

# IRS Private Debt Collection Program Score Card



The IRS Private Debt Collection (PDC) Program has been successfully up and running since April 2017. This public/private partnership provides taxpayers, who are aware they have underpaid their taxes, with manageable, purely voluntary payment plans to help them pay down their tax obligations.

The PDC program focuses exclusively on conducting outreach to taxpayers with uncontested tax underpayments – a particular segment of tax debt that the IRS hasn’t collected in the past due to a lack of internal resources.

**To date, revenue generated by the PDC Program has exceeded all program expenses, including 2016 and 2017 upfront capital investments. The program has clearly demonstrated that it can pay for itself while generating much needed revenue for the U.S. Treasury and resources to strengthen the effectiveness of the Internal Revenue Service (IRS).**

As of May 14, 2020

|                        |  |            |                        |              |
|------------------------|--|------------|------------------------|--------------|
| Quantitative Metrics   | Total Tax Revenue Collected by the PDC Program                                     |            | <b>\$538.3 Million</b> |              |
|                        | PDC Revenue Collected to Fund the IRS Special Compliance Personnel Program (SCPP). |            | <b>\$94.3 Million</b>  |              |
|                        | Number of Permanent IRS SCPP Collections Employees Hired and Trained               |            | <b>383</b>             |              |
|                        | Number of Installment Agreements Generated   |            | <b>130,674</b>         |              |
|                        | Customer Service Satisfaction Score  |            | <b>93%</b>             |              |
| Program Quality Scores | FY2017   | FY2018     | FY2019                 | FY2020       |
|                        | <b>99%</b>   | <b>99%</b> | <b>99%</b>             | <b>98.5%</b> |

The **IRS Private Debt Collection (PDC) Program** is a successful public-private partnership that returns vital funding to the U.S. Treasury, ensures fairness in the tax system and offers collaborative solutions that help Americans achieve a zero tax balance.

