

# IRS Private Debt Collection Program Score Card



Since April 2017, the IRS Private Debt Collection Program has successfully worked to provide a segment of taxpayers - those who are aware they have underpaid their taxes - with manageable, purely voluntary payment plans to help them pay down their tax obligations.

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 June 17, 2021

<b>Quantitative Metrics</b>	Total Tax Revenue Collected by the PDC Program	<b>\$1 Billion</b>
	PDC Revenue Collected to Fund the IRS Special Compliance Personnel Program (SCPP).	<b>\$235 Million</b>
	Total Tax Revenue Collected by the PDC Program Funded IRS SCPP	<b>\$860 Million</b>
	Number of Permanent IRS SCPP Collections Employees Hired and Trained	<b>383</b>
	Customer Service Satisfaction Score	<b>93%</b>

<b>Program Quality Scores</b>	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.