



2014 Annual Debt Collection Symposium Discovering the Value of Data for Managing Receivables

Tuesday, May 13 – Wednesday, May 14, 2014

Tuesday, May 13, 2014	
7:30 am to 8:30 am	Registration
8:30 am to 8:45 am	<p>Welcome Brian Taylor, Manager Agency Education and Training Branch</p> <p>Introductions Jeffrey Schramek, Assistant Commissioner Debt Management Services</p>
8:45 am to 9:30 am	<p>Opening Leadership Remarks Richard L. Gregg, Fiscal Assistant Secretary U.S. Department of the Treasury</p> <p>Jeffrey Schramek, Assistant Commissioner Debt Management Services</p>
9:30 am to 10:00 am	<p>Break (Networking at Program Tables) An opportunity for symposium participants to visit one-on-one with <i>Do Not Pay</i>, Centralized Receivables Service (CRS), Treasury Report on Receivables (TROR), Treasury Offset Program (TOP) and Cross-Servicing representatives.</p>
10:00 am to 10:30 am	<p>Providing Access to Relevant Data Through <i>Do Not Pay</i> Kevin Jones, Executive Director <i>Do Not Pay</i> Business Center</p> <p>Theresa Jefferson, Management Analyst <i>Do Not Pay</i> Business Center</p>
10:30 am to 11:00 am	<p>Helping Agencies Manage Current Accounts Receivables Using the Centralized Receivable Service (CRS) Wally Ingram, Deputy Director Debt Management Operations Center – West</p> <p>Michael Stewart Jr., Program Analyst Agency Relationship Management Division</p> <p>John Rogers, Manager Program Resolution Branch</p>

The Bureau of the Fiscal Service is now using Twitter! Have questions during a Symposium panel discussion or wrap up? Submit them to us via Twitter using our hashtag **#DMSTraining**.



11:00 am to 11:15 am	<p>Morning Wrap-Up Brian Taylor, Manager, Agency Education and Training Branch</p>
11:15 am to 1:00 pm	<p>Lunch & Learn Sessions (Grab your lunch and return for small group discussion opportunities with the programs below.)</p> <p>Topics: <i>Do Not Pay</i>, Centralized Receivables Service (CRS), Treasury Offset Program (TOP) and Cross-Servicing.</p>
1:00 pm to 2:00 pm	<p>What Does the Data Tell Us? The Importance of Your Treasury Report on Receivables (TROR) Data & Government-wide Transparency Efforts Terrance Prince, Manager Portfolio Management and Analysis Branch</p> <p>Steve Jacobs, Senior TROR Analyst Portfolio Management and Analysis Branch</p>
2:00 pm to 2:30 pm	<p>Break (Networking at Program Tables) An opportunity for symposium participants to visit one-on-one with <i>Do Not Pay</i>, Centralized Receivables Service (CRS), Treasury Report on Receivables (TROR), Treasury Offset Program (TOP) and Cross-Servicing representatives.</p>
2:30 pm to 3:45 pm	<p>Panel Discussion: Ways to Increase Collections – the Data Matters (A Discussion about DMS Collection Tools and Techniques)</p> <p>Moderator: Bena Kluegel, Acting Director Debt Collection Program Management Directorate</p> <p>Panel: Natalie Bibbs, Manager Contract Services Branch</p> <p>Richard Burnham, Director Receivables Management and Debt Services Division</p> <p>Steven Demelli, Manager Unified Call Center</p> <p>John Rogers, Manager Program Resolution Branch</p>
3:45 pm to 4:00 pm	<p>Day One Wrap Up Brian Taylor, Manager Agency Education and Training Branch</p>

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Wednesday, May 14, 2014

8:30 am to 8:40 am	<p>Welcome Brian Taylor, Manager Agency Education and Training Branch</p>
8:40 am to 9:00 am	<p>Opening Leadership Remarks David A. Lebryk, Commissioner Bureau of the Fiscal Service</p>
9:00 am to 9:30 am	<p>Guest Speaker The View from the Department of Veterans Affairs Laurie Park, Acting Deputy Assistant Secretary for Finance Department of Veterans Affairs</p>
9:30 am to 10:30 am	<p>Panel Discussion: Treasury Updates and What's Next</p> <p>Moderator: Jeffrey Schramek, Assistant Commissioner Debt Management Services</p> <p>Panel: Daniel Vavasour, Director Debt Management Operations Center – West</p> <p>Gail Blackmon, Director Debt Management Operations Center – East</p> <p>Cynthia Winters, Director Program Accounting Division</p> <p>Horace Tate, Acting Director Treasury Offset Program Division</p> <p>Richard Burnham, Director Receivables Management and Debt Services Division</p> <p>Brett Smith, Director Business Planning Division</p> <p>Kevin Jones, Executive Director <i>Do Not Pay</i> Business Center</p> <p>Bena Kluegel, Acting Director Debt Collection Program Management Directorate</p>
10:30 am to 11:00 am	<p>Break (Networking at Program Tables) An opportunity for symposium participants to visit one-on-one with <i>Do Not Pay</i>, Centralized Receivables Service (CRS), Treasury Report on Receivables (TROR), Treasury Offset Program (TOP) and Cross-Servicing representatives.</p>
11:00 am to 11:30 am	<p>Update from the Office of Management and Budget Mark Reger, Interim Controller Office of Management and Budget</p>
11:30 am to 11:35 am	<p>Morning Wrap-Up (Brian Taylor)</p>

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11:35 am to 1:00 pm	<p>Lunch & Learn Sessions (Grab your lunch and return for small group discussion opportunities with the programs below.)</p> <p>Topics: <i>Do Not Pay</i>, Centralized Receivables Service (CRS), Treasury Offset Program (TOP) and Cross-Servicing.</p>
1:00 pm to 2:30 pm	<p>Legal Focus</p> <p>Introduction and Legal Updates Tricia Long, Senior Supervisory Attorney Office of Chief Counsel Bureau of the Fiscal Service</p> <p>Revisions to the Claims Collection Litigation Report (CCLR) Diane Watson, Deputy Director Debt Collection Management U.S. Department of Justice</p> <p>Understanding Due Process Meglana Hristov, Attorney Office of Chief Counsel Bureau of the Fiscal Service</p>
2:30 pm to 2:45 pm	<p>Break</p>
2:45 pm to 3:30 pm	<p>Assessing Interest, Penalties, and Costs Michelle M. Cordeiro, Attorney Office of Chief Counsel Bureau of the Fiscal Service</p>
3:30 pm to 3:45 p.m.	<p>Day Two Wrap Up Jeffrey Schramek, Assistant Commissioner Debt Management Services</p>



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