

# Government Collections and Training Resources

Recently, *CollectionIndustry.com* held several roundtable discussions with industry experts, one on government collections and one on training. These are valuable resources that every owner, director, manager and collector should review.



“The federal government market alone increased 12 percent from 2003 to 2004, generating \$610 million in gross collections in 2004.”

## Government Collections

Last year, *Collection Advisor* covered the change by the Internal Revenue Service to outsource uncollected debt. As a result of the Service's new strategy and other actions, collectors are quickly realizing that contingency collections for government clients is one of the fastest growing segments of the collection industry.

*CollectionIndustry.com* assembled a panel of experts in government collections to probe the latest trends in this fast-growing sector and educate collectors on what it takes to collect for government entities.

The panel represented a wide range of disciplines in the government collections sector, from the head of collections for the Department of Education to one of the largest government collectors in the nation. Included in the discussion was Gary Hopkins, director of the Collections Group of the Office of Federal Student Aid in the Department of Education; Kennon Walthall, president and CEO of AlaTax/RDS; Mike Vallandingham, partner and national marketing director for Linebarger Goggan Blair & Sampson, LLP; David Glezerman, Bursar at Temple University; and Harley Duncan, executive director of the Federation of Tax Administrators. Moderating the discussion was Mark Russell, senior associate, and Mike Lamm, senior analyst, both of whom are with Kaulkin Ginsberg Company.

Consider the statistics:

- According to a recent report by the FMS, a group within the U.S. Treasury Department, the federal government market alone increased 12 percent from 2003 to 2004, generating \$610 million in gross collections in 2004.
- This growth is expected to continue in 2005 and does not take into account the increased outsourcing activity at the local and state government levels, or the additional opportunities coming from other government related entities, including the substantial, multi-billion dollar IRS contract.

For a complete transcript of the Government Roundtable, visit [www.collectionindustry.com/leaders/panels/government.cfm](http://www.collectionindustry.com/leaders/panels/government.cfm).

## MANAGEMENT ADVISOR

T. Allen Rose, CPA  
Editor/Publisher

## Collector Training

More and more attention is being brought by collection agencies and those who represent them to the issue of frivolous lawsuits filed by consumers against collectors. Similar to its Government Roundtable, *CollectionIndustry.com* assembled a panel of experts to discuss what it believes is the collection industry's first line of defense against consumer lawsuits: training.

Moderating the discussion was Brain Greenberg, Managing Director - Kaulkin Ginsberg Company, who assembled a diverse group of collection professionals that offer a variety of perspectives on training. The types of companies represented include a contingency collection agency with near-shore operations, an agency that's partnered with an India-based BPO firm, one of the largest collection law firms in the country which also purchases debt, a well-established and diverse U.S.-based agency, as well as an experienced training consultant to the collection industry.

The panel assembled consists of heads of training and training consultants from leaders in the collection industry. Included in the discussion were Greg Cappa from National Asset Recovery Services, Inc.; Beth Cole from Weltman, Weinberg & Reis (the firm is the subject of this issue's cover story featuring Scott Weltman); Marie DeMarco from Account Solutions Group; Jill Jensen from Omnium Worldwide; and Bill Lindala from Premier Consulting Group.

This panel discussion is also available for review at [www.collectionindustry.com/leaders/panels/training.cfm](http://www.collectionindustry.com/leaders/panels/training.cfm).

T. Allen Rose is editor/publisher of *Collection Advisor*. Contact him at [editor@collectionadvisor.com](mailto:editor@collectionadvisor.com).