

Treasury Documentation**Subject:** Potentially Dangerous Taxpayer/Debtor, Report**For:** EMPLOYEE, SUPERVISOR, and
SAFETY AND HEALTH HANDBOOKS
Facility and Mail Services**Also See:** ET-03140**Identification** PT-03246
Procedure
Effective Date 8-1-2012
Replaces PT-03246 (6-1-2008)

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Notes: Contact names, phone numbers, and e-mail addresses are included in the attached contact information chart.

The purpose of this Procedure is to address threats of violence from taxpayers/debtors.

If possible, record threatening phone calls.

Do not put a threatening taxpayer/debtor on hold.

Employee

1. Receives telephone, written, or face-to-face threat of violence from a taxpayer/debtor.

WHEN: Immediately

2. Informs supervisor of incident.
3. If threat of violence is immediate, calls emergency number (see page 4 of this Procedure).

Note: A suicide threat is also a threat of violence; discusses with supervisor if unsure of what to do.

4. Documents specific details of the threat, including exact words used by the taxpayer/debtor.

Supervisor

5. Ensures that Steps 3 and 4 have been completed; if not, completes these steps with employee.
6. Completes Incident Information and Taxpayer Information sections of *Report of Potentially Dangerous Taxpayer (PDT)/Debtor* (Form 1117A).
 - A. If threat of violence is from written correspondence, attaches original correspondence to 1117A.
7. E-mails 1117A and any supporting documentation to:
 - A. Safety and Health Analyst
 - B. Manager, Facility and Mail Operations

Note: See the attached contact information chart for the correct e-mail addresses.

Supervisor (cont.)

8. Calls Safety and Health Analyst to advise 1117A has been sent.

Note: If Safety and Health Analyst is not available, calls the following individuals in the order listed below until a person is contacted:

- A. Manager, Facility and Mail Operations
- B. Administrator, Office of Departmental Services
- C. Director, Office of Human Resources.

Safety and Health Analyst

9. Evaluates immediacy of threat and calls the emergency number if needed.

- A. If needed, consults with manager in charge.
- B. Reviews the PDT folder at *S:\Administrative Services\Administrative Services\Health and Safety\PDT's\New PDT Folder* to determine the frequency of reports from the same taxpayer/debtor.

10. Reviews 1117A for completeness.

- A. Contacts employee or employee's supervisor for clarification of details as needed.

11. Completes the "Agency Incident Contact Use Only" section of 1117A.

- A. Agency Incident Contact Name
- B. Agency Incident Contact Telephone Number
- C. Threat Level
- D. Type of Threat
- E. REQUESTED ACTION

(1) DTMB OIP and MIOC keep on file: requests the Department of Technology, Management, and Budget Office of Infrastructure Protection (DTMB OIP) and the Michigan Intelligence Operations Center (MIOC) keep the 1117A report on file.

(2) Call and Talk: requests law enforcement call the taxpayer.

(3) Knock and Talk: requests law enforcement visit the taxpayer in person.

(4) Prosecute: take legal action.

(5) Keep in Treasury: **do not** send report outside of Treasury, (e.g., report that does not contain any sort of threat).

(6) Comments: briefly explains why the particular requested action was chosen.

Safety and Health Analyst (cont.)

11. F. If requesting prosecution:
 - (1) Routes 1117A to the affected employee's supervisor and asks if the affected employee is willing to cooperate with law enforcement and/or an investigation and provide their personal information (if needed).
 - (2) Requests employee selects the appropriate checkbox on 1117A, signs and dates the 1117A, and returns the signed form to the Safety and Health Analyst.
- G. DTMB/MIOC Determination: records any correspondence from DTMB and MIOC.
- H. Date Report Sent to Collection Division
- I. Sent By
- J. Date Report Sent to DTMB.
12. Redacts employee/supervisor names and phone numbers and any unneeded confidential information from 1117A and sends 1117A via e-mail to:
 - A. Security Program Coordinator, DTMB OIP
 - B. CC: director, DTMB OIP.
13. After the 1117A is sent to the individuals identified in Step 12, sends 1117A via e-mail to:
 - A. Director, Office of Human Resources
 - B. Manager, Facility and Mail Operations
 - C. Secretary, Collection Division Administrator
 - D. Administrator, Collection Division
 - E. Michigan Accounts Receivable Collection System Liaison Clerical Support.
14. Files 1117A at *S:\Administrative Services\Administrative Services\Health and Safety\PDT's\New PDT Folder*.

Note: Pertinent e-mails related to each PDT case are to be filed in .pdf format at the directory noted above.

Collection Division Administrator

15. Reviews information on 1117A and determines if a PDT indicator should be placed on the account screens.
16. Completes "Collection Division Use Only" section of 1117A.
17. Files copy of 1117A in division's PDT file(s).

CONTACT INFORMATION

**Emergency
Contacts**

Emergency numbers for immediate threats by facility are as follows:

	Threats not in the building	Threats in or to the building
Austin Building	(517) 373-0190	(517) 373-0190
Operations Center	(517) 373-0190	(517) 373-0190
Cadillac Place	911	(313) 874-4357
Flint State Office Building	911	(810) 760-2100
Grand Rapids State Office Building	911	(616) 356-0166
Saginaw State Office Building	911	(989) 758-1410
All other Treasury facilities	911	911

The supervisor must e-mail 1117A and any supporting documentation to the following individuals:

1. Safety and Health Analyst
Jacob Poynter
PoynterJ@michigan.gov
(517) 241-3824
2. Manager, Facility and Mail Operations
Ann Luepnitz
LuepnitzA@michigan.gov
(517) 636-5335

The supervisor must call the Safety and Health Analyst to advise the 1117A has been sent via e-mail, if Analyst is not available, calls the following in the order listed below until a person is contacted:

1. Manager, Facility and Mail Operations
Ann Luepnitz
LuepnitzA@michigan.gov
(517) 636-5335
2. Administrator, Office of Departmental Services
Bruce Hanses
HansesB@michigan.gov
(517) 335-0967
3. Director, Office of Human Resources
Micheal Davis
DavisM12@michigan.gov
(517) 335-1173

**Emergency
Contacts
(cont.)**

If necessary, Safety and Health Analyst e-mails 1117A to the DTMB OIP security program coordinator with a Cc: to the DTMB OIP director.

1. Security program coordinator, DTMB OIP
Jeff Pratt
prattj@michigan.gov
(517) 241-4391
2. Director, DTMB OIP
Jason Nairn
nairnj@michigan.gov
(517) 335-6735

**Non-
emergency
Contacts**

After 1117A is sent to the individuals identified above, the Safety and Health Analyst forwards the 1117A, via e-mail, to the following individuals:

1. Director, Office of Human Resources
Micheal Davis
DavisM12@michigan.gov
(517) 335-1173
2. Manager, Facility and Mail Operations
Ann Luepnitz
LuepnitzA@michigan.gov
(517) 636-5335
3. Secretary, Collection Division Administrator
Deb Puckett
PuckettD@michigan.gov
(517) 636-5300
4. Administrator, Collection Division
Ann Good
GoodA@michigan.gov
(517) 636-5300
5. Michigan Accounts Receivable Collection System Liaison Clerical Support
Kristie Whitman
WhitmanK1@michigan.gov
(517) 636-5300

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