

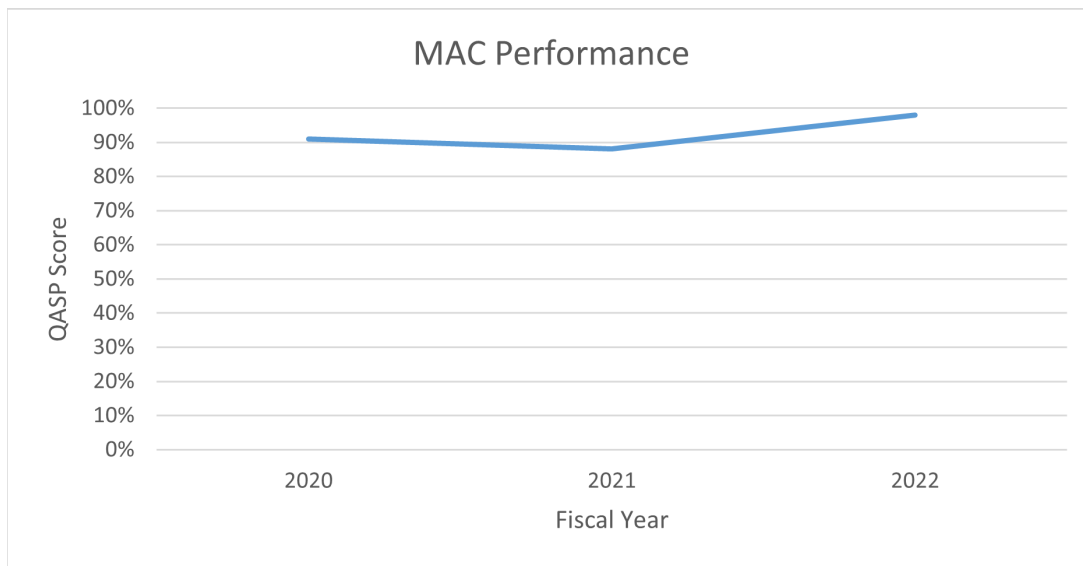
QASP Debt Management

What is measured?

The Debt Management QASP standards measure the following: Debt Referral Procedures; Overpayment recovery processes; Receipt of appeals request processes; Interest Calculations; Debt Transmittal and Collections Update Procedures; Returned to Agency Update Process; Receipt of Appeal Decision Processes; and Treasury Dispute Response Processes.

Performance Data

Fiscal Year	Avg	Low	Median	High
2020	91%	56%	100%	100%
2021	88%	50%	95%	100%
2022	98%	80%	100%	100%



Trends and Observations

An overall positive trend can be observed from Fiscal Year 2020 – 2022. Overall there has been a seven percentage point increase (8% increase) in average scores. Every year at least one MAC was in 100% compliance.