

**TROR PILOT GROUP MEETING SUMMARY**  
**September 2004**

DMS held the second TROR Pilot Group meeting with the Federal agencies on Thursday, September 16, 2004. Fifteen agency employees attended in person or via conference call representing: Housing and Urban Development/FHA, Commerce, Agriculture/CFO, Interior, Defense Finance and Accounting-Crystal City and Denver, General Services Administration, Railroad Retirement Board, Social Security Administration, and Veterans Affairs.

Gina Myers provided the welcoming comments.

Tom Kobielus commenced with a review of the changes proposed for Part I, sections A and B from the first meeting and went through Part II Sections A, B and C.

**Part I, Sections A and B**

**Suggestion**

1. It was suggested to have subsets for Part I, Section B as follows:

(2) Subsets of Total Delinquencies		
(A) Commercial		
(i.) Foreign/Sovereign Government		
(ii.) State and Local Government		
(B) Consumer		

After looking at this section, there was a question as to whether Foreign/Sovereign and State/Local Government Debts should be included with Commercial debts.

Another suggestion for the same reporting information was:

(2) Subsets of Total Delinquencies		
(A) Commercial/Consumer		
(i.) Commercial		
(ii.) Consumer		
(B) Government Debt		
(i.) Foreign/Sovereign Government		
(ii.) State and Local Government		

It was suggested to block out the subset totals. Flags to give more detail would also be helpful. Aspy Taraporewalla of FMS will look into the programming.

**Suggestion**

2. Jeanette Spadavecchia suggested that footnotes be added all through the report rather than at the end of the report.

**Suggestion**

3. Another suggestion to Part I. Section A, Line 4 (Collections on Receivables) is to add “Collections by Treasury through Offset and Cross-Servicing”:

(4) Collections on Receivables (-)		
(A) At Agency (-)		
(B) At Third Party (-)		
(C) Asset Sales (-)		
(D) Collections by Treasury through Offset and Cross-Servicing		
(E) Other - must footnote (-)		

**Suggestion**

4. **Part I, Section A, line 7, Ending Balance (Total Receivables).** The Focus Group discussed that the number of accounts in line 7 is not a compilation of lines 1-6 as it is in the “Dollar” column. A footnote or pop-up message should be added that line 7 is a straight input into the ending balance, not a compilation of lines 1-6.

**Question**

5. VA- Direct Housing loans- no lines specific for foreclosures. Part I, Section A.5. Adjustments, put before or after consolidations. Do research with Tom Mrozcka on Foreclosures.

Question: Is recovery on sale a collection or an adjustment. Liquidation of collateral- not a collection. Average hold time is 2 years then later sale applied to the loan.

**Suggestion**

6. Add one more line- Collections by Sale After Foreclosure- all adjustments or collections.

(4) Collections on Receivables (-)		
(A) At Agency (-)		
(B) At Third Party (-)		
(C) Asset Sales (-)		
(D) Collections by Treasury through Offset and Cross-Servicing		
(E) Collections by Sale After Foreclosure		
(F) Other - must footnote (-)		

**Part II. Section B**

**Suggestion**

1. For Part II. Section B, line 1: It was suggested that a new line after line J be added that states “Debt Referred to TOP through Cross Servicing”. This would allow agencies to show that all eligible debts are referred to TOP, both directly and through Cross-Servicing.

Section B Debt Eligible for Referral to Treasury for Offset and Cross-Servicing	
(1) Debt Eligible for Referral to Treasury for Offset	
(A) Delinquent Debt Over 180 Days and Currently not Collectible	
(B) In Bankruptcy (-)	
(C) Foreign/Sovereign Debt (-)	
(D) In Forbearance or Formal Appeals Process (-)	
(E) In Foreclosure (-)	
(F) Other - must footnote (+ or -)	
(G) Debt Eligible for Referral to Treasury for Offset (+)	
(H) Debt Referred to DOJ/Litigation (-)	
(I) Debt Eligible for Referral to Offset by Agency	
(J) Debt Referred to Treasury for Offset (-)	
(K) Debts Referred to TOP through Cross-Servicing	
(L) Balance of Debt Eligible for Referral by the Agency	

**Comment**

- Tom Mroczka of Department of Veterans Affairs pointed out that the debt at TOP that is not eligible for cross servicing are receiving offsets, so VA does not refer them to Cross Servicing since they will have to pay more to Treasury in fees. Some debts are at Cross Servicing but not eligible for TOP; they have no social security number. PCA's try to collect those debts.

**Suggestion**

- Change the description Part II. Section B, line 1. A. to "Delinquent Debt over 180 Days plus Currently not Collectible" or "Delinquent Debt Over 180 Days (Including CNC Debts)".

Section B Debt Eligible for Referral to Treasury for Offset and Cross-Servicing	
(1) Debt Eligible for Referral to Treasury for Offset	
(A) Delinquent Debt Over 180 Days plus Currently not Collectible Debts	

Section B Debt Eligible for Referral to Treasury for Offset and Cross-Servicing	
(1) Debt Eligible for Referral to Treasury for Offset	
(A) Delinquent Debt Over 180 Days (including CNC Debts)	

**Suggestion**

- Modify the verbiage for Part II., Section B, line 2. G., from "Debt Referred to Treasury for Cross Servicing" to "Debt Referred to Treasury/or a Debt Collection Center for Cross Servicing".

(2) Debt Eligible for Referral to Treasury or a Designated Debt Collection Center for Cross-Servicing	
(A) Debt Eligible for Referral to Offset by Agency	
(B) At PCAs (-)	
(C) Eligible for Internal Offset (-)	
(D) Debt Exempted by Treasury from Cross Servicing (-)	
(E) Other - must footnote (+ or -)	
(F) Debt Eligible for Referral to Treasury or a Designated Debt Collection Center for Cross-Servicing	
(G) Debt Referred to Treasury or a Designated Debt Collection Center for Cross Servicing (-)	
(H) Balance of Debt Eligible for Referral by the Agency	

**Suggestion**

- Tricia Long of FMS suggested adding a line; “Legally Barred From Collection” in Part II, Section B, line 1 and categorizing all of the items that are legally barred. Tricia suggested a revision to Part II, Section B that would make it clearer. Below is the revision suggested by Tricia, along with some additional lines to balance out the referrals.

Section B Debt Eligible for Referral to Treasury for Offset and Cross-Servicing	
(1) Debt Eligible for Referral to Treasury for Offset	
(A) Delinquent Debt Over 180 Days plus Currently not Collectible Debts	
(B) Debts Not Legally Enforceable (i+ii+iii+iv+v)	
(i) In Bankruptcy (-)	
(ii) In Forbearance or Formal Appeals Process (-)	
(iii) In Foreclosure (-)	
(iv) Past Statute of Limitations for Offset (-)	
(v) Other - must footnote (+ or -)	
(C) Debts Legally Eligible for Offset (A-B)	
(D) Debts Not Required to be Referred for Offset (i+ii+iii)	
(i) Foreign/Sovereign Debt (-)	
(ii) At DOJ for Enforced Collection	
(iii) Other - must footnote (+ or -)	
(E) Debt Eligible for Referral to Treasury for Offset (+) (C-D)	
(F) Debt Referred to Treasury for Offset (-)	
(G) Debts Referred to TOP through Cross-Servicing	
(H) Balance of Debt Eligible for Referral by the Agency	
(2) Debt Eligible for Referral to Treasury or a Designated Debt Collection Center for Cross-Servicing	
(A) Debt Eligible for Referral to Offset by Agency (Generated from Lines 1, B, iv and 1E)	
(B) Debts Exempt from Mandatory Referral to Cross-Servicing (i+ii+iii+iv)	
(i) At PCAs Hired by Agency(-)	
(ii) Collected by Non-centralized Offset	
(iii) Debt Exempted by Treasury from Cross Servicing (-)	
(iv) Other - <u>must footnote</u> (+ or -)	
(C) Debt Eligible for Referral to Treasury or a Designated Debt Collection Center for Cross-Servicing	
(D) Debt Referred to Treasury or a Designated Debt Collection Center for Cross Servicing (-)	
(E) Balance of Debt Eligible for Referral by the Agency	

**Question**

- Pilot Team to review to see if Legally Barred from Collection is a common thread.

**System Enhancements for DMIS and Other Issues**

**Suggestions**

- Pilot Group members requested that Treasury unshade input areas on form since it is difficult to copy. Tom will do on the revised template form and will do when system reporting application is upgraded.
- VA stated that they have 20-30 preparers now entering the TROR into the DMIS system. VA suggested that Treasury develop functionality for the DMIS System to allow for separate individuals to enter the data from the individuals who release the reports.

3. VA uses Excel spreadsheets that have help buttons on each line. VA would like the new report template spreadsheet. Tom sent VA a copy of the template.
4. Request that the number/dollar fields that are required to be negatives be prefilled with a negative sign.
5. Jeannette Spadavecchia of RRB suggested that DMS do a study of the Footnotes section for agency reports to see there is commonality for all agency footnotes. If there are common areas that are footnoted, they should be incorporated into the report.
6. In the Agency Contact Information area on DMIS, the last person to input the report should be the contact that is saved. Currently the system retains the preparer from previous years.

#### **Comments and Questions**

7. Some agencies don't know the details on where the collections are coming from. GSA said that is hard to tell where the collections from Treasury Cross-Servicing come from.
8. Total section C does not equal Section A line 4 subset of line 4- collection for all receivables or debt. Collections in Part I, Section A, line 4 include collections from both delinquent and non-delinquent debts. Section C includes just collection from delinquent debts. This is the way the report was designed.
9. Does Part II, Section C include Currently not Collectible debt collections? Yes, all collections of delinquent debts, including CNC debts should be recorded in Part II, Section C. Debts that are classified as CNC should be restored when collections are received for them.
10. If a collection tool is used, the assumption is that the debt is delinquent. Next meeting come back to the collection tools.

Next meeting will be October 27, 2004 from 8:30-12:30 in room 107A, Liberty Center.

## Meeting Attendees-TROR Pilot Group-Creditor Agencies

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## **FMS Participants**

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