying job, District RO manager. This is one of many newly created, high salary positions that SCDOR management has been creating for their cronies. First and foremost the biggest problem working at SCDOR is the salary. There has been a salary study conducted by the legislature, however while the employees, who work on the front line, are struggling to make ends meet, senior management at SCDOR consistently give themselves salary upgrades.. TBS has implemented new procedures for Revenue Officers. . The new procedures consist of two areas of measurement, a monthly case review and a monthly scorecard. Sherrie McTeer and Alvin M Alexander are responsible for new procedures. I take offense to the fact that the people responsible for my job and livelihood have never been field officers or worked field collections. It has been said that all the district

supervisors have tried to get the procedures changed or modified, but Alvin M Alexander and Sherrie McTeer refuse to listen. Rumor has it that Sherrie McTeer has complained about how many times she is summoned to Human Resources because of the complaints from revenue officers regarding the new procedures . Revenue officers have been advised that if the supervisor makes a mistake in grading on the case review or scorecard, there is no way to go back and correct it. That comes directly from Alvin M. Alexander. The User Tracking report, which management uses to grade revenue officers, is only available to management. Revenue officers have no way of tracking their own performance. They have to wait until they sit down with their supervisor and collection coordinator. . There is also a lot of time wasted manually keeping track of all the deadlines and procedures. Some of us have created our own spreadsheets and calendars. It has helped some, but it is not foolproof. There is not one handbook with procedures. Handouts are given or we are told about changes in meetings. When hardcopies are requested we are referred to SharePoint (the internal website) these new procedures have no provision for time out of the office, (regardless of the reason, annual leave, FMLA, holidays or hazardous weather) the requirements are still the same, and there is no proration. That just doesn't seem fair or legal. Recently the scorecard was changed to quarterly. It was changed by Alvin m Alexander because this is his way of "helping the revenue officers". Mr. Alexander's solution, revenue officers can work harder in the other two months to make up for any deficiencies in the one month, ergo quarterly. I myself, while passing my monthly case reviews and scorecard, failed one case because it wasn't "staged properly". The new procedures didn't take into consideration the taxpayer paid off his balance of \$15,000. Another month I didn't get credit for 3 field visits, because I didn't "note" them properly, although they were staged properly. Revenue Officers are processors, spending a tremendous amount of time performing clerical work. Perhaps each district office could get a clerical person to enter data, scan docs etc. this would allow us to focus on our job, collecting money. If getting a clerical person in each district office is not an option, then each revenue officer should be provided the proper equipment to perform the job efficiently, printers and scanners on their desk. A major concern with the new procedures, they don't take into consideration other work that must be done which takes a substantial amount of time if done properly, Appointments with taxpayers, emails to taxpayers,

phone calls to taxpayers and mail from taxpayers, walk in meetings with taxpayers or covering Taxpayer assistance. How can the public be served properly when there is hardly any time to follow all the procedures, let alone everything else? A day out on the road making contact with taxpayers (a job requirement) takes at least half a day office time, entering notes, scanning documents, returning phone calls and replying to emails. If these things are not done, we potentially will fail our case review/scorecard. We don't have the equipment needed to do our job in the field, state issued cell phones and tablets. Heck we just got credit card machines in the district offices. . Revenue officers in the past when going out in the field were allowed to defer their lunch to the end of the day. When you get on a roll it is easier to keep going instead of stopping for lunch. Not all jobs fit into the same box. Now we have been directed to take a lunch hour sometime between 12-2pm. We have to either spend money for lunch or pack a cooler bag. Considering our low salary it really isn't an option to spend money when out in the field. When out in the middle of summer it's not feasible to pack lunch. According to Alvin M Alexander, collection numbers are up., of course numbers are up; there have been severe weather events 2 years in a row, a flood and a hurricane. So you are probably wondering what the big deal is if you fail the case review and the scorecard (if you fail the case review, there is no way to pass the scorecard) I'll tell you, the monthly case reviews and scorecards are directly tied to our annual EPMS. Our scores directly affect the percentage for our raise. Revenue Officers only receive raises every two years and max out after 8 years. When more revenue officers get mediocre grades, they will then get lower raises; lower raises leave more money for senior management to give themselves salary increases. It feels like the measures that have been put in place are setting Revenue Officers up for failure. Morale is at an all time low. I used to love my job. I used to love going to work. Now I am looking for other job and I am not alone. In 2015 SCDOR started its 4 year roll out to our new system DORway. Rollout 3 finished September 2017. There are so many problems with this new system. There are issues with Part Pay agreements (PPA's). PPA analysis is nearly impossible. It could take hours to figure out why a PPA defaulted. Confusing letters are sent out to taxpayers, which creates a constant influx of phone calls. Taxpayers are always complaining about accessing the new MYDORway portal on our website. DORway was supposed to make things easier, but has created a whole other can of worms. System generated levies are being sent out with full

social security numbers (approved by Alvin M Alexander) to businesses and in some instances, where a taxpayer has never worked. Satisfaction letters for payment agreements (PPA's) are being mailed out to taxpayers stating their payment agreement has been paid in full, when in actuality there is still a balance due. There are procedures in DORway that are so complicated; the only way to perform the task is to pull out the instructions, registration and responsible parties to name a couple. In order to print out an account statement for a taxpayer it takes 9 clicks on the mouse! To print out a customer overview (required for field visits) takes 6 clicks of the mouse. Revenue officers on average take 20 contacts (20 account statements & 20 customer overviews). Do you understand how much time is spent on printing paperwork just to do our job? Remember revenue officers do not have a printer on their desks; instead there is a shared Xerox in a common area. Revenue officers try to get help for all the issues with the system, but it falls on deaf ears. Every year after each rollout more and more things are wrong and there are more and more complaints from taxpayers. How many millions of dollars have been spent on this system? This is an absolute disservice to the taxpayers of South Carolina. The third party payment processing company, Source HOV, Deputy Director Sherrie McTeer has contracted with are abysmal. Payments can take 30 days to post to a taxpayer's account. Checks have been lost. Payments have been misapplied. If a taxpayer uses a form that isn't the latest version, Source HOV mails it back to the taxpayer along with the check. When the taxpayer resubmits the new form, they are then assessed penalty and interest because it is considered late. Source HOV can't process one check with more than one document. When taxpayers come to the district office, if they are filing returns for 4 different tax types, they need to write 4 different checks. How is that quality customer service? Perhaps the Quality Assurance office should be called in for her assessment. Another one of Sherrie McTeer's brilliant ideas, a quality control officer named, Shevon Cade. She listens in on phone calls and will be accompanying Revenue Officers out on field visits. I will be forced to have this person in my car, someone I have never met. I am contemplating contacting an attorney. What are her qualifications? Has she worked as a Revenue Officer? What training does she have to know whether a field agent is performing their job properly? Do you really think when a Revenue officer shows up at a business to revoke a retail license, they will get a pat on the back and a good job? What about someone

whose bank account has been levied? Do you think they will receive a glowing review? Why is so much money being spent to verify that revenue officers are doing their job correctly? The quality assurance officer is going on a ride along with revenue officers, district supervisors are going on a ride along with Revenue Officers and Collection coordinators are going on a ride along with Revenue Officers. If SCDOR doesn't trust revenue officers, then they should be fired. Perhaps just eliminate the position all together and make us phone jockeys. Quality control is for Verizon, T-Mobile, AT&T, who are competing for market share, not a government agency, especially one dealing with taxes. Perhaps create a link on the website for comments, but quality control? Shevon Cade has already instructed the Taxpayer Assistance Officers how to work the counter when taxpayers come in. Again what are her qualifications, education, and training? There are quite a few things the legislature needs to change; laws need to be updated to reflect the changing times. Revenue officers can assess the business debt to the owner of the business, but only for sales tax and withholding tax. This process is called "responsible party". The Liquor by the Drink tax should be assessed to a business owner (a responsible party) many bars go out of business with liquor by the drink tax debt, which is uncollectible. Another change by the legislature is the period of time a business is given to get into compliance. A "rule" is issued. It gives that taxpayer 90 days to get into compliance. That is entirely too long a period of time. Perhaps 30 or 45 days, max. Also, SCDOR really has no teeth. South Carolina should follow North Carolina in revocations. North Carolina revenue officers when serving a revocation, take a sheriff officer with them. The sheriff padlocks the door. The legislature should also review the tax laws. Has anyone read the prepared/unprepared food and the immediate consumption law? Make tax laws simpler. The state of South Carolina has approximately 36,000 employees, why then do we have second-rate health care? There is power in numbers and someone should be negotiating for much better health care. A lower monthly cost, lower deductible, lower office visit cost, better coverage overall. If Blue Cross can't give us what we want, then go somewhere else. Aetna, Cigna, Assurant, Humana just to name a few. Considering the low salaries of State workers, we deserve excellent health care. Our substandard health care is an insult to hard working State employees. Please don't let this letter fall by the wayside. It is imperative to resolve these issues. I am sure if all the state revenue officers are questioned they

would corroborate everything in this letter, at least if they are guaranteed anonymity. Most of us need our jobs to support our families, so we suffer in silence.

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Page 3: There are three questions seeking general information.

Q2 What is your age?	45-54 years old
Q3 Which best describes your current role?	State employee of an agency currently under study by the House Legislative Oversight Committee (i.e., Adjutant General's Office, DPS, Department of Agriculture, DHEC, Retirement System Investment Commission, Law Enforcement Training Council, Department of Disabilities and Special Needs, State Election Commission, Human Affairs Commission, John de la Howe School, Commission for Minority Affairs, Patriots Point Development Authority)
Q4 In which county do you live?	Horry

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