

*Draft—Working Document*

**Contracts and Systems Branch**

**Size:** 6 people, one from home.

**Core Business Functions:**

Provide systemic tools and contractual resources to allow regions to reach goals.

Assist the regions with contract development and modifications

Ad hoc report generation

Collection statistics

**Primary SFA Work Activities:**

Contracts (approx. 2 people)

- Provide input into statement of work with the regions
- Assist with contract modifications
- Responsible for part of PIC contract
- Review credit bureau invoices for payment

Systems (approx. 4 people)

- Implement/oversight of systems development
- Monitor volume and resolution of problem logs
- Assist DCS Systems in production issues and scheduling
- Assist regions with systems enhancements and development needs

Statistics and Portfolio Management (approx. 3 people)

- Ad hoc analysis and reporting functions (1 person)
- Statistics for PCA performance
- Statistics for Treasury Offset Program (1 person)
- Monthly Goals Report

**'02 Change Opportunities**

Current lull in work due to halt on new system modifications

Should DMCS Replacement go forward, this group will play a significant role in designing requirements, development, etc. Will probably need to tap into regional offices for additional support.

**Long Term Change Opportunities (03 and beyond)**

Possibility to combine Program Management and Systems/Contracts offices together to have one Branch that will look at changes coming down the line from both a program and system perspective.

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**Washington Service Center (WSC) - TOP Team**

**Size:** 3 people (currently)

**Core Business Functions:**  
TOP and FDP

**Primary Work Activities:**

1. Matching agreements and ongoing monitoring of Federal Defaulter Program (FDP) (1 person)
  - Work with TOP team to analyze current FDP and TOP processes to determine requirements for incorporating FDP into TOP (Treasury would then be responsible for matching agreements and salary offsets)
  - Work with TOP team and contractor to make necessary system program changes
  - **Will need 2 WSC staff persons working this effort once FDP is incorporated into TOP to handle manual emergency actions on ED and GA accounts, assist in coordinating process with GAs, track regional staff/independent judge outcomes of borrower requests for reviews and manage new process**
  
2. TOP (2 people)
  - Interact with ED staff, contractor, GAs and Treasury
  - Update data by processing weekly tapes from Treasury of offsets completed
  - Update database and transmit weekly tapes to Treasury (from ED and GAs) with payments, refunds, reductions, increases, inactivations and reactivations
  - Manually update FMS database for emergency actions (inactivations, reductions and stopping of certain payment streams) on ED accounts
  - Request addresses from IRS for ED and GAs
  - Obtain agreements (which must be signed and returned to the GA) and certifications from GAs
  - provide guidance to the GAs by: providing TOP agreement package, providing TOP tape formats, troubleshooting, responding to borrower/congressional inquiries, Q&As, etc.
  - maintain contact information on the subagency file and provide updates to Treasury
  - Certify accounts to Treasury
  - Reconcile debts to coordinate with GAs
  - Manage 3 million debts certified by GAs and ED
    - Manually update FMS database for emergency actions (inactivations, reductions and stopping of certain payment streams) on GA accounts
    - **TOP team could use assistance from 1 person to assist in collection of data, filing, analysis of data, training, etc. (entry level preferred)**

Assist in DMCS modification and system enhancements (this is something Adele does – the other TOP team members are not involved).

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| <p><b>'02 Change Opportunities</b></p> <p>Building Electronic File Transfer (EFT) with Treasury would increase customer service by providing more accurate transmission of data in a more timely manner.</p> <ul style="list-style-type: none"><li>• Work with OCIO to coordinate with CFO to use their current Treasury connection</li><li>• Need assistance from Debt Collection Service Systems staff in coordinating the sending and receiving of transmissions to and from Treasury</li></ul> | <p><b>Long Term Change Opportunities (03 and beyond)</b></p> <p>With TOP role's growing and continued importance there will be a need for two additional persons (or at least 1 ½)</p> <ul style="list-style-type: none"><li>• <i>See first section, bullet 3 and second section, bullet 13 for justification for additional staff. We have a Debt Collection Service Systems staff person on our team who is responsible for scheduling/coordinating system program execution. He is also responsible to help ensure that our system requirements are met by the contractor and assists the GAs and Treasury in resolving issues regarding submission/receipt of tapes.</i></li></ul> |
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**Program Management**

**Size:** 7 people with one working from home, one on detail, one manager

**Core Business Functions:**

Enforcing regulations. Mandatory assignment (answering GA questions), Matching agreements with other agencies, “Specials of the day” (answering calls, meeting with walk-ins, etc).

**Primary SFA Work Activities:**

**Dana:**

Perkins/NDSL (National Direct Student Loan)—schools used to handle defaulted/rehab Perkins loans, now being addressed by Program Management

- 90% time

SOD?

- 15% time

**John:**

Collection Cost Lawsuit (processing repayments to borrowers)

- 90% time
- May end in 9/02

USPS/DOD Matching agreements

- 15% time

**Sandra:**

TOP Matching Agreement

- 80% time

Mandatory assignment

- 20% time

**Kathy:**

CAIVRS (Credit Alert Interactive Voice Response System) Matching Agreement

ALJ Matching Agreement

NSLDS Matching Agreement

AWG Matching Agreement

Review Promisory Notes

**Marwin:**

NDNH (National Directory of New Hires) Matching Agreement

- 85 % time

AWG

- 15% time

Special of the day:

Divided equally among personnel.

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| <p><b>'02 Change Opportunities</b></p> <p>None identified.</p> <ul style="list-style-type: none"><li>• NDNH work will increase next year because...</li><li>• Also may need to proactively preempt a Perkins lawsuit by ....</li></ul> <p>Impacts on workfoce: If Perkins work goes through may need additional support (1 FTE, ½ FTE???)</p> | <p><b>Long Term Change Opportunities (03 and beyond)</b></p> <p>-</p> <p>Would the new DMCS system assist Program Management work?</p> <p>Any other ideas?</p> |
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