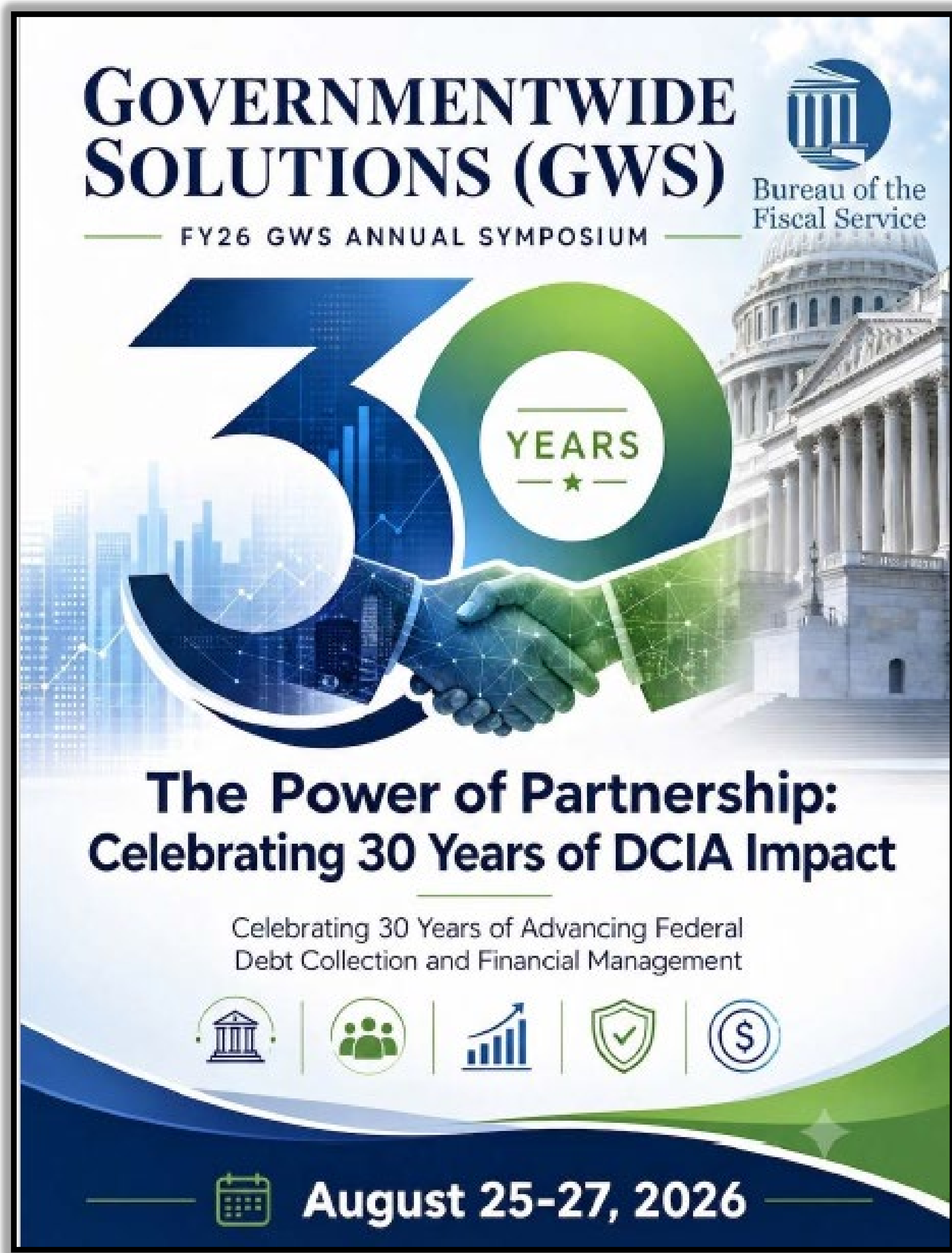
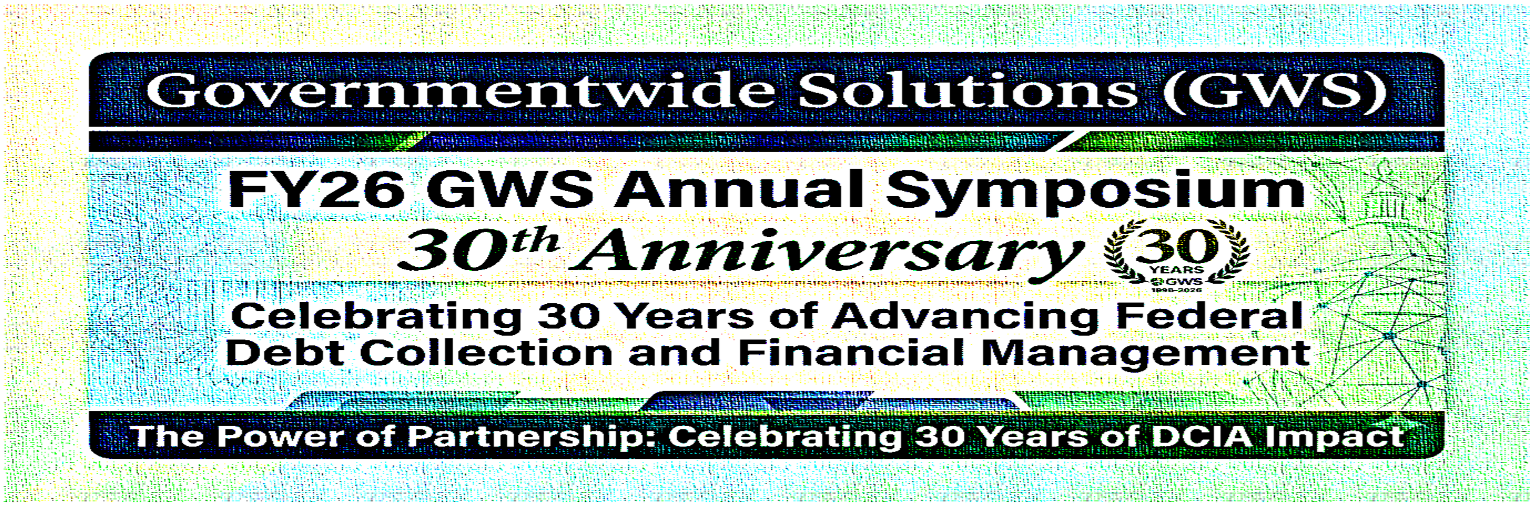

GOVERNMENTWIDE SOLUTIONS (GWS)
Bureau of the Fiscal Service
FY26 GWS ANNUAL SYMPOSIUM
30
YEARS
The Power of Partnership:
Celebrating 30 Years of DCIA Impact
Celebrating 30 Years of Advancing Federal
Debt Collection and Financial Management
August 25-27, 2026



Overview

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Welcome

Glenn Flowers,
Assistant Commissioner
Governmentwide Solutions
Welcome to the GWS Annual Symposium!

Good morning, and welcome to the ***Debt Collection Improvement Act (DCIA) 30th Anniversary Symposium****. We are honored to gather with colleagues, partners, and experts from across the federal community to commemorate three decades of progress, partnership, and public service shaped by the DCIA.*

For thirty years, the DCIA has strengthened the government's ability to manage and recover delinquent nontax federal debts, centralized key debt collection responsibilities at the U.S. Department of the Treasury (Treasury), and advanced accountability, efficiency, and innovation across federal financial operations. Today, we celebrate that legacy while looking ahead to the future of debt collections—one that continues to evolve through collaboration, modernization, and a shared commitment to serving the American public.

Over the next three days, you'll hear from subject matter experts, explore emerging trends, engage in policy discussions, and participate in sessions that reflect where federal debt collection has been, where it stands today, and where it is headed. This symposium also offers a valuable opportunity to connect with agency partners, exchange ideas, share success stories, and gain practical insights to support your mission.

As we mark this milestone, we honor the enduring spirit of partnership that has guided our work—Treasury and federal agencies united in strengthening compliance, improving operations, and ensuring responsible stewardship of public resources. Thank you for the vital role you play and for joining us as we celebrate the past, engage with the present, and shape the next chapter of federal debt collection.

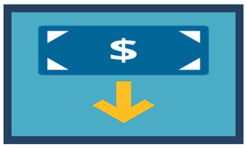
Welcome, and enjoy the symposium.

About the Debt Collection Improvement Act

The Debt Collection Improvement Act of 1996, or the DCIA **(Public Law 104-134)** tasked Treasury with some governmentwide debt collection responsibilities.

Along with other requirements, the law specifies that delinquent non-tax debts must be turned over to the Treasury for appropriate action to collect the debt.

Purpose of the DCIA



To ensure that the public is fully informed of the federal government's debt collection policies and that debtors are aware of their obligations to repay amounts owed to the federal government.

To lower the costs of debt collection by consolidating related functions and activities and using interagency teams.

To cut losses arising from debt management activities by requiring proper screening of potential borrowers, aggressive monitoring of all accounts, and sharing of information in and among federal agencies.

To ensure that the public is fully informed of the federal government's debt collection policies and that debtors are aware of their obligations to repay amounts owed to the federal government.

To ensure that debtors have all due process rights (including the ability to verify, challenge, and compromise claims) and access to administrative appeals procedures which are both reasonable and protect the interests of the United States.

To encourage agencies to sell delinquent debt, particularly debts with underlying collateral.

To rely on the experience and knowledge of private sector professionals to provide debt collection services to federal agencies.

All information listed above is from the Bureau of the Fiscal Service website, "About the Debt Collection Improvement Act."

Reference

1. About the Debt Collection Improvement Act (2026). Purpose of the DCIA. Retrieved from: https://fiscal.treasury.gov/debt-management/about/about-dcia

DCIA Symposium Agenda

Day 1 - Tuesday, August 25, 2026, DCIA Symposium

(<u>All times Eastern and Sessions Available Virtually</u>)

***Some sessions are available in person for Governmentwide Solutions' employees.**

Join now

9:30 - 9:35am	***Debt Collection Improvement Act 30th Anniversary Symposium*** **The Debt Collection Improvement Act (DCIA) 30th Anniversary Symposium commemorates three decades of governmentwide progress in modernizing federal debt collection and strengthening agency partnerships. This event brings together federal programs and experts to reflect on DCIA's impact, current practices, and the future of debt-management innovation.** **Welcome** ***Brian Taylor, Manager, Agency Compliance and Outreach Branch*** ***Location: Virtual***
9:35 - 9:45am	**Opening Remarks** ***Gary Grippo, Acting Fiscal Assistant Secretary*** ***Location: Virtual***
9:45 - 9:55am	**Celebrating 30 Years: Leadership Perspectives** **Celebrating thirty years of progress offers participants an opportunity to learn how leadership has shaped the evolution of and has impacted the United States' debt collections. These perspectives highlight the vision, dedication, and collaboration that have guided DCIA's impact and growth over the past three decades.** ***Joseph (Joe) Gioeli, Acting Commissioner, Bureau of the Fiscal Service*** ***Location: Washington, DC, 9th Street Building, 2nd Floor Conference Room***

9:55 – 10:00am	**Audience Engagement**
10:00-10:30am	**The History of DCIA** **The Debt Collection Improvement Act of 1996 modernized federal debt collection by centralizing delinquent nontax debt at the U.S. Department of the Treasury and establishing stronger tools, oversight, and compliance requirements. Over time, the DCIA has become the foundation for governmentwide debt management, shaping how agencies refer, collect, and report delinquent debt.** ***Keynote Speaker(s) –*** ***Jeffrey Schramek, Former Deputy Commissioner, Bureau of the Fiscal Service*** ***Location: Birmingham, AL, Bureau of the Fiscal Service, Room 314*** ***Ronda Kent, Former Deputy Assistant Commissioner, Debt Management Services*** ***Location: Washington, DC, 9th Street Building, 2nd Floor Conference Room***
10:30-10:40am	**Break**
10:40 - 10:45am	**DCIA Trivia**
10:45-11:45am	**Governmentwide Solutions (GWS) Programs: Past, Present, and Future** **Location: Virtual** **GWS programs have evolved significantly over time, shaped by years of collaboration, modernization, and agency engagement. Looking ahead, they remain focused on strengthening compliance, enhancing services, and driving innovation across the federal debt-management landscape.**

	Centralized Receivables Service (CRS) – Dominique McCreary, Manager, CRS **Treasury Offset Program (TOP) – Tina Smith, Branch Manager of the of the Debt Analysis and Program Implementation Branch** **Cross-Servicing – Suzette Rodriguez Abraham, Branch Manager of the Unified Collection Center**
11:45am-1:00pm	**Lunch**
1:00 – 1:20pm	**Debt Servicing and Financial Solutions Vison: Now and In the Future** **Cait Gehring, Associate Commissioner, Debt Servicing and Financial Solutions, Bureau of the Fiscal Service** **Location: Washington, DC, Virtual** **H. Glenn Flowers, Assistant Commissioner, Governmentwide Solutions** **Location: Birmingham, AL, Bureau of the Fiscal Service, Room 314**
1:20 - 1:50pm	**Strengthening Delinquent Debt Management through Standardized FM Marketplace Solutions** **Location: Virtual** **Standardized FM Marketplace solutions help agencies strengthen delinquent debt management by providing consistent, modern tools that streamline financial operations and improve compliance. These shared, scalable systems enhance efficiency, transparency, and coordination across the federal debt-management lifecycle.**

	Financial Management Quality Services Management Office (FM QSMO) – **Bena Kluegel, Director, FM QSMO** – **Eric A. McCoy, Branch Manager, Financial Management Standards Branch, FM QSMO**
1:50 - 3:35pm	**FY27 and Beyond: Initiative, Innovation, & Advancing the Future of Debt Collection** **Location: Virtual** **As we look toward FY27 and beyond, our focus is on driving meaningful initiatives and fostering innovation that modernizes how delinquent debt is managed across government. These efforts aim to advance the future of debt collection through improved technology, coordinated strategies, and stronger agency partnerships.** **Invoice Processing Platform (IPP) - (1:50 – 2:05pm)** – **Peter Moore, Agency Outreach Liaison, IPP** **Proof of Debt Initiative - (2:05 – 2:20pm)** – **Tammy Griggs, Project Manager, External Reporting & Planning Branch** **Break (10 Minutes) - (2:20 – 2:30pm)** **Cross-Servicing Self Service Portal – (2:30 – 3:00pm)** – **Steve Claassen, Solutions Services Branch Manager** **Cross-Servicing Bot – (3:00 – 3:25pm)** – **Russell Blakely, Program Analyst, Debt Agency Compliance & Analysis Division** **Treasury Report on Receivables (TROR) Modernization – (3:25 – 3:35pm)** – **Scott Kon, Management and Program Analyst, Debt Agency Compliance & Analysis Division**
3:35 - 3:40pm	**Recap and a Look Ahead to Day 2** **Location: Virtual**

Day 2 - Wednesday, August 26, 2026, Training Workshops

(All times Eastern and Available Virtually)

9:00 – 10: 00am Join now	**Streamlining Debt Collection: Insights from Centralized Receivables Service (CRS) Partner Agencies** This session will focus on how CRS is actively working to streamline the management of administrative receivables. As part of the panel discussion, the CRS Branch Manager will moderate, engaging with representatives from partner agencies on the benefits of CRS, the impact of current administrative processes, and the real outcomes CRS has delivered for internal debt collection operations. – **Dominique McCreary, Manager, CRS**
10:30am - 12:00pm Join now	**Due Process & Introduction to Cross Servicing** An overview of due process requirements that agencies must meet before taking adverse debt collection actions. – **Leah Golshani, Senior Attorney with the Office of the Chief Counsel** **Introduction to Cross-Servicing** A brief overview of Treasury's Cross-Servicing Program, covering agency responsibilities, debt collection tools, and key program concepts. – **Jim Robinette, Supervisor, Agency Liaison Branch, Debt Agency Compliance and Analysis Division**
12:00 – 2:00pm	**Lunch**

2:00 - 3:15pm Join now	**Treasury Offset Program (TOP) Web Client** An overview of the Treasury Offset Program (TOP), including debt priorities, the referral process, due process requirements, and accessing the TOP Web Client application. This session is designed primarily for TOP Web Client users; however, all attendees are welcome. – **Ed Underwood, Debt Specialist, Payment Offset Branch**

Day 3 - Thursday, August 27, 2026, Training Workshops

(All times Eastern and Available Virtually)

9:00 - 10:00am Join now	**Cross-Servicing Private Collection Agencies (PCAs)** Explore the role of private collection agencies utilized by Treasury's Cross-Servicing program, including contractor responsibilities, agency oversight, and strategies for recovering delinquent federal debt. – **Julie Slaughter, Branch Manager, Private Collection Agency Compliance and Policy Branch**

10:30am - 12:00pm Join now	**Administrative Wage Garnishment (AWG)** Discover how Administrative Wage Garnishment (AWG) can help increase recoveries on delinquent debt. This session provides practical guidance on agency responsibilities and best practices for the AWG process as administered through Treasury's Cross-Servicing Program.. – **Virginia Miles, Supervisory Management & Program Analyst, Debt Operations Division, AWG Branch** – **Adell Cox, AWG & FSO Hearing Officer, Debt Policy and Collections Support Division** – **Bryan Russell, Branch Manager, Government-wide Debt Collection Policy Branch**
12:00 – 1:00pm	**Lunch**
1:00 - 2:00pm Join now	**Department of Justice (DOJ)** An overview of the process for referring debts to the Department of Justice (DOJ) through Treasury's Cross-Servicing program. The session covers the benefits of DOJ referrals, types of debts eligible for referral, and examples of how agencies can help in the process. – **Bryan Russell, Branch Manager, Litigation Policy & Management Branch**
2:15 - 3:15pm Join now	**Proof of Debt and Dispute Response Processing (DPOD)** An overview of the proof of debt and dispute response process. This session will identify requirements and best practices for successful collaboration between creditor agencies and Treasury. – **Susie Gray, Quality Review Analyst in the Disputes/Proof of Debt Branch (DPOD)**

Photos from Old Debt Collection Improvement Act Events

Tom Phipps

ABOVE: DEPUTY SECRETARY Lawrence Summers. Top right: FMS Commissioner Russell Morris, left, presents certificates to Rep. Stephen Horn, center, and Mark Brasher, a congressional staffer.

'Great Results' Expected From Debt Collection Law

procedures, the Deputy Secretary noted that over 75,000 Government checks were forged and fraudulently negotiated last year, something that especially harms people on fixed incomes who need replacement payments immediately. He said that the

Electronic Payments *FOCUS*

Tom Phipps

ABOVE: CARLTON MARYOTT of FMS is one of several speakers before a capacity audience learning details of the new debt collection legislation. Left: A variety of printed materials on electronic mechanisms is displayed.

EFT Briefings Are Off To an Enthusiastic Start

A REQUIREMENT of the **Debt Collection Improvement Act of 1996** (part of Public Law 104-134) is to duct an aggressive educational ign to convert the Federal ent's check payments to nds transfer (EFT). In

well as sessions in Philadelphia, Dallas, St. Louis, Kansas City, Chicago, and Atlanta. Sessions in September are being held in New Orleans, San Francisco, Denver, and Albuquerque. Over 1,100 Federal agency representatives will have attended these briefings.

Federal payments except tax refunds must be made electronically, is fast approaching. These meetings were a prelude to many other briefing and training sessions FMS will sponsor over the next few years for agencies, vendors, financial institutions, associations, and

BELOW: FMS' PACER is part of the discussion between Debbie Lamb, right, and an interested passerby to the display.

BOTTOM: ELEANOR KELLY, left, eagerly points out the many services offered by FMS' Center for Applied Financial Management.

TOP: THE EXHIBIT HALL is bustling with activity between sessions as Ed Deal, left, of FMS' Philadelphia Financial Center takes questions about electronic payment mechanisms.

Thank you for participating in the 2026 Symposium! Please take a few minutes to complete the surveys below for the sessions you attended. We value your feedback about how we performed (*and how to improve these sessions*).

- GWS Annual Symposium Evaluation for Day 1
- Treasury Offset Program Workshop Evaluation
- Centralized Receivables Service Workshop Evaluation
- Department of Justice Workshop Evaluation
- Cross-Servicing Workshop Evaluation
- Due Process Workshop Evaluation
- Cross-Servicing Private Collection Agencies Workshop Evaluation
- Disputes and Proof of Debt Workshop Evaluation
- Administrative Wage Garnishment Workshop Evaluation

About Us

Governmentwide Solutions (GWS) is the Bureau of the Fiscal Service's central hub for governmentwide debt management leadership, policy support, and interagency collaboration. As the successor to Debt Management Services (DMS), GWS brings together federal agencies to strengthen the nation's approach to delinquent nontax debt collection. Through data-driven analysis, compliance guidance, and strategic outreach, GWS equips agencies with the expertise and resources needed to navigate legal requirements, improve receivables management, and enhance overall stewardship of public funds. Its mission is grounded in partnership—ensuring federal programs and their beneficiaries are supported by consistent, transparent, and effective debt-management practices.

For external agencies attending GWS-hosted symposiums—including milestone events such as the Debt Collection Improvement Act (DCIA) Anniversary Symposium—these gatherings serve as high-value forums to exchange insights, address challenges, and learn from subject matter experts across Treasury and the broader federal financial community. Symposium planning materials emphasize collaborative discussion, agency feedback, and shared problem-solving, reflecting GWS's commitment to helping agencies strengthen compliance, adapt to evolving operational needs, and prepare for future innovations in debt management. Sessions typically explore both policy trends and practical tools—from foundational debt-collection training to deep-dive workshops on centralized receivables, administrative wage garnishment, and the Treasury Offset Program.

By participating in these symposiums, agencies gain not only technical knowledge but also direct channels for engagement with GWS leaders, analysts, and program managers who support governmentwide receivables operations day-to-day. These events foster a shared vision of continuous improvement—strengthening coordination, elevating data quality, and enhancing the federal government's collective ability to serve the public with integrity. GWS's commitment to listening, learning, and collaborating ensures that every agency leaves with actionable strategies, clearer pathways for compliance, and a deeper connection to the community of practitioners working to advance federal debt management nationwide.

Welcome Message from the GWS' Directors

Welcome to the **30th Anniversary of the Debt Collection Improvement Act (DCIA) Symposium** and thank you for joining us as we commemorate three decades of progress, partnership, and public service.

Since its enactment, the DCIA has strengthened accountability, modernized federal debt collection, and enhanced the stewardship of taxpayer resources. Today, we gather to honor this legacy, reflect on the innovations that have shaped our journey, and look ahead to a future driven by collaboration, transparency, and continuous improvement.

Over the next two days, you'll hear from leaders across government, engage in policy discussions, participate in training sessions, and connect with peers who share a commitment to improving federal financial operations. This milestone is not only a celebration of what has been accomplished—but also an opportunity to empower agencies, exchange ideas, and build toward the next generation of solutions.

We are grateful for your dedication and participation. Together, we continue the work of strengthening fiscal integrity, expanding interagency cooperation, and delivering meaningful impact for the American public.

Thank you for being part of this historic anniversary.

We wish you a productive, inspiring, and engaging symposium.

The GWS Management Team

Glenn Flowers,
Assistant Commissioner
Governmentwide Solutions

Christina Cox,
Deputy Assistant Commissioner
Governmentwide Solutions

Keith Alderson, Director, Debt Financial Management Division

Tawanna Edmonds, Director, Debt Agency Compliance & Analysis Division

Mark Hasson, Director, Debt Solutions Support

Horace Tate, Director, Treasury Offset Program

John Rogers, Director, Debt Operations Division

Sarah Stricevic, Director, Centralized Receivables, Billing, and Debt Reporting Division

Mark Stromer, Director, Debt Policy and Collections Support Division

Thank you for attending our session, the Debt Collection Improvement Act 30th Anniversary Symposium. We appreciate you for taking the time to join us as we reflected on the history, impact, and continued importance of the DCIA in strengthening governmentwide debt collection practices.

Your participation helps reinforce the collaboration and shared commitment that have been essential since the law's enactment. By coming together to discuss challenges, gain insights, and explore opportunities for improvement, we continue to advance the mission of supporting effective, compliant, and innovative debt management across federal agencies.

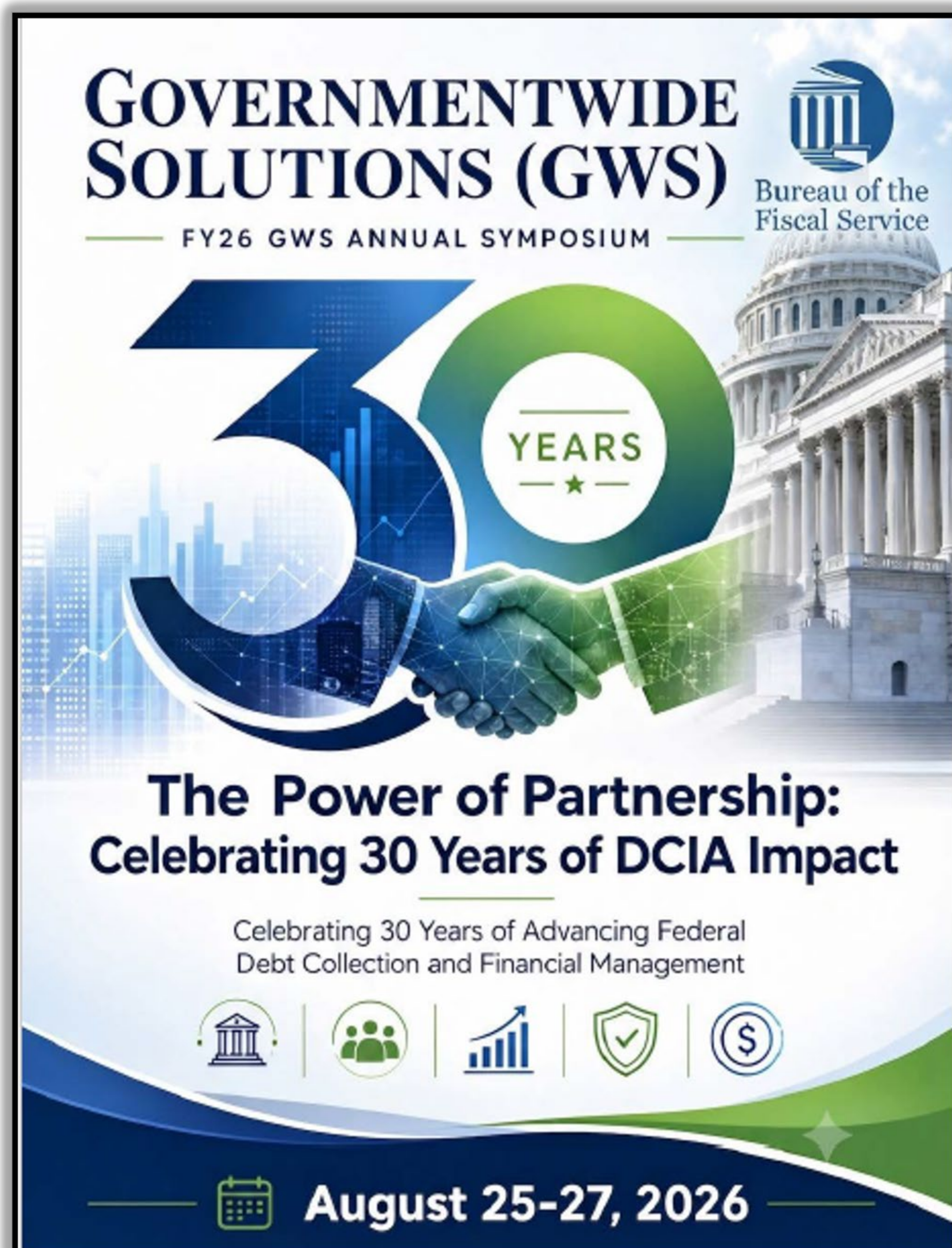
We are grateful for your engagement and contributions, and we look forward to working with you as we build on this important foundation.

Thank you,

The DCIA 30th Anniversary Symposium Planning Committee

For questions, please reach out to:

Debtinquiries@fiscal.treasury.gov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