



**Debt Management Services  
Agency Assessment Scorecard**

Period Covered:  
Date Prepared:  
Prepared By:  
Date Completed:

**Agency Name:**  
**Chief Financial Officer:** **Deputy Chief Financial Officer:**

AGY referred a total of # debts and \$ this quarter. When compared to the previous quarter, the total number of referrals de/increased by X% and the total dollar amount referred de/increased Y%; would also name bureau/program driving the referral rate or provide explanation for dramatic shift in referrals  
AGY incorrectly reported debts in the "Other Category" on it's **current** quarter TROR. The corresponding correction will be reflected on the **next** quarter TROR.

Scorecard Objectives	Measures	Score	Score Justification	Comparison to Previous Score	Comments	
<b>Debt/Debtor Information (Cross-Servicing)</b>	1	Referral of Debtors With a TIN	Excellent Good Fair Review Required N/A	↑ ↓ ↔ N/A	Notation of the number of cases submitted with a TIN out of the total number of cases submitted, with additional detail if a particular bureau/program is disproportionately impacting the score; documentation of the score and score justification from the previous quarter  <b>Note:</b> A "case" refers to the pairing of a debt and debtor. A debt with multiple debtors will result in multiple "cases".  If warranted, would include an explanation of bureau- or program-level referral data; documentation of the score and score justification from the previous quarter  Explanation of the total number of dispute requests received and the total number of responses received within in each timeframe, along with additional details regarding bureau- or program-level responsiveness; documentation of the score and score justification from the previous rating period  Explanation of the total number of proof of debt requests received and the total number of responses received within in each timeframe, along with additional details regarding bureau- or program-level responsiveness; documentation of the score and score justification from the previous rating period	
	2	Completeness of Debt Information Referred via Batch				Percentage of cases referred with a TIN
	3	Responsiveness to Dispute Requests				Notation of the number of referred and posted transactions and percentage of transactions that posted successfully
	4	Responsiveness to Proof of Debt Requests				Percentage of dispute requests that received a timely response
<b>Collection Tool Use (Cross-Servicing)</b>	5	Administrative Wage Garnishment	Excellent Good Fair Review Required N/A	↑ ↓ ↔ N/A	Notations about inactivated programs and additional information about programs that aren't using a tool or have an approved request on file to deviate from the TFM use requirement	
	6	Credit Bureau Reporting				Comparison of the number of eligible programs using the tool and the total number of programs; parenthetical notation of a corresponding percentage
	7	Private Collection Agency				
	8	Referrals to DOJ				
	9	Full Compromise Authority				
	10	Treasury Offset Program (via Cross-Servicing)				
11	Salary Offset	In Progress	DMS is working with agencies to implement salary offsets for debts referred to TOP through Cross Servicing.	N/A	No comment entered	
<b>Treasury Report on Receivables (TROR) Reporting Accuracy, Timeliness, and Frequency of Referrals</b>	12	Cross Servicing (Meets 180 day Mandate)	Fully Compliant	*Score can't be compared to previous quarter	Documentation of the percentage of required number of delinquent debt referred in the previous quarter; notation of percentage of delinquent debt balance referred for current quarter	
	13	TOP (Meets 120 day Mandate)	Approaching Fully Compliant Above Average Average Review Required			*Score can't be compared to previous quarter
<b>OMB Circular A-129/CNC/Close-Out</b>	14	Meets Write-Off and Close-Out Requirements	Compliant Review Required	↔	AGY has \$X in delinquent debts > 2 years; additional notations regarding OMB waivers	

**Scoring Keys:**

Measure 1 through 10	Measure 12	Measure 13
Excellent = 100% - 90%	Fully Compliant = 100%	Fully Compliant = 100%
Good = 85% - 75%	Approaching Fully Compliant = 95% - 90%	Approaching Fully Compliant = 95% - 90%
Fair = 70% - 50%	Above Average = 1100	Above Average = 1100
Review Required = 45% - 0%	Average = TDD	Average = TDD
N/A = Not Applicable	Review Required = TDD	Review Required = TDD

\*The scores for measures 13 and 14 cannot be compared to the previous quarter because the parameters for "Above Average", "Average", and "Review Required" are recalculated every quarter.