

# Memorandum of Understanding

Montana Department of Revenue  
Idaho State Tax Commission



# Recap of Last Year's Presentation

## How the MOU came about

- ▶ Determined each state's considerations
- ▶ Determined the benefits

## What is the MOU

- ▶ Cooperative agreement
- ▶ In the event of disaster that disrupts processes
  - Provide a secure offsite location
    - Handling mail
    - Processing payments
- ▶ Signed October 2012
  - Montana's Director and Idaho's Commissioner

# Recap of Last Year's Presentation

## What were the next steps

- ▶ Share specifics of the agreement
  - Education of appropriate staff
- ▶ Review amendments periodically
- ▶ Montana conducts table top exercise
  - Test and discuss critical elements of the plan
  - Develop strategy for MOU activation



# Montana's November 2013 Tabletop

## What were the challenges

- ▶ Montana representatives in conjunction with the state's Department of Administration, Continuity Bureau
  - Defined events that would require activation of the MOU

## Determine

- ▶ Personnel shortage
- ▶ Ability to function based on the time of year
- ▶ Diverting and coordinating mail from three or more locations
  - Ability to meet demand for amount of mail based on the time of year
- ▶ Idaho's ability to activate the MOU

# Montana and Idaho Joint Effort

## April 2014

### Determined priorities

- ▶ Deposit money in the bank
- ▶ Determine hiring practices
- ▶ Ensure employee awareness training requirements
- ▶ Validate similarities
- ▶ Plan to deliver mail back to visiting agency in secure manner
  - Mail includes tax returns and payments
  - Costs associated with task



# Montana and Idaho Joint Effort

## April 2014 *(cont.)*

### Determined priorities

- ▶ Current contact information from all parties
- ▶ Number of tax returns and payments
  - Electronic or paper



# Escalation Process

## Various levels of disasters

- ▶ No building or building access
  - Flood, major power outage, earthquake, pandemic, nuclear event
  - Identify local alternatives
  
- ▶ No local alternatives
  - Earthquake/Yellowstone eruption, major power outage, pandemic, nuclear event
  - Identify statewide alternatives
    - Field offices
  
- ▶ No statewide alternatives
  - Earthquake/Yellowstone eruption, major power outage, pandemic, nuclear event
    - Is other state impacted?
      - If no, activate MOU
      - If yes, ?????

# Unable to Find Different Space for Mail Services

## 1. Contact alternate state

- Implement plan within 12 hours
- Names, phone, and email addresses
- Mailing addresses to give to the U.S. Postal Service
- Physical address of building
- HR/Security contact for staff sent to alternate state

## 2. Contact U.S. Postal Services

- Change mail to alternate address



# Unable to Find Different Space for Mail Services *(cont.)*

3. Identify staff/contractors sent to alternate state
  - Staff to open mail, process payments, handle stored mail
4. Identify means of communication with staff
  - Phones, email, other
5. Contact Garda Security or counterpart
  - Bank deposit pick-ups
6. Identify temporary housing/lodging for staff
7. Contact software and hardware vendors  
(coordinate for “return to business”)

# Montana Idaho MOU Checklist

*(cont.)*

Diverting Mail			
	YES	NO	Comments
Determined what PO boxes will be diverted	<input type="checkbox"/>	<input type="checkbox"/>	Will all PO boxes be diverted or can some be held at USPS to be delivered locally at a later date
Determined if a new PO Box vs existing PO Box will be used	<input type="checkbox"/>	<input type="checkbox"/>	How will the mail for each state be sorted
Contacted USPS with instructions for diverting mail	<input type="checkbox"/>	<input type="checkbox"/>	USPS only requires verbal request and alternate address

# Montana Idaho MOU Checklist

*(cont.)*

Staffing			
	YES	NO	Comments
Determined staffing level needs for alternate site based on anticipated volume	<input type="checkbox"/>	<input type="checkbox"/>	Communicate needs to hosting state
Determined what staff is available for alternate site	<input type="checkbox"/>	<input type="checkbox"/>	Must have one technical support staff at alternate site
Secured temporary housing/lodging	<input type="checkbox"/>	<input type="checkbox"/>	
Secured transportation	<input type="checkbox"/>	<input type="checkbox"/>	May be employee's personal vehicle; track mileage
Arranged for security training/disclosure statements	<input type="checkbox"/>	<input type="checkbox"/>	Necessary if other staff used for mail/check processing
Arranged for a cell phone for technical staff	<input type="checkbox"/>	<input type="checkbox"/>	If cell communications are down must obtain landline number at hosting state's location

# Montana Idaho MOU Checklist

*(cont.)*

Alternate Deposit Plan for Paper			
	YES	NO	Comments
Obtained desktop computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	Preformatted spreadsheet available: _____.
Paper deposit slips	<input type="checkbox"/>	<input type="checkbox"/>	To be used if no computer/laptop is available
Manual deposit to receiving bank	<input type="checkbox"/>	<input type="checkbox"/>	Ensure armored security delivery in place

# Montana Idaho MOU Checklist

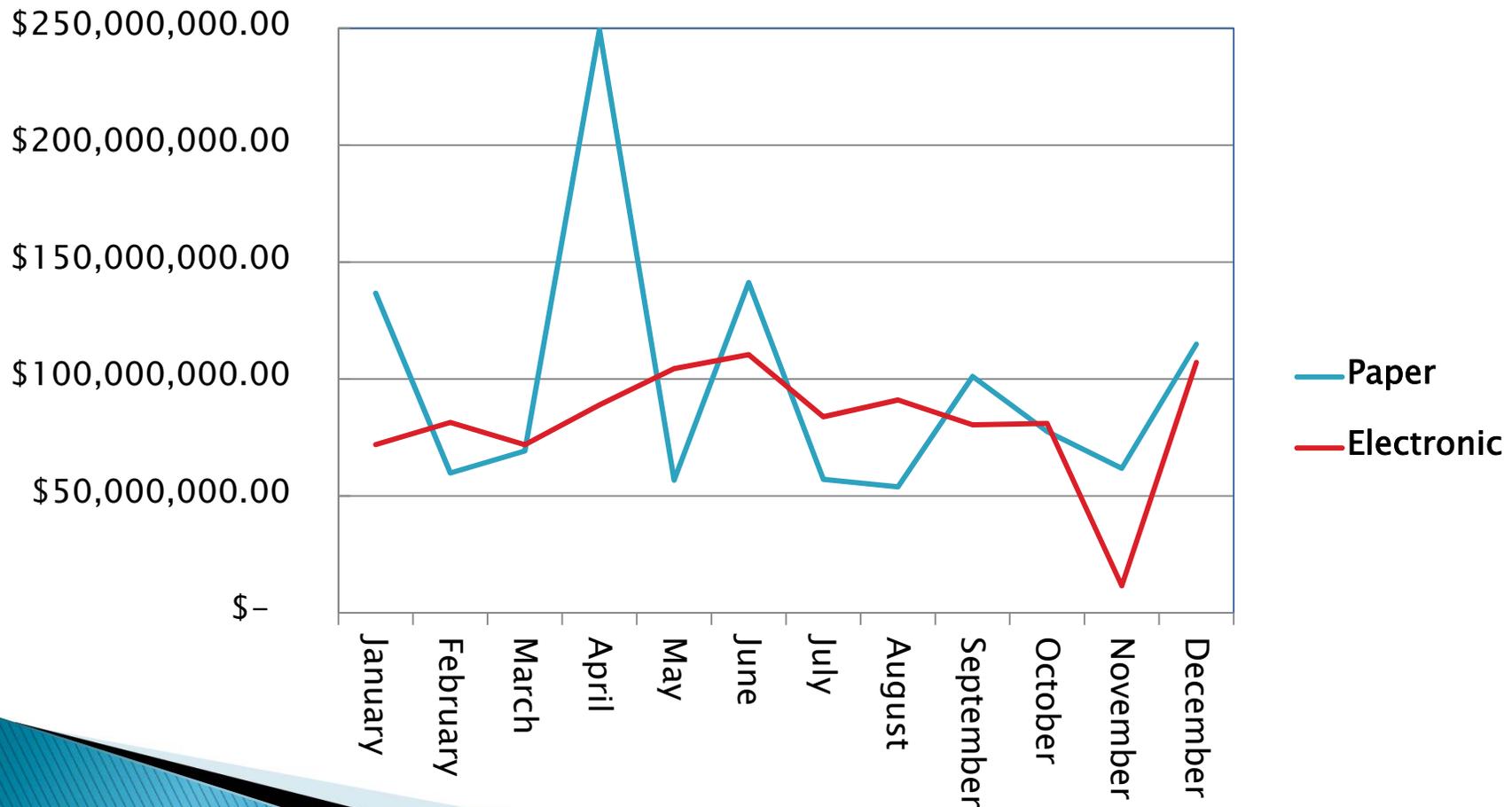
(*cont.*)

Supplies			
	YES	NO	Comments
Staff has ability to obtain additional supplies	<input type="checkbox"/>	<input type="checkbox"/>	
Track use of hosting state supplies	<input type="checkbox"/>	<input type="checkbox"/>	
Secure storage on site for returns, vouchers, mail, etc.	<input type="checkbox"/>	<input type="checkbox"/>	

Shipment of returns, vouchers & other documents back to original state			
	YES	NO	Comments
Secure shipping required (UPS or FedEx)	<input type="checkbox"/>	<input type="checkbox"/>	
Shipping boxes, shrink wrap, pallets??	<input type="checkbox"/>	<input type="checkbox"/>	

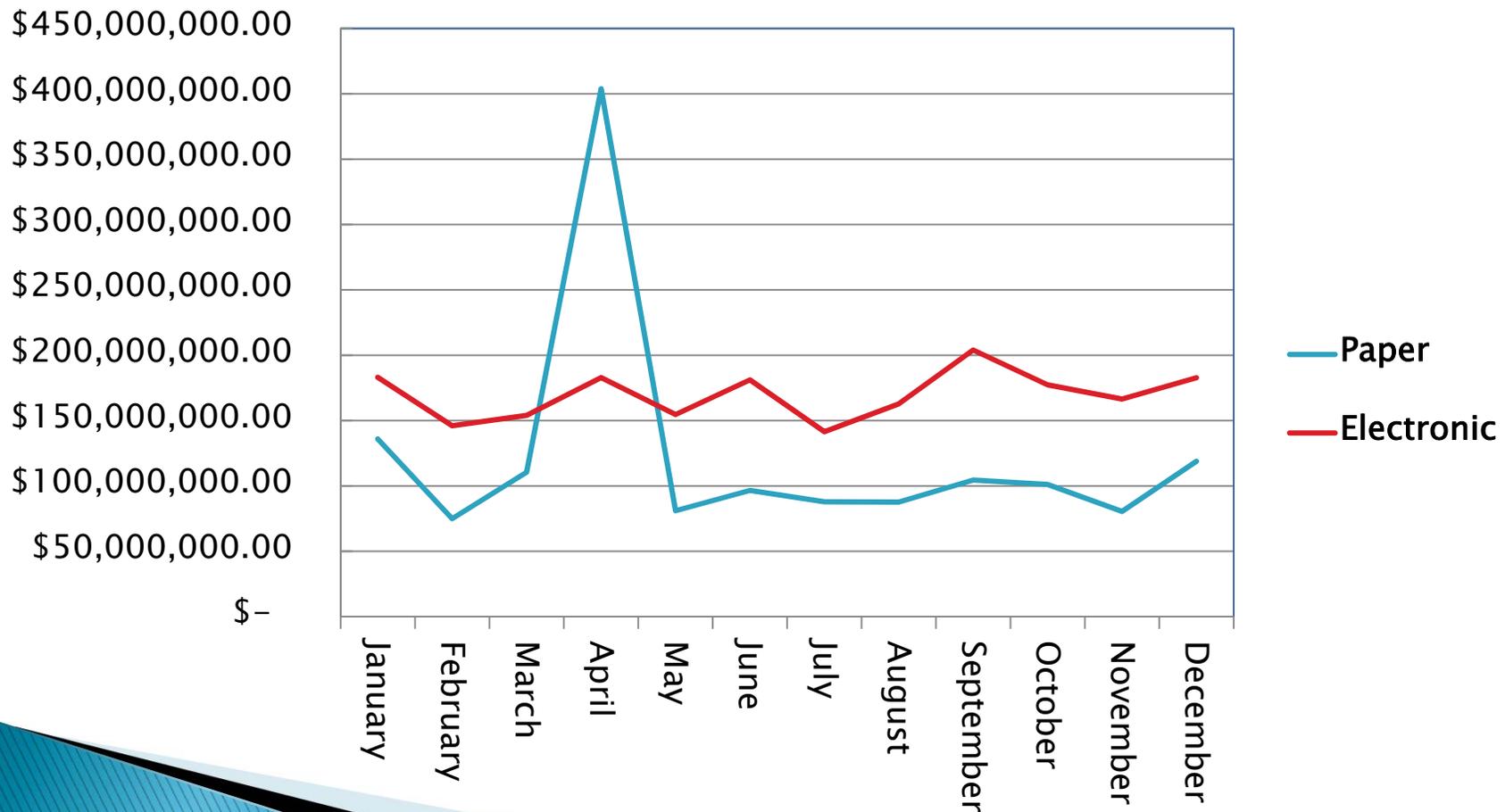
# Time of Year Impacts Decision to Activate MOU

## Montana Statistics for 2013



# Time of Year Impacts Decision to Activate MOU

## Idaho Statistics for 2013



# Other Considerations

## Major event in Montana or Idaho

- ▶ More than likely impact the other state
- ▶ Beneficial to have agreement with nonbordering states
  - Hawaii
  - Florida





# Questions

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