

#205

COMPLETE

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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.

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

#207

COMPLETE

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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

Within the last year, the Department of Revenue has put into place new procedures for Revenue Officers that consist of 'measures' and scorecards. The idea behind it could make sense, however the scorecard numbers are unattainable and aren't fair through the state. The entire state of South Carolina does not have the same type of areas (i.e. Charleston (politicians), Myrtle Beach (Tourism/Seasonal), Florence (rural areas) Revenue Officers are not given a choice of their territories causing these procedures that are already very general impossible to get a high score and leaving them short because of rural areas or other situations. Leaving Revenue Officers with negative scorecard grades that later will affect their EPMS and money upgrades. Management does not understand that a Revenue Officer's job cannot be measured like this because every territory is different, taxpayers all have different situations causing cases to be addressed on a case by case basis. Ever since Alvin M. Alexander (Monty) has become a part of the agency things have changed in lightning speeds; speeds so fast that the procedures were not properly tested nor thought thru where questions and concerns were answered BEFORE they were put into place. Causing many issues and changes that come every other week; so quickly that Revenue Officers can't keep up causing even more failing grades. Also, the communication among the agency is the worst I've ever worked for. Decisions are made in Columbia between Monty and who knows whom else and never gets passed down to the districts. Or there has been times where we have received emails stating changes were effective the beginning of the next month, however, Monty decides to BACK DATE the changes PURPOSELY to cause Revenue Officers to fail certain aspects of the scorecard. Also the pay of employees that are not in a manager position is extremely low. Once you reach a

certain level within your career path, there are no longer any upgrades causing you to max out at a very low rate. Taxpayer Assistance Officers that deal with the public on a daily basis and have to know twice the amount of information as any other employee (they know more than supervisors) are paid the least out of everyone. The agency is making positions that put a gap between the managers/supervisors from the lower paying employees using money that they 'don't have' to give to Revenue Officers, Taxpayer Assistance Officers etc. and using it towards these new manager positions. Another MAJOR issue is the way that FMLA is handled. When you reach out to human resources regarding FMLA and different questions; there are no answers. Responses are very vague and/or cannot be answered. FMLA is supposed to protect your job however the way Monty and the rest of management is handling the new procedures they have put into place along side FMLA is NOT a protection. This CANNOT be legal. If someone is out with an illness, maternity leave, taking care of a sick parent the employee shouldn't have to worry about how their EPMS and their scorecard will be affected. However, you do. The way Monty is handling this issue is telling the employees that they will have to 'make up for it in other months in the quarter.' Causing the already unattainable measures even more unattainable. There have been MANY complaints from taxpayers regarding unnecessary letters going out when the situation is already under control. Also, there are letters for wage levies going out with FULL social security numbers to businesses that these individuals have never worked at. Monty implemented system levies where levies are generated within the system without an actual human issuing them (these are the ones that are going out with FULL social security numbers and names to employers that have NEVER even heard of the individual.) Not just a couple of individuals, it's in the hundreds. This is putting the taxpayer in jeopardy of fraud without their knowledge; a security issue, which if this information got into the wrong person's hand could end very badly for the Department of Revenue AGAIN.

Page 3: There are three questions seeking general information.

Q2 What is your age?

35-44 years
old

Public Input to the South Carolina House of Representatives Legislative Oversight Committee

Q3 Which best describes your current role?

State employee of an agency currently under study by the House Legislative Oversight Committee

Q4 In which county do you live?

Greenville

#208

COMPLETE

Collector: Web Link 1 (Web Link)
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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

The following memo was sent by Alvin (Monty) Alexander regarding the appointment of John Price as the Greenville Collection supervisor. What the following memo fails to disclose, is John Price and Alvin (Monty) Alexander were college roommates (Clemson) and are best friends. . Team, I am excited to announce that John Price will be the new Greenville Collection Supervisor effective February 17, 2018. He will be responsible for a portion of the Revenue Officers in the Greenville office. John graduated from Clemson University with a degree in Business Management. He has over 13 years of collection experience, 8.5 of those years have been with SCDOR. John began his career at SCDOR in June, 2009 as a Revenue Officer and was promoted to the Greenville Collection Coordinator in August, 2017. I am confident John will be a great fit for this position, please join me in congratulating him as he takes on this new role. Monty Alexander Collection Administrator 803-898-9962 Monty.Alexander@dor.sc.gov South Carolina Department of Revenue Taxpayer and Business Services 300A Outlet Pointe Blvd Columbia, SC 29210 dor.sc.gov

Page 3: There are three questions seeking general information.

Q2 What is your age?

Prefer not to answer

Q3 Which best describes your current role?

State employee of an agency currently under study by the House Legislative Oversight Committee

Q4 In which county do you live?

Charleston

#211

COMPLETE

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Started: Wednesday, February 28, 2018 3:32:31 PM
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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 feel the need to comment on a comment from the online survey. It's comment #32 I won't write it verbatim , the last sentence reads "SCDOR is a very well managed organization." This comment was made on January 30,2018. Since Hartley Powell sent his email to the employees of SCDOR on January 31st, I think it is safe to assume that this comment praising SCDOR's management came directly from someone in management. If the oversight committee really wants to know about the agency, they should subpoena the employees who actually do the work, I.e Revenue Officers and Taxpayer Assistance Officers. The only problem is everyone is too afraid t speak up because we all need our jobs. We all know senior management is extremely vindictive and unforgiving.

Page 3: There are three questions seeking general information.

Q2 What is your age?

Prefer not to answer

Q3 Which best describes your current role?

State employee of an agency currently under study by the House Legislative Oversight Committee

Q4 In which county do you live?

Charleston

#212

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, February 28, 2018 5:11:55 PM
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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

Pay is not competitive compared to other states. There is one supervisor to every three employees on average. Shifts are made to move supervisors around so their pay can increase because they assume additional duties. Comment cards are given to the public in all offices at the employees discretion, which defeats the purpose of a survey or comment so you can receive honest feedback. Employees ask HR questions and get no response about policies and procedures that can affect their job. Employees are told not to talk to other employees because they are too close of friends. When supervisors are asked if the data collected on employees about job performance is subjective, the answer is no. Everyone is the same no matter if each taxpayer situation is different and handled on a case by case basis. The employee is penalized because certain steps are not recorded such as a simple note. Pay for performance is only given if money is available, which was done a few times and then haven't heard anyone else getting anything except supervisors getting pay increases. The amount of mileage paid to supervisors traveling is sometimes as much as another paycheck. Employees on the front lines and working the field are constantly criticized about how they don't do enough, when most supervisors cannot even answer typical taxpayer education questions to get work completed. Supervisors have to ask employees how to do tasks in our systems. All they are worried about is procedures so it makes them look like they are doing something. Employees are not promoted based on experience and knowledge; it is based on who's going to do what I say and not challenge me and call me out. Qualified candidates are left behind while others are promoted. Some are hired back after retirement on contract at high salaries. Nepotism at its best. You wonder why the turnover and exit rate is so high, look no further than the

people in have in charge? Employees on the front lines have to know more than most due to the fact that they are faced with a multitude of different situations. They are not compensated for their knowledge and experience. They are told there is no money to give. After they have reached the end of the career path, there is no room for advancement and no more money given, so what is the incentive to continue employment. Don't state agencies want to retain good and knowledgeable employees? Employees in Columbia are moved around to different departments after a couple of years, so no one becomes proficient at any one position. Taxpayers complain that they get different answers every time they call the office. All they want is for their problem to be handled so they can move on, yet sometimes it's months to something solved. It's less about solving problems and who's back can I step on to get what I want. Recently several supervisors were given another 15% increase and for what? Yet lower level employees that are doing the bulk of the actual work are working for peanuts. It's always someone else's fault that no salary increases can be given i.e. HR, the Legislature, there's no money. Take care of the people that care of you. I'd love to see some higher ups actually handle a TP question. Be a "yes man" and you can get what you want at DOR.

Page 3: There are three questions seeking general information.

Q2 What is your age? 35-44 years old

Q3 Which best describes your current role? State employee

Q4 In which county do you live? Lexington

#213

COMPLETE

Collector: Web Link 1 (Web Link)
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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

Upper Management reorganizes on a regular schedule and claim more responsibility and grant themselves raises. SCDOR is management heavy. Some employees are managers of three people. Approx 385,000.00 +dollars are spent to monitor field personnel. We press the public to use on line services yet on a regular basis managers are required to attend meetings in Columbia on a weekly basis, therefore they receive travel money and comp. time. I have heard managers state it was another pay check! Why does the agency not teleconference for meetings and training. You have people with large salaries that Terri and yet are hired back with enormous salaries. These people have had five (5) years to train replacements, therefore they should not continue as contract labor or rehires. This scenario is only for people up the feed chain. Morale is at an all time low because of the procedures and measures put forth by the management team. You are so busy trying to follow procedures and meet your measures that it makes it difficult to perform your job. The added duties carry no monetary value and you are told your section is under review for raises, but no time frame. Certain sections have been reviewed and received raises. If you happen to be in the forgotten group you feel the extra duties and responsibilities are in vain. Also management instructs employees to state their meeting was about procedure changes when in fact there is no procedure change, but one group received and the other didn't when the procedures in each group are basically the same. Prisoners are not guarded (watched) as closely as some employees. Management does not want to hear input from employees and if you disagree you are on the blacklist and your career is dead. There is no comradery in the agency and people walk around like robots afraid to speak because of Big Brother watching! Management has no respect for employees, if you are in their circle

then you will be rewarded. Nice salary, travel money and comp. time. We are a collection agency yet they have hired a quality control officer that has never been in collections to instruct you how to greet and close your dealings with a taxpayer. SCDOR claims to hire the greatest and brightest yet they need someone to instruct them on how to do their job. Statewide RO supervisor has approx. 2 years experience in collections yet landed a very important role supervising people who have more experience. Positions have been created to give favored employees promotions. In closing and in my opinion, the travel and comp. time abuse is ridiculous. The new positions created to promote the cheerleaders of the agency management is a waste. DOR has managers for about every ten employees, top heavy agency.

Page 3: There are three questions seeking general information.

Q2 What is your age?

Prefer not to answer

Q3 Which best describes your current role?

State employee of an agency currently under study by the House Legislative Oversight Committee

Q4 In which county do you live?

Florence
