Bureau of the Fiscal Service

Centralized Receivables Service (CRS)

Speaker – Dominique McCreary, Manager

DCIA 30th Year Celebration

August 25th, 2026

OUR MISSION.

Partnering with government agencies to centralize and recover debt through transparent, compliant, and highly efficient receivables management.

OUR HISTORY.

In 2012, the Centralized Receivables Service (CRS) was established to centralize the management non-tax administrative receivables for all federal agencies. The program was built to automate processes, augment administrative operations, standardize workflows, and help agencies maintain compliance with federal debt collection mandates.

CRS manages current, non-tax receivables owed to federal agencies by individuals, businesses, and states. Examples include overpayments, penalties and fines, grant reimbursements, travel debts, etc.

OUR BENEFITS.

Increase Collections

Standardization & Compliance

Excellent Customer Service

Transparency

Reduction in Operational Cost

CRS solves traditional collection challenges through **standardization of workflows, strategic alignment** with governmentwide goals, and the power of **automation**.

CRS TODAY.

CRS has a suite of integrated features that streamlines debt collection workflows by enhancing data management, user accessibility, and operational flexibility across platforms.

The platform streamlines workflows through a configurable interface, flexible case entry, diverse payment options, and automated Cross-Servicing referrals.

CRS customer service provides end to end support with the goal to collect funds on the program's behalf timely and efficiently.

The platform manages the full debt lifecycle through integrated skiptracing, collection calls, phone payments, installment agreements, financial analysis, and administrative resolution.

OUR VISION.

To be the government's centralized solution for the collection of administrative receivables, continuously expanding solutions and system maturation to maximize debt collection.

OUR GOALS.

User Experience.

Continue active customer engagement and obtain feedback.

Technological Enhancements.

Portfolio Growth.

Identify potential opportunities to expand our footprint (i.e., debtors with foreign addresses & loan servicing).

Expansion.

Support Executive Order 14249—Protecting America's Bank Account Against Fraud, Waste and Abuse.

Increase volume and expand with new programs.

Reengage dormant programs.

EXPANSION.

Each year, CRS has demonstrated steady growth throughout the course of the program. This fiscal year, we achieved a significant milestone by surpassing $1B in total collections.

$1B+	Total Debt Collected YTD
56.5%	Debt Collection Growth YTD vs Last Year YTD
18 | 129	Agencies | Programs
6.5M+	Total receivables portfolio cases YTD

We continue to engage potential new programs through strategic expansion initiatives. These encompass targeted social media campaigns, educational webinars, industry conferences, professional referrals, and structured outbound telemarketing.

Follow Us!

Follow the Bureau of the Fiscal Service on LinkedIn for updates on CRS.

OUR AGENCIES.

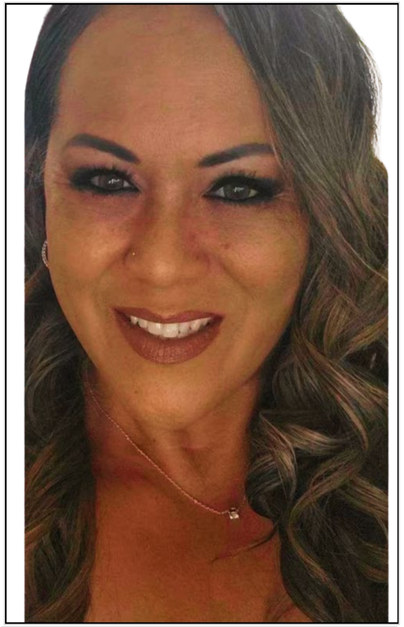
OUR TEAM.

Dominique McCreary
Manager

Stephanie Christophe
Implementation Specialist

Randy Forrester
Agency Liaison Specialist

Kristy Gammell
Agency Liaison Specialist



Marisa Blatt
Implementation Specialist

fiscal.treasury.gov/crs CRSLiaisonGroup@fiscal.treasury.gov

JOIN US
CRS PANEL
DISCUSSION

AUGUST 26TH | 9AM ET

Streamlining Debt Collection:
Insights from Centralized Receivables Service (CRS) Partner Agencies.

This session highlights CRS's strategies to streamline administrative receivables management.

Gain direct insight from a distinguished panel of agency partners:

- **Matthew Bosse:** Financial Management Analyst, Social Security Administration (SSA)
- **Jessica Burkhart:** Change Management Agent, Department of Veteran's Affairs (VA)
- **William Condon:** Financial Manager, Defense Health Agency (DHA)

Discover how these leaders drive impact.

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Centralized Receivables Service (CRS)

Moderator – Dominique McCreary, CRS Manager

DCIA 30th Year Celebration

August 26th, 2026

Centralized Receivables Service (CRS)

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CRS manages current, non-tax receivables owed to federal agencies by individuals, businesses, and states.

Examples include overpayments, penalties and fines, grant reimbursements, travel debts, etc.

CRS solves traditional collection challenges through

- **Standardization of Workflows**
- **Strategic Alignment with Governmentwide Goals**
- **Power of Automation**

Streamlining Debt Collection:

Insights from Centralized Receivables Service (CRS) Partner Agencies.

Today, we are honored to host a distinguished panel, all of whom are valued partners with CRS. They will provide a real-world, hands-on perspective on how collaborating with CRS has drove success and created meaningful value within their organizations.

This session will help you learn more about CRS's ongoing strategies to streamline administrative receivables management.

Our panel includes:

Matthew Bosse:
Financial Management Analyst,
Social Security Administration (SSA)

Jessica Burkhart:
Change Management Specialist,
Department of Veterans Affairs (VA)

William Condon:
Financial Manager,
Defense Health Agency

OUR TEAM.

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Manager

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Implementation Specialist

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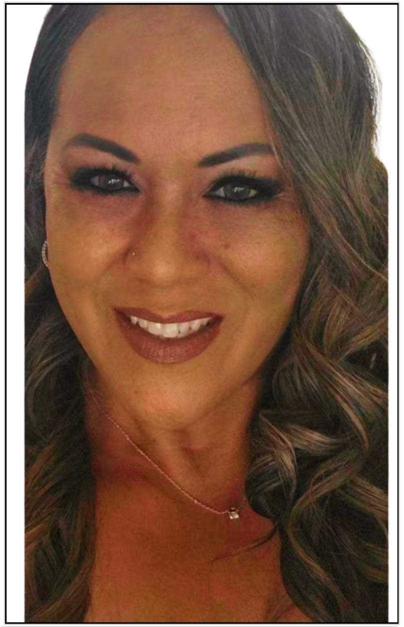

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