



JUDICIAL COUNCIL OF CALIFORNIA

455 Golden Gate Avenue
San Francisco, CA 94102-3688
Tel 415-865-4200
TDD 415-865-4272
Fax 415-865-4205
www.courts.ca.gov

HON. TANI G. CANTIL-SAKAUYE
Chief Justice of California
Chair of the Judicial Council

HON. MARSHA G. SLOUGH
Chair, Executive and Planning Committee

HON. DAVID M. RUBIN
Chair, Judicial Branch Budget Committee
Chair, Litigation Management Committee

HON. MARLA O. ANDERSON
Chair, Legislation Committee

HON. CARIN T. FUJISAKI
Chair, Rules Committee

HON. KYLE S. BRODIE
Chair, Technology Committee

Hon. Richard Bloom
Hon. C. Todd Bottke
Hon. Stacy Bouluware Eurie
Hon. Kevin C. Brazile
Hon. Jonathan B. Conklin
Hon. Carol A. Corrigan
Hon. Samuel K. Feng
Mr. David D. Fu
Hon. Brad R. Hill
Ms. Rachel W. Hill
Hon. Harold W. Hopp
Hon. Dalila Corral Lyons
Ms. Gretchen Nelson
Mr. Maxwell V. Pritt
Hon. Thomas J. Umberg

ADVISORY MEMBERS
Hon. Rupert A. Byrdsong
Ms. Rebecca J. Fleming
Mr. Kevin Harrigan
Mr. Shawn C. Landry
Hon. Glenn Mondo
Hon. Ann C. Moorman
Hon. Theodore C. Zayner

MR. MARTIN HOSHINO
Administrative Director
Judicial Council

Report title: *Report on Statewide Collection of Court-Ordered Debt for 2020–21*

Statutory citation: Senate Bill 940 (Stats. 2003, Ch. 275, § 3)

Code section: Penal Code section 1463.010(c) and Government Code section 68514(a)

Date of report: December 31, 2021

The Judicial Council is submitting this annual report to the Legislature and the Department of Finance on the information required to be collected and reported pursuant to Government Code section 68514(a), in accordance with Penal Code section 1463.010 (c). The following summary of the report is provided per the requirements of Government Code section 9795.

In 2020–21, statewide collections programs collected \$961.6 million in total revenue, of which \$606.9 million was nondelinquent (forthwith) court-ordered debt and \$354.7 million was from delinquent accounts. This total represents a decline of 17 percent from the \$1.2 billion collected in the prior fiscal year. The primary contributing factor is the implementation of COVID-19 pandemic–related policies that changed collections operations. Since reporting began in 2008–09, a total of \$19.8 billion in court-ordered debt has been collected by court and county collections programs, \$12 billion was nondelinquent and \$7.8 billion from delinquent accounts.

A total of \$958.2 million in delinquent debt was satisfied by means other than payment, such as court-ordered waiver, dismissal, alternative sentence, ability to pay determination, or vacate order per statutory change. Additionally, a total of \$381.6 million in uncollectible court-ordered debt was discharged from accountability. The total outstanding delinquent debt at the end of 2020–21 was \$7.9 billion, a 9 percent decrease from the \$8.6 billion balance reported for 2019–20.

The full report is available at the California Courts website, “Legislative Reports” webpage, at www.courts.ca.gov/7466.htm.

December 20, 2021

Page 2

A printed copy may be obtained by emailing collections@jud.ca.gov.



JUDICIAL COUNCIL OF CALIFORNIA

455 Golden Gate Avenue
San Francisco, CA 94102-3688
Tel 415-865-4200
TDD 415-865-4272
Fax 415-865-4205
www.courts.ca.gov

HON. TANI G. CANTIL-SAKAUYE
Chief Justice of California
Chair of the Judicial Council

HON. MARSHA G. SLOUGH
Chair, Executive and Planning Committee

HON. DAVID M. RUBIN
Chair, Judicial Branch Budget Committee
Chair, Litigation Management Committee

HON. MARLA O. ANDERSON
Chair, Legislation Committee

HON. CARIN T. FUJISAKI
Chair, Rules Committee

HON. KYLE S. BRODIE
Chair, Technology Committee

Hon. Richard Bloom
Hon. C. Todd Bottke
Hon. Stacy Boulware Eurie
Hon. Kevin C. Brazile
Hon. Jonathan B. Conklin
Hon. Carol A. Corrigan
Hon. Samuel K. Feng
Mr. David D. Fu
Hon. Brad R. Hill
Ms. Rachel W. Hill
Hon. Harold W. Hopp
Hon. Dalila Corral Lyons
Ms. Gretchen Nelson
Mr. Maxwell V. Pritt
Hon. Thomas J. Umberg

ADVISORY MEMBERS

Hon. Rupert A. Byrdson
Ms. Rebecca J. Fleming
Mr. Kevin Harrigan
Mr. Shawn C. Landry
Hon. Glenn Mondo
Hon. Ann C. Moorman
Hon. Theodore C. Zayner

MR. MARTIN HOSHINO
Administrative Director
Judicial Council

December 30, 2021

Ms. Cara L. Jenkins
Legislative Counsel
State Capitol, Room 3021
Sacramento, California 95814

Ms. Erika Contreras
Secretary of the Senate
State Capitol, Room 3044
Sacramento, California 95814

Ms. Sue Parker
Chief Clerk of the Assembly
State Capitol, Room 3196
Sacramento, California 95814

Re: Report on Statewide Collection of Court-Ordered Debt for 2020–21,
as required under Penal Code section 1463.010(c) and Government Code
section 68514(a).

Dear Ms. Jenkins, Ms. Contreras, Ms. Parker, Senator Skinner, Assembly
Member Ting, and Ms. Bosler:

Pursuant to Penal Code section 1463.010(c), the Judicial Council is
submitting the annual report on the information required to be collected
and reported pursuant to Government Code section 68514 (a).

In 2020–21, statewide collections programs collected \$961.6 million in
total revenue, of which \$606.9 million was nondelinquent (forthwith)
court-ordered debt and \$354.7 million was from delinquent accounts.
This total represents a decline of 17 percent over the \$1.2 billion collected
in the prior fiscal year. The primary factor contributing to the decline in
revenue is the implementation of COVID-19 pandemic–related policies
that changed collections operations. Since reporting began in 2008–09, a

December 30, 2021

Page 2

total of \$19.8 billion in court-ordered debt has been collected by court and county collections programs, \$12 billion was nondelinquent and \$7.8 billion from delinquent accounts.

A total of approximately \$958.2 million in delinquent debt was adjusted or satisfied by means other than payment, such as court-ordered waiver, dismissal, alternative sentence, ability to pay determination, or vacate order per statutory change. Additionally, a total of \$381.6 million in uncollectible court-ordered debt was discharged from accountability. The total outstanding delinquent debt at the end of 2020–21 was \$7.9 billion, a 9 percent decrease from the \$8.6 billion balance reported for 2019–20.

Detailed information highlighting statewide collections data is included in the report. Each court or county collections programs' data are included in the full report, Individual Court and County Collections Program Summary Reports for 2020–21 (Attachment 1). This report is submitted to the Legislature annually. Previous reports can be found on the “Legislative Reports” page of the California Courts website at www.courts.ca.gov/7466.htm.

If you have any questions related to this report, please contact Zlatko Theodorovic, Budget Services Deputy Director, at 916-263-1397 or Zlatko.theodorovic@jud.ca.gov.

Sincerely,



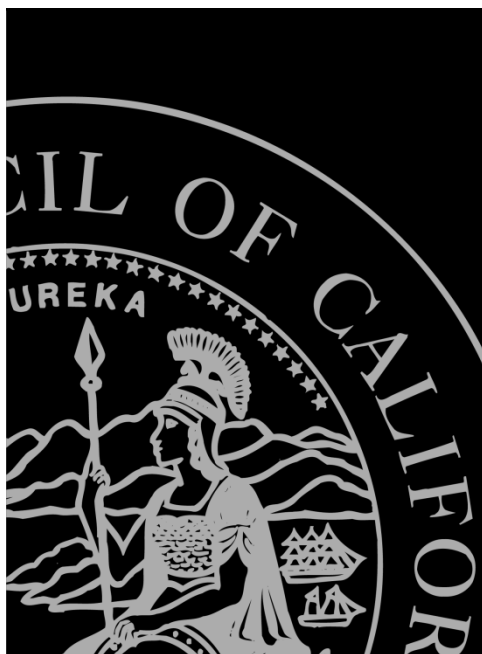
Martin Hoshino
Administrative Director
Judicial Council

MH/ML

Attachments

cc: Eric Dang, Policy Consultant, Office of Senate President pro Tempore Toni G. Atkins
Amy Alley, Policy Advisor, Office of Senate President pro Tempore Toni G. Atkins
Alf Brandt, Senior Counsel, Office of Assembly Speaker Anthony Rendon
Anita Lee, Principal Fiscal and Policy Analyst, Legislative Analyst's Office
Gabriel Petek, Legislative Analyst, Legislative Analyst's Office
Jessie Romine, Budget Analyst, Department of Finance
Margie Estrada, Chief Counsel, Senate Judiciary Committee
Mary Kennedy, Chief Counsel, Senate Public Safety Committee
Nora Brackbill, Consultant, Senate Budget and Fiscal Review Committee
Shaun Naidu, Consultant, Senate Appropriations Committee

Hans Hemann, Principal Consultant, Joint Legislative Budget Committee
Eric Csizmar, Consultant, Senate Republican Policy Office
Matt Osterli, Consultant, Senate Republican Fiscal Office
Morgan Branch, Consultant, Senate Republican Policy Office
Alison Merrilees, Chief Counsel, Assembly Judiciary Committee
Sandy Uribe, Chief Counsel, Assembly Public Safety Committee
Jennifer Kim, Consultant, Assembly Budget Committee
Jay Dickenson, Chief Consultant, Assembly Appropriations Committee
Kimberly Horiuchi, Principal Consultant, Assembly Appropriations Committee
Lyndsay Mitchell, Consultant, Assembly Republican Office of Policy & Budget
Gary Olson, Consultant, Assembly Republican Office of Policy & Budget
Daryl Thomas, Consultant, Assembly Republican Office of Policy & Budget
Amy Leach, Minute Clerk, Office of Assembly Chief Clerk
Cory T. Jaspersen, Director, Governmental Affairs, Judicial Council
Fran Mueller, Deputy Director, Budget Services, Judicial Council
Zlatko Theodorovic, Deputy Director, Budget Services, Judicial Council
Jenniffer Herman, Administrative Coordinator, Governmental Affairs, Judicial Council



Report on Statewide Collection of Court-Ordered Debt for 2020–21

DECEMBER 31, 2021



**JUDICIAL COUNCIL
OF CALIFORNIA**

ADMINISTRATIVE DIVISION
BUDGET SERVICES

JUDICIAL COUNCIL OF CALIFORNIA

Hon. Tani G. Cantil-Sakauye
*Chief Justice of California and
Chair of the Judicial Council*

Martin Hoshino
*Administrative Director
Judicial Council*

ADMINISTRATIVE DIVISION

John Wordlaw
Chief Administrative Officer

BUDGET SERVICES

Zlatko Theodorovic
Deputy Director

Angela Cowan
Manager

Donna Newman
Supervisor

Maria Lira
*Senior Fiscal Analyst
Primary Author of Report*

Executive Summary

Penal Code section 1463.010(c) requires the Judicial Council to report annually, on or before December 31, information related to the collection of court-ordered debt pursuant to Government Code section 68514(a). This report is in response to these requirements and includes collections information as reported by 57 of the 58 individual court and/or county¹ collections programs for fiscal year 2020–21,² based on available data from the case management and accounting systems.

Following are highlights of the 2020–21 data:

- A total of \$961.6 million in revenue was collected from [nondelinquent](#) (forthwith) and [delinquent](#) accounts, which is a decline of 17 percent from the prior fiscal year:
 - \$606.9 million from nondelinquent accounts; and
 - \$354.7 million from delinquent accounts.
- A total of \$89.8 million in [operating costs](#) were recovered, as authorized under Penal Code section 1463.007.
- A total of \$958.2 million in delinquent debt was [adjusted](#) or satisfied by means other than payment, such as court-ordered waiver, dismissal, alternative sentence, ability to pay determination, or vacate order per statutory change.
- A total of \$381.6 million in uncollectible court-ordered debt was [discharged](#) from accountability, as authorized by Government Code sections 25257–25259.95.³
- A total outstanding debt balance of \$7.9 billion was reported, representing a 9 percent decrease from the \$8.6 billion 2019–20 ending balance.
- Fifty-one programs met 20 or more of the 25 [Collections Best Practices](#); 35 are in the 90th percentile, meeting at least 23 of those 25 practices.

In 2020–21, the statewide collections programs reported that they continue to be affected by the implementation of COVID-19 pandemic–related policies that changed collections operations. In July 2020, the courts resumed operations, to varying degrees; however, policies implemented at the local level in response to the COVID-19 pandemic affected all collection efforts. Various court and county collections programs reported reductions in staffing and service levels, which delayed or completely halted the processing and referral of delinquent cases to collections. Further, in line with state and federal relief provided to address economic hardships resulting from the COVID-19 pandemic, some programs responded with local policy decisions that

¹ Plumas court and county were directly affected by the Dixie fire and were unable to compile and report collections information for the reporting period as required by statute.

² All years spans refer to fiscal years, unless otherwise indicated.

³ Gov. Code, § 25250–25265,

https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=2.&title=3.&part=2.&chapter=3.&article=

prolonged installment payment plans, extended payment due dates, and/or reduced installment amounts.

These changes and the following factors contributed to the decline in delinquent debt collections:

- Suspension of the Franchise Tax Board (FTB) Interagency Intercept Collection (IIC) program, from February 22 to July 31, 2021;
- Ongoing reduction in criminal case filings; and
- Enactment of Assembly Bill 1869 in September 2021, repealed various administrative fees and made any unpaid balance uncollectible.⁴

Summaries of each collections program’s performance, progress, and challenges encountered during 2020–21, as reported by the programs, are included as Attachment 1.

Reporting Requirements

In 2017, section 68514 was added to the Government Code requiring collection entities to report on new, additional data elements. This change prompted the Judicial Council to hire a consultant, Forrester Consulting, in June 2019 to align performance measures and benchmarks with the new reporting requirements.

All information related to the collection of court-ordered debt pursuant to Government Code section 68514⁵ is presented in this annual report and reflected by period in the chart below, as required by section 68514(b).

Chart 1

Period	Nondelinquent Revenue	No. Associated Cases	Delinquent Revenue	No. Associated Cases	Adjustments	Discharged Debt
Current	\$517,316,220	942,029	\$120,033,812	552,921	\$97,353,902	\$108,239
Prior	\$89,625,265	315,016	\$234,622,767	1,217,346	\$860,819,793	\$381,517,284
Total	\$606,941,485	1,257,045	\$354,656,579	1,770,267	\$958,173,695	\$381,625,523

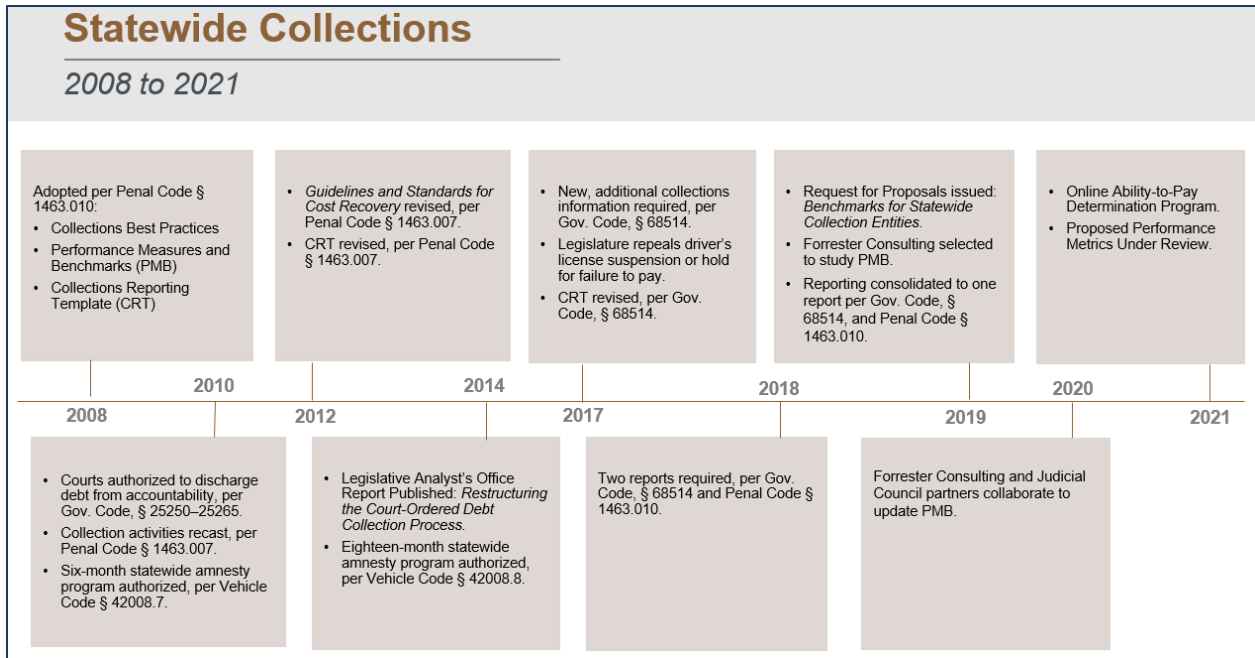
Changes in Legislative Policy

Since enactment of the Trial Court Funding Act of 1997 (Assem. Bill 233; Stats. 1997, ch. 850), courts and counties have been responsible for the collection of court-ordered debt. For over a decade, the Legislature has been aware of, and responsive to, the impacts of outstanding court-ordered debt in California.

⁴ Assem. Bill 1869 (Stats. 2020, ch. 92), https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB1869.

⁵ Gov. Code, § 68514, https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=68514&lawCode=GOV.

The timeline below highlights legislative and program changes to the statewide collections program.



In recent years, the Legislature has considered how to address the disproportionate impacts of fees, fines, and assessments on low-income and minority communities. Over the past 13 years, various approaches have been implemented, many focusing on an individual's ability to pay. These approaches seek to recognize the high cost of tickets after add-ons, as well as the impacts of cumulative unpaid violations.

To address these issues, several mechanisms were implemented over the last decade to help individuals reduce their court-ordered debt:

- Two amnesty programs were authorized by the Legislature (in 2010 and 2014).
- Increased awareness about the availability of community service in lieu of cash payments for fines.
- Courts were encouraged to develop procedures to determine an individual's ability to pay.
- Provision that required courts to place a hold or suspension on a driver's license for failure to pay traffic violations was eliminated.

In response, the Judicial Council implemented several California Rules of Court that make it easier for individuals with outstanding court-ordered debt to appear in court to resolve their issues. For example, rule 4.335 requires that courts provide defendants with notice of their right

to request an ability-to-pay determination.⁶ Offering financial screenings to assess ability to pay is not a new practice; it is one of the 25 Collections Best Practices. Awareness of and greater access to the practice was heightened by the online ability-to-pay application process, also known as My Citations, which allows individuals in participating pilot jurisdictions to request an ability-to-pay determination without needing to go to court.⁷ This online tool is currently available for traffic infraction violations in the Superior Courts of Fresno, Monterey, San Francisco, Santa Clara, Santa Cruz, Shasta, Tulare, and Ventura Counties. All courts will be required to offer an online ability-to-pay determination by 2024.

In September 2021, Assembly Bill 1869 was enacted to provide permanent relief to low-income individuals by repealing several administrative fees and costs related to the processing of criminal cases. The bill also made the remaining balance of these fees and costs uncollectible, effective July 1, 2021.

Findings

For the 2020–21 fiscal year, a total of \$961.6 million was collected from delinquent and nondelinquent accounts, representing a 17 percent reduction from collections in 2019–20. The decline in collected revenue is attributable to the aftereffects of the COVID-19 pandemic. Court and county collection programs found it necessary to limit or entirely suspend collection efforts, significantly reducing the number of case referrals to collections. Additionally, the Franchise Tax Board suspended its Interagency Intercept Collection program to provide additional relief to taxpayers, from February 22 to July 31, 2021.

The programs have reported available collections information to the extent that the data could be extracted from their case management and accounting systems. Because of the COVID-19 pandemic, case management system vendors suspended projects aimed at developing reports to extract collections information at the level and detail required by Government Code section 68514.

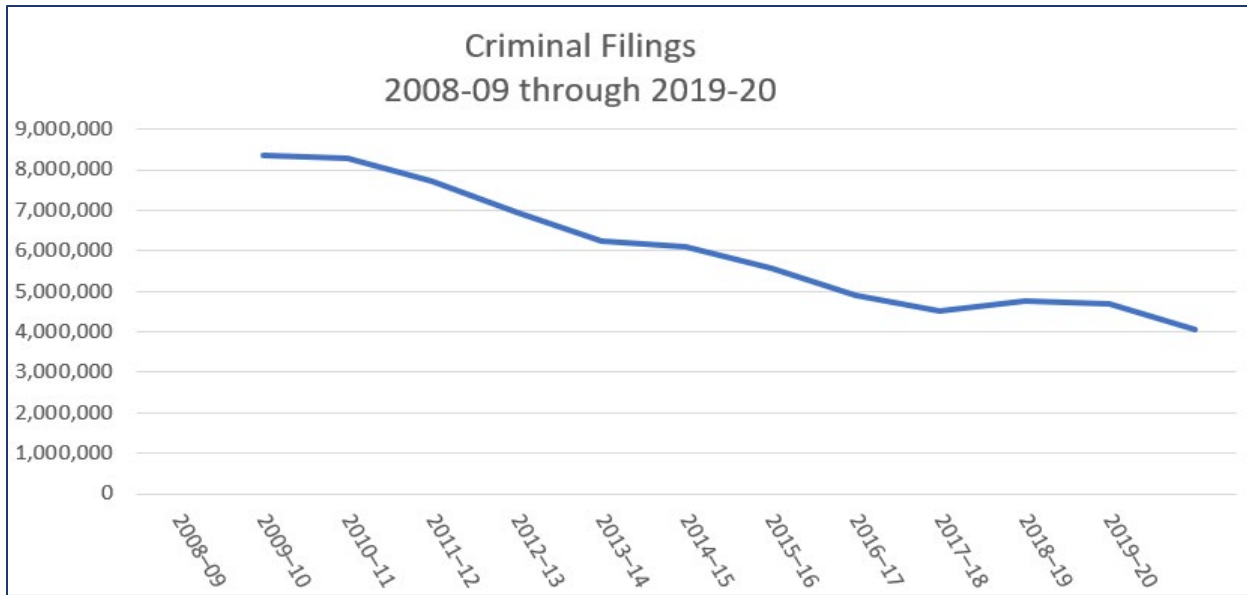
Another contributing factor to the reduction in collections revenue is the ongoing trend of reduced criminal filings. According to the *2021 Court Statistics Report*, criminal filings have seen a significant decline (more than 52 percent) over the past 12 years.⁸ An even more striking decline is evident in traffic-related infractions and misdemeanors, which have declined 54 percent in the same period. The chart below shows the decline in criminal filings: felonies, misdemeanors, and infractions, both traffic and nontraffic, from 2008–09 to 2019–20.

⁶ Cal. Rules of Court, rule 4.335, www.courts.ca.gov/cms/rules/index.cfm?title=four&linkid=rule4_335.

⁷ Cal. Courts, “MyCitations: Online Ability to Pay Determinations for Infractions,” www.courts.ca.gov/abilitytopay.htm, as of Nov. 29, 2021.

⁸ Judicial Council of Cal., *2021 Court Statistics Report: Statewide Caseload Trends 2010–11 Through 2019–20*, www.courts.ca.gov/documents/2021-Court-Statistics-Report.pdf.

Chart 2



The number of adjudications or dispositions (see chart below) are also on the decline because judges have many new, expanded tools and authority to reduce or eliminate charges, including assignment of community service in lieu of payment. A final judgement, dismissal of a case, the sentencing of a criminal defendant are all examples of dispositions. Traffic-related adjudications are down 65 percent since 2008–09, and filings are down 54 percent.

Chart 3



Program Overview by Collections Type

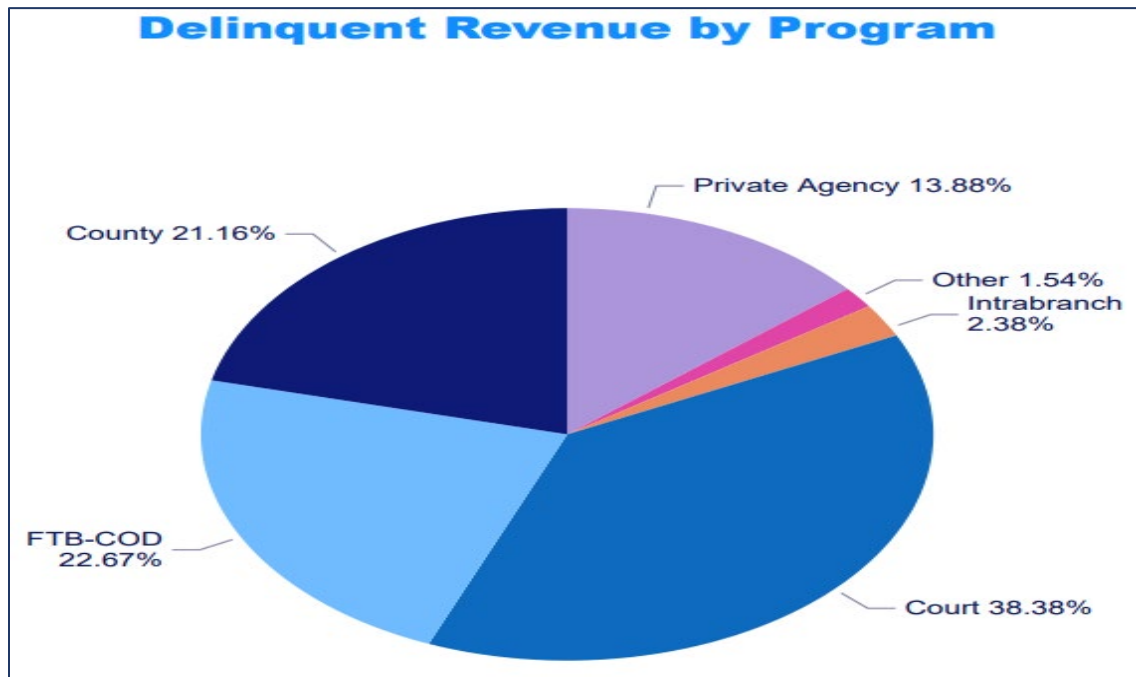
The collection of *nondelinquent* (forthwith) payments—payments that are paid on time either in full or in monthly installments at the clerk’s window, via mail, over the phone, or online—is primarily a court responsibility, whereas a variety of entities are responsible for the collection of *delinquent* court-ordered debt.

Delinquent accounts include late payments, missed installment payments, and any other outstanding court-ordered debt that is past the payment due date. The various types of collections programs include:

- Court-operated programs in which the court collects its own court-ordered debt;
- County-operated programs that may collect court-ordered debt for the superior court in that county;
- Private vendors that contract with a county or court to perform their collections services;
- The Franchise Tax Board, which also contracts directly with a county or court; and
- Intra-branch collections services offered by the Superior Courts of Shasta and Ventura Counties to other courts that wish to contract with them for that purpose.

Chart 4 depicts the total delinquent court-ordered debt collected in 2020–21 and the percentages collected by each of the collecting entities involved in the statewide collection of court-ordered debt. Amounts collected by the Franchise Tax Board’s Interagency Intercept Collection program and the Department of Motor Vehicles are reported together under “Other.”

Chart 4

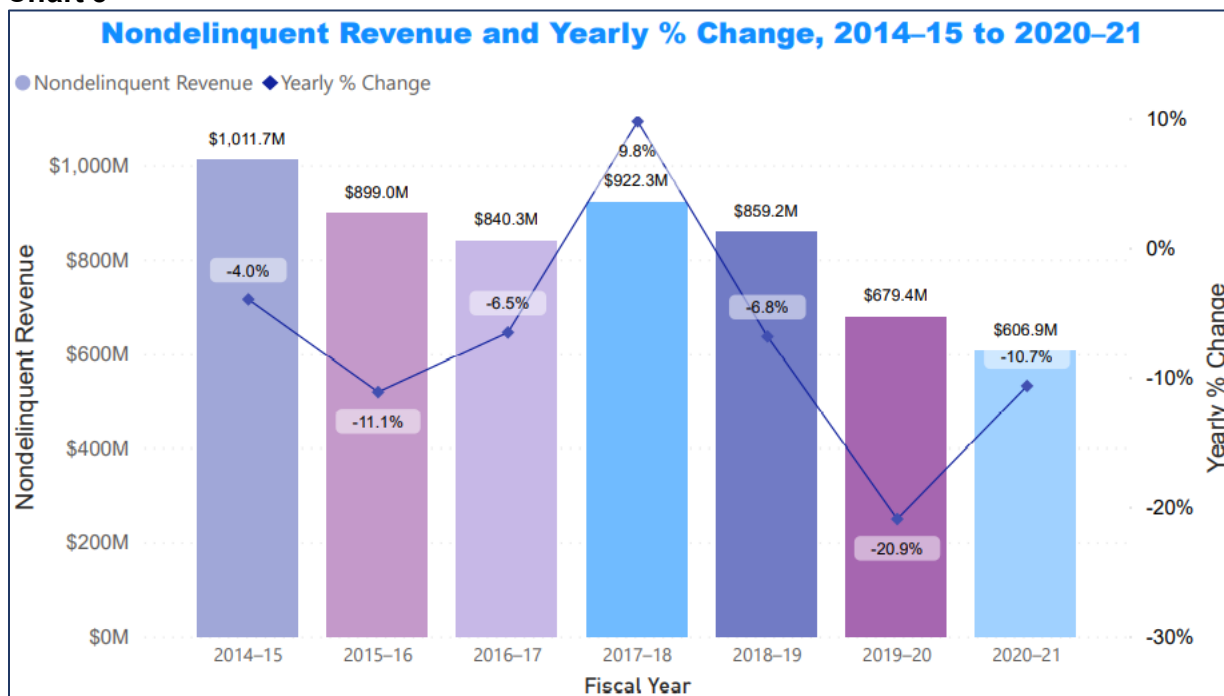


Data Elements Required by Government Code Section 68514

Item 1—Nondelinquent Debt Collected (Forthwith Payments)

As revenues from criminal fines and fees have been in decline, forthwith payments are following the trend. The decline in revenues is likely attributable to the impacts of the COVID-19 pandemic on collections operations. Participating collection entities reported a reduction in staffing and service levels, which limits the filing and processing of court cases and ultimately increases backlog. Revenues for nondelinquent accounts declined by 11 percent from \$679.4 million in 2019–20 to \$606.9 million in 2020–21, as reported by the entities. See Chart 1 for additional detail by period. Chart 5 shows available data on nondelinquent debt collections for the past seven years.

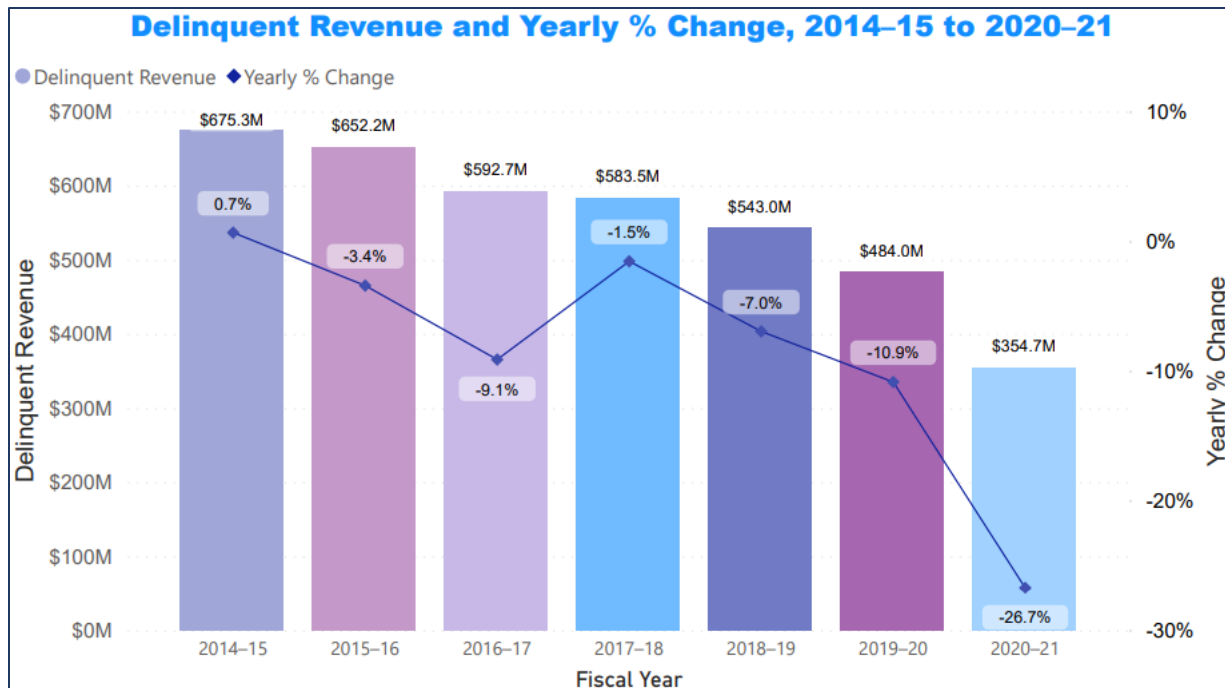
Chart 5



Item 2—Delinquent Court-Ordered Debt Collected

Since 2007, court and county collections programs have been reporting to the Legislature the amount of delinquent debt collected, per Penal Code section 1463.010. Since reporting began in 2008–09, a cumulative total of \$7.8 billion in delinquent court-ordered debt, before the recovery of operating costs, has been collected by court and county collections programs. For 2020–21, the gross amount of delinquent debt collected was \$354.7 million, a reduction of 27 percent from the \$484 million collected in 2019–20. See Chart 1 for additional detail by period. The decline in revenues is attributed to reported reductions in staffing and service levels, which delayed or completely halted the processing and referral of delinquent cases to collections. Chart 6 provides available data on delinquent debt collections for the past seven years.

Chart 6



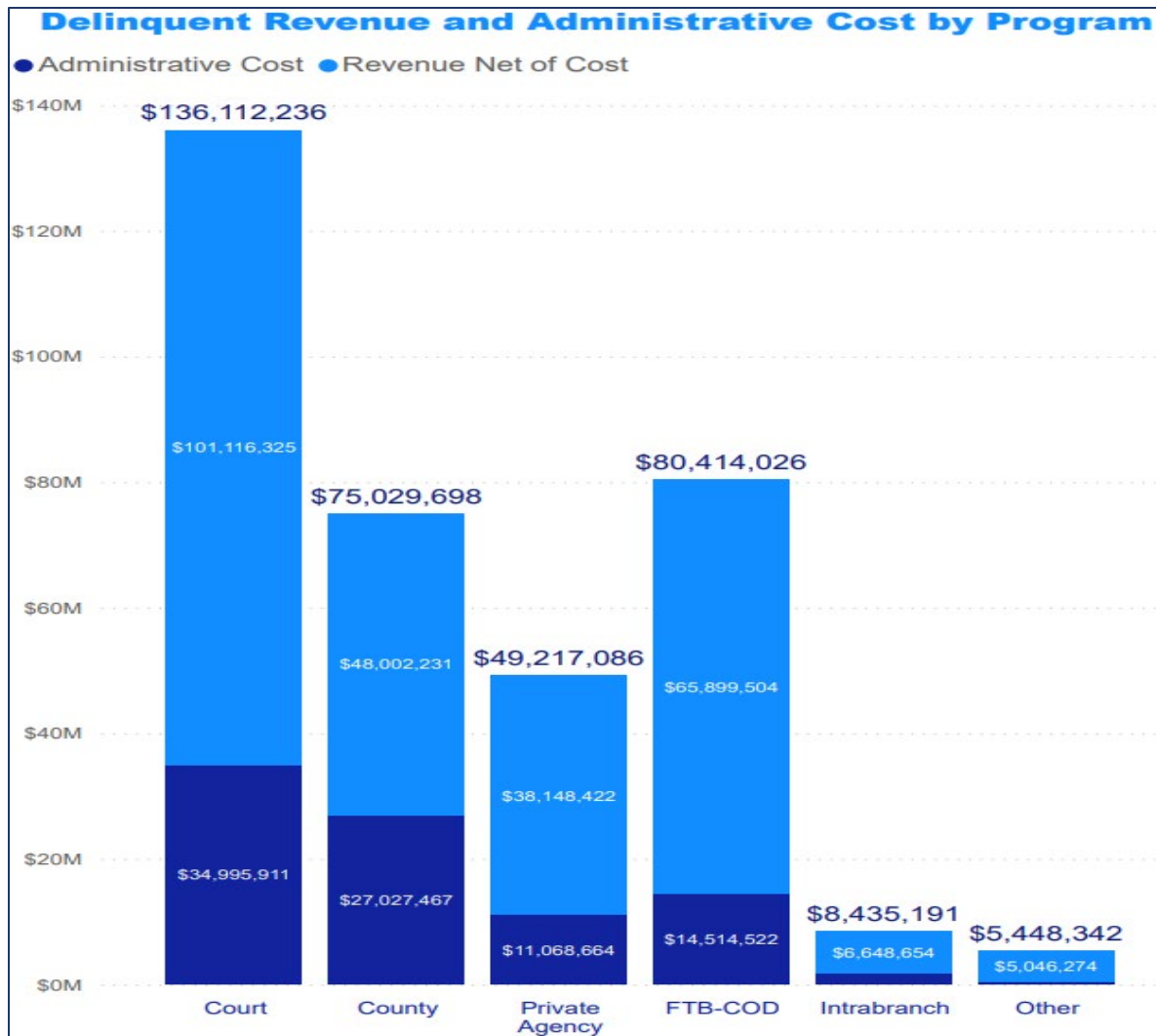
Collections Operating Costs

As authorized under Penal Code section 1463.007, a court or county may recover the costs of operating a comprehensive collections program for the collection of delinquent court-ordered debt. Most costs associated with collections may be recovered from delinquent court-ordered fines, fees, forfeitures, penalties, and assessments imposed on infraction, misdemeanor, and felony cases, before revenues are distributed pursuant to the State Controller’s Office *Trial Court Revenue Distribution Guidelines*.⁹

Chart 7 shows delinquent revenue collected and administrative cost for each program involved in the collection of court-ordered debt in 2020–21. A total of \$354.7 million was collected from delinquent accounts, of which \$89.8 million in operating costs were recovered, leaving \$264.9 million to be distributed to the various state and local government entities as mandated. Revenue net of cost is calculated by subtracting the administrative cost from the gross revenue collected. For example, the courts collected revenue net of cost in the amount of \$101.1 million, as displayed in the chart below. Notable variances in private agency administrative costs—as compared to the intra-branch collections and other programs—represent economies of scale and other program-specific factors.

⁹ State Controller’s Office, *Trial Court Revenue Distribution Guidelines: Revision 29* (Jan. 1, 2019), https://sco.ca.gov/Files-ARD-Local/Guidelines_Rev_29.pdf.

Chart 7



Item 3—Adjustments: Debt Satisfied by Means Other Than Payment

The Legislature has enacted, and the courts have implemented, strategies to reduce the burdens associated with the high cost of court-ordered debt. Implementation of these strategies has reduced the amount of court-ordered debt owed and increased the number of cases satisfied or resolved by means other than payment; these are called *adjustments*. An adjustment is defined as any change in the total amount of debt due after the initial determination of the outstanding delinquent debt amount. Adjustments include amnesty, suspension or dismissal of all or a portion of a bail or fine amount, ability-to-pay determinations, and alternative payments such as community service in lieu of cash payment for fines.

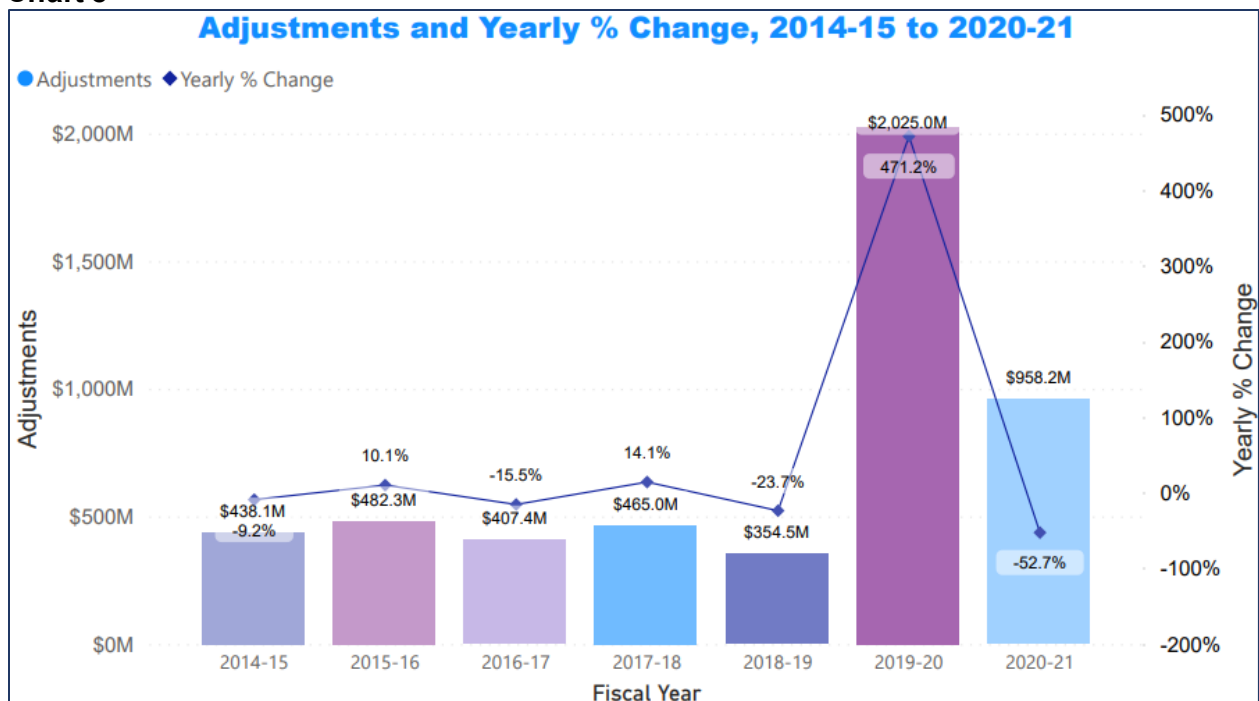
In September 2021, Assembly Bill (AB) 1869 was enacted to provide permanent relief to low-income individuals by repealing several administrative fees and costs related to the processing of

criminal cases. The bill also made the remaining balance of these fees and costs uncollectible, effective July 1, 2021.

To the extent fees and costs eliminated by AB 1869 were previously reported on the Collections Reporting Template (CRT) as part of court-ordered debt and were vacated or dismissed by court order during the reporting period, programs were instructed to report the respective case value as adjustments. Of the reported adjusted amount of \$958.2 million, \$689.3 million (or 72 percent) was identified by 19 programs as related to AB 1869. The remaining programs will report any unpaid balance vacated after July 1, 2021, in the next reporting period.

As stated, for 2020–21, a total of \$958.2 million in delinquent debt was adjusted. The significant decline from prior year totals is the result of two programs’ proactive action to dismiss criminal administrative fees eliminated by AB 1869. These actions were reported in last year’s report. See Chart 1 for additional detail by period. Based on available data, Chart 8 shows adjustments for the last seven reporting periods.¹⁰

Chart 8



Item 3—Uncollectible Debt: Discharge From Accountability

It is important to distinguish between delinquent court-ordered debt that is collectible—in other words, debt for which reasonable efforts and recourse may result in it being paid—and debt that is unlikely to be collected, perhaps because of the age of the debt or its amount. Enhanced

¹⁰ Adjustments shown in Chart 8 for 2015–16 and 2016–17 include amnesty-related balance reductions. See Judicial Council of Cal., *18-Month Statewide Infraction Amnesty Program Report* (Aug. 28, 2017), www.courts.ca.gov/partners/documents/lr-2017-JC-statewide-traffic-amnesty.pdf.

collections programs are authorized pursuant to Government Code sections 25257 through 25259.95¹¹ to discharge delinquent debt from accountability if certain statutory provisions are met.

It is equally important for the programs to understand that the discharge process does not release the debtor of responsibility for payment of the unpaid court-ordered debt balance. Training on discharge is provided annually to remind collections staff and managers of the true purpose of discharge and the impacts of debt accumulation. When new referrals remain uncollected, the prior-period balance increases year over year, causing performance measures to continuously drop. Forrester Consulting refers to this drop as the “residual effect” and has recommended the adoption of a standardized discharge practice to normalize each program’s referral balance and improve the relevance and accuracy of the related measures.

In 2020–21, 23 court and county collections programs discharged \$381.6 million, which represents a 20 percent increase from the \$318.8 million discharged in 2019–20. Of the 23 programs, 2 used the discharge process for the first time and represent \$171 million or 44.7 percent of the statewide totals. See Chart 1 for additional detail by period. The increase in the amount discharged is attributable to increased acknowledgement of the importance of reducing the outstanding balance to true up accounting of available collectible debt.

Chart 9 shows the value of the statewide outstanding balance discharged by 42 of the 58 programs in the past seven fiscal years—a total of \$2 billion. The 16 programs that have not implemented a discharge process have a combined outstanding balance of \$1.9 billion, or 24 percent of the \$7.9 billion statewide outstanding balance. (Data on the amount of debt that was discharged before 2012–13 was included in the amount of debt adjusted, as described above.)

¹¹ Gov. Code, § 25250–25265, https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=2.&title=3.&part=2.&chapter=3.&article=.

Chart 9

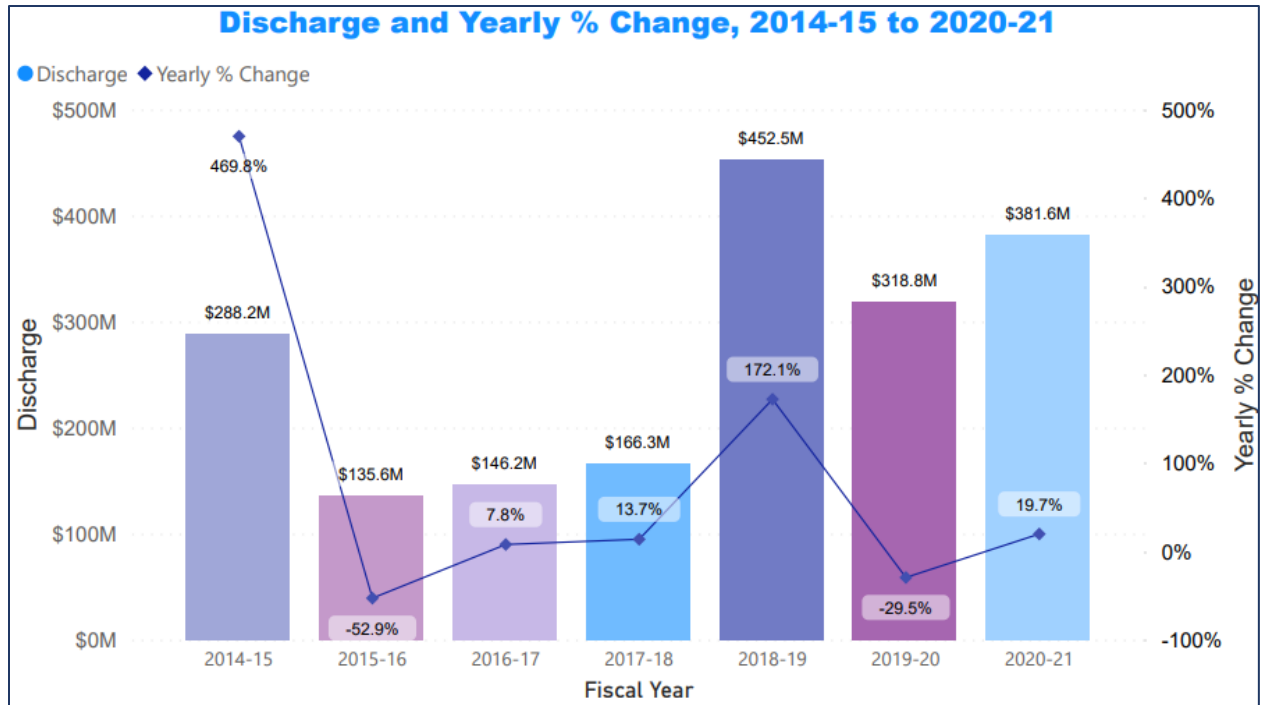
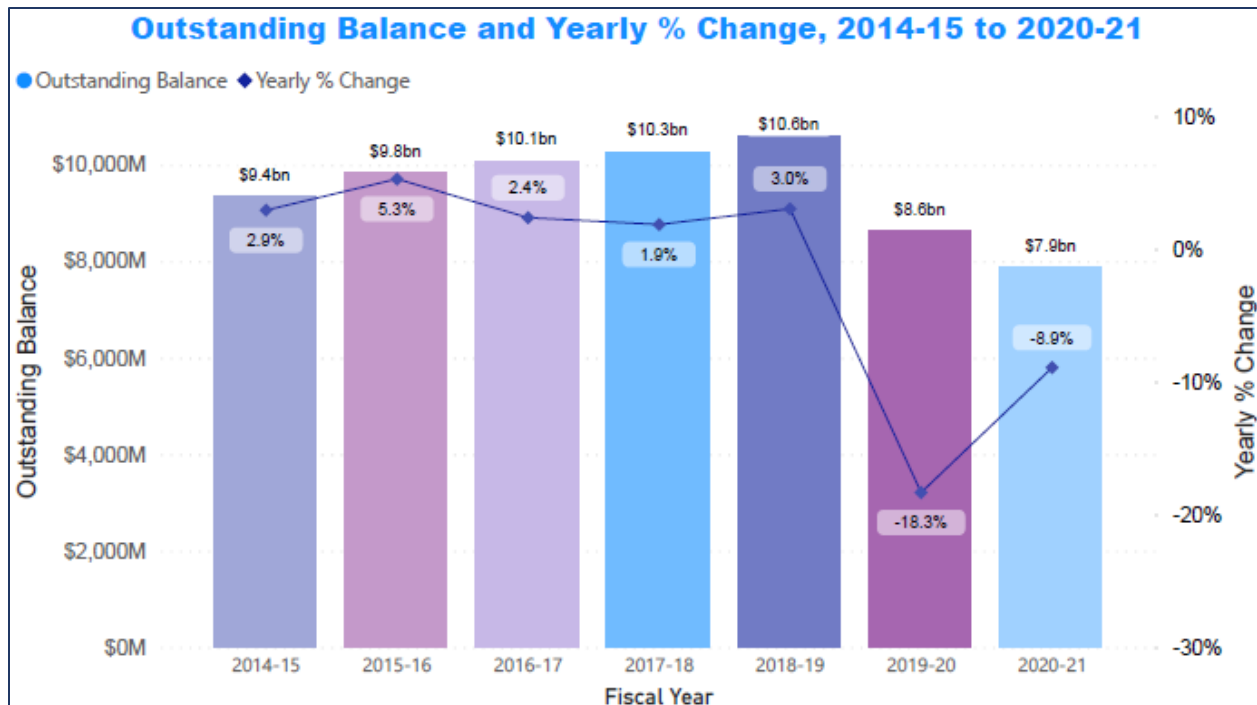


Chart 10



Pursuant to statute, and to incentivize the utilization of comprehensive strategies for collecting delinquent debt, court and county programs may recover the costs of operating a comprehensive collections program. As required by Penal Code section 1463.007, to be eligible to recover their costs, the programs must use at least 10 of 16 authorized activities—or tools—designed to enhance collection efforts. As of 2012, and each year thereafter, all 58 programs meet the minimum number of activities required to recover operating costs (using a minimum of 10 out of 16 specified activities). Each program reports which collections activities it uses by checking the box on the Contact and Other Information worksheet of the Collections Reporting Template (CRT; Attachment 4).

Items 5 to 7—Revenue, Number of Cases, and Costs per Collection Activity

Collections programs have not always been required to report the type or level of information currently required by Government Code section 68514. As a result, case management, accounting, and collections systems, in some cases, are not configured to track the amount of revenue collected, the number of cases, and the costs associated with those collections by activity. Programs have resorted to developing different methods to report this required data. For example, programs are splitting operating costs between two or more activities, or reporting lump sums under one activity.

A cumulative total of 4.5 million collections activities engaged to collect \$278.4 million. Multiple collections activities—for example, a telephone call, a mailed delinquency notice, and follow-up by a private vendor—may have been used to collect a single delinquent debt. Hence,

the 4.5 million collections activities used reflect far fewer actual delinquent accounts. The total administrative cost of \$59.5 million represents the use of all 16 activities. Details for each program's total revenue collected, the number of cases, and the administrative costs per collections activity can be found in Attachment 1.

Item 8—Percentage of Fines or Fees That Are Defaulted On

Unfortunately, not all court-ordered debt is paid. And sometimes individuals enter installment payment plans or agreements to pay, but then cannot or do not follow through. These accounts are defaulted on. For the purpose of meeting the reporting requirement, court-ordered debt is considered defaulted on if payments are not received as promised on an installment agreement. If installment payments are not received as promised or the payment plan is not reinstated at the end of the fiscal year, the original case value and unpaid balance are used to calculate the default rate. The percentage of fines and fees defaulted on is 33 percent for the current reporting period and 35 percent for prior periods.

Item 9—Collections Best Practices

Judicial Council—Approved Collections Best Practices were adopted in 2008, with subsequent revisions made in 2011 and 2017 (Attachment 2). The best practices identify a variety of strategies designed to improve the collection of delinquent court-ordered debt. Best practices include, for example, permitting courts to finalize judgments when violators do not appear in court after repeated notices, using Franchise Tax Board's collections programs, and contracting for the services of third-party collections vendors. Statewide collections programs are encouraged to follow as many best practices as possible to enhance collections efforts, resolve accounts in a timely manner, and increase revenue collections.

In 2020–21, based on information provided by 57 collections programs, 51 programs met 20 or more of the 25 best practices, and 35 programs were in the 90th percentile, meeting at least 23 of the 25 best practices, which represents an increase from 34 programs in 2019–20. Collections programs are not required to meet a specified number of best practices, though courts and counties continue to implement recommended best practices to improve collections.

Item 9—Performance Measures and Benchmarks

In 2008–09, performance measures and benchmarks were developed to evaluate the effectiveness of collections programs statewide. A benchmark represents the minimum standard of performance that should be achievable by each collections program. The Judicial Council adopted two measures—Gross Recovery Rate and Success Rate—to provide baselines from which to measure and compare each program's progress from year to year, and to analyze statewide programs. In 2017, the separation of data by current and prior periods, a change that was required pursuant to Government Code section 68514, substantially affected the performance measures and corresponding benchmarks. Changes to the reporting requirements prompted the reevaluation of the established performance measures and benchmarks (see Attachment 3).

As previously mentioned, Forrester Consulting was hired to reevaluate the current measures and benchmarks, which had not been revisited since they were established in 2008. As part of the study, Forrester analyzed available collections data, collaborated with Judicial Council partners' subject-matter experts, and used available collections-related information and insight to develop several metrics.

Currently, Forrester Consulting is working on completing recommendations to align reporting requirements to performance measures as required by statute. The consultant's recommended performance measures are based on data readily available on the CRT, making it possible for programs to adopt approved metrics with little to no revisions to the current CRT. Changes to collections processes and reporting were factored in, placing more emphasis on the number of cases collected on and less on the amount collected. The proposed metrics are intended to effectively track and measure each program's performance and provide insights for improving performance over time.

Item 10—Improving Statewide Collections and Distribution of Court-Ordered Debt

The Judicial Council, in collaboration with the California State Association of Counties and the State Controller's Office, is focused on continued improvements in the collection and distribution of court-ordered debt. Following are specific efforts and accomplishments that focused on improving statewide collections and distribution practices during this reporting period:

- Offering annual statewide training programs on the distribution of revenues in collaboration with the State Controller's Office, Franchise Tax Board, and Judicial Council's Governmental Affairs and Legal Services offices. A session was offered in January 2020 to provide updates on new laws affecting criminal fines, and fees. Because of ongoing COVID-19 pandemic travel restrictions, sessions regularly offered in person in Southern and Northern California locations were provided by Webinar over three days. The sessions included topics such as the *Guidelines and Standards for Cost Recovery*, how to complete the Collections Reporting Template, and both beginning and advanced revenue distribution. The materials and recorded presentations are available online for viewing.¹²
- Communicating to court and county staff the importance of implementing a discharge from accountability process, including offering presentations on the topic at the Court Chief Financial Officer's roundtable.

¹² California Courts, "Revenue Distribution Guidelines," www.courts.ca.gov/revenue-distribution.htm (as of Nov. 29, 2021).

- Collaborating with the subject-matter experts of Judicial Council partners, as well as Forrester Consulting, to develop proposed performance metrics that align with current reporting requirements and statutory changes.
- To assist our collection partners with the reporting requirement, providing the 58 programs with a prefilled CRT (Attachment 4), intended to improve data accuracy and reduce recurring errors caused by incomplete or missing data.
- Continuing outreach to court and county staff to provide immediate notification and updates of legislation affecting collection and distribution efforts.
- Maintaining and strengthening relationships and partnerships with collections stakeholders such as the State Controller’s Office, California State Association of Counties, California Revenue Officers Association, and Franchise Tax Board.
- Maintaining peer-to-peer information sharing and problem-resolution opportunities, including a collections listserv and a revenue distribution listserv. These listserves are open to all court and county partners who work in court-ordered debt collections and revenue distribution. The listserves provide opportunities to collaborate and share knowledge regarding the collection of nondelinquent and delinquent court-ordered debt, as well as local and state distribution of the monies collected.
- Updating materials related to court-ordered debt as required by new legislation. For example, *Guidelines and Standards for Cost Recovery* is being updated to include instructions on recovering costs related to the online ability-to-pay program.

Third-Party Collections Entities

Courts and counties are authorized by law to contract with third-party collections entities to assist in the collection of delinquent court-ordered debt. This option is particularly helpful to programs that have limited staff or need to focus their efforts on other court-specific, mission-critical goals and objectives. Additionally, third-party vendors tend to be better equipped to address hard-to-collect cases, allowing courts and counties to address the collection of more recently delinquent cases that tend to be easier and less costly to collect.

The options available to the programs for third-party collections entities, as listed in *Judicial Council–Approved Collections Best Practices*, include the following:

- **California FTB services.** FTB offers two programs:
 - Court-Ordered Debt (FTB COD) program—This program offers a variety of collections services, including wage garnishment, bank levies, and seizure of real and personal property or other assets to satisfy payment of delinquent debt.¹³

¹³ See www.ftb.ca.gov/pay/collections/court-ordered-debt/index.html.

- Interagency Intercept Collection (FTB IIC) program—This program intercepts California tax returns and, where applicable, lottery winnings and applies these dollars to the amounts of court-ordered debt owed.¹⁴
- **Intra-branch collections services.** The Superior Courts of Shasta and Ventura Counties each currently provide collections services, under a written memorandum of understanding, to 5 other superior courts, 10 total, which represents 1 additional program from last year.
- **Private, third-party vendors.** Thirteen private companies currently provide collection services to the courts and counties. Those companies were vetted through a competitive process and awarded statewide master agreements by the Judicial Council in January 2019. Individual courts and counties may then select their preferred vendors and independently negotiate and contract with them. Programs with a high volume of delinquent accounts may elect to use multiple vendors. Collections commission rates vary. Forty-eight of the 58 collections programs used at least one private vendor during the reporting period, which represents a decrease from 52 last year. For a list of statewide master agreements, refer to www.courts.ca.gov/procurementservices.htm.

Conclusion

In 2020–21, a total of \$961.6 million in court-ordered debt was collected by court and county collections programs from nondelinquent and delinquent accounts, representing a 17 percent decrease from the previous fiscal year. This revenue decline is primarily the result of the impacts of the COVID-19 pandemic on collections operations. Further, to provide additional financial relief to individuals in need, some programs prolonged installment payment plans, extended payment due dates, and/or reduced installment amounts. Other contributing factors reported by collections programs include suspension of the FTB’s Interagency Intercept Collection program and AB 1869 which repealed various fees and made any unpaid debt balance uncollectible.

Also, in 2020–21, the programs reported \$958.2 million in adjustments, of which \$268.9 million in court-ordered debt was resolved by means other than actual payment through ability-to-pay determinations, community service, or time served in lieu of payment. The remaining \$689.3 million reported in adjustments was either vacated or dismissed by court order per AB 1869. The total outstanding delinquent debt balance of \$7.9 billion represents a 9 percent decrease from the prior year and is the second year that debt balance has dropped.

Over the 13 years that the state has been actively gathering data on court-ordered debt, court and county programs have reported a total of \$19.8 billion in court-ordered debt collected, (\$7.8 billion from delinquent and \$12 billion from nondelinquent accounts). In addition, over the nine years that adjustments and discharge have been tracked separately, a total of \$6.1 billion has been satisfied by means other than payment—such as through a court-ordered waiver, an

¹⁴ See www.ftb.ca.gov/pay/collections/interagency-intercept/index.html.

alternative sentence, or a vacate order per statutory change—and \$2 billion has been discharged from accountability.

Courts and counties continue to strive to improve their performance by following recommended best practices, implementing additional collections tools, and streamlining their collections operations.

Attachments

1. *Individual Court and County Collections Program Summary Reports for 2020–21*
2. *Judicial Council–Approved Collections Best Practices*
3. *Collections Performance Measures and Benchmarks*
4. Collections Reporting Template

Alameda: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Alameda County and the County of Alameda. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Alameda collections program, they continue to be affected by the changes resulting from the COVID-19 pandemic. The court gradually opened courthouses to the public during 2020–21, but access was limited at most courthouses. Ability to Pay program applications were not processed from March 17 to April 23, 2020. The Franchise Tax Board's (FTB) previous temporary suspension of the Interagency Intercept Collection Program resumed collection efforts on July 16, 2020, however the suspension was again in effect from February 22 to July 31, 2021. The court had extended all due dates on traffic citations because of the closure and suspension efforts of the FTB.

The program's current period Gross Recovery Rate (GRR) increased from 27 percent to 45 percent in 2020–21. The Success Rate (SR) increased from 24 percent to 44 percent. The increase in recovery rates is mainly the result of a mass increase in referrals to FTB from the private agency. The prior period GRR decreased from 11 percent to 4 percent and the SR decreased from 9 percent to 3 percent. The decreases are due to the absence of a discharge from accountability and FTB's suspension of collection efforts. The beginning balance reported for the private agency contains an adjustment of \$2,217,573, to true up the ending balance.

In May 2021, as a result of a proposal in the Governor's May Revision to the 2021–22 budget regarding a debt forgiveness program, the court gathered data of outstanding debt for fines and fees from January 1, 2015 to May 14, 2021. The large amount of debt held by the court prompted further review. It was determined that much of the traffic outstanding debt should have been referred to our private collection agency over the years. The Collections Unit and the Information Technology Department are working together to resolve this issue to ensure all cases eligible for referral are submitted to collections for maximum revenue collection.

Because of system limitations, the program is unable to report some of the collection information that has been requested. Due to staff shortages, the FTB did not provide complete collections information for their programs on the 2020–2021 Collections Reporting Template .

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Alameda ▼	\$181,388,562	\$28,827,933	\$12,720,110	\$3,529,965	\$0	\$2,392,307

2020-21 Collections Individual Program Report

Population
1,656,591

Judges
73

Commissioners
10.00

Best Practices Engaged
25/25

Collections Activities Performed
16/16

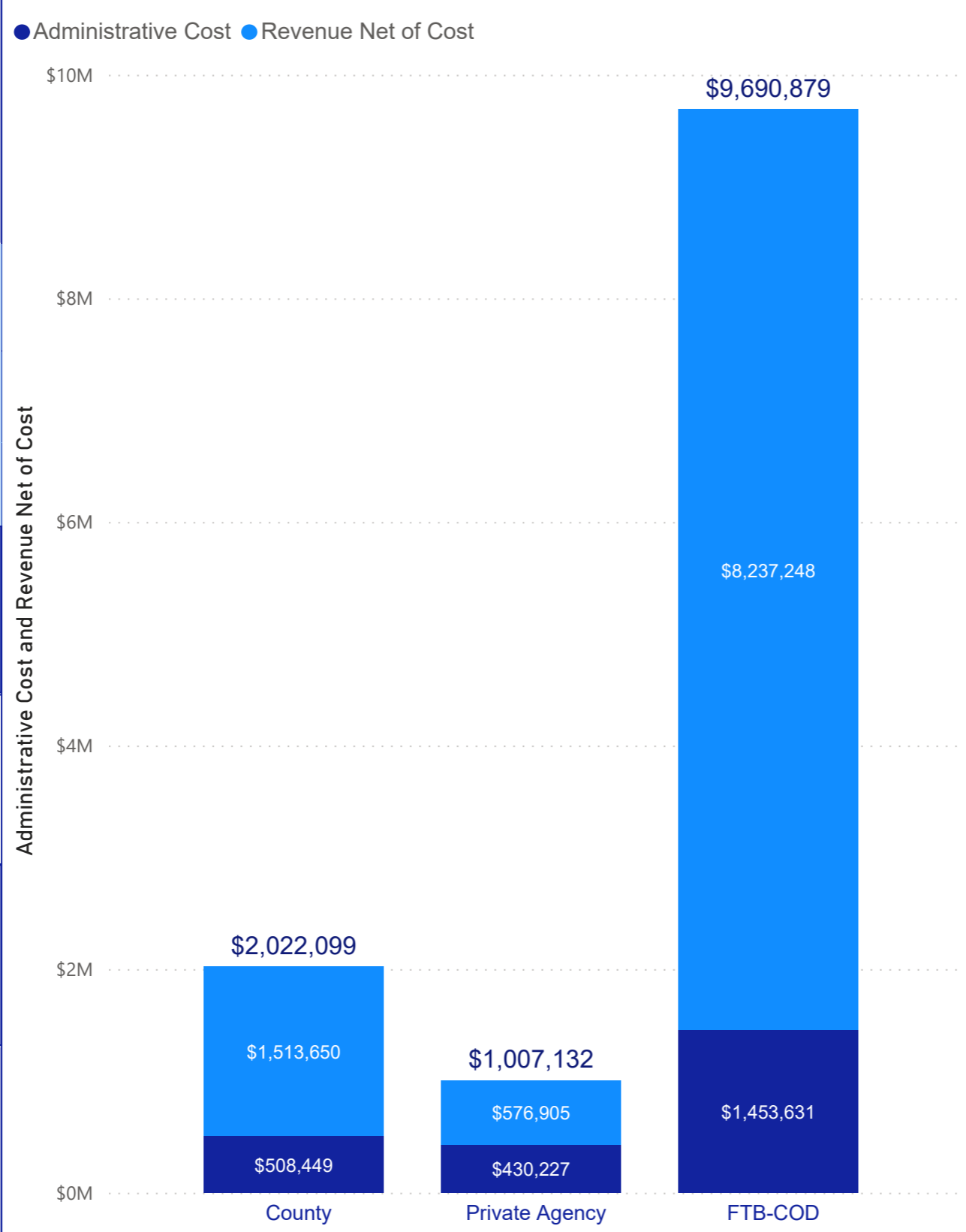
Gross Recovery Rate

Current	Prior	Combined
45%	5%	8%

Success Rate

Current	Prior	Combined
44%	3%	7%

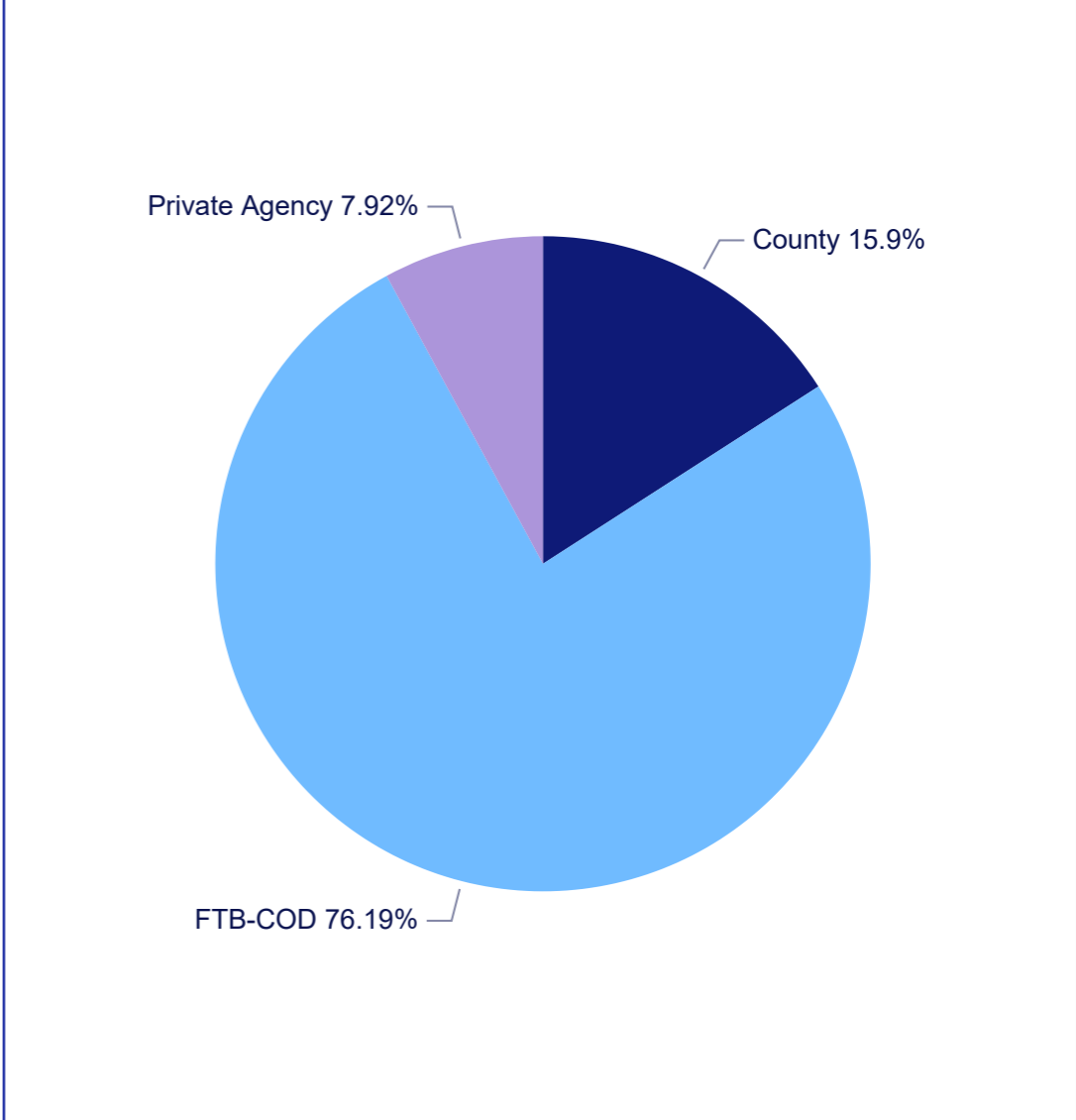
Delinquent Revenue and Administrative Cost by Program



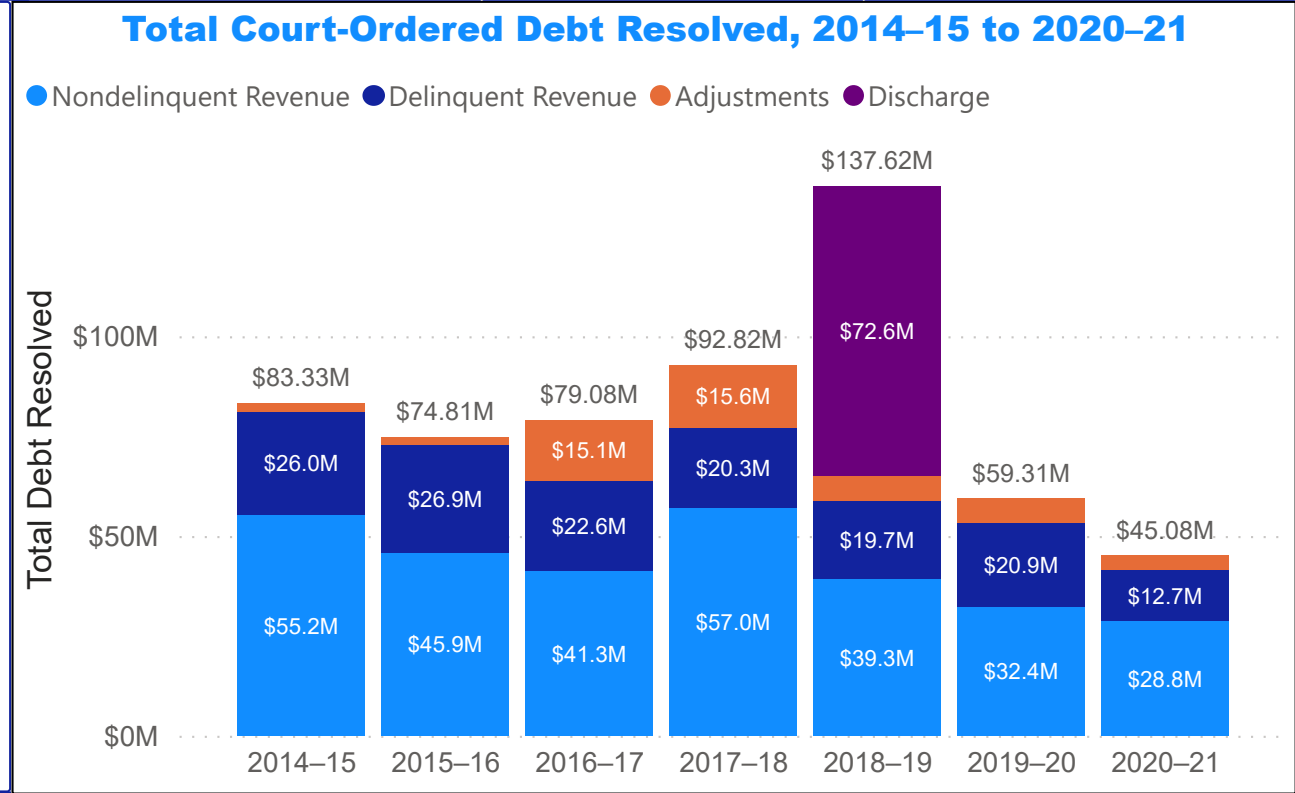
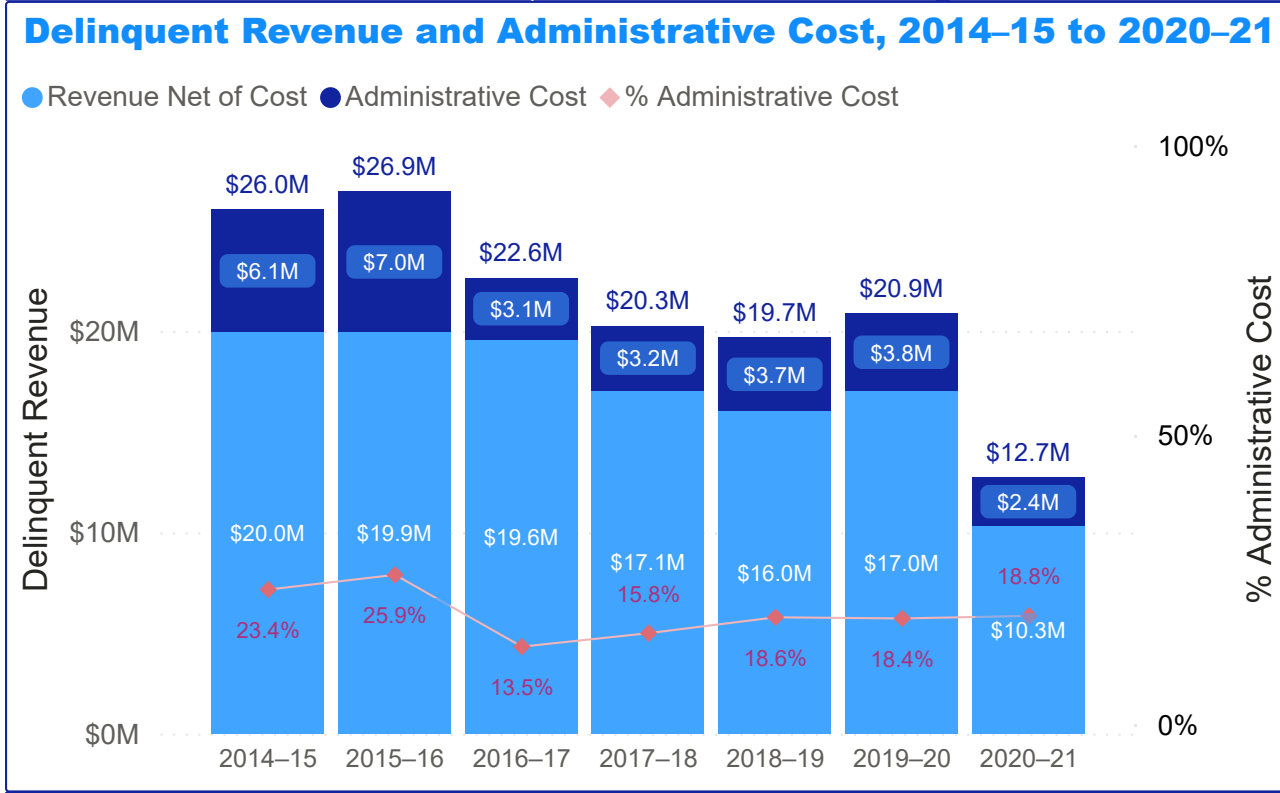
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	\$2,022,099	\$508,449	25.1%
Private Agency	\$1,007,132	\$430,227	42.7%
FTB-COD	\$9,690,879	\$1,453,631	15.0%
Intrabranh	-	-	-
Other	-	-	-
Total	\$12,720,110	\$2,392,307	18.8%

Delinquent Revenue by Program



Court Alameda	Default Rate Current Prior Combined			No. of People Served 212,853	No. of Nondelinquent Cases With Payments 99,721	No. of Delinquent Cases Reported 550,811	No. of Delinquent Cases With Payments 215,111
	67%	43%	56%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$446,138	\$1,575,961	\$77,570	\$430,879	\$265,277	\$276,211	-	-
Private Agency	\$254,851	\$752,281	\$107,444	\$322,783	\$10,538	\$143,257	-	-
FTB-COD	\$6,770,003	\$2,920,876	\$1,015,500	\$438,131	\$23,478	\$2,811,204	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$7,470,992	\$5,249,118	\$1,200,514	\$1,191,793	\$299,293	\$3,230,672	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$850,369	27,082	\$235,982
2 - Written Notice(s)	\$239,961	16,349	\$118,745
3 - Lobby/Counter	-	291,666	-
4 - Skip Tracing	\$45,218	5,945	-
5 - FTB-COD	\$8,313,159	190,310	\$1,245,268
6 - FTB-IIC	\$457,261	60,248	\$47,016
7 - DL Hold/Suspension	\$1,141,494	13,998	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$11,047,462	605,598	\$1,647,011

Alpine: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Alpine County and the County of Alpine. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below. ¹

Performance

According to the Alpine collections program, the Gross Recovery Rate and Success Rate dropped for both current and prior periods resulting from the COVID- 19 pandemic and its impacts to services.

The balance reported on the "other" line represents old cases not entered in the program's new case management system. Court staff will continue to make progress entering old cases into the new case management system. Of the adjustments included in this year's report, \$4,152 were made as a result of implementing the provisions of Assembly Bill 1869.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Alpine ▼	\$752,076	\$275,387	\$56,277	\$29,423	\$0	\$12,272

2020-21 Collections Individual Program Report

Population	1,135
Judges	2
Commissioners	0.30

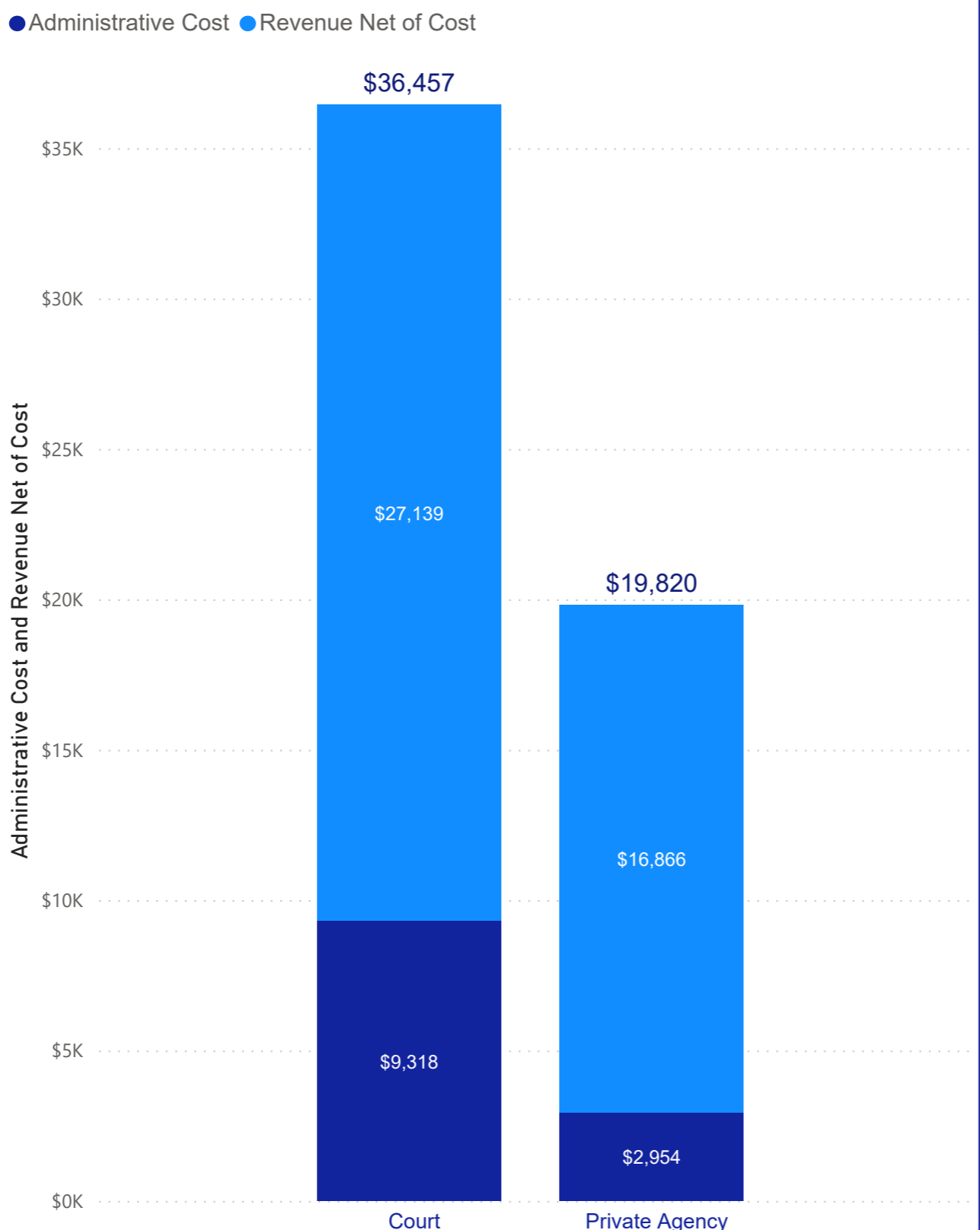
Best Practices Engaged	21/25
-------------------------------	-------

Collections Activities Performed	12/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
38%	6%	10%

Success Rate		
Current	Prior	Combined
35%	3%	7%

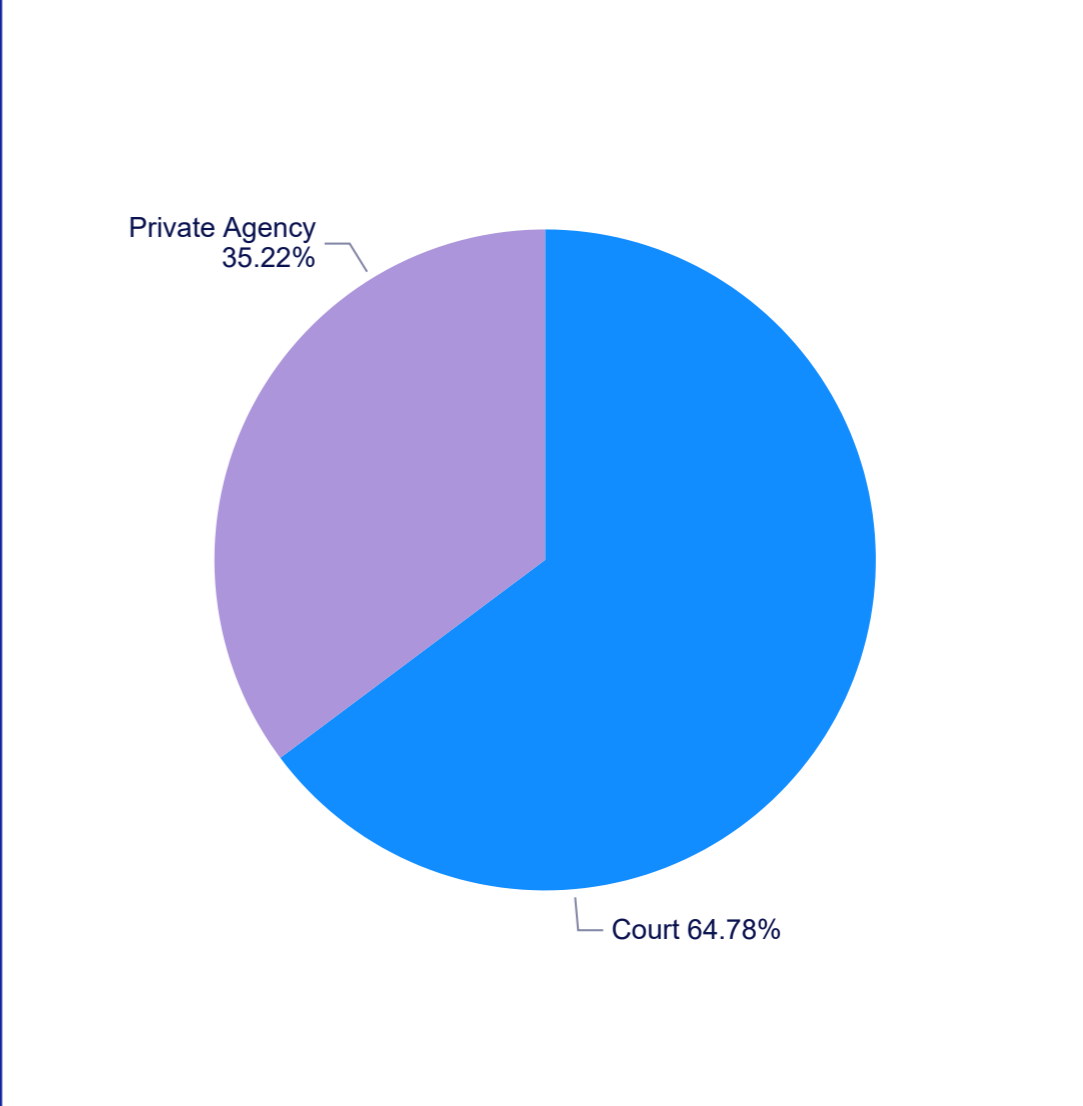
Delinquent Revenue and Administrative Cost by Program



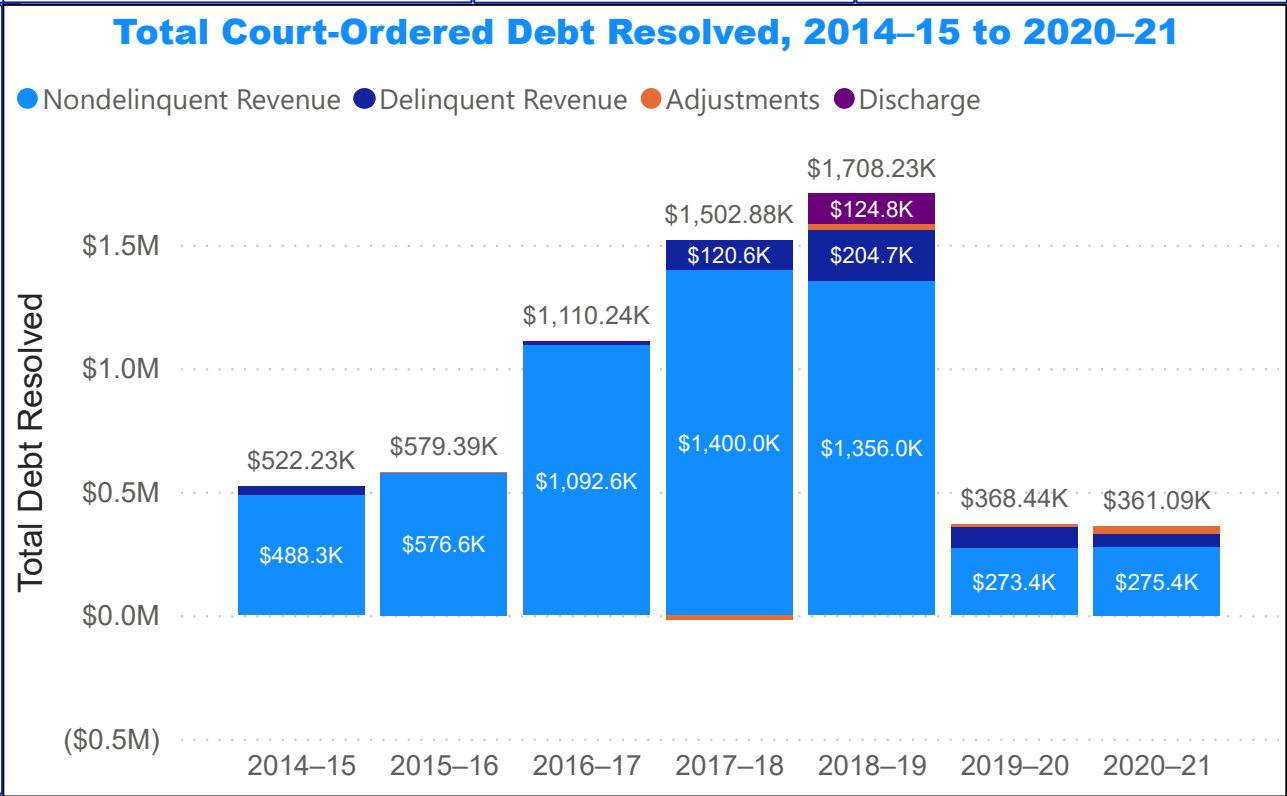
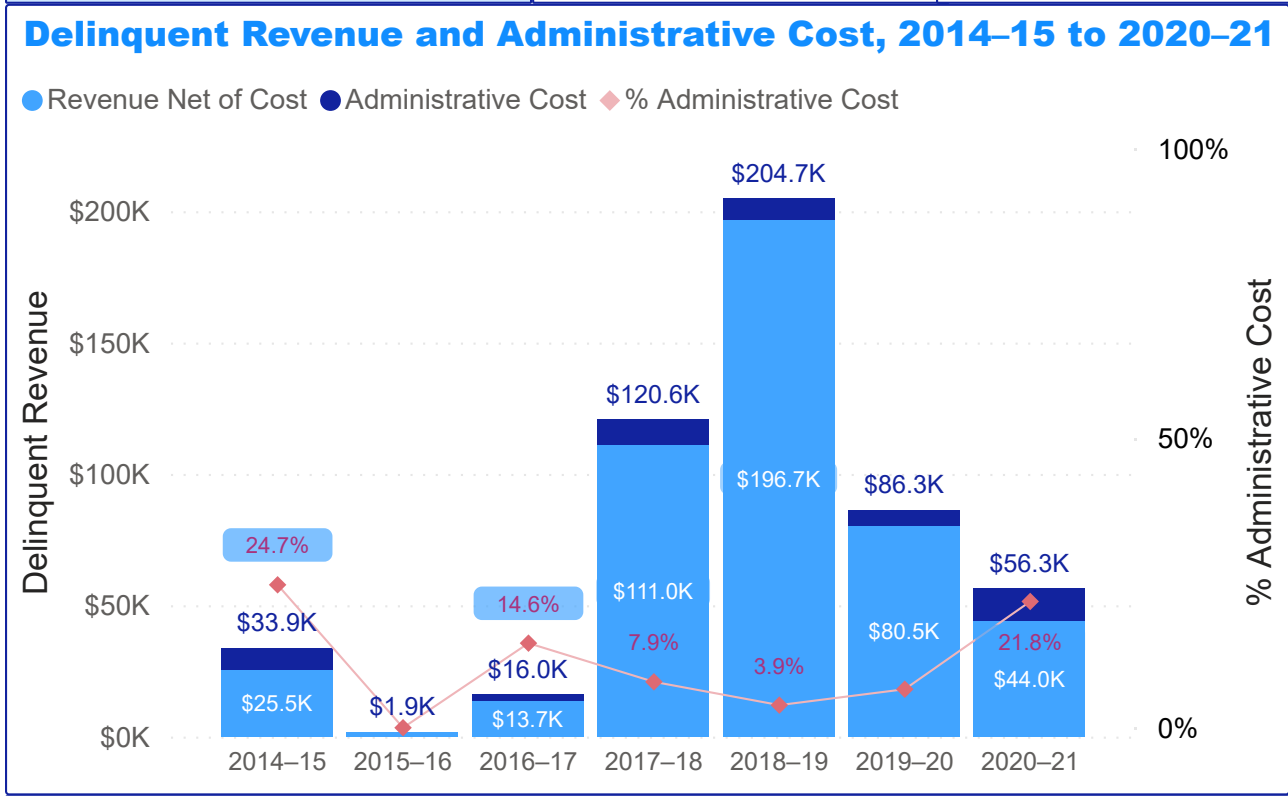
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$36,457	\$9,318	25.6%
County	-	-	-
Private Agency	\$19,820	\$2,954	14.9%
FTB-COD	-	-	-
Intrabranch	-	-	-
Other	-	-	-
Total	\$56,277	\$12,272	21.8%

Delinquent Revenue by Program



Court Alpine	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 828	No. of Delinquent Cases Reported 1,280	No. of Delinquent Cases With Payments 148
	Current	Prior	Combined				
	60%	56%	57%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$32,217	\$4,240	\$6,988	\$2,330	\$5,319	\$18,723	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$5,044	\$14,776	\$752	\$2,202	-	\$5,381	-	-
FTB-COD	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$37,261	\$19,016	\$7,740	\$4,532	\$5,319	\$24,104	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	30	-
2 - Written Notice(s)	\$36,457	157	\$9,318
3 - Lobby/Counter	\$0	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$19,820	-	\$2,954
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$56,277	187	\$12,272

Amador: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Amador County and the County of Amador. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Amador collections program, the Gross Recovery Rate is starting to recover after the COVID-19 pandemic due to the program's contract for collections services with Ventura Superior Court.

Ventura Court was able to comply with the reporting requirements of Government Code section 68514 for the collections received on behalf of Amador Superior Court.

The court is no longer referring cases to the Franchise Tax Board Court-Ordered Debt program (FTB-COD), but the FTB is actively collecting on remaining inventory. Any uncollectible cases returned by the FTB-COD to the court are transferred to Ventura Court for secondary collection efforts. The totals reported in the FTB-COD program line accurately reflect the number and value of cases in their inventory for 2020–21.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Amador ▼	\$12,512,445	\$852,028	\$582,147	\$0	\$0	\$116,265

2020-21 Collections Individual Program Report

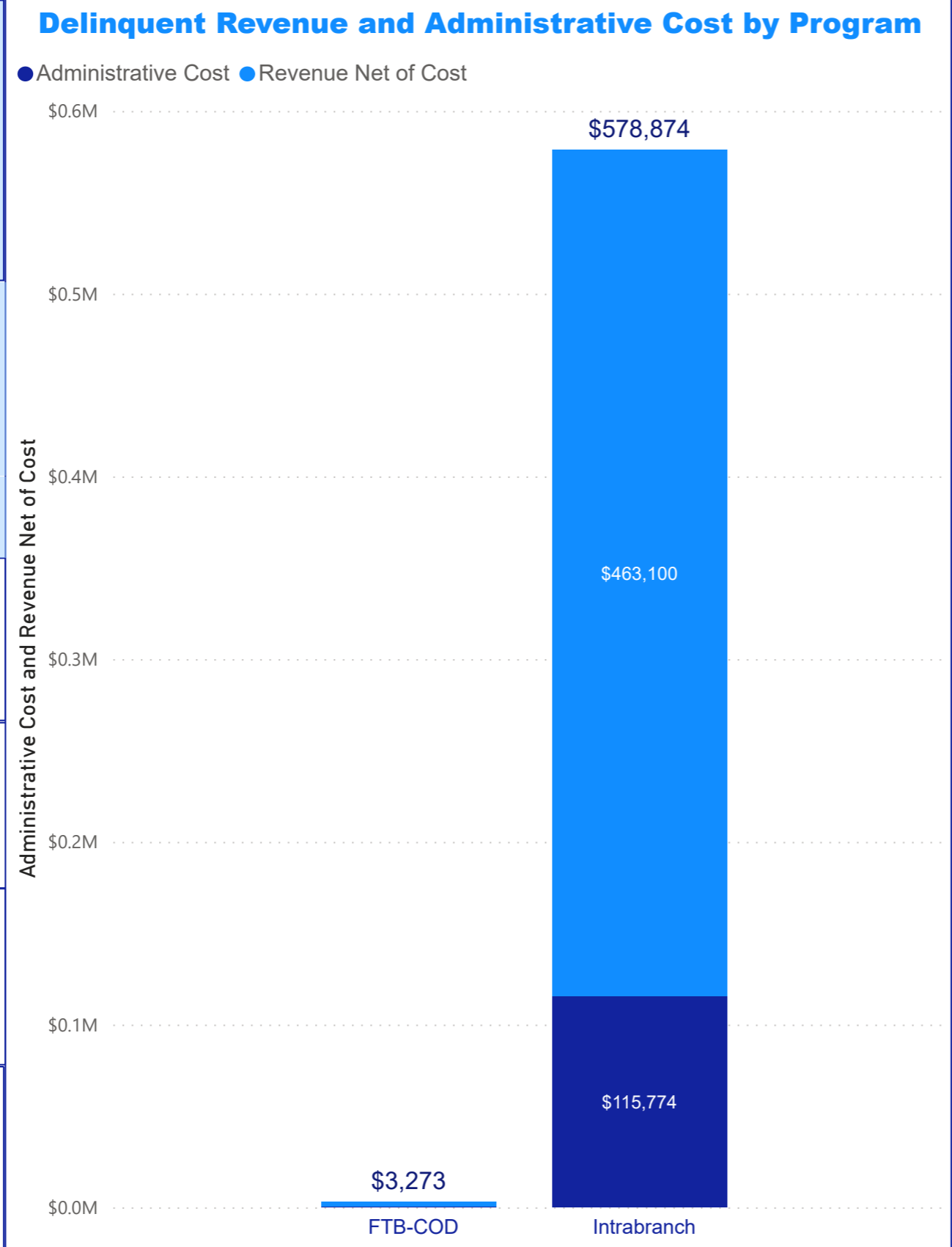
Population	37,377
Judges	2
Commissioners	1.00

Best Practices Engaged	23/25
-------------------------------	-------

Collections Activities Performed	12/16
---	-------

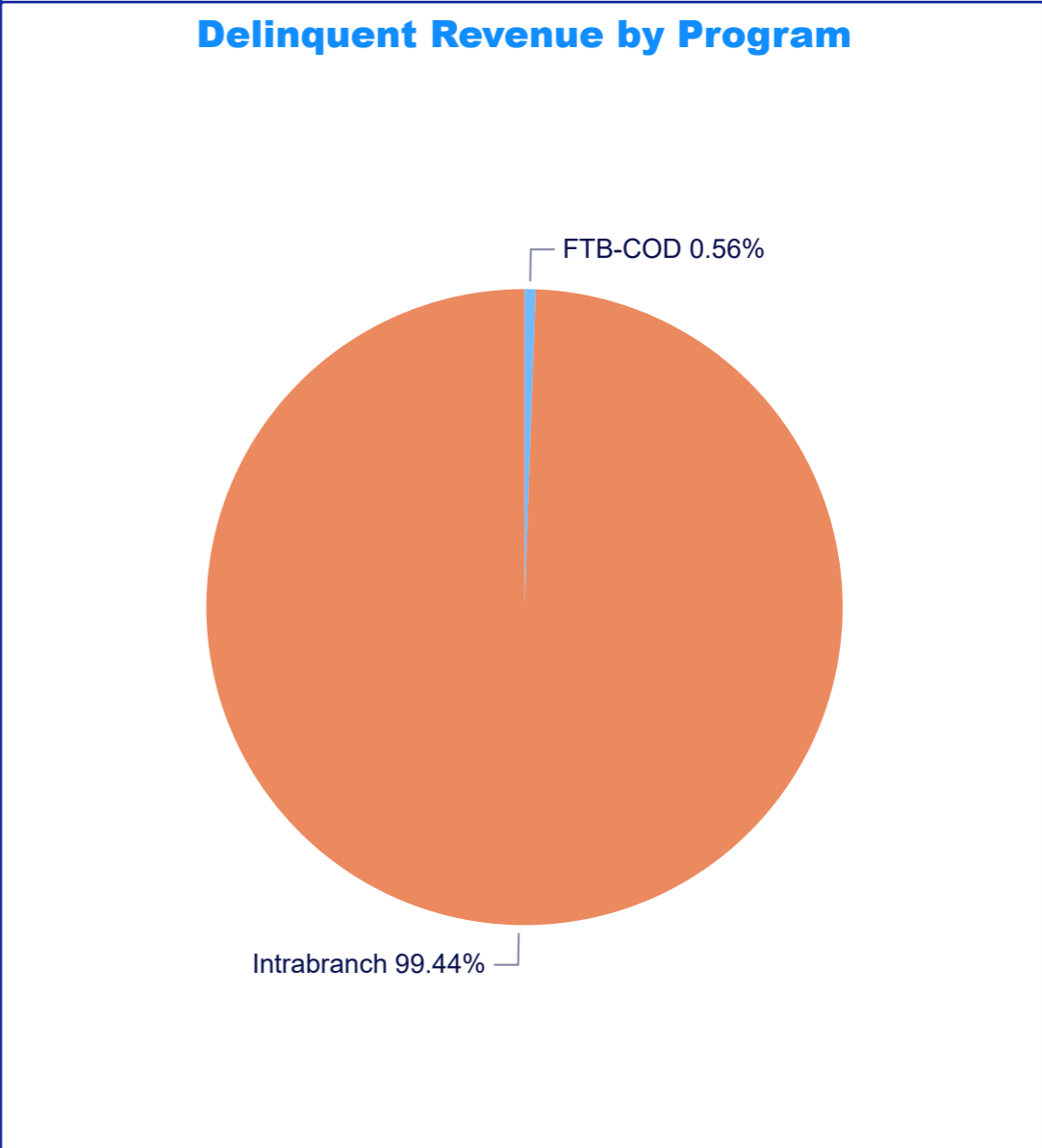
Gross Recovery Rate		
Current	Prior	Combined
9%	4%	4%

Success Rate		
Current	Prior	Combined
9%	4%	4%

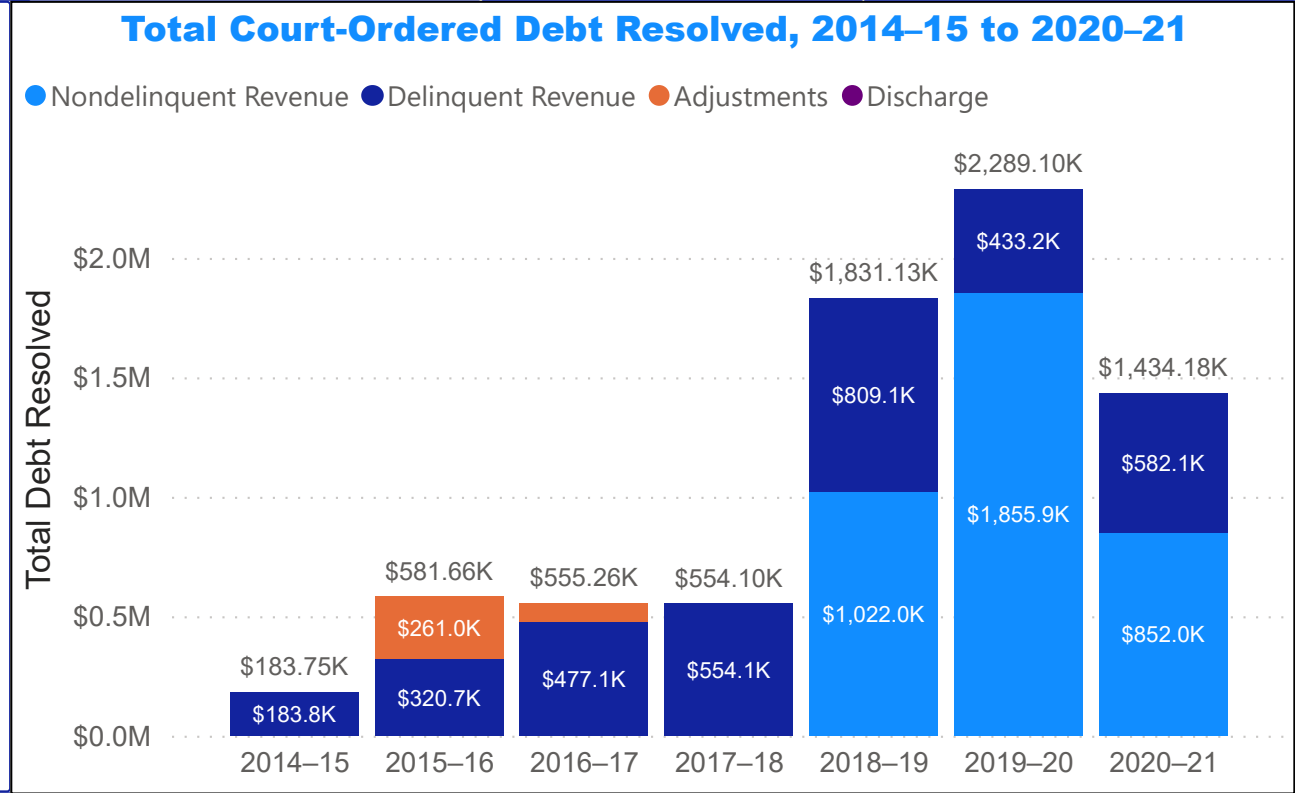
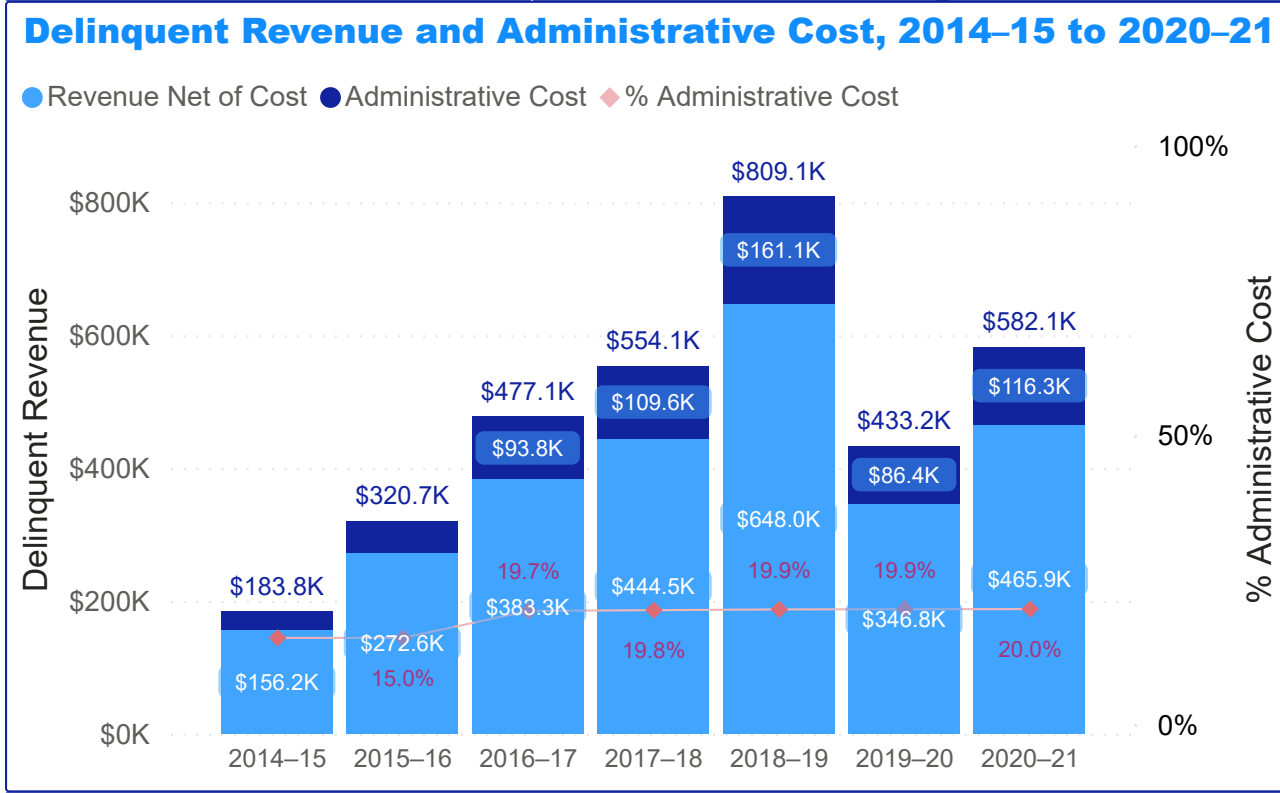


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	-	-	
Private Agency	-	-	
FTB-COD	\$3,273	\$491	15.0%
Intrabranh	\$578,874	\$115,774	20.0%
Other	-	-	
Total	\$582,147	\$116,265	20.0%



Court Amador	Default Rate Current Prior Combined 51% 61% 60%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 3,350	No. of Delinquent Cases Reported 16,309	No. of Delinquent Cases With Payments 1,698
------------------------	--	--	--	--	--	---	---



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	\$3,273	-	\$491	-	-	-	-
Intrabranh	\$120,642	\$458,232	\$24,128	\$91,646	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$120,642	\$461,505	\$24,128	\$92,137	-	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$322,823	977	\$64,564
2 - Written Notice(s)	\$251,536	556	\$50,307
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$3,273	-	\$491
6 - FTB-IIC	\$4,516	19	\$903
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$582,147	1,552	\$116,265

Butte: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Butte County and the County of Butte. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Butte collections program, the Gross Recovery (GRR) and Success Rate (SR) for the reporting period were affected by increased adjustments, the discharge of uncollectible debt, and ongoing impacts of the COVID-19 pandemic. Of the \$19,873,733 reported in adjustments by the county's collection system a total of \$18,356,446 is directly related to Assembly Bill 1869, which eliminated certain local fees, fines and penalties. Over the past several years, the county has transferred nearly \$35 million in delinquent debt to a third-party collection agency after it was returned by the Franchise Tax Board's Court-Ordered Debt program (FTB-COD) as uncollectable. During the next reporting period, the county will identify and discharge cases that the third-party agency also deems uncollectable, reducing the ending balance to reflect only collectable cases. The county collections system is unable to differentiate payments made toward cases assigned during the reporting period and payments made for cases assigned in prior years. This skews the final percentages for the GRR and SR. Court closures resulting from the COVID-19 pandemic also affected the county's ability to initiate collection actions through the FTB and delayed the transfer of newly delinquent cases from the court for the first six months of the reporting period.

The county's collections system is unable to differentiate payments made towards cases assigned during the reporting period and payments made for cases assigned in prior years; revenue is reported in a lump sum in the current period section. Additionally, the county's collections system currently cannot differentiate the number of payments received on specific cases from total payments made on all accounts in a given time period nor the value of cases on installment agreements. The county is planning to upgrade to a new version of the collections system with more robust reporting capabilities. Revenue collected by the FTB's Interagency Intercept Collections program is reported in Other.

For the court, the carryover from last year of 6,508 cases and with a value of -\$604,410 were replaced by calculated amounts to reflect the accurate beginning balance. There were a few errors with the court's report due to case management systems limitations in previous years, leading to the inaccurate carryover balance.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Butte ▼	\$106,009,354	\$7,603,019	\$3,823,465	\$20,402,103	\$0	\$955,111

2020-21 Collections Individual Program Report

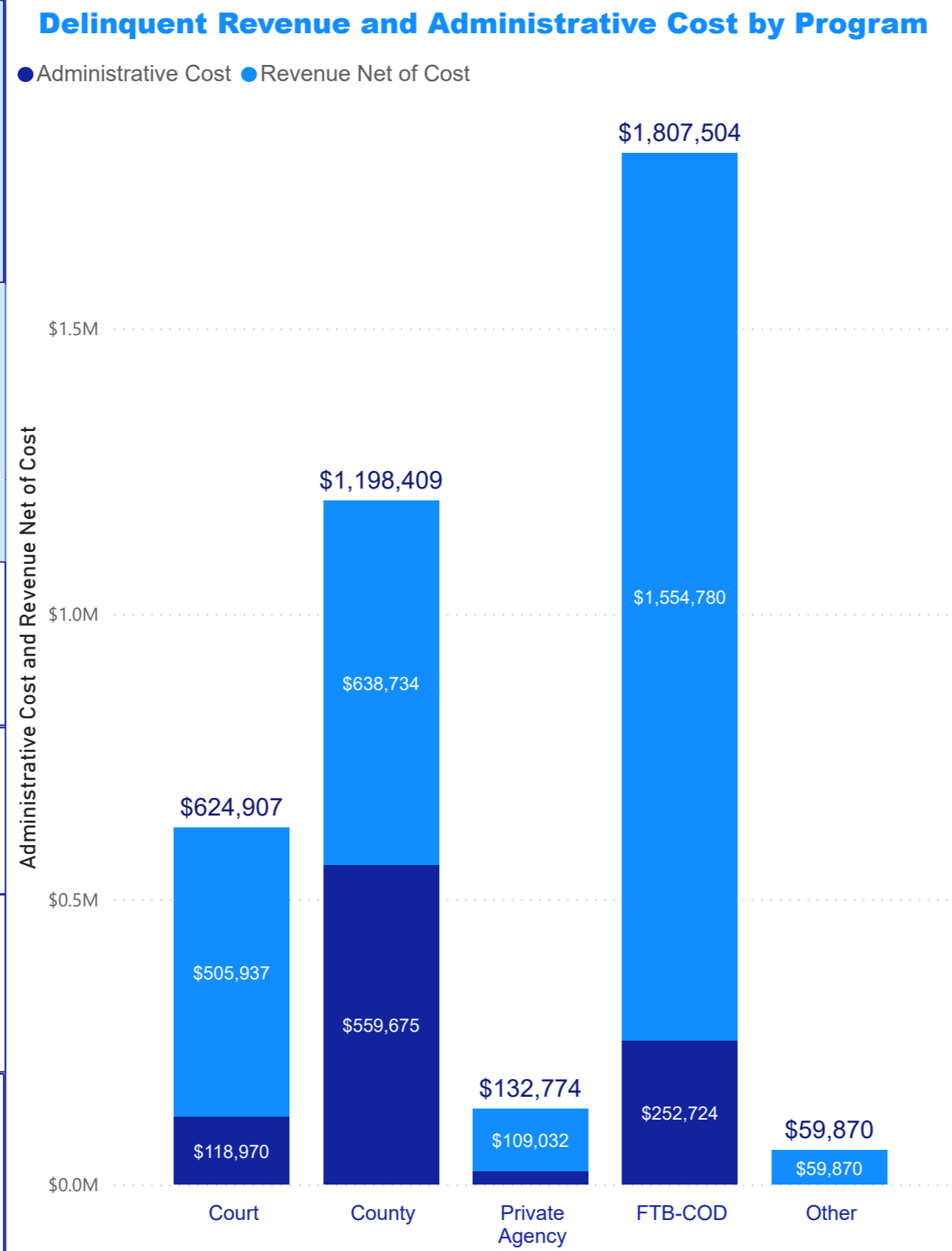
Population
202,669
Judges
11
Commissioners
2.00

Best Practices Engaged
24/25

Collections Activities Performed
15/16

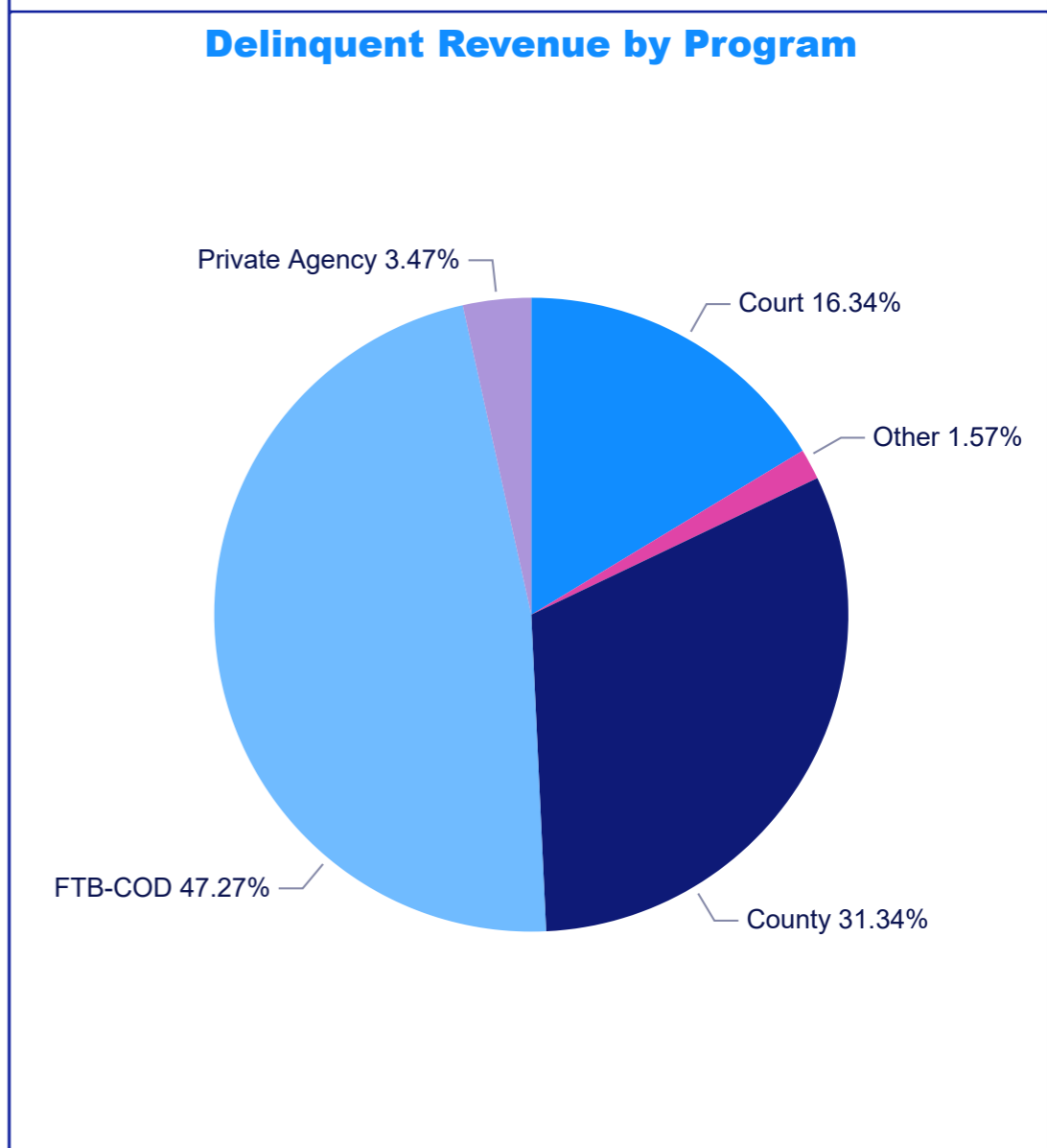
Gross Recovery Rate		
Current	Prior	Combined
13%	20%	19%

Success Rate		
Current	Prior	Combined
12%	1%	3%

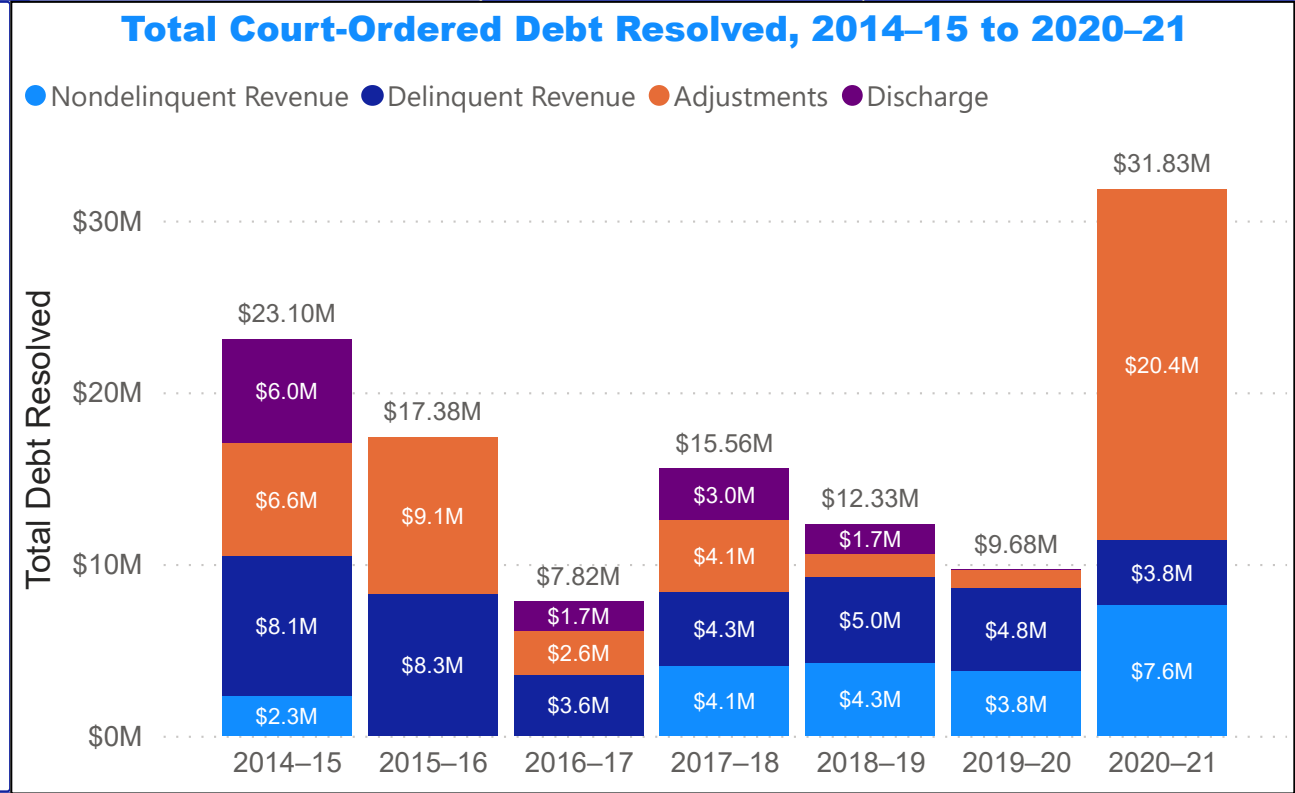
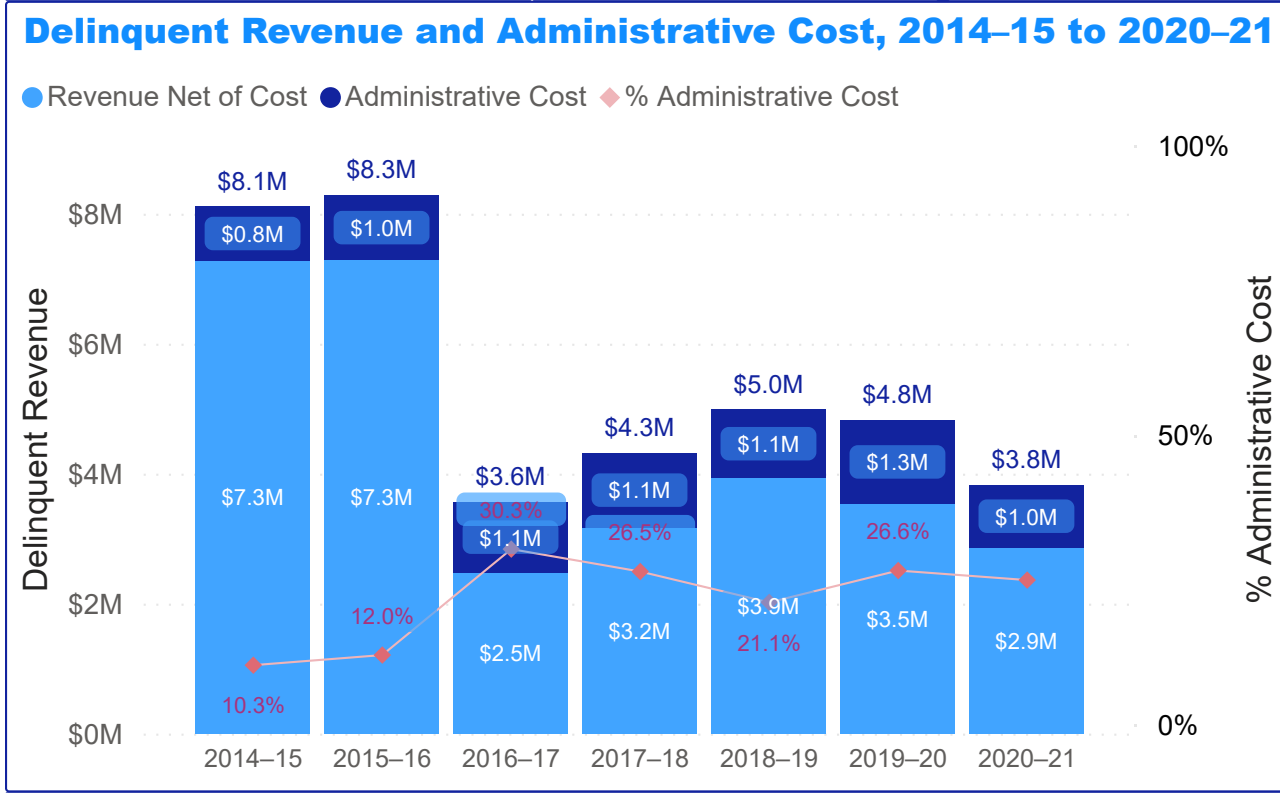


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$624,907	\$118,970	19.0%
County	\$1,198,409	\$559,675	46.7%
Private Agency	\$132,774	\$23,742	17.9%
FTB-COD	\$1,807,504	\$252,724	14.0%
Intrabranh	-	-	-
Other	\$59,870	-	-
Total	\$3,823,465	\$955,111	25.0%



Court Butte	Default Rate			No. of People Served 1,455	No. of Nondelinquent Cases With Payments 11,745	No. of Delinquent Cases Reported 220,020	No. of Delinquent Cases With Payments 2,285
	Current	Prior	Combined				
	25%	48%	45%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$357,117	\$267,790	\$67,988	\$50,982	\$71,620	\$456,750	-	-
County	\$599,205	\$599,205	\$279,838	\$279,838	-	\$19,507,968	-	-
Private Agency	\$13,294	\$119,481	\$186	\$23,556	\$36,725	\$30,586	-	-
FTB-COD	\$1,807,504	-	-	\$252,724	-	\$298,454	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$59,870	-	-	-	-	-	-	-
Total	\$2,836,990	\$986,475	\$348,012	\$607,100	\$108,345	\$20,293,758	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$63,871	1,246	-
2 - Written Notice(s)	\$94,467	1,624	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,807,531	27,576	\$252,724
6 - FTB-IIC	\$59,870	157	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$132,774	243	\$23,742
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,158,514	30,846	\$276,466

Calaveras: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Calaveras County and the County of Calaveras. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Calaveras collections program, the Gross Recovery Rate for the current period reflects an 18 percent increase due to the court having moved cases to the Franchise Tax Board (FTB) Court-Ordered Debt program as the primary collection entity during 2020–21. In turn, fewer cases were forwarded to our private agency for collections which is reflected in our Success Rate dropping by 1 percent. In addition, the COVID-19 pandemic continues to impact our efforts. The FTB Interagency Intercept Collections program suspended collection efforts for 2020–21 and has just recently resumed operations for 2021–22.

The court's case management system has a very limited ability to report the new information required by Government Code section 68514. Most of the data reported comes directly from our vendors and is reconciled against the retrievable data. The program is unable to identify the number of cases that have payments applied, the activity generating payments, or the inventory that each vendor maintains. The hope is that with system upgrades, the report will eventually be fully completed. The Contact and Other Information Report is compiled based on limited data. Reconciling information from that report against the Annual Financial Report is not feasible at this time.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Calaveras ▼	\$7,361,092	\$814,077	\$304,211	\$322,443	\$0	\$99,081

2020-21 Collections Individual Program Report

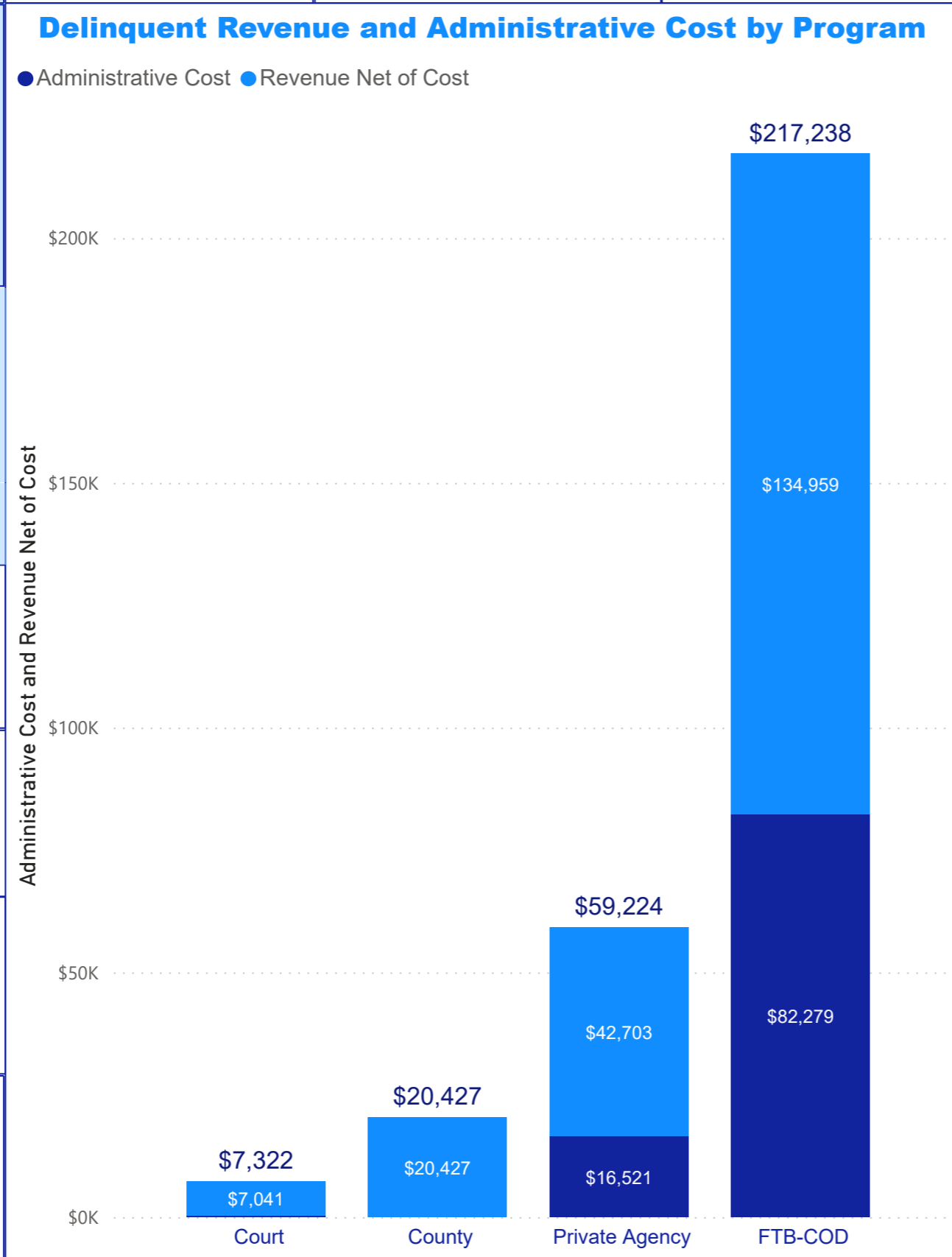
Population	45,036
Judges	2
Commissioners	0.30

Best Practices Engaged	23/25
-------------------------------	-------

Collections Activities Performed	15/16
---	-------

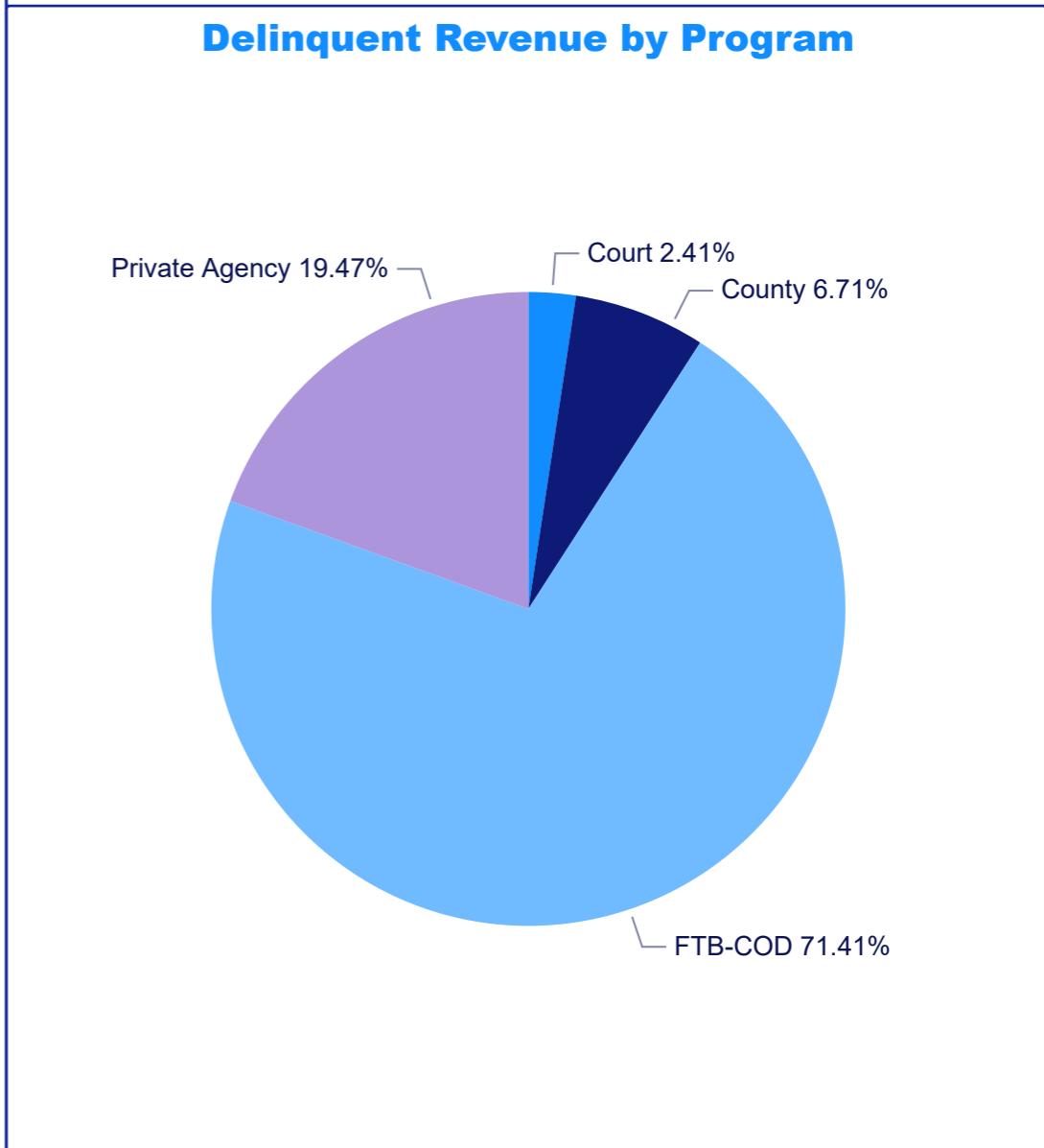
Gross Recovery Rate		
Current	Prior	Combined
22%	6%	8%

Success Rate		
Current	Prior	Combined
11%	3%	4%

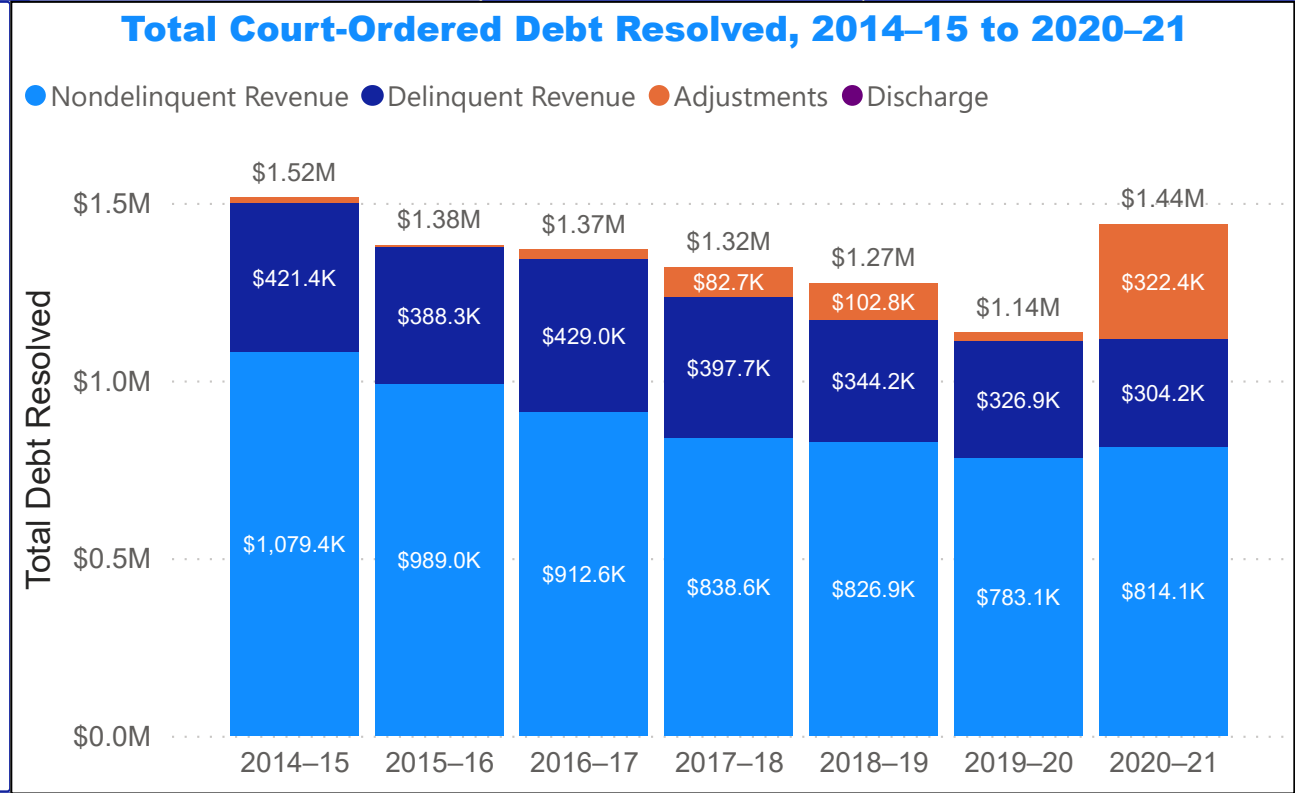
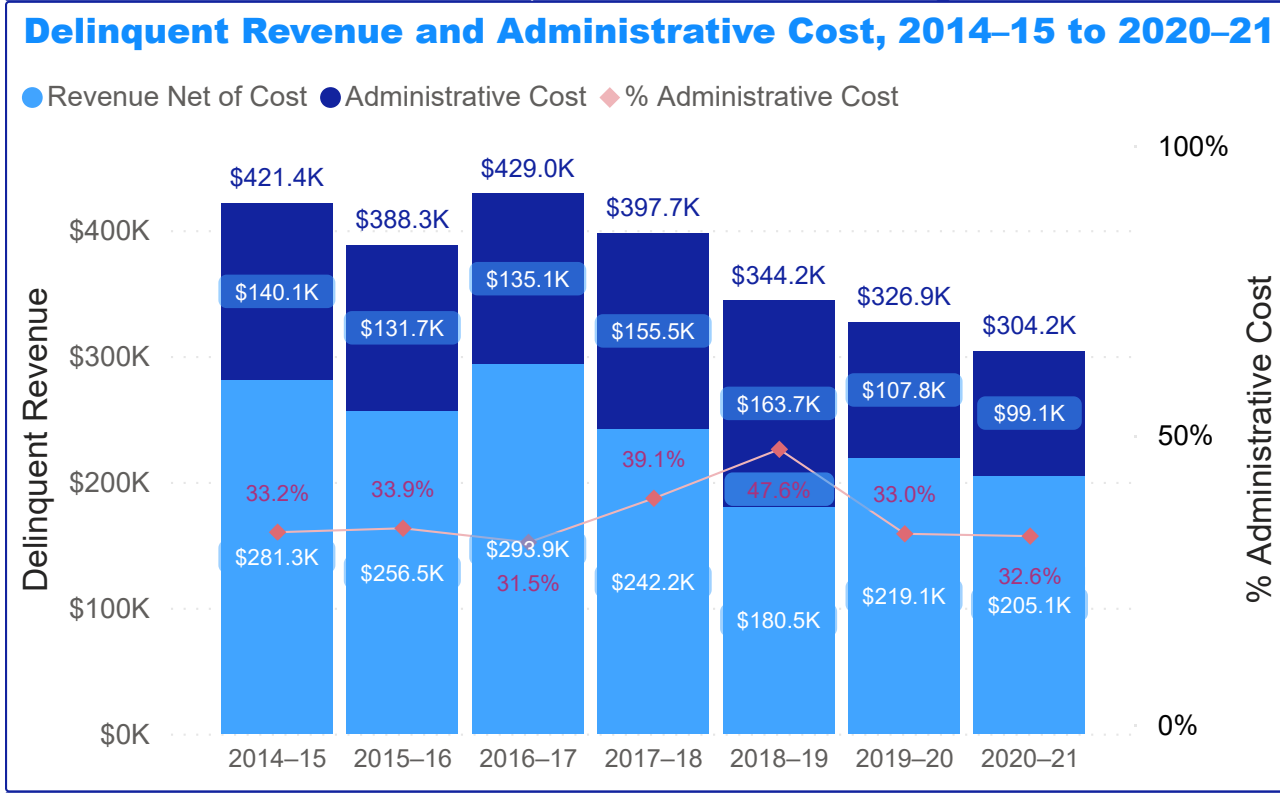


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$7,322	\$281	3.8%
County	\$20,427	-	-
Private Agency	\$59,224	\$16,521	27.9%
FTB-COD	\$217,238	\$82,279	37.9%
Intrabranh	-	-	-
Other	-	-	-
Total	\$304,211	\$99,081	32.6%



Court Calaveras	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 1,089	No. of Delinquent Cases Reported 6,187	No. of Delinquent Cases With Payments 2,090
	Current	Prior	Combined				
	13%	13%	13%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	\$7,322	-	\$281	-	-	-	-
County	-	\$20,427	-	-	-	\$95,055	-	-
Private Agency	\$8,658	\$50,566	\$1,496	\$15,025	\$857	\$13,380	-	-
FTB-COD	\$78,039	\$139,199	\$8,633	\$73,646	\$113,251	\$99,900	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$86,697	\$217,514	\$10,129	\$88,952	\$114,108	\$208,335	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$21,108	34	\$3,524
2 - Written Notice(s)	\$39,769	69	\$5,054
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$217,235	1,914	\$82,279
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$278,112	2,017	\$90,857

Colusa: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Colusa County and the County of Colusa. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Colusa collections program, the reduction in recovery and success rates for year 2020–21 continues to be a result of COVID-19 in addition to fine and fee reductions related to Ability to Pay. A reduced amount of new cases were established in this reporting period.

Blank cells on the report indicate the information requested could not be captured by Shasta Court's case management system. Reported case counts for collection activity include all events/activities entered on each account throughout the year; multiple activities are entered on each case.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Colusa ▼	\$8,123,064	\$2,083,689	\$260,824	\$24,581,392	\$0	\$67,181

2020-21 Collections Individual Program Report

Population	22,248
Judges	2
Commissioners	0.30

Best Practices Engaged	23/25
-------------------------------	-------

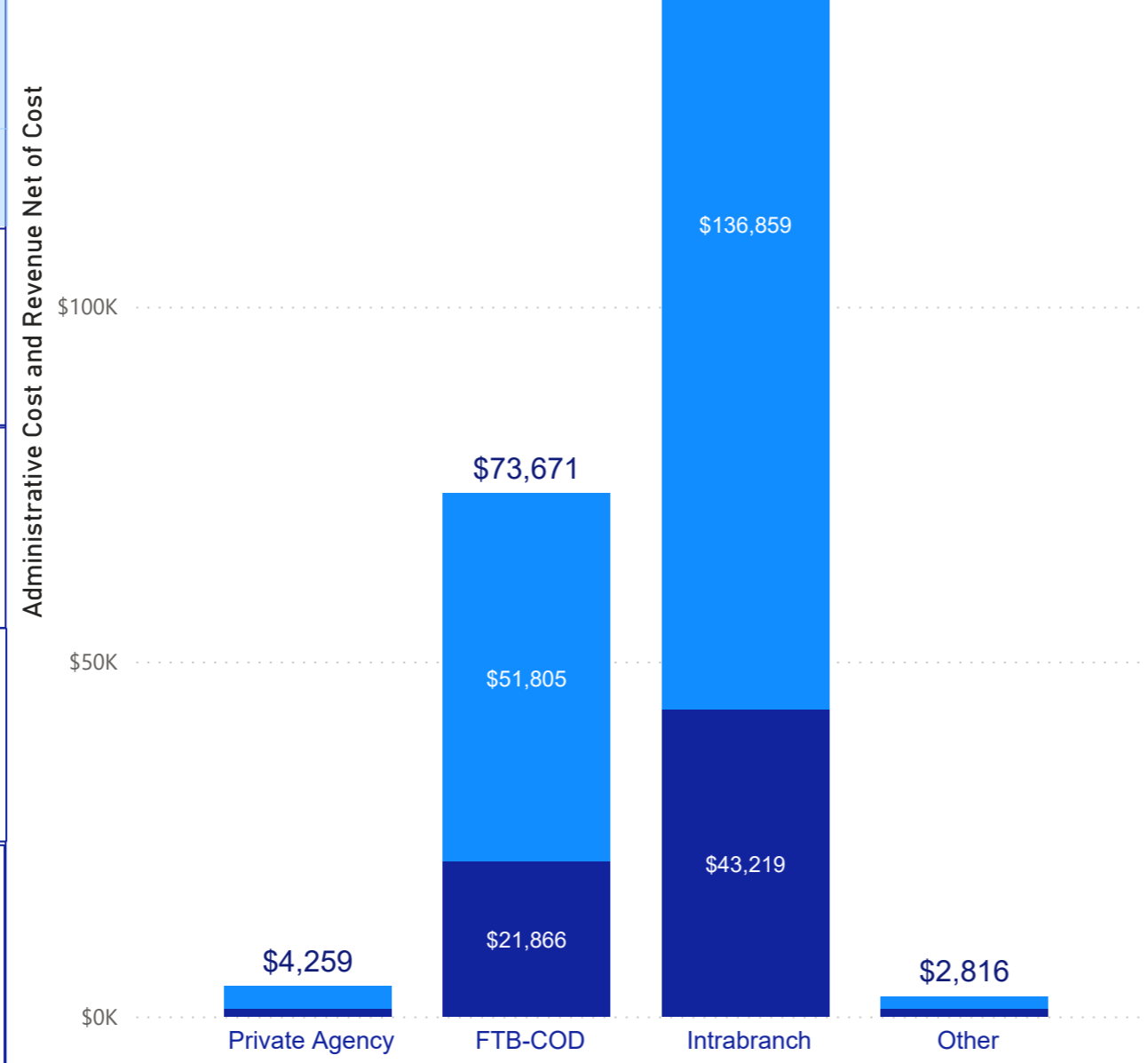
Collections Activities Performed	13/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
14%	76%	75%

Success Rate		
Current	Prior	Combined
5%	3%	3%

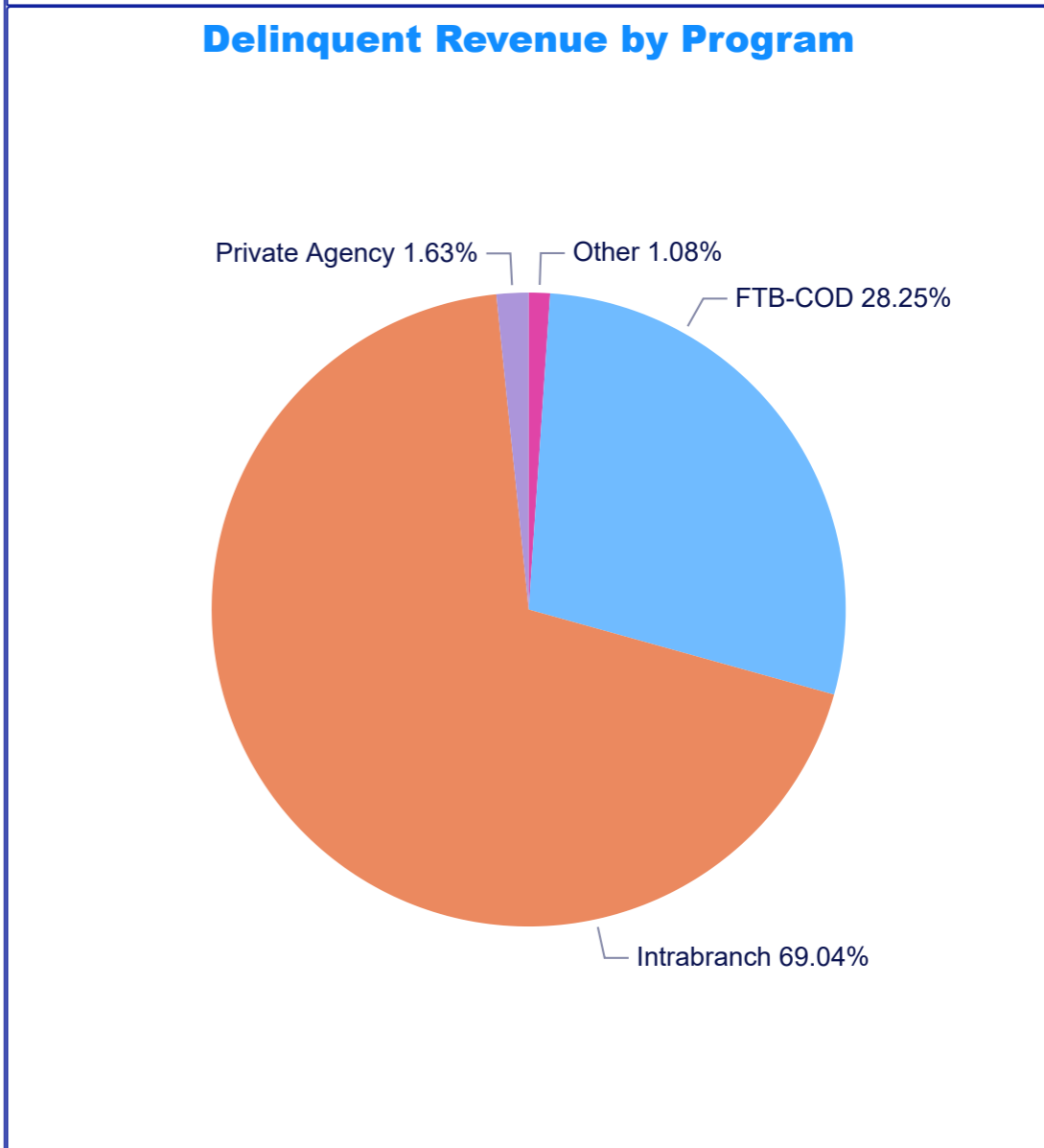
Delinquent Revenue and Administrative Cost by Program

● Administrative Cost ● Revenue Net of Cost

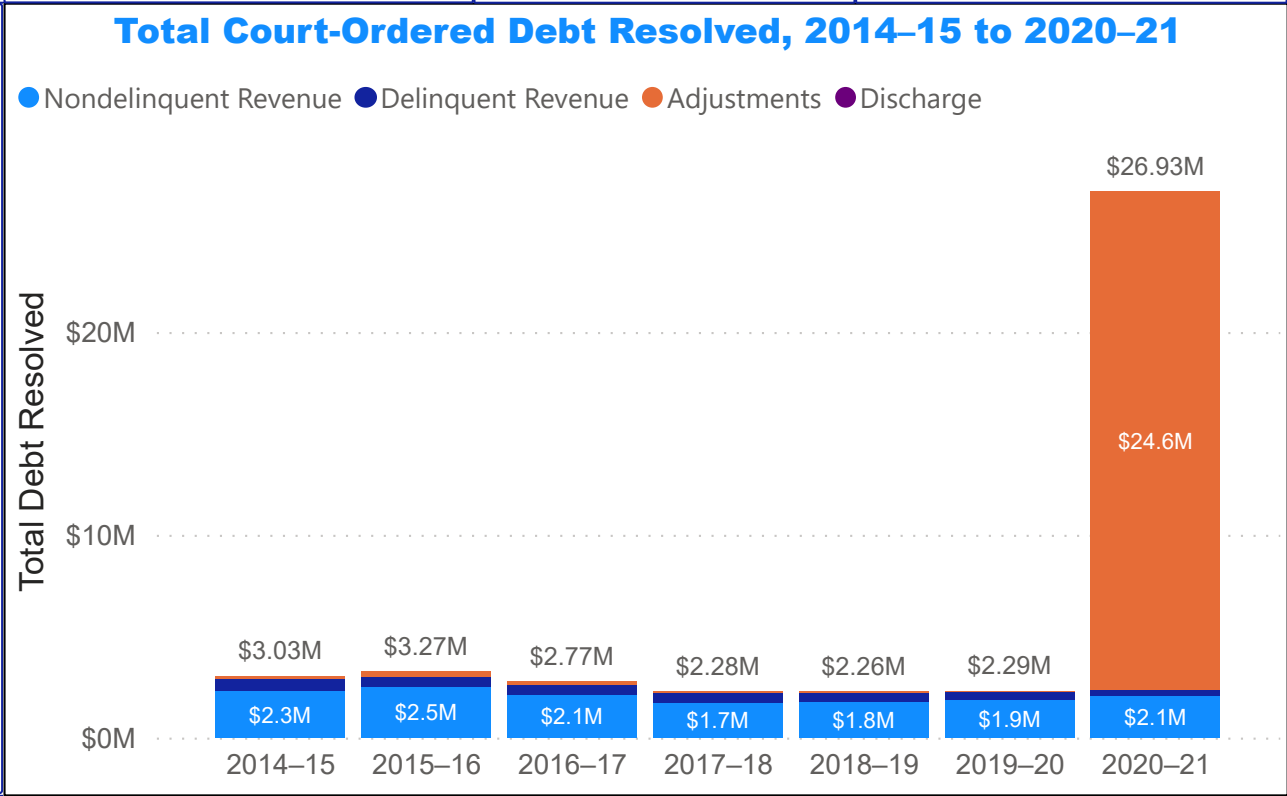
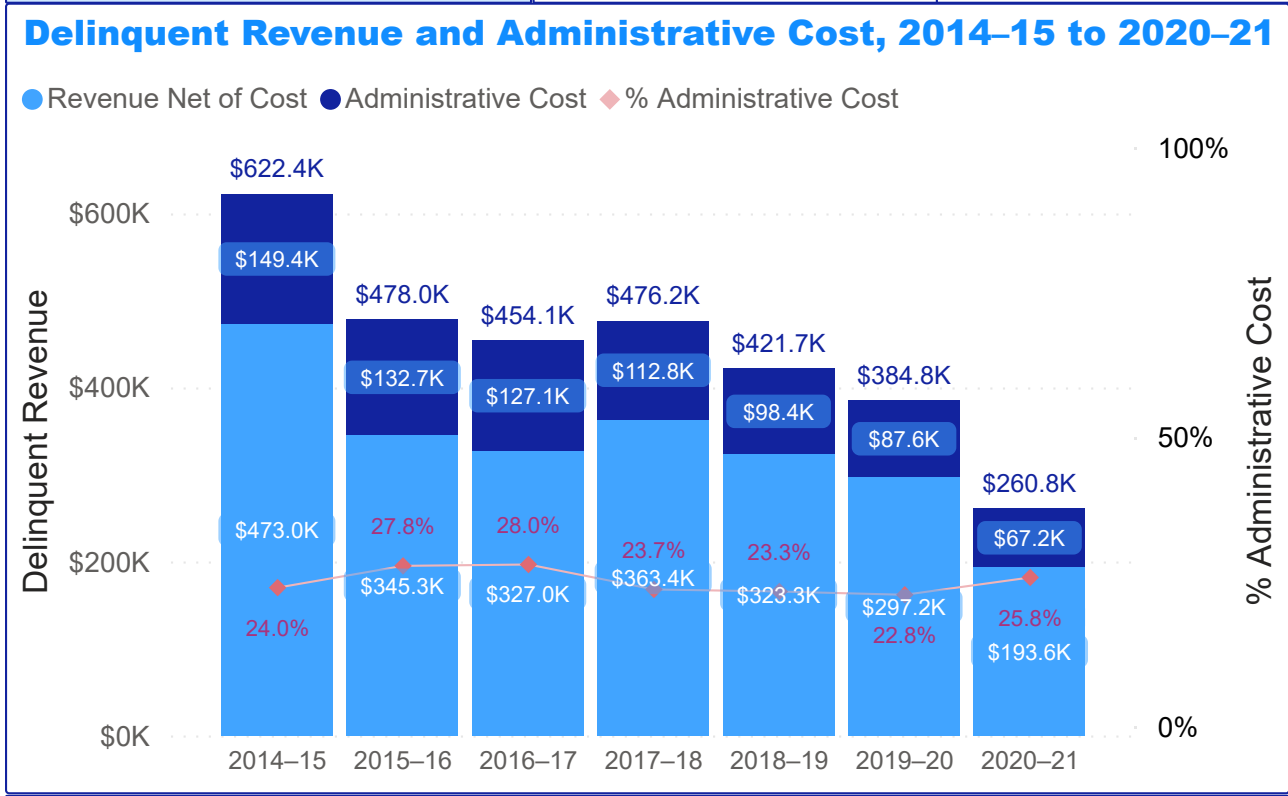


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	-	-	-
Private Agency	\$4,259	\$1,022	24.0%
FTB-COD	\$73,671	\$21,866	29.7%
Intrabranh	\$180,077	\$43,219	24.0%
Other	\$2,816	\$1,074	38.2%
Total	\$260,824	\$67,181	25.8%



Court Colusa	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 33,778	No. of Delinquent Cases With Payments 573
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$4,259	-	\$1,022	-	\$4,902,231	-	-
FTB-COD	-	\$73,671	-	\$21,866	-	\$3,517,592	-	-
Intrabranh	\$19,740	\$160,337	\$4,738	\$38,481	\$43,061	\$10,758,113	-	-
Other	-	\$2,816	\$398	\$676	-	\$5,360,395	-	-
Total	\$19,740	\$241,084	\$5,136	\$62,045	\$43,061	\$24,538,331	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$180,077	1,767	\$43,219
2 - Written Notice(s)	-	2,522	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	2,716	-
5 - FTB-COD	\$73,671	1,289	\$21,866
6 - FTB-IIC	\$2,816	4,231	\$1,074
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$4,259	638	\$1,022
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$260,824	13,163	\$67,181

Contra Costa: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Contra Costa County and the County of Contra Costa. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Contra Costa collections program, the combined Gross Recovery Rate and Success Rate decreased from 19 percent and 9 percent, respectively, in 2019–20 to 6 percent and 5 percent, respectively, in 2020–21. These decreases are largely due to significant decreases in collections revenue, from \$21.6 million in 2019–20 to \$14 million in 2020–21. The program’s ability to collect on court-ordered debt was negatively affected by COVID-19 pandemic restrictions. For example, the Franchise Tax Board’s (FTB) suspension of its Interagency Intercept Collections (IIC) program, from February 22 to July 31, 2021, resulted in a significant reduction in tax intercept collections. The FTB’s Court-Ordered Debt (COD) program also suspended new referrals from March 20 to July 16, 2020. As a result, collections activity during the first several months of 2020–21 was lower compared to pre-pandemic levels as collections activity resumed. Also, the court had public closures from March to May 2020 and limited public closures in December 2020 to February 2021, which resulted in case processing backlogs, delays in collections referrals, and negatively affected collections downstream.

The court compiled collections data from multiple systems and from the private agency. These sources were unable to provide the number of cases with payments received for nondelinquent cases and data for the court’s collections program. The amount reported under delinquent collections activity, category 2, reflects the total delinquent amount collected by the court. Although the court mails delinquent notices, generates internal reports, and accepts credit card payments, the system does not track payment by collection activity, all collections activities are reported under category 2. Costs associated with delinquent notices are reported under category 2. Other court costs such as staff and systems costs, except for commission costs, are reported under category 3. The court engaged the collections services of a private agency and FTB-COD in 2020–21 and relied on the private agency to report its collections activities. Although the private agency and the FTB-COD engaged in multiple activities (e.g., telephone calls, notices, skip tracing, garnishments, etc.), collections information provided by both are reported under categories 5, 6, and 8 only.

The \$8.9 million in current period nondelinquent collections include \$6.9 million in forthwith payments collected by the court and \$2 million in installment payments collected by the private collections agencies. The \$1.6 million in delinquent debt collected by the court are payments on cases in failure to appear, failure to pay, or failure to comply status made at the counter or online.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Contra Costa ▼	\$242,571,927	\$8,895,129	\$14,027,208	\$465,217	\$128,207	\$2,577,511

2020-21 Collections Individual Program Report

Population
1,153,854

Judges
38

Commissioners
4.00

Best Practices Engaged
20/25

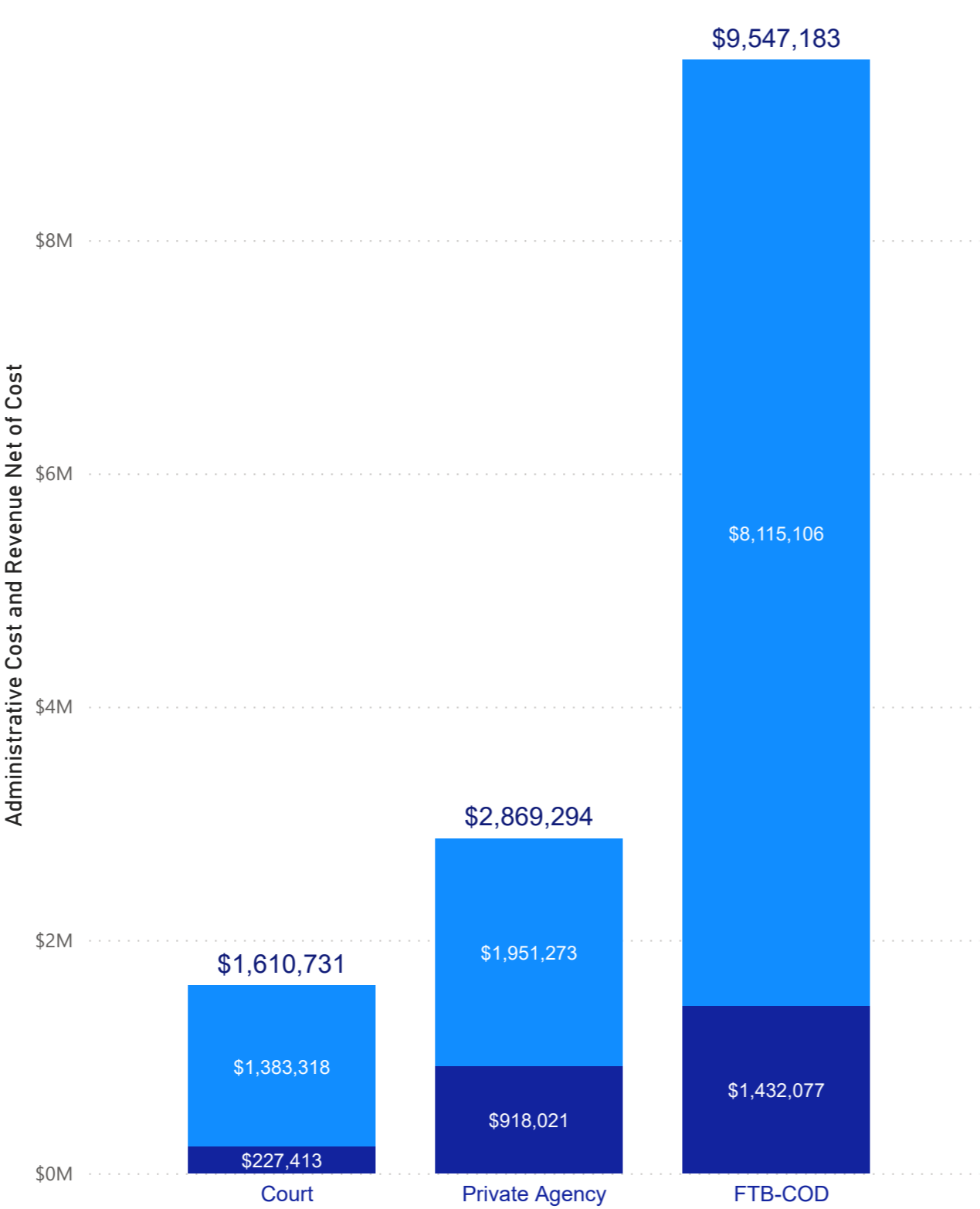
Collections Activities Performed
12/16

Gross Recovery Rate		
Current	Prior	Combined
17%	4%	6%

Success Rate		
Current	Prior	Combined
16%	4%	5%

Delinquent Revenue and Administrative Cost by Program

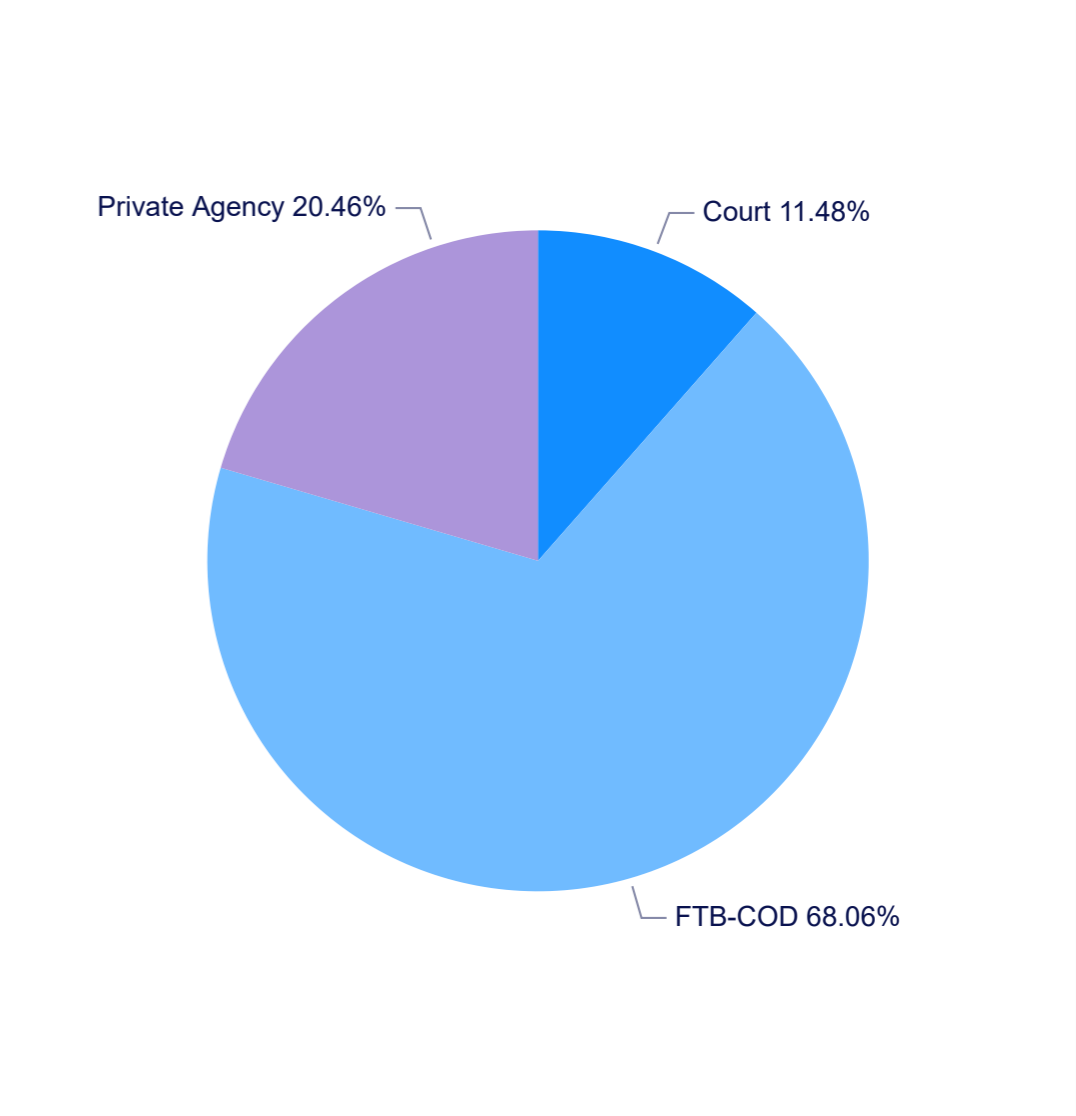
● Administrative Cost ● Revenue Net of Cost



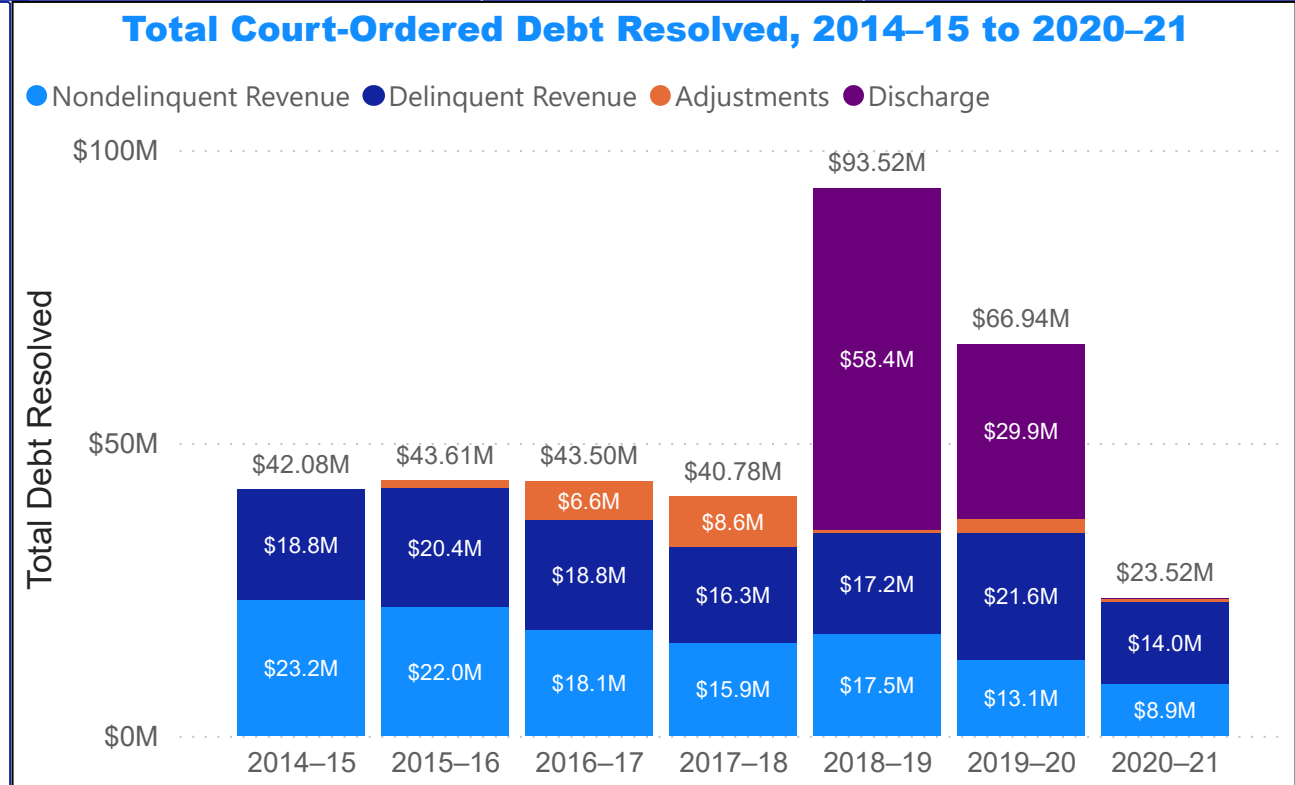
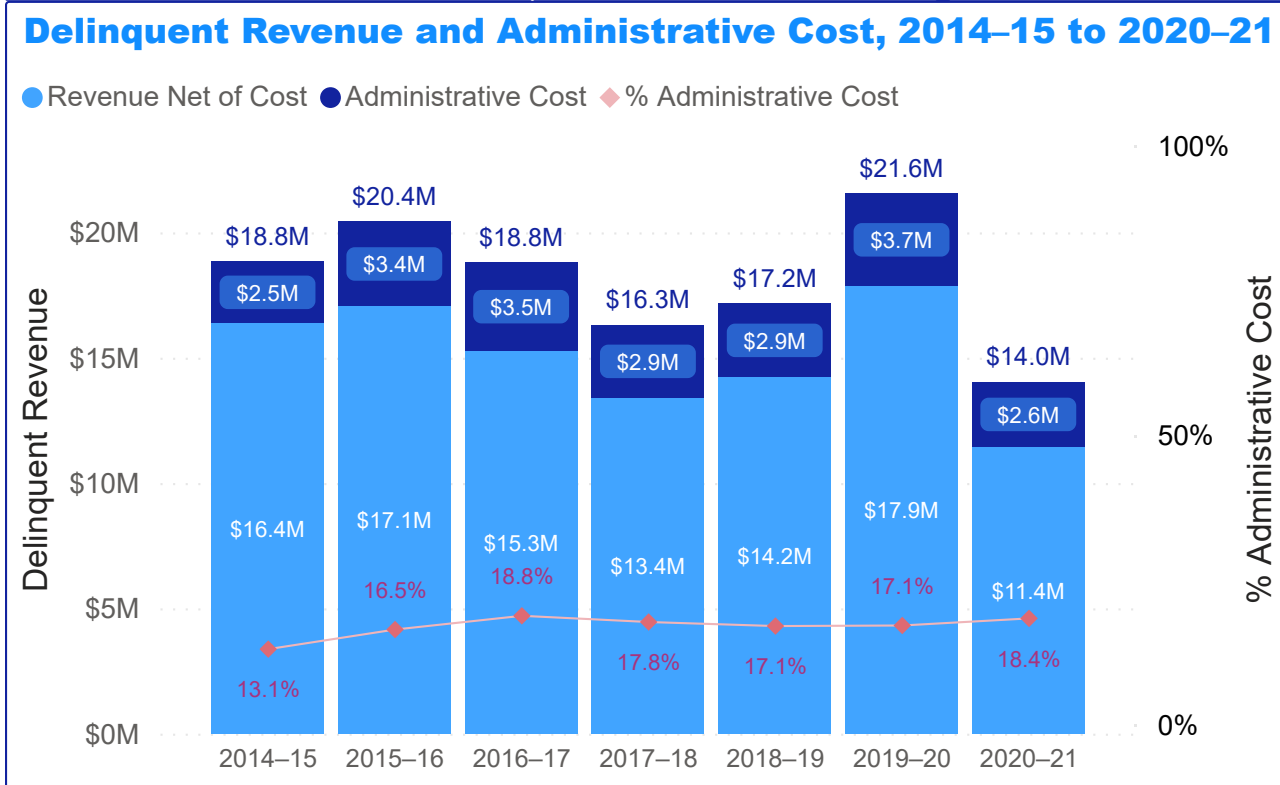
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$1,610,731	\$227,413	14.1%
County	-	-	-
Private Agency	\$2,869,294	\$918,021	32.0%
FTB-COD	\$9,547,183	\$1,432,077	15.0%
Intrabranch	-	-	-
Other	-	-	-
Total	\$14,027,208	\$2,577,511	18.4%

Delinquent Revenue by Program



Court Contra Costa	Default Rate			No. of People Served 242,413	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 267,601	No. of Delinquent Cases With Payments 250,426
	Current	Prior	Combined				
	44%	58%	56%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,610,731	-	\$227,413	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$567,898	\$2,301,396	\$181,744	\$736,277	\$251,276	\$213,941	-	\$128,207
FTB-COD	\$2,530,004	\$7,017,180	\$379,501	\$1,052,577	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$4,708,632	\$9,318,576	\$788,658	\$1,788,854	\$251,276	\$213,941	-	\$128,207

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$1,610,731	0	\$37,223
3 - Lobby/Counter	-	0	\$190,190
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$9,547,183	210,284	\$1,432,078
6 - FTB-IIC	\$311,954	498	\$13,651
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$2,557,340	40,142	\$904,399
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$14,027,208	250,924	\$2,577,542

Del Norte: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Del Norte County and the County of Del Norte. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

The Del Norte collections program did not comment on their performance for the reporting period.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Del Norte ▼	\$21,622,080	Not Available	\$409,229	\$13,892	\$0	\$57,278

2020-21 Collections Individual Program Report

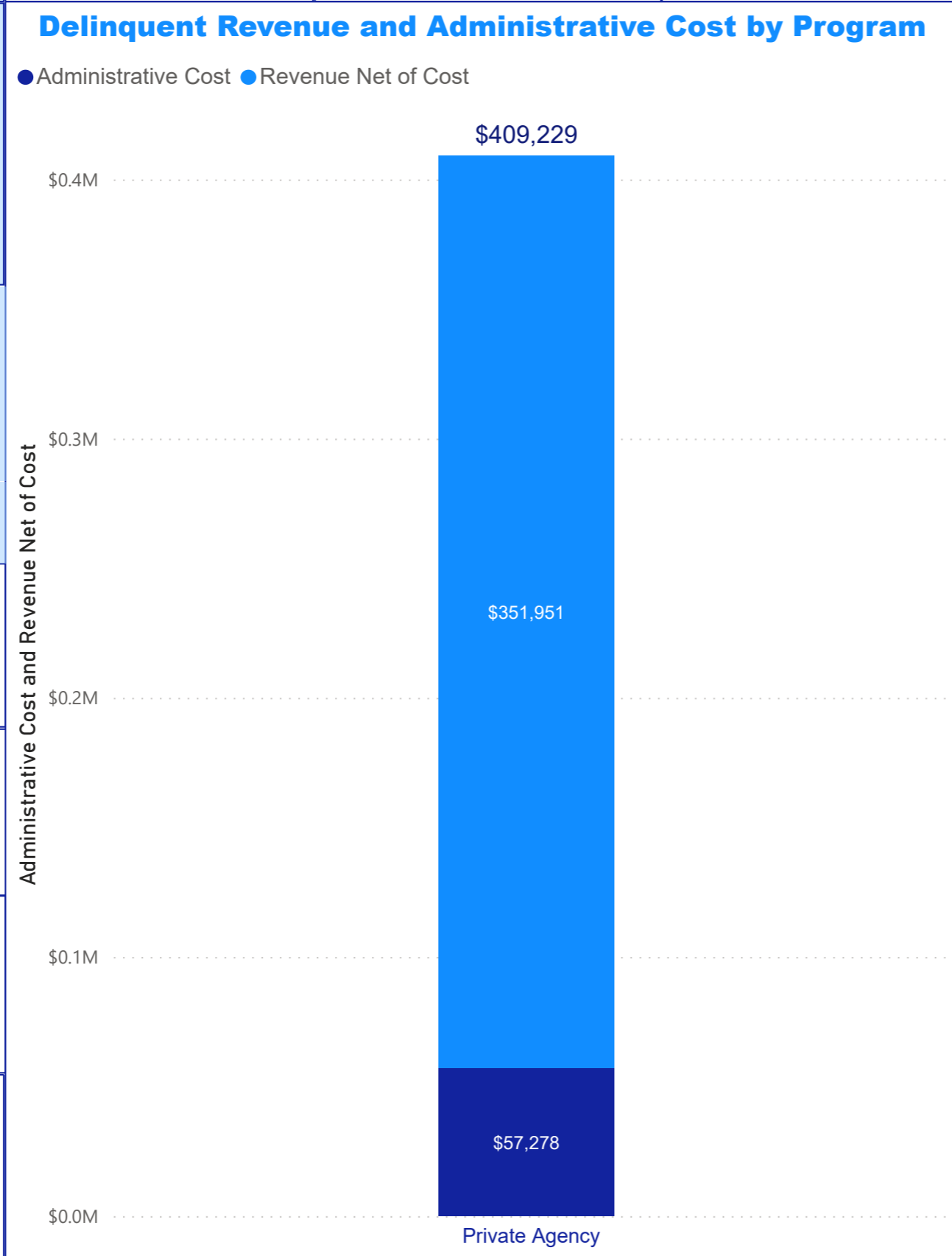
Population	26,949
Judges	2
Commissioners	0.80

Best Practices Engaged	21/25
-------------------------------	-------

Collections Activities Performed	11/16
---	-------

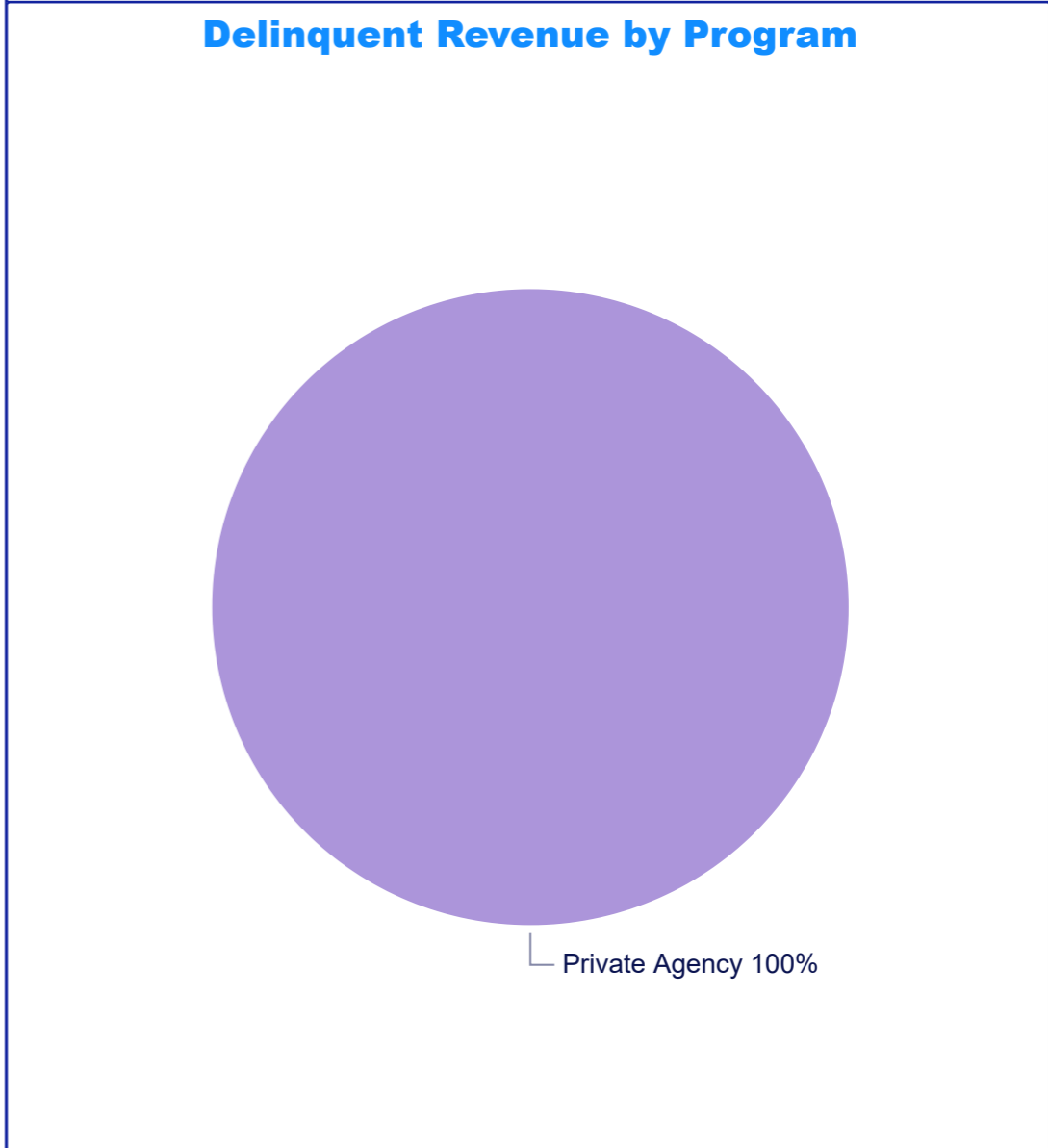
Gross Recovery Rate		
Current	Prior	Combined
5%	2%	2%

Success Rate		
Current	Prior	Combined
5%	1%	2%

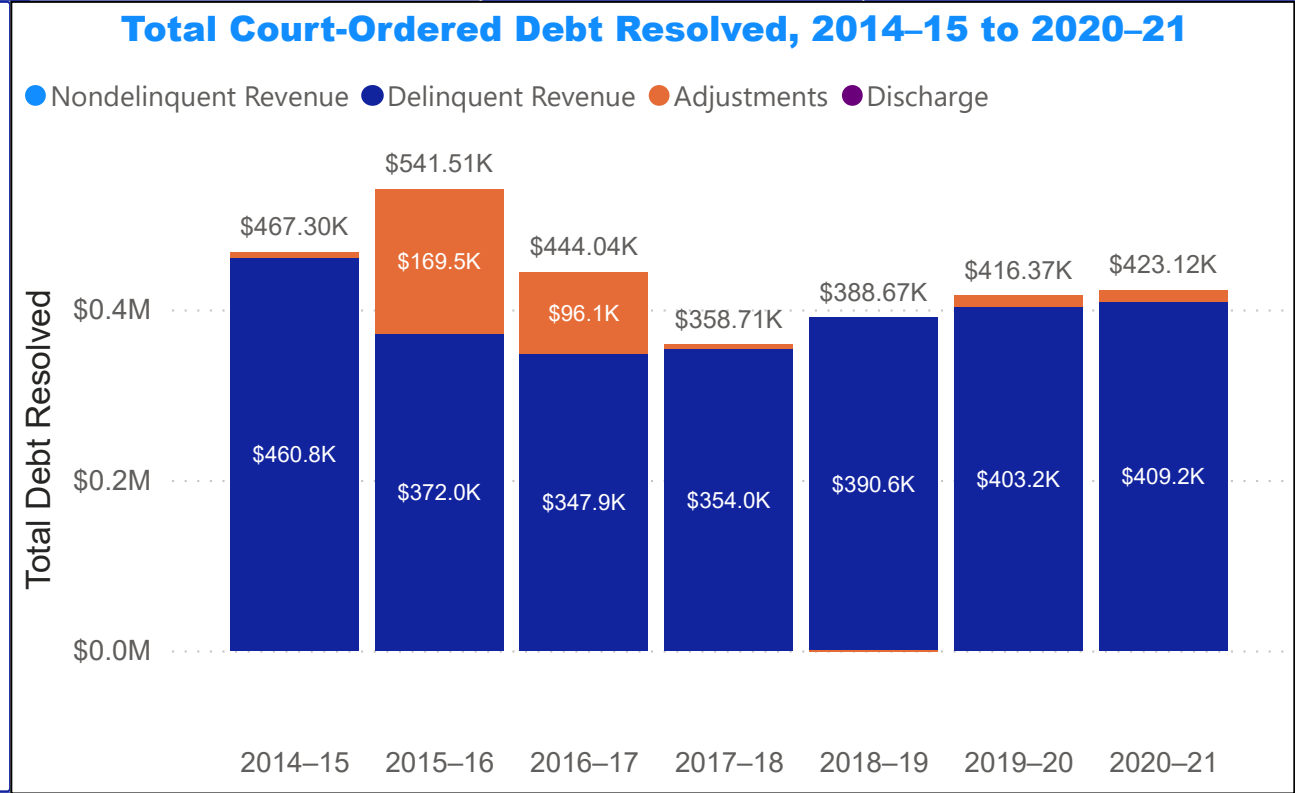
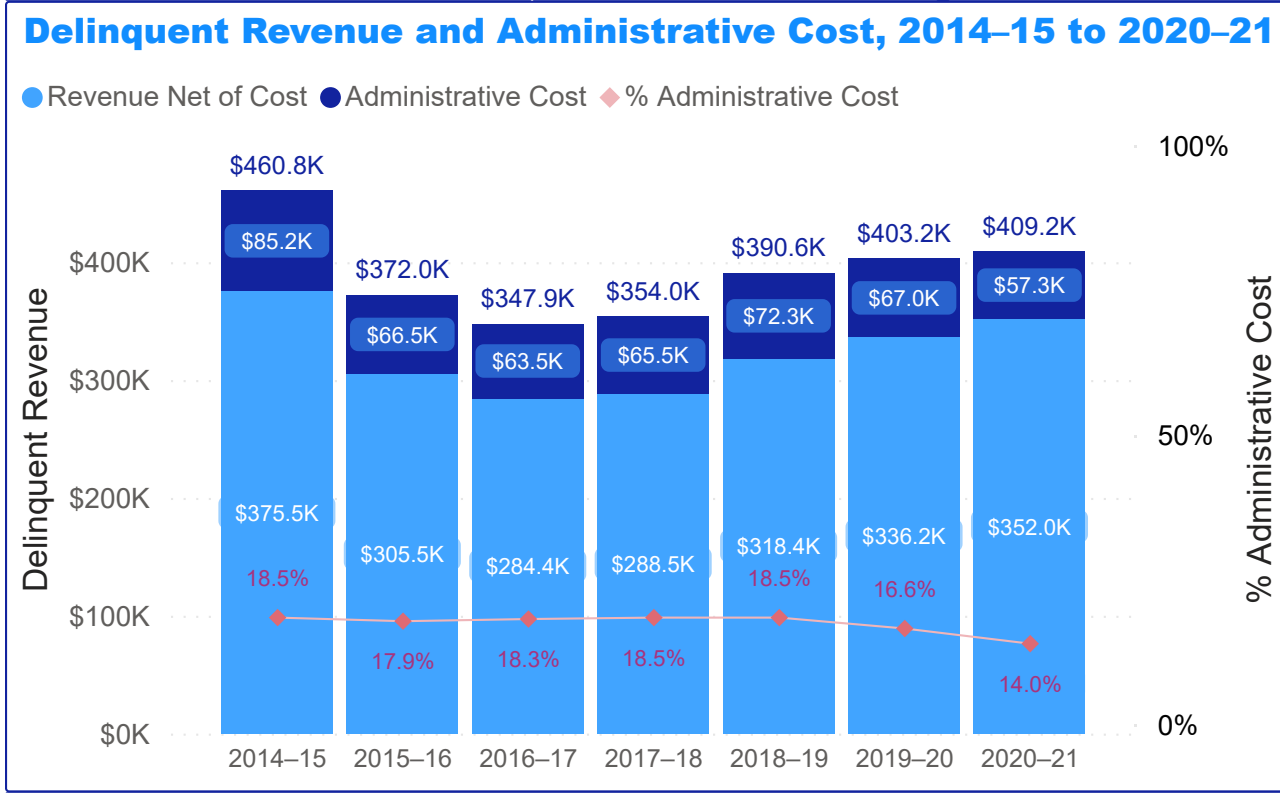


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	-	-	
Private Agency	\$409,229	\$57,278	14.0%
FTB-COD	-	-	
Intrabranh	-	-	
Other	-	-	
Total	\$409,229	\$57,278	14.0%



Court Del Norte	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 22,834	No. of Delinquent Cases With Payments 543
	12%	16%	15%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$125,220	\$284,009	\$17,531	\$39,747	(\$552)	\$14,444	-	-
FTB-COD	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$125,220	\$284,009	\$17,531	\$39,747	(\$552)	\$14,444	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$285,181	323	\$39,914
2 - Written Notice(s)	\$124,048	220	\$17,364
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$409,229	543	\$57,278

El Dorado: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt transitioned from the County of El Dorado to the Superior Court of El Dorado County, effective June 30, 2017, terminating the written memorandum of understanding (MOU) for delinquent collections. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the El Dorado collections program, overall, delinquent collections were minimally lower over 2019–20, from \$2,621,848 to \$2,310,870. The COVID-19 pandemic still impacts court collection activities, as well as debtor ability to pay. Current period nondelinquent collections increased while prior period collections stayed the same. The Franchise Tax Board Court-Ordered Debt program’s collection of delinquent debt had significantly increased in April 2021, but continue to slowly decline. The private agency’s collections increased slightly to \$986,889 from \$656,772 in the prior year. The court has been unable to complete the process to discharge from accountability any uncollectible debt as planned, but expects to implement the process in 2021–22.

Because of systems limitations, the court and private collection agency cannot provide some of the information required by Government Code section 68514, as their systems cannot track the type of collections activities used on each case and each defendant.

The court's private collection agency was able to provide fiscal year collections activities, limited to the number of letters mailed to defendants, and inbound and outbound telephone calls.

The private collection agency and the Franchise Tax Board were able to provide information on value of cases on installment plans and default balance. The court is under contract to replace case management systems for all case types, with improved reporting capabilities. The expected completion date is October 2021.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
El Dorado ▼	\$40,975,277	\$4,156,123	\$2,310,870	\$3,958,778	\$0	\$423,144

2020-21 Collections Individual Program Report

Population
195,362

Judges
8

Commissioners
1.00

Best Practices Engaged
22/25

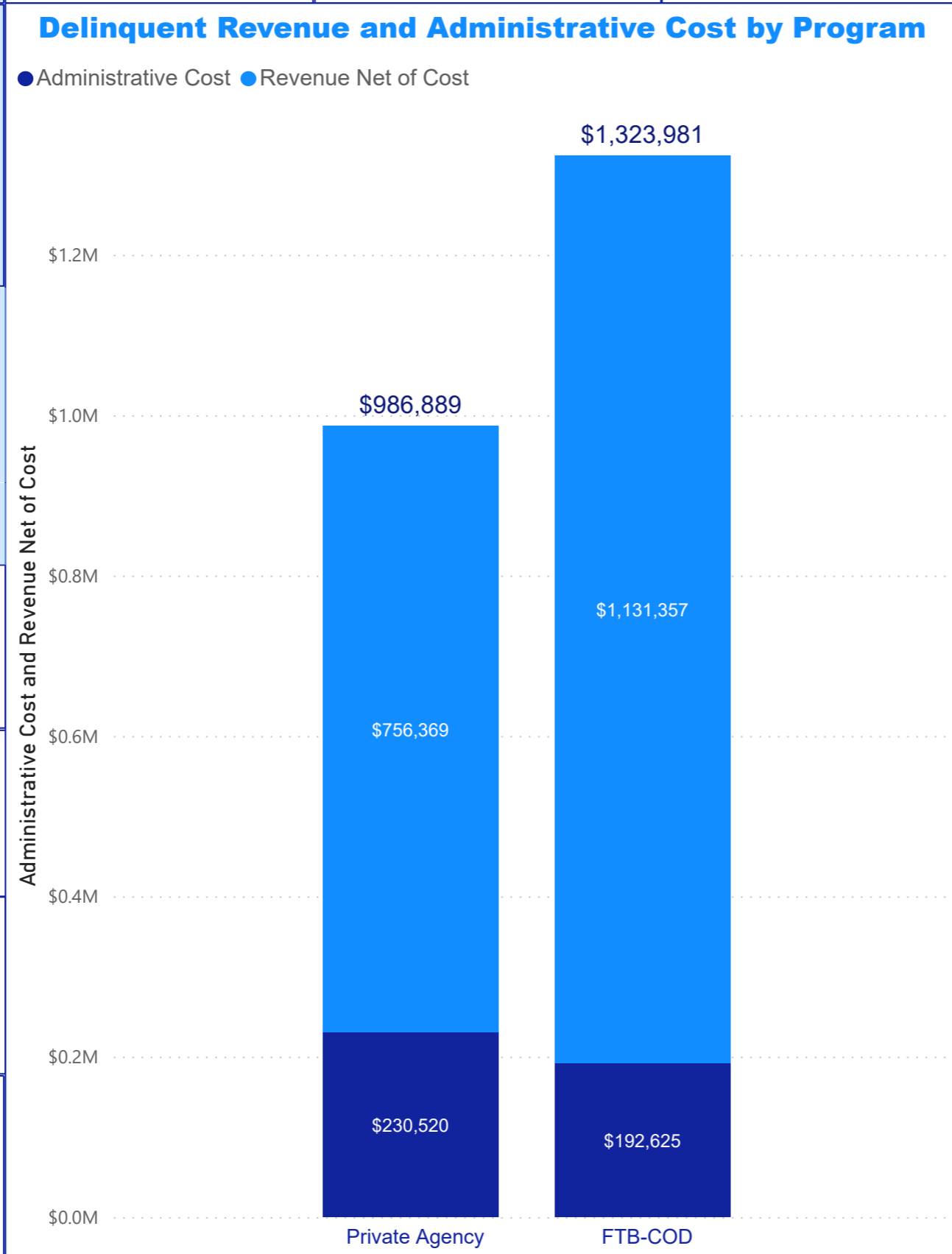
Collections Activities Performed
15/16

Gross Recovery Rate

Current	Prior	Combined
26%	11%	13%

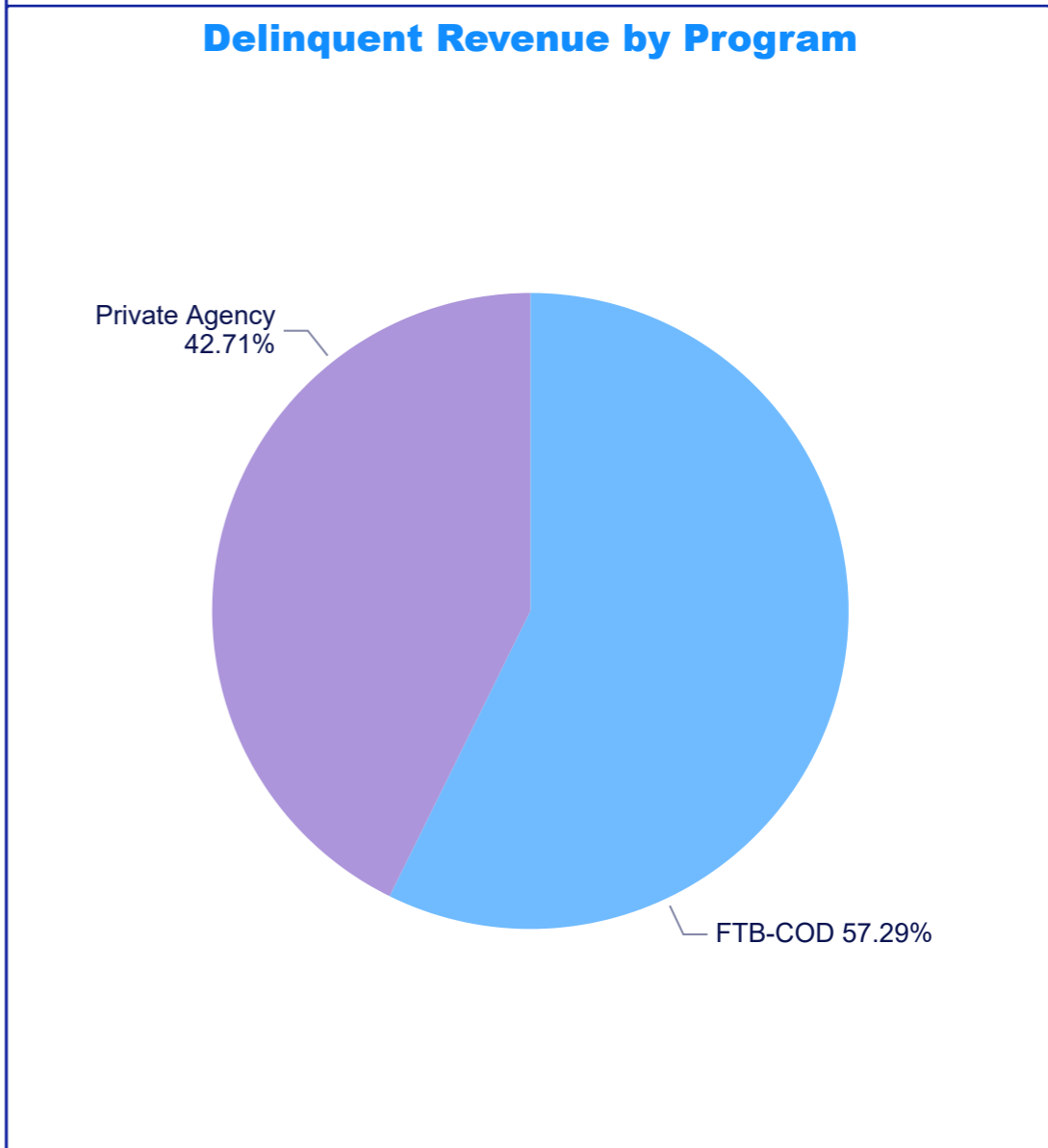
Success Rate

Current	Prior	Combined
25%	2%	5%

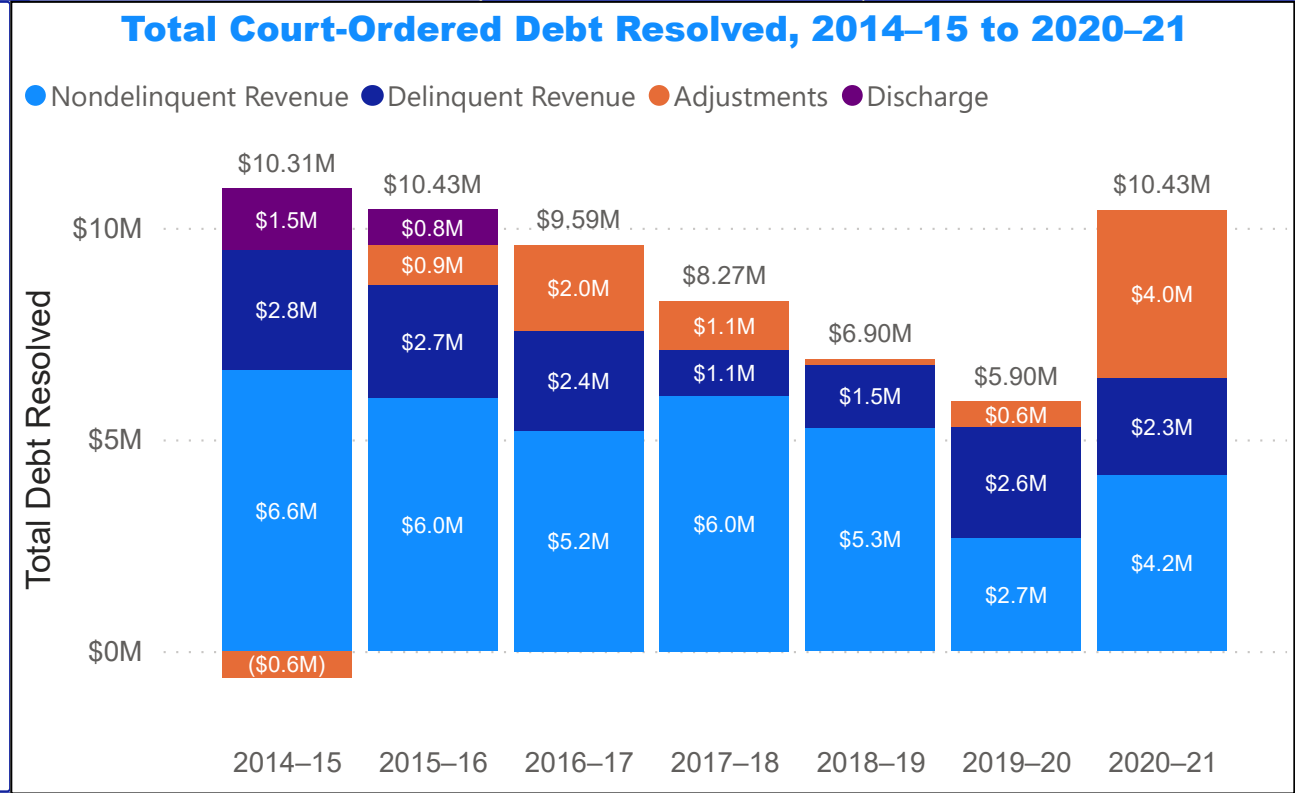
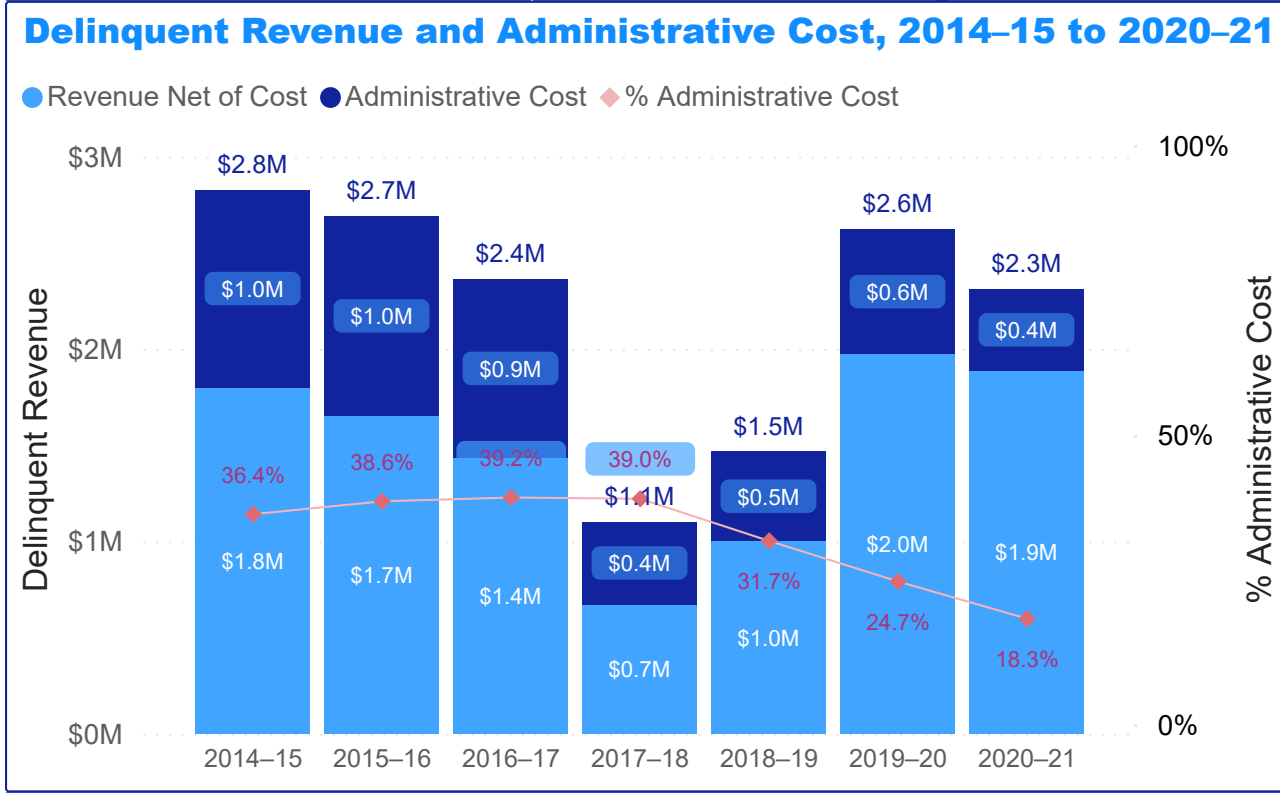


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	-	-	
Private Agency	\$986,889	\$230,520	23.4%
FTB-COD	\$1,323,981	\$192,625	14.5%
Intrabranch	-	-	
Other	-	-	
Total	\$2,310,870	\$423,144	18.3%



Court El Dorado	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 11,237	No. of Delinquent Cases Reported 44,443	No. of Delinquent Cases With Payments 5,438
	Current	Prior	Combined				
	49%	69%	67%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$854,543	\$132,346	\$183,412	\$47,108	\$69,299	\$3,771,878	-	-
FTB-COD	\$899,445	\$424,536	\$18,966	\$173,658	-	\$117,601	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,753,988	\$556,882	\$202,378	\$220,766	\$69,299	\$3,889,479	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,790,009	4,268	-
2 - Written Notice(s)	\$525,921	1,246	-
3 - Lobby/Counter	-	33,495	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,315,930	39,009	-

Fresno: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Fresno County and the County of Fresno. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Fresno collections program, the Gross Recovery Rate is significantly higher than prior year due to the amount of debt discharged from accountability. Both the court and county participated in discharging \$86 million in older uncollectable cases. Also, included in the adjustments are cases with fees and costs applicable to Assembly Bill 1869 in the amount of \$32 million which can no longer be collected by law. Despite the the Franchise Tax Board's suspension of its Interagency Intercept Collections program resulting from the COVID-19 pandemic, the program's private collection agencies continue to make strides in collecting delinquent debt.

At this time, the court and county are still unable to reprogram their systems to gather all required information, but continue to work with their systems vendors to improve reporting.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Fresno ▼	\$419,995,526	\$105,788	\$5,673,790	\$40,327,766	\$86,236,523	\$1,799,917

2020-21 Collections Individual Program Report

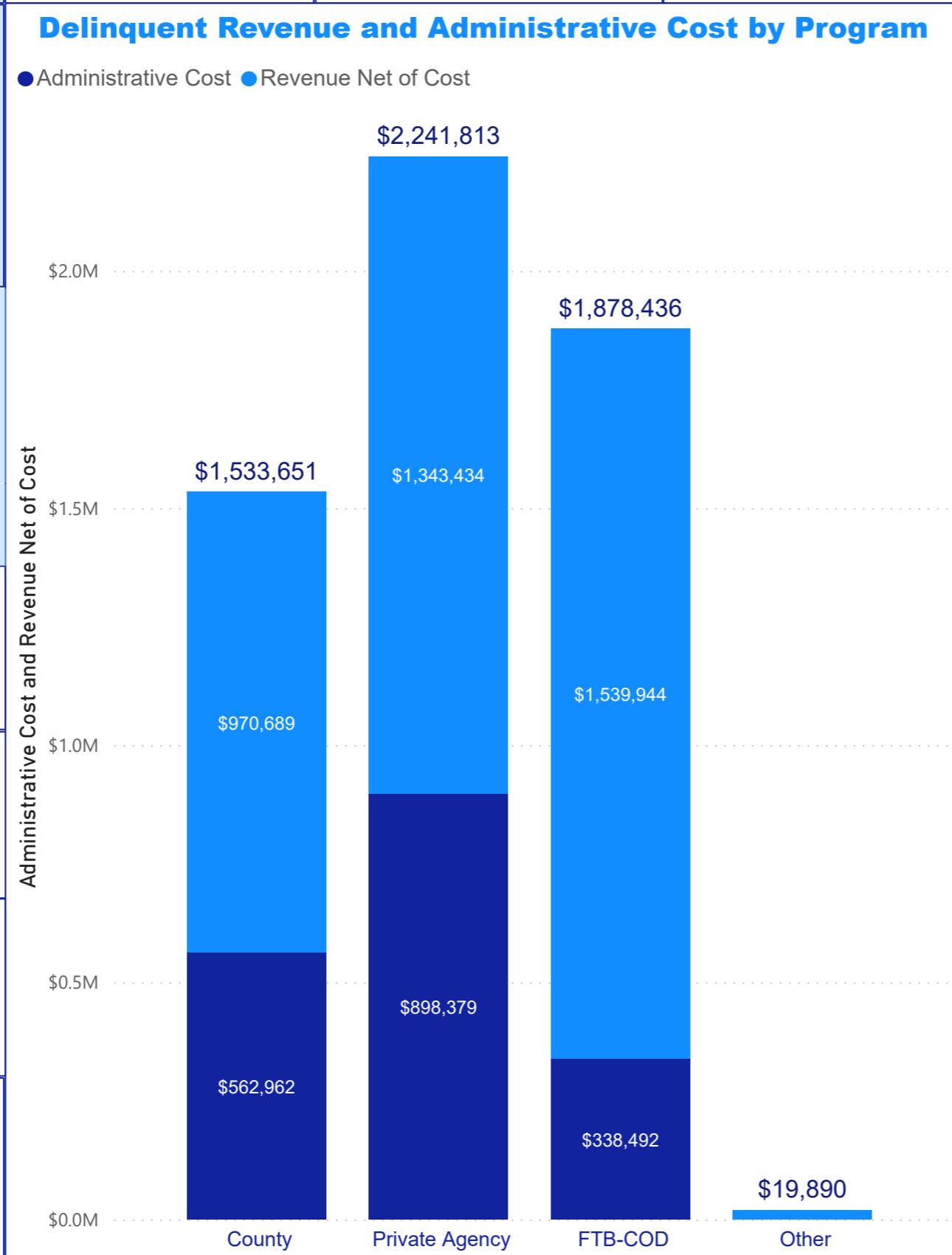
Population
1,026,681
Judges
45
Commissioners
6.00

Best Practices Engaged
25/25

Collections Activities Performed
15/16

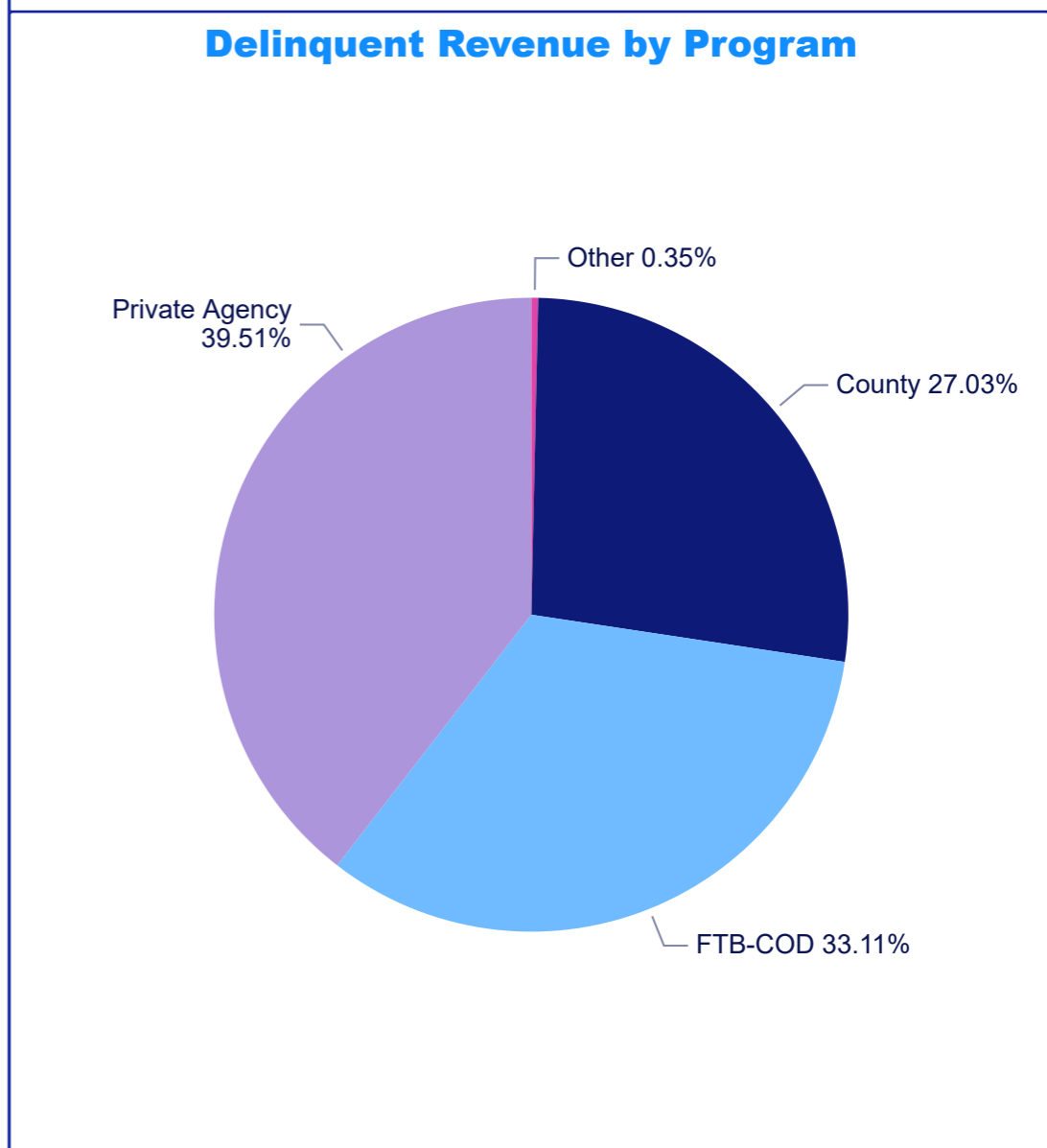
Gross Recovery Rate		
Current	Prior	Combined
3%	25%	24%

Success Rate		
Current	Prior	Combined
3%	1%	1%

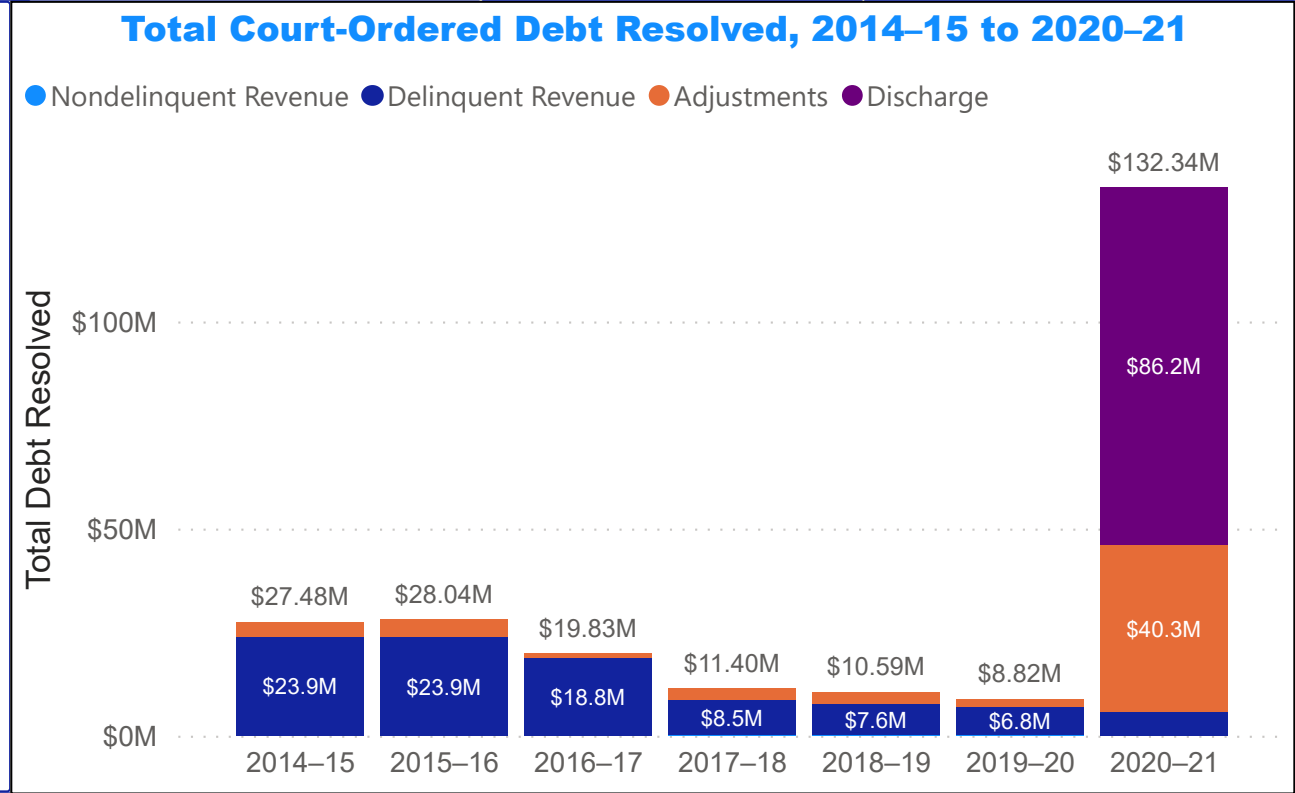
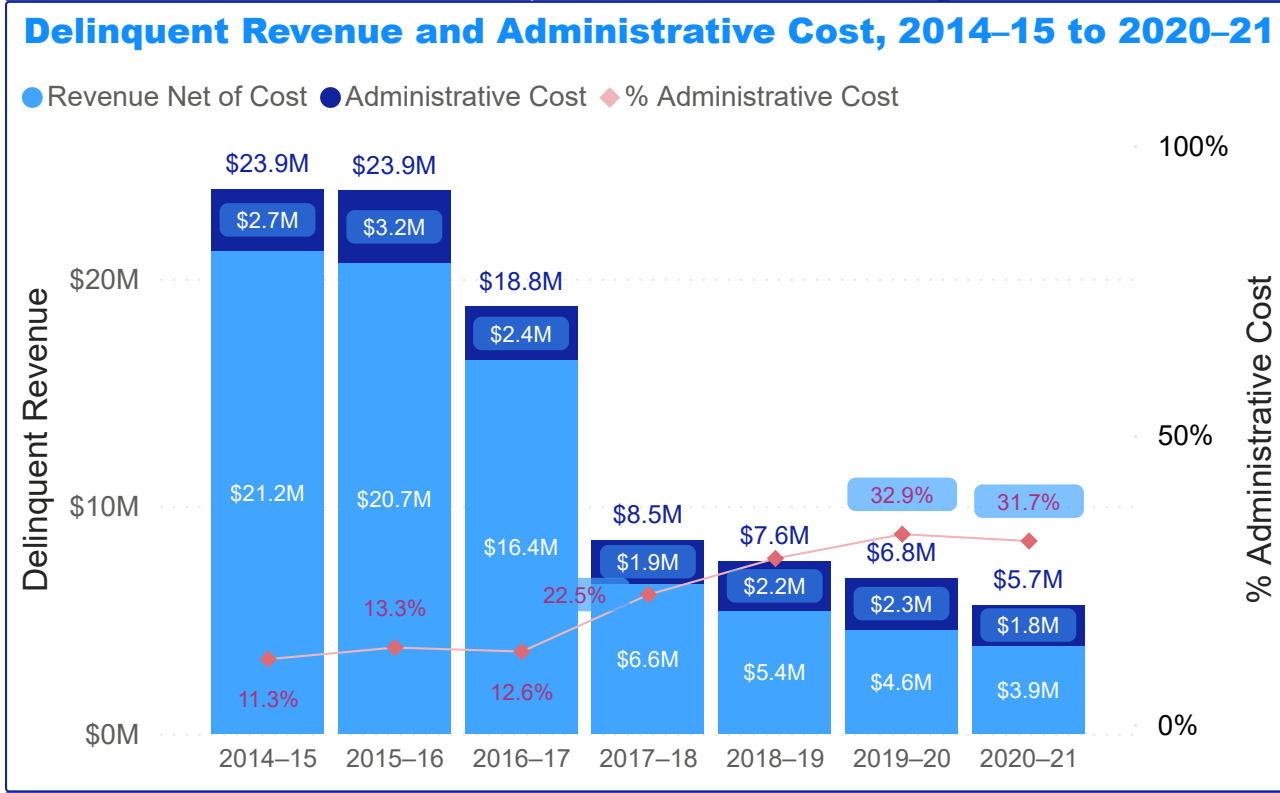


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$1,533,651	\$562,962	36.7%
Private Agency	\$2,241,813	\$898,379	40.1%
FTB-COD	\$1,878,436	\$338,492	18.0%
Intrabranch	-	-	
Other	\$19,890	\$84	0.4%
Total	\$5,673,790	\$1,799,917	31.7%



Court Fresno	Default Rate			No. of People Served 5	No. of Nondelinquent Cases With Payments 832	No. of Delinquent Cases Reported 896,825	No. of Delinquent Cases With Payments 21,525
	Current	Prior	Combined				
	22%	29%	26%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$32,720	\$1,500,931	\$24,328	\$538,634	-	-	-	\$26,222,505
Private Agency	\$1,034,869	\$1,206,944	\$420,528	\$477,851	\$18,552	\$39,890,579	-	\$60,014,018
FTB-COD	-	\$1,878,436	-	\$338,492	-	\$418,635	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$19,890	-	\$84	-	-	-	-	-
Total	\$1,087,479	\$4,586,311	\$444,940	\$1,354,977	\$18,552	\$40,309,214	-	\$86,236,523

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$2,211,096	10,886	\$856,935
2 - Written Notice(s)	\$1,394,374	102,922	\$531,071
3 - Lobby/Counter	\$158,996	19,037	\$58,744
4 - Skip Tracing	\$823	16	\$304
5 - FTB-COD	\$1,878,436	8,705	\$338,492
6 - FTB-IIC	\$17,000	61	\$6,281
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$11,114	134	\$7,369
9 - Wage/Bank Garnishments & Liens	\$1,951	72	\$721
Total	\$5,673,790	141,833	\$1,799,917

Glenn: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Glenn County and the County of Glenn. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Glenn collections program, impacts to the Gross Recovery Rate /Success Rate can be attributed to the COVID-19 pandemic shutdown and associated impacts to case processing, court calendars, and the related collection effort. During 2020–21 the court continued to work with the case management system vendor to address reporting and data integrity through the case management system conversion that occurred in 2019–20. The court also had multiple staffing changes in the collections program leading to transition periods in processing and reporting capabilities. A significant amount of the adjustments were due to Assembly Bill 1869 (\$50,427) leading to higher than normal write-offs due to the legislation. Within the current period the Franchise Tax Board Interagency Intercept Collections (IIC) program suspended operations for a period due to the COVID-19 pandemic.

Blank cells in the report indicate the information requested could not be captured by the case management system. The court continues to work with the case management system vendor and has transitioned to a new case management system support partner (beginning July 2021), to develop and customize the necessary reporting capabilities within the case management system for a complete CRT submission and other reporting needs.

The cost of collections within the FTB’s Court-Ordered Debt program can exceed 15 percent based on costs charged by the intra-branch program. The majority of the variance from the prior reported case volume and balance was reported by the program’s collections partner. In preparation for this annual report, they confirmed that the reports they utilized last year in their system to determine the number of cases and balance were inaccurate. With their updated reporting, the amounts were updated with this annual report to what they have validated.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Glenn ▼	\$93,888,933	Not Available	\$1,252,543	\$171,740	\$0	\$488,978

2020-21 Collections Individual Program Report

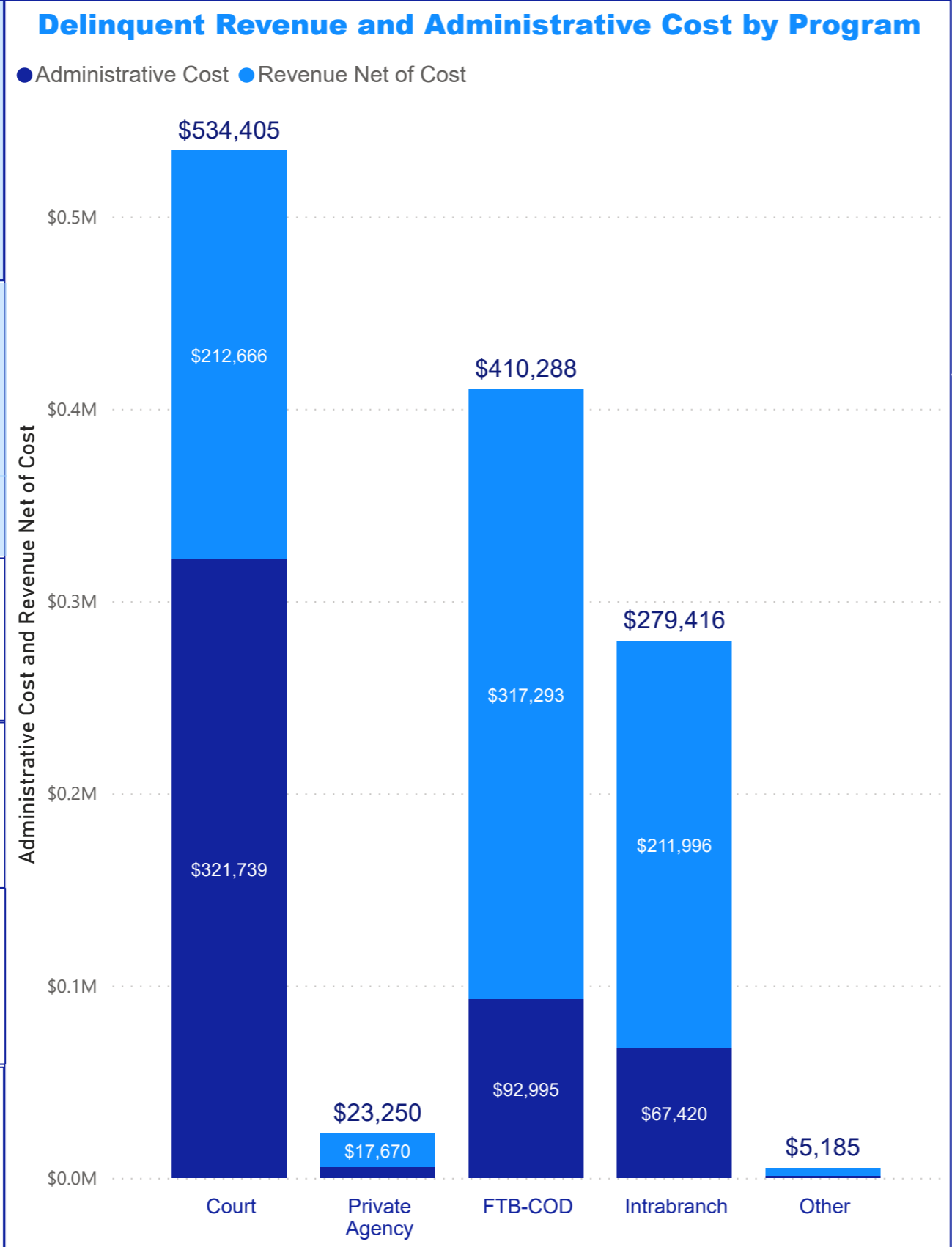
Population	29,679
Judges	2
Commissioners	0.30

Best Practices Engaged	22/25
-------------------------------	-------

Collections Activities Performed	14/16
---	-------

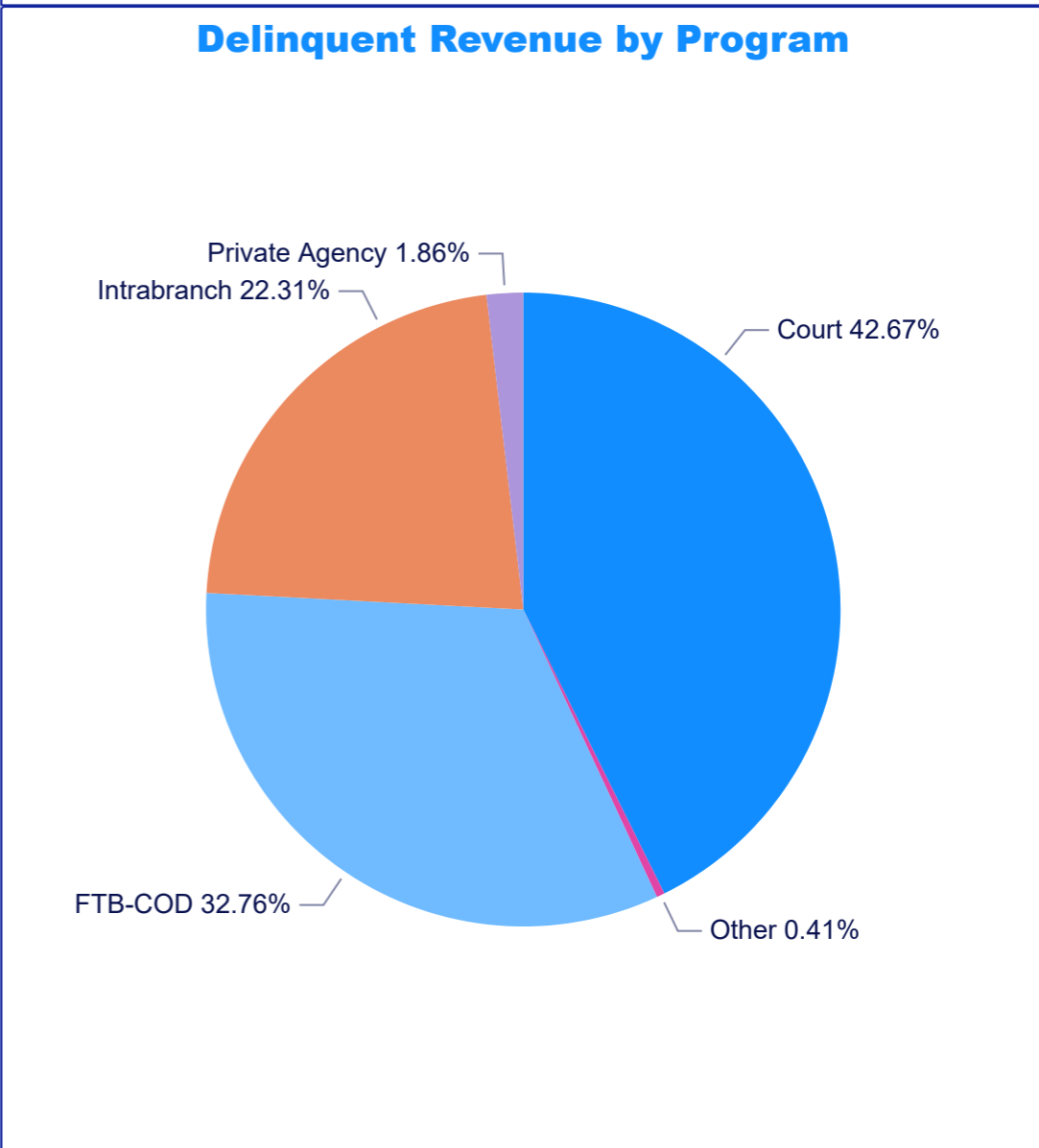
Gross Recovery Rate		
Current	Prior	Combined
2%	1%	1%

Success Rate		
Current	Prior	Combined
1%	1%	1%

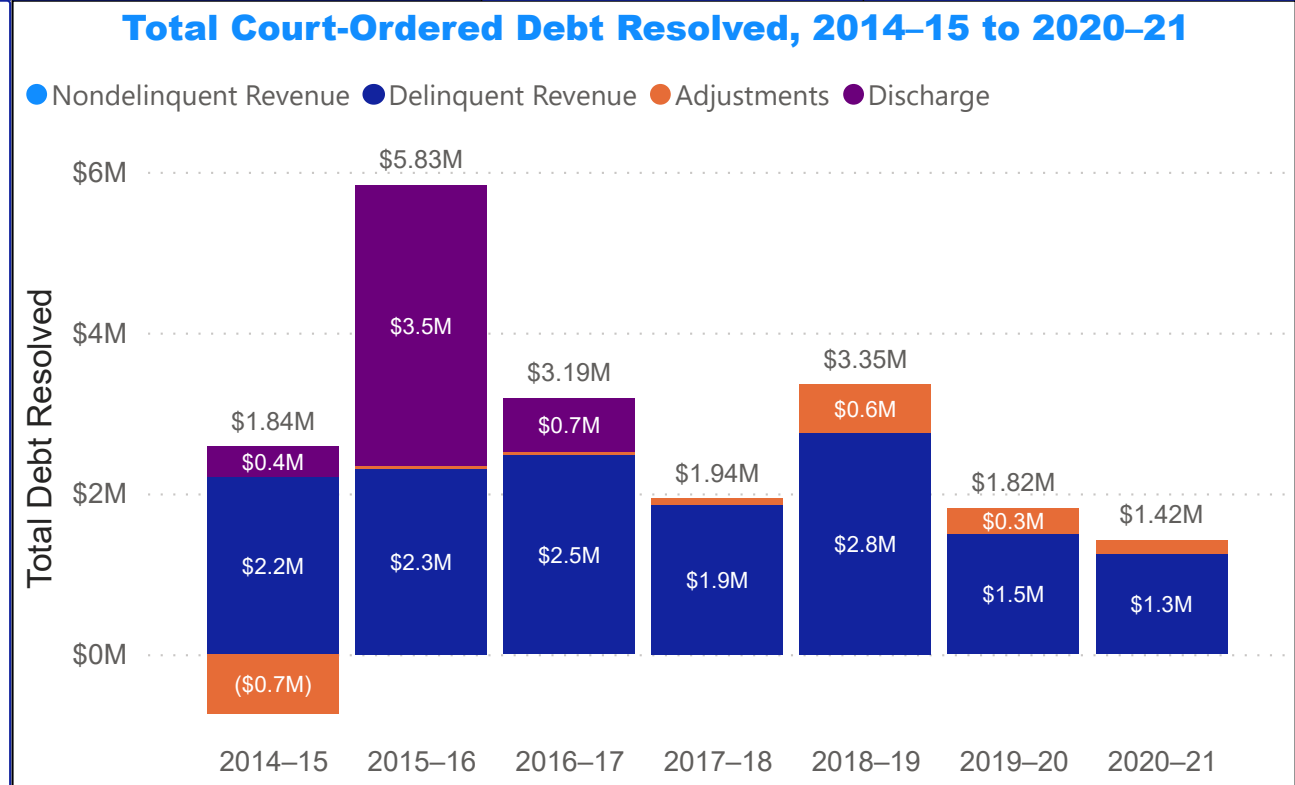
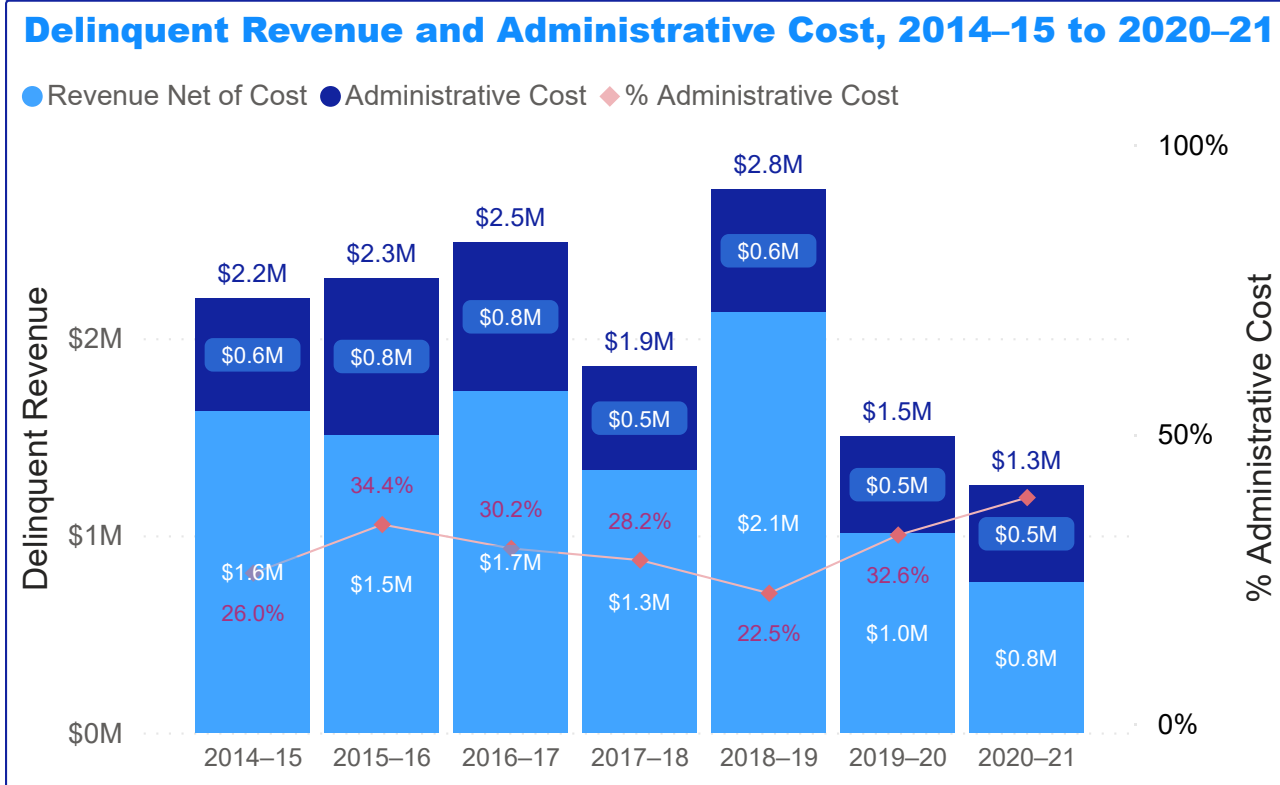


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$534,405	\$321,739	60.2%
County	-	-	-
Private Agency	\$23,250	\$5,580	24.0%
FTB-COD	\$410,288	\$92,995	22.7%
Intrabranh	\$279,416	\$67,420	24.1%
Other	\$5,185	\$1,244	24.0%
Total	\$1,252,543	\$488,978	39.0%



Court Glenn	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 86,223	No. of Delinquent Cases With Payments 2,473
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$52,456	\$481,949	\$31,581	\$290,158	\$1,885	\$19,127	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$105	\$23,145	\$25	\$5,555	-	-	-	-
FTB-COD	\$3,295	\$406,993	\$791	\$92,204	-	-	-	-
Intrabranh	\$35,825	\$243,591	\$8,958	\$58,462	\$121,313	\$29,415	-	-
Other	\$0	\$5,185	-	\$1,244	-	-	-	-
Total	\$91,681	\$1,160,862	\$41,355	\$447,623	\$123,198	\$48,542	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$279,416	2,831	\$67,420
2 - Written Notice(s)	-	6,264	-
3 - Lobby/Counter	\$534,405	-	\$321,739
4 - Skip Tracing	-	3,800	-
5 - FTB-COD	\$410,288	1,141	\$92,995
6 - FTB-IIC	\$5,185	6,089	\$1,244
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$23,250	1,363	\$5,580
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,252,543	21,488	\$488,978

Humboldt: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Humboldt County and the County of Humboldt. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Humboldt collections program, the county gross revenue collection totals and rates decreased overall due to:

- The impact of the COVID-19 pandemic limited employment and available resources from individuals, restricted the Franchise Tax Board's Interagency Intercept Collection program collection, and caused additional considerations for reduced payment plans and grace periods.
- April 1, 2019 law changes continue to negatively impact collections.
- As of October 17, 2019, the Humboldt County Superior Court ceased referrals of all misdemeanor court fines dramatically decreasing the number of newly referred cases.
- Assembly Bill 1869 compliance eliminated approximately \$2 million in active collectible debt and will further reduce the value of new referrals.

The county is unable to accurately report all the data information related to collections activity as the case management system does not have the ability to collect this data. Similarly, the county is unable to complete all sections of the annual financial report because of system limitations. Differences in reporting practices among collection programs also affected the ability to report complete information in a timely fashion. Errors were noted in last year's report which were corrected this year, leading to differences between last year's ending balance and this year's beginning balance. The program is developing a protocol to minimize these issues in future reporting periods.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Humboldt ▼	\$37,321,798	\$2,173,002	\$2,232,419	\$451,960	\$10,456,093	\$496,083

2020-21 Collections Individual Program Report

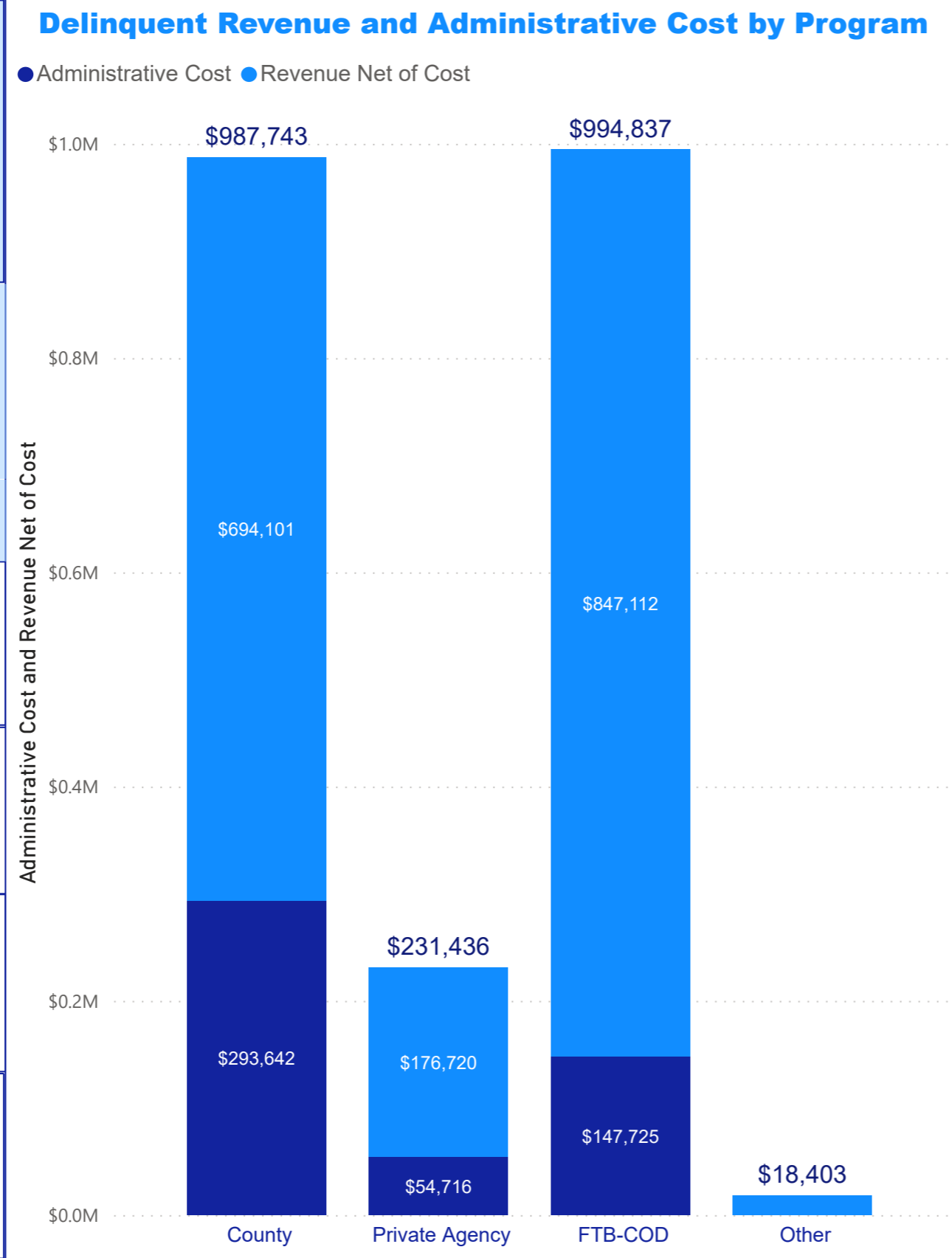
Population	130,851
Judges	7
Commissioners	1.00

Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	15/16
---	-------

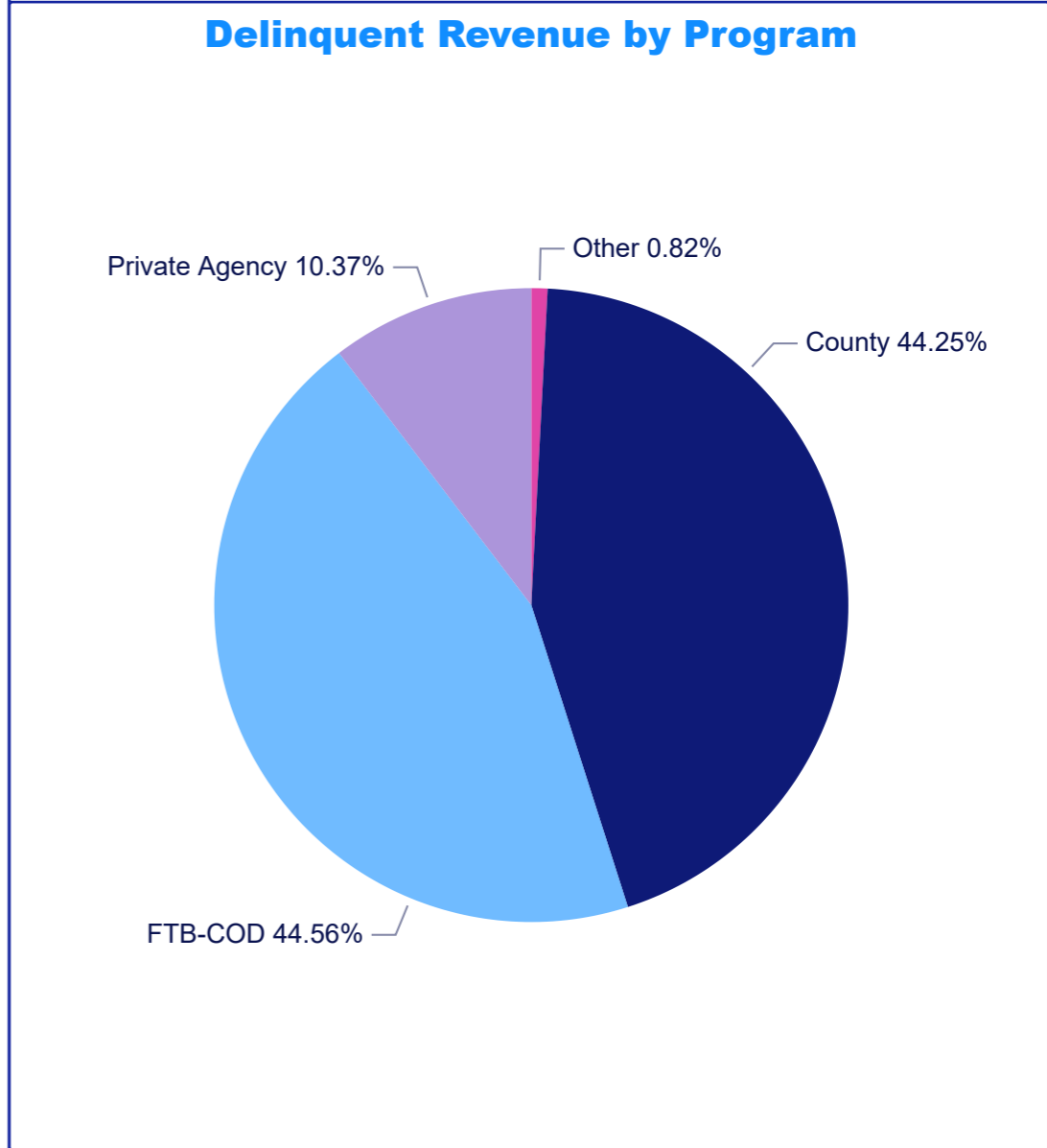
Gross Recovery Rate		
Current	Prior	Combined
7%	28%	26%

Success Rate		
Current	Prior	Combined
7%	5%	6%

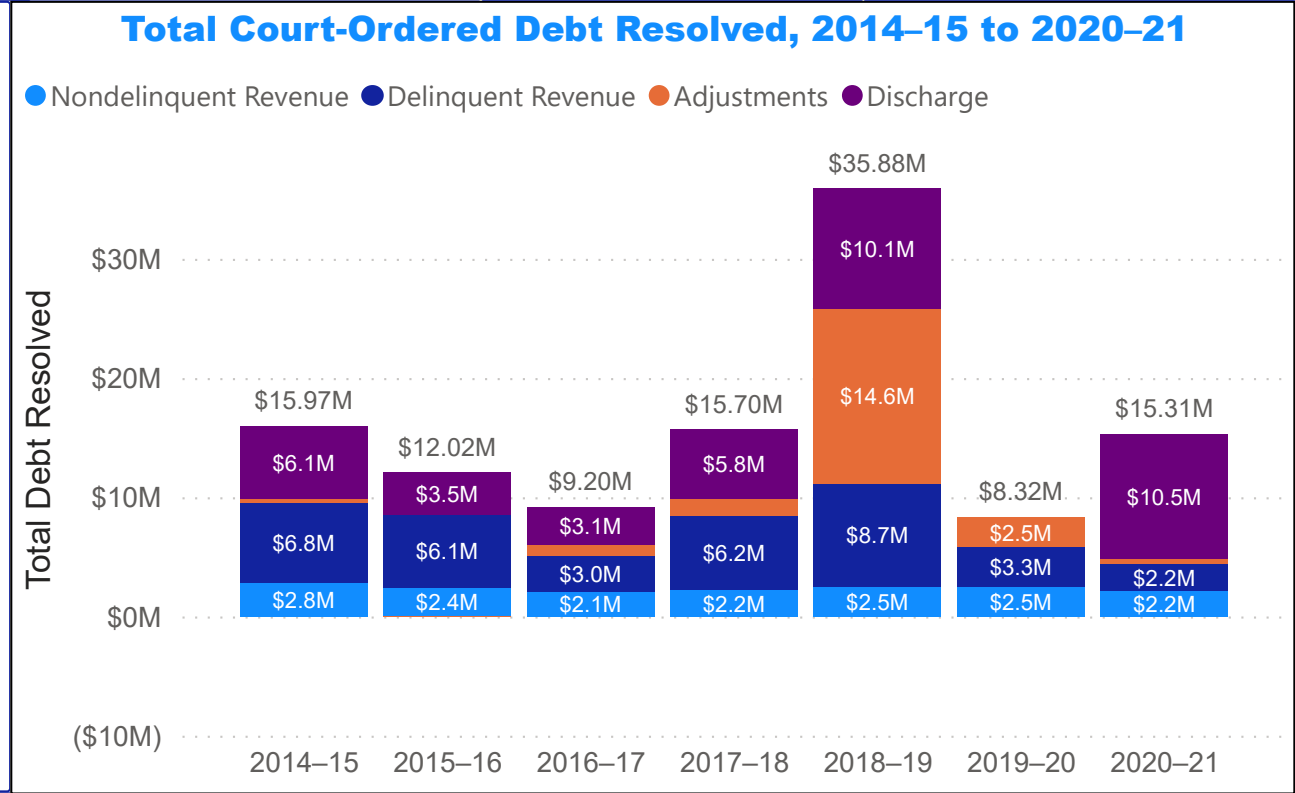
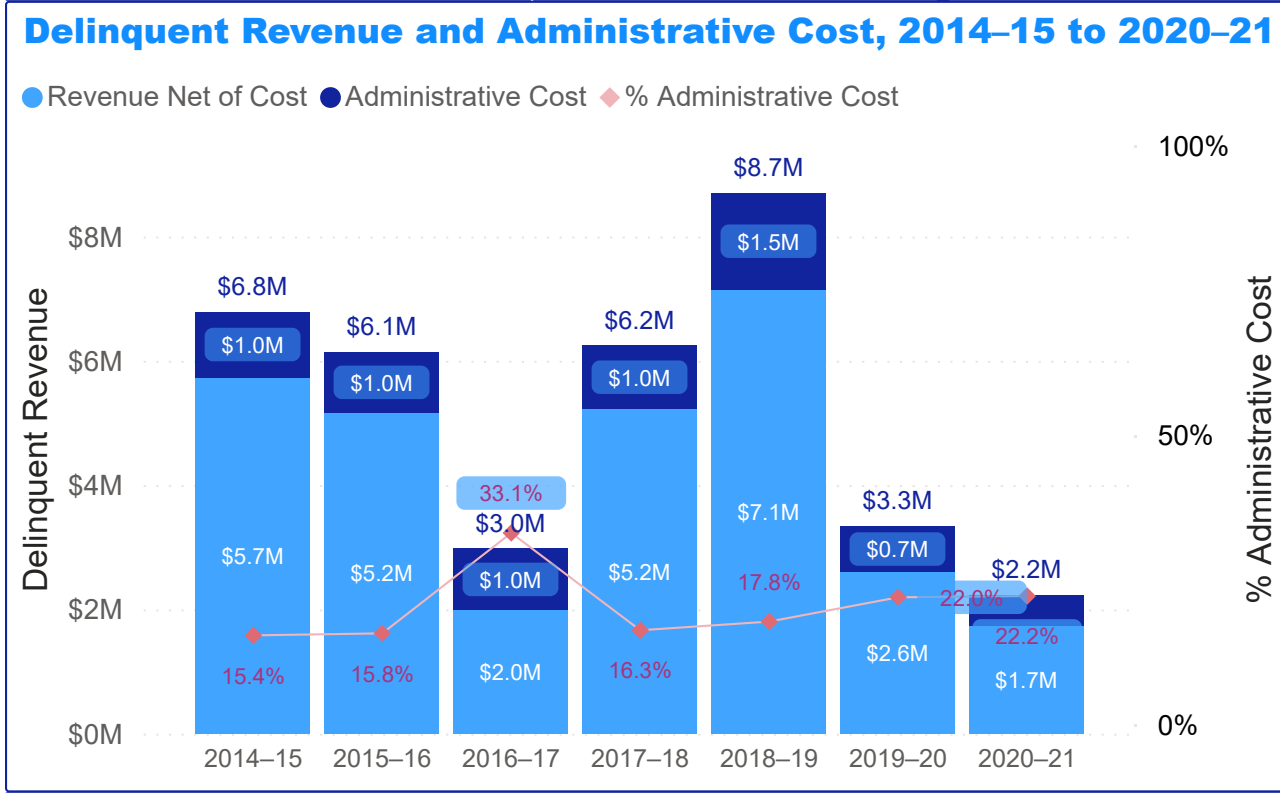


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	\$987,743	\$293,642	29.7%
Private Agency	\$231,436	\$54,716	23.6%
FTB-COD	\$994,837	\$147,725	14.8%
Intrabranh	-	-	-
Other	\$18,403	-	-
Total	\$2,232,419	\$496,083	22.2%



Court Humboldt	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 6,253	No. of Delinquent Cases Reported 45,145	No. of Delinquent Cases With Payments 5,474
	4%	18%	17%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$57,931	\$929,812	\$17,325	\$276,317	\$50	\$426,929	\$3,219	\$10,452,874
Private Agency	\$57,329	\$174,107	\$8,542	\$46,174	\$24,981	-	-	-
FTB-COD	\$299,829	\$695,008	\$44,974	\$102,751	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	\$18,403	-	-	-	-	-	-
Total	\$415,089	\$1,817,330	\$70,841	\$425,242	\$25,031	\$426,929	\$3,219	\$10,452,874

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,147,113	-	\$44,854
6 - FTB-IIC	\$21,908	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$238,399	-	\$8,542
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,407,420	-	\$53,396

Imperial: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Imperial County and the County of Imperial. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Imperial collections program, the department's efficiencies continue to improve by providing staff training, incorporating new tools to the process, and better communication with external agencies. The program planned to start a process for handling the discharge of uncollectible court-ordered debt. However, as a result of the COVID-19 pandemic they were unable to make any changes to the system during the reporting period.

The court continues to experience significant challenges with transferring information to the new case management system; limited access to old software prevents the creation of specific reports. The court's priority is to keep improving their case management system (Ecourts) to generate all specific information required for this report. The program completed the reporting template to the extent possible, within the limits of the case management system and the availability of data.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Imperial ▼	\$71,884,030	\$6,593,505	\$3,609,446	\$145,201	\$0	\$940,064

2020-21 Collections Individual Program Report

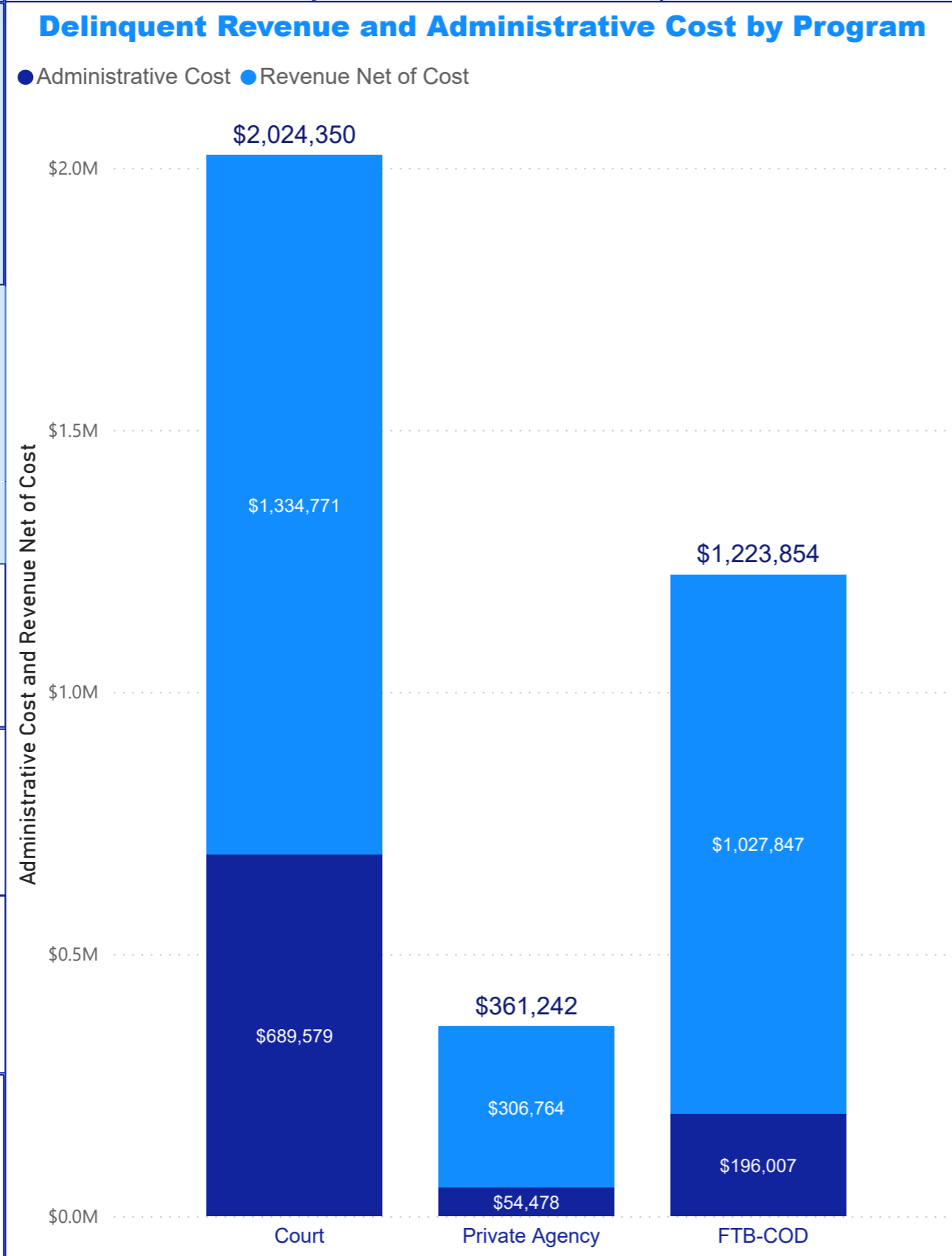
Population	186,034
Judges	10
Commissioners	1.30

Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	15/16
---	-------

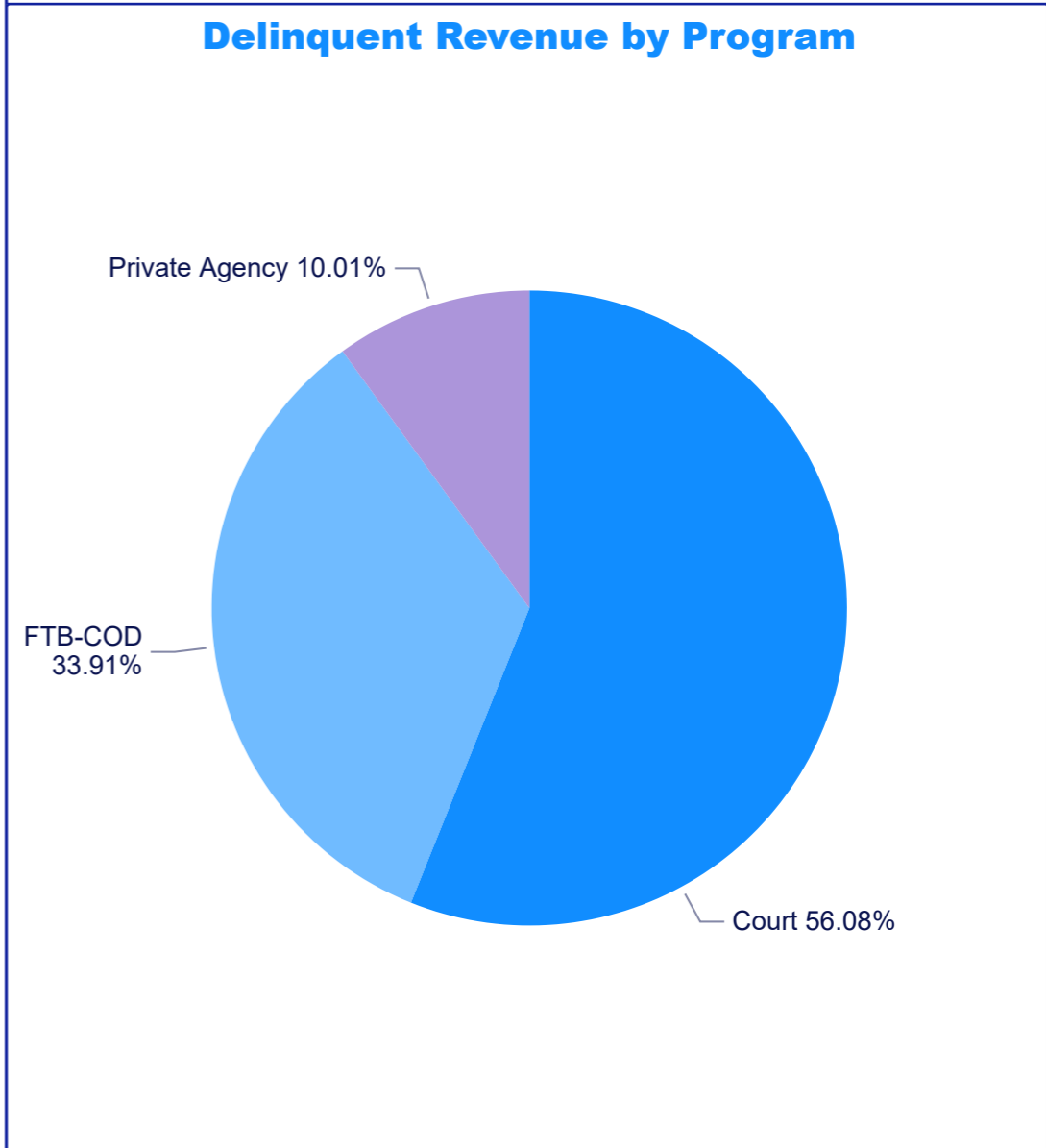
Gross Recovery Rate		
Current	Prior	Combined
15%	4%	5%

Success Rate		
Current	Prior	Combined
14%	4%	5%

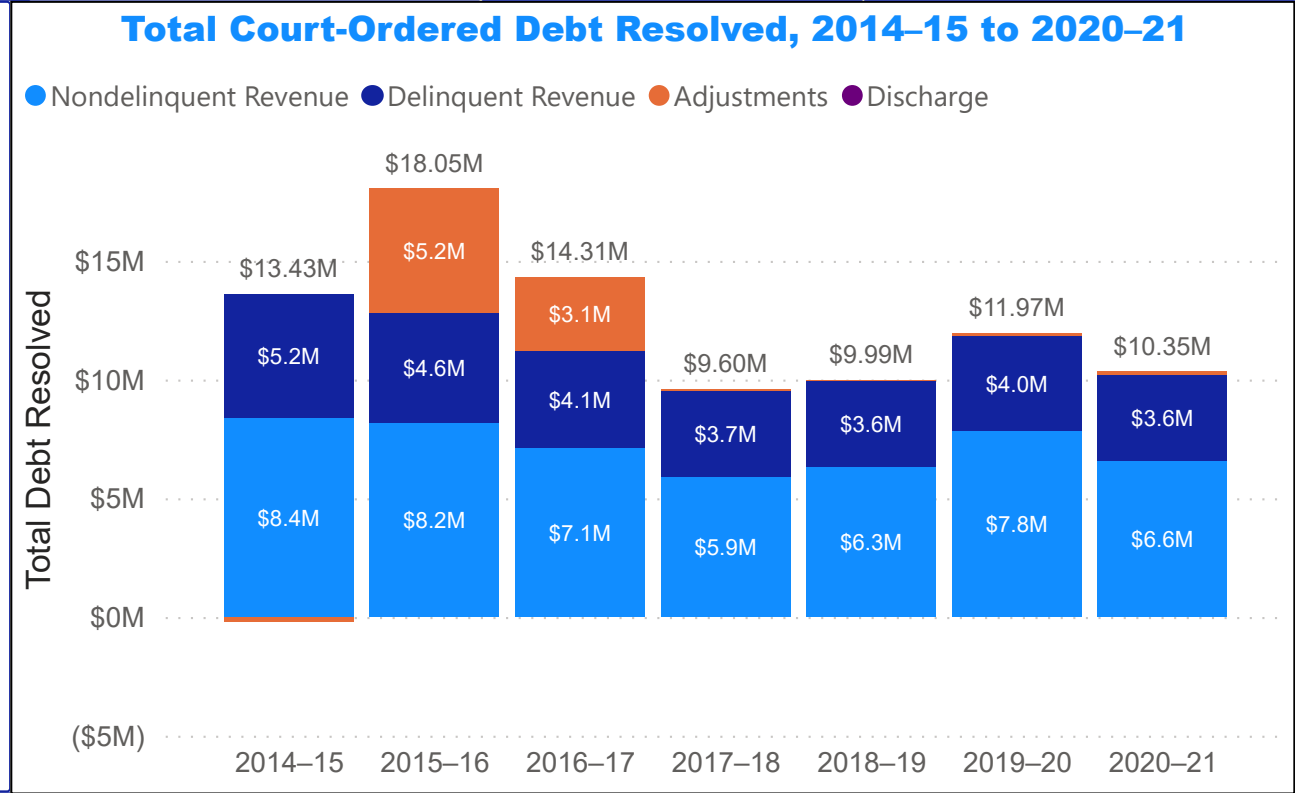
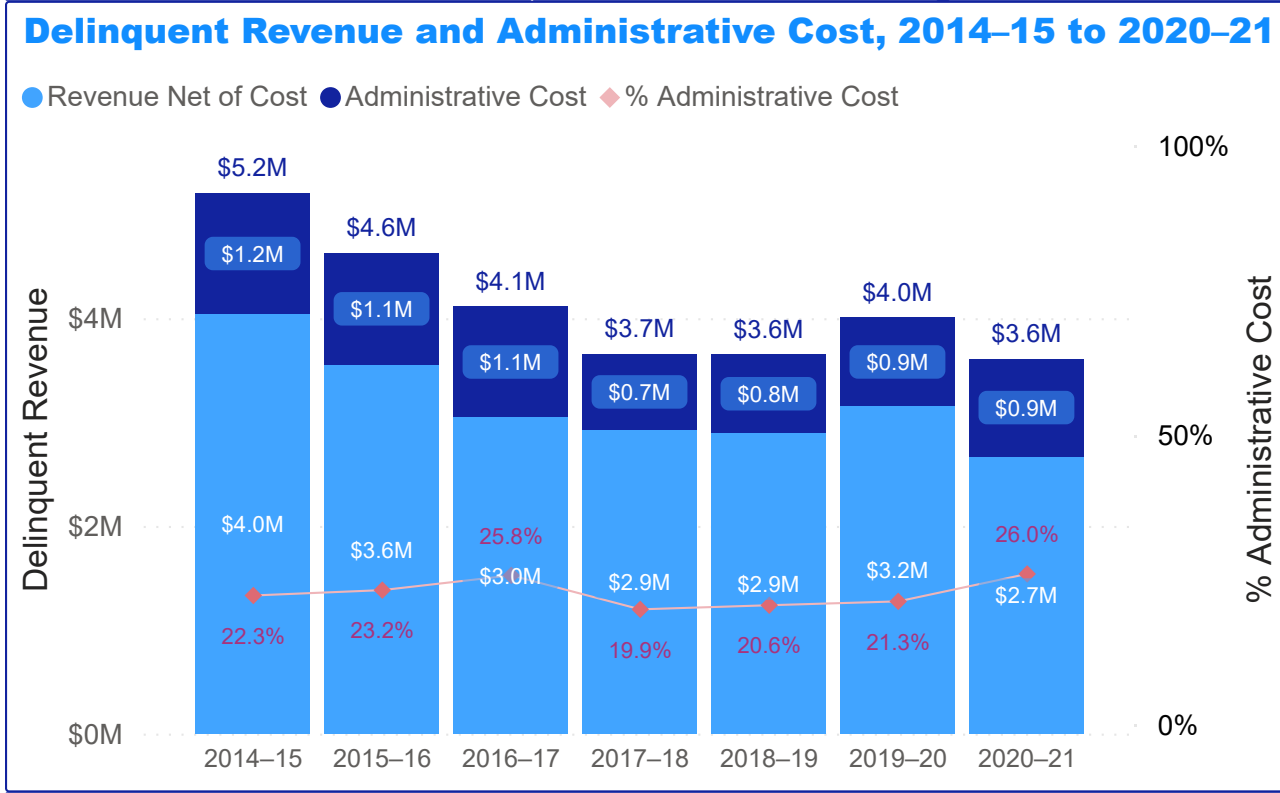


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$2,024,350	\$689,579	34.1%
County	-	-	-
Private Agency	\$361,242	\$54,478	15.1%
FTB-COD	\$1,223,854	\$196,007	16.0%
Intrabranh	-	-	-
Other	-	-	-
Total	\$3,609,446	\$940,064	26.0%



Court Imperial	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 35,279	No. of Delinquent Cases Reported 91,531	No. of Delinquent Cases With Payments 16,116
	6%	10%	9%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$722,709	\$1,301,641	\$246,185	\$443,394	\$21,876	\$39,401	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$94,385	\$266,857	\$14,113	\$40,365	\$7,927	\$75,997	-	-
FTB-COD	\$436,926	\$786,929	\$69,976	\$126,031	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,254,020	\$2,355,427	\$330,274	\$609,789	\$29,803	\$115,398	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$132,356	325	\$19,853
2 - Written Notice(s)	\$222,047	554	\$32,253
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,223,855	11,691	\$196,007
6 - FTB-IIC	\$6,839	28	\$1,026
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$361,242	-	\$54,478
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,946,339	12,598	\$303,617

Inyo: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Inyo County and the County of Inyo. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Inyo collections program, the current period collection rates increased slightly from the prior year. The program has caught up on the processing of collections cases, put on pause at the end of the prior year resulting from the COVID-19 pandemic. However, they are still experiencing an increase in the number of applicants seeking hardship relief and extensions. With changes to the Presiding Judge, more debt is being forgiven and less extensions granted. As the COVID-19 pandemic situation continues to improve, the program anticipates less debt forgiveness and increased debt collections.

Due to extensive case management system program reporting completed within 2019–2020, the program was able to extract the necessary data to complete certain sections of the Collections Reporting Template. The program continues to work with the private collections agency to accurately track and report data as needed. Also, they continue to manually track and report data from the Franchise Tax Board Court-Ordered Debt program (FTB-COD) as they are unable to provide the required information for this report.

While the program is able to obtain all the required data, it is an extensive and time consuming process for the limited number of staff. The private collection agency submits cases to FTB-COD and Interagency Intercept Collections (IIC) programs as part of collection efforts on the program's behalf.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Inyo ▼	\$10,207,517	\$2,239,386	\$623,521	\$78,225	\$1,247,589	\$127,293

2020-21 Collections Individual Program Report

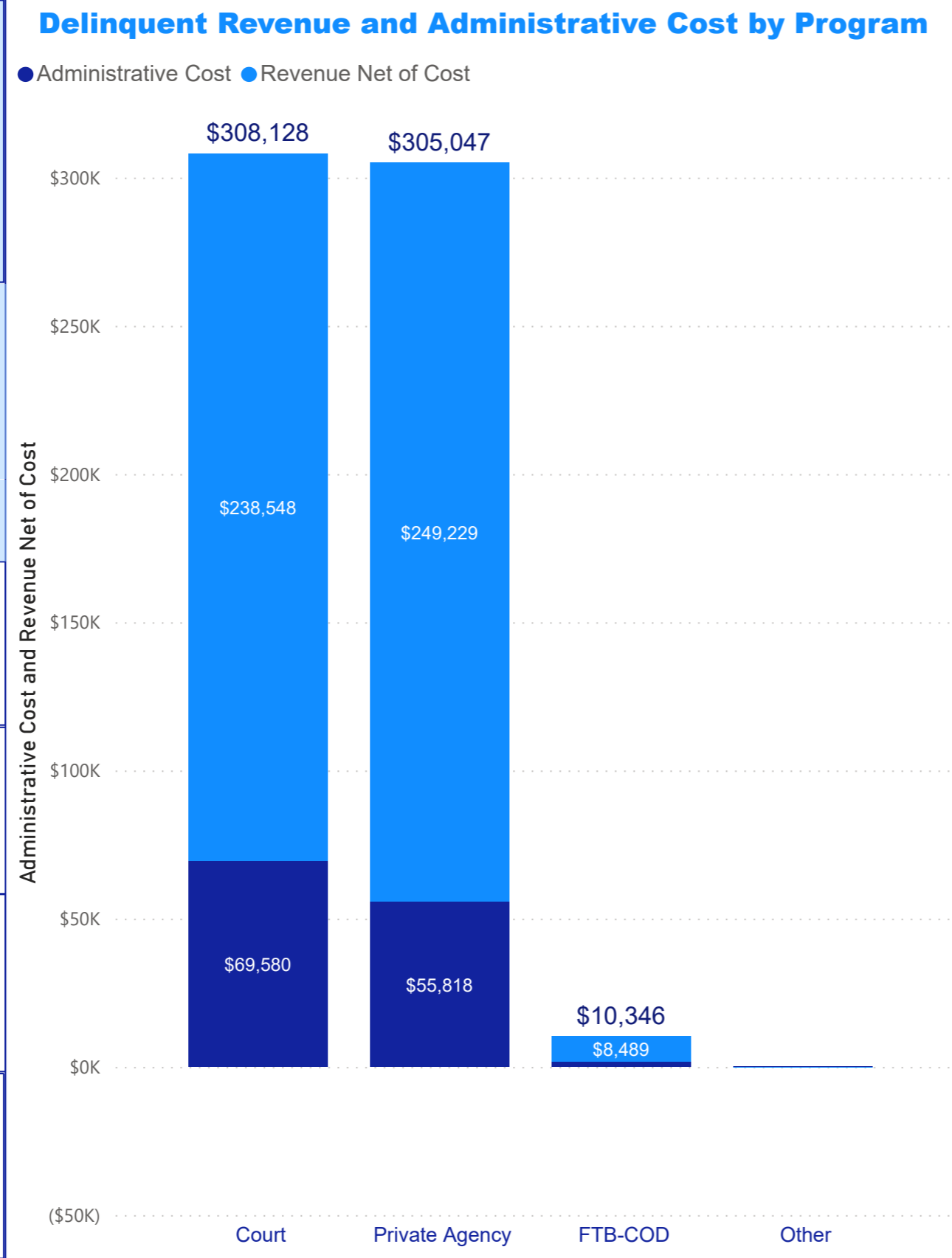
Population	18,563
Judges	2
Commissioners	0.30

Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	15/16
---	-------

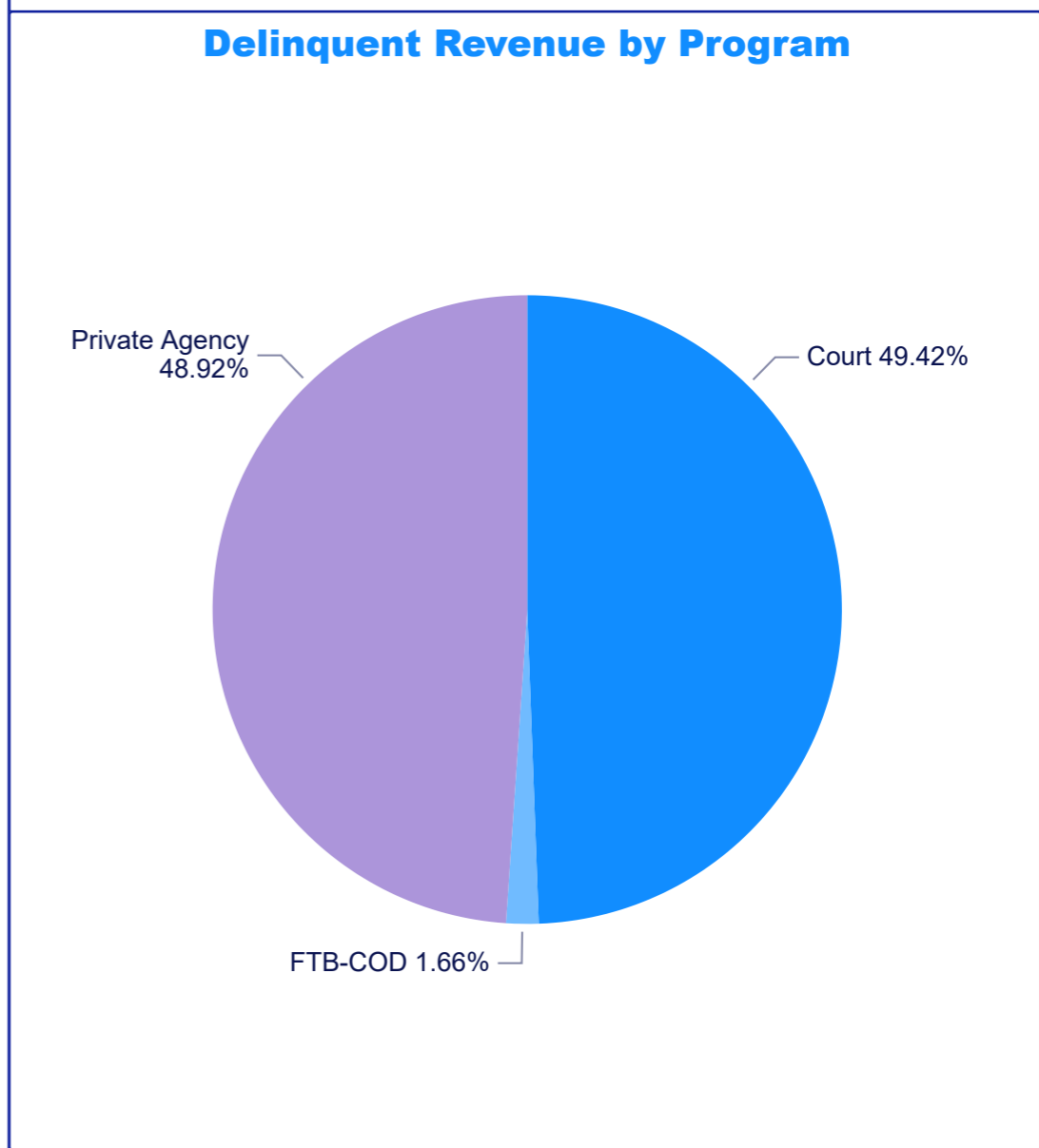
Gross Recovery Rate	Current	Prior	Combined
	9%	18%	16%

Success Rate	Current	Prior	Combined
	8%	5%	6%

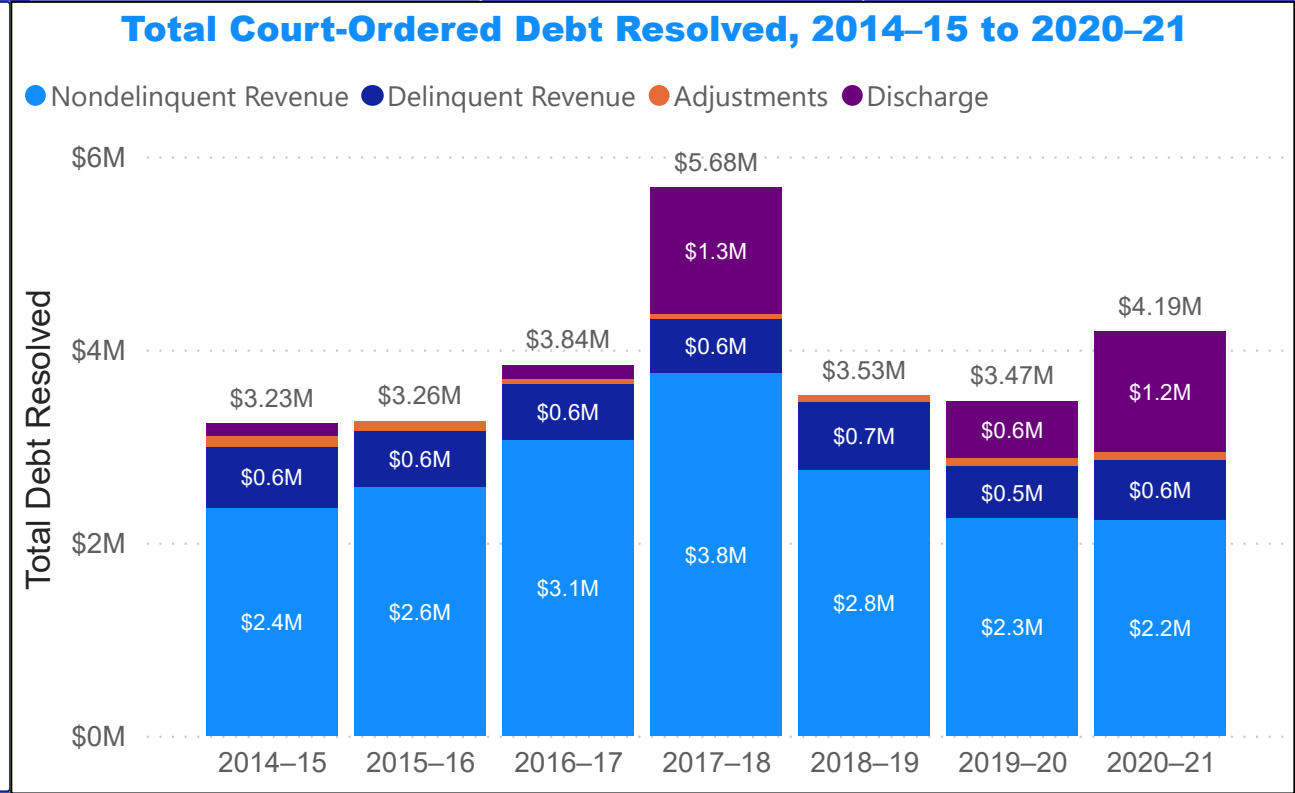
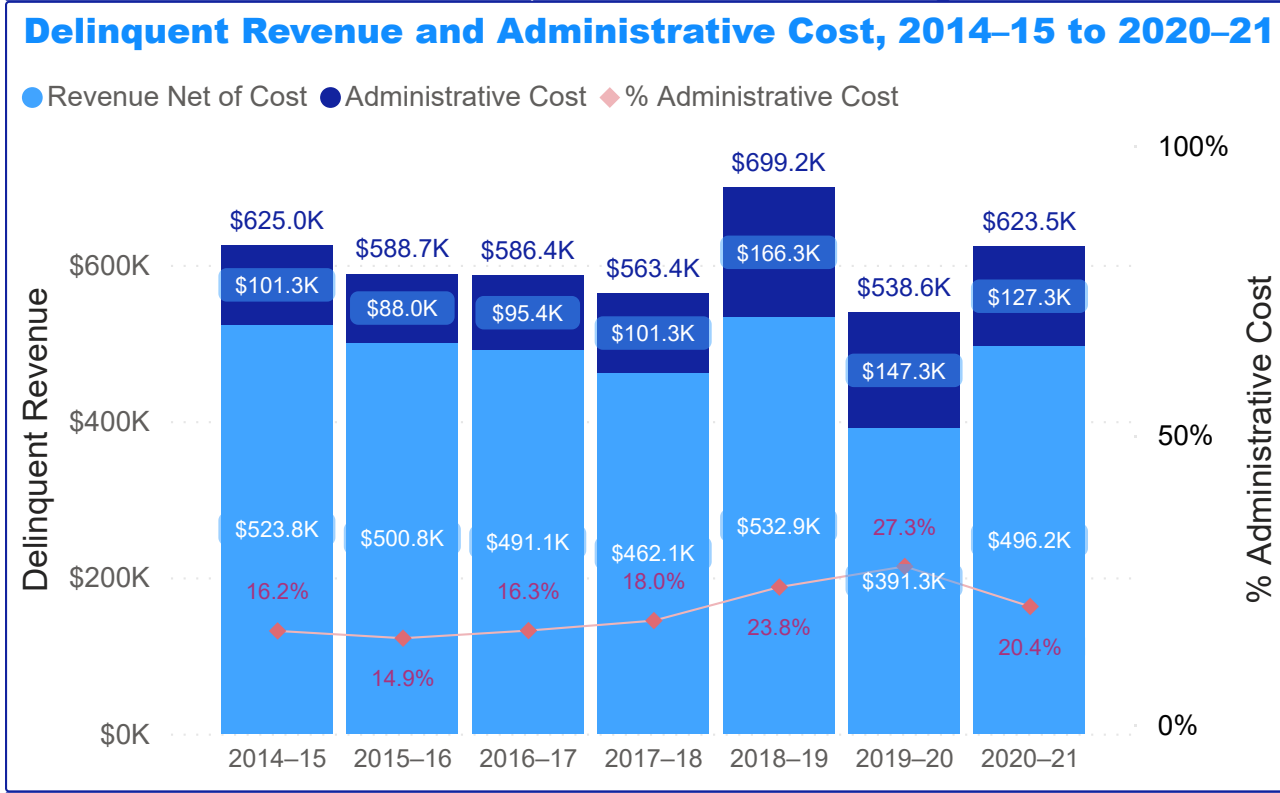


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$308,128	\$69,580	22.6%
County	-	-	-
Private Agency	\$305,047	\$55,818	18.3%
FTB-COD	\$10,346	\$1,857	17.9%
Intrabranh	-	-	-
Other	-	\$38	-
Total	\$623,521	\$127,293	20.4%



Court Inyo	Default Rate Current Prior Combined			No. of People Served 4,209	No. of Nondelinquent Cases With Payments 7,160	No. of Delinquent Cases Reported 16,273	No. of Delinquent Cases With Payments 949
	73%	96%	95%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$155,715	\$152,413	\$64,500	\$5,080	\$17,175	\$61,051	-	\$1,212,028
County	-	-	-	-	-	-	-	-
Private Agency	\$25,932	\$279,115	\$3,261	\$52,557	-	-	\$9,082	\$25,063
FTB-COD	\$10,346	-	\$1,857	-	-	-	\$1,416	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	\$38	-	-	-	-
Total	\$191,993	\$431,528	\$69,618	\$57,675	\$17,175	\$61,051	\$10,498	\$1,237,091

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$37,993	3,950	\$2,815
3 - Lobby/Counter	\$320,803	10,592	\$70,079
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$238,165	822	\$35,895
6 - FTB-IIC	\$1,907	14	\$38
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$24,653	662	\$18,466
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$623,521	16,040	\$127,293

Kern: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Kern County and the County of Kern. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Kern collections program, current year improvements for the Gross Recovery Rate and Success Rate are due to collection on a low established amount, revised collection strategies, increased payments following government relief programs, and refining of calculations. The slight decline in the prior year Success Rate is likely due to:

- Limited staffing, procedural limitations, and limited court access to the public resulting from COVID-19 mandates and guidelines.
- From April 1 to September 30, 2020, a moratorium was placed on failure to appear fines and civil assessments, and failure to pay civil assessments.
- Franchise Tax Board - Interagency Intercept Collection (IIC) program was suspended from February 22 to July 31, 2021.

The program worked with a programmer to provide as much data as possible for the Annual Financial Report. It was not possible to provide accurate collection and cost data by collection activity. The court is working to find ways, within the limitations of its case management systems, to provide additional requested detail. The court is also in the process of moving toward a new case management system that would support more detailed reporting. The county's case management system is also limited and does not have information such as case counts available.

The court has implemented revised collection strategies over this last year, placing a higher focus on collection of more recent past due amounts. This focus is in preparation for discharge of accountability, which is anticipated once the court has moved to the new case management system that is currently in the works. The COVID-19 pandemic has had a major impact on collections processes. These processes continue to be assessed and adjusted for more effective and efficient options while still maintaining safety requirements.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Kern ▼	\$158,503,702	\$20,794,521	\$13,163,512	\$2,148,924	\$0	\$4,301,505

2020-21 Collections Individual Program Report

Population	914,193
Judges	38
Commissioners	7.00

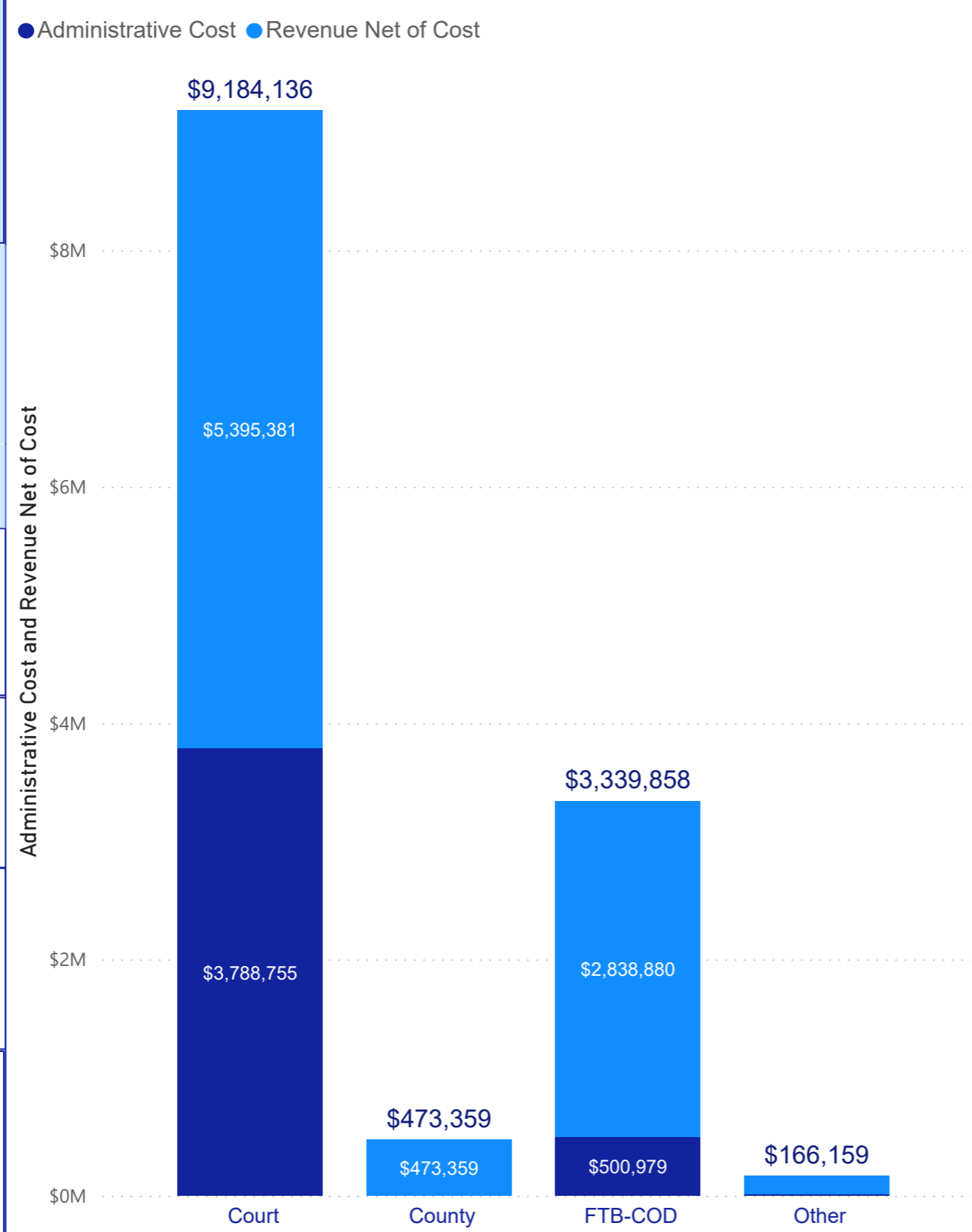
Best Practices Engaged	19/25
-------------------------------	-------

Collections Activities Performed	12/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
32%	6%	9%

Success Rate		
Current	Prior	Combined
31%	4%	8%

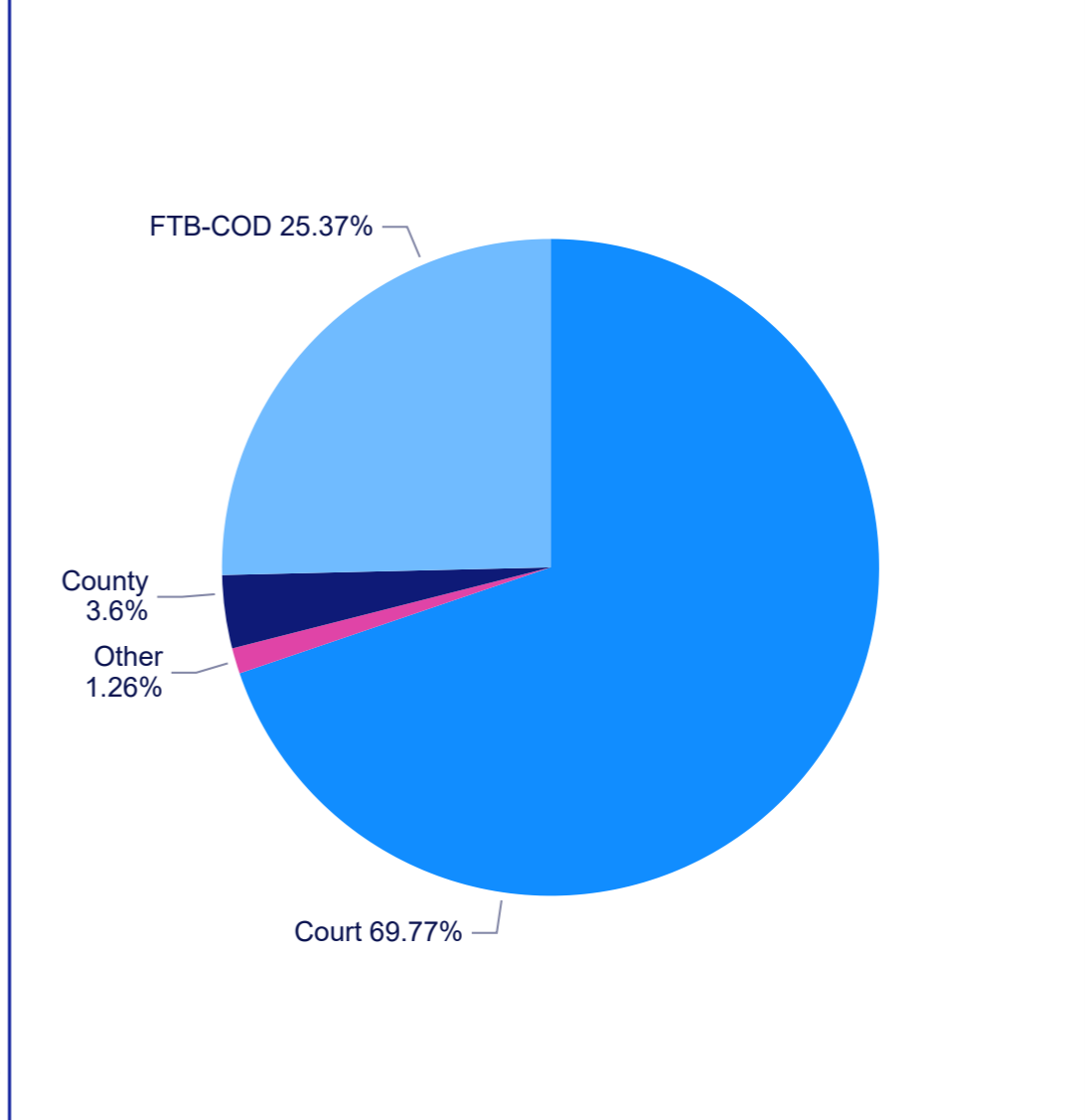
Delinquent Revenue and Administrative Cost by Program



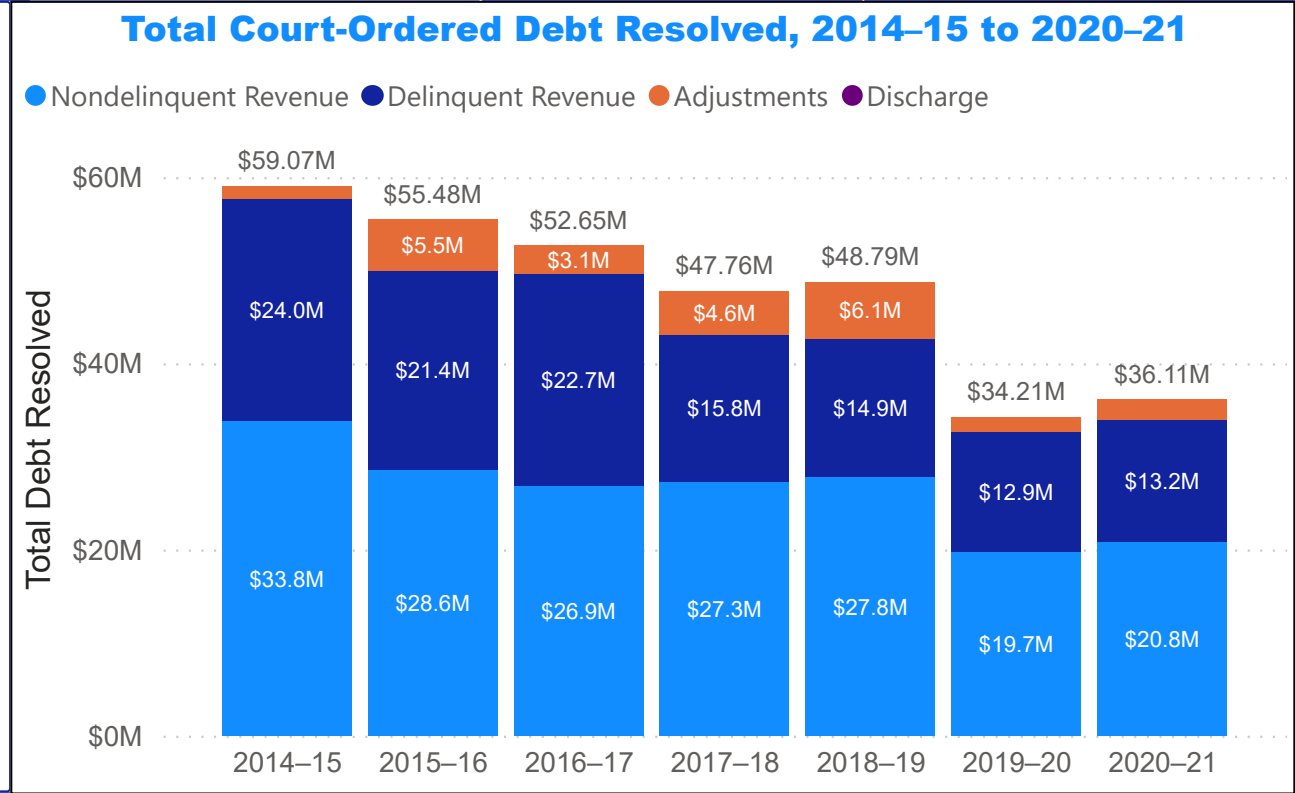
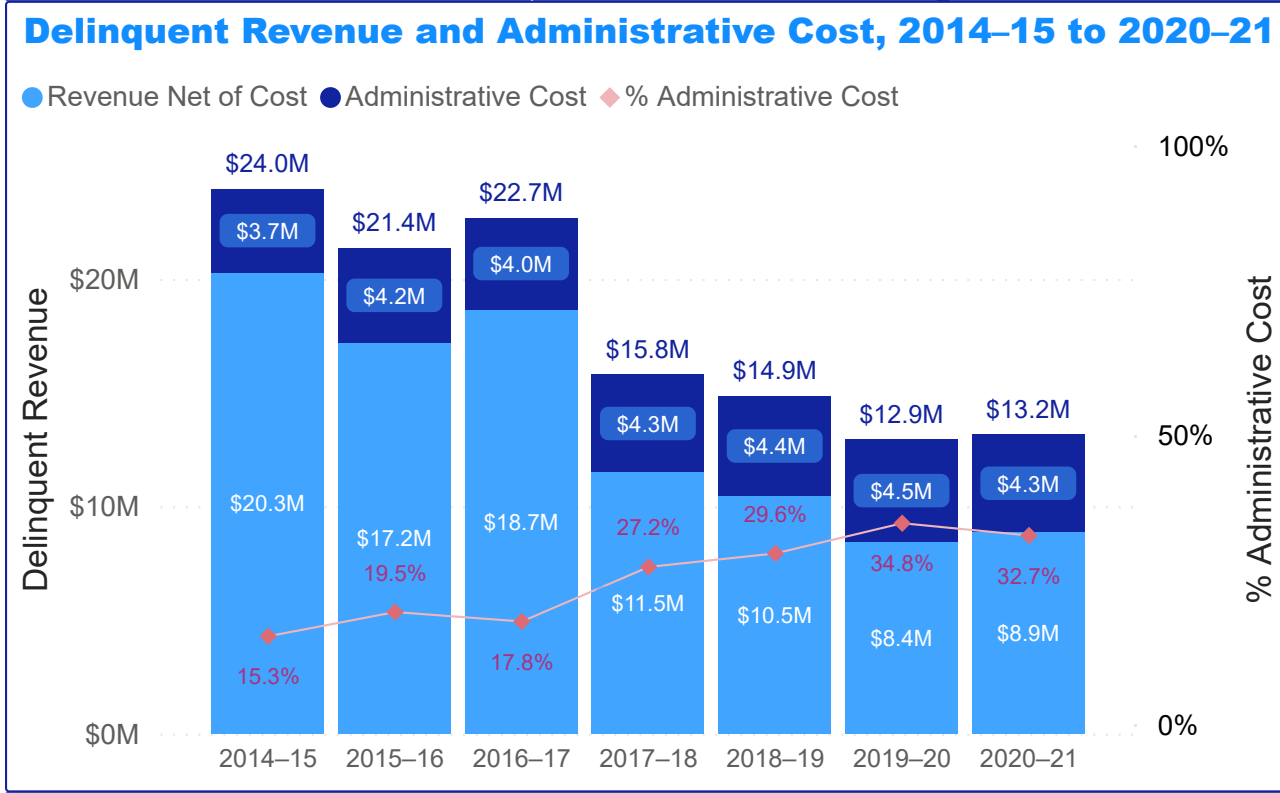
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$9,184,136	\$3,788,755	41.3%
County	\$473,359	-	-
Private Agency	-	-	-
FTB-COD	\$3,339,858	\$500,979	15.0%
Intrabranh	-	-	-
Other	\$166,159	\$11,772	7.1%
Total	\$13,163,512	\$4,301,505	32.7%

Delinquent Revenue by Program



Court Kern	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 332,302	No. of Delinquent Cases Reported 231,930	No. of Delinquent Cases With Payments 76,933
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$5,070,730	\$4,113,406	\$1,903,495	\$1,885,260	\$244,081	\$1,904,842	-	-
County	\$237,818	\$235,540	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$1,284,561	\$2,055,297	\$192,684	\$308,295	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$83,480	\$82,680	\$5,914	\$5,857	-	-	-	-
Total	\$6,676,588	\$6,486,924	\$2,102,093	\$2,199,412	\$244,081	\$1,904,842	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$3,339,858	31,735	\$500,979
6 - FTB-IIC	\$166,159	5,266	\$11,772
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$3,506,017	37,001	\$512,751

Kings: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Kings County and the County of Kings. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Kings collections program, the total cost reported for the Franchise Tax Board's (FTB) Court-Ordered Debt Program includes both the 15 percent charged by FTB and an additional fee, amounting to 1.7 percent, charged by the private agency which refers the accounts.

The county's case management system (CMS) does not allow for all of the data to be extracted to meet the collection report's requirements. It does not have the information technology and financial resources to create a report or a query that would extract the needed information in the required format. The private agency is also unable to extract the data in the required format. As a result, not all requested information is able to be reported.

The court will look into developing a process to discharge uncollectable debt. The court is unable to determine the amount of outstanding Victim Restitution and other Justice-Related Reimbursements. The CMS does not have a report that will extract the data needed for this information.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Kings ▼	\$71,970,886	\$7,668,910	\$1,852,933	\$470,037	\$0	\$295,181

2020-21 Collections Individual Program Report

Population
152,543
Judges
8
Commissioners
1.60

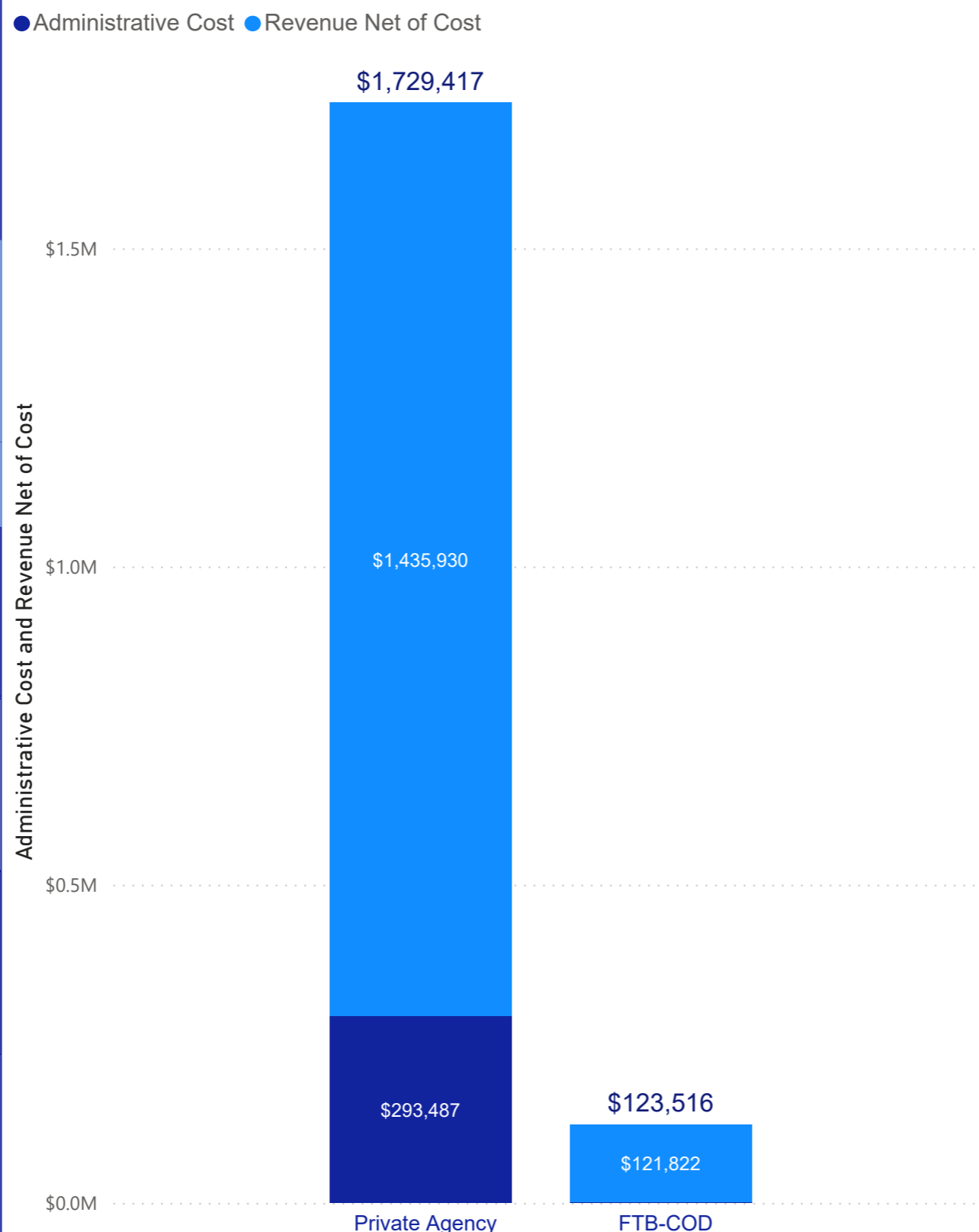
Best Practices Engaged
19/25

Collections Activities Performed
13/16

Gross Recovery Rate		
Current	Prior	Combined
14%	2%	3%

Success Rate		
Current	Prior	Combined
9%	2%	3%

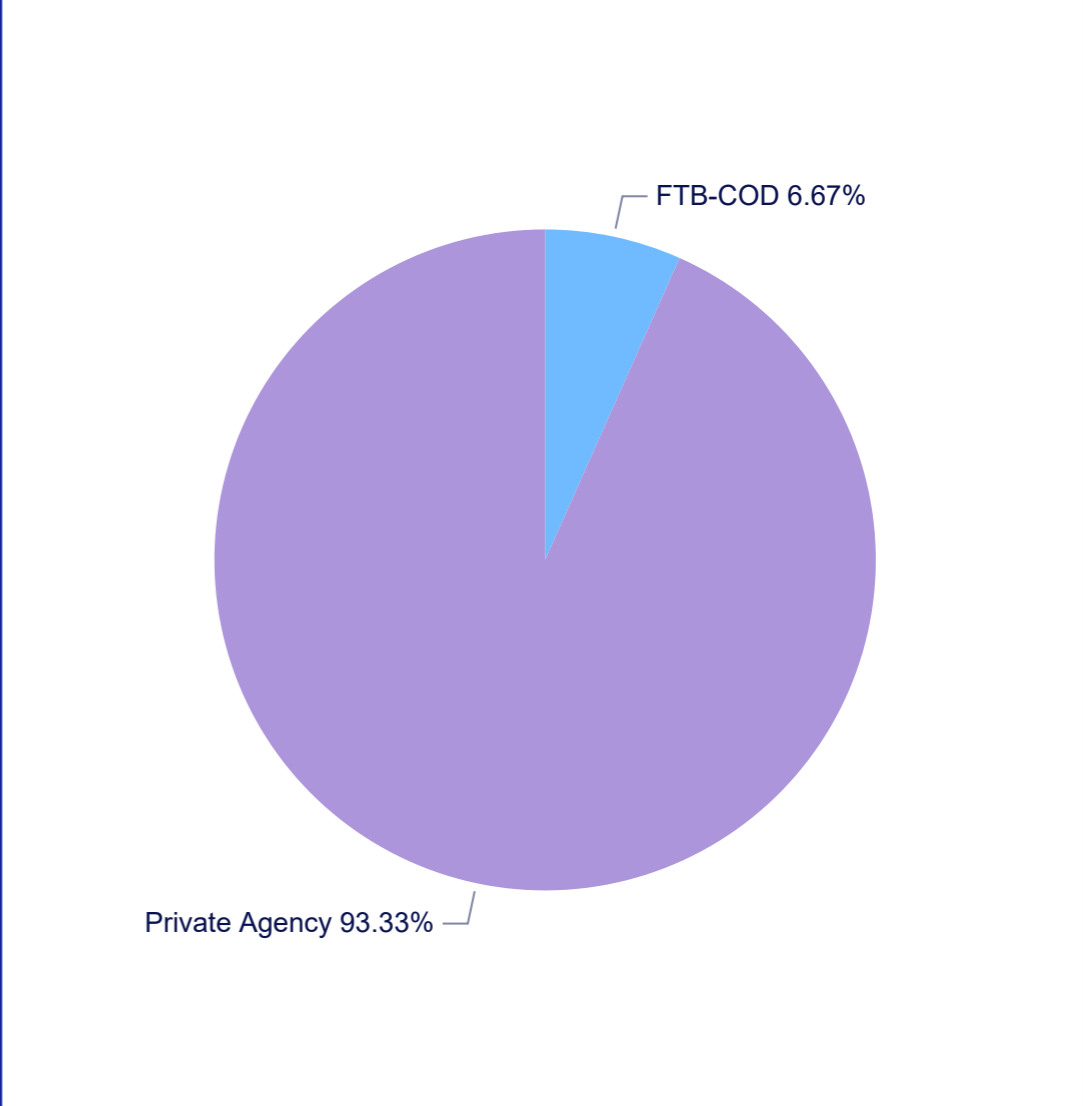
Delinquent Revenue and Administrative Cost by Program



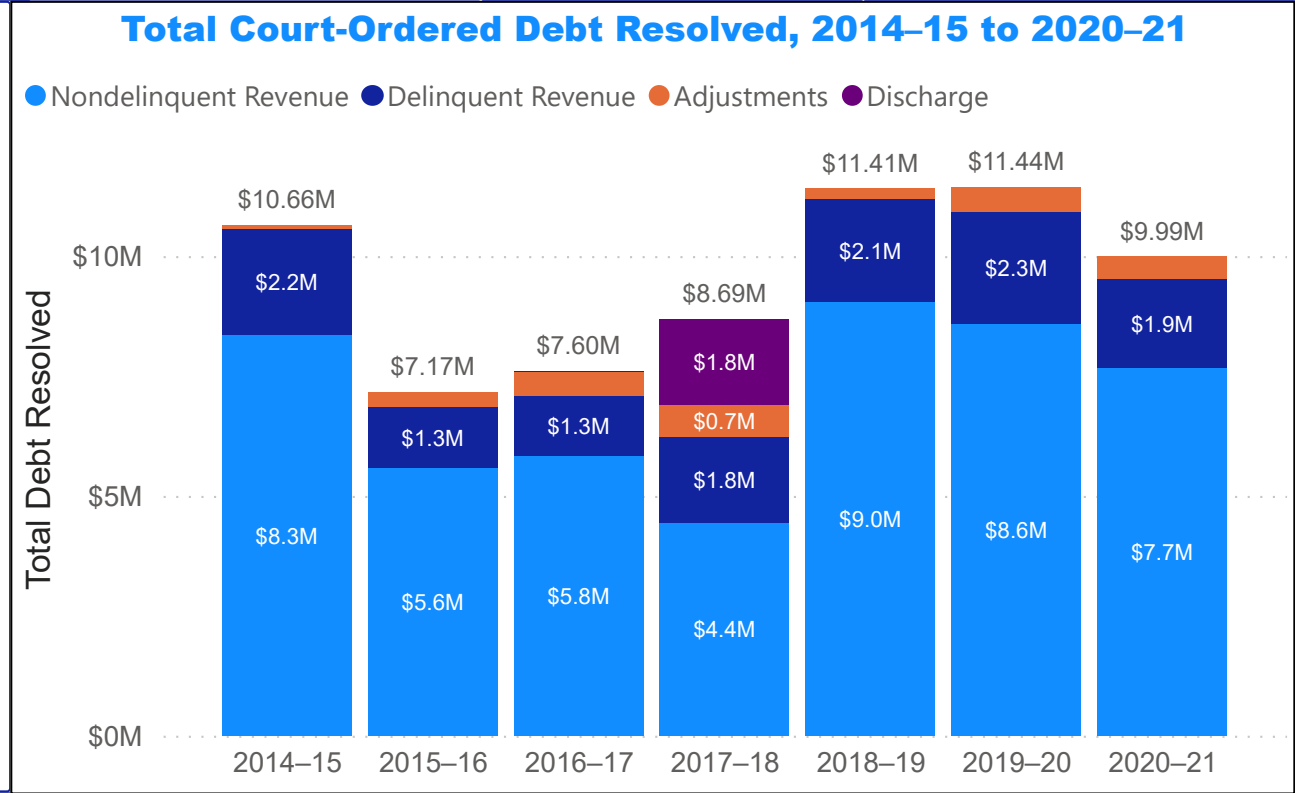
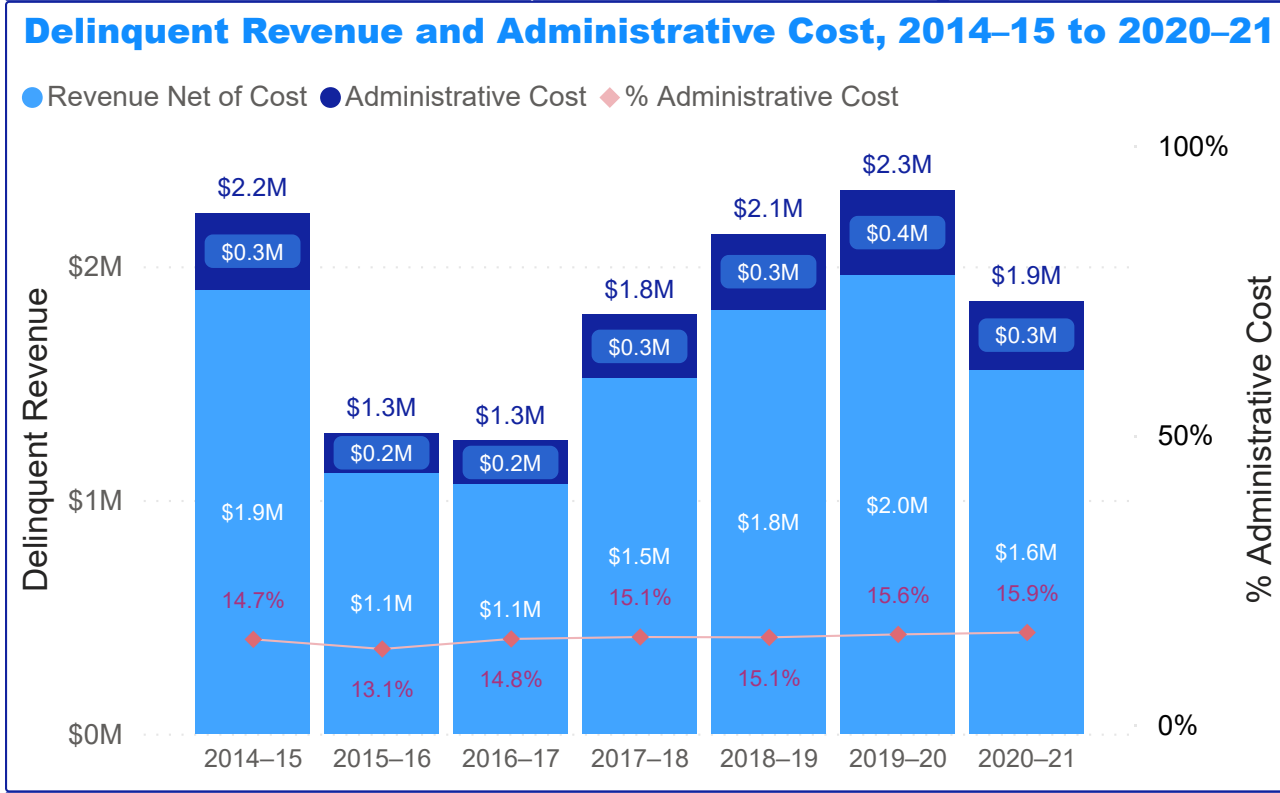
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	-	-	
Private Agency	\$1,729,417	\$293,487	17.0%
FTB-COD	\$123,516	\$1,694	1.4%
Intrabranh	-	-	
Other	-	-	
Total	\$1,852,933	\$295,181	15.9%

Delinquent Revenue by Program



Court Kings	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 96,858	No. of Delinquent Cases With Payments 4,328
	17%	25%	23%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$440,281	\$1,289,135	\$74,408	\$219,079	\$287,495	\$181,983	-	-
FTB-COD	-	\$123,516	-	\$1,694	-	\$559	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$440,281	\$1,412,652	\$74,408	\$220,772	\$287,495	\$182,542	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,296,648	2,543	\$219,744
2 - Written Notice(s)	\$444,537	1,387	\$73,543
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$111,749	398	\$1,894
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,852,933	4,328	\$295,181

Lake: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Lake County and the County of Lake. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Lake collections program, the current period Gross Recovery Rate (GRR) and Success Rate (SR) were negatively impacted by a large amount of cases, over a million dollars' worth, being referred in the last 6 weeks of the fiscal year. These cases cleared the back-up caused by the COVID-19 pandemic, but their transfer late in the fiscal year meant that most if not all of these cases went uncollected in the reporting period, with most of these getting first payment due dates in July and August. In the prior period, the GRR dropped a percent while the SR remained the same. The GRR percentage point drop is due to discharge and less adjustments. At this point the program has gone through almost all accounts and most if not all of the verifiably deceased debtors have been removed. Combined, the program is one percent lower in each category. This decrease is likely due to the current period but in the future, until large amounts of aged debt can be discharged, this measurement will be driven down by the ever increasing amount of debt added to the prior period of the report.

The program's gross revenue collections is 20 percent down from the prior year. This decrease is a result of the COVID-19 pandemic and driven by the county's low collections. The county's collections dropped 54 percent from the the prior year. The reduction in collections can be solely attributed to the COVID-19 pandemic and the subsequent decision by the court to hold off on sending new court ordered debt to the county while the worst effects of the disease was occurring. The court resumed the transfer of this debt in May and will be poised for a huge year going forward. The Franchise Tax Board (FTB) continues to be a huge component in the program's collections efforts. The FTB's collections represent a 5 percent decrease year over year. This was a lower-than-expected decrease for the year since at one point FTB was reporting a 30 percent drop in collections. Going forward, due to the small number of cases transferred to FTB this past year, a larger than normal drop in collections is expected next year, but that will not diminish the critical role FTB plays in the collection of court-ordered debt for the program. Lastly, the private agency was up 28 percent this year recovering to 2018–19 levels.

The program made great strides in capturing data required for this report more accurately. For example, choosing the correct flags for actions like adjustments and correcting mistakes at report time. Unfortunately, a lot of the data still needs to be sorted manually, but having consistency in

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Lake: Summary of *Collections Reporting Template 2020–21*

staff the last couple years has made the process manageable. The program was unable to report certain data required by Government Code section 68514, because of systems limitations. Adjustments will be made going forward to more accurately collect required information, including working with a software developer to capture required data.

The downward movement in the Gross Recovery Rate (GRR) and Success Rate (SR) performance metrics is likely a permanent feature until the program is able to discharge a large sum of its aged debt. The program is still burdened by a large amount of old, likely uncollectible debt. At the end of each fiscal year debt that is uncollected in the current year is added onto the accumulated debt balance. This yearly addition of debt increases the prior period debt category; increasingly making the program's goals of meeting the metrics set by the state unlikely until this large pool of debt is dealt with. The recommended practice is to discharge uncollectible accounts that are over 5 years old for infractions and over 10 years old for misdemeanors and felonies. Besides purging deceased debtors' cases, no concerted effort has ever been made to discharge eligible debt.

The unmistakable reality is that most aged debt is uncollectible; of the estimated 14 million cases in inventory eligible for discharge (valued at over ten million dollars) only one case seems collectible. The accumulation of old debt in the program's portfolio is a problem that needs to be addressed while the program has stable staff and is motivated to act. The program prefers the discharge of accountability route rather than seek a judicial remedy as it would not absolve the debtor of responsibility for paying the outstanding debt owed.

The county program completed their review of accounts and other clean-up activities, and prepared for the resumption of the court's transfer of court-ordered debt for collections, effective May 2021. Despite the set-backs experienced this last year and a half, the program is poised to move into the next reporting period with confidence and optimism.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Lake ▼	\$42,545,579	\$1,259,899	\$903,074	\$296,160	\$1,278,077	\$134,156

2020-21 Collections Individual Program Report

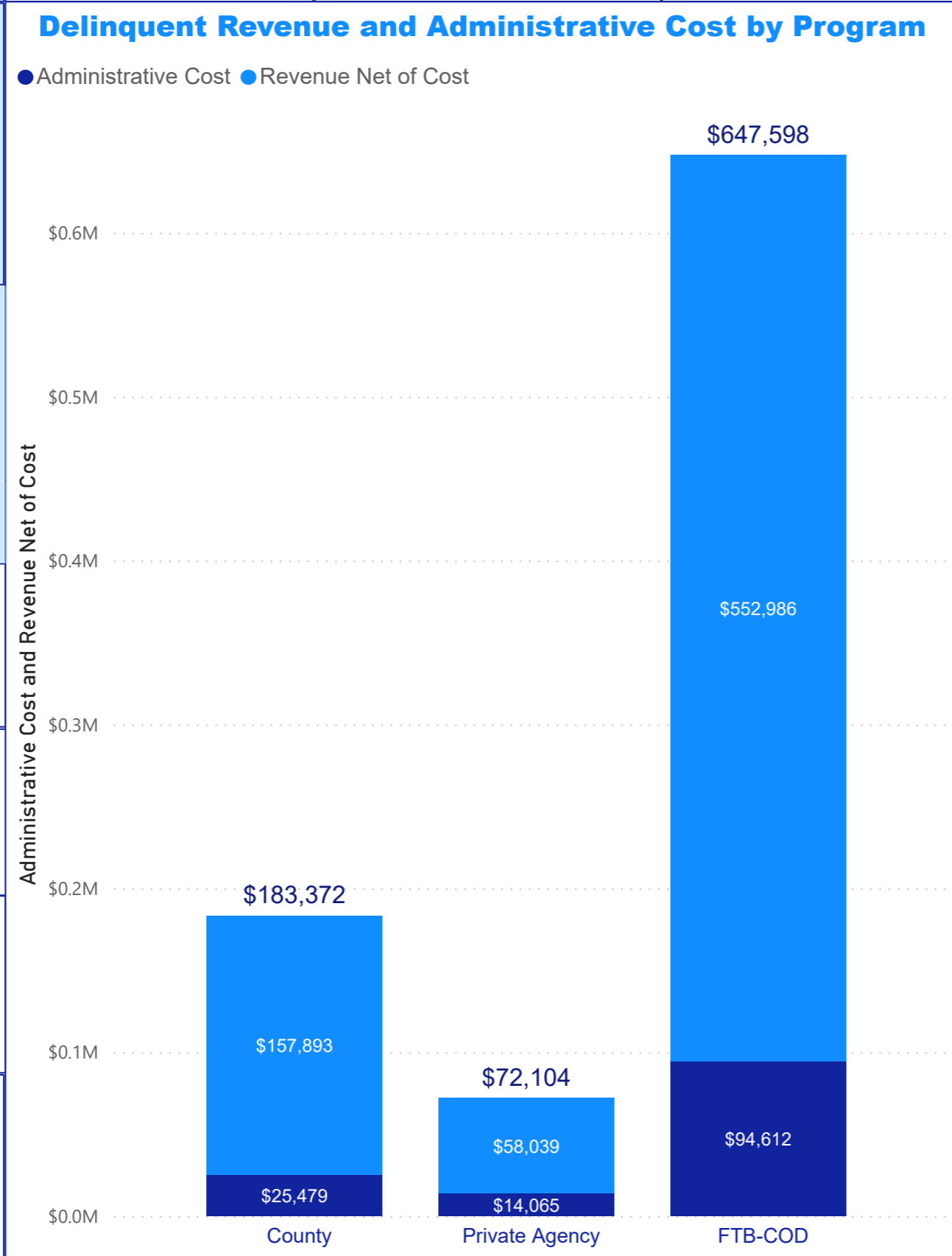
Population	63,940
Judges	4
Commissioners	0.70

Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	13/16
---	-------

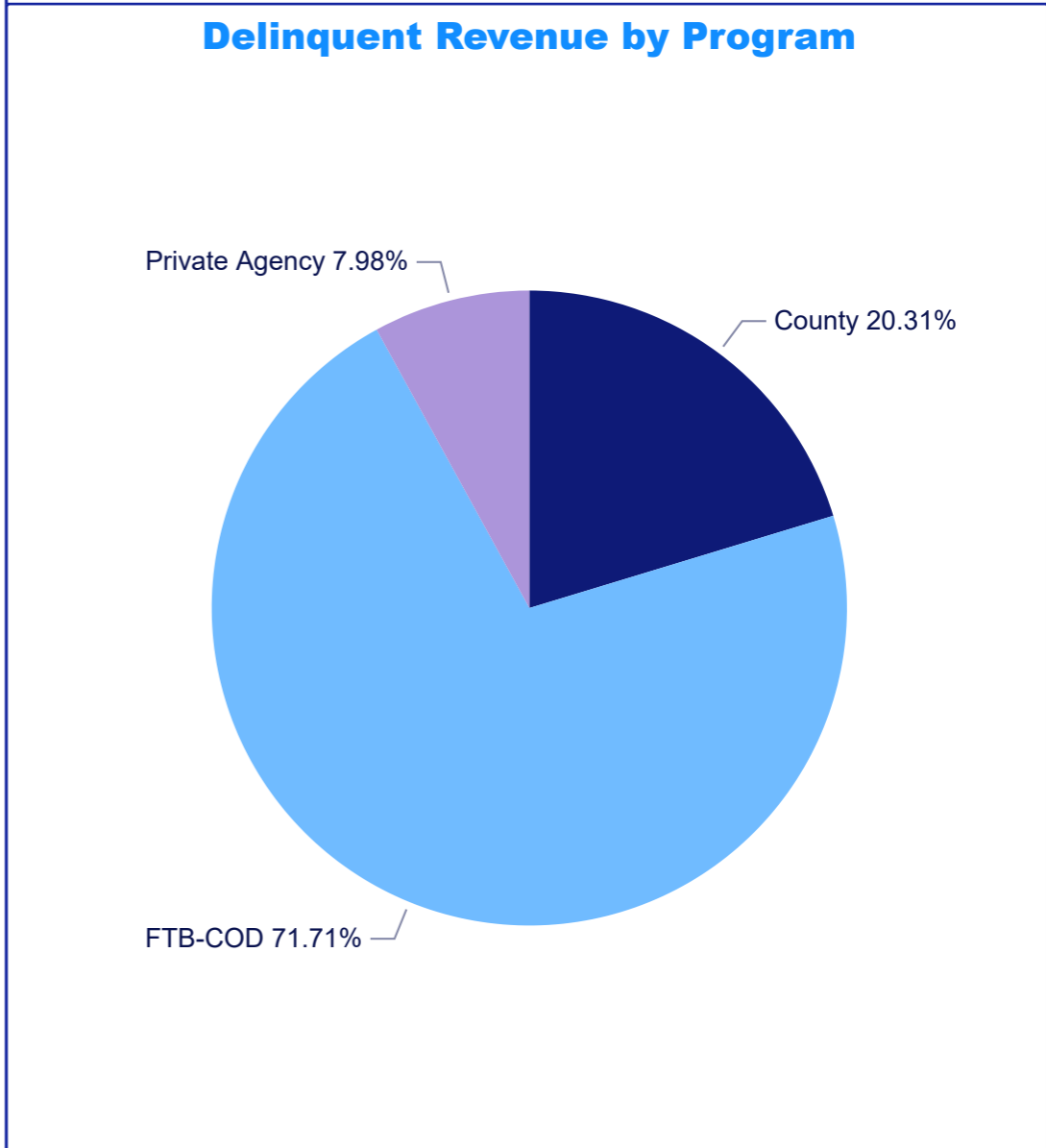
Gross Recovery Rate		
Current	Prior	Combined
5%	6%	6%

Success Rate		
Current	Prior	Combined
4%	2%	2%

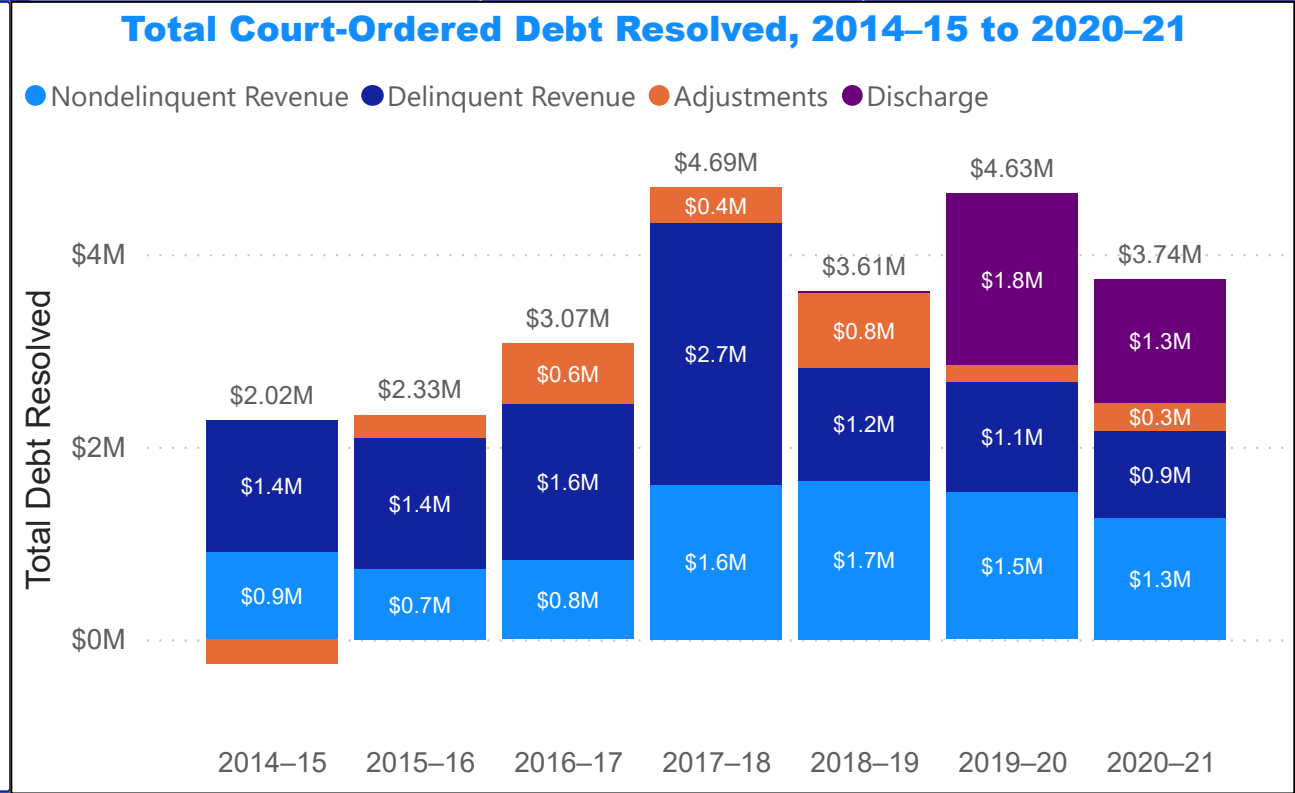
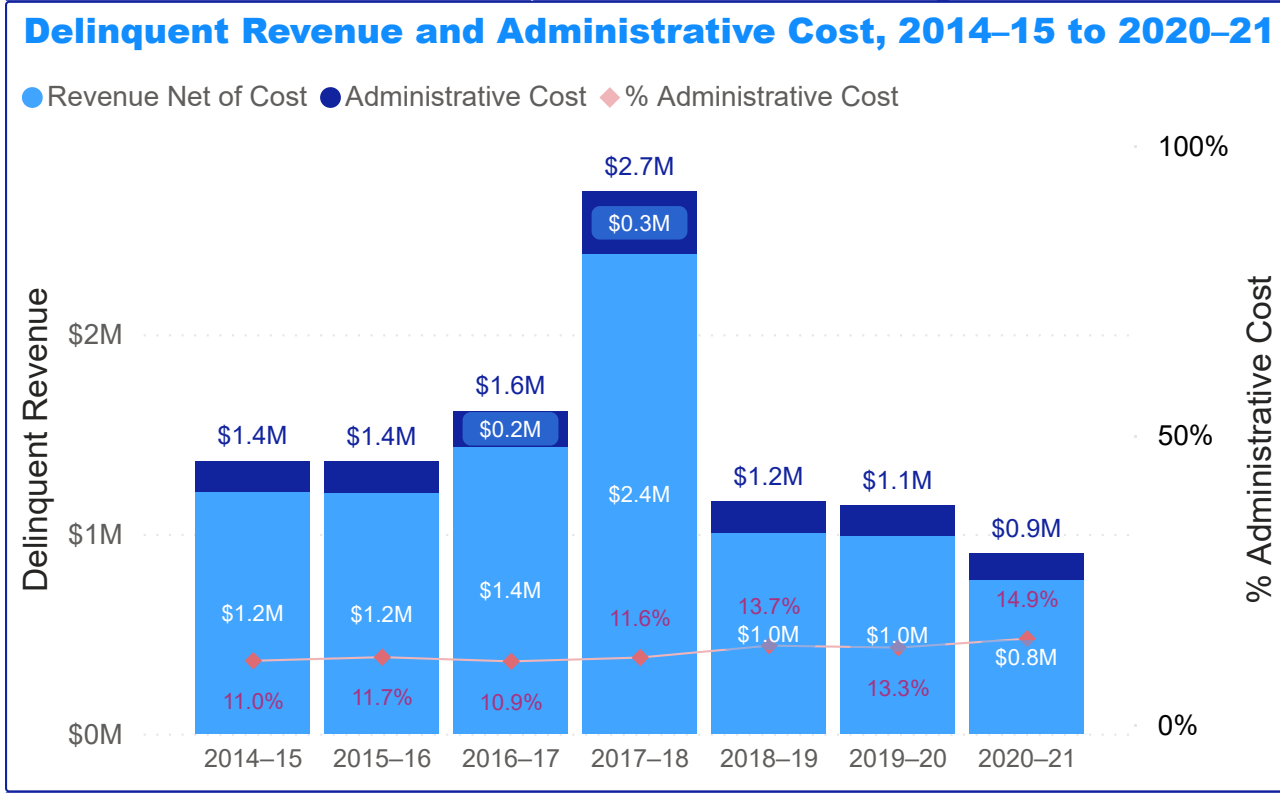


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	\$183,372	\$25,479	13.9%
Private Agency	\$72,104	\$14,065	19.5%
FTB-COD	\$647,598	\$94,612	14.6%
Intrabranch	-	-	-
Other	-	-	-
Total	\$903,074	\$134,156	14.9%



Court Lake	Default Rate			No. of People Served 6,585	No. of Nondelinquent Cases With Payments 1,930	No. of Delinquent Cases Reported 47,976	No. of Delinquent Cases With Payments 2,268
	Current	Prior	Combined				
	3%	19%	7%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$54,023	\$129,349	\$7,644	\$17,835	\$3,782	\$93,600	\$4,951	\$490
Private Agency	-	\$72,104	-	\$14,065	-	\$186,533	-	\$1,235,209
FTB-COD	-	\$647,598	-	\$94,612	-	\$12,245	-	\$37,427
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$54,023	\$849,051	\$7,644	\$126,512	\$3,782	\$292,378	\$4,951	\$1,273,126

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$22,005	12,125	\$2,861
2 - Written Notice(s)	\$77,016	472	\$11,652
3 - Lobby/Counter	\$51,344	325	\$6,675
4 - Skip Tracing	\$33,007	1,822	\$4,291
5 - FTB-COD	\$118,857	5,937	\$17,976
6 - FTB-IIC	\$0	0	\$0
7 - DL Hold/Suspension	\$0	0	\$0
8 - Private Agency	\$72,104	167	\$14,065
9 - Wage/Bank Garnishments & Liens	\$528,741	2,202	\$76,636
Total	\$903,074	23,050	\$134,156

Lassen: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Lassen County and the County of Lassen. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Lassen collections program, the reduction in recovery and success rates for 2020–21 continues to be a result of the COVID-19 pandemic in addition to fine and fee reductions related to Ability to Pay.

Blank cells on the report indicate the information requested could not be captured by Shasta Court's case management system, although some data was provided by in-house IT efforts. The county was unable to report complete data due to migration issues, but will prepare an updated report when data is available.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Lassen ▼	\$56,964,138	\$2,836,239	\$686,212	\$202,941	\$0	\$178,996

2020-21 Collections Individual Program Report

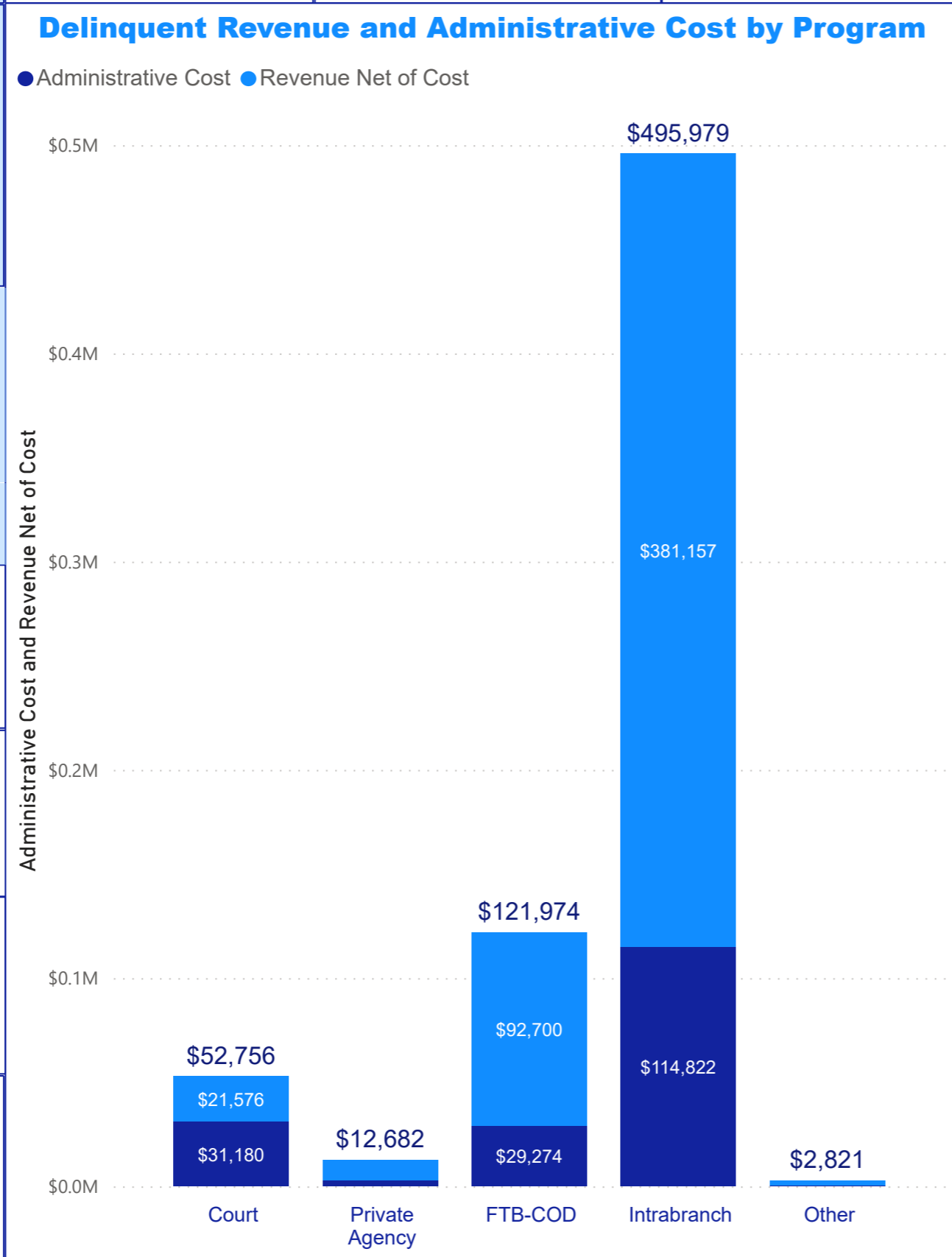
Population
27,572
Judges
2
Commissioners
0.30

Best Practices Engaged
20/25

Collections Activities Performed
12/16

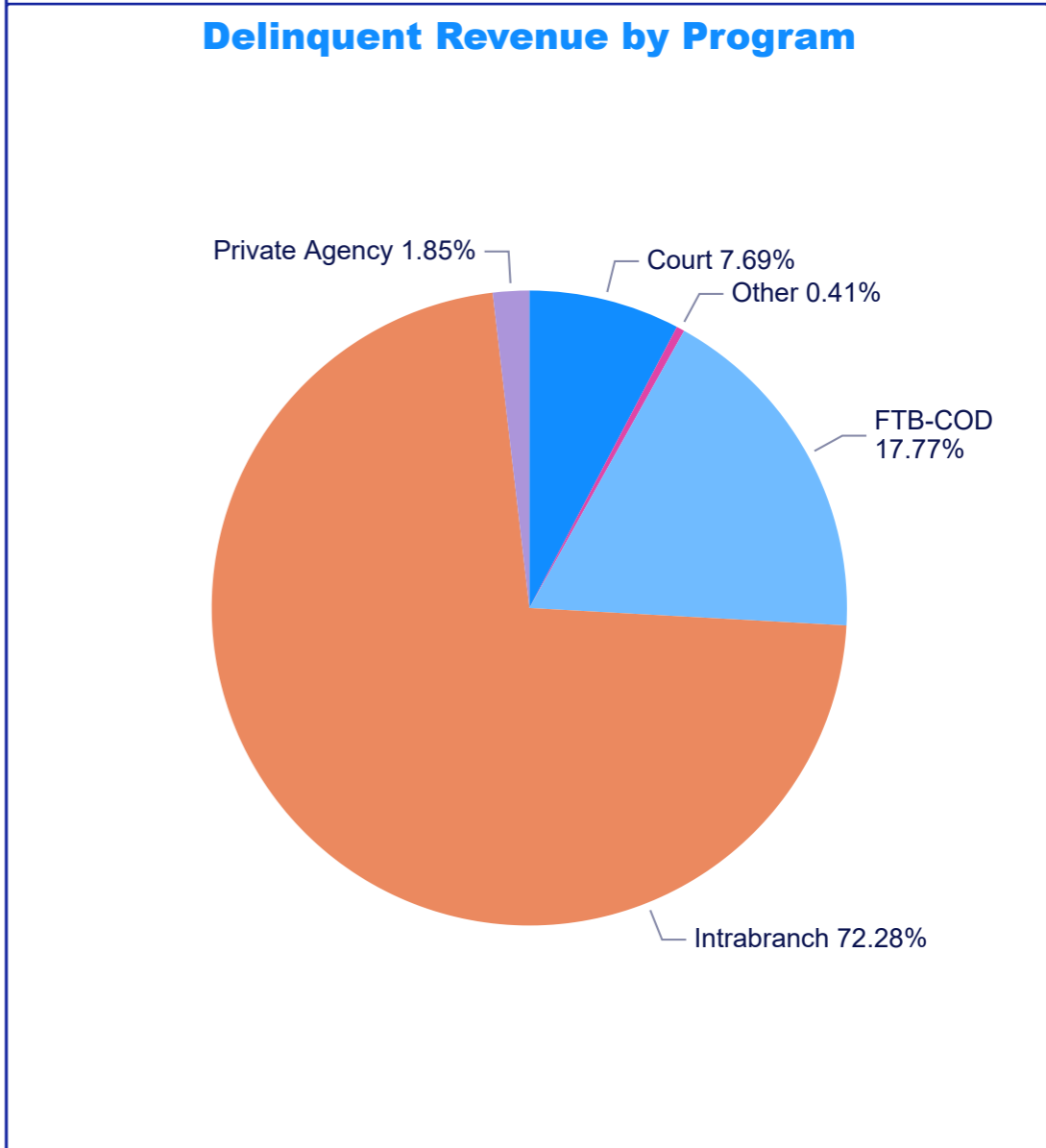
Gross Recovery Rate		
Current	Prior	Combined
2%	1%	2%

Success Rate		
Current	Prior	Combined
2%	1%	1%

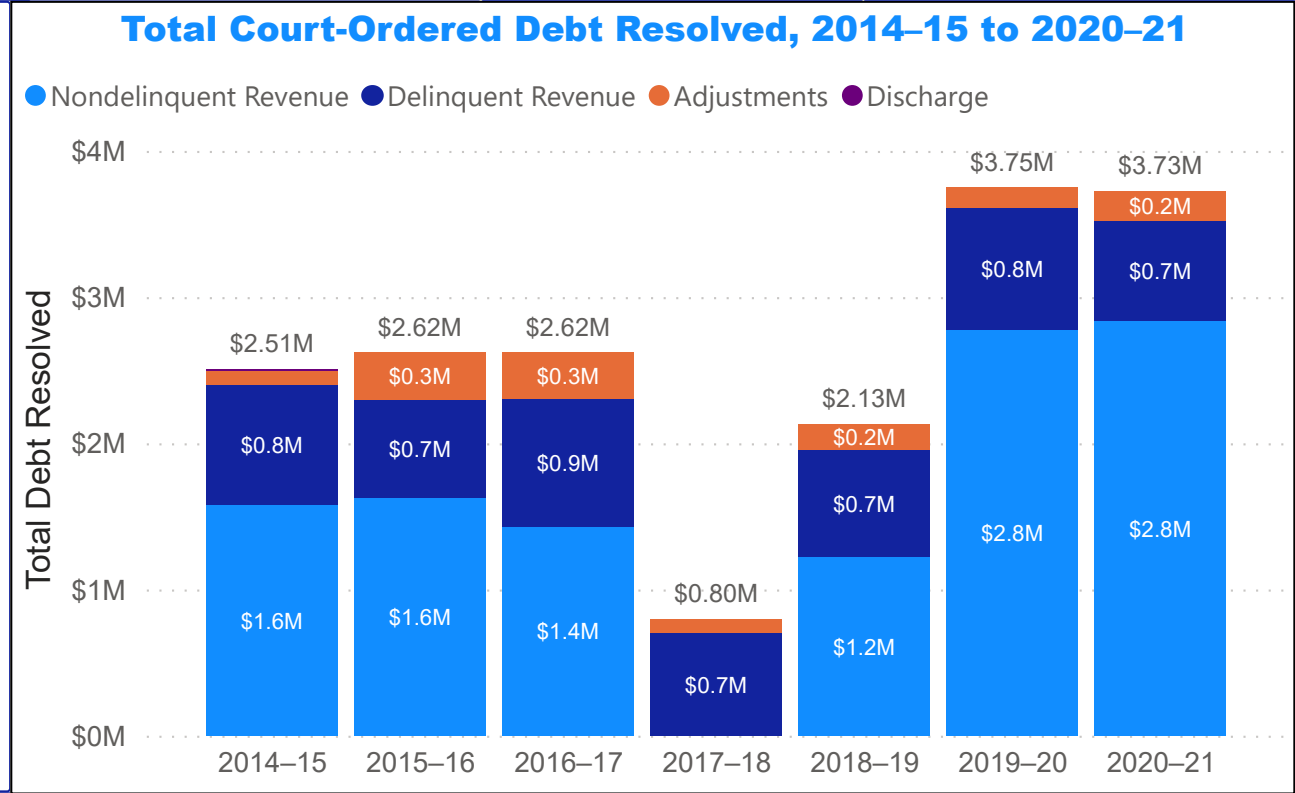
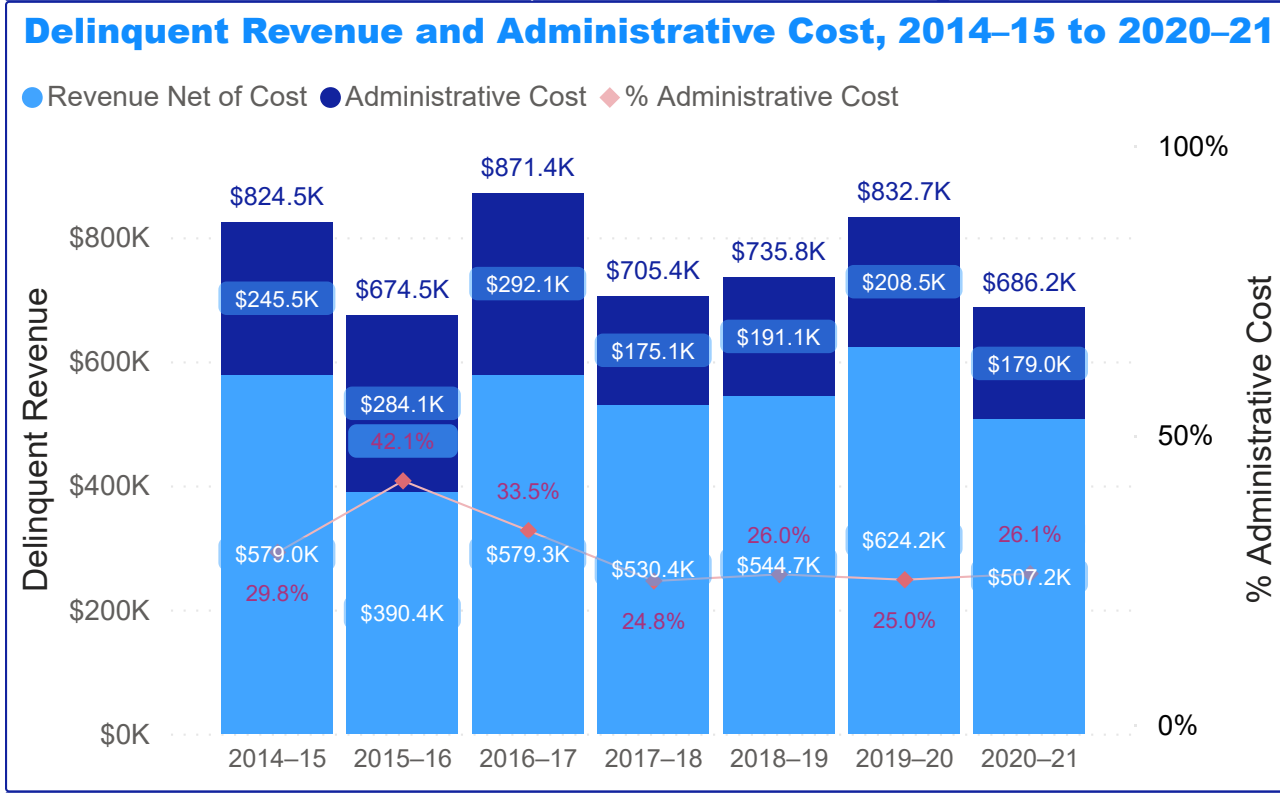


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$52,756	\$31,180	59.1%
County	-	-	-
Private Agency	\$12,682	\$3,044	24.0%
FTB-COD	\$121,974	\$29,274	24.0%
Intrabranh	\$495,979	\$114,822	23.2%
Other	\$2,821	\$677	24.0%
Total	\$686,212	\$178,996	26.1%



Court Lassen	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 56,447	No. of Delinquent Cases With Payments 1,158
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$52,756	-	\$31,180	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$12,682	-	\$3,044	-	-	-	-
FTB-COD	\$1,525	\$120,449	\$366	\$28,908	-	-	-	-
Intrabranh	\$143,648	\$352,331	\$34,476	\$80,346	\$60,556	\$142,385	-	-
Other	-	\$2,821	-	\$677	-	-	-	-
Total	\$197,929	\$488,284	\$66,022	\$112,974	\$60,556	\$142,385	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$495,979	2,959	\$114,822
2 - Written Notice(s)	-	6,169	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	2,716	-
5 - FTB-COD	\$121,974	1,289	\$29,274
6 - FTB-IIC	\$2,821	4,231	\$677
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$12,682	638	\$3,043
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$633,456	18,002	\$147,816

Los Angeles: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Los Angeles County and the County of Los Angeles. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Los Angeles collections program, collection efforts were halted during the entire fiscal year resulting from the COVID-19 pandemic. To help minimize the financial hardship that many individuals in Los Angeles County faced during the reporting period, the Presiding Judge issued numerous general orders that extended payment due dates which prevented accounts from becoming delinquent. In addition to the suspension of referral of new delinquent cases, the court's collection agencies were instructed to cease outbound collection activity seeking payment for existing delinquent accounts and if customers-initiated contact, allow customers to establish payment plans of any amount to have the hold released from their driver's license.

The program has a combined Gross Recovery Rate (GRR) of 28 percent and Success Rate (SR) of 2 percent. The court has a 7 percent GRR and a 1 percent SR. The county program (Probation) has a GRR of 81 percent and SR of 2 percent.

The county and the court continually monitor the success and overall effectiveness of its court-ordered debt collection program. To that end, the court contracted with two new agencies to provide primary collection services effective July 1, 2020. The contract with the existing primary private collection agency expired on June 30, 2020. The inventory of 1,464,259 cases valued at \$1,186,100,828 was returned to the court. As a result of the court's suspension of collection efforts due to the COVID-19 pandemic, no cases were referred to the private agencies during this reporting period. The court participated in the Franchise Tax Board's Court-Ordered Debt (FTB-COD) program as a secondary collections program. However, new cases were not referred to the FTB-COD during the reporting period. The court did not participate in the Franchise Tax Board's Interagency Intercept Collections program (FTB-IIC), due to the FTB's suspension of collection efforts, from February 22 to July 31, resulting from the COVID-19 pandemic.

Probation has a stand-alone collection program that is not associated with any court collection efforts. For the purposes of this report, Probation is listed as the County Collection Program. The total adjustments reported include \$322,792,532 in criminal administrative fees repealed by Assembly Bill 1869. Administrative costs reported on the court's program line were recovered

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Los Angeles: Summary of *Collections Reporting Template 2020–21*

for court staff performing ancillary delinquent collection activities. Costs reflected in the private agency line include \$280,000 in 2019–20 commission paid to previous contractor that were not reported in the 2019–20 report, \$35,981 commission for 2019–20 services paid in 2020–21, and \$1,200 commission paid to new contractor. Nondelinquent collections only reflects the number of cases with payments from Probation. However, gross revenue collected reflects \$195,606,653 collected by the court and \$213,406 by Probation. At this time the court is unable to provide the number of cases with payments for nondelinquent collections; however, will continue to explore available reports in the new case management systems. In May 2021, the Board of Supervisors approved the discharge from accountability of eligible uncollectible debt. Currently, due to system limitations, the court is unable to provide the number of cases with payments received and gross revenue collected for case types other than traffic. Their legacy systems do not have the capability of providing this information; therefore, until criminal cases are migrated to Odyssey, information provided will be incomplete. Information provided in the private agency line includes accounts previously referred to one of the primary collection agencies. The FTB-COD program is not able to provide the default balance on installment agreements and accurate ending balances.

During this reporting period, the court did not refer new delinquent criminal accounts to the FTB-COD program for secondary collection efforts resulting from the COVID-19 pandemic. Data for this period was provided by FTB-COD. The FTB-IIC cases are referred once a year, in the month of December and returned to the court annually. During this reporting period, the court did not refer cases to FTB-IIC due to the COVID-19 pandemic.

Certain information required pursuant to Government Code section 68514 cannot be fully obtained for this reporting period; however, the court is looking into further programming efforts for certain elements. The court is monitoring the CATUG Finance Working Group's requests for Tyler to develop and provide reports that capture the new reporting requirements of Government Code section 68514. In addition to exploring reports that can be generated, the court is also working with its two new collection agencies to ensure that data elements required to complete the CRT can be provided. Since the court granted extensions resulting from the COVID-19 pandemic, all the data was applicable only for prior period delinquencies.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Los Angeles ▼	\$1,212,466,706	\$197,036,619	\$19,162,430	\$380,659,679	\$69,388,979	\$8,380,331

2020-21 Collections Individual Program Report

Population	10,044,458
Judges	510
Commissioners	75.30

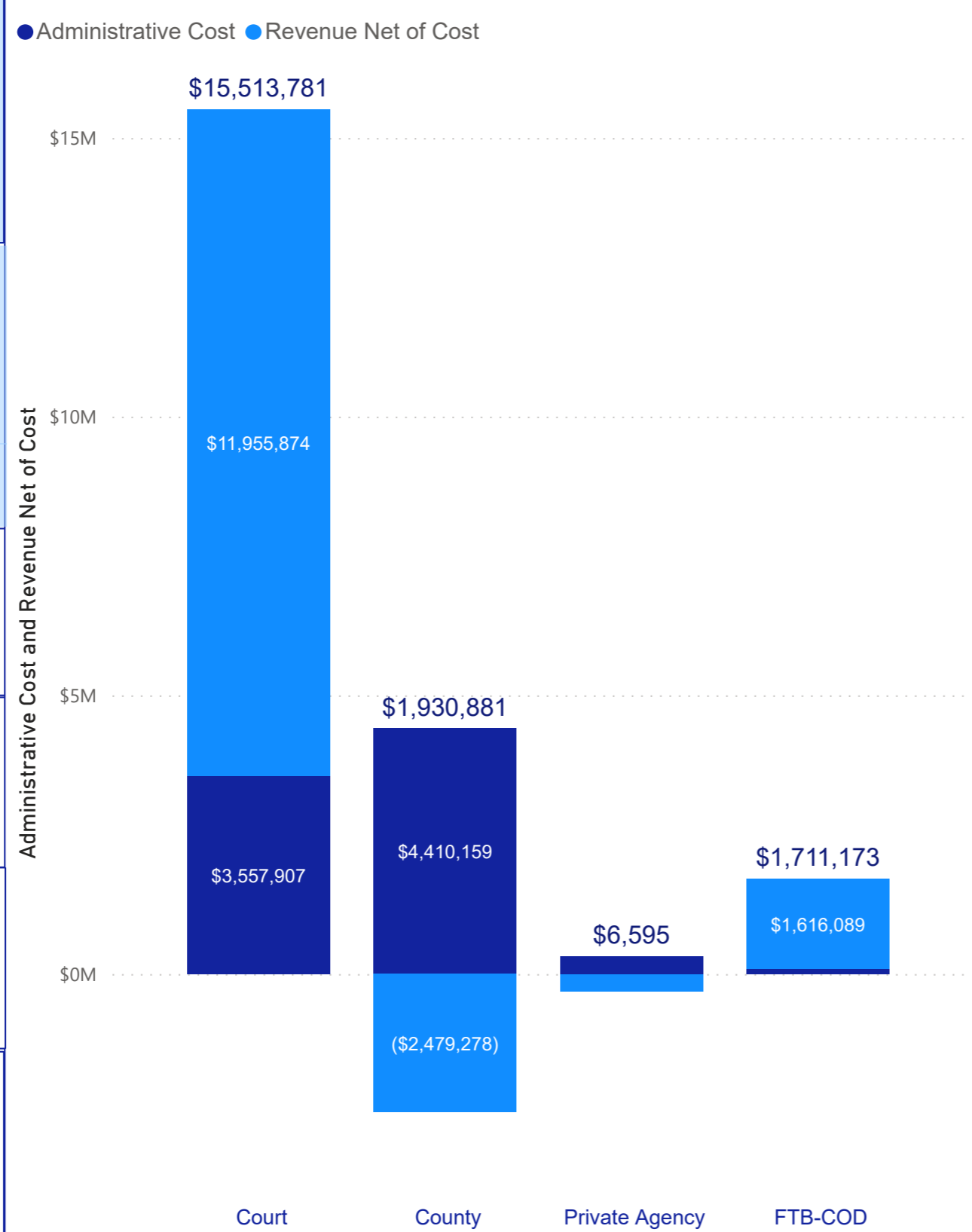
Best Practices Engaged	22/25
-------------------------------	-------

Collections Activities Performed	14/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
-	27%	28%

Success Rate		
Current	Prior	Combined
-	2%	2%

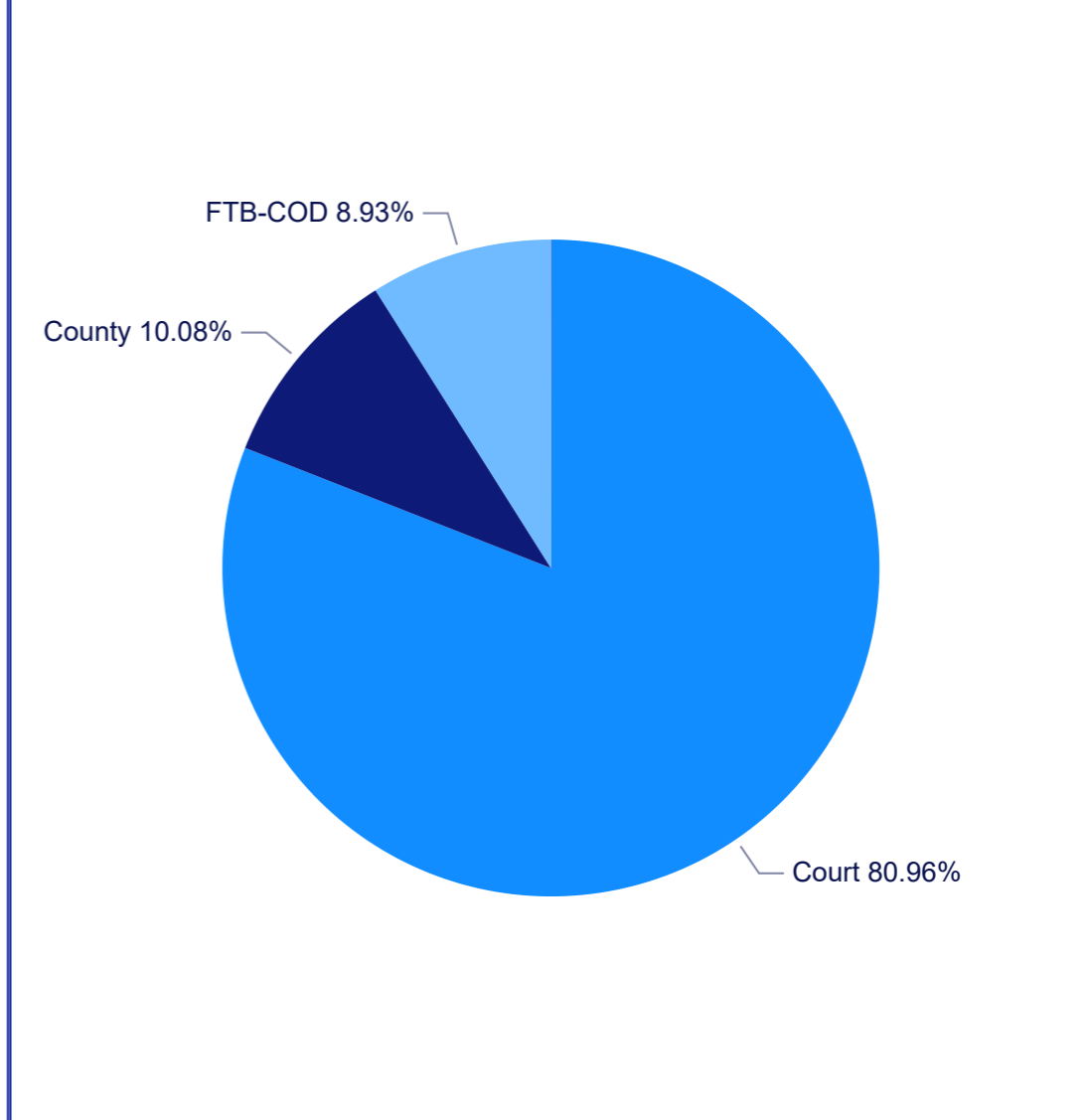
Delinquent Revenue and Administrative Cost by Program



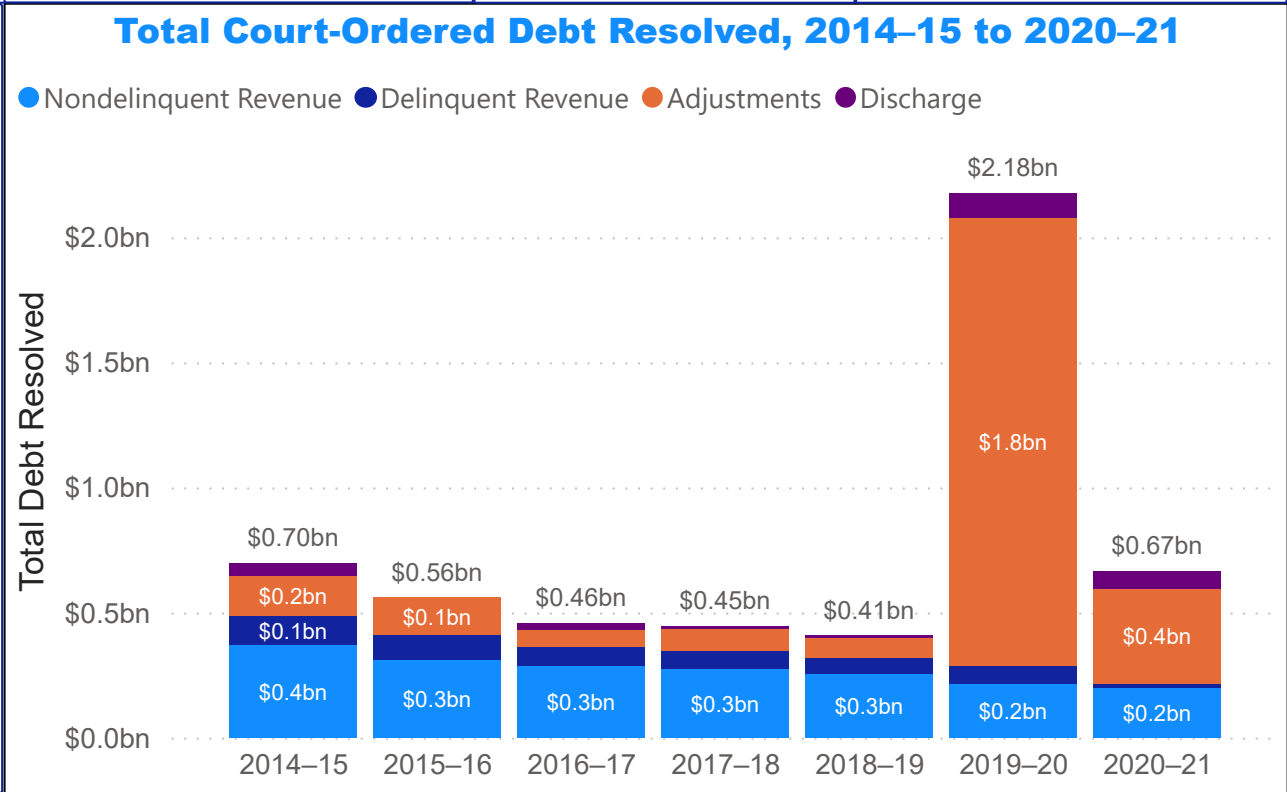
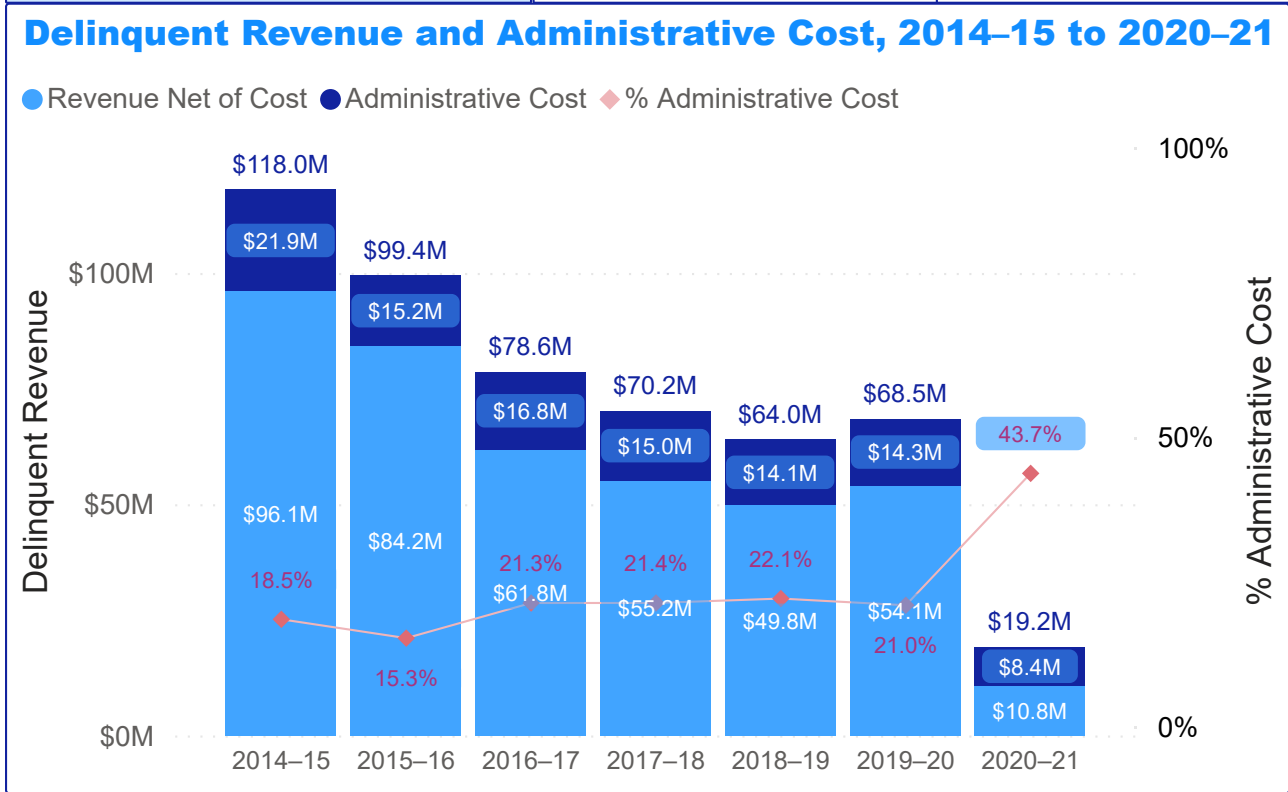
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$15,513,781	\$3,557,907	22.9%
County	\$1,930,881	\$4,410,159	228.4%
Private Agency	\$6,595	\$317,181	4809.4%
FTB-COD	\$1,711,173	\$95,084	5.6%
Intrabranh	-	-	-
Other	-	-	-
Total	\$19,162,430	\$8,380,331	43.7%

Delinquent Revenue by Program



Court Los Angeles	Default Rate Current Prior Combined - 0% 0%		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 4,512	No. of Delinquent Cases Reported 2,237,565	No. of Delinquent Cases With Payments 70,316
-----------------------------	--	--	--	--	--	--



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	\$15,513,781	-	\$3,557,907	-	\$803,179	-	\$38,430,799
County	\$292,707	\$1,638,174	-	\$4,410,159	\$14,911,114	\$364,944,770	-	-
Private Agency	-	\$6,595	-	\$317,181	-	\$616	-	\$30,958,181
FTB-COD	-	\$1,711,173	-	\$95,084	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$292,707	\$18,869,723	-	\$8,380,331	\$14,911,114	\$365,748,565	-	\$69,388,979

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,711,173	21,462	\$95,084
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$6,595	19	\$1,200
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,717,768	21,481	\$96,284

Madera: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Madera County and the County of Madera. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Madera collections program, the program had to write off probation fees in June 2021 as a result of new legislation, Assembly Bill 1869, that went into effect July 2021. The entire amount of adjustments reported was a result of Assembly Bill 1869. The adjustment amount affected collections, as program now has less revenue to collect due to the fees being eliminated.

The case management system is not able to do report all of the information requested. Nondelinquent collections information is not available. All collections are considered delinquent as no one pays forthwith.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Madera ▼	\$53,575,253	Not Available	\$5,254,377	\$26,020,457	\$0	\$96,003

2020-21 Collections Individual Program Report

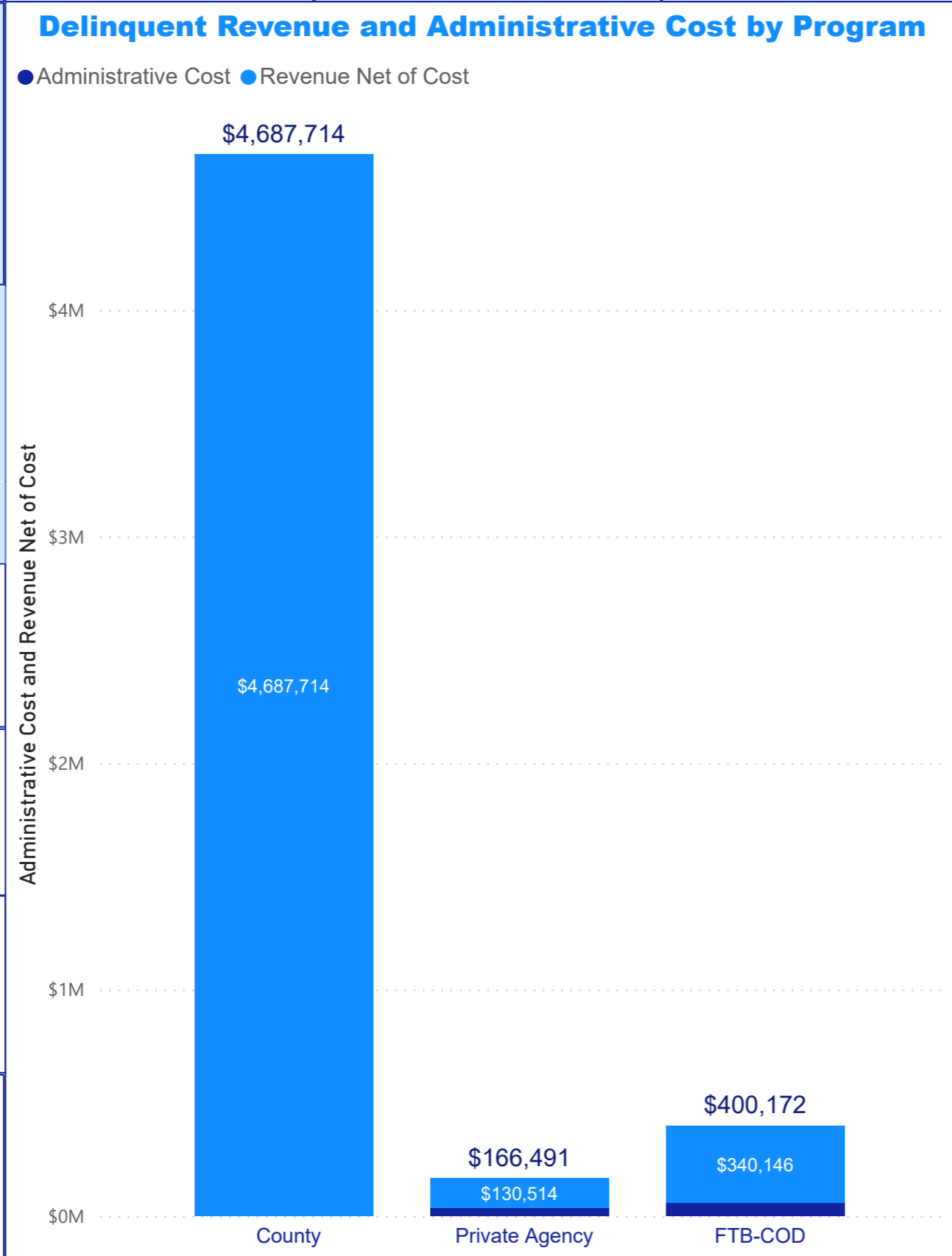
Population	158,474
Judges	9
Commissioners	0.30

Best Practices Engaged	25/25
-------------------------------	-------

Collections Activities Performed	16/16
---	-------

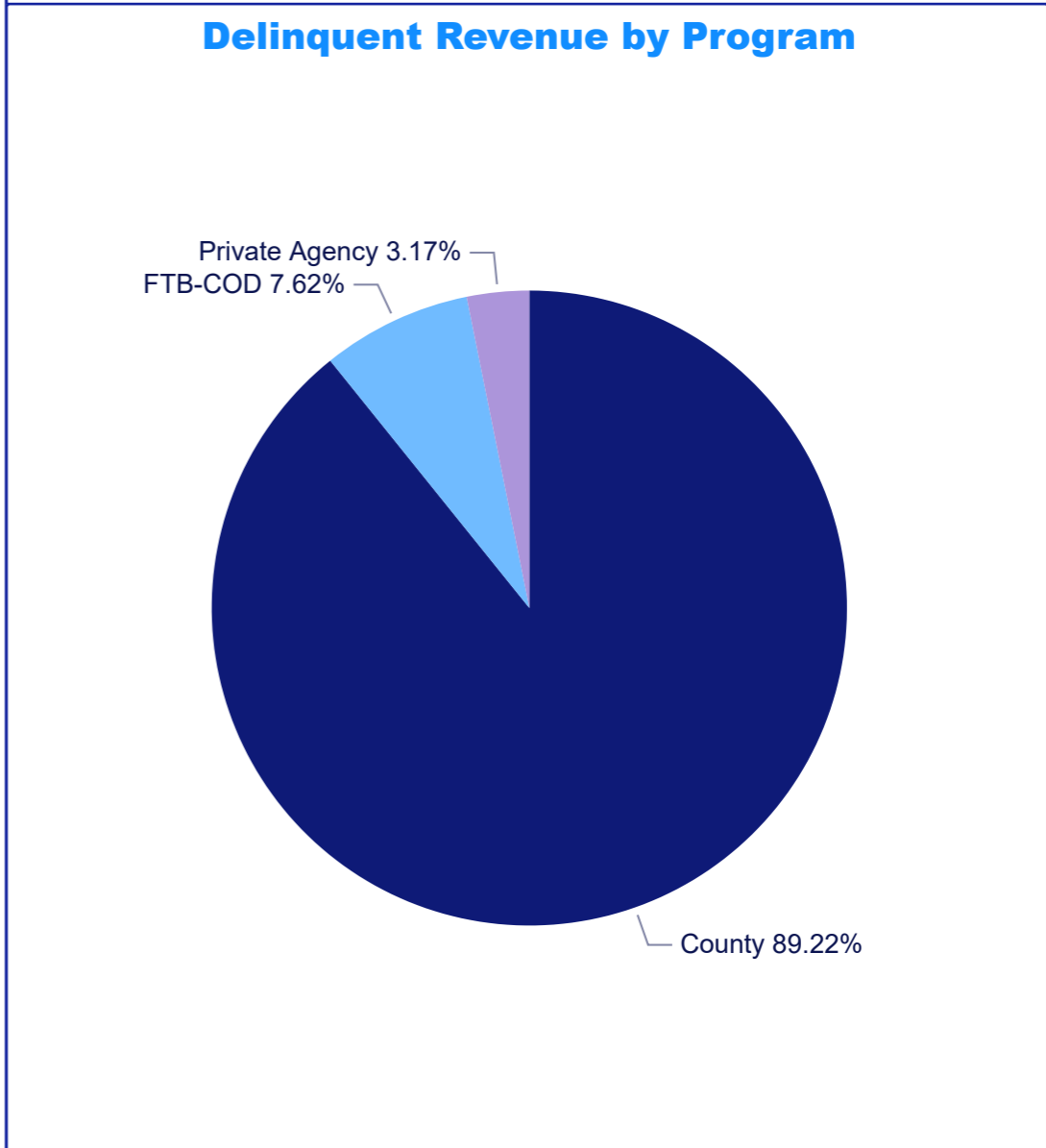
Gross Recovery Rate		
Current	Prior	Combined
-	6%	37%

Success Rate		
Current	Prior	Combined
-	5%	9%

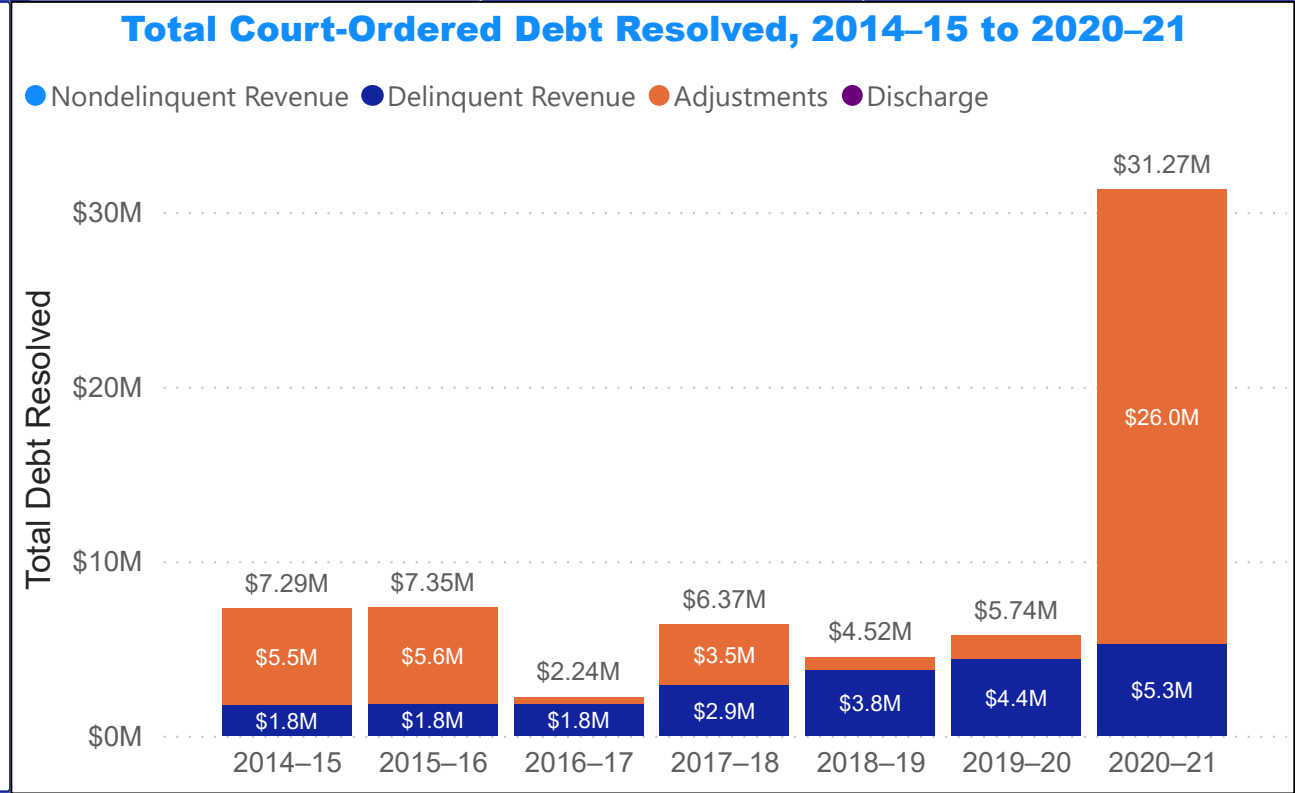
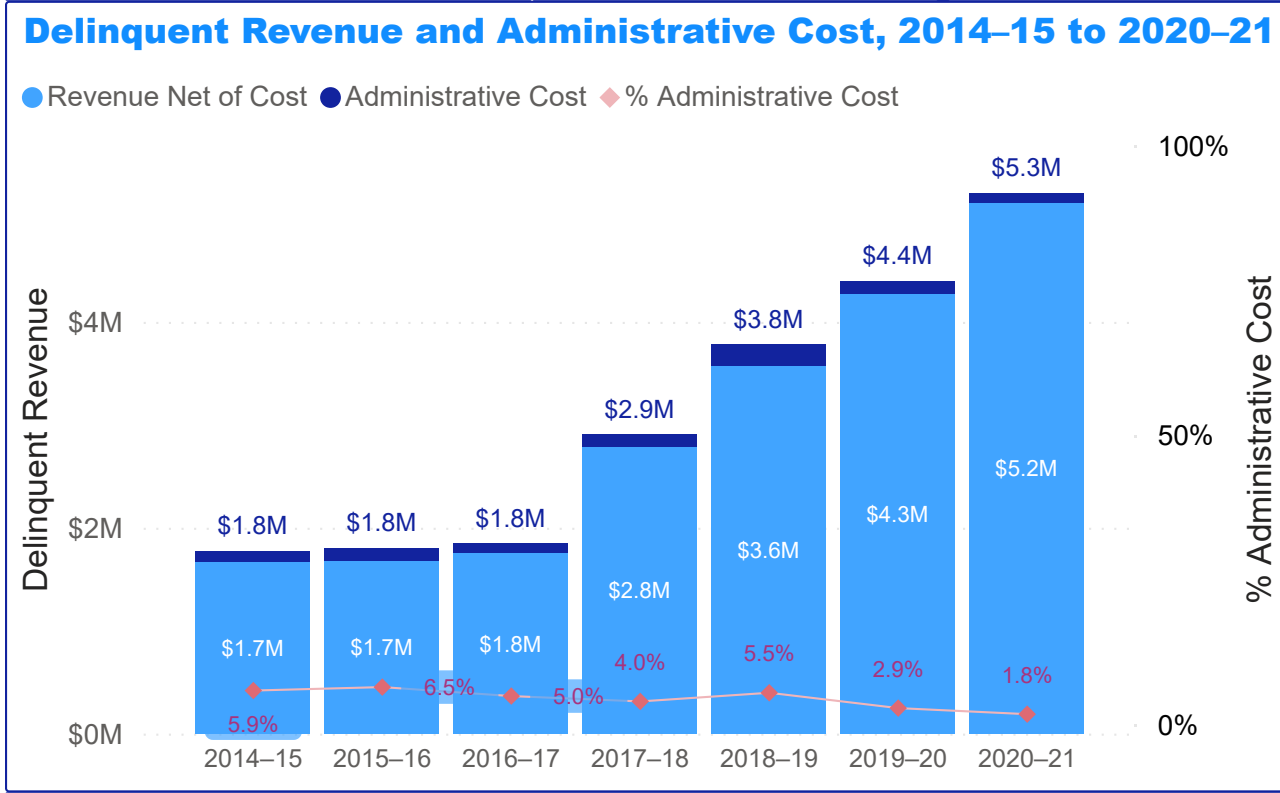


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$4,687,714	-	
Private Agency	\$166,491	\$35,977	21.6%
FTB-COD	\$400,172	\$60,026	15.0%
Intrabranh	-	-	
Other	-	-	
Total	\$5,254,377	\$96,003	1.8%



Court Madera	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 132,490	No. of Delinquent Cases With Payments 13,614
	Current	Prior	Combined				
	32%	12%	19%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$1,012,495	\$3,675,219	-	-	\$22,645,857	\$591,957	-	-
Private Agency	\$62,932	\$103,559	\$17,221	\$18,756	\$23,937	(\$4,587)	-	-
FTB-COD	\$111,760	\$288,412	\$16,764	\$43,262	\$2,763,293	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,187,187	\$4,067,190	\$33,985	\$62,018	\$25,433,087	\$587,370	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$111,521	203	\$22,225
2 - Written Notice(s)	\$4,724,705	1,384	\$7,563
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$400,172	12,027	\$60,026
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$17,979	-	\$6,189
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$5,254,377	13,614	\$96,003

Marin: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Marin County and the County of Marin. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Marin collections program, the significant decline in Gross Recovery Rate for the reporting period is due to the recall of debts as described below. Much of the data requested on the report is not available in the program's case management system (CMS) so the data reported is based on best estimates.

The program does not currently have the resources to accurately report information to the level of detail requested on the CRT. The program has inquired with the CMS vendor on the reporting product that they have to offer and are waiting for their response. While there are workflows in place to send delinquency letters and collection notices to debtors, it does not have the capacity to combine collection action to outcomes. It is our hope that the reporting product from our vendor has the functionality to provide outcomes of our collection activity.

The financial side of the CMS is under-developed and does not have the options necessary to more accurately track adjustments which can impact financial reporting. Separating data for new cases verses prior cases for the county collection program is difficult within the current system. Victim restitution also has limited resources available to more precisely report on case data. Victim restitution hopes to implement a new CMS in the next couple of years that would expand reporting capability.

In April 2020 almost if not all debts that were referred to the collections program were recalled to provide relief to debtors affected by the COVID-19 pandemic. The recall left debts that were referred to the program from years prior. The remaining debts were old cases; some as old as 24 years old (from the date of infraction). The program saw a significant decline in collections and revenues due to the age of debts. The program partnered with Marin Superior Court to discharge debts that were deemed uncollectible. It is expected that a large portion of aged debts would be discharged and reflected in the 2022 CRT.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Marin ▼	\$26,672,718	\$5,737,334	\$1,393,260	\$45,459	\$0	\$918,291

2020-21 Collections Individual Program Report

Population
257,774

Judges
12

Commissioners
0.70

Best Practices Engaged
23/25

Collections Activities Performed
15/16

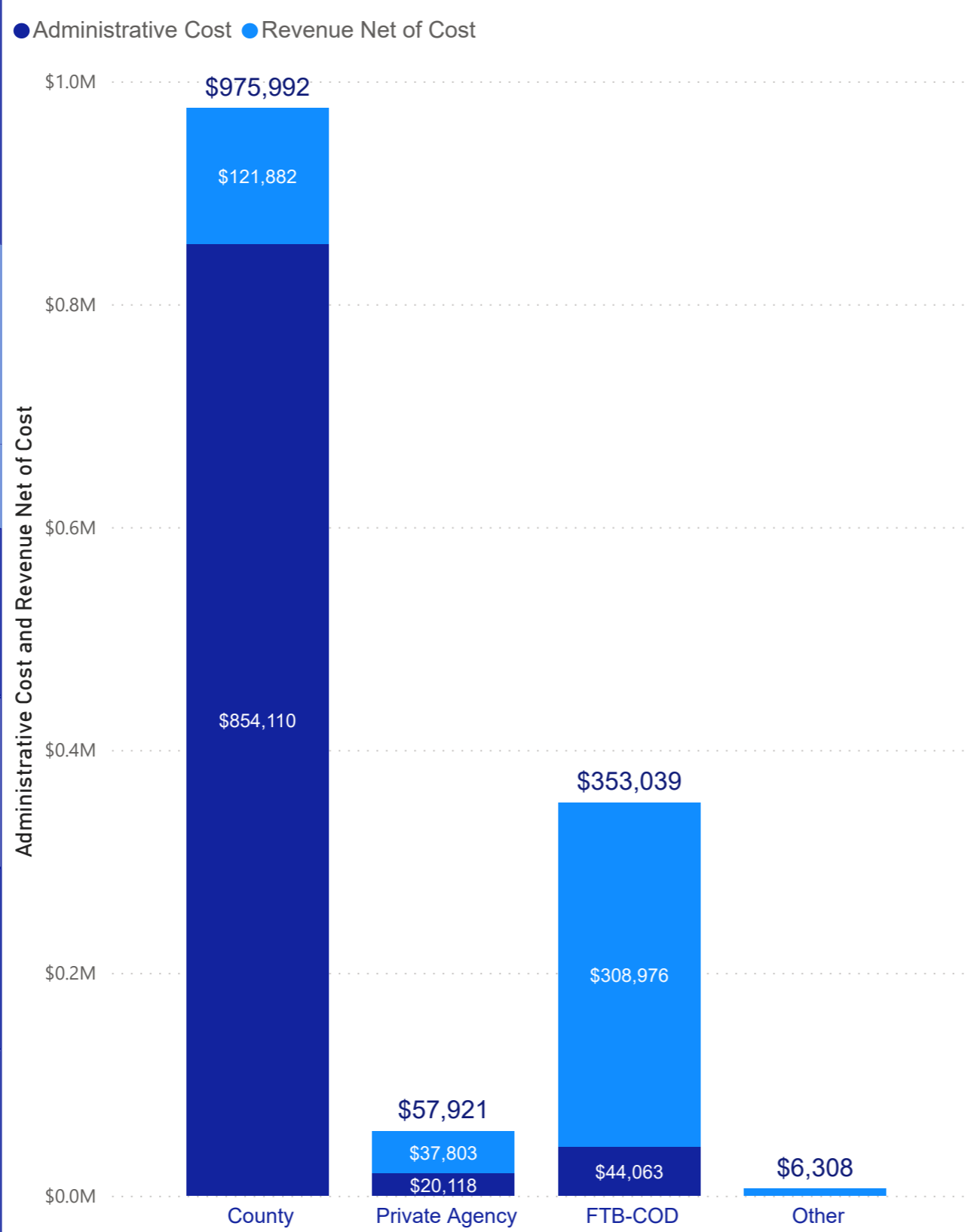
Gross Recovery Rate

Current	Prior	Combined
57%	5%	5%

Success Rate

Current	Prior	Combined
	5%	5%

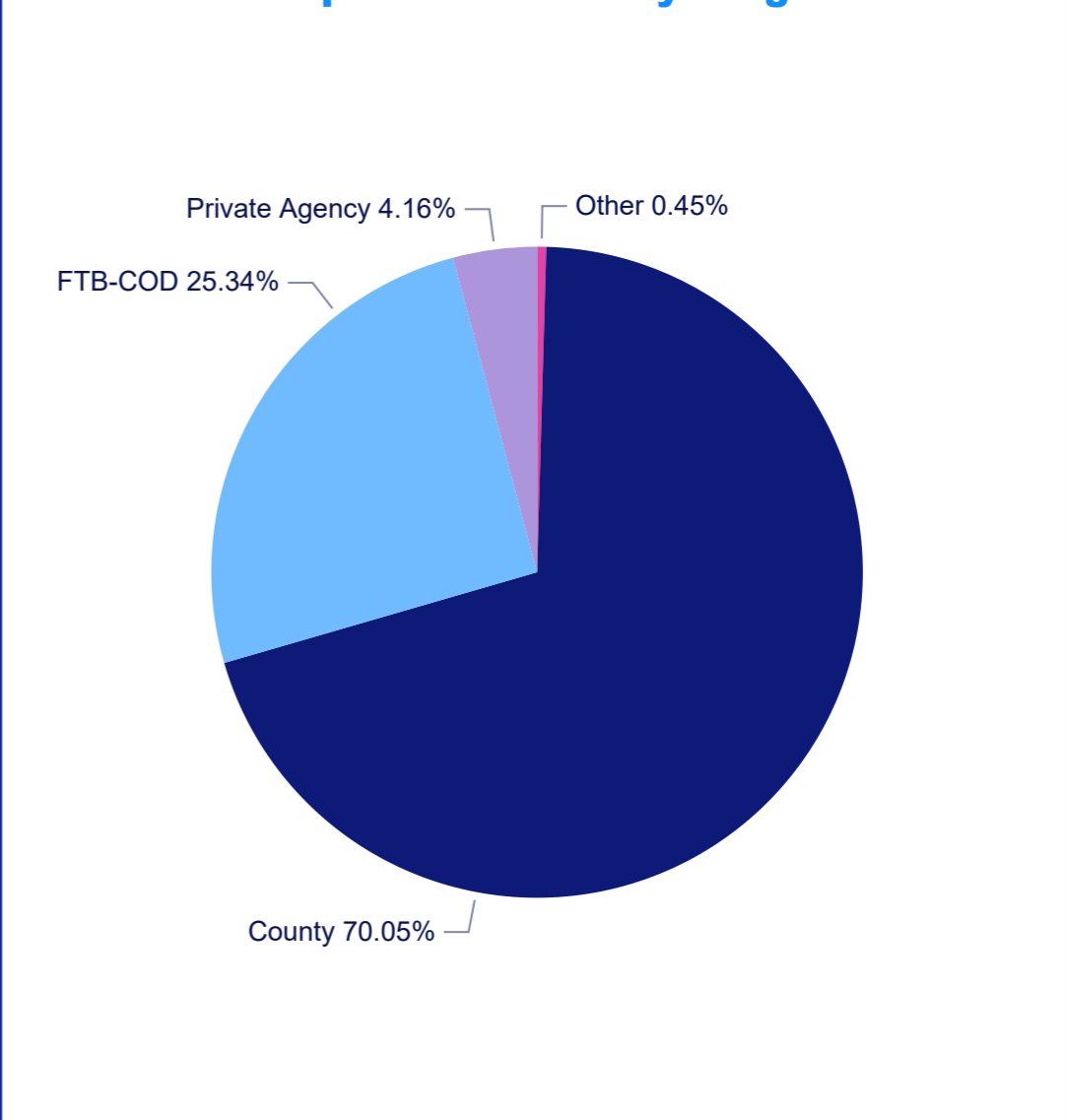
Delinquent Revenue and Administrative Cost by Program



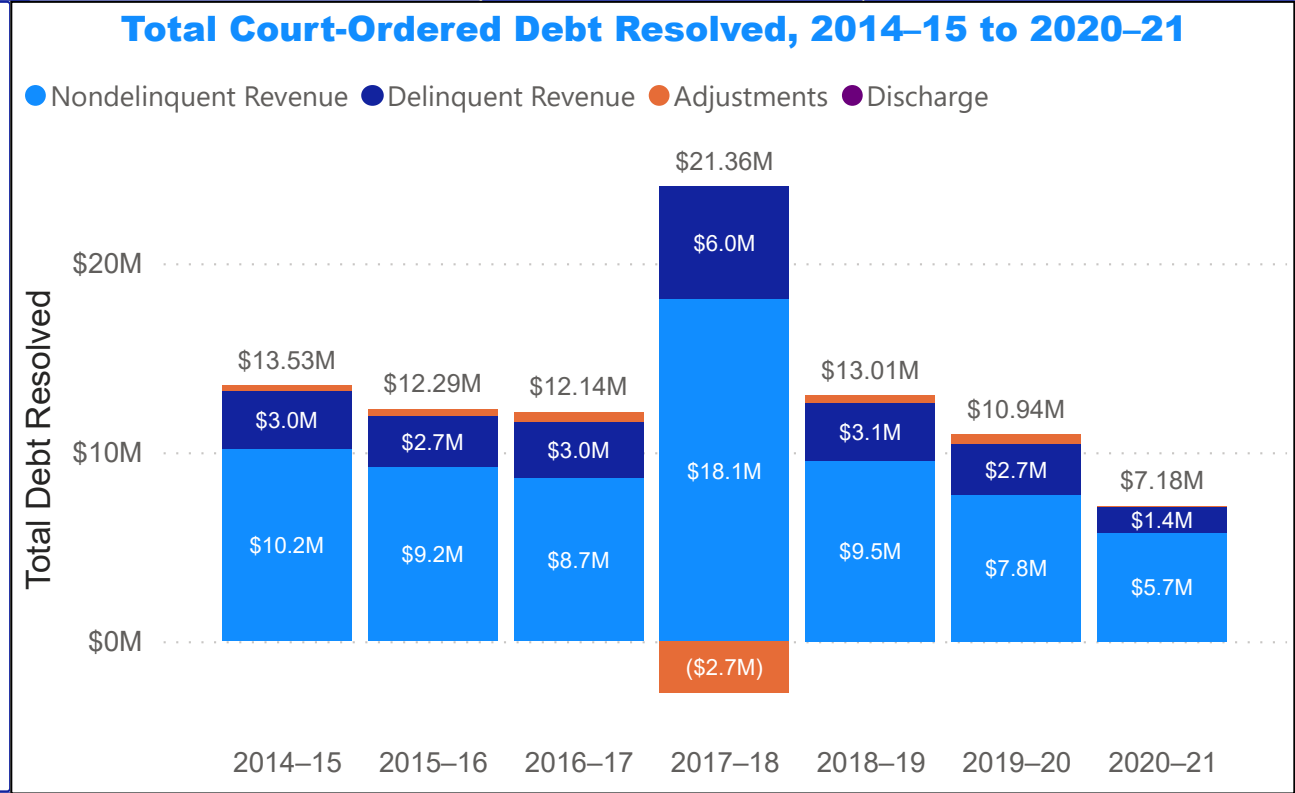
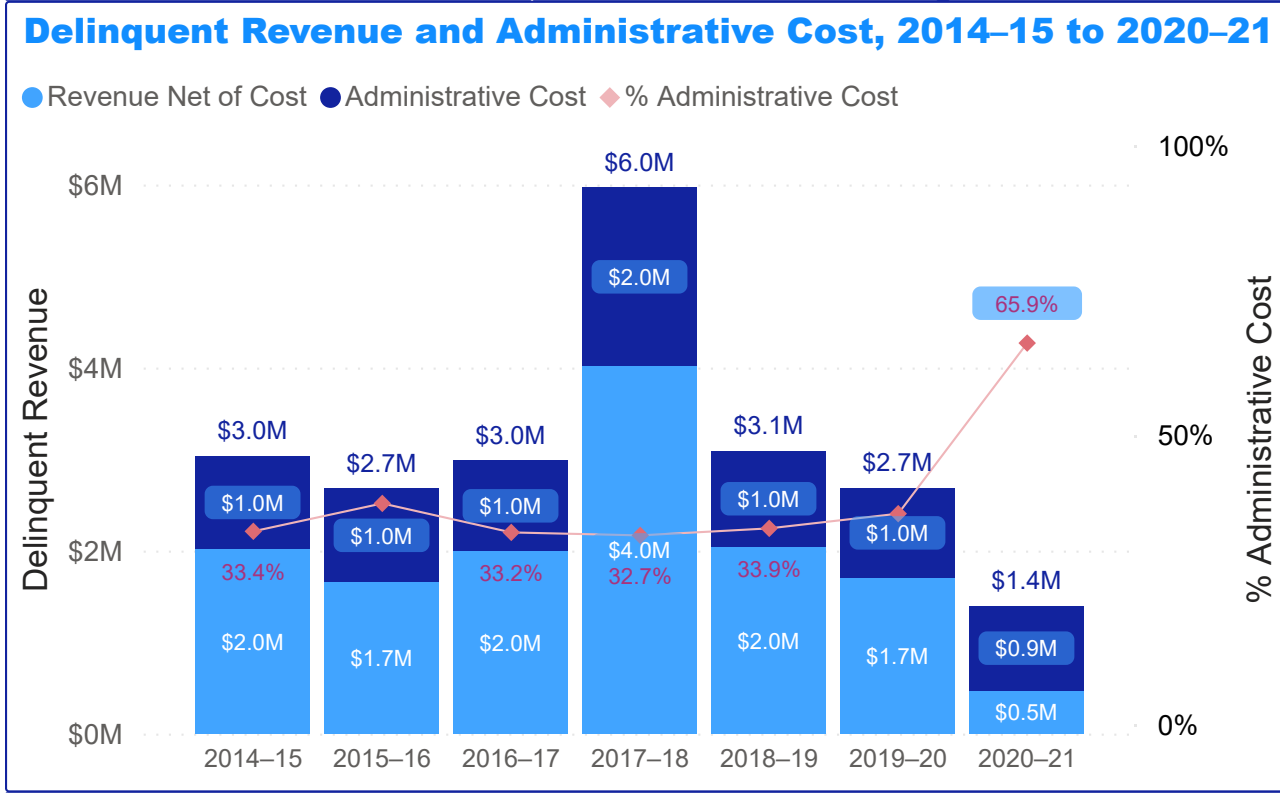
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	\$975,992	\$854,110	87.5%
Private Agency	\$57,921	\$20,118	34.7%
FTB-COD	\$353,039	\$44,063	12.5%
Intrabranh	-	-	-
Other	\$6,308	-	-
Total	\$1,393,260	\$918,291	65.9%

Delinquent Revenue by Program



Court Marin	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 32,674	No. of Delinquent Cases With Payments 2,590
	0%	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	\$975,992	-	\$854,110	\$6,687	\$17,078	-	-
Private Agency	-	\$57,921	-	\$20,118	-	\$9,825	-	-
FTB-COD	-	\$353,039	-	\$44,063	-	\$11,869	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	\$6,308	-	-	-	-	-	-
Total	-	\$1,393,260	-	\$918,291	\$6,687	\$38,772	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$333,696	480	-
2 - Written Notice(s)	\$679,808	941	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$353,039	1,011	-
6 - FTB-IIC	\$6,308	16	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$57,921	108	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,430,772	2,556	-

Mariposa: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mariposa County and the County of Mariposa. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Mariposa collections program, the COVID-19 pandemic continues to affect collections for both the court and the county. The Gross Recovery Rate decreased as a result of the continuing COVID-19 pandemic and the inability of individuals to work and make payments. In addition, for the county, there was no revenue received from the Interagency Intercept Collections program because the Franchise Tax Board (FTB) suspended the program. All other rates stayed consistent to prior fiscal year for both the county and the FTB. The county program's collections costs increased slightly due to employee salary and benefits and increased payment processing fees. For the court, they balanced in full and costs of collections increased as well. However, the COVID-19 pandemic continues to affect revenue collections on all fronts.

The court is still unable to get an accurate number for value of cases on installment agreements; both defaulted on and current on installments due to case management system limitations. The program anticipates converting to a new system next year, which should contribute to program's ability to provide accurate numbers.

For the county, adjustment numbers include fees vacated or dismissed per Assembly Bills 1793, 64, 1950, and 1869. The county reported \$108,000 in adjustments related to local fees vacated per Assembly Bill 1869 and anticipates taking further action in 2021–22. In addition, collections costs reported in the current period, Other row for the county, are related to expenses incurred to get information to the IIC and setting up the program for 2020–2021 (e.g., letters to clients, lists, and downloads to IIC). This activity happened prior to the FTB suspending its IIC program. The revenue reported in prior year, Other row, are payment received by the court from the IIC that were applied to accounts from the prior year.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court Mariposa	Outstanding Balance \$7,741,110	Nondelinquent Revenue \$402,892	Delinquent Revenue \$524,425	Adjustments \$813,384	Discharge \$17,078	Administrative Cost \$268,450
--------------------------	---	---	--	---------------------------------	------------------------------	---

2020-21 Collections Individual Program Report

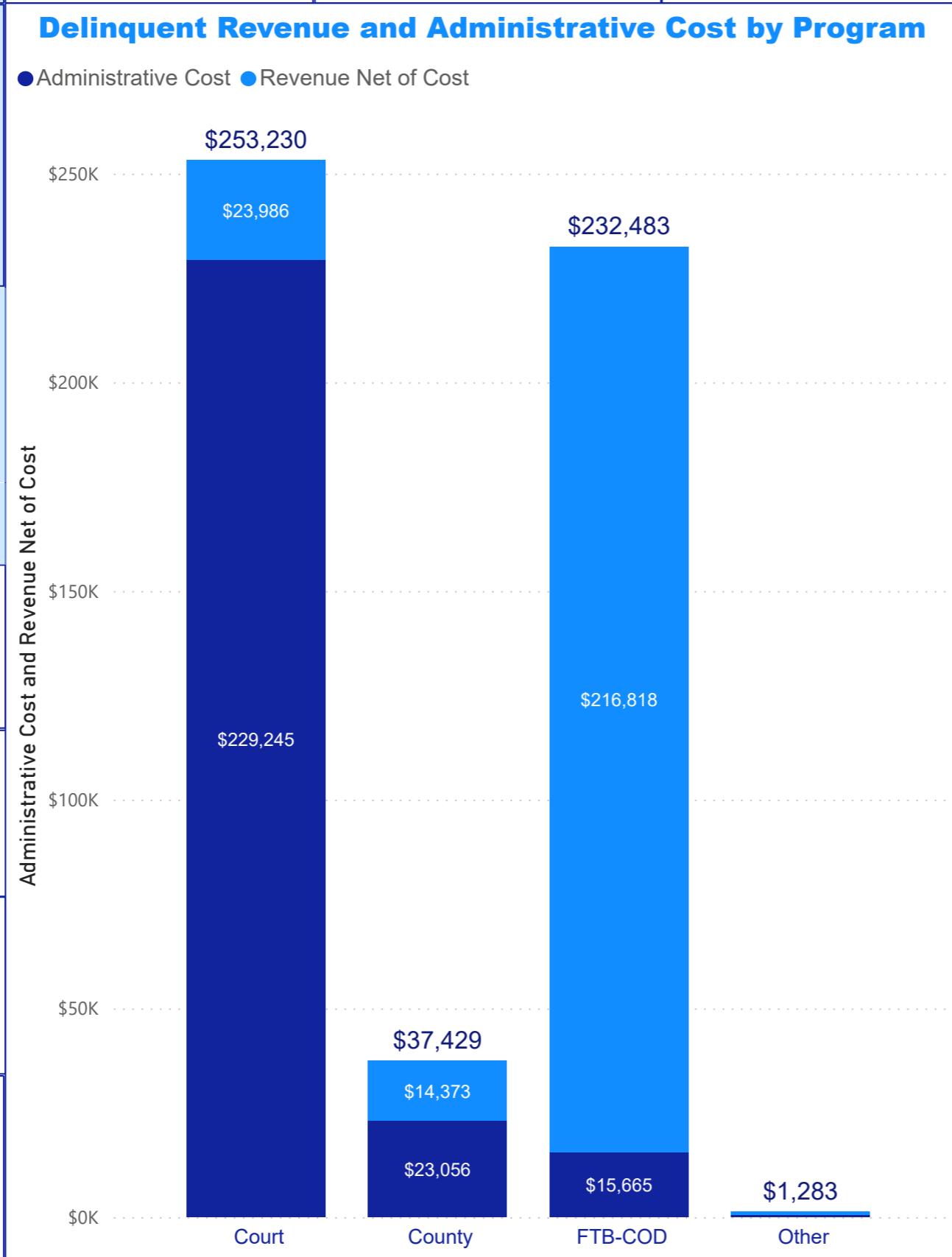
Population 18,037
Judges 2
Commissioners 0.30

Best Practices Engaged 25/25
--

Collections Activities Performed 13/16
--

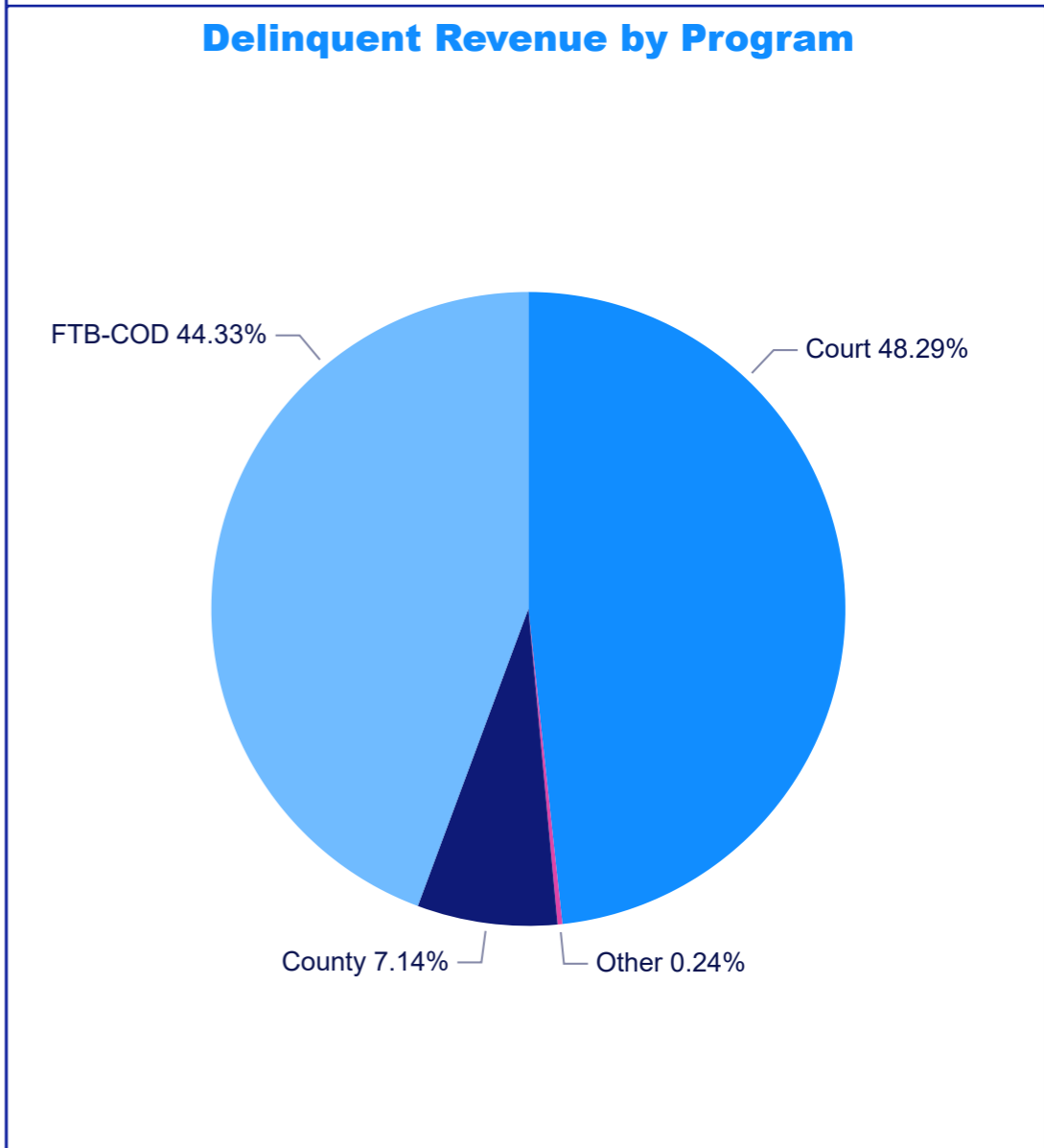
Gross Recovery Rate		
Current	Prior	Combined
21%	14%	15%

Success Rate		
Current	Prior	Combined
12%	5%	6%

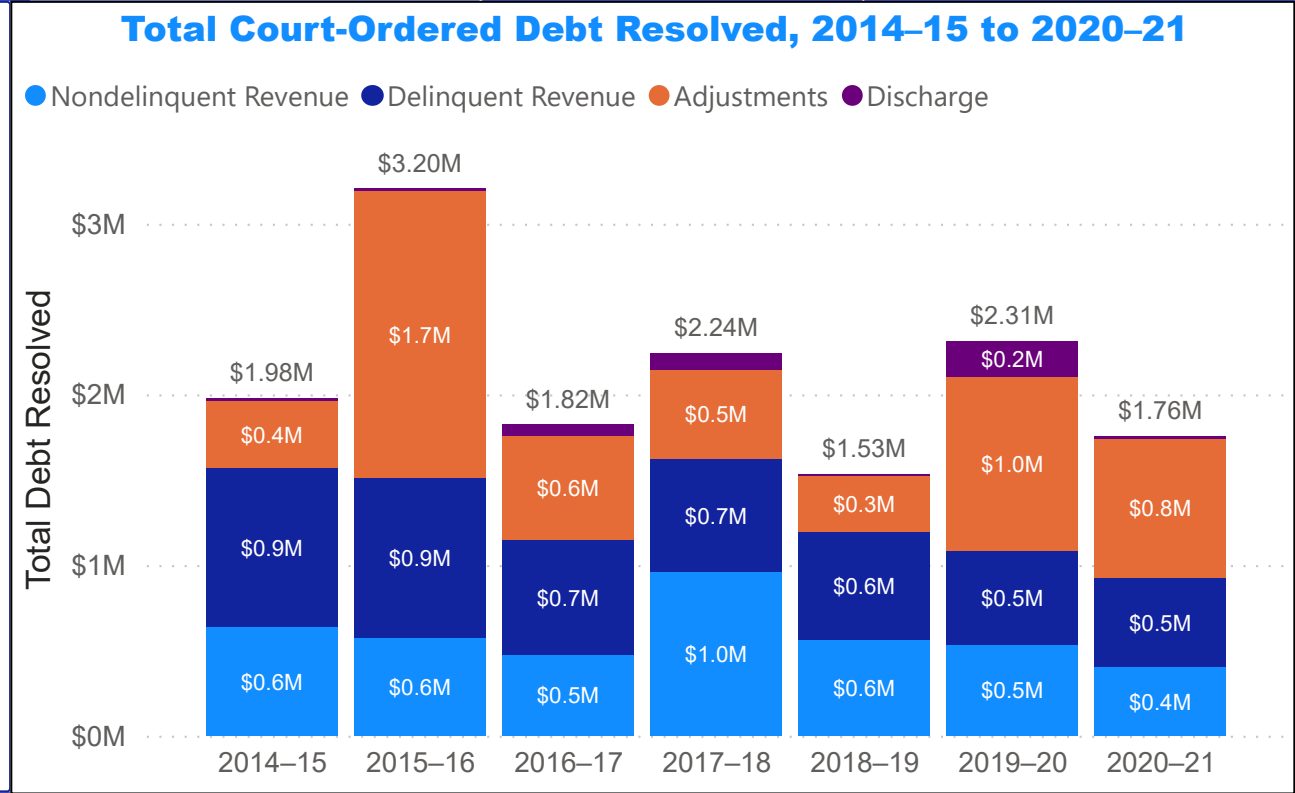
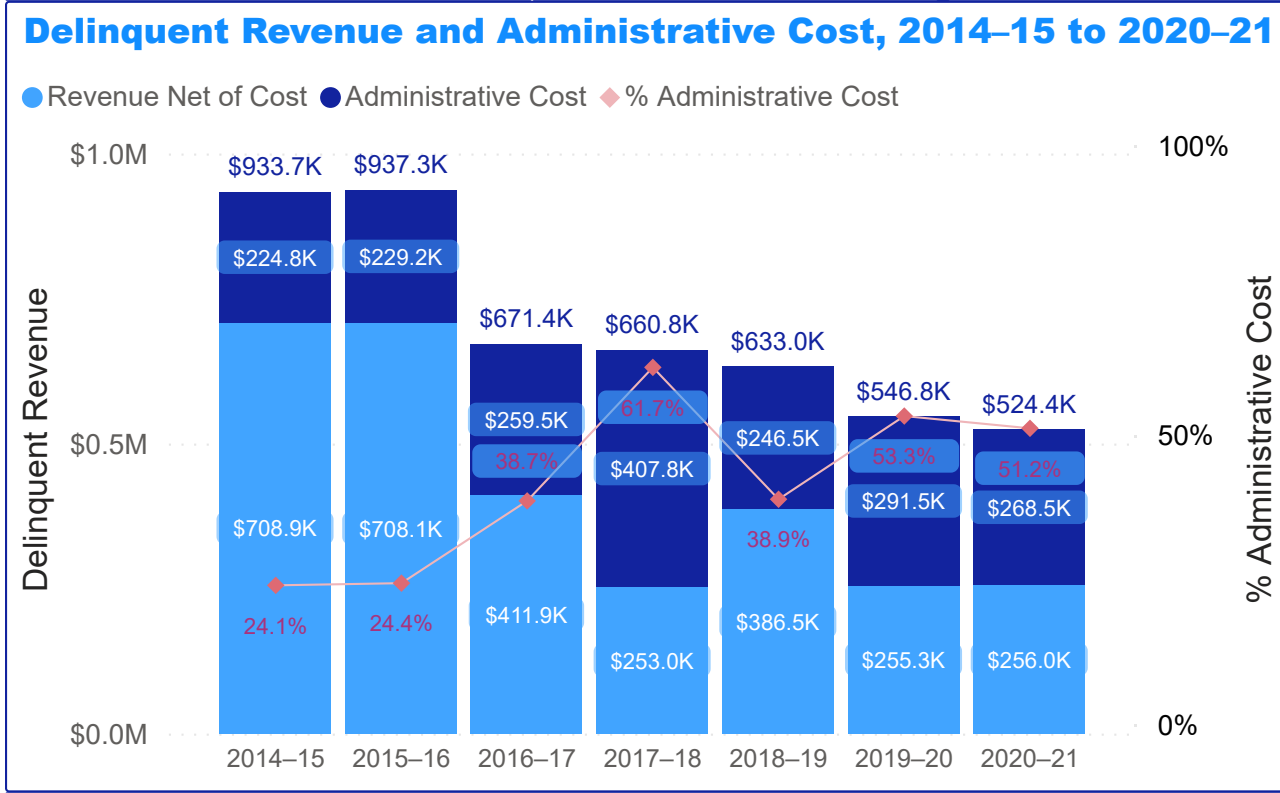


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$253,230	\$229,245	90.5%
County	\$37,429	\$23,056	61.6%
Private Agency	-	-	-
FTB-COD	\$232,483	\$15,665	6.7%
Intrabranh	-	-	-
Other	\$1,283	\$484	37.7%
Total	\$524,425	\$268,450	51.2%



Court Mariposa	Default Rate			No. of People Served	No. of Nondelinquent Cases With Payments	No. of Delinquent Cases Reported	No. of Delinquent Cases With Payments
	Current	Prior	Combined	265	1,604	6,325	1,044
	11%	74%	70%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$118,281	\$134,949	\$229,245	-	\$36,412	\$114,989	-	-
County	\$10,480	\$26,949	\$11,862	\$11,194	\$15,050	\$565,965	\$3,025	\$14,053
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$3,414	\$229,069	\$5,467	\$10,198	\$79,824	\$1,144	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	\$1,283	\$484	-	-	-	-	-
Total	\$132,175	\$392,250	\$247,058	\$21,392	\$131,286	\$682,098	\$3,025	\$14,053

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$3,743	7	\$3,143
2 - Written Notice(s)	\$269,324	3,162	\$19,929
3 - Lobby/Counter	\$12,726	0	\$227,269
4 - Skip Tracing	\$4,866	0	\$1,960
5 - FTB-COD	\$232,483	1,579	\$15,665
6 - FTB-IIC	\$1,283	35	\$484
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$524,425	4,783	\$268,450

Mendocino: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mendocino County and the County of Mendocino. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Mendocino collections program, due to the COVID-19 pandemic, the suspension of Franchise Tax Board's Court-Ordered Debt and Interagency Intercept Collections programs, and the impact to economy, revenue collections were greatly affected. The court has transitioned to a new case management system which reduced referral of delinquent cases to the county while data conversion was being completed. Configuration for the court system is still taking place relating to delinquent court-ordered debt collection. Interfaces between the court and county are still being developed. The court and county worked together during the fiscal year to form a draft Memorandum of Understanding for operations for the comprehensive collection program.

A total of \$3,686,501 was removed from the balance of court-ordered debt due to Assembly Bill 1869 where that portion was written off as unenforceable. In order to be compliant by the effective date, and due to the workload involved in updating our receivables, the county sought to write off those fees prior to the effective date of July 1, 2021. The write offs for Assembly Bill 1869 fees are reflected in Adjustments.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court Mendocino	Outstanding Balance \$21,798,950	Nondelinquent Revenue \$2,405,296	Delinquent Revenue \$2,717,182	Adjustments \$3,800,581	Discharge \$4,094,132	Administrative Cost \$378,061
---------------------------	--	---	--	-----------------------------------	---------------------------------	---

2020-21 Collections Individual Program Report

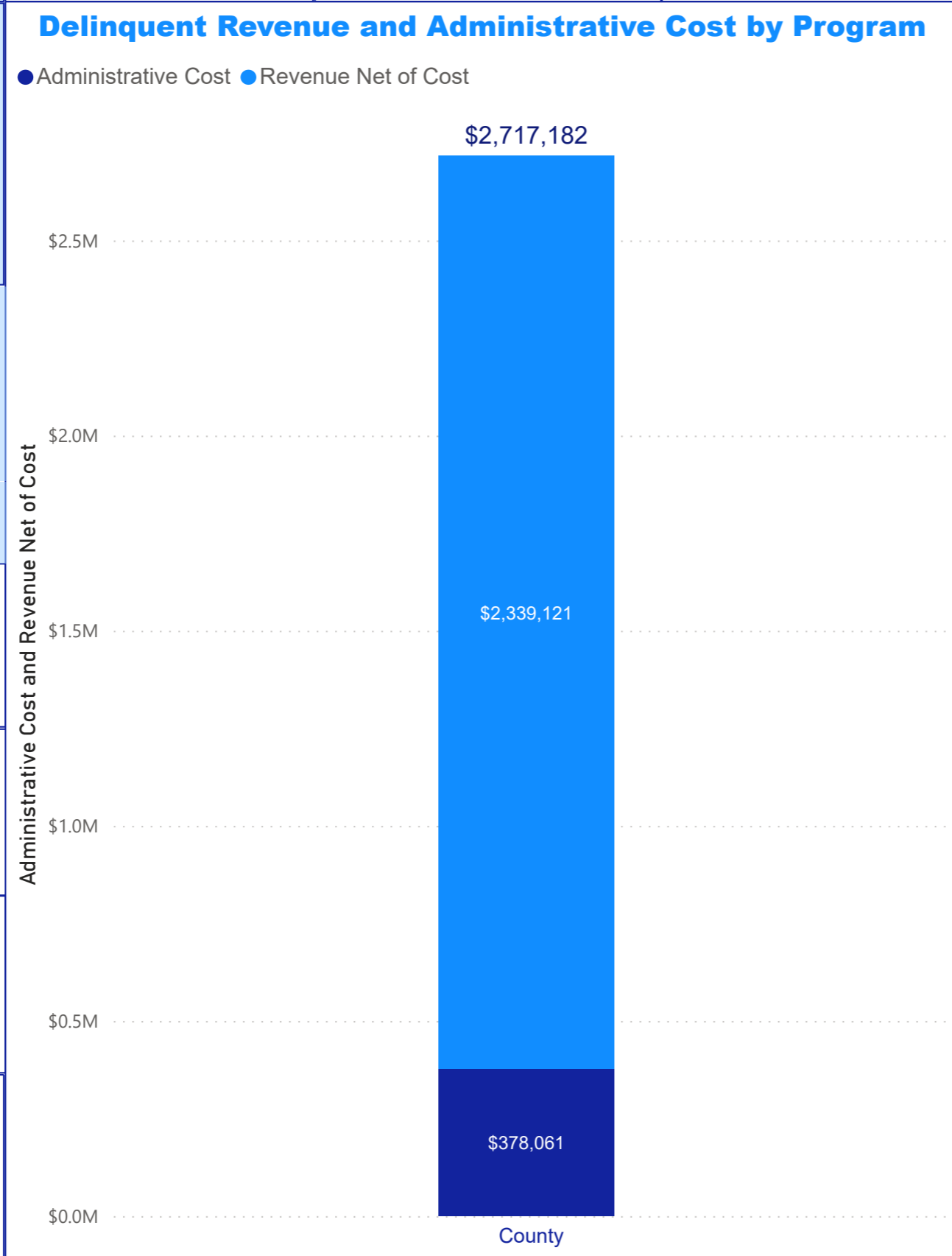
Population 86,669
Judges 8
Commissioners 0.40

Best Practices Engaged 22/25
--

Collections Activities Performed 14/16
--

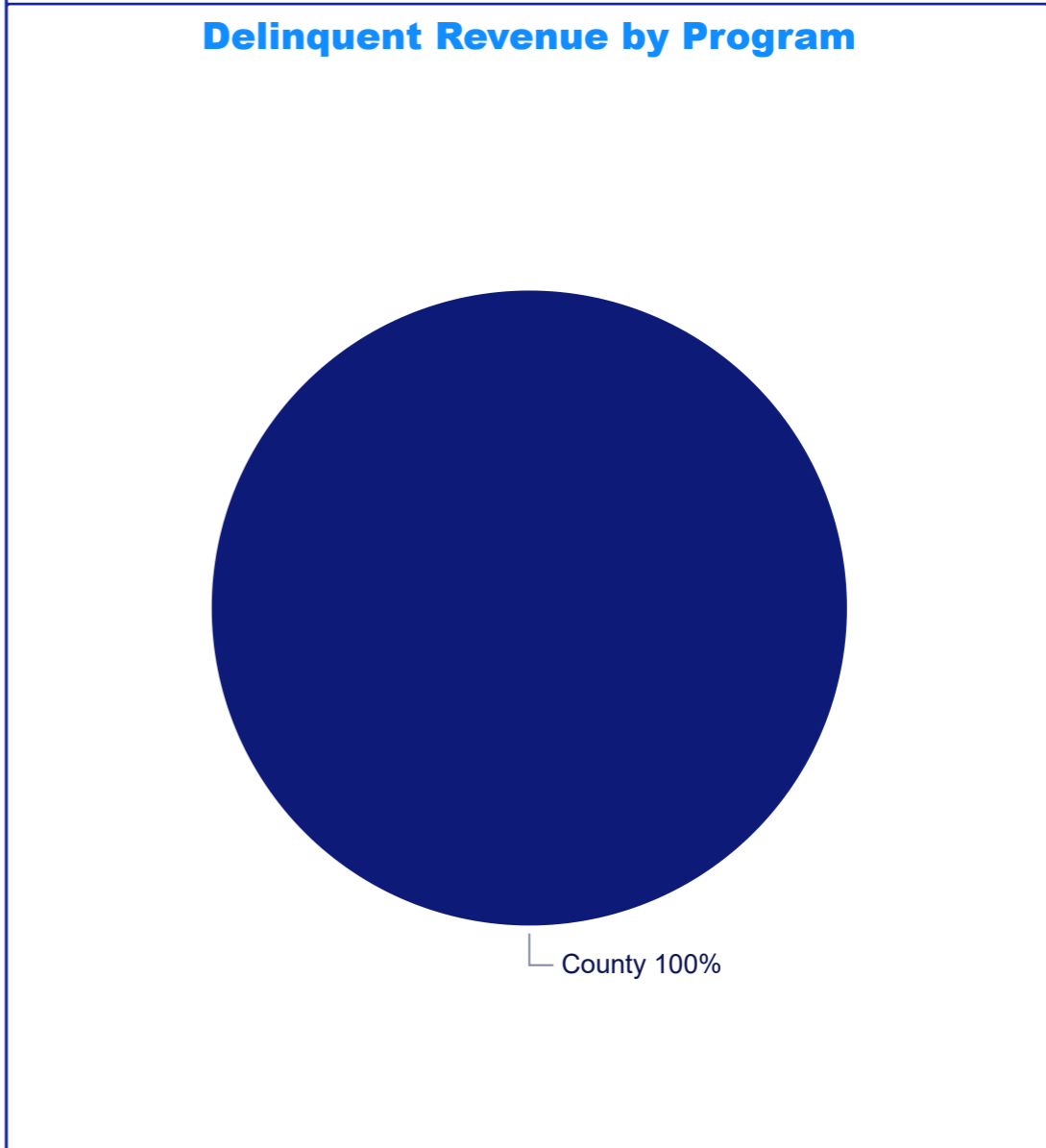
Gross Recovery Rate		
Current	Prior	Combined
3%	36%	33%

Success Rate		
Current	Prior	Combined
	13%	11%

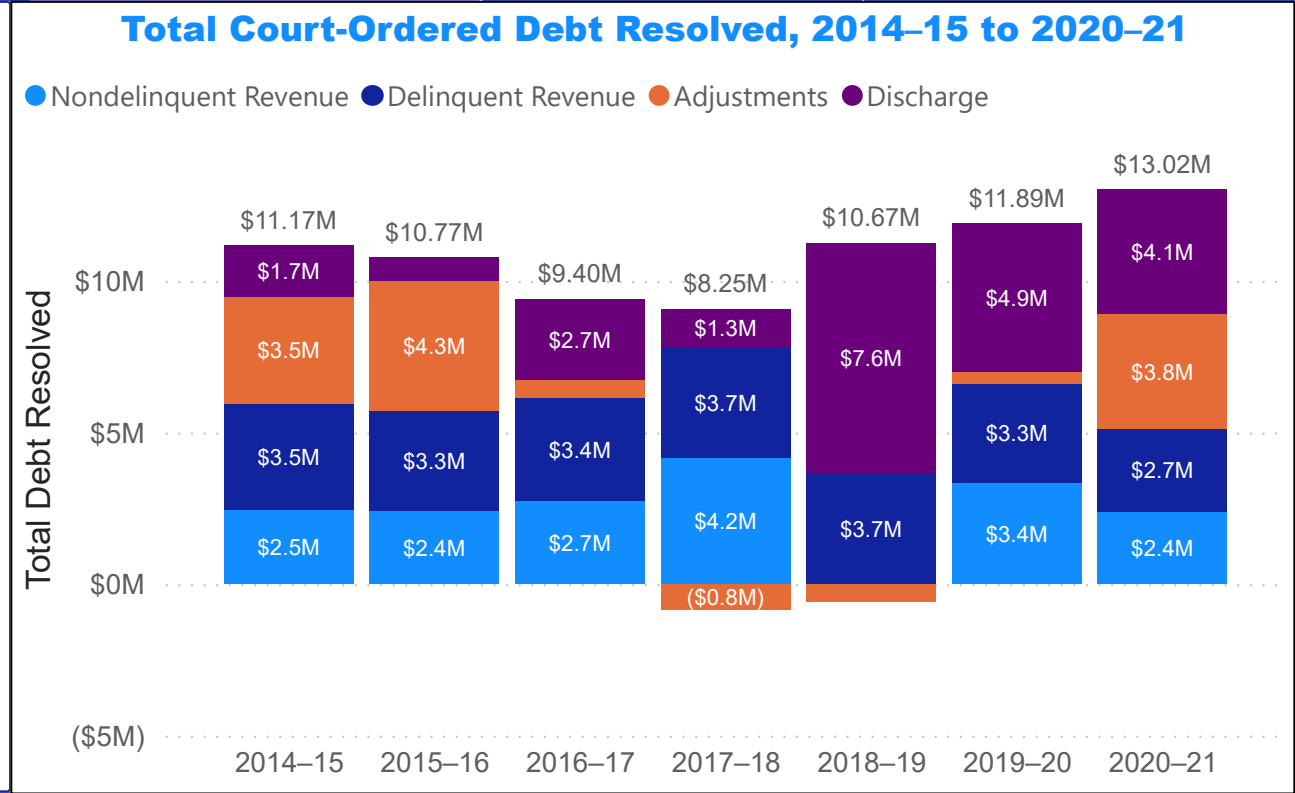
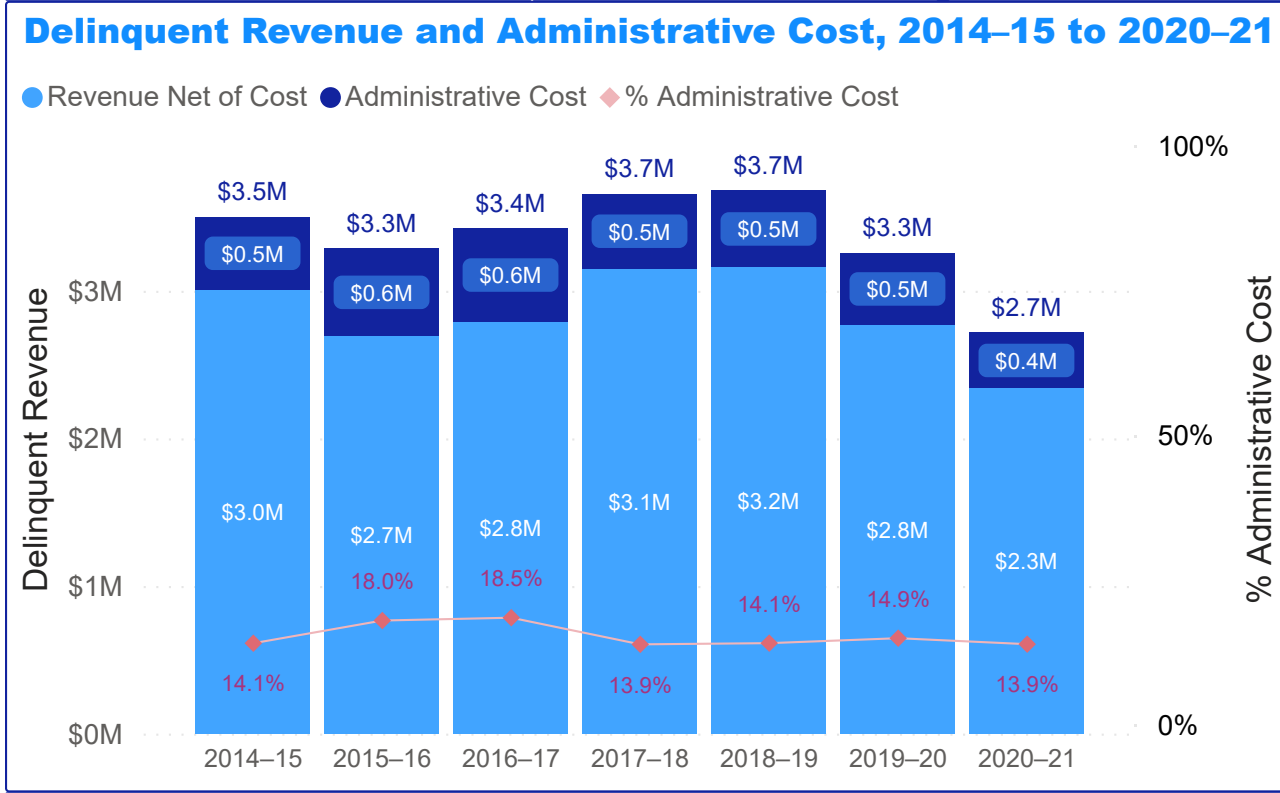


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$2,717,182	\$378,061	13.9%
Private Agency	-	-	
FTB-COD	-	-	
Intrabranch	-	-	
Other	-	-	
Total	\$2,717,182	\$378,061	13.9%



Court Mendocino	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 28,525	No. of Delinquent Cases With Payments Not Available
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	\$2,717,182	-	\$378,061	\$114,080	\$3,686,501	-	\$4,094,132
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	-	\$2,717,182	-	\$378,061	\$114,080	\$3,686,501	-	\$4,094,132

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	-	-	-

Merced: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Merced County and the County of Merced. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Merced collections program, the court's collection efforts were directly affected by the continuous COVID-19 pandemic safety protocols and staff shortages throughout the fiscal year. Court Judicial Officers reduced the number of collection cases allowed to be heard in court. The court implemented telephonic and video appearances. In addition, the court increased its efforts to utilize the TR300 forms (installment plans and ability to pay) to assist individuals with hardships. Lastly, because of staff shortages, the referral of cases to the Franchise Tax Board's Court- Ordered Debt program and private collection agency were placed on hold.

The \$429,688 in administrative costs includes collections activities from categories 1, 2, 3, 4, and 7 performed by the court. The court continues to work with Tyler Technologies, their case management system vendor, to develop reports to comply with the additional reporting requirements.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Merced ▼	\$109,280,062	\$7,295,192	\$3,880,645	\$3,331,978	\$7,569,045	\$487,232

2020-21 Collections Individual Program Report

Population	284,836
Judges	11
Commissioners	2.00

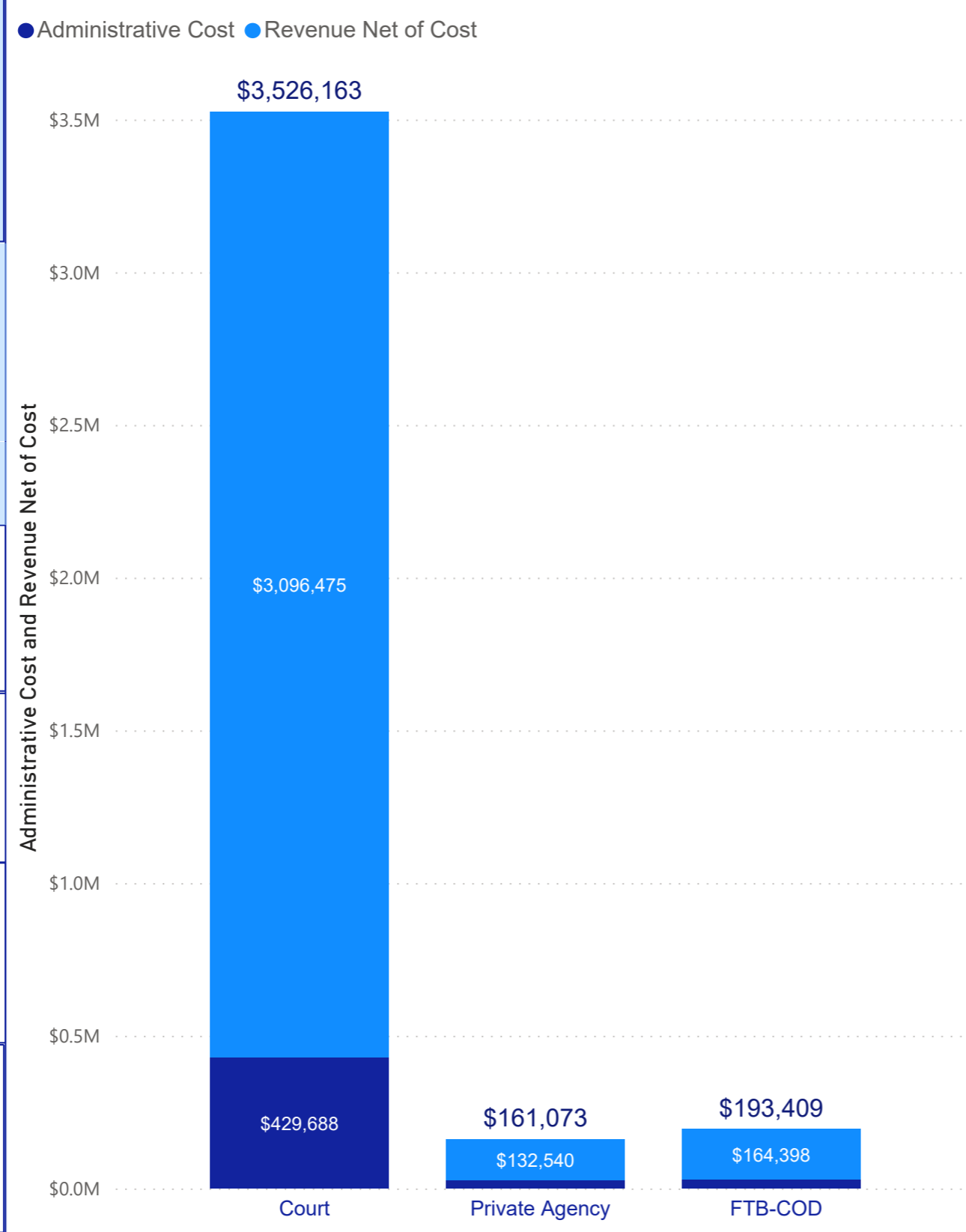
Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	14/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
7%	13%	12%

Success Rate		
Current	Prior	Combined
4%	3%	3%

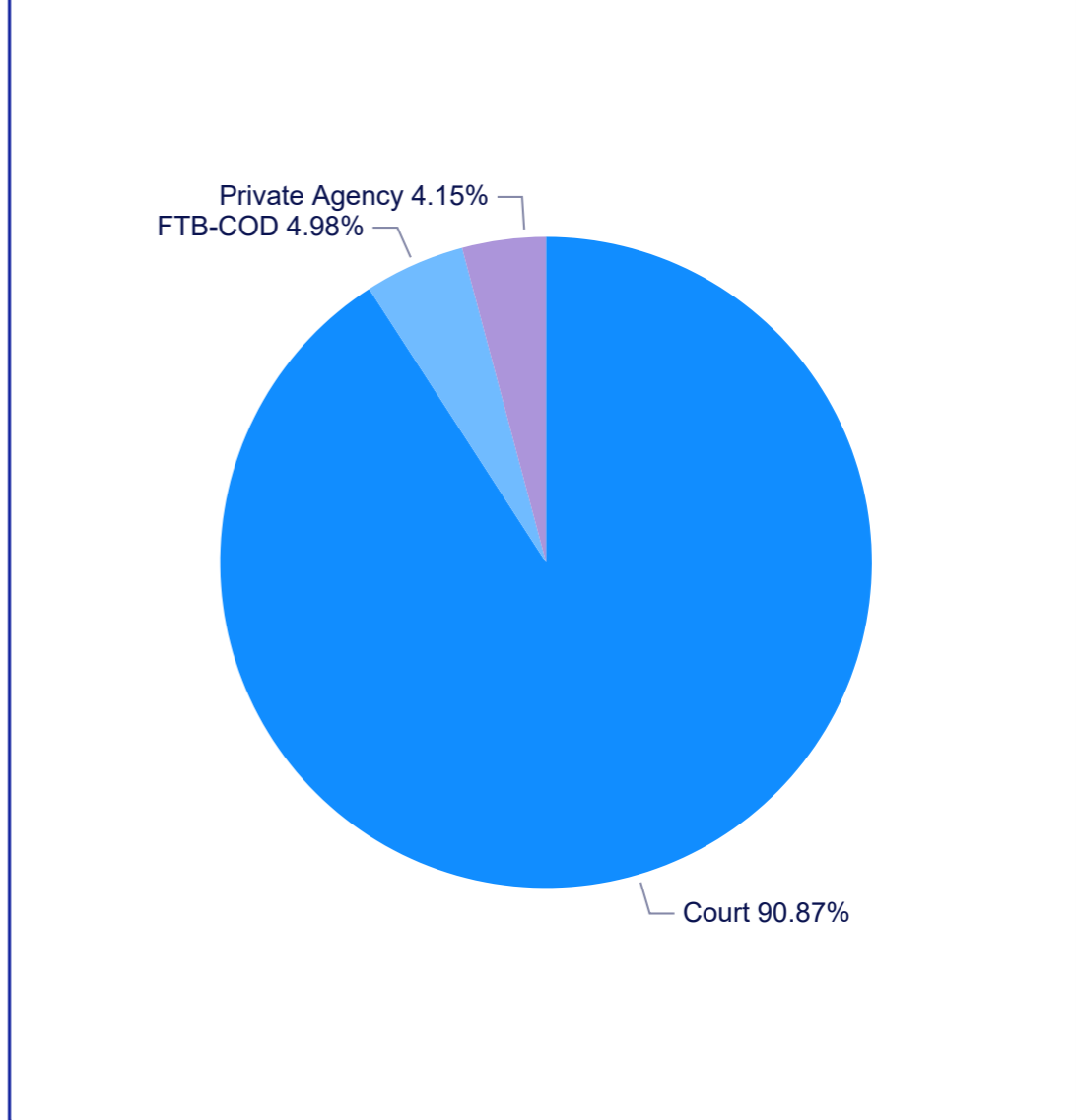
Delinquent Revenue and Administrative Cost by Program



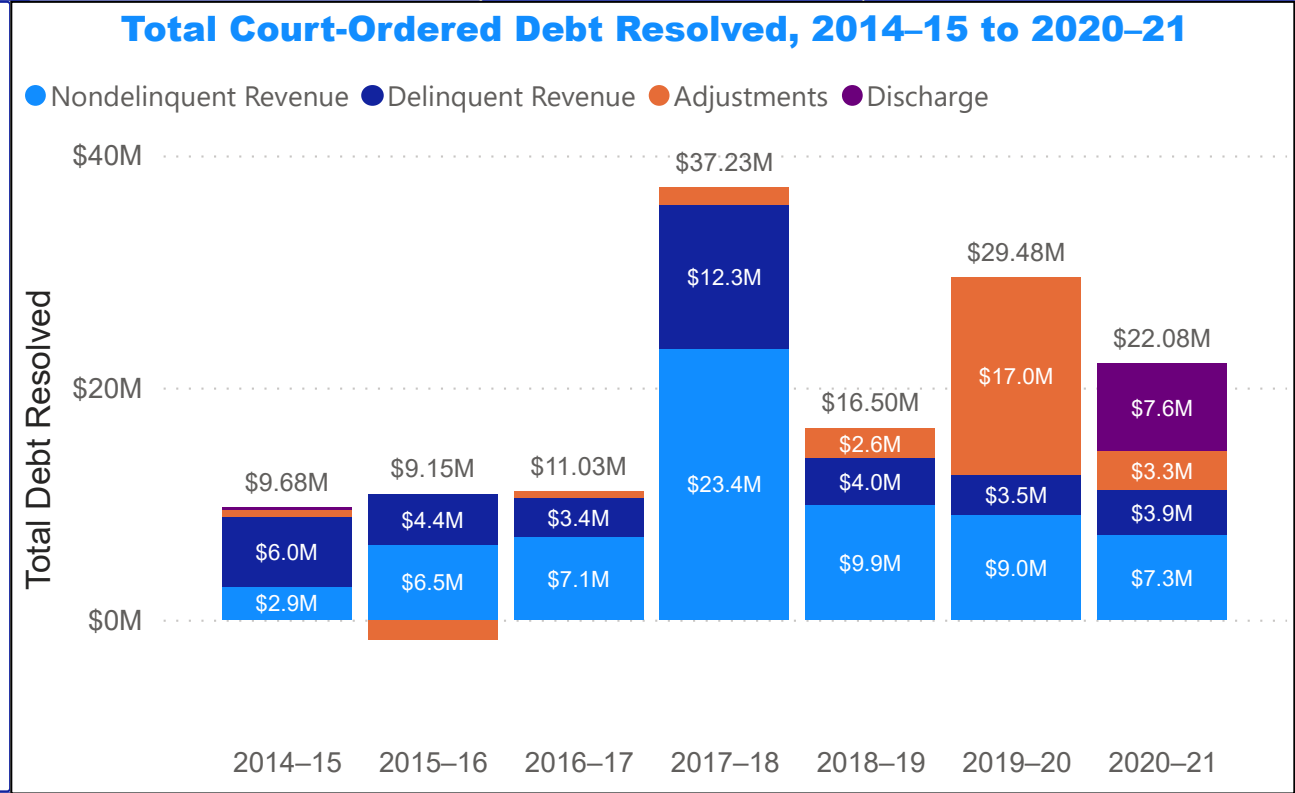
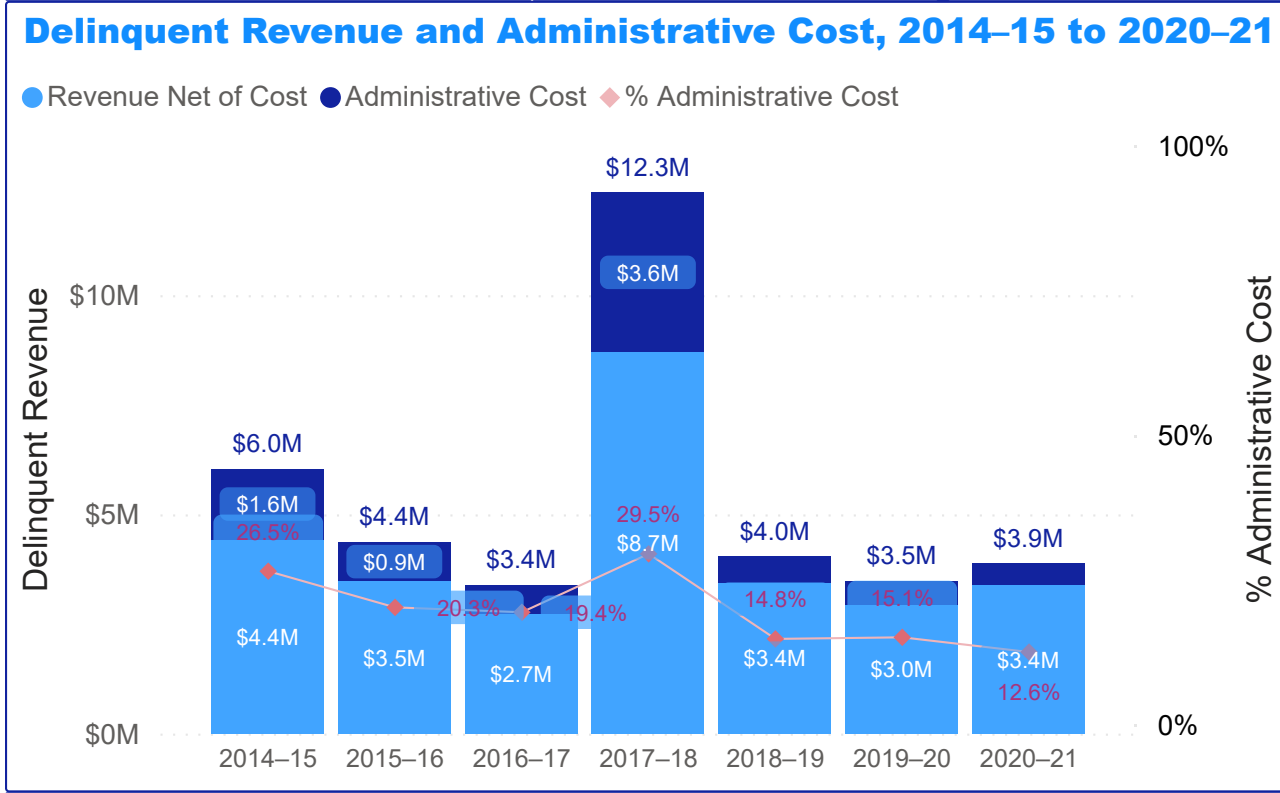
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$3,526,163	\$429,688	12.2%
County	-	-	-
Private Agency	\$161,073	\$28,533	17.7%
FTB-COD	\$193,409	\$29,011	15.0%
Intrabranh	-	-	-
Other	-	-	-
Total	\$3,880,645	\$487,232	12.6%

Delinquent Revenue by Program



Court Merced	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 121,081	No. of Delinquent Cases With Payments 16,946
	-	76%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$690,775	\$2,835,388	\$111,934	\$317,754	\$640,447	\$2,628,807	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$161,073	-	\$28,533	-	\$62,724	-	\$7,569,045
FTB-COD	-	\$193,409	-	\$29,011	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$690,775	\$3,189,870	\$111,934	\$375,298	\$640,447	\$2,691,531	-	\$7,569,045

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$99,933	169	\$17,609
2 - Written Notice(s)	\$61,140	160	\$10,925
3 - Lobby/Counter	\$3,526,163	-	\$429,688
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$193,409	-	\$29,011
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$3,880,645	329	\$487,233

Modoc: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Modoc County and the County of Modoc. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Modoc collections program, current period collections suffered from a lack of payments in general and the COVID-19 pandemic. Also, the inability to place a failure to pay hold on driver's licenses has adversely affected collections. Overall the court has done a good job in collecting past due fines. Unfortunately the case management system does not have the ability to differentiate between current and prior period revenues. The program is working with the vendor to develop reports that will allow this in the future. This is why Gross Recovery and Success Rate are low for the prior period as well as the combined benchmarks.

Because of the case management system Modoc cannot provide all of the information listed in subdivisions (a) and (b) of Government Code section 68514. The program has completed the report to the best of their ability.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Modoc ▼	\$2,737,883	\$324,634	\$158,686	\$59,525	\$0	\$71,223

2020-21 Collections Individual Program Report

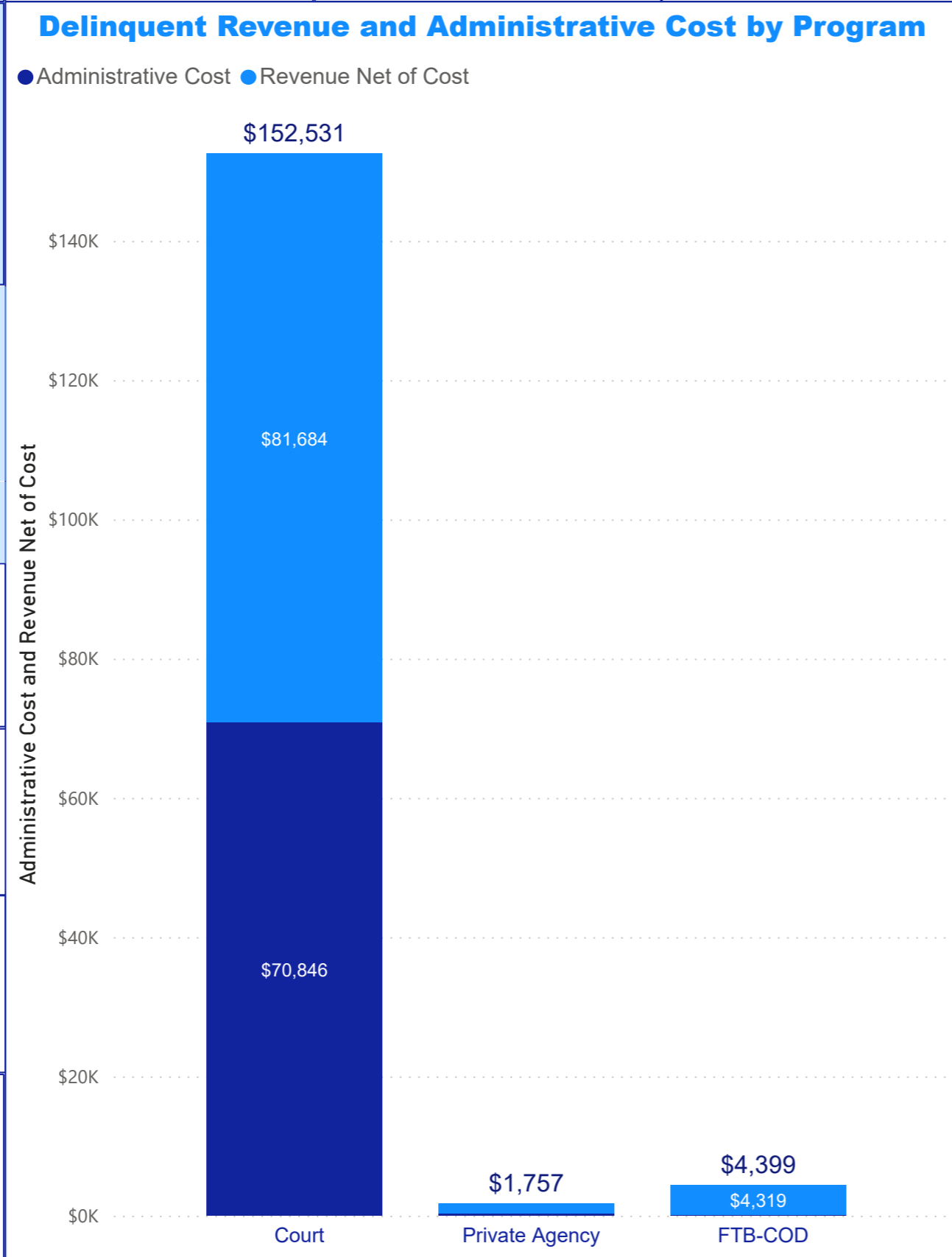
Population	9,491
Judges	2
Commissioners	0.30

Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	15/16
---	-------

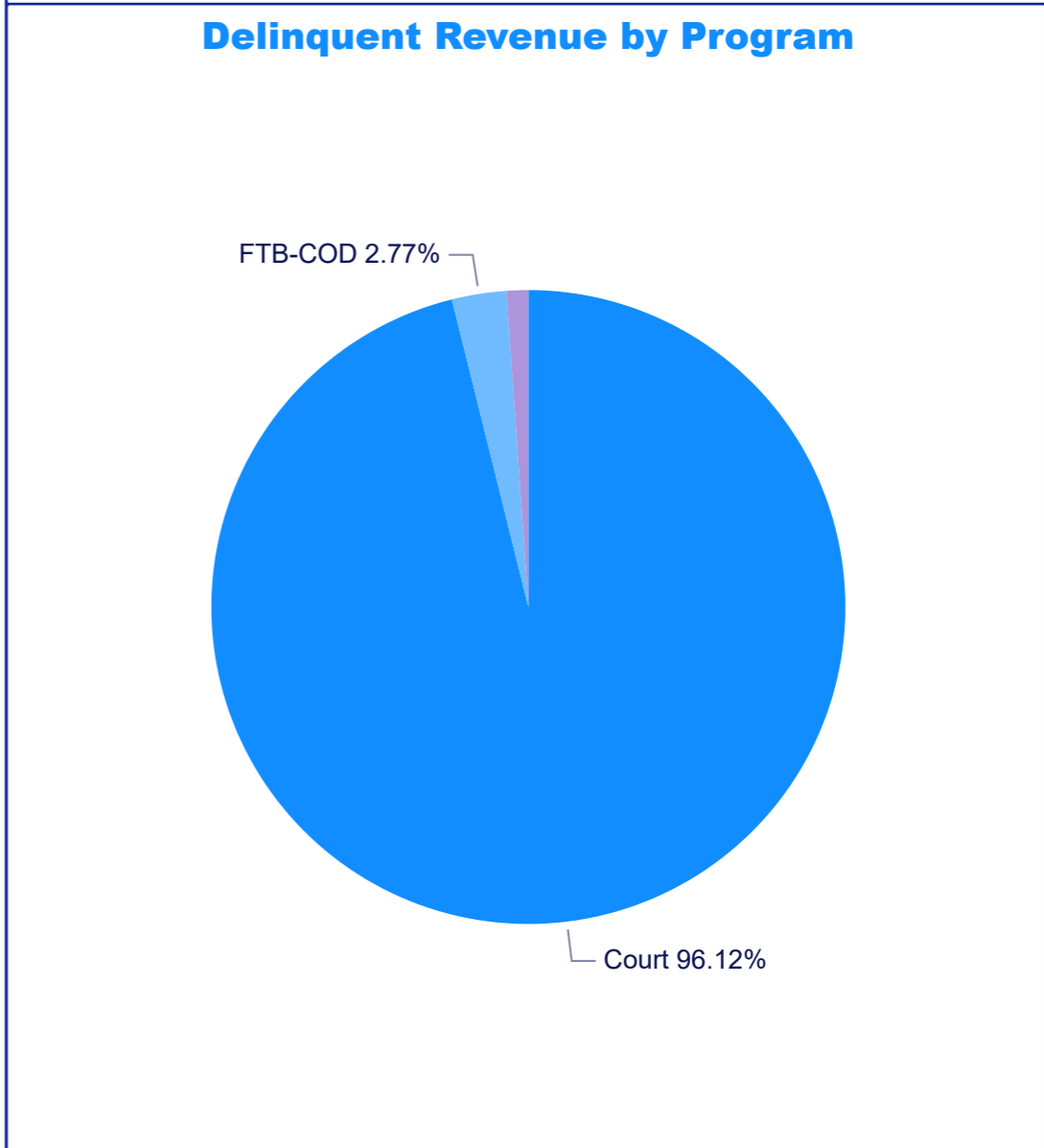
Gross Recovery Rate		
Current	Prior	Combined
73%	0%	7%

Success Rate		
Current	Prior	Combined
66%	0%	5%

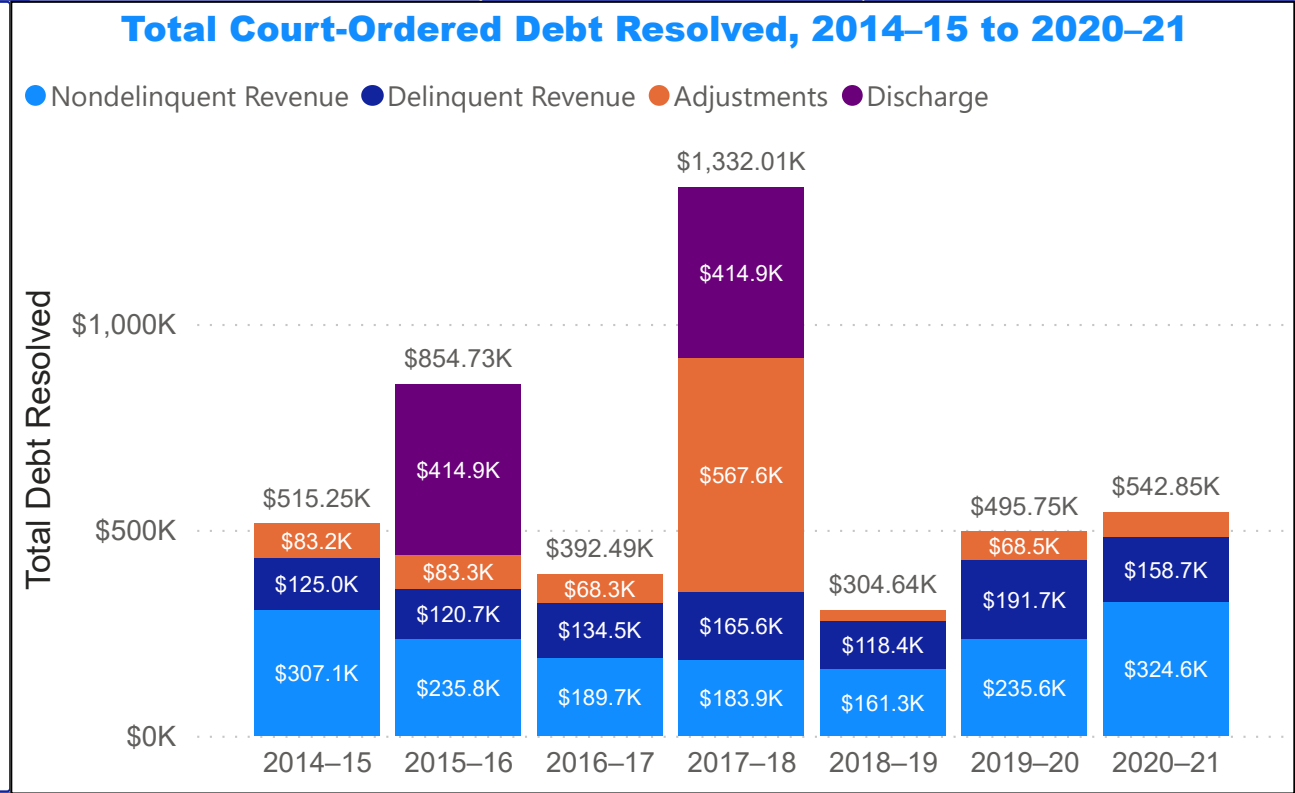
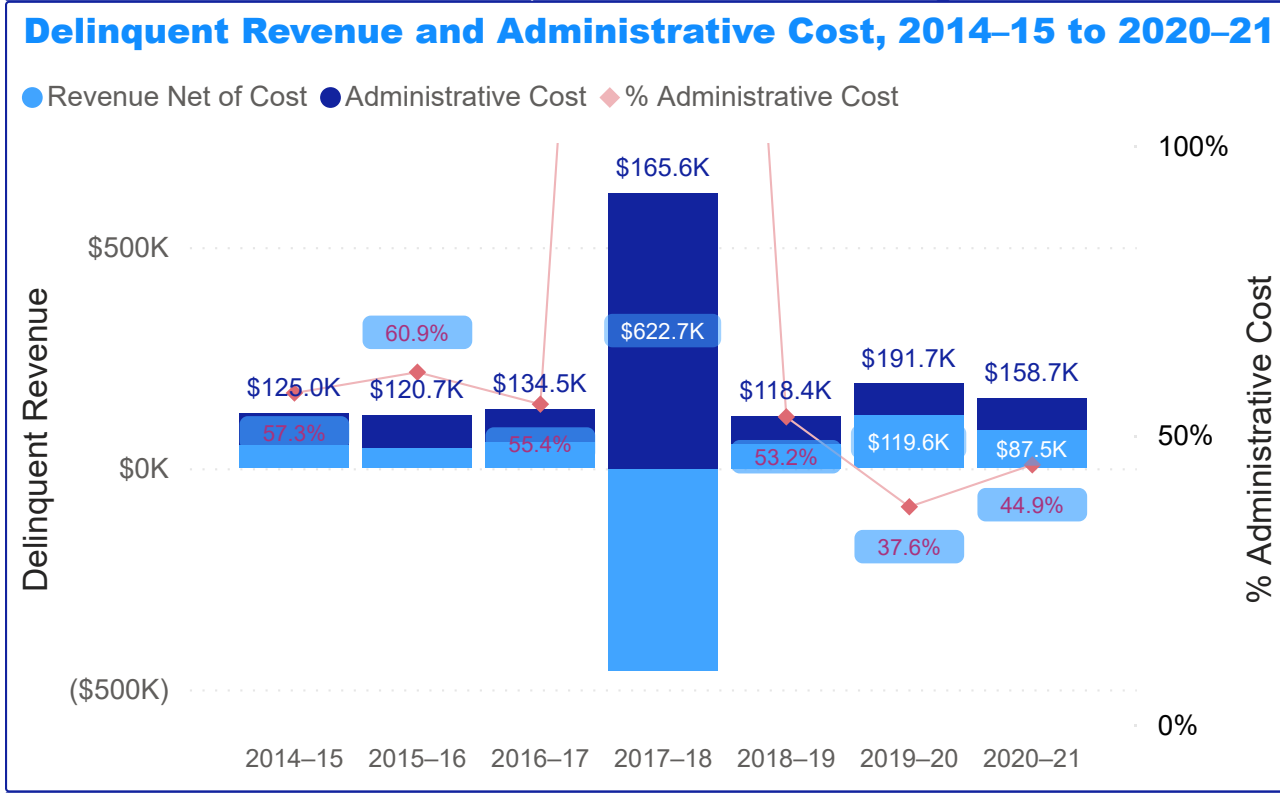


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$152,531	\$70,846	46.4%
County	-	-	-
Private Agency	\$1,757	\$297	16.9%
FTB-COD	\$4,399	\$80	1.8%
Intrabranh	-	-	-
Other	-	-	-
Total	\$158,686	\$71,223	44.9%



Court Modoc	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 2,676	No. of Delinquent Cases With Payments 80
	96%	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$152,531	-	\$70,846	-	\$59,525	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$1,757	-	\$297	-	-	-	-
FTB-COD	-	\$4,399	-	\$80	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$152,531	\$6,156	\$70,846	\$377	\$59,525	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,241	5	\$163
2 - Written Notice(s)	\$516	3	\$134
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$4,399	8	\$80
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$6,156	16	\$377

Mono: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mono County and the County of Mono. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Mono collections program, as stated in previous annual reports, the court has not been able to accurately import all previously reported delinquent accounts from the fiscal years prior to the court starting the enhanced collections program. The court continues to have case management constraints due to an old legacy program for reporting that limits the data that can be provided. Reporting errors from previous years were discovered and corrected, resulting in a change from last year's ending balance to this year's beginning balance.

Unfortunately, the court's current case management systems make it difficult and time/labor intensive to collect data for some of the items that are required to be reported. The court was unable to report some of the data that was required because of limitations on the collections' case management systems. The court has gathered the numbers for the various collection activities manually to complete the report. It should be kept in mind that because the data is manually tracked it may not be completely accurate.

This year was still impacted by the pandemic. The court had halted all its collection activities in April 2020 and resumed its collections program in late July of 2020. It should also be noted that the court has just updated its case management system in mid June of 2021 and will likely have more accurate methods of reporting for next year's report. Unfortunately, the court was unable to discharge debt again this year, but it is on the court's agenda to discharge eligible cases from accountability to help report more accurate numbers of collectible debt.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Mono ▼	\$1,865,064	\$2,000,184	\$437,133	\$124,116	\$0	\$67,258

2020-21 Collections Individual Program Report

Population	13,295
Judges	2
Commissioners	0.30

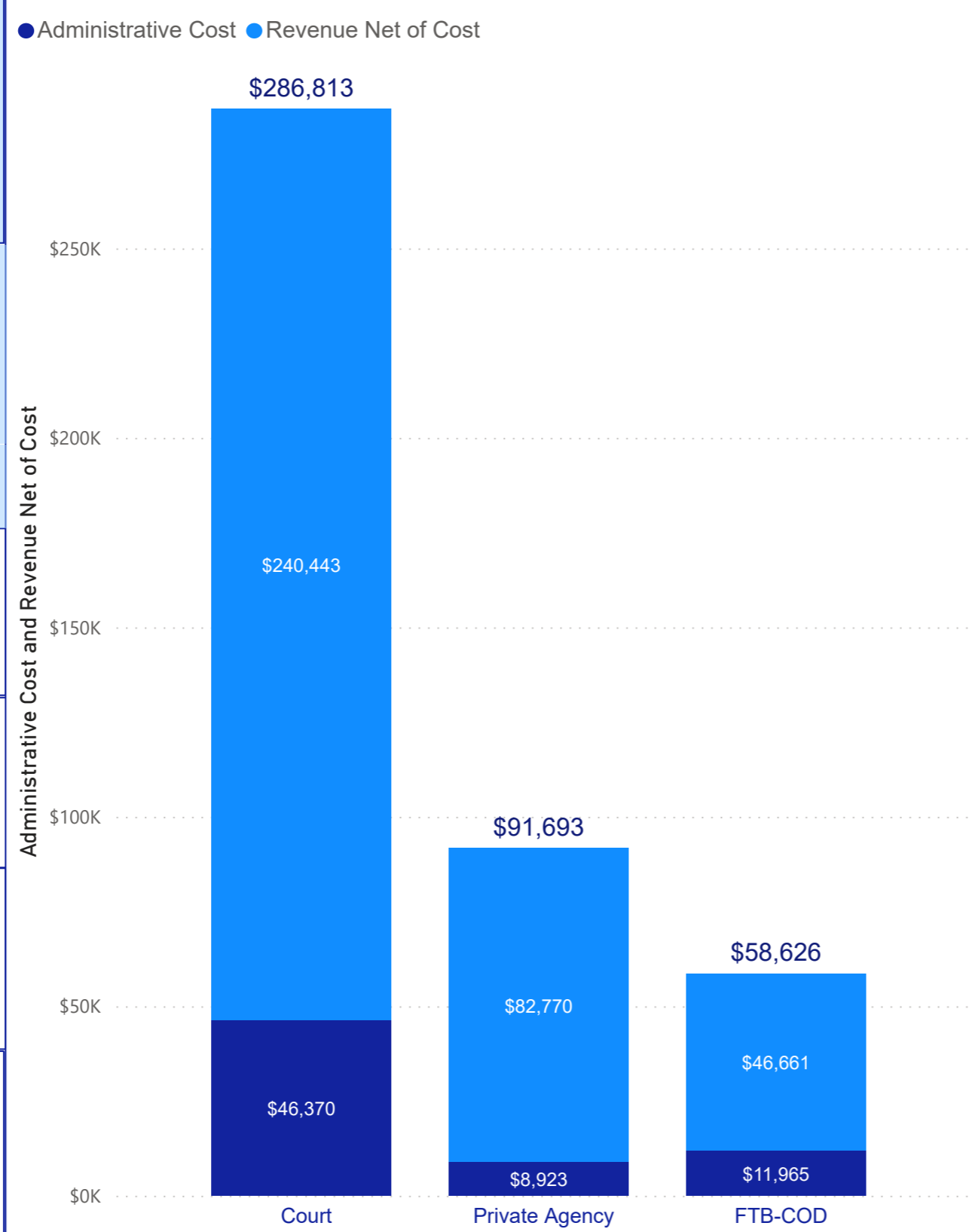
Best Practices Engaged	20/25
-------------------------------	-------

Collections Activities Performed	14/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
24%	20%	21%

Success Rate		
Current	Prior	Combined
21%	15%	18%

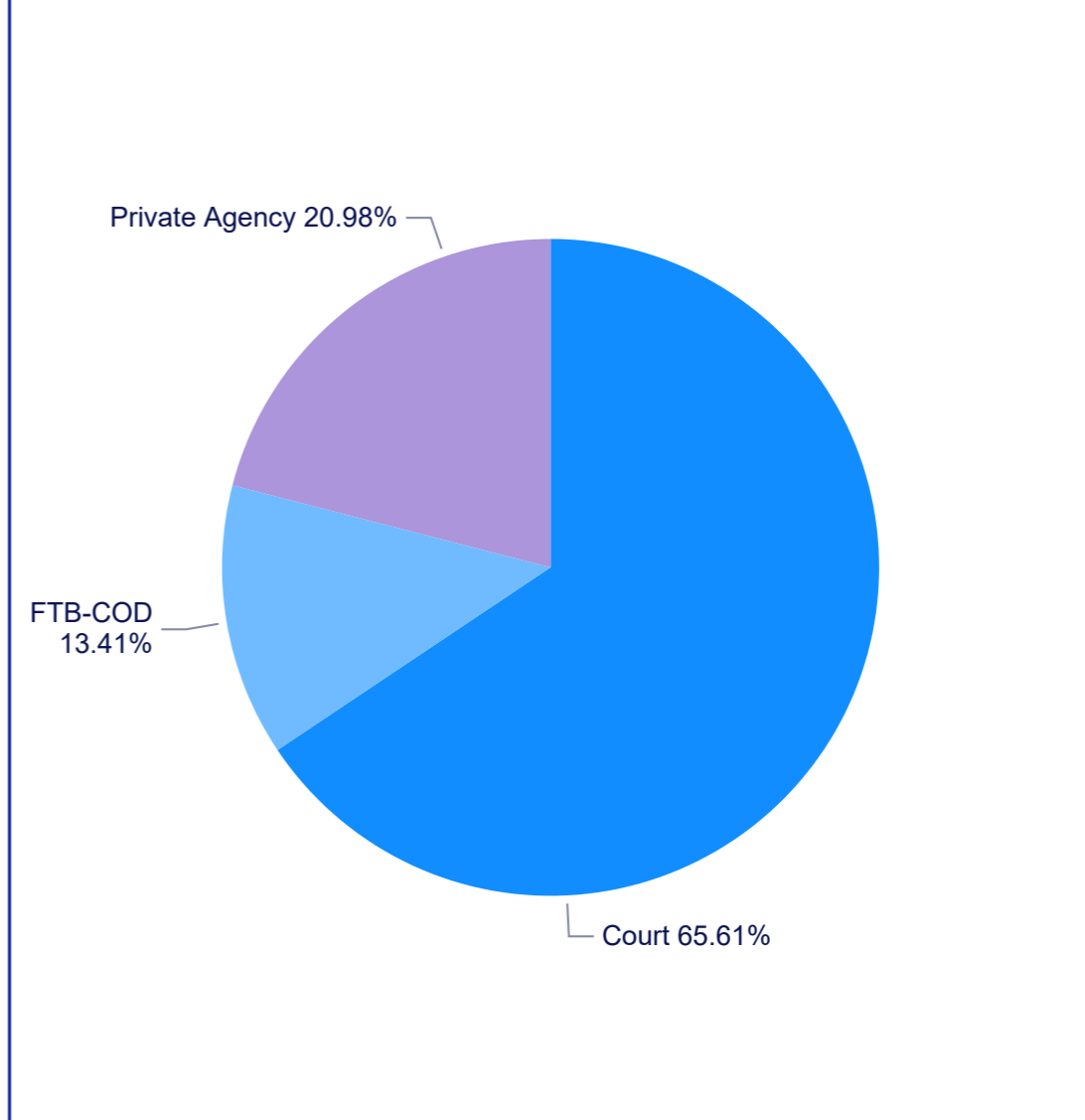
Delinquent Revenue and Administrative Cost by Program



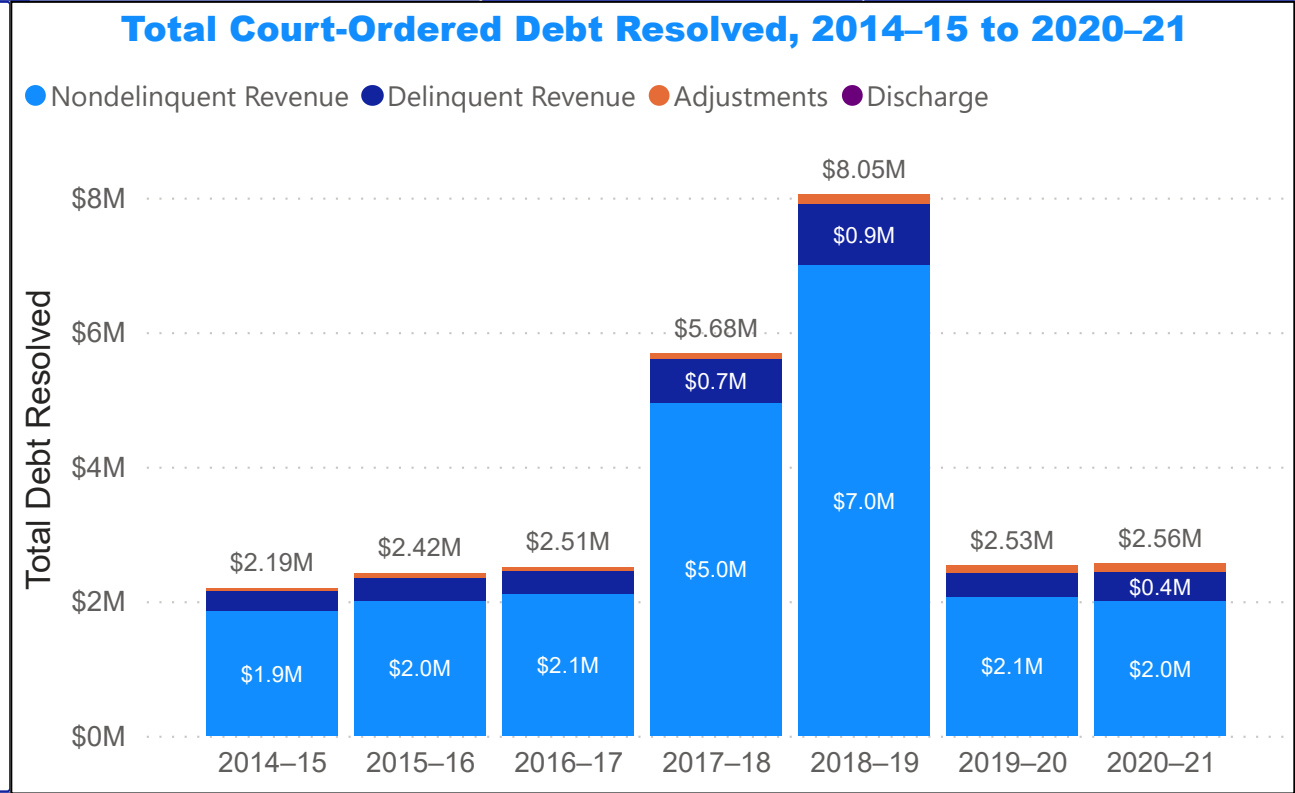
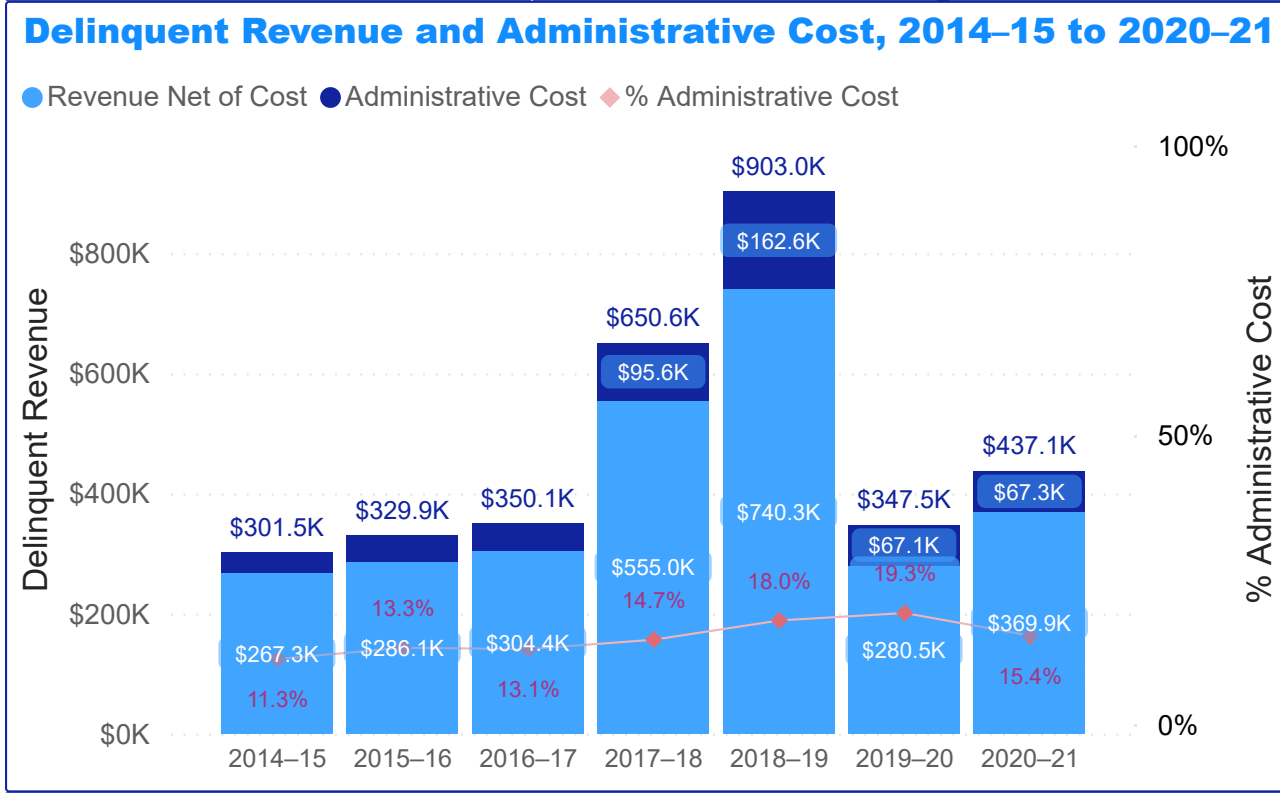
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$286,813	\$46,370	16.2%
County	-	-	-
Private Agency	\$91,693	\$8,923	9.7%
FTB-COD	\$58,626	\$11,965	20.4%
Intrabranh	-	-	-
Other	-	-	-
Total	\$437,133	\$67,258	15.4%

Delinquent Revenue by Program



Court Mono	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 3,725	No. of Delinquent Cases With Payments 1,007
	49%	50%	50%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$171,591	\$115,222	\$33,967	\$12,403	\$10,970	\$21,485	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$40,349	\$51,344	\$5,225	\$3,698	\$28,275	\$34,979	-	-
FTB-COD	\$1,307	\$57,319	\$275	\$11,690	\$485	\$27,922	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$213,247	\$223,885	\$39,467	\$27,791	\$39,730	\$84,386	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$66,705	893	\$1,681
3 - Lobby/Counter	\$64,240	344	\$24,885
4 - Skip Tracing	\$13,682	158	\$1,345
5 - FTB-COD	\$58,626	130	\$11,965
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	\$136,965	802	-
8 - Private Agency	\$91,693	169	\$8,953
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$431,911	2,496	\$48,829

Monterey: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Monterey County and the County of Monterey. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Monterey collections program, combined collections reflect a Gross Recovery Rate (GRR) of 25 percent (up from 23 percent) on current year inventory and 22 percent (up from 2 percent) on prior period inventory for a combined rate of 23 percent (up from 5 percent). The current period Success Rate is 24 percent (up from 21 percent) and 4 percent (up from 2 percent) on prior period inventory for a combined rate of 8 percent (up from 4 percent).

The program attributes the increased collections rates to various factors. The court assigned 12,258 accounts in 2019–20, and 12,812 in 2020–21—a slight increase from the prior year caused partially by stabilizing operations during the COVID-19 pandemic that hit the final few months of the previous fiscal year. Increased marketing of online payment options during the COVID-19 pandemic resulted in an estimated \$800 thousand in revenue collected online over the prior fiscal year. Discharge from accountability, adjustments, process improvements, and staff development led to an increase in collections of over \$200 thousand while also simultaneously decreasing cost of collections by over \$200 thousand, and increases “across the board” for gross recovery and success rates. A discharge from accountability of \$18.9 million was finalized in 2020–21. An estimated \$18.9 million in debt has been identified as uncollectible and selected for discharge in the next reporting period.

Collections continue to be affected by Assembly Bill 103, which eliminated the court's authority to place holds on an individual's driver's license for failure to pay traffic fines. Other legislation, such as Senate Bill 1290 and Assembly Bill 1869 have further vacated otherwise collectible debt. Prior period collection rates are greatly affected by \$63.6 million in delinquent cases held by the court that are more than 15 years old. The estimated 90,043 cases were returned to the court by the private collection agency when their contract was terminated. Due to the age of the related cases, the court will spend roughly two years to research and gather the necessary data to discharge the debt.

The county continued recently improved access and analysis of data on installment plans and defaults through additional report configuration and was able to report on this information that was first reported last year. The county also created a report to identify unique number of cases

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Monterey: Summary of *Collections Reporting Template 2020–21*

with payment(s) received, which has been unavailable in prior years. The program discovered misreporting by the private agency and was able to correct it, but not until the reporting deadline had passed. There is a difference this year in the amount reported for private agency in the prior year. This report does not include the revised data. All corrections to the data will be reflected and explained in next year's report.

Certain requested figures for program costs and performance are difficult to calculate within the case management system and assign to the appropriate collections activity, as they are a product of several factors (categories). However, the program did their best to research and allocate the figures to corresponding categories accordingly. Additional detail information requested on adjustments cannot be easily retrieved from the court's case management system (Odyssey), as court-ordered adjustments are recorded in the court's minutes field and the data cannot be pulled and aggregated without significant manual work.

The court does not collect on delinquent debt; all the court's delinquent cases are referred to the Monterey County Revenue Division (MCRD). However, the court recovers costs for work performed by staff on delinquent cases that are referred to the MCRD. For example, court staff monitor and maintain the Traffic Collections Interface (TCI) which is responsible for electronically sending delinquent case information to the MCRD. Court staff also review and provide updates on previously referred delinquent cases which results in case modifications picked up by the TCI and corrections are updated by MCRD.

The MCRD continues to enhance practices initiated during the prior fiscal year to improve collection results, including:

- Streamlined Interactive Voice Response (IVR) Dialer payment reminder message.
- Implemented fully remote capability for sustained collection performance during the COVID-19 pandemic.
- Improved efficiency of internal processes for court debt disputes.
- Automated skip tracing to ensure accurate customer demographic information and increase staff time dedicated to more difficult collections work.
- Vacated \$4.4 million juvenile probation accounts per Senate Bill 1290 and selected \$5.5 million in local fees to be vacated July 1, 2021, per Assembly Bill 1869.
- Focused collections work on “recycling” accounts from the Franchise Tax Board Court-Ordered Debt (COD) Program and private collection agency.
- Updated pay plan policy to combine old and new plans into one, to increase collectability.
- Created additional report to obtain specific number of cases with payment(s) received.
- Recognition and awards for exceptional customer service.
- TracNet software for collectors and other staff to update demographics.
- Custom Revenue Plus Collector System (RPCS) business plan with automations and electronic worklists.
- Individual collector coaching and mentoring on best practices for individual and career development, including payment in full negotiation techniques.
- Microsoft Teams for customer meetings.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Monterey ▼	\$114,634,577	\$12,916,083	\$9,641,929	\$5,133,900	\$18,894,764	\$3,083,000

2020-21 Collections Individual Program Report

Population	437,318
Judges	19
Commissioners	2.20

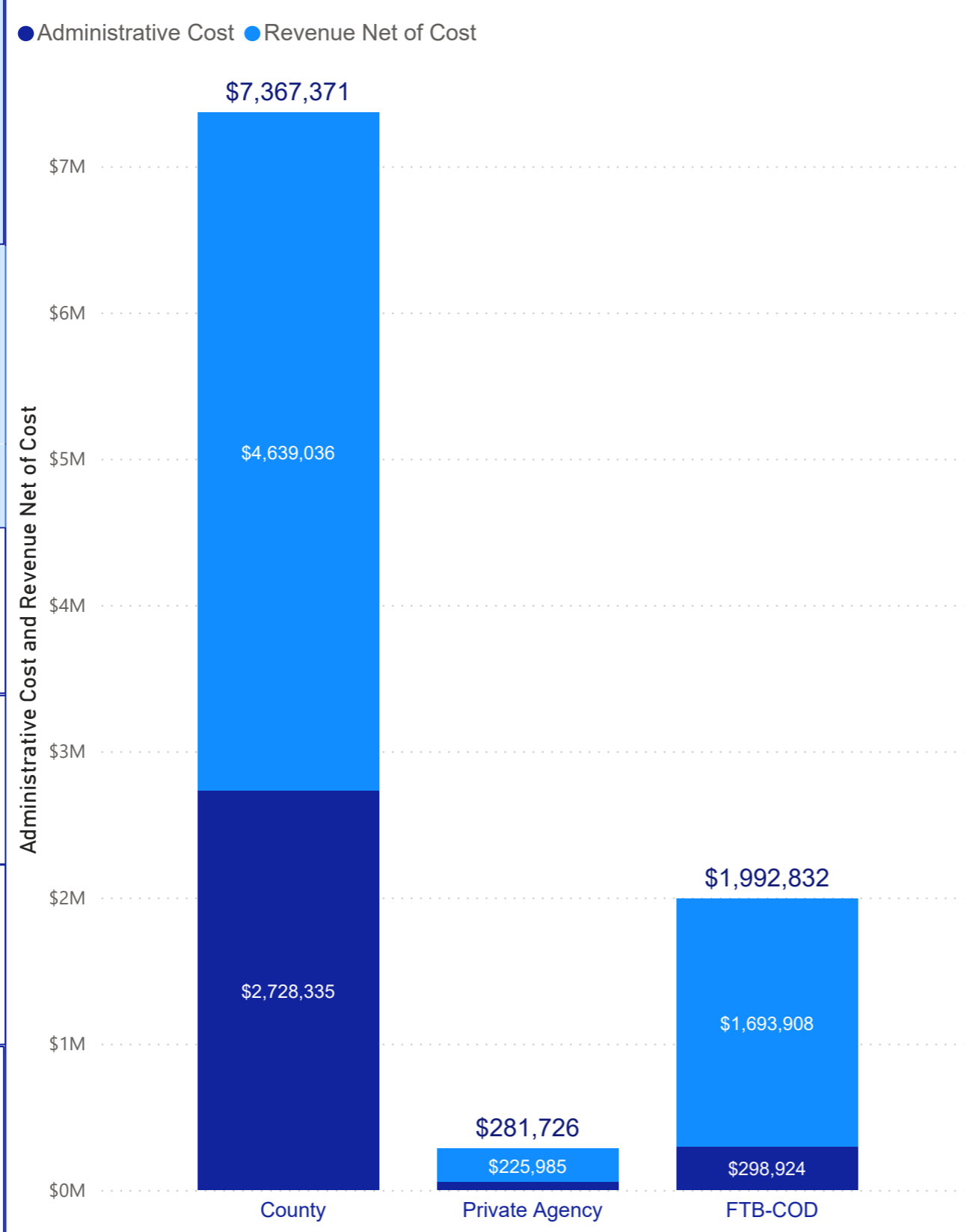
Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	16/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
25%	22%	23%

Success Rate		
Current	Prior	Combined
24%	4%	8%

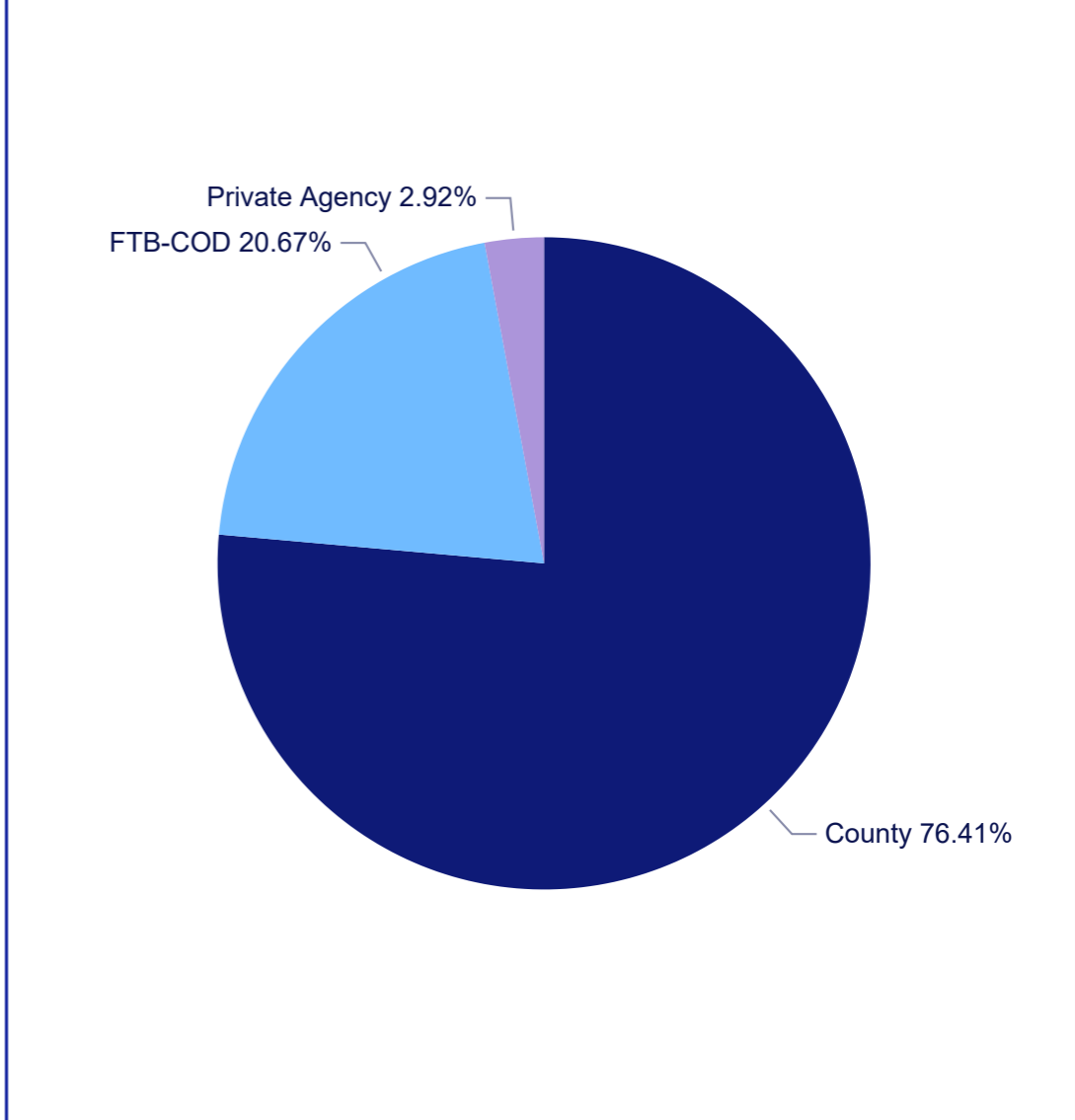
Delinquent Revenue and Administrative Cost by Program



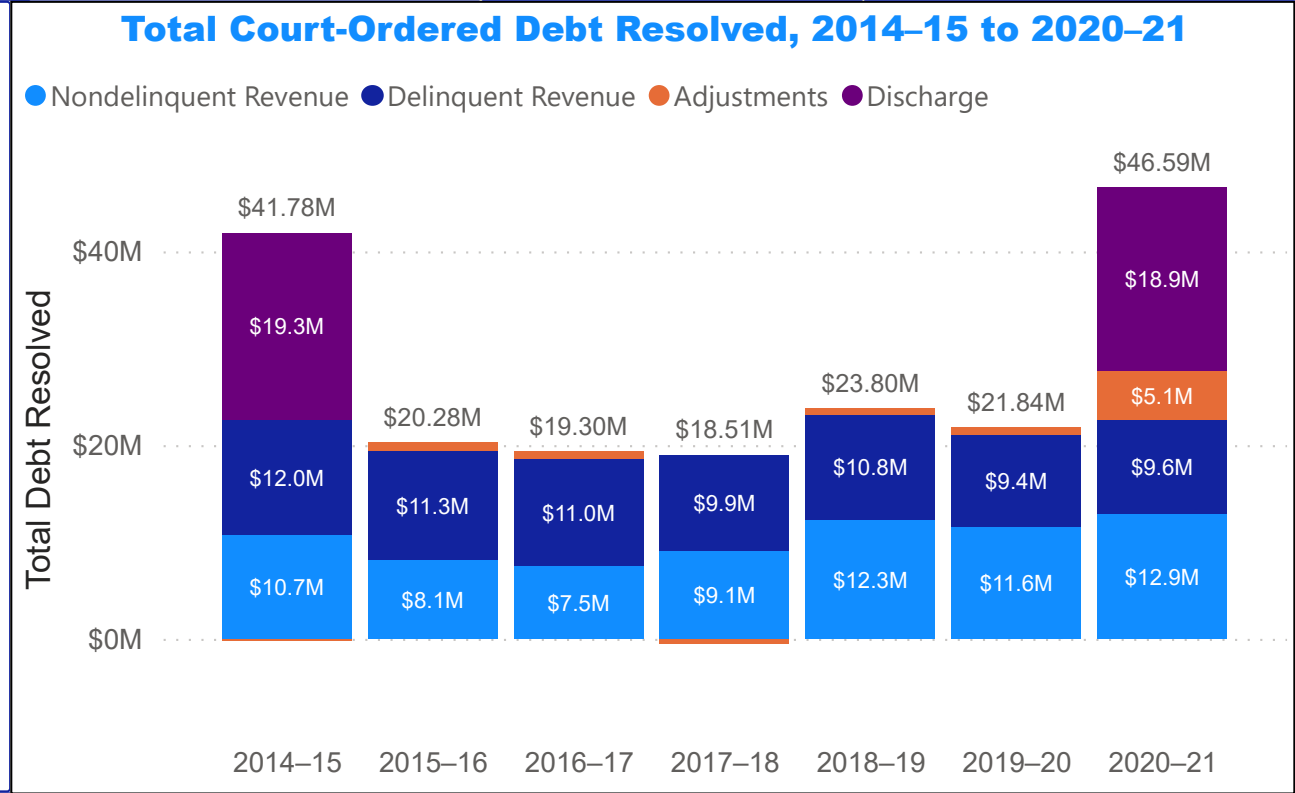
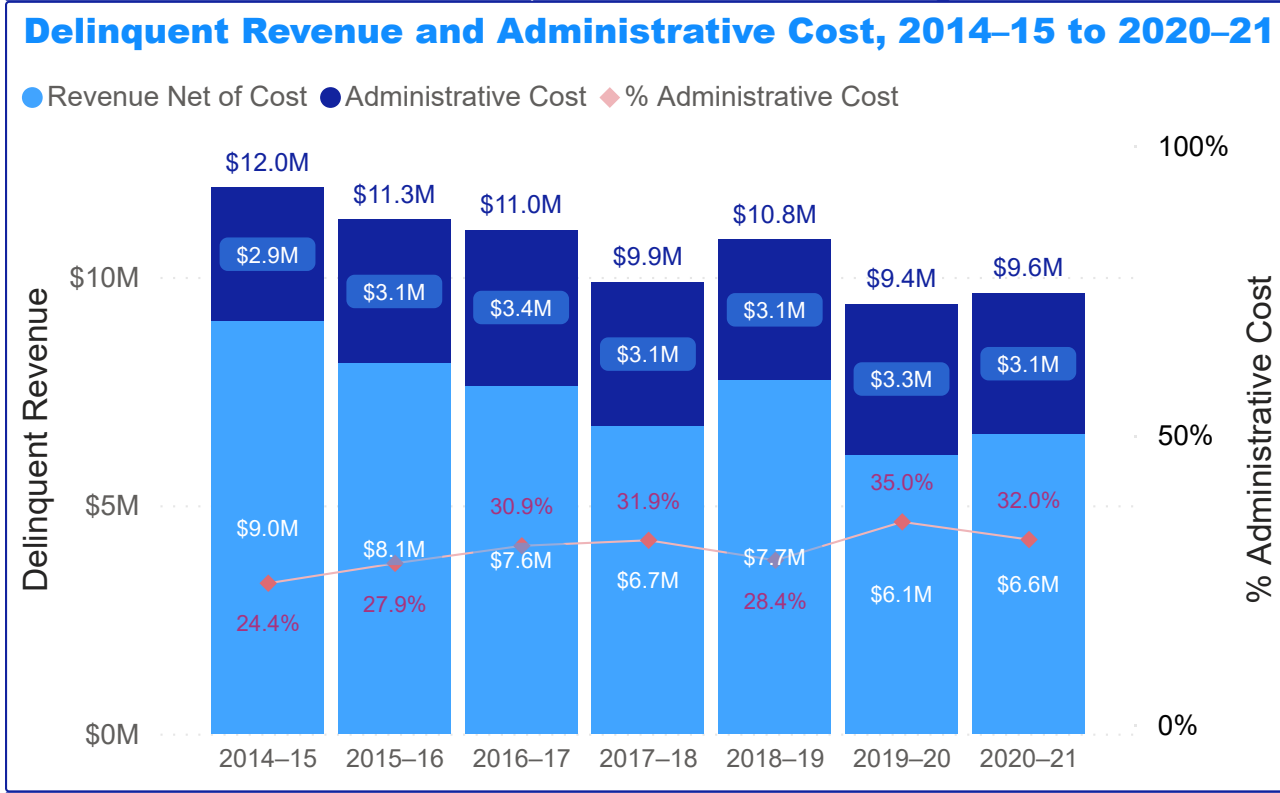
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$7,367,371	\$2,728,335	37.0%
Private Agency	\$281,726	\$55,741	19.8%
FTB-COD	\$1,992,832	\$298,924	15.0%
Intrabranh	-	-	
Other	-	-	
Total	\$9,641,929	\$3,083,000	32.0%

Delinquent Revenue by Program



Court Monterey	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 34,189	No. of Delinquent Cases Reported 199,114	No. of Delinquent Cases With Payments 51,733
	Current 59%	Prior 81%	Combined 78%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$3,905,341	\$3,462,030	\$1,629,670	\$1,098,665	\$385,564	\$4,748,336	-	\$18,894,764
Private Agency	\$193,867	\$87,859	\$35,860	\$19,881	-	-	-	-
FTB-COD	\$970,509	\$1,022,323	\$145,576	\$153,348	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$5,069,717	\$4,572,212	\$1,811,106	\$1,271,894	\$385,564	\$4,748,336	-	\$18,894,764

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$2,728,392	253,165	\$301,451
2 - Written Notice(s)	\$783,808	77,604	\$62,200
3 - Lobby/Counter	\$3,842,146	16,807	\$63,789
4 - Skip Tracing	-	208	\$8,630
5 - FTB-COD	\$1,992,832	33,249	\$298,925
6 - FTB-IIC	\$13,025	41	\$1,214
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$281,726	1,938	\$66,689
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$9,641,929	383,012	\$802,898

Napa: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Napa County and the County of Napa. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Napa collections program, collections could have been higher if the Franchise Tax Board (FTB) had not suspended its Interagency Intercept Collections (IIC) program from, February 22 to July 31, 2021, resulting from the COVID-19 pandemic. The amount of collections missed during the time FTB suspended all collection efforts cannot be predicted. Also, of the adjustments amount reported, \$1,063,681 are related to local fees vacated or dismissed per Assembly Bill 1869.

The data on the number of cases with payments received is the number of payments, not the number of cases. The program is currently unable to separate out cases by period, due to case management systems limitations. All forthwith payments received are shown as current period collections. All delinquent payments are shown in the prior period section. Also, the program is unable to provide certain collections information required by Government Code section 68514 because of system limitations of the private collections agency. The court was able to report on the amount collected by the FTB's Court-Ordered Debt collections program and the the private agencies. The information on revenue amount collected based on collections activity, such as phone calls and letters, was provided by one of the private collections agencies, not both, and represents only collections from October to June.

For the number of cases with payments received, the reported data represents the number of payments, not the number of cases. Because of the conversion to a new collections agency, the court is unable to capture referrals made during the reporting period, but will work with the private agency to capture the required information in 2021–22. Data was not provided to the court by the former agency for the reporting period. The court used data from the case management system to report information for the time period (July to September). Also, during the collections vendor conversion, many cases had balances different than the balance in the court case management system. The court transferred the balances from the case management system, not from the former private agency's system.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court Napa	Outstanding Balance \$60,802,981	Nondelinquent Revenue \$1,965,047	Delinquent Revenue \$1,224,683	Adjustments \$1,236,692	Discharge \$0	Administrative Cost \$375,960
----------------------	--	---	--	-----------------------------------	-------------------------	---

2020-21 Collections Individual Program Report

Population
137,637

Judges
7

Commissioners
1.00

Best Practices Engaged
24/25

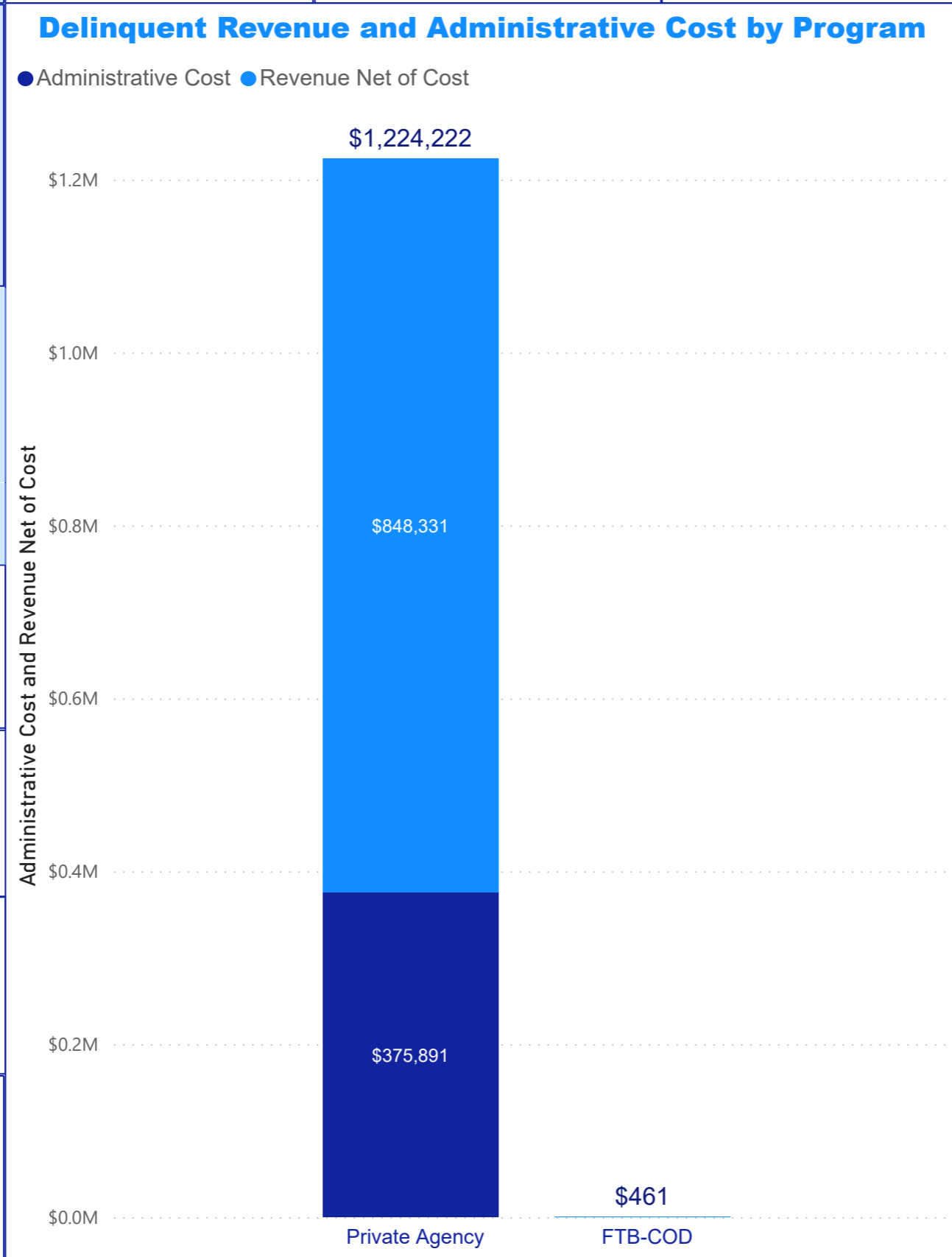
Collections Activities Performed
14/16

Gross Recovery Rate

Current	Prior	Combined
4%		4%

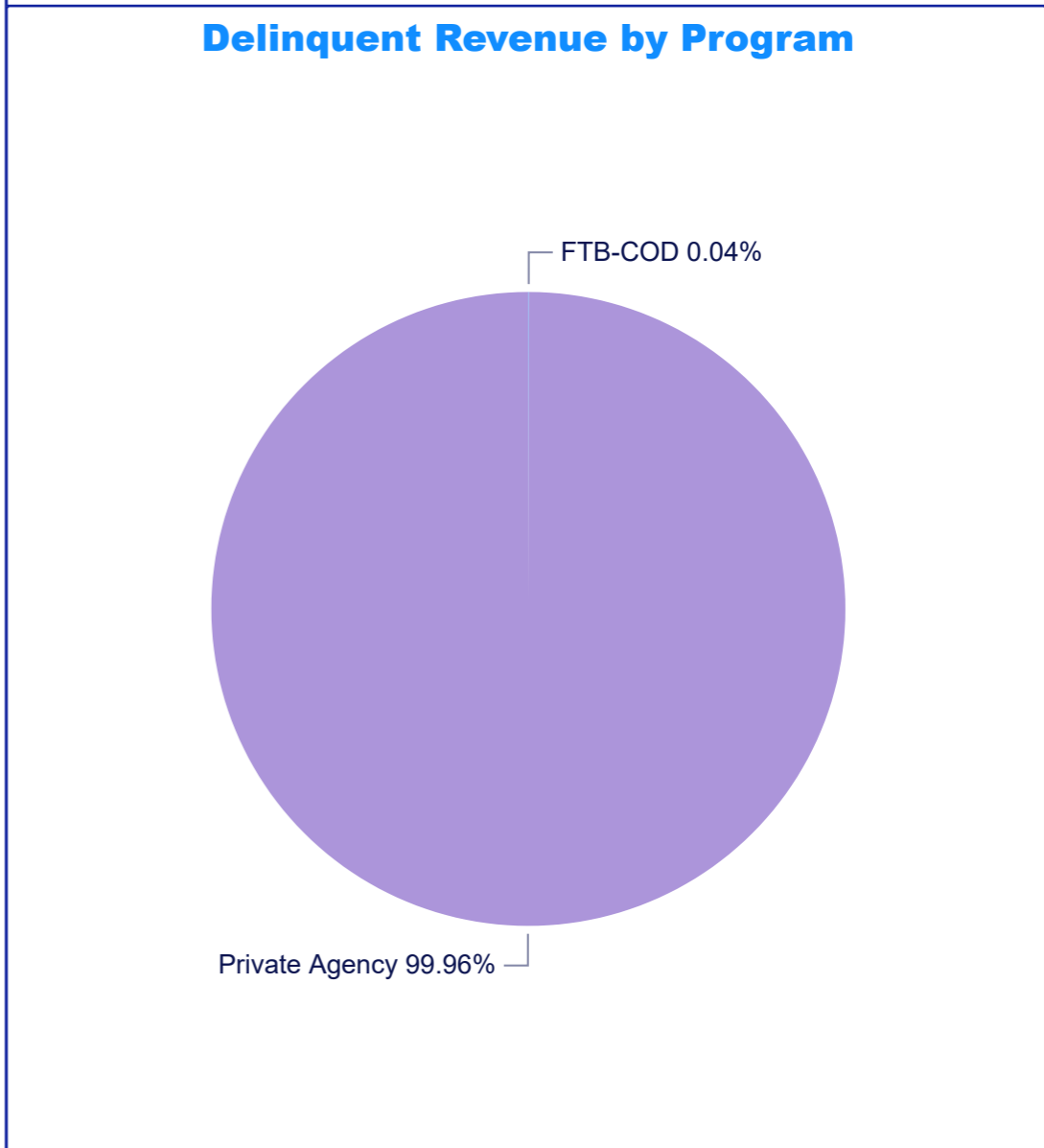
Success Rate

Current	Prior	Combined
2%		2%

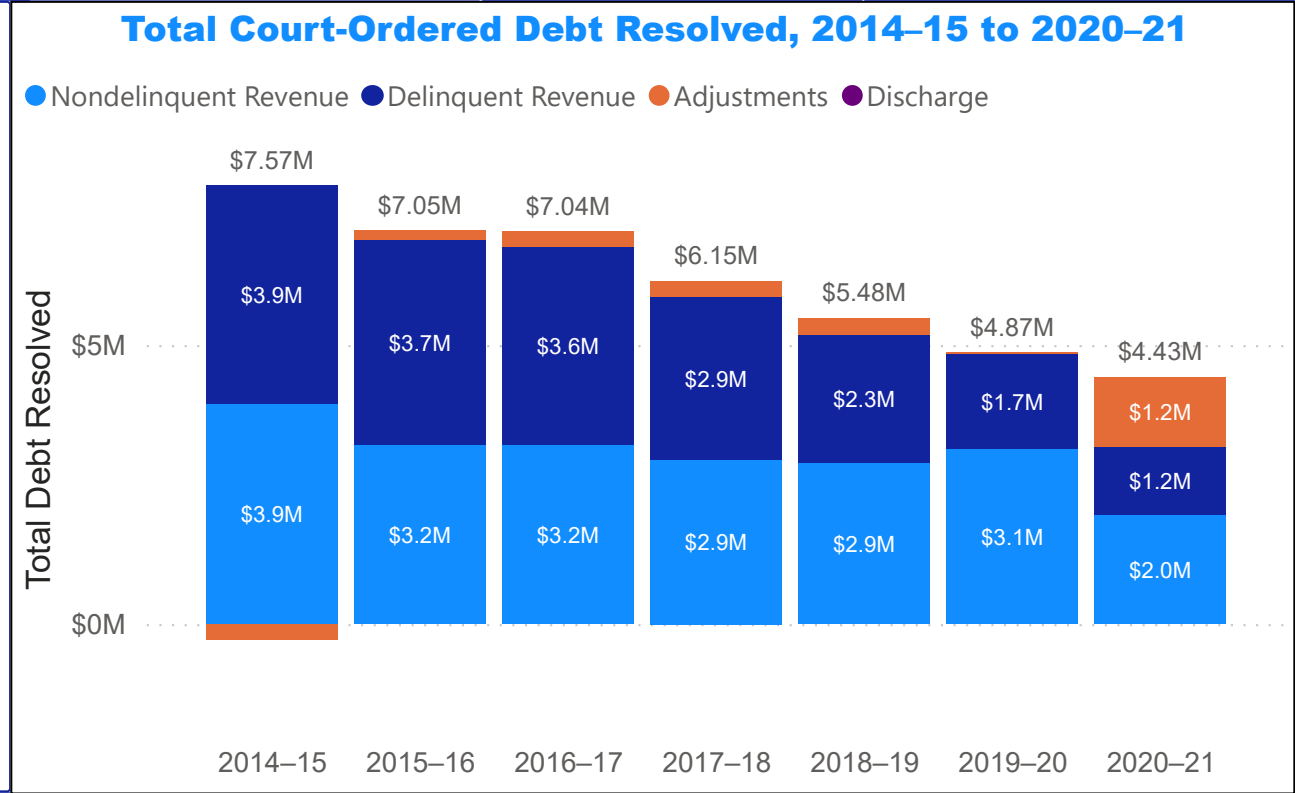
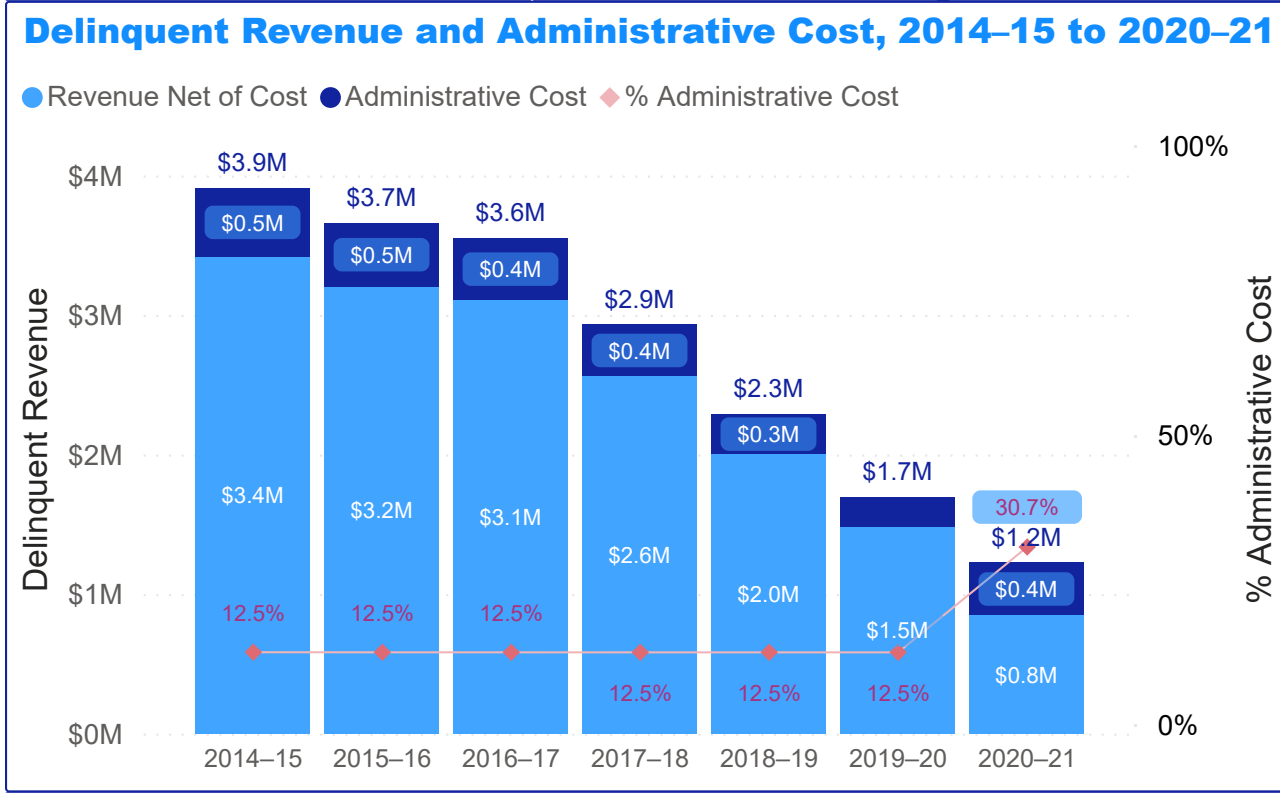


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	-	-	
Private Agency	\$1,224,222	\$375,891	30.7%
FTB-COD	\$461	\$69	15.0%
Intrabranh	-	-	
Other	-	-	
Total	\$1,224,683	\$375,960	30.7%



Court Napa	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 9,971	No. of Delinquent Cases Reported 66,391	No. of Delinquent Cases With Payments 10,746
	-	26%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$1,224,222	-	\$375,891	-	\$1,236,692	-	-
FTB-COD	-	\$461	-	\$69	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	-	\$1,224,683	-	\$375,960	-	\$1,236,692	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$606,891	2,082	\$213,314
2 - Written Notice(s)	\$252,942	2,189	\$87,953
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$461	1	\$69
6 - FTB-IIC	\$55,888	100	\$8,383
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$916,182	4,372	\$309,719

Nevada: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Nevada County and the County of Nevada. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Nevada collections program, because of current case management system limitations, Nevada County Superior Court is only able to calculate the total number of cases with payment received in the reporting period and cannot allocate by current or prior inventory or provide a case count. The program is implementing a new case management system at the end of fiscal year 2021 and anticipate that they will be able to extract the information requested once the system is fully operational.

The county program did not receive any newly established court debt, all other court debt on report are delinquent from prior years. Current system limitations prevent the county from reporting specific collection activity data. Due to the low number of court case referrals, it is not cost effective at this time to explore enhancing the system to add this ability. However, all collection activities except driver's license holds are used.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Nevada ▼	\$28,461,689	\$2,883,736	\$490,382	\$175,334	\$176,569	\$77,763

2020-21 Collections Individual Program Report

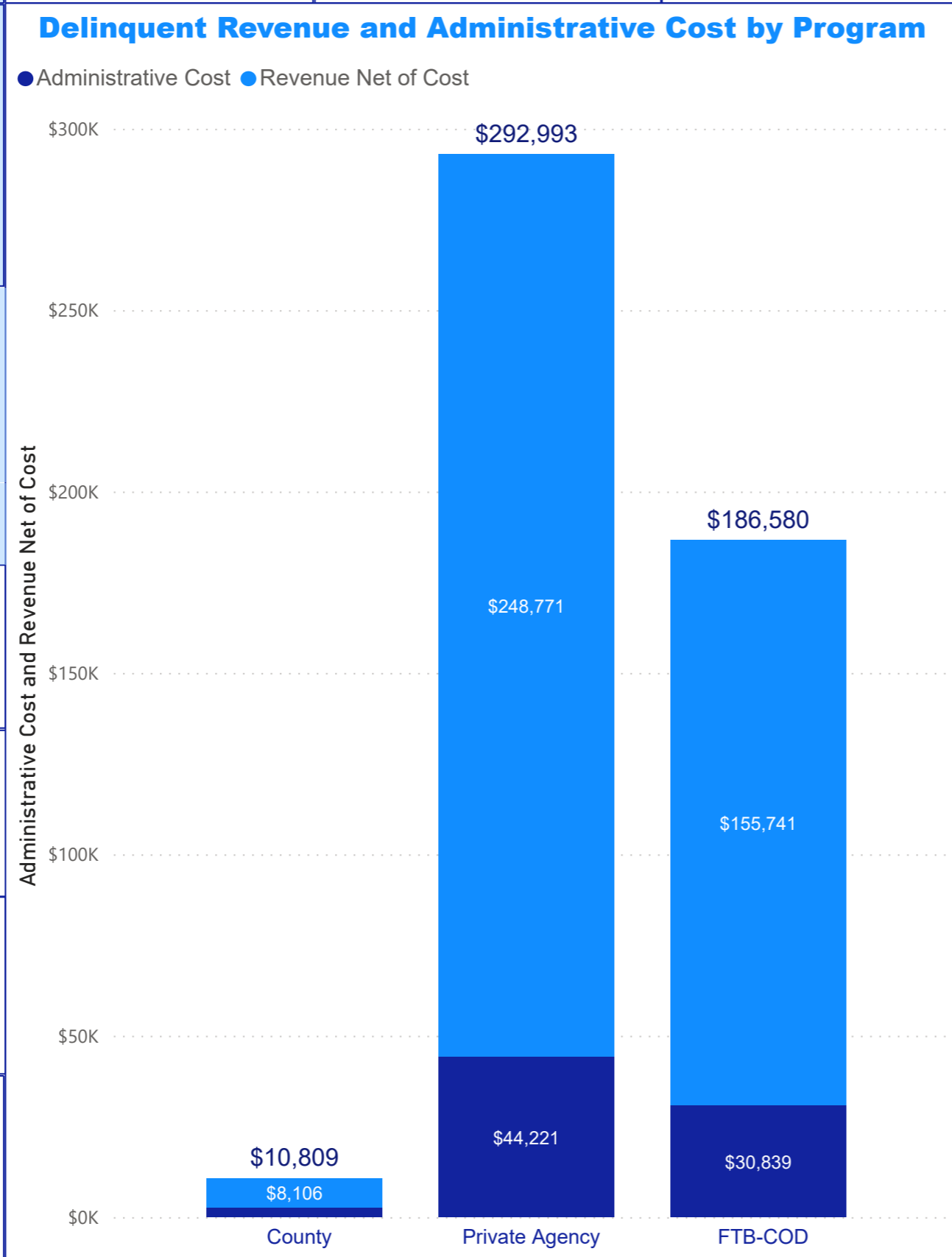
Population
97,466
Judges
6
Commissioners
1.60

Best Practices Engaged
23/25

Collections Activities Performed
12/16

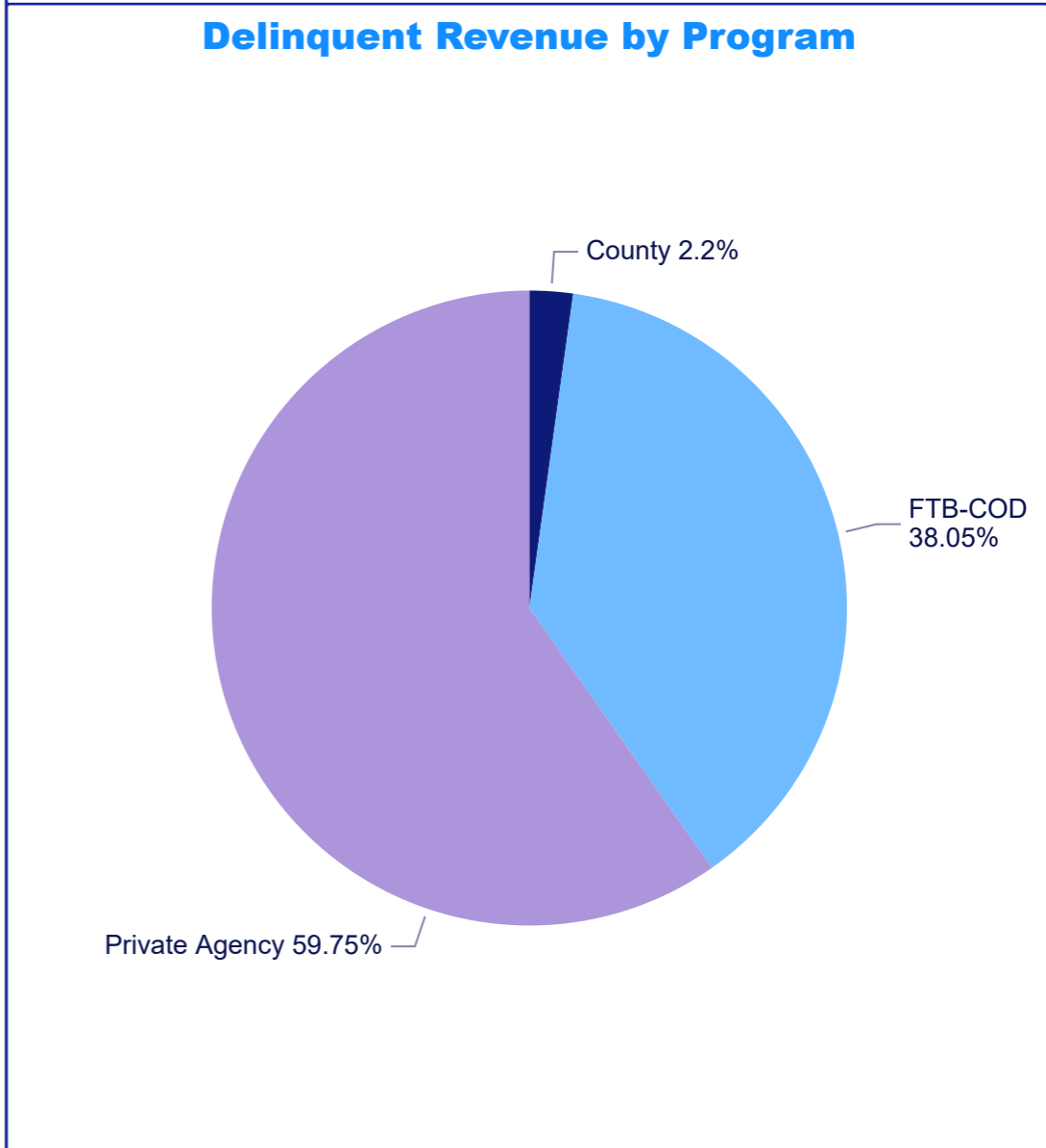
Gross Recovery Rate		
Current	Prior	Combined
7%	3%	3%

Success Rate		
Current	Prior	Combined
7%	1%	2%

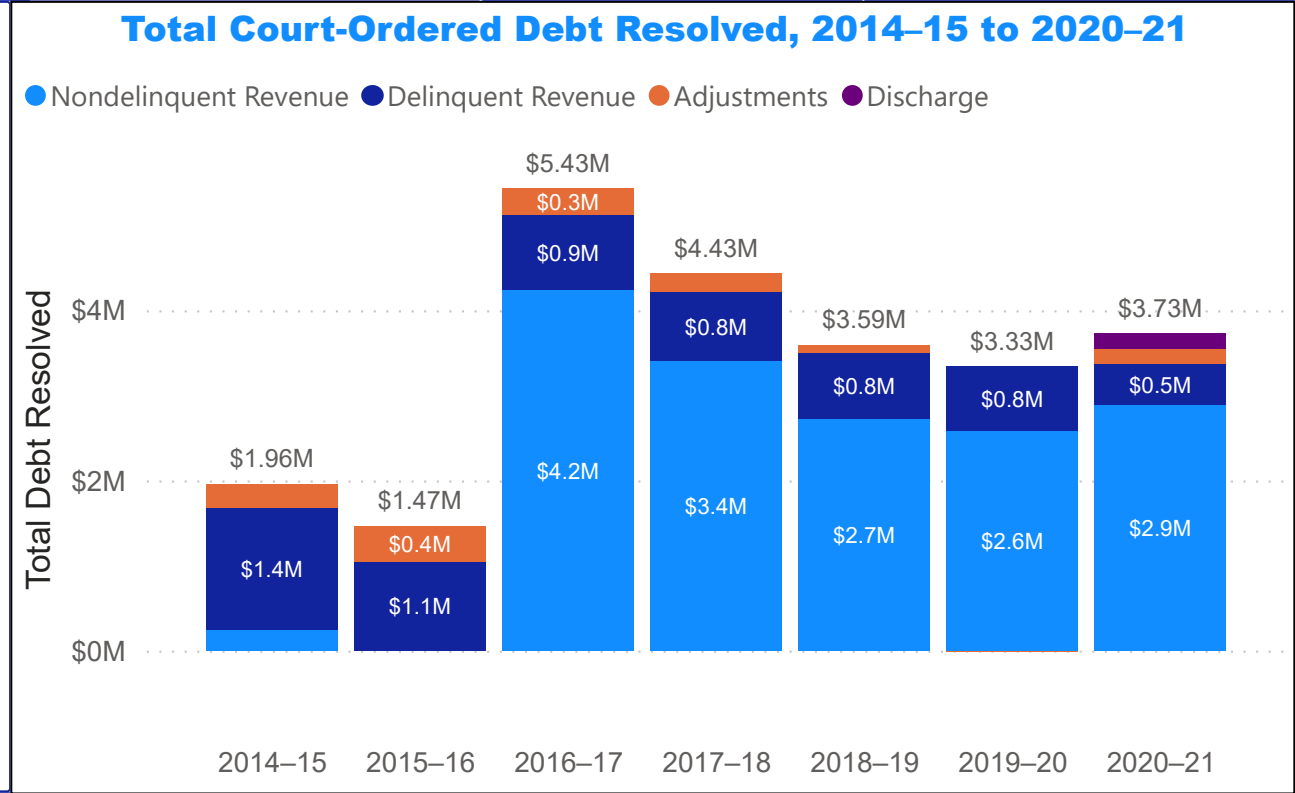
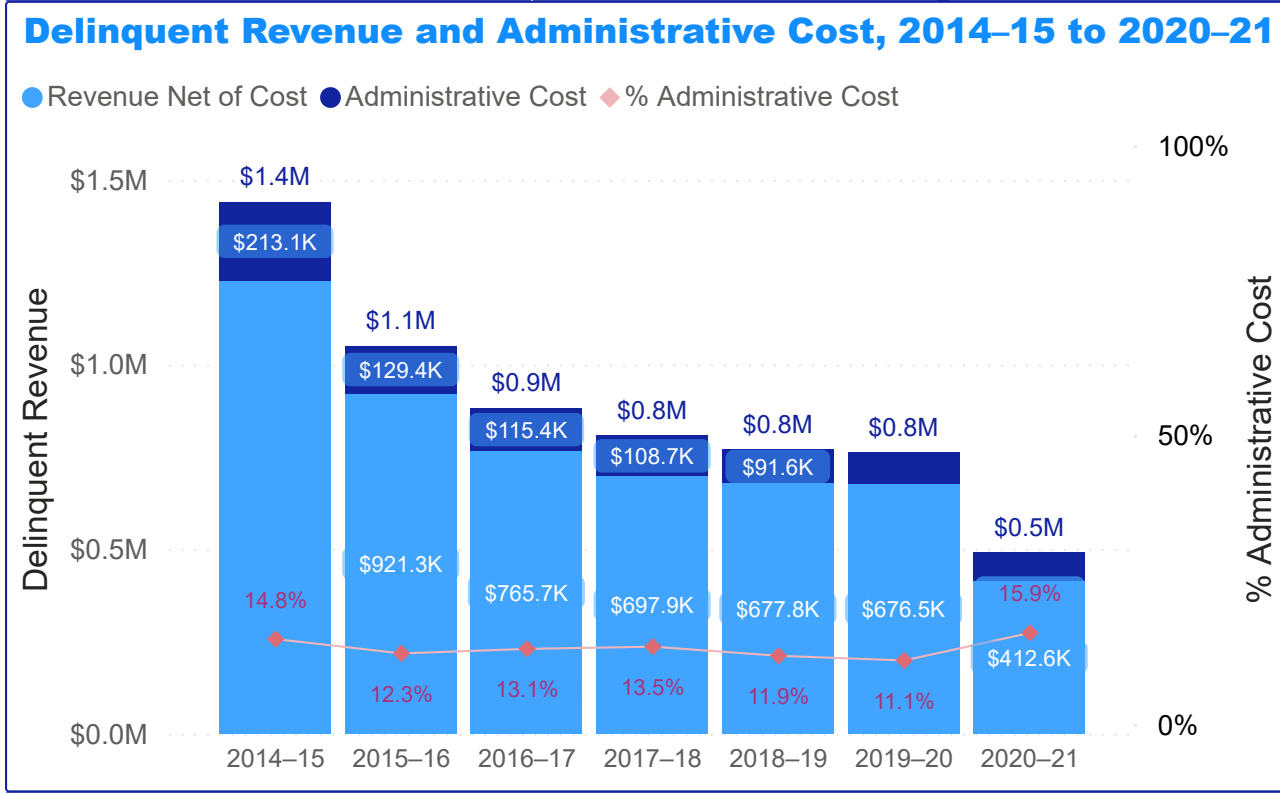


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$10,809	\$2,703	25.0%
Private Agency	\$292,993	\$44,221	15.1%
FTB-COD	\$186,580	\$30,839	16.5%
Intrabranh	-	-	
Other	-	-	
Total	\$490,382	\$77,763	15.9%



Court Nevada	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 42,055	No. of Delinquent Cases With Payments 1,417
	12%	12%	12%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	\$10,809	-	\$2,703	-	\$163,643	-	\$176,569
Private Agency	\$75,350	\$217,643	\$11,097	\$33,124	\$3,715	\$9,776	-	-
FTB-COD	-	\$186,580	-	\$30,839	-	(\$1,800)	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$75,350	\$415,032	\$11,097	\$66,666	\$3,715	\$171,619	-	\$176,569

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$216,827	349	\$32,761
2 - Written Notice(s)	\$84,812	213	\$11,314
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$177,934	503	\$2,999
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$479,573	1,065	\$47,073

Orange: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Orange County and the County of Orange. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Orange collections program, the onset of the COVID-19 pandemic and subsequent court closure halted collections for three months. Collections slowed dramatically due to most cases being granted extensions, limited hearings, and the slow ramp up of non-compliance processes. The court also implemented payment relief programs for the first 3 months of the fiscal year to assist those in need. Therefore, both the Gross Recovery Rate (GRR) and Success Rate (SR) dropped significantly. In addition, the court has planned a discharge of uncollectible debt in 2021–22. This discharge will be reflected in next year's report. Also, due to pending legislation, which may affect collections, the court held 24 percent of its collection positions vacant. This may have affected our overall collections as well.

Because of system limitations, the program is unable to provide complete collections information for certain data elements required by Government Code section 68514. For example, data systems have no way of equating a payment received to an enforcement activity, and as such all payments are reported in category 3. The dollar amount collected by the Franchise Tax Board Interagency Intercept Collections program for the reporting period is included, but the number of accounts that correlate to the dollar amount is unavailable. Multiple enforcement activities are utilized in pursuing debt, and where possible the activity is reported. Where values are not included in the report, the data systems do not track these numbers. For example, the county program reported \$2.8M in collections with zero cost, when in actuality there are costs related to collection activities. The county's case management systems and job costing systems are not currently capable of capturing the cost of delinquent debt collections and as such was unable to report costs. Assumptions had to be made on the allocation to current and prior period thereby resulting in approximations. For prior period, only ending balances from the prior year are reported. No other data regarding prior period inventory is available from the data systems. Most adjustments are related to prior period, so totals for adjustments reported may contain adjustments from current and prior period inventory.

Note: The tables titled Delinquent Revenue and Administrative Cost and Total Court-Ordered Debt Resolved, on page 3 below, show an incorrect amount for 2017–18. The correct amount of delinquent gross revenue collected should be \$41.2M as reported on the CRT for that reporting period.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Orange ▼	\$363,221,299	\$49,417,108	\$35,971,757	\$33,609,426	\$0	\$6,112,195

2020-21 Collections Individual Program Report

Population
3,153,764
Judges
127
Commissioners
17.00

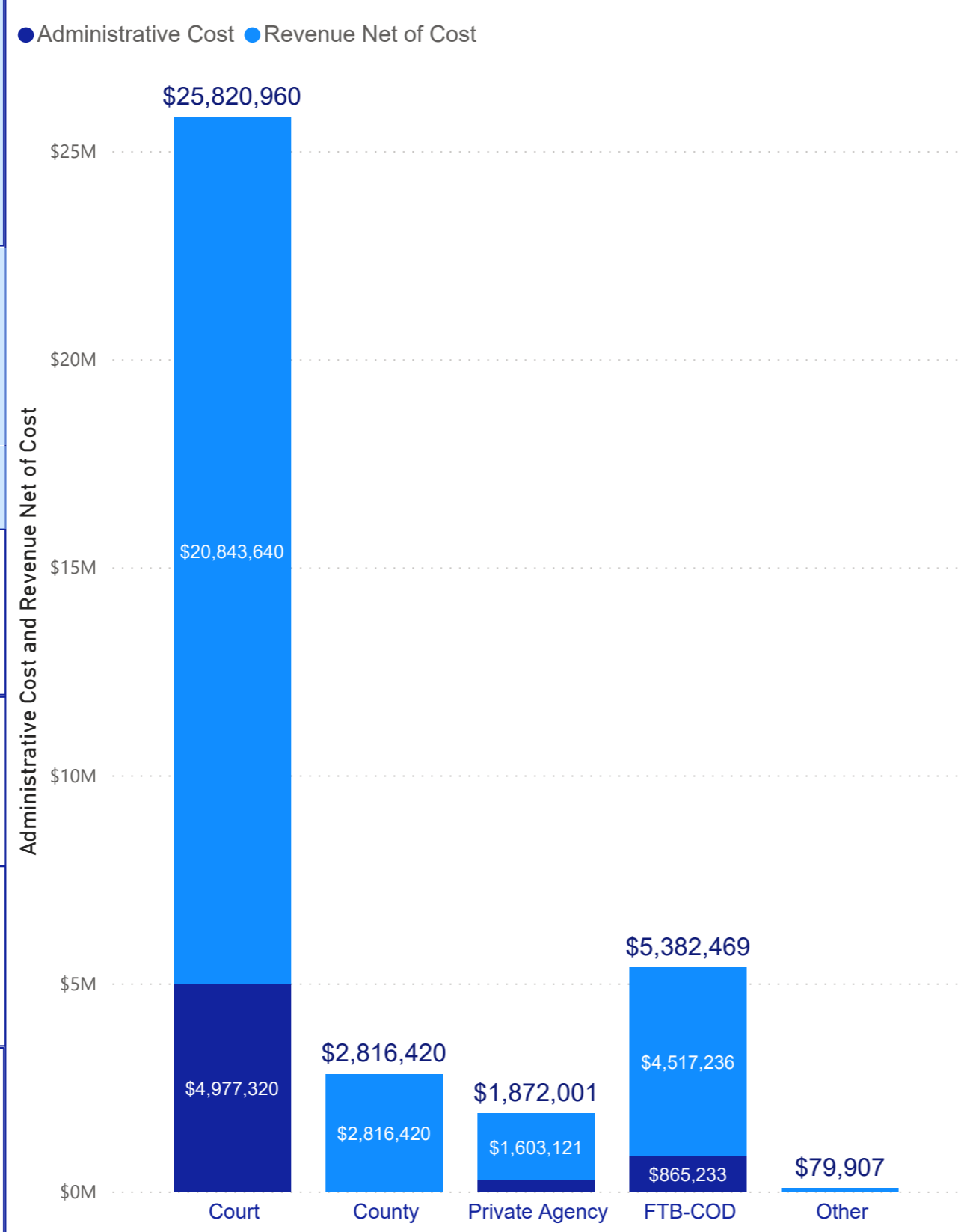
Best Practices Engaged
23/25

Collections Activities Performed
16/16

Gross Recovery Rate
Current Prior Combined
40% 12% 16%

Success Rate
Current Prior Combined
38% 4% 9%

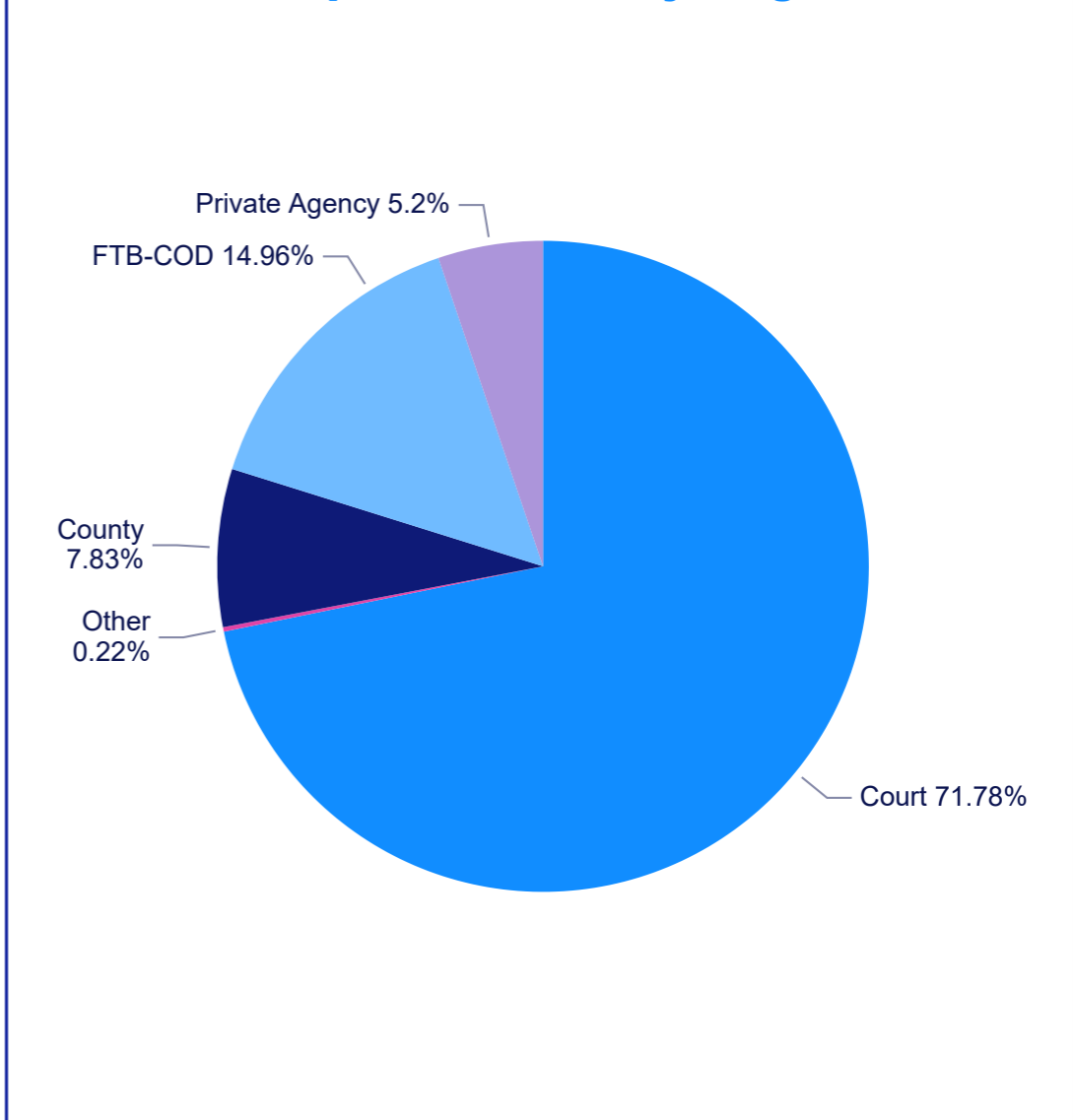
Delinquent Revenue and Administrative Cost by Program



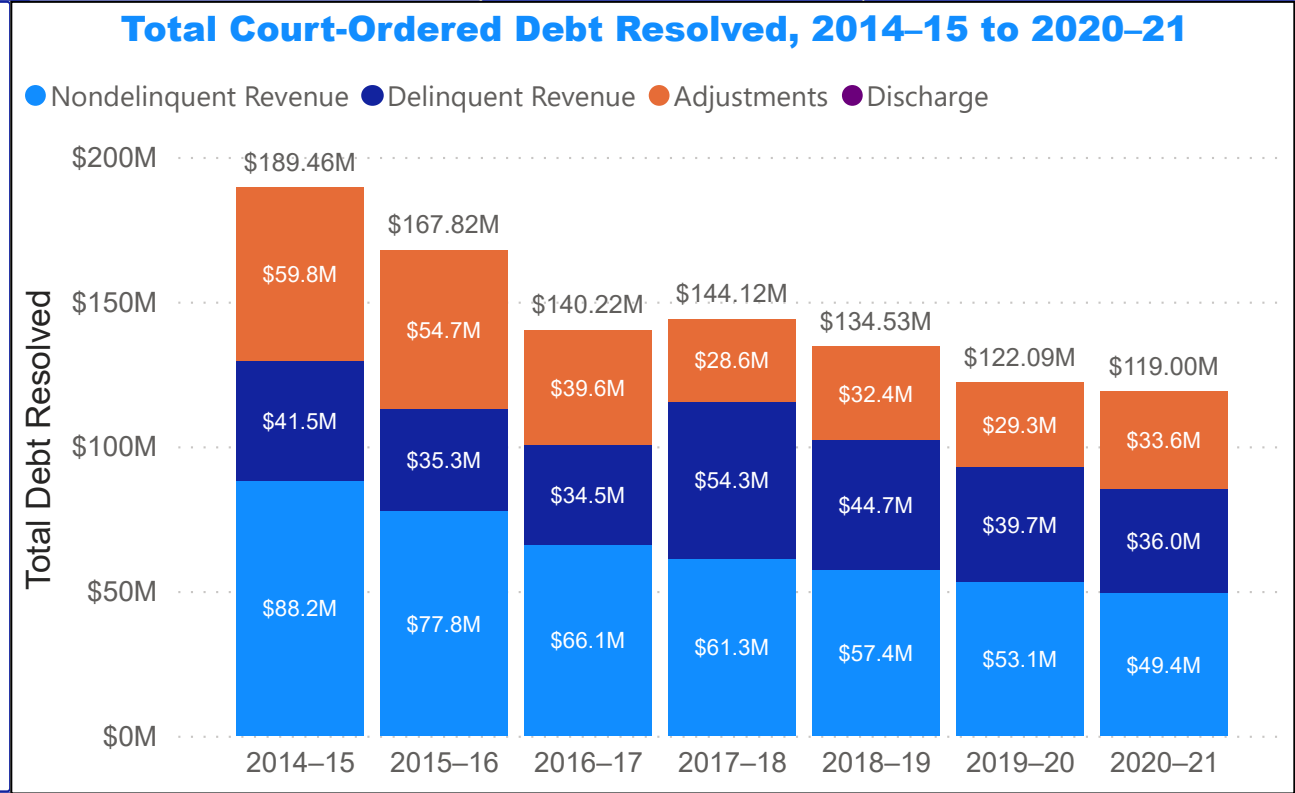
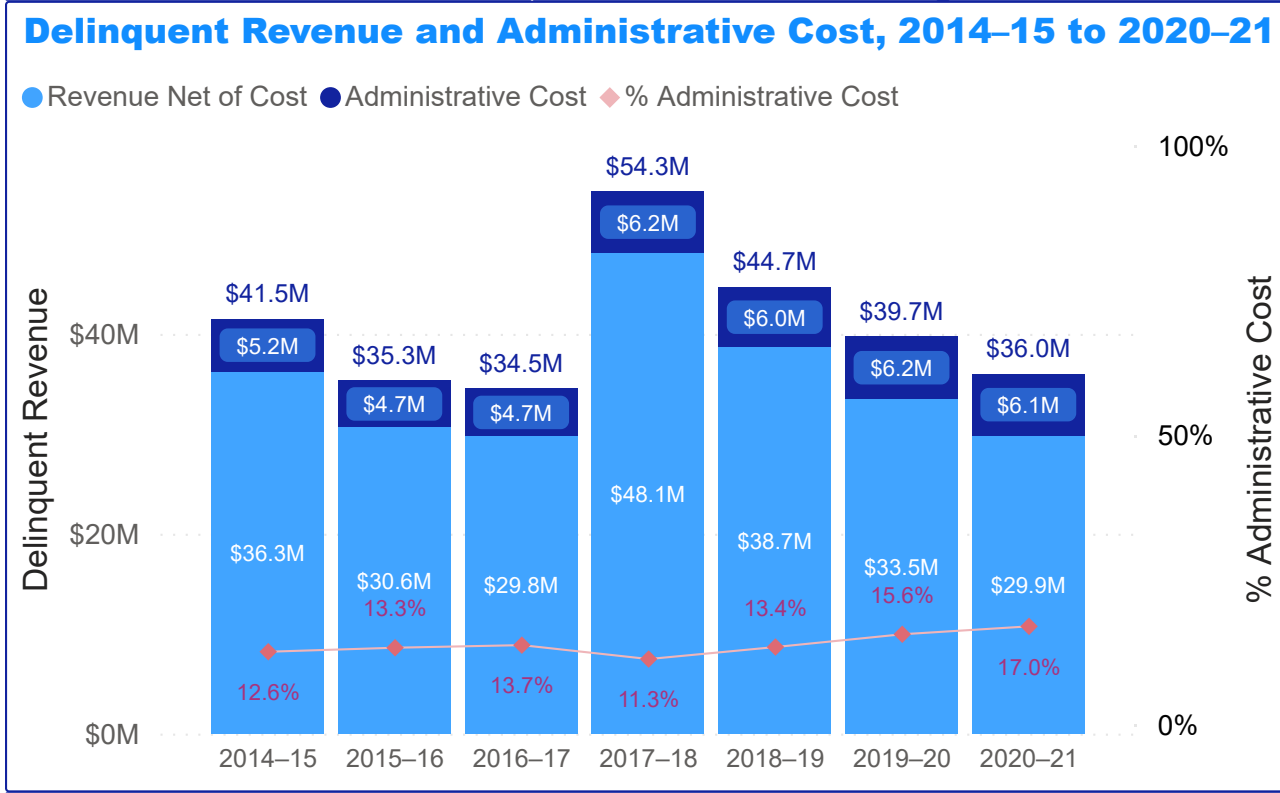
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$25,820,960	\$4,977,320	19.3%
County	\$2,816,420	-	
Private Agency	\$1,872,001	\$268,880	14.4%
FTB-COD	\$5,382,469	\$865,233	16.1%
Intrabranh	-	-	
Other	\$79,907	\$762	1.0%
Total	\$35,971,757	\$6,112,195	17.0%

Delinquent Revenue by Program



Court Orange	Default Rate Current Prior Combined			No. of People Served 34,888	No. of Nondelinquent Cases With Payments 156,222	No. of Delinquent Cases Reported 670,040	No. of Delinquent Cases With Payments 117,826
	32%	24%	31%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$15,492,576	\$10,328,384	\$3,981,856	\$995,464	\$1,699,111	\$5,886,005	-	-
County	\$2,816,420	-	-	-	-	\$19,269,417	-	-
Private Agency	\$374,400	\$1,497,601	\$53,776	\$215,104	\$800	\$1,988	-	-
FTB-COD	\$2,154,070	\$3,228,399	\$382,007	\$483,226	\$65,903	\$6,206,409	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$15,981	\$63,926	\$152	\$610	\$21,448	\$458,345	-	-
Total	\$20,853,447	\$15,118,310	\$4,417,791	\$1,694,404	\$1,787,262	\$31,822,164	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$2,881,639	11,997	\$1,076,943
2 - Written Notice(s)	\$11,167,312	42,680	\$222,885
3 - Lobby/Counter	\$12,332,142	39,899	\$3,594,926
4 - Skip Tracing	\$229,921	884	\$79,355
5 - FTB-COD	\$5,382,469	10,228	\$865,233
6 - FTB-IIC	\$79,906	312	\$762
7 - DL Hold/Suspension	\$2,026,365	2,845	\$3,211
8 - Private Agency	\$1,872,002	-	\$268,880
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$35,971,756	108,845	\$6,112,195

Placer: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Placer County and the County of Placer. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Placer collections program, the county program's decrease in 2020–21 collection totals can be attributed to multiple factors, all arising from California's State of Emergency to address the covid pandemic. Placer County's discharge of uncollectable debt this fiscal year resulted in an increased gross recovery rate while its success rate remained steady.

The Superior Court of Placer County determined that their case management system (CMS) lacks the reporting capabilities to fulfill the requested data requirements for nondelinquent collections on the report template. Information in the CMS is not currently captured in a way for it to be extracted, yielding insufficient reporting results necessary to be responsive to this request. In March 2020 the court contracted with their CMS vendor to build a reporting template for the necessary data; however, that template has not been provided. Therefore, it is not possible to provide all information requested on the report.

Placer County has determined that the numbers associated with installment agreements that have gone into default (Col. K and V) are not available at this time. They have identified a software product upgrade that will provide this information in the future. The Franchise Tax Board's Interagency Intercept Collections numbers are blank due to the program's suspension on collections resulting from California's State of Emergency. Placer County continued to participate in the program despite the suspension, providing regular updates through the SWIFT interface.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Placer ▼	\$70,162,815	Not Available	\$5,566,422	\$480,225	\$18,056,112	\$2,258,519

2020-21 Collections Individual Program Report

Population	404,994
Judges	10
Commissioners	4.50

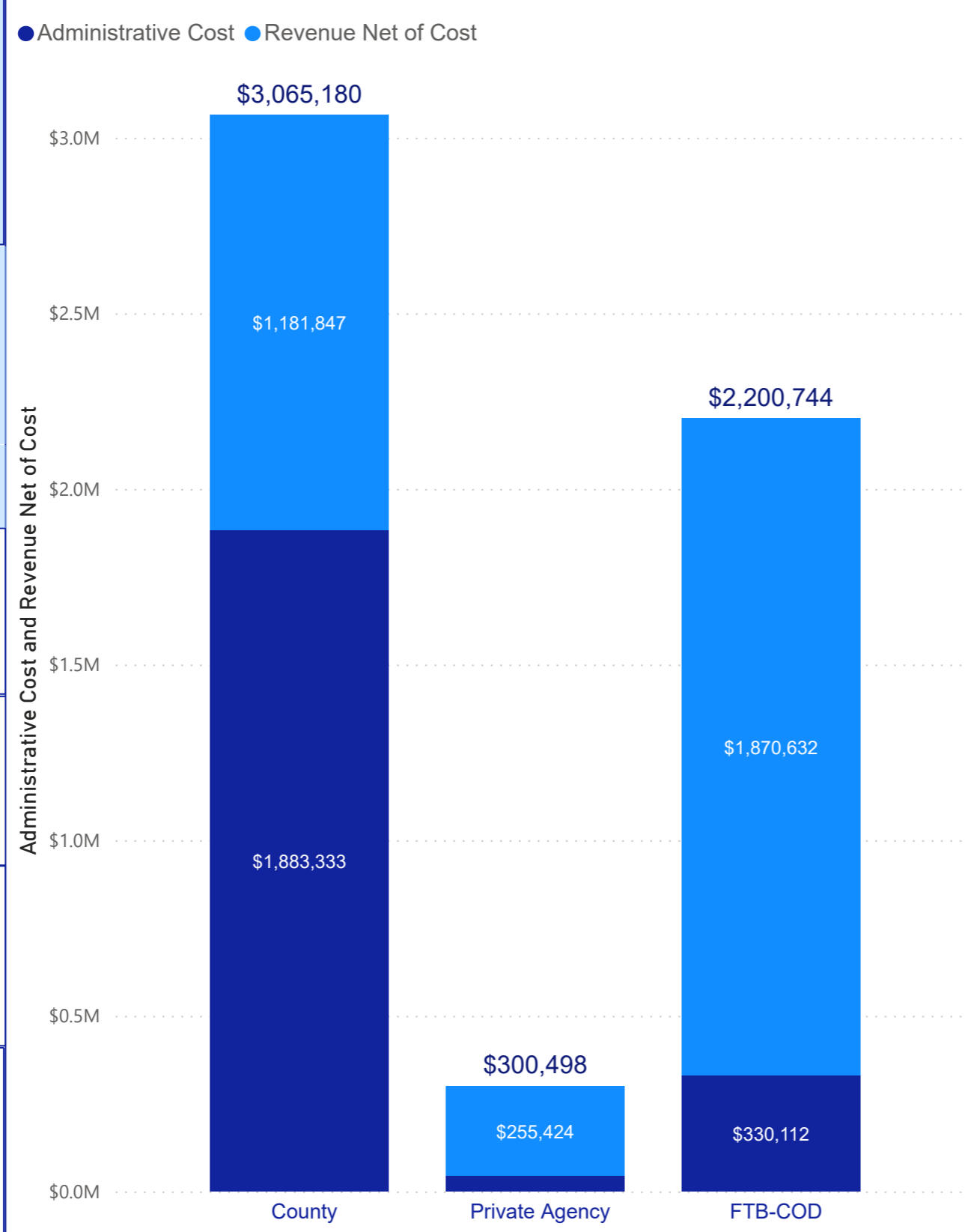
Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	13/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
27%	25%	26%

Success Rate		
Current	Prior	Combined
26%	6%	7%

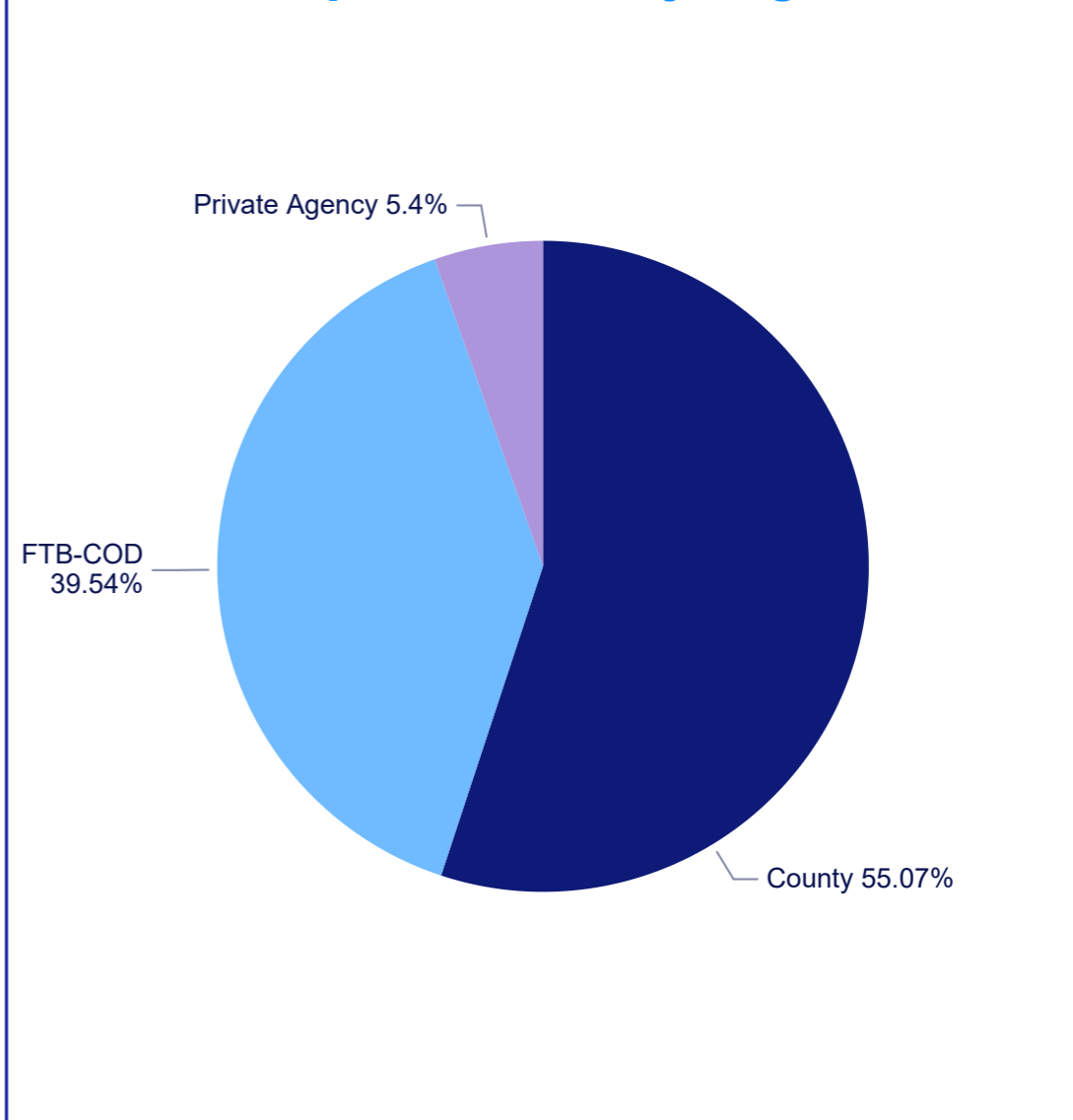
Delinquent Revenue and Administrative Cost by Program



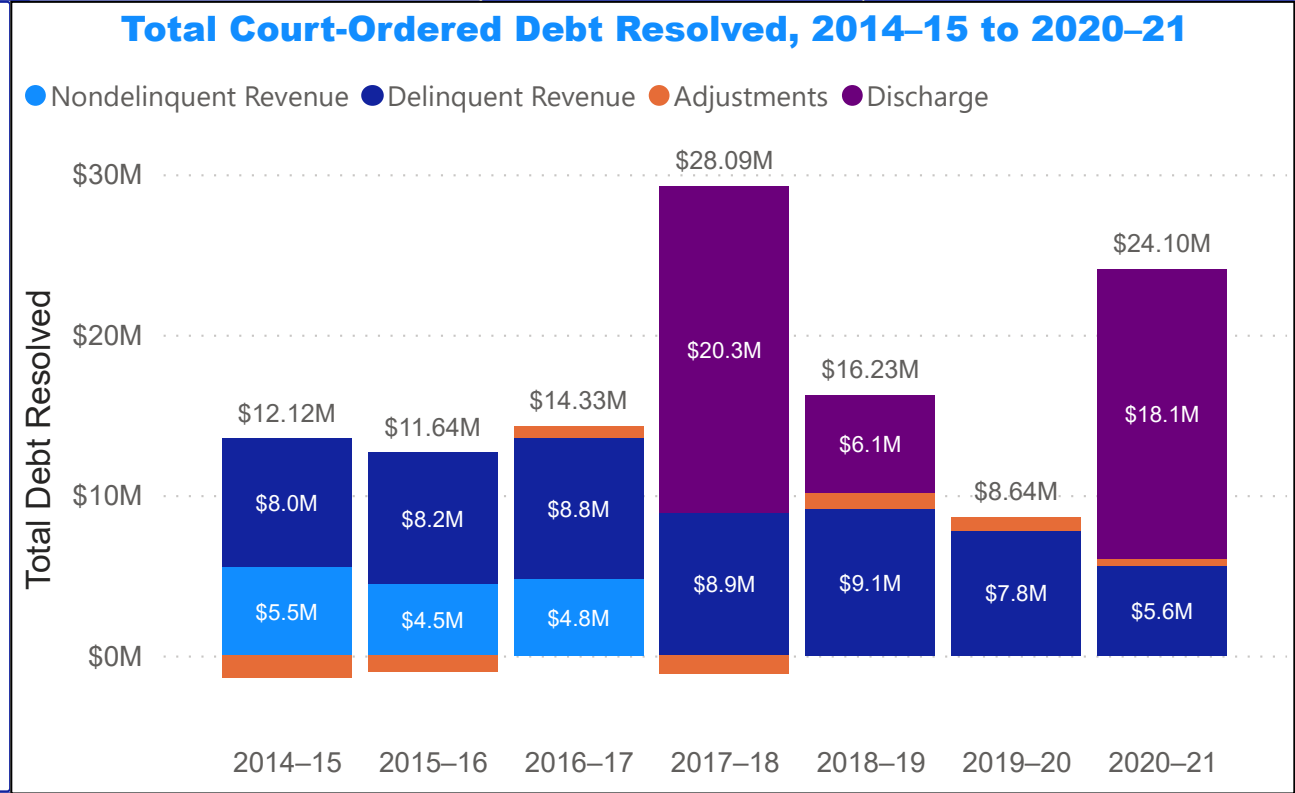
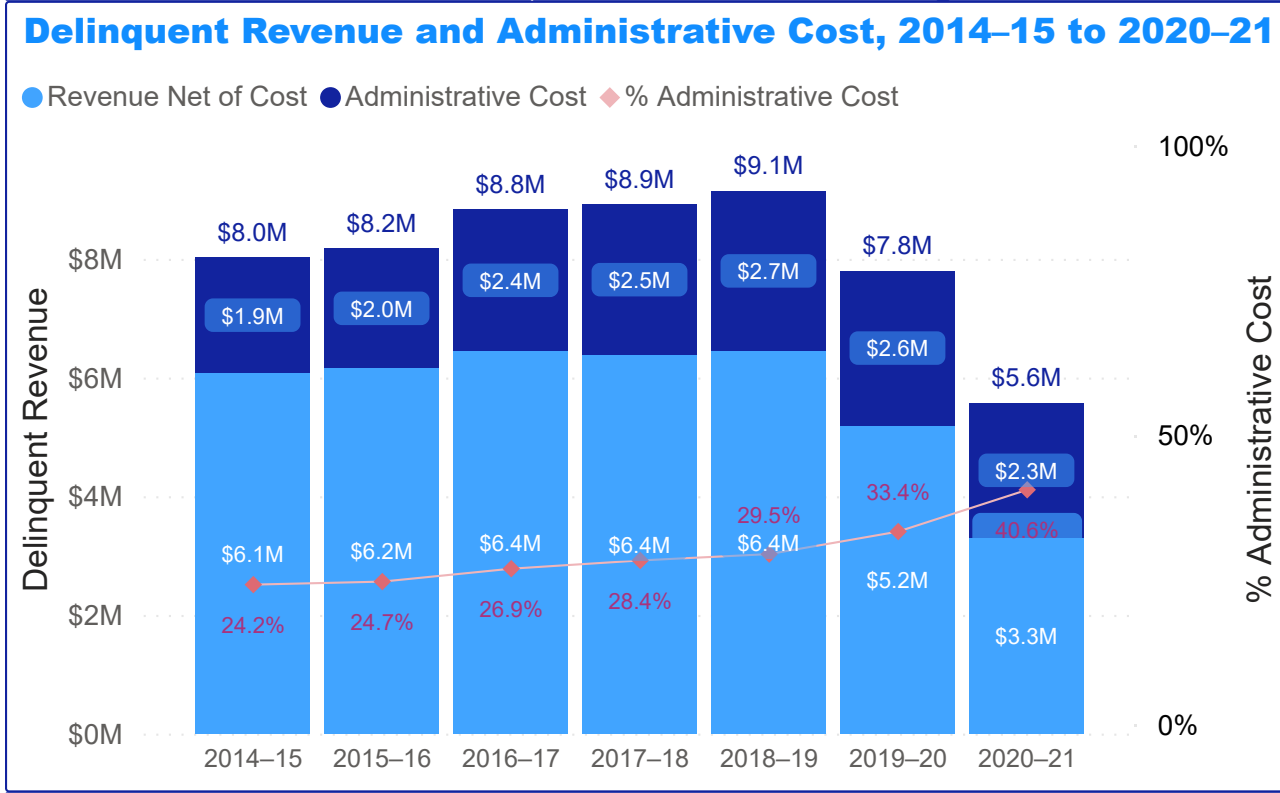
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	\$3,065,180	\$1,883,333	61.4%
Private Agency	\$300,498	\$45,074	15.0%
FTB-COD	\$2,200,744	\$330,112	15.0%
Intrabranh	-	-	-
Other	-	-	-
Total	\$5,566,422	\$2,258,519	40.6%

Delinquent Revenue by Program



Court Placer	Default Rate			No. of People Served 83,246	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 112,025	No. of Delinquent Cases With Payments 15,751
	Current	Prior	Combined				
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$1,174,569	\$1,890,611	\$715,666	\$1,167,667	\$38,447	\$196,425	-	\$12,318,458
Private Agency	\$609	\$299,889	\$91	\$44,983	\$0	\$62,549	-	\$2,557,268
FTB-COD	\$15,412	\$2,185,332	\$2,312	\$327,800	\$6,455	\$176,349	-	\$3,180,387
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,190,590	\$4,375,832	\$718,069	\$1,540,450	\$44,902	\$435,323	-	\$18,056,112

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,931,063	35,694	\$1,177,934
2 - Written Notice(s)	\$1,134,117	20,417	\$691,803
3 - Lobby/Counter	\$0	156,761	\$13,596
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$2,200,744	7,035	\$330,112
6 - FTB-IIC	\$0	0	\$0
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$300,498	570	\$45,074
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$5,566,422	220,477	\$2,258,519

Plumas: Summary of Collections Reporting Template 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Plumas County and the County of Plumas.

Performance

Plumas Court and County were directly affected by the Dixie fire which started on July 13 and burned more than 963,000 acres. Under the circumstances and due to subsequent evacuation orders, temporary court closure, and deployment of county employees as disaster relief workers, the program was unable to compile and report collections information as required by statute for the reporting period.

Riverside: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Riverside County and the County of Riverside. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Riverside collections program, the current period Gross Recovery Rate (GRR) and Success Rate (SR) are 34 percent and 26 percent, respectively. The prior period GRR and SR are 26 percent and 8 percent, respectively. The combined GRR is 27 percent and the combined SR is 9 percent.

Court collections experienced a significant negative impact resulting from the COVID-19 pandemic. The court curtailed operations to address emergency and various mandated matters during this reporting period. The Franchise Tax Board suspended their Interagency Intercept Collections (FTB-IIC) program in August 2020, and from February, 2021 through July, 2021. Also, the suspension of Assembly Bill 1869 related fees contributed to the GRR and SR increase.

The court was able to provide the information required by Government Code section 68514, with one exception. Although victim restitution and justice related reimbursements should be excluded from the fees and fines balance, the court is unable to separate both out.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Riverside ▼	\$371,228,639	\$36,209,144	\$38,671,984	\$70,569,470	\$28,685,183	\$10,671,983

2020-21 Collections Individual Program Report

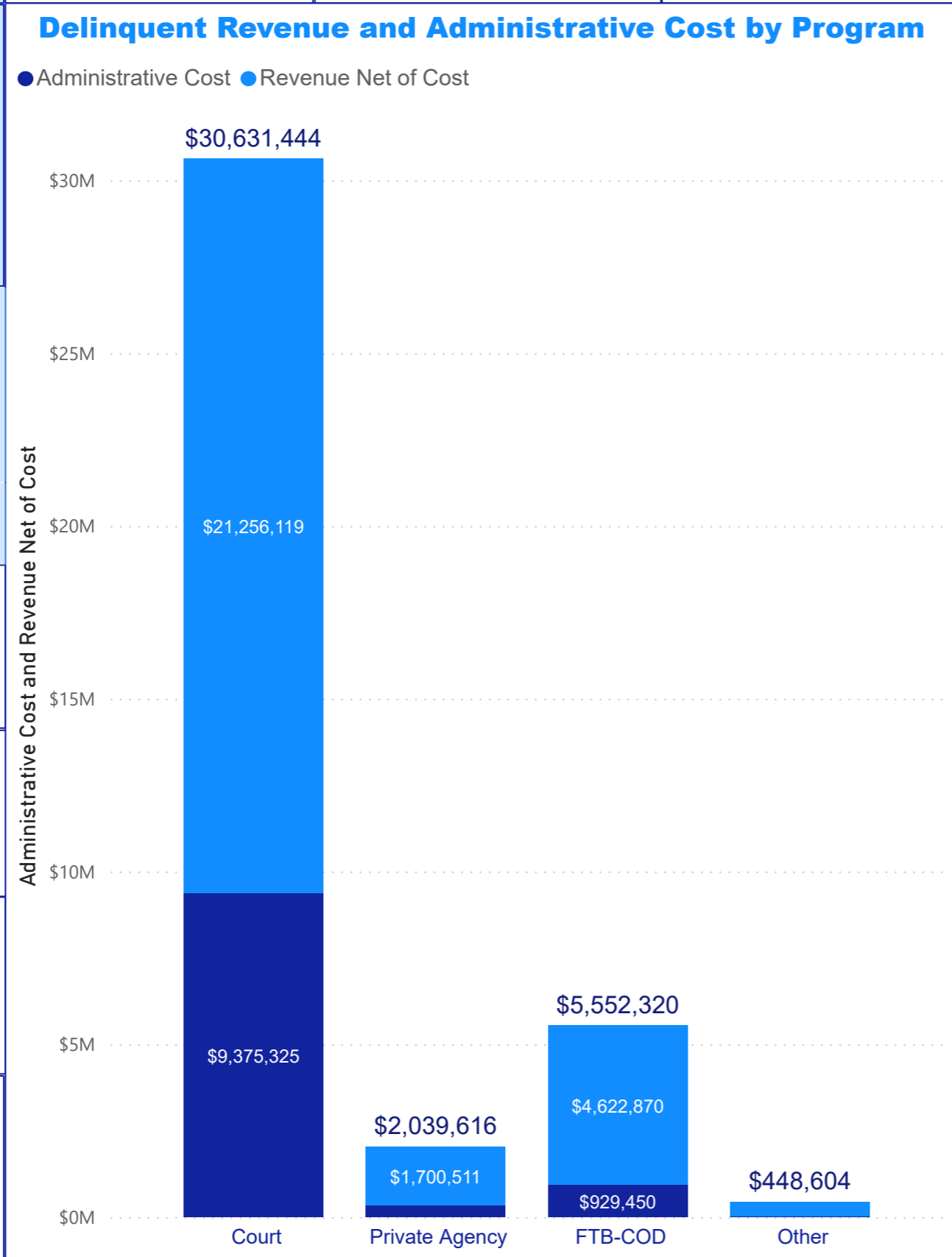
Population
2,454,453
Judges
71
Commissioners
14.00

Best Practices Engaged
25/25

Collections Activities Performed
15/16

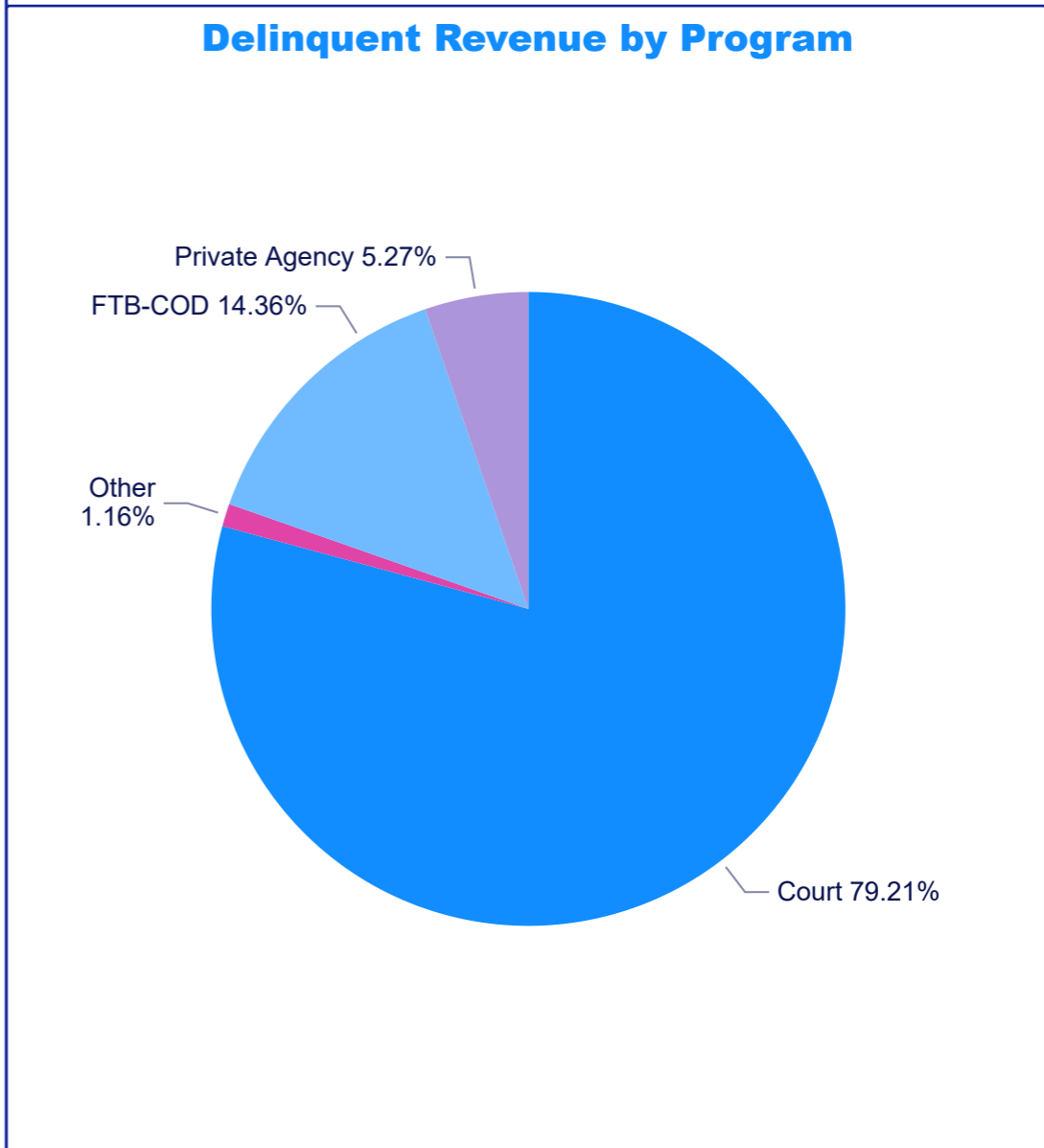
Gross Recovery Rate		
Current	Prior	Combined
34%	26%	27%

Success Rate		
Current	Prior	Combined
26%	8%	9%

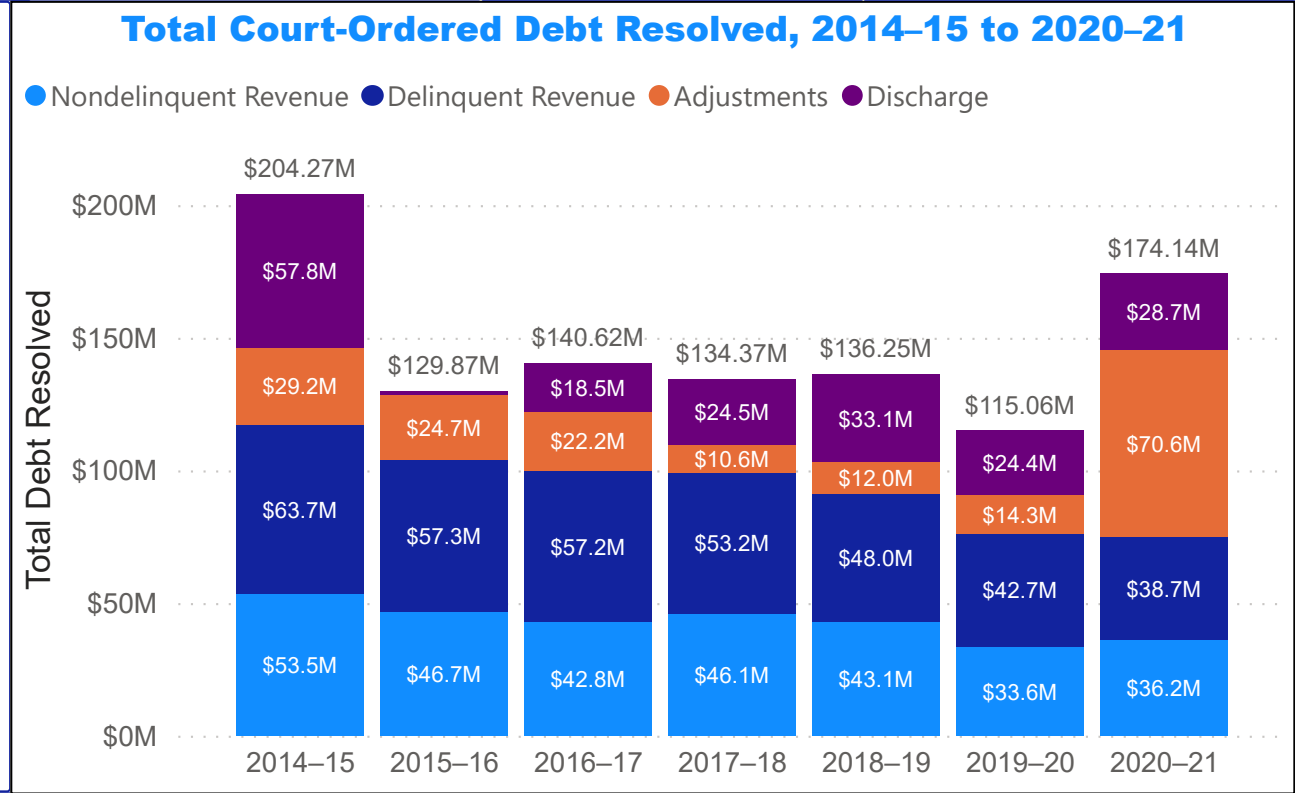
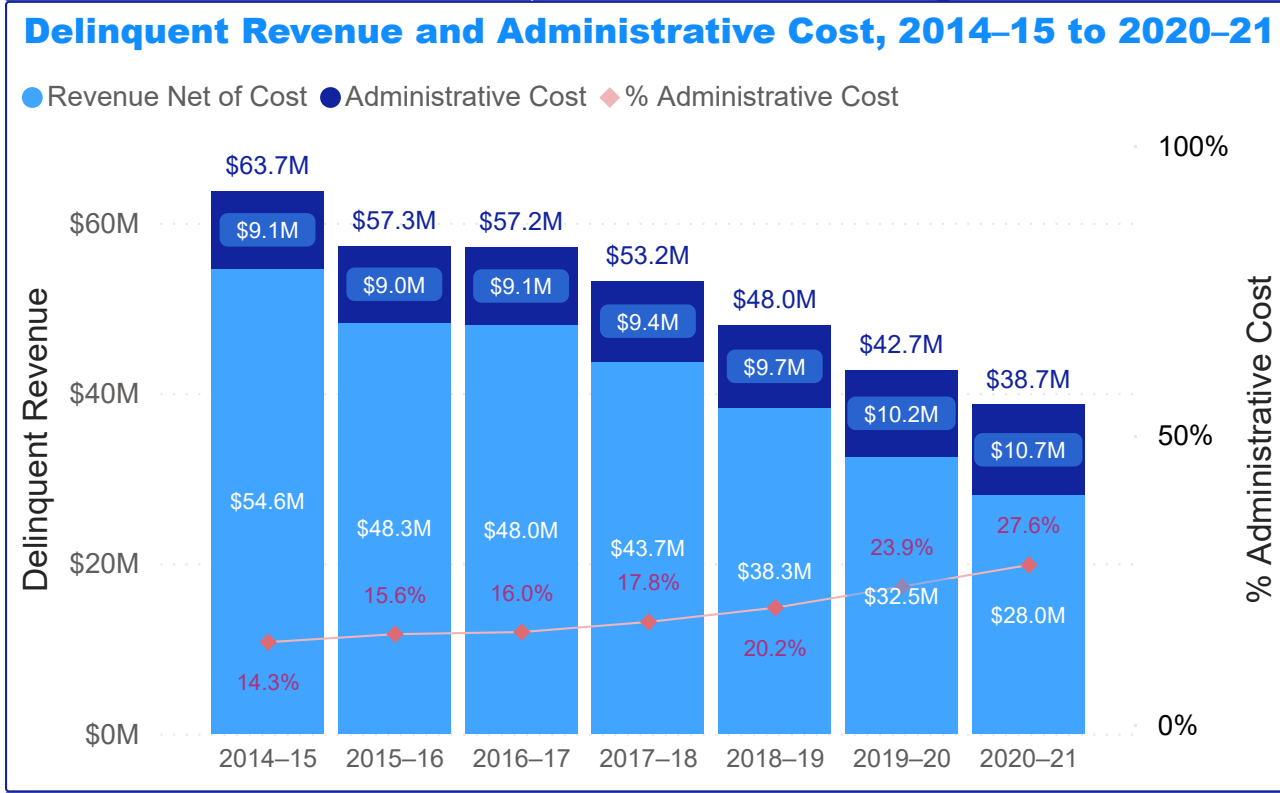


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$30,631,444	\$9,375,325	30.6%
County	-	-	-
Private Agency	\$2,039,616	\$339,105	16.6%
FTB-COD	\$5,552,320	\$929,450	16.7%
Intrabranh	-	-	-
Other	\$448,604	\$28,103	6.3%
Total	\$38,671,984	\$10,671,983	27.6%



Court Riverside	Default Rate			No. of People Served 75,968	No. of Nondelinquent Cases With Payments 130,331	No. of Delinquent Cases Reported 671,988	No. of Delinquent Cases With Payments 93,691
	Current	Prior	Combined				
	37%	43%	42%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$10,731,671	\$19,899,773	\$3,284,665	\$6,090,660	\$5,069,001	\$31,589,679	-	\$2,995,046
County	-	-	-	-	-	-	-	-
Private Agency	-	\$2,039,616	-	\$339,105	-	\$21,435,026	-	\$22,497,005
FTB-COD	-	\$5,552,320	-	\$929,450	-	\$12,475,764	-	\$3,193,132
Intrabranh	-	-	-	-	-	-	-	-
Other	\$32,033	\$416,571	\$2,161	\$25,942	-	-	-	-
Total	\$10,763,704	\$27,908,280	\$3,286,826	\$7,385,157	\$5,069,001	\$65,500,469	-	\$28,685,183

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$11,532,715	47,065	\$4,931,351
2 - Written Notice(s)	\$3,556,722	16,087	\$286,642
3 - Lobby/Counter	\$11,752,799	52,707	\$1,503,595
4 - Skip Tracing	\$1,139,229	5,917	\$1,974,968
5 - FTB-COD	\$5,542,454	15,443	\$929,450
6 - FTB-IIC	\$467,222	6,903	\$28,103
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$2,013,301	4,524	\$339,105
9 - Wage/Bank Garnishments & Liens	\$2,667,542	3,420	\$678,768
Total	\$38,671,984	152,066	\$10,671,983

Sacramento: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sacramento County and the County of Sacramento. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below. ¹

Performance

According to the Sacramento collections program, there is not enough data available to make a proper assessment of the success of the program. Multiple changes to collection processes over the last several years including the amnesty programs, the removal of license suspensions, and most recently the effects of Assembly Bill 1869 have drastically changed the amount of overdue court-ordered debt that is collected. The removal of license suspensions on failure to pay cases has continued the severe reduction in the amount of civil assessment collections, a trend that has continued in recent years, beginning with the amnesty programs. The court has seen reduced civil assessment collections over the last five fiscal years. The increase in indigent population nationwide has contributed to the continuing reduced recovery rates. Also, courthouse closures resulting from the COVID-19 pandemic had an adverse effect on collections, as well as high unemployment rate and a struggling economy.

At this time, the court, county, and private collection agency are unable to provide all data components of the requested categories for collections activities performed. The county and third-party vendor are assessing the reprogramming needs that will allow the required data to be collected within their respective automated systems. The court is currently in the process of developing and implementing four new case management systems (CMS) in Traffic, Family Law, Civil, and Criminal. These in-process CMS builds do not include the ability to capture much of the new data categories, nor does the court currently have manual processes to collect such data. The court is looking at possible CMS build changes to accommodate the new information requirements. This will take time, staff resources which are very limited, and added dollars.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Sacramento	\$433,283,349	\$27,463,127	\$11,955,594	\$33,864,018	\$0	\$5,052,554

2020-21 Collections Individual Program Report

Population
1,561,014
Judges
66
Commissioners
9.50

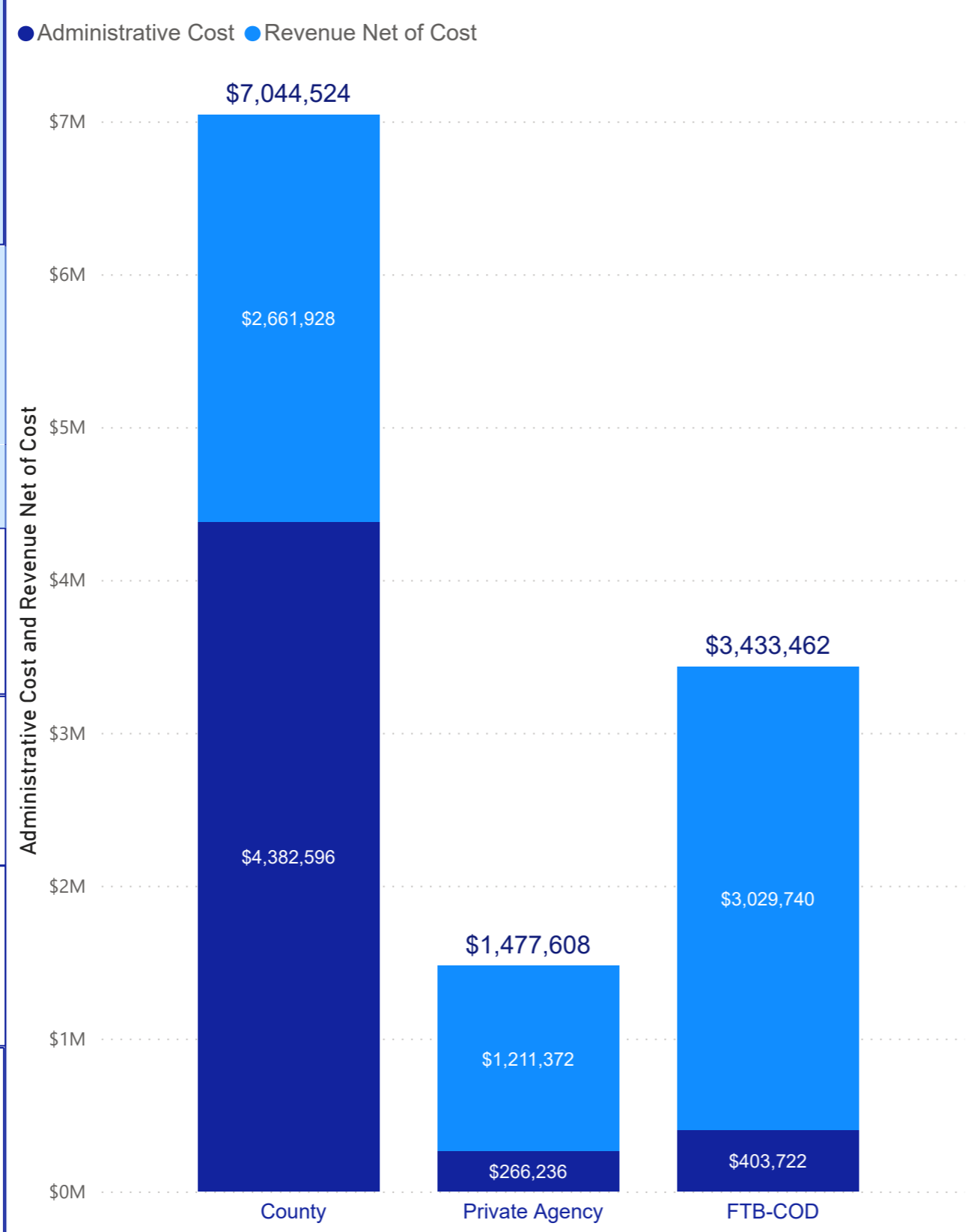
Best Practices Engaged
24/25

Collections Activities Performed
16/16

Gross Recovery Rate		
Current	Prior	Combined
7%	10%	10%

Success Rate		
Current	Prior	Combined
5%	2%	3%

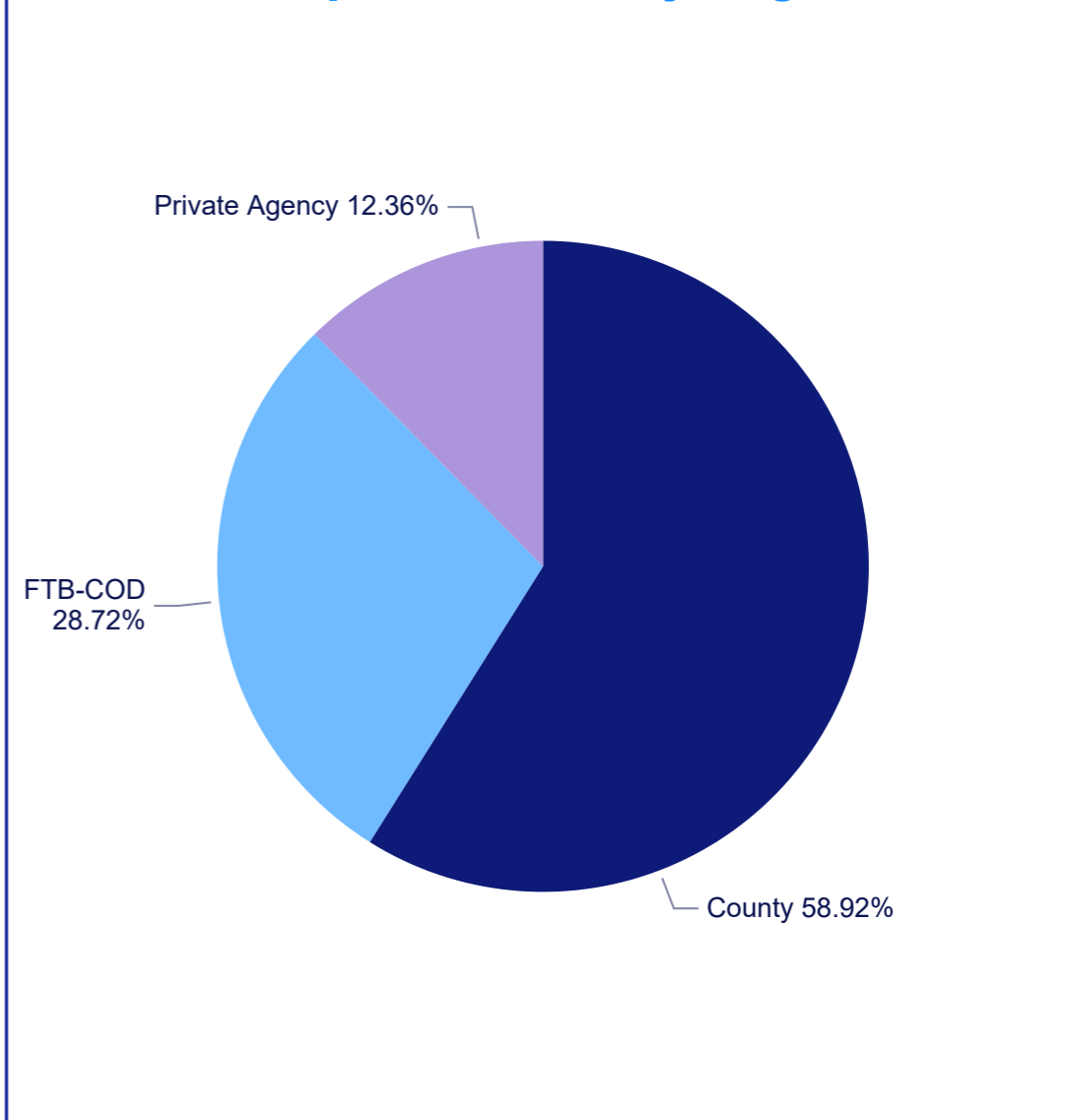
Delinquent Revenue and Administrative Cost by Program



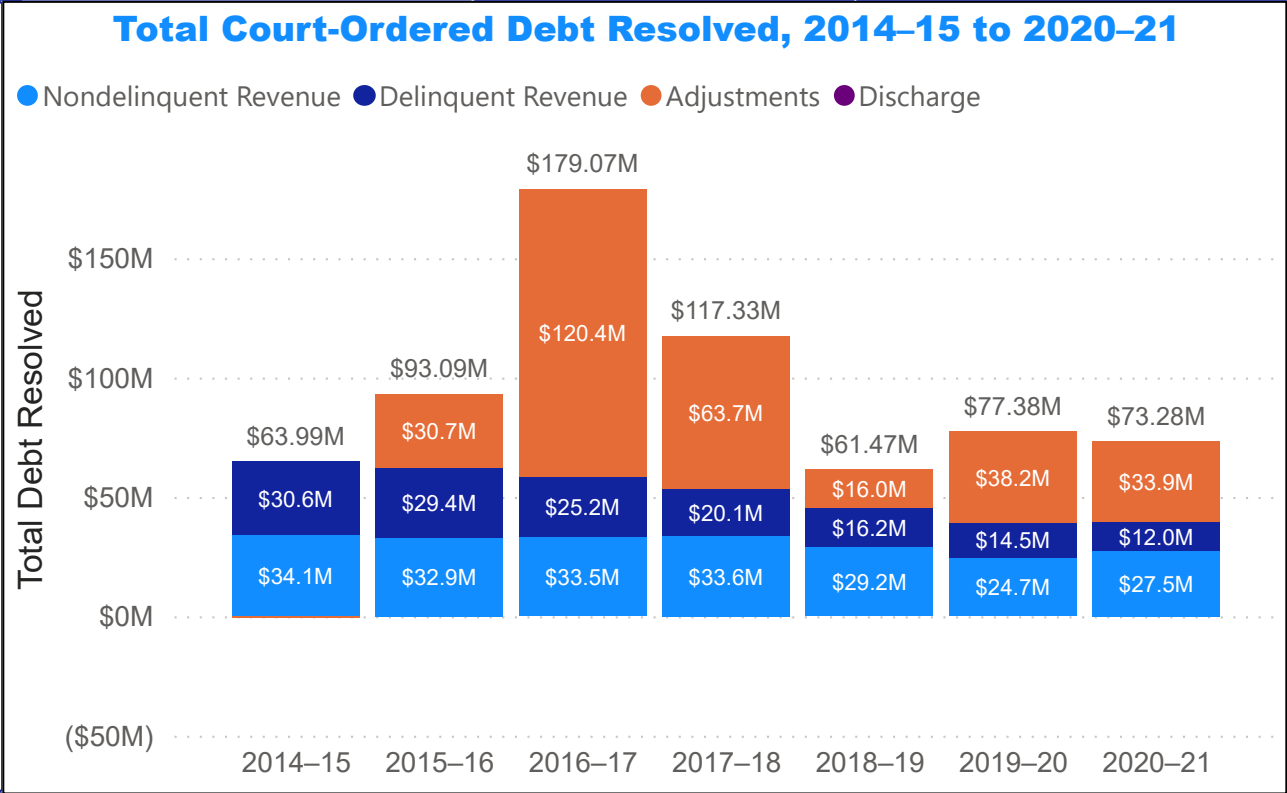
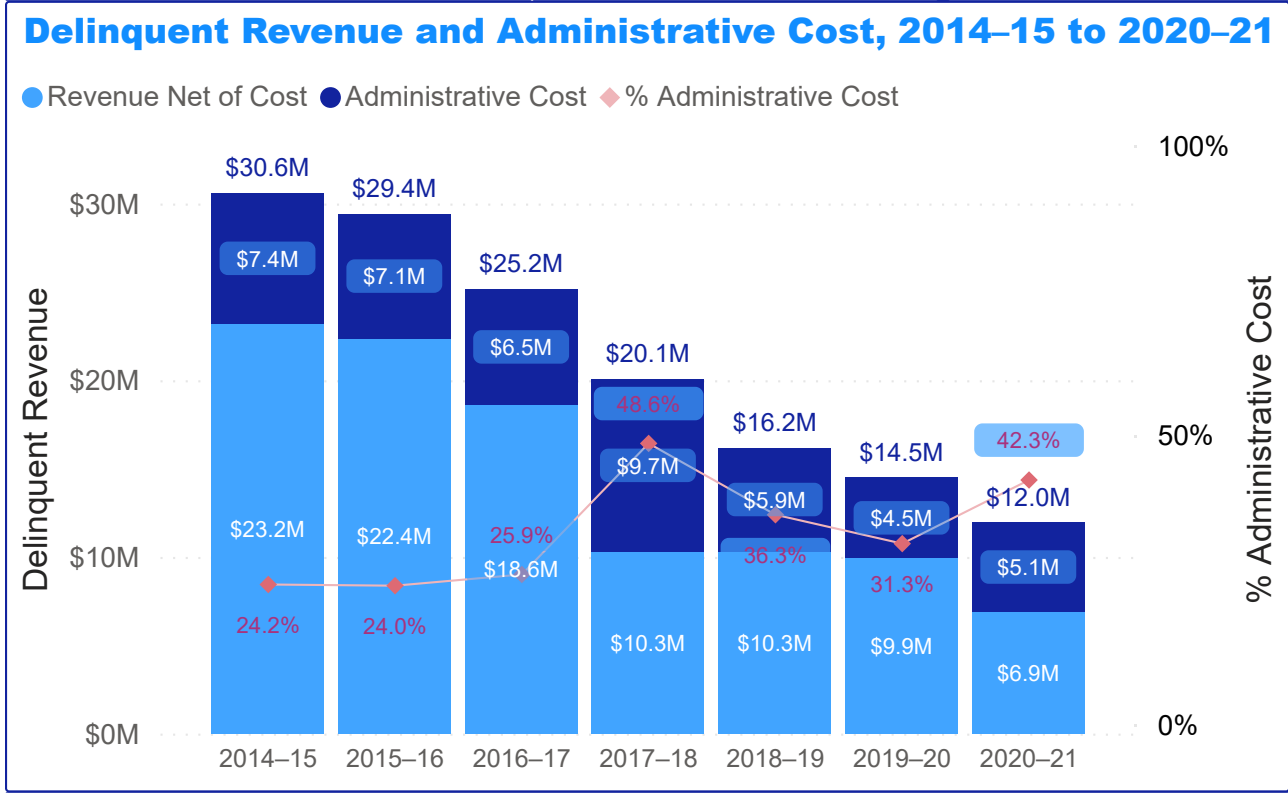
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	\$7,044,524	\$4,382,596	62.2%
Private Agency	\$1,477,608	\$266,236	18.0%
FTB-COD	\$3,433,462	\$403,722	11.8%
Intrabranh	-	-	-
Other	-	-	-
Total	\$11,955,594	\$5,052,554	42.3%

Delinquent Revenue by Program



Court Sacramento	Default Rate Current Prior Combined 20% 28% 25%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 68,352	No. of Delinquent Cases Reported 533,802	No. of Delinquent Cases With Payments 49,864
----------------------------	--	--	--	--	---	--	--



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$3,176,759	\$3,867,765	\$1,972,168	\$2,410,428	\$1,237,411	\$17,657,226	-	-
Private Agency	\$454,593	\$1,023,014	\$79,556	\$186,680	\$250,161	\$47,449	-	-
FTB-COD	\$192,652	\$3,240,810	\$24,223	\$379,499	\$9,178	\$14,662,593	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$3,824,004	\$8,131,589	\$2,075,947	\$2,976,607	\$1,496,750	\$32,367,268	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,148,130	2,149	\$207,278
2 - Written Notice(s)	\$329,478	1,657	\$58,958
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$3,433,462	18,468	\$403,722
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,477,608	3,806	\$266,236
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$6,388,678	26,080	\$936,194

San Benito: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Benito County and the County of San Benito. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below. ¹

Performance

According to the San Benito collections program, the combined Gross Recovery Rate was 4 percent, and the combined Success Rate was also 4 percent. These numbers are significantly lower than the 2019–20 results. In 2020–21, the court transitioned to a new case management system (CMS), and the new system has not yet been fully configured. Consequently, certain data needed to complete the report are not currently available, resulting in limited reporting. In addition, data for the period July 1 to August 23, 2020 is not included because of one-time technical limitations associated with the migration to the new system.

The court's reporting capabilities in terms of providing the information required by Government Code section 68514 are limited: court staff has limited expertise running the types of queries needed to obtain this information. In addition, reporting limitations by partner programs result in unavailable or incomplete data, and data provided by them this year does not always correspond with balances reported in 2019-20.

The court does not have an in-house collections unit. Beginning July 2008, the court started using FTB as its primary collection agency and stopped referring new cases to a private agency. However, the court suspended the referral of cases to FTB because the court lost use of the collection module in the former CMS. In 2020–21, the court migrated to a new system. The court intends to continue referring cases to FTB once the required CMS modules have been implemented.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
San Benito ▼	\$2,524,151	Not Available	\$99,681	\$0	\$0	\$16,901

2020-21 Collections Individual Program Report

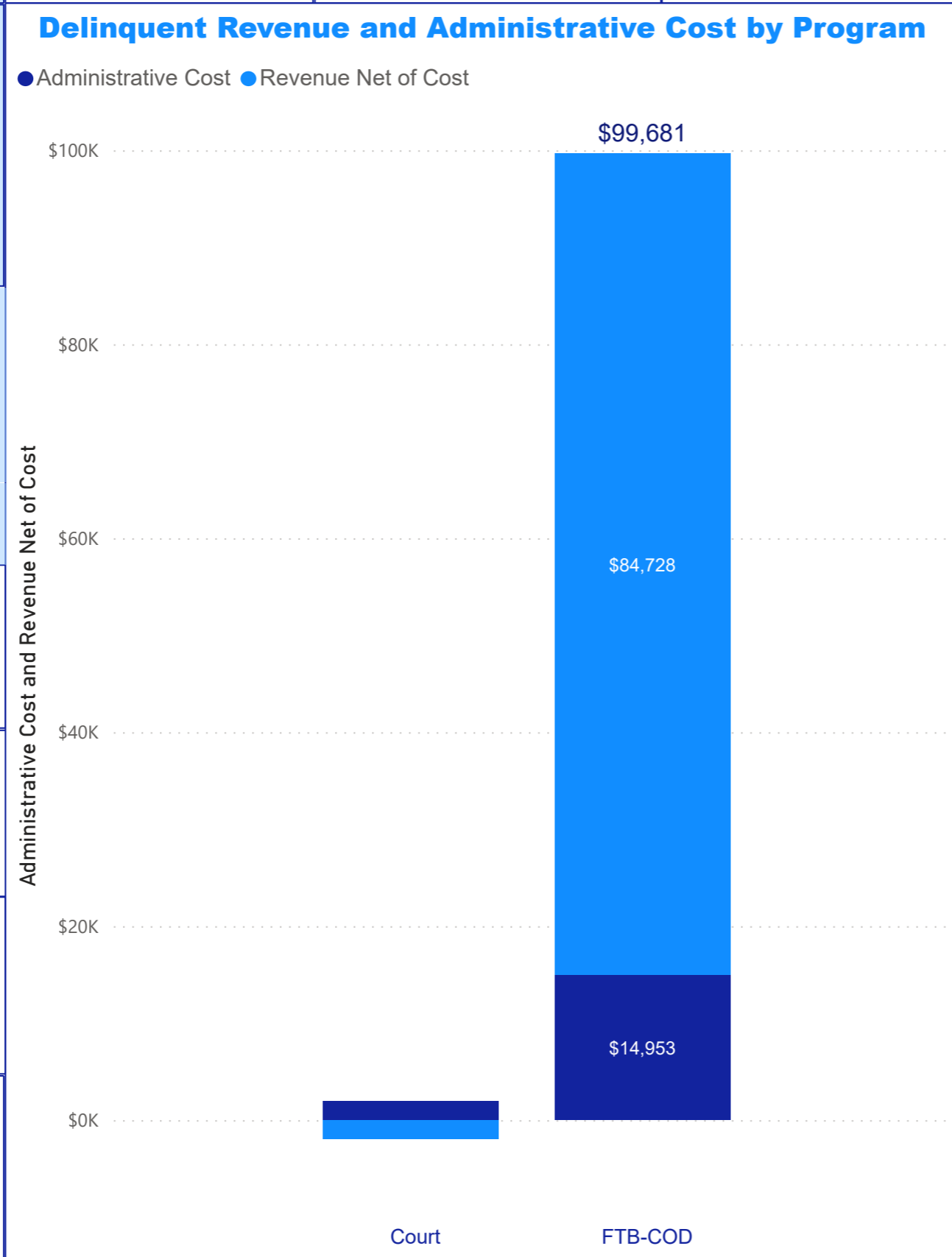
Population	63,526
Judges	2
Commissioners	0.50

Best Practices Engaged	15/25
-------------------------------	-------

Collections Activities Performed	12/16
---	-------

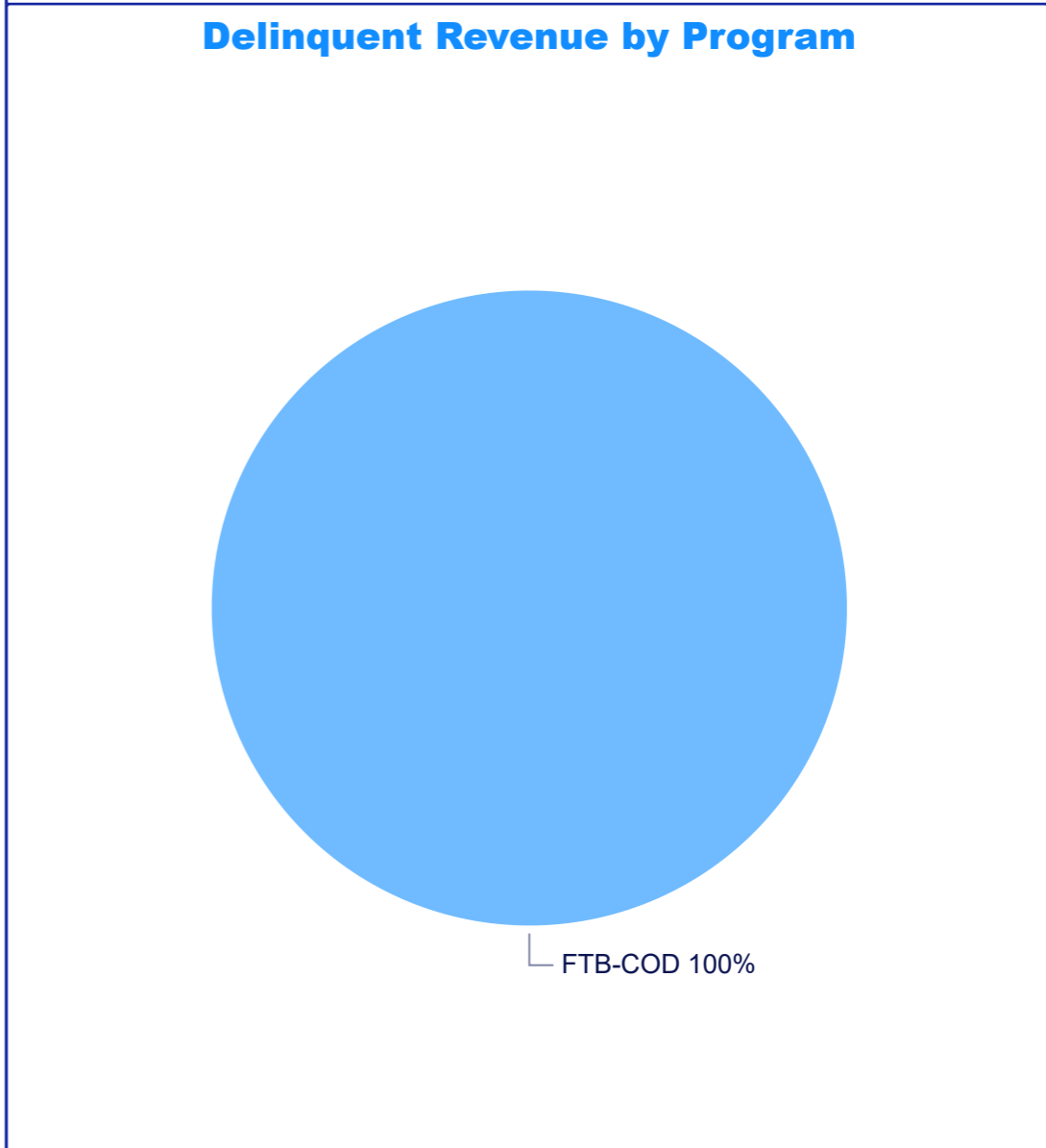
Gross Recovery Rate		
Current	Prior	Combined
12%	2%	4%

Success Rate		
Current	Prior	Combined
12%	2%	4%

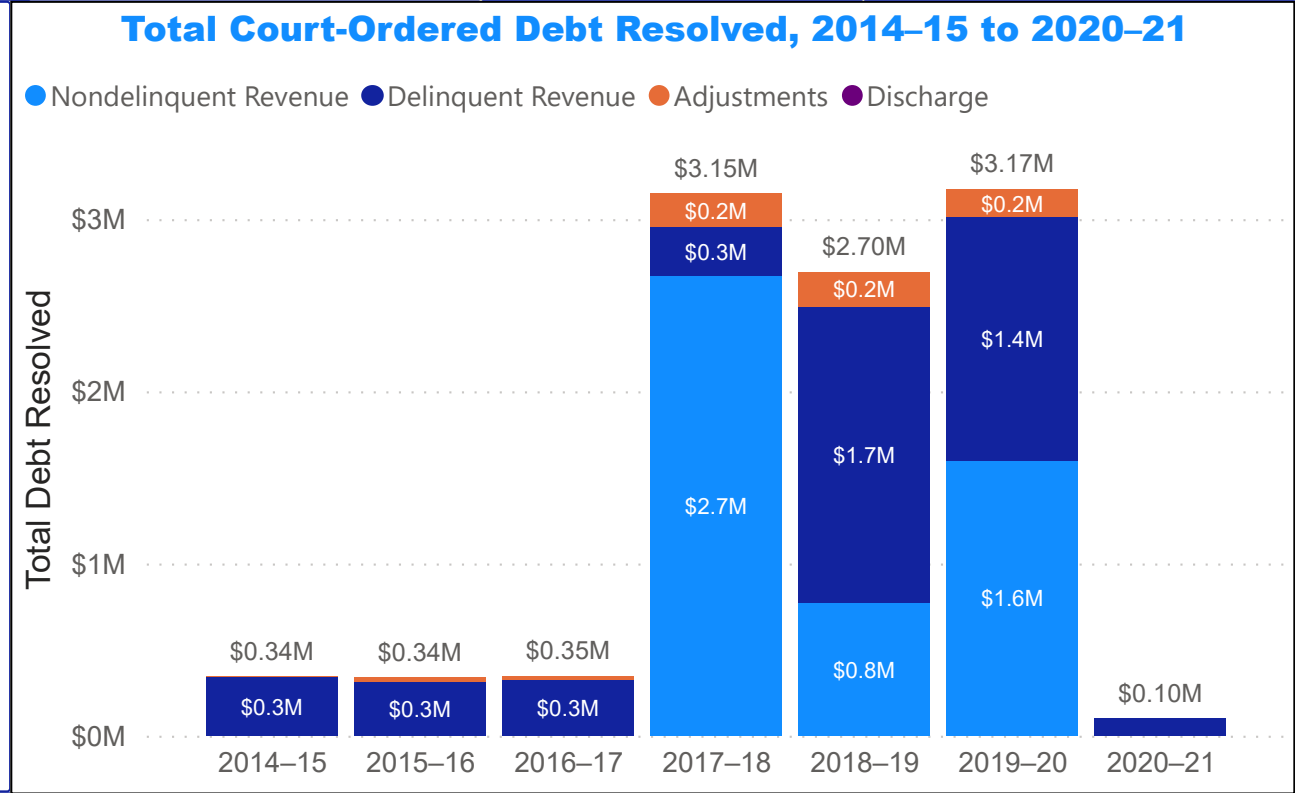
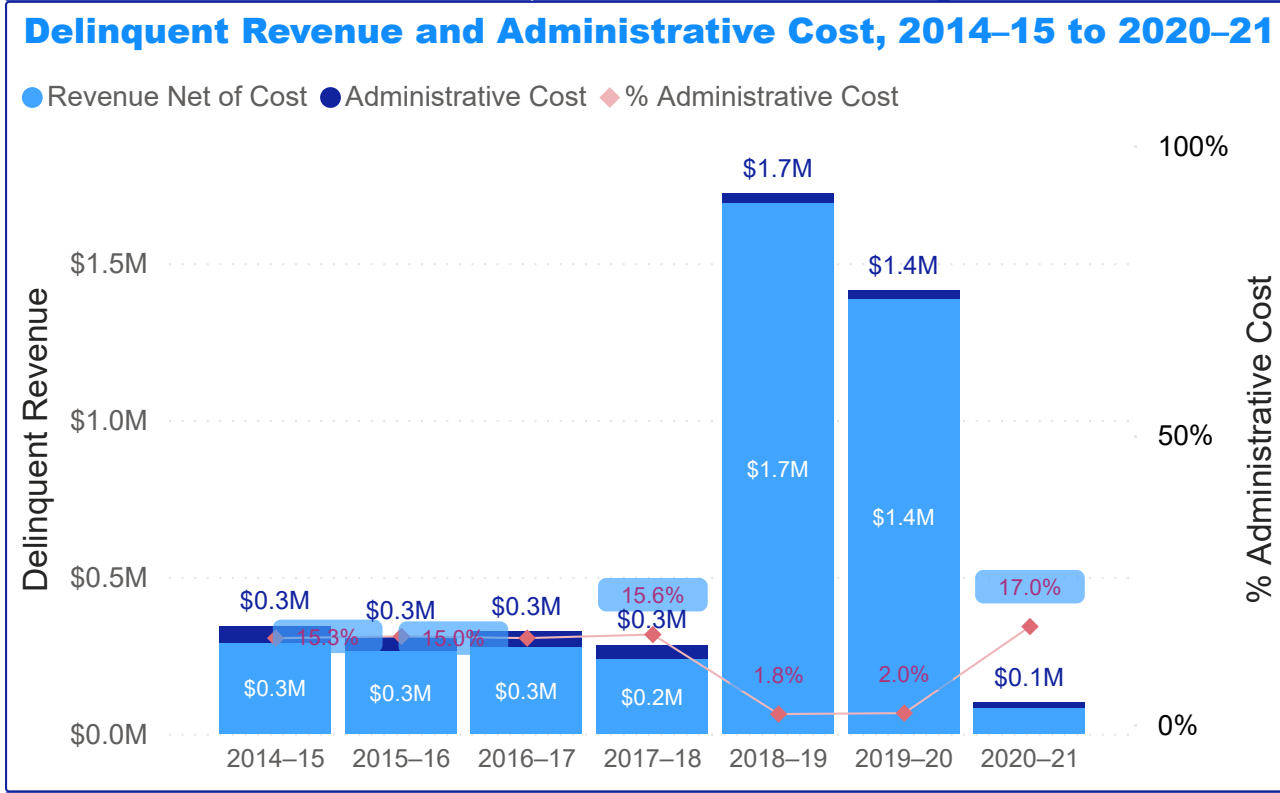


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	\$1,948	
County	-	-	
Private Agency	-	-	
FTB-COD	\$99,681	\$14,953	15.0%
Intrabranh	-	-	
Other	-	-	
Total	\$99,681	\$16,901	17.0%



Court San Benito	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 14,848	No. of Delinquent Cases With Payments 1,013
	Current	Prior	Combined				
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	\$1,948	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$50,638	\$49,043	\$7,596	\$7,357	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$50,638	\$49,043	\$7,596	\$9,305	-	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$0	0	\$0
2 - Written Notice(s)	\$0	425	\$417
3 - Lobby/Counter	\$0	0	\$0
4 - Skip Tracing	\$0	0	\$0
5 - FTB-COD	\$99,682	1,013	\$14,952
6 - FTB-IIC	\$0	0	\$0
7 - DL Hold/Suspension	\$0	1,174	\$1,531
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$99,682	2,612	\$16,900

San Bernardino: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Bernardino County and the County of San Bernardino. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the San Bernardino collections program, collections were affected by the additional concessions made to allow debtors to skip payments due to hardships resulting from the COVID-19 pandemic. Other factors driving the reduction in collections include court postponing the issuance and serving of writs, the deferment of failure to appear and pay actions. These actions resulted in fewer DMV holds on failure to pay cases and no new case assignments for 11 months, until June 2021. Further, collections were impacted by the backlog accumulated within the court as a result of partial court closures, from March to May of 2020 (backlog carried into 2020–21). Court budget reductions impacted staffing levels and the ability to process cases timely.

In 2020–21 the court and county performed the first discharge from accountability of \$84 million in uncollectible debt, contributing to a 20 percent increase to the prior period Gross Recovery Rate (GRR). Further, an additional \$44 million in fees were vacated or dismissed in accordance with Assembly Bill 1869, contributing an additional 12 percent increase to the GRR. The combined GRR improved to 29 percent over the 4 percent in 2019–20.

In the third year reporting in the new CRT format, the program continues to refine their processes for data extractions and assumptions. Identifying the dollar amount and count of victim restitution cases submitted to the Franchise Tax Board Interagency Intercept Collections (FTB-IIC) program is challenging, thus limited details are available for supporting descriptive statistics. Reporting is in development to trace victim restitution collections to their collection source.

Distinguishing collections attributed to collector phone calls versus the mailing of letters is challenging. A methodology for determining the source of the payments remains under exploration. The collections process begins with mailing of a series of letters before other collection activities begin. Therefore, the assumption for allocating dollars collected between these two collections activities attributes collections within 95 days to the letter series and the remainder to the phone. All payments accepted at the courts on collection accounts are also attributed to the letter series. The court is also exploring a methodology to distinguish between

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

San Bernardino: Summary of *Collections Reporting Template 2020–21*

delinquent and nondelinquent driver's license suspensions; once segregated, the court can identify administrative costs associated with this collection activity.

Direct payments to the court are inconsistently reported to the county as system issues prevent this data exchange from occurring consistently. Processes are in place to identify and fix discrepancies as they occur, and ongoing system improvements are also in development to improve data exchange through automation. The amounts reported include all direct payments accepted at the court on collection accounts.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
San Bernardino ▼	\$360,002,137	\$30,094,672	\$14,308,772	\$49,039,068	\$84,312,449	\$4,583,975

2020-21 Collections Individual Program Report

Population	2,175,909
Judges	79
Commissioners	15.00

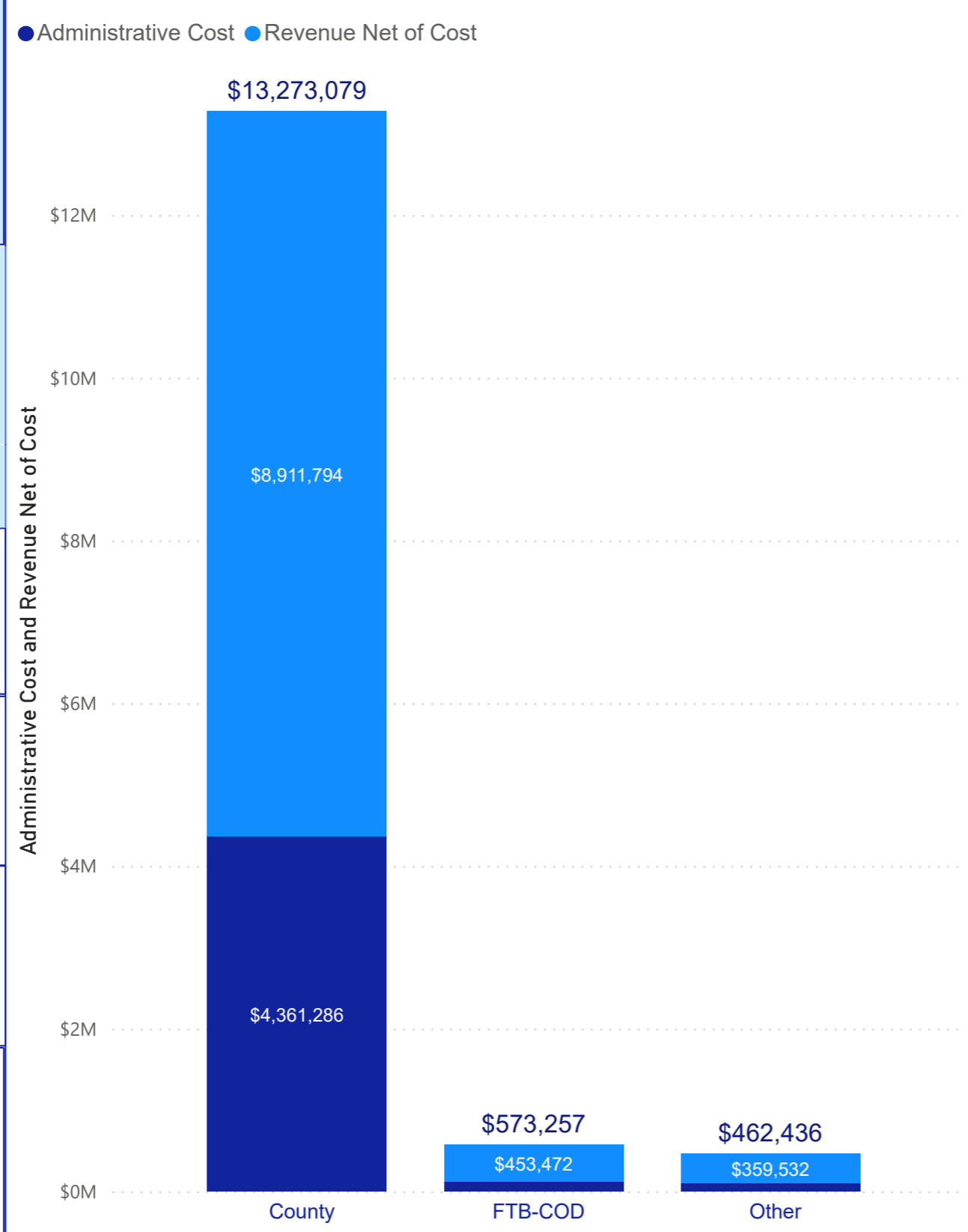
Best Practices Engaged	21/25
-------------------------------	-------

Collections Activities Performed	15/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
19%	29%	29%

Success Rate		
Current	Prior	Combined
6%	4%	4%

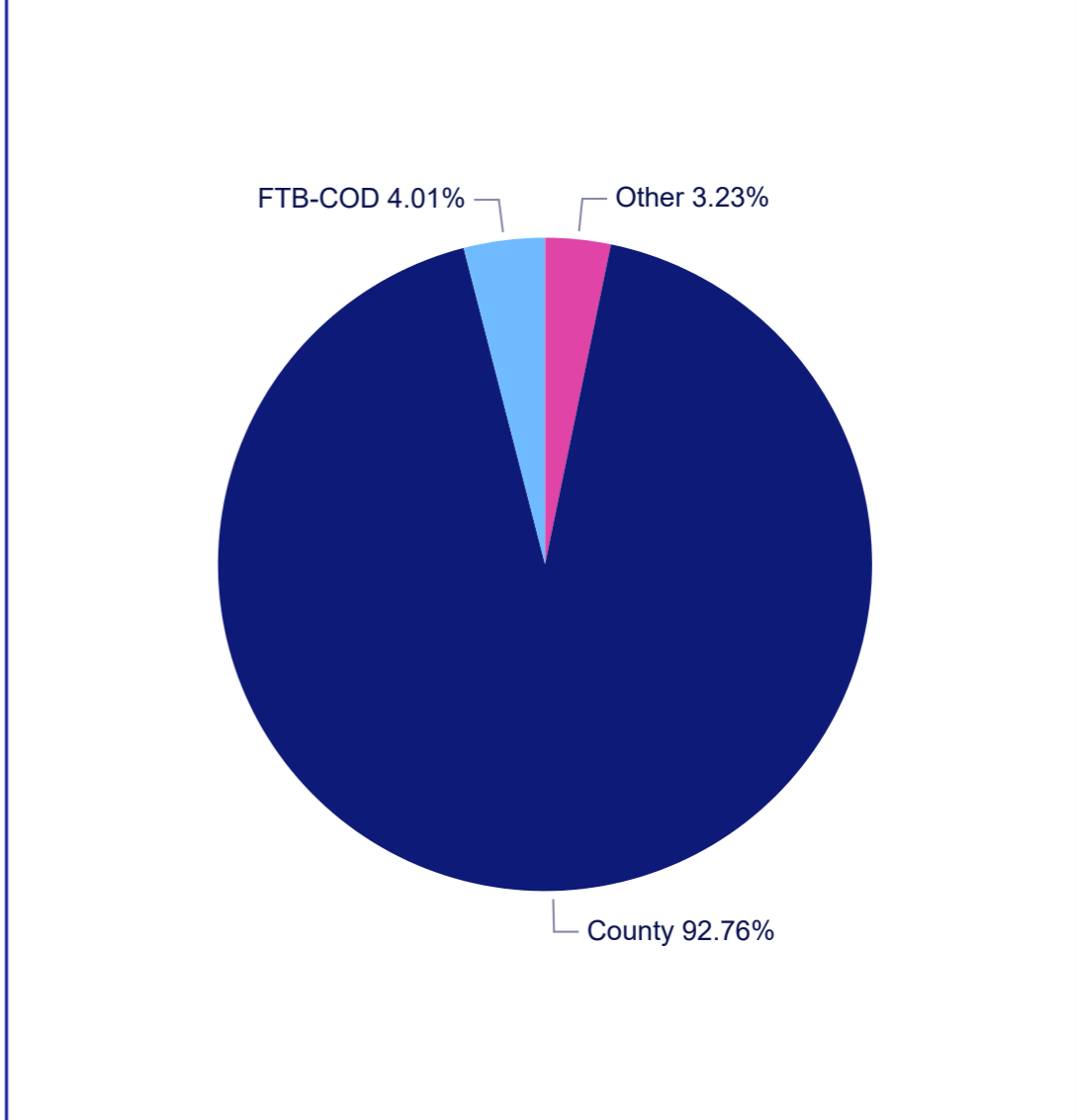
Delinquent Revenue and Administrative Cost by Program



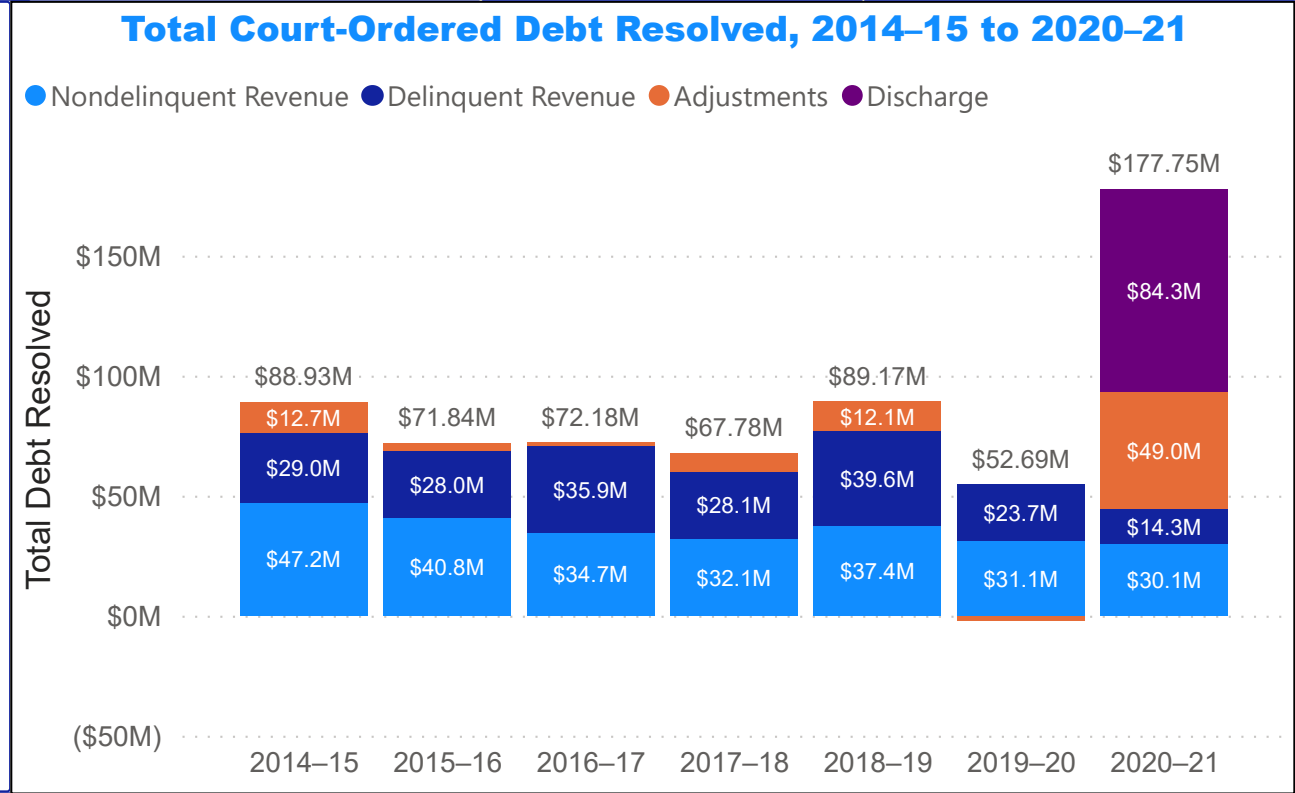
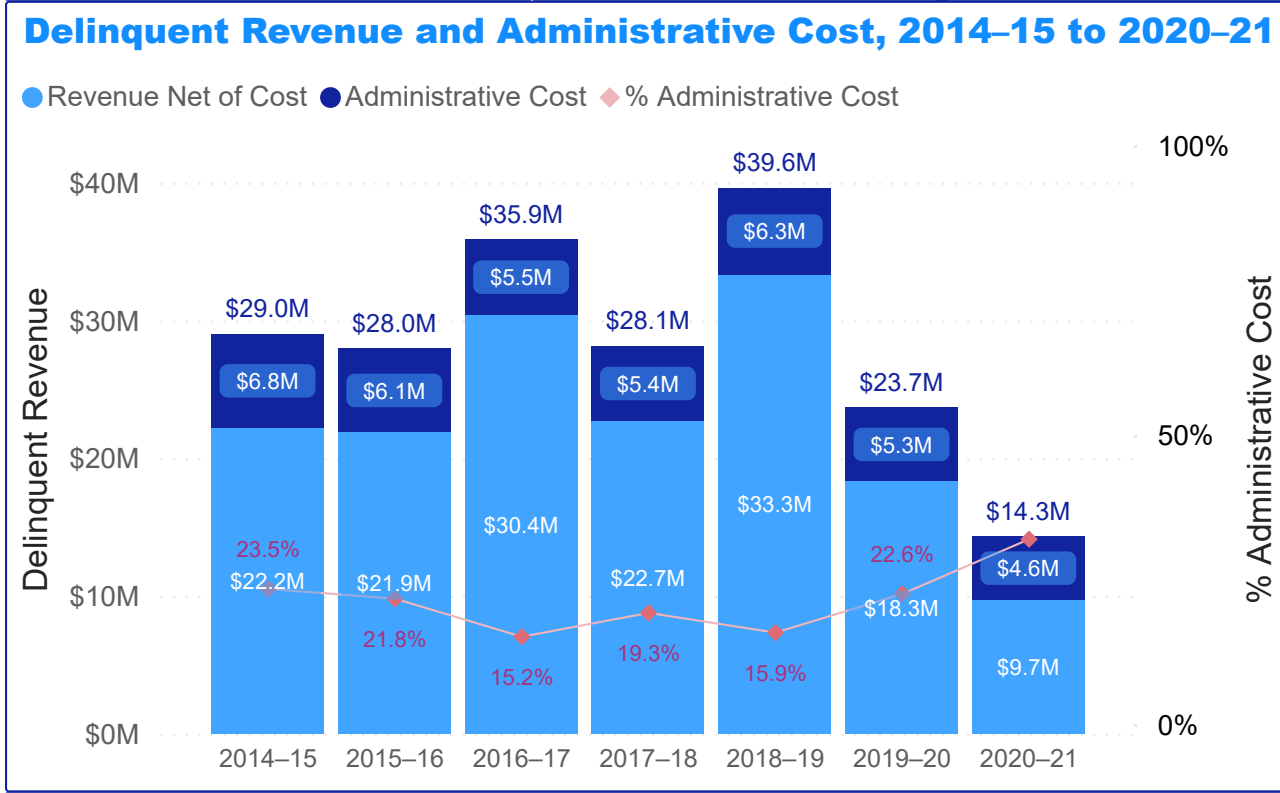
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$13,273,079	\$4,361,286	32.9%
Private Agency	-	-	
FTB-COD	\$573,257	\$119,785	20.9%
Intrabranh	-	-	
Other	\$462,436	\$102,904	22.3%
Total	\$14,308,772	\$4,583,975	32.0%

Delinquent Revenue by Program



Court San Bernardino	Default Rate			No. of People Served 27,857	No. of Nondelinquent Cases With Payments 97,181	No. of Delinquent Cases Reported 565,967	No. of Delinquent Cases With Payments 33,732
	Current	Prior	Combined				
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$735,584	\$12,537,496	\$212,500	\$4,148,785	\$1,692,475	\$47,346,594	-	\$84,312,449
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	\$573,257	-	\$119,785	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	\$462,436	-	\$102,904	-	-	-	-
Total	\$735,584	\$13,573,188	\$212,500	\$4,371,474	\$1,692,475	\$47,346,594	-	\$84,312,449

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$5,732,272	55,208	\$2,384,708
2 - Written Notice(s)	\$2,951,076	19,271	\$607,441
3 - Lobby/Counter	\$2,018,754	14,937	\$416,754
4 - Skip Tracing	-	-	\$253,857
5 - FTB-COD	\$573,257	18,312	\$119,013
6 - FTB-IIC	\$462,436	1,713	\$102,308
7 - DL Hold/Suspension	\$1,715,115	3,083	\$257,285
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	\$855,863	7,111	\$442,609
Total	\$14,308,772	119,635	\$4,583,975

San Diego: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Diego County and the County of San Diego. This report contains collections information as reported in the *Collections Reporting Template*.

Details on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the San Diego collections program, the economic impact of the COVID-19 pandemic is still present and evident by the decline in revenue collected by the court and county.

This reporting period, the court's collections program has continued to be greatly affected by the COVID-19 pandemic with the resulting pause in collection efforts that carried over from prior year. The court began referring delinquent debt to its collections vendors in late October 2020. The decline in current period delinquent referrals for this reporting period can be directly attributed to the pauses in collections efforts by the court due to the economic climate. This resulted in less cases being referred into the court's collections program, and when the court resumed collections efforts, the program was further constrained by a shortage in operational staff available to process available and eligible cases into the collections program, primarily due to the impacts of the pandemic. The program saw a 10 percent drop in referred debt from last period and a 26 percent drop from the previous period to two periods ago.

The court continued its softer approach to collections that were placed in collections last year. The court was generous in extending payment plans and due dates past normal timelines, as well as releasing driver's license holds upon request, without requiring immediate payment. Also, of the reported adjustments amount the court vacated \$8,220,194 in fees and costs repealed by statute, from the current and prior periods. The court remains committed to continuing to create methods and solutions that will re-establish collections to pre-pandemic levels, while working effectively with debtors using the court's post-pandemic approach.

Overall, the court saw a 30 percent decrease in combined delinquent revenue, period over period. The split between current and prior period collections are evening-out; this can be attributed to the success of the court's vendor competition model. The private vendors tended to seek-out collections early-on in the cycle and not allow accounts to mature and become stagnant. The court attributes the decline in delinquent and nondelinquent revenue to the COVID-19 pandemic. For the fiscal year, the court began with the collections program on pause, not referring

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

San Diego: Summary of *Collections Reporting Template 2020–21*

delinquent accounts until October 2020. Additionally, the start/stop of the Franchise Tax Board Interagency Intercept Collections (IIC) program also was a major impact.

The court and its third-party vendors' combined Gross Recovery Rate (GRR) fell to 6 percent, from 22 in the prior period. The major impact was due to the substantial GRR drop in the prior period bucket. Major operational contributors are most likely the fact that the court did not conduct a discharge of uncollectible accounts this year. Also, the obvious potential of COVID-19 pandemic's negative impact on long-term outstanding debt collections. The combined Success Rate (SR) fell to 4 percent, from 6 percent in the prior reporting period.

Again, prior period inventory was the cause in the drop of the combined rate. Prior period delinquent revenue collected by the court and its third-party vendors aggregated to 59 percent of the total, while current period revenue was 41 percent of total revenue collected. Total delinquent revenue is down from prior year. While still accounting for a majority share of delinquent revenue, prior period's total share decreased this reporting period to 59 percent, from 69 percent last period. Overall, the court saw a 30 percent decrease in combined delinquent revenue, period over period.

The county program saw a reduction of current year referrals of 67 percent (prior period referrals \$9,861,767; current period referrals \$3,233,041). This is attributable in part to the decrease in court orders referred for collections as a result of reduced court services in response to the COVID-19 pandemic health and safety guidelines. The county has also seen a reduction in referrals of base fines on court orders due to inability to pay determinations. The county program also saw a reduction in combined delinquent collections by 36 percent (prior period collections \$3,841,591 vs. current period \$2,442,077). The reduction in collections can be directly attributed to COVID-19 pandemic relief efforts as the county modified collection activities to provide relief to those suffering a financial hardship during the current pandemic. In addition to that the Franchise Tax Board's Interagency Intercept Collections program was suspended, from February 22, 2021 to July 31, 2021.

The implementation of Assembly Bill 1869 which repealed the authority to assess and collect on specific criminal administrative fees effective July 1, 2021, had a significant impact to the county's ending balance, which dropped 68 percent. It is also expected to reduce the annual number of cases referred for 2021–2022 reporting. This could result in higher SR and GRR, which is contingent on the economic recovery from the COVID-19 pandemic.

Overall, the county's current year GRR and SR increased by 295 percent and 417 percent respectively, from last reporting period year. The increase in both rates is due to a 49 percent increase in reported adjustments, from \$1,633,933 to \$2,437,135, as a result of the implementation of Assembly Bill 1869. The increase in the county's SR and GRR is also due to a 67 percent decrease in reported referrals from the previous year, from \$9,861,767 to \$3,233,041, as a result of reduced court services resulting from the COVID-19 health and safety guidelines. The county experienced a decrease in current year collections as a result of the

San Diego: Summary of *Collections Reporting Template 2020–21*

financial hardship caused by the current COVID-19 pandemic economic situation which has resulted in a 49 percent decrease in current year collections, from \$473,318 to \$243,458.

The prior year rates are a result of the calculation of discharges, collections, and adjustments to the ending balance of debt carried over from 2019–20 combined inventory. The county continued to resolve its aging debt via collections, adjustments, and discharges at a higher rate for the reporting period compared to 2019–20 and increased its prior period GRR to 69 percent and SR to 7 percent from last year's rates of 37 percent and 4 percent, respectively. Although the annual amount of uncollectible debt discharged decreased from last year, from \$10,862,268 to \$751,561, the GRR continued to improve due to a 79 percent increase of reported adjustments from the previous year, from \$32,125,387 to \$57,572,906. The increase in adjustments and decrease in discharges is largely attributed to Assembly Bill 1869. The county's improved resolution of aging debt had no significant impact on the SR since the increase in adjustments that would have improved the SR was met by a 31 percent reduction in referrals, from \$126,323,574 to \$87,722,162, and a 35 percent reduction in collections, from \$3,368,173 to \$2,198,619, which is a direct result of financial hardship in the current COVID-19 pandemic economic situation.

The combined GRR and SR increased to 69 percent and 8 percent respectively. This is a result of the county's ability to resolve delinquent court-ordered debt. However, the combined SR is still lower than the rates reported prior to the implementation of GC 68514. This is due to the current definition of referrals, as the "total delinquent account inventory" which is an inflated point of reference to measure SR and GRR as it does not take into account prior year value of cases that are not available for collections (Total Accounts Receivable vs. Available Accounts Receivable).

For the majority of felony cases/referrals the Court/Judge orders a monthly installment amount to be paid by the defendant, often between \$25–\$40 per month. The total dollar value of the case/referral is not yet available for collection and the installment amount is all that the county is allowed to pursue and collect. To most accurately reflect performance/success the monthly installment amount should be the basis of evaluation/measurement, not the total dollar value of the cases/referral.

The court and county have provided information required by Government Code section 68514 as accurately as can be extracted from case management and accounting systems. Specific data on adjustments and collection activities cannot be compiled automatically via system generated reports because of systems limitations, and requires labor intensive tracking which would deter from actual collection activities. For reference, the court continues to report CRT data from two different case management systems. This poses challenges in gathering and compiling data for combined reporting purposes as each system captures and presents financial data differently and independently of the other. Further, court accounting staff must rely on assistance from IT to create ad-hoc reporting to fit the demands of CRT reporting.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
San Diego ▼	\$661,961,127	\$35,563,846	\$30,245,613	\$74,460,077	\$751,561	\$7,118,477

2020-21 Collections Individual Program Report

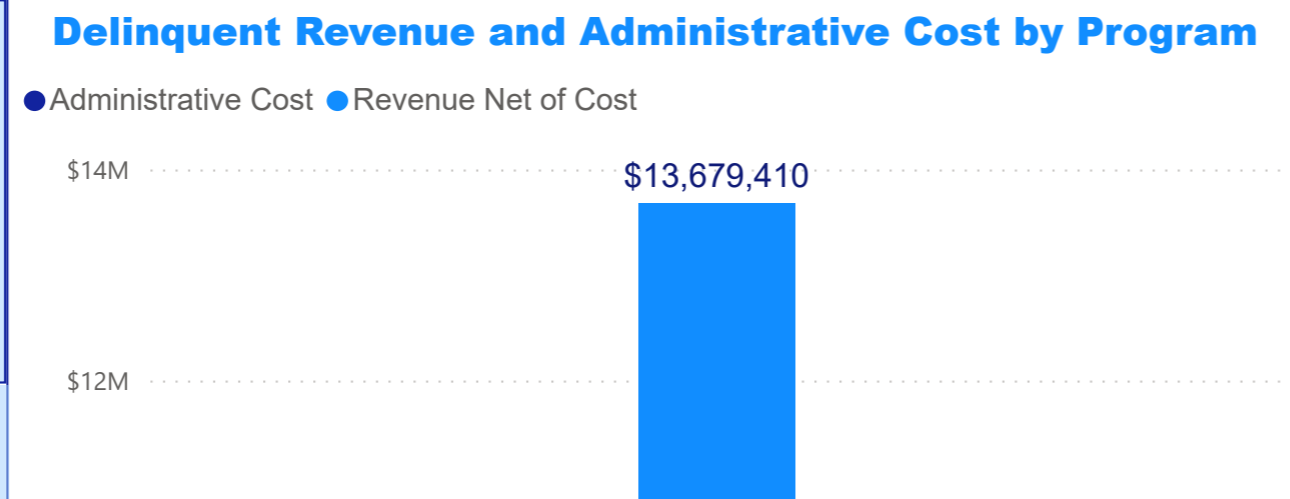
Population
3,315,404
Judges
135
Commissioners
19.00

Best Practices Engaged
25/25

Collections Activities Performed
16/16

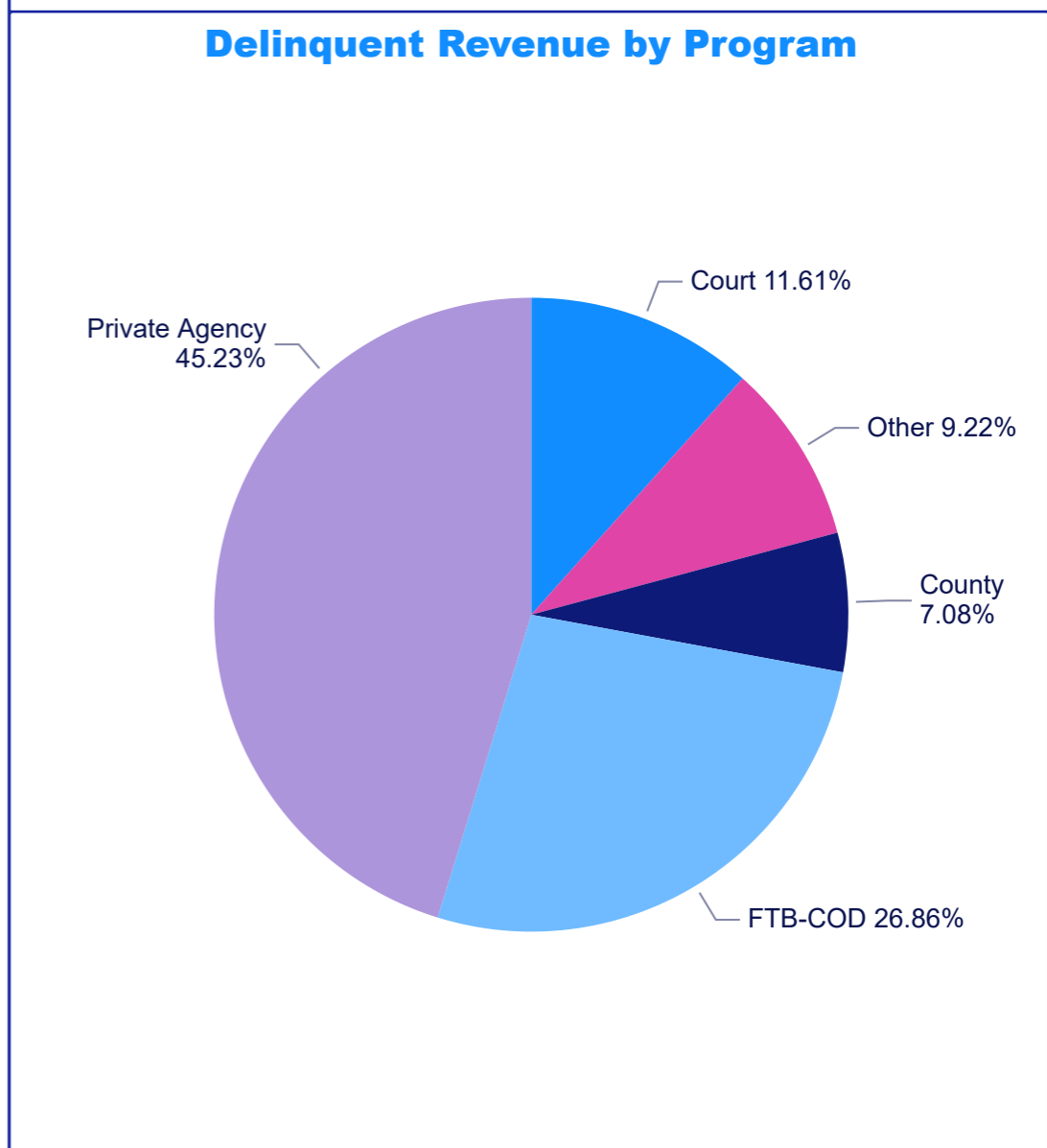
Gross Recovery Rate		
Current	Prior	Combined
23%	13%	14%

Success Rate		
Current	Prior	Combined
16%	3%	4%

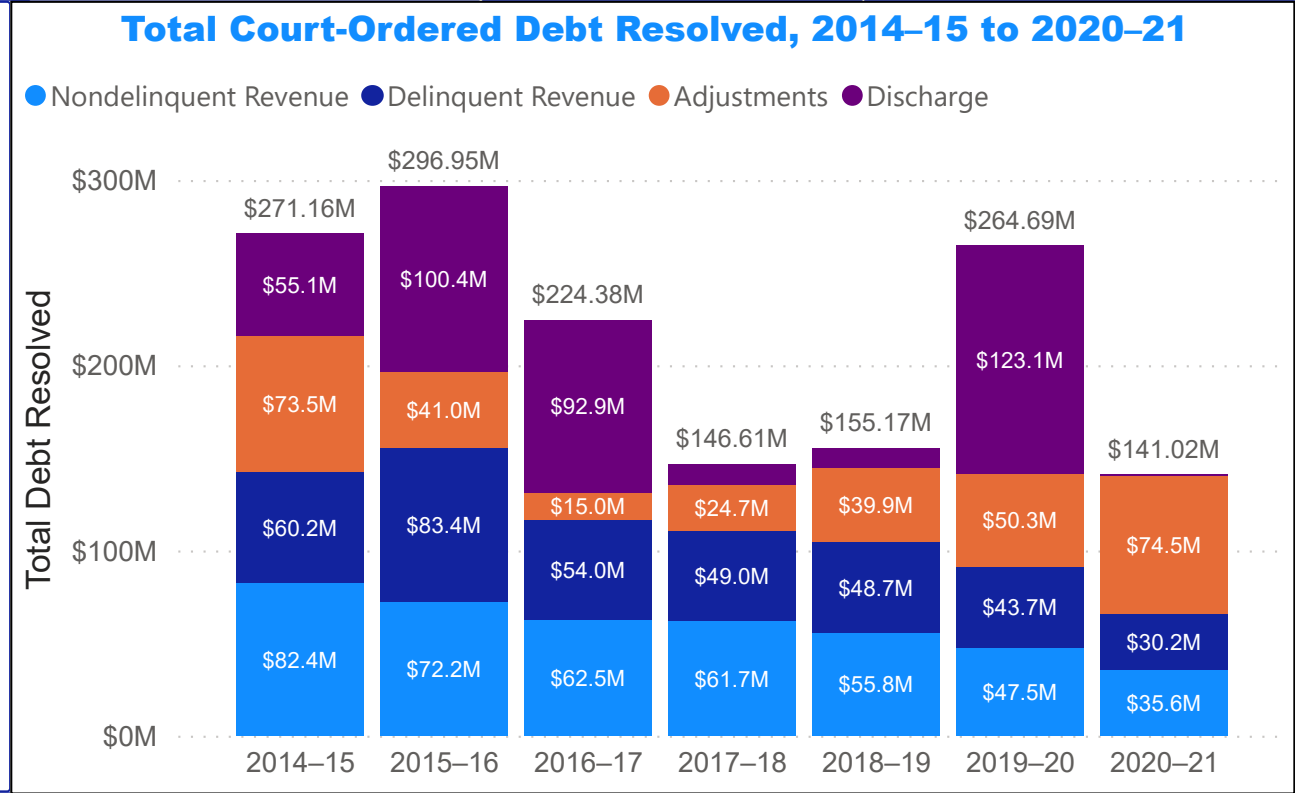
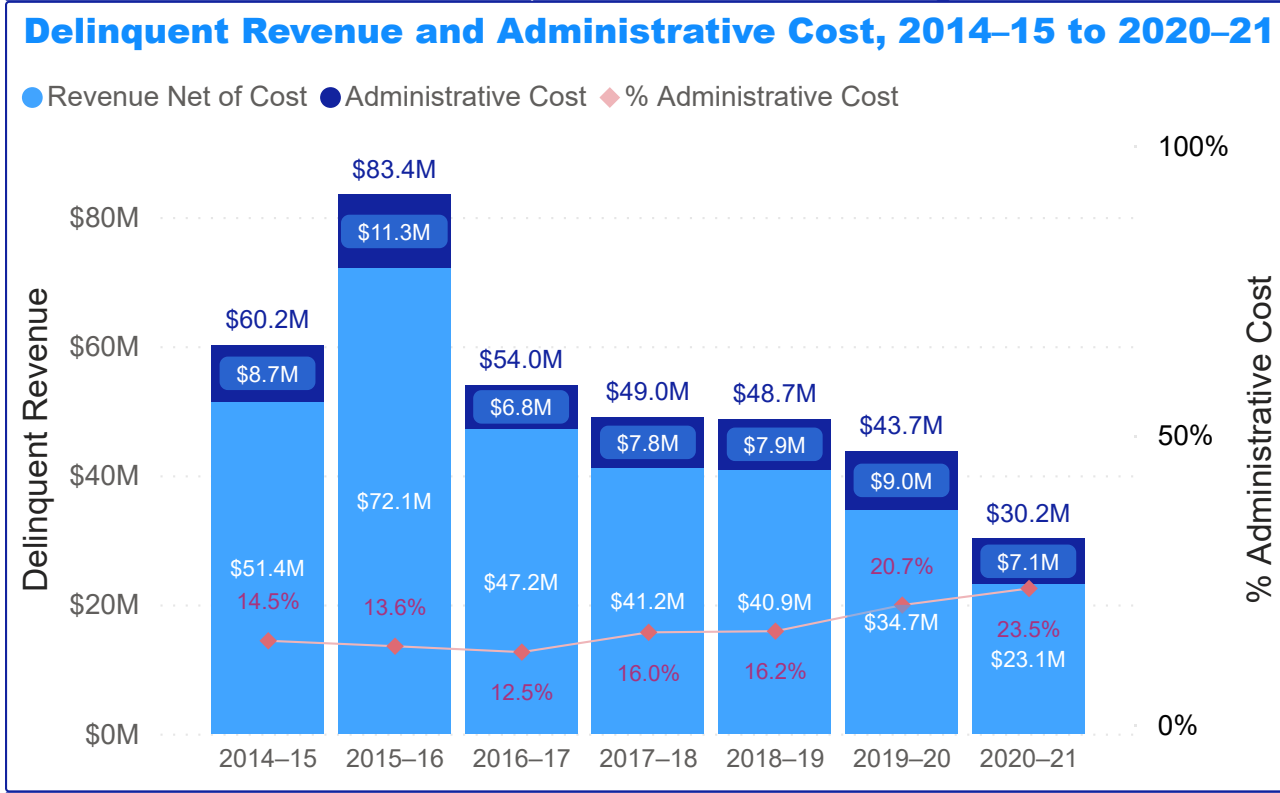


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$3,512,981	\$425,696	12.1%
County	\$2,141,580	\$531,884	24.8%
Private Agency	\$13,679,410	\$3,509,042	25.7%
FTB-COD	\$8,123,954	\$2,604,311	32.1%
Intrabranh	-	-	-
Other	\$2,787,688	\$47,545	1.7%
Total	\$30,245,613	\$7,118,477	23.5%



Court San Diego	Default Rate			No. of People Served 14,174	No. of Nondelinquent Cases With Payments 1,709	No. of Delinquent Cases Reported 955,076	No. of Delinquent Cases With Payments 86,915
	Current	Prior	Combined				
	10%	64%	50%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$634,946	\$2,878,035	\$76,941	\$348,755	\$516,893	\$2,342,933	-	-
County	\$226,125	\$1,915,455	\$44,409	\$487,475	\$2,437,135	\$57,572,906	-	\$751,561
Private Agency	\$8,285,621	\$5,393,789	\$2,190,698	\$1,318,344	\$4,096,585	\$7,493,625	-	-
FTB-COD	\$26,992	\$8,096,962	\$5,729	\$2,598,582	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$2,522,008	\$265,680	\$207	\$47,338	-	-	-	-
Total	\$11,695,692	\$18,549,921	\$2,317,985	\$4,800,492	\$7,050,613	\$67,409,464	-	\$751,561

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$3,513,610	6,697	\$522,522
2 - Written Notice(s)	\$6,475,549	16,345	\$1,090,593
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$8,123,954	41,527	\$2,604,311
6 - FTB-IIC	\$260,898	424,681	\$17,337
7 - DL Hold/Suspension	\$2,526,790	3,393	\$30,208
8 - Private Agency	\$9,272,085	569,643	\$2,853,506
9 - Wage/Bank Garnishments & Liens	\$72,727	-	-
Total	\$30,245,613	1,062,286	\$7,118,477

San Francisco: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Francisco County and the County of San Francisco. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the San Francisco collections program, the current period combined Gross Recovery Rate (GRR) is 11 percent, and the Success Rate (SR) is 6 percent. The GRR and SR for 2019–20 were 17 percent and 8 percent, respectively. Given the limitations of their legacy systems and a changeover to a new case management system that is still in progress, the court is only able to make a determination of reasonableness of the data provided by the private agency. The private agency has assured the court they can support the current, prior, and ending inventory values for this reporting period. For 2020–21, the downward trend in citation filings continued where the main contributor to this resulted from the ongoing COVID-19 pandemic.

In March 2020, because of the COVID-19 pandemic and shelter in place mandate, the court reduced operations and closed the Clerk's Offices to the public for one and a half months. Although program staff could not provide in-person assistance, collections operations were otherwise maintained through services on the phone, online, mail and through private collections agencies. The court implemented a temporary suspension of active collections efforts for approximately four months. Workflows were suspended such that cases did not become delinquent or referred to collections. The court resumed active collections efforts in late July 2020 to align with the resumption of operations by the Franchise Tax Board (FTB) Court-Ordered Debt (COD) and Interagency Intercept Collections (IIC) program, who also temporarily suspended their agency's collections efforts in March 2020. In December 2020, a second shelter in place mandate took effect and the Clerk's Offices were again closed for approximately two months. In February 2021, the FTB temporarily suspended their collections efforts, from February 22 to July 31, 2021. The effects from reduced court operations, Clerk's Offices closures, collections workflow suspensions, and FTB-COD and FTB-IIC program suspensions all have contributed to reduced collections rates. Due to ongoing impacts, the program continues to adjust processes and make accommodations for alternative solutions to reduce or resolve court-ordered debts when requested and as allowed.

Complete data for all requested categories (collections activities) is not available because of limitations in the legacy case management and accounting systems. In addition, the private collections agency is currently able to provide only limited data. Nondelinquent collections

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

San Francisco: Summary of *Collections Reporting Template 2020–21*

include amounts collected by the private agency and the court. The private agency reported 162 cases with a value of \$68,535. The court's case count and value are unavailable. Revenue collected by the FTB-IIC is reported in Other. The private agency provided details as to case numbers in certain identified collection activities but was unable to provide amounts collected by activity, as they do not track or charge by events. The court's systems is currently unable to provide details as requested. The court continues to work to build and enhance reporting capabilities in the new CMS, C-Track.

Additional information on court-ordered debt resolved by means other than payment is unavailable because of limitations with the legacy CMS's and current systems still in build. All orders or alternate payments are not necessarily captured, as the systems are separate and do not communicate with each other. Information was provide to the extent that the program was able to process. Data provided is mostly for nondelinquent accounts. Additional information reported on adjustments is limited to case count, the case value was not provide.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
San Francisco ▼	\$93,425,540	\$5,704,013	\$5,739,309	\$574,723	\$4,847,839	\$2,428,384

2020-21 Collections Individual Program Report

Population
875,010

Judges
52

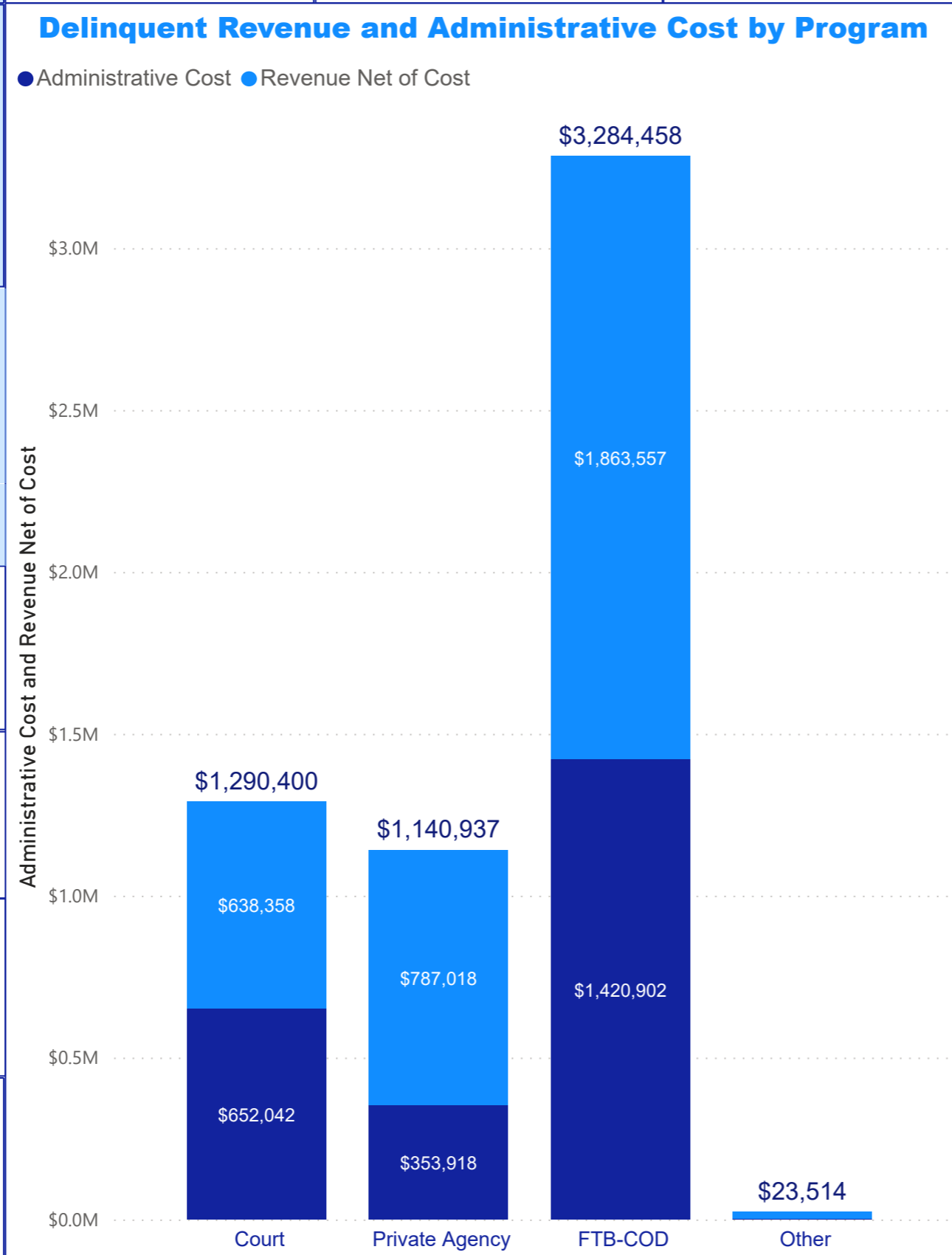
Commissioners
3.90

Best Practices Engaged
20/25

Collections Activities Performed
15/16

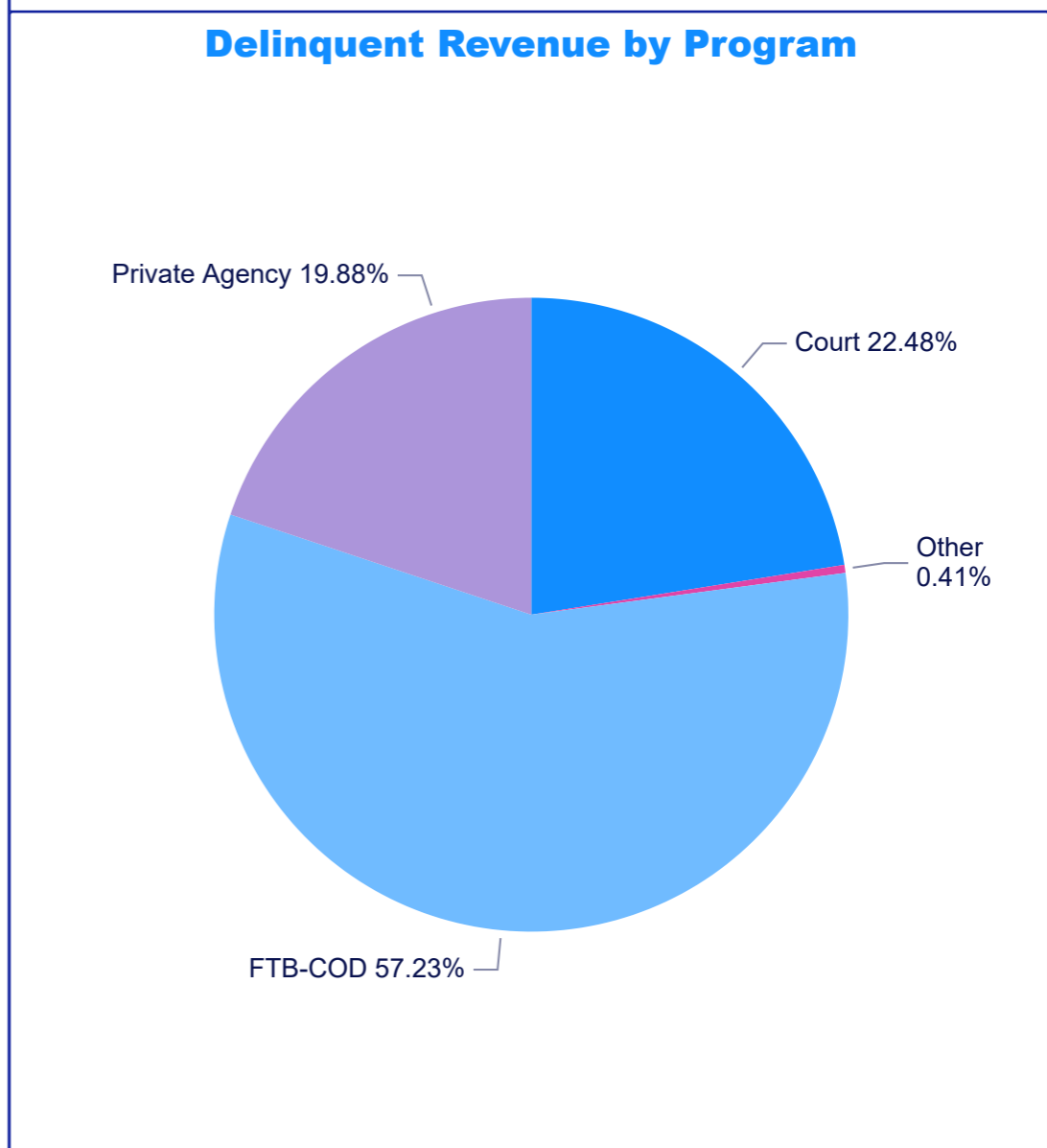
Gross Recovery Rate		
Current	Prior	Combined
17%	10%	11%

Success Rate		
Current	Prior	Combined
16%	4%	6%

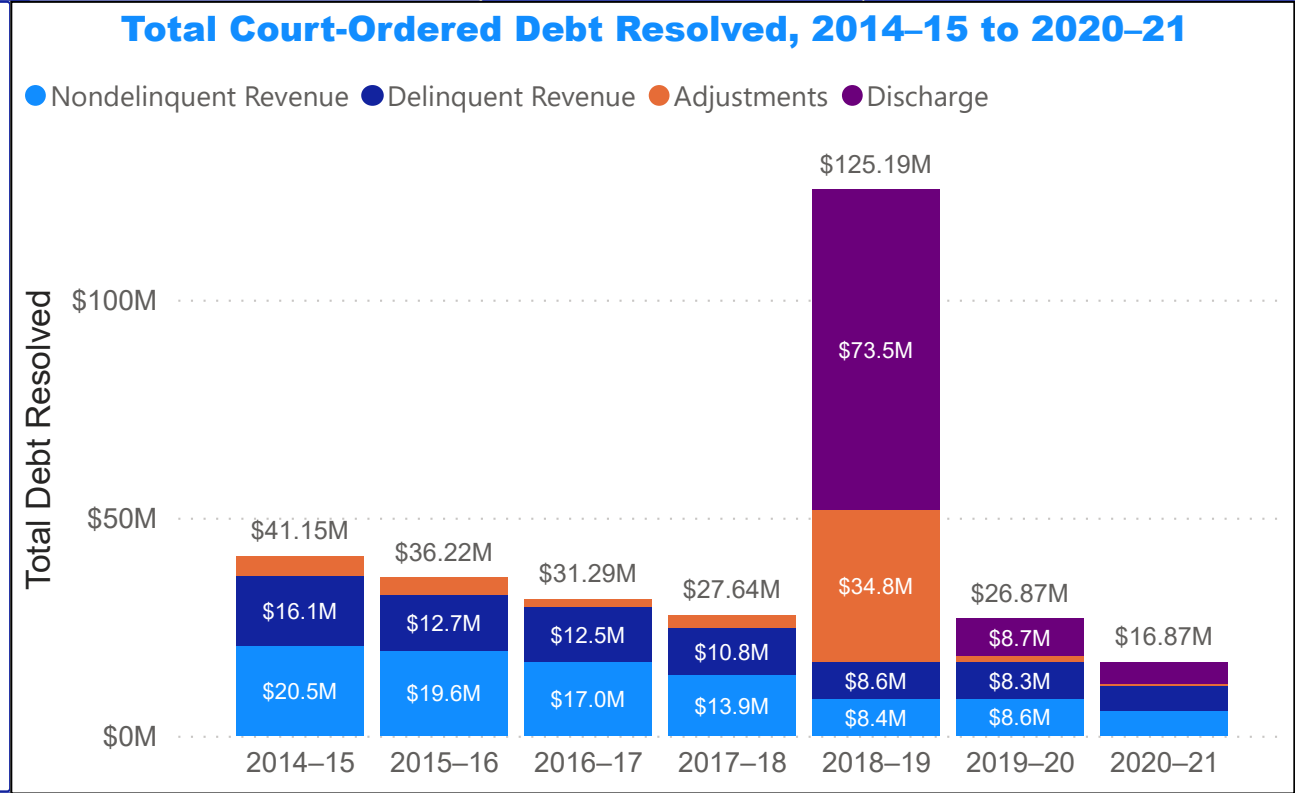
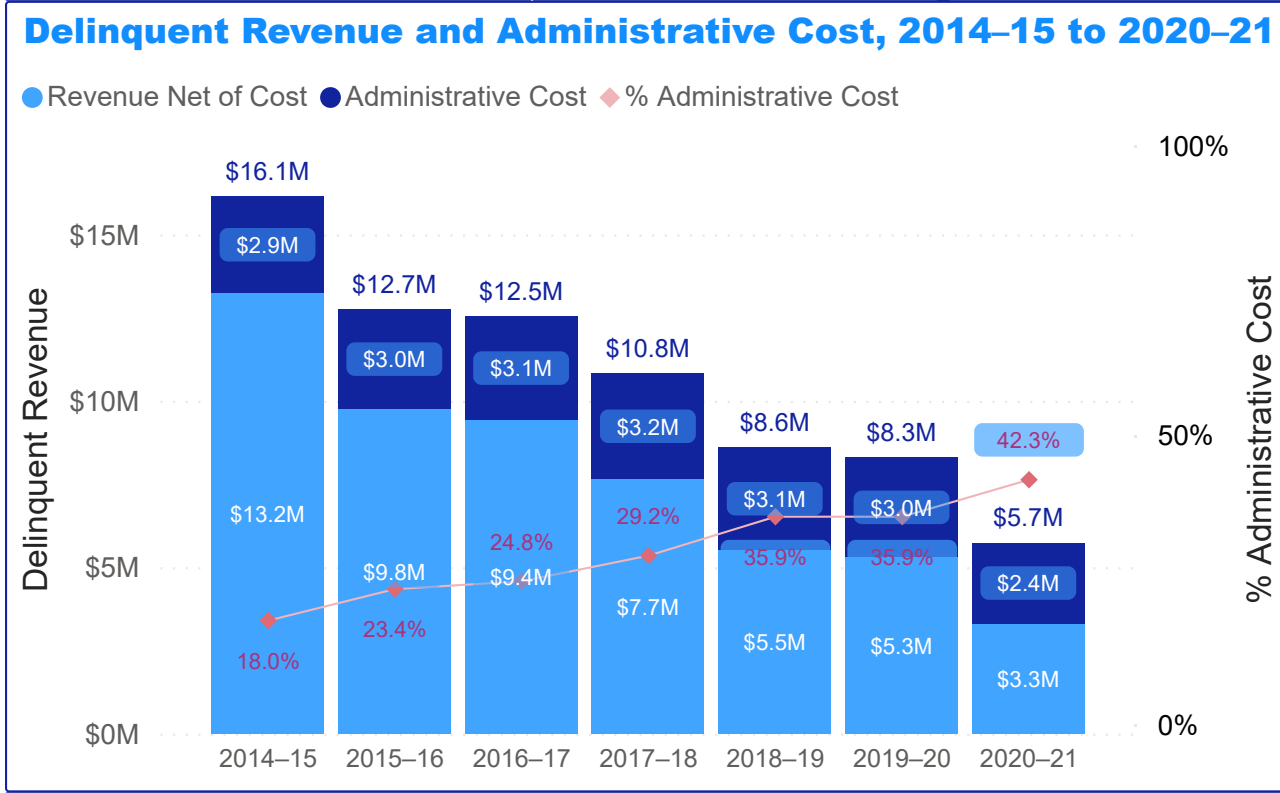


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$1,290,400	\$652,042	50.5%
County	-	-	-
Private Agency	\$1,140,937	\$353,918	31.0%
FTB-COD	\$3,284,458	\$1,420,902	43.3%
Intrabranch	-	-	-
Other	\$23,514	\$1,522	6.5%
Total	\$5,739,309	\$2,428,384	42.3%



Court San Francisco	Default Rate Current Prior Combined 87% 55% 57%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 706	No. of Delinquent Cases Reported 148,336	No. of Delinquent Cases With Payments 50,947
-------------------------------	--	--	--	--	--	--	--



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,290,400	-	\$652,042	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$736,003	\$404,934	\$237,022	\$116,897	\$212,047	\$197,895	-	\$4,847,839
FTB-COD	\$223,194	\$3,061,265	\$113,050	\$1,307,851	\$6,726	\$158,056	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	\$23,514	-	\$1,522	-	-	-	-
Total	\$2,249,597	\$3,489,712	\$1,002,114	\$1,426,270	\$218,773	\$355,951	-	\$4,847,839

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	19,333	-
2 - Written Notice(s)	-	40,177	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$3,284,548	38,974	\$1,420,902
6 - FTB-IIC	\$23,514	67	\$1,522
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,140,937	98,540	\$353,918
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$4,448,999	197,091	\$1,776,342

San Joaquin: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt transitioned from the County of San Joaquin to the Superior Court of San Joaquin County, effective July 1, 2014, terminating the memorandum of understanding (MOU) for delinquent collections. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the San Joaquin collections program, the COVID-19 pandemic limited their collection efforts due to the reduction in staff and service hours.

The court reported \$82,522 in staff operating costs for the processing of delinquent cases.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
San Joaquin	\$79,945,544	\$1,369,222	\$1,856,028	\$186,094	\$0	\$433,811

2020-21 Collections Individual Program Report

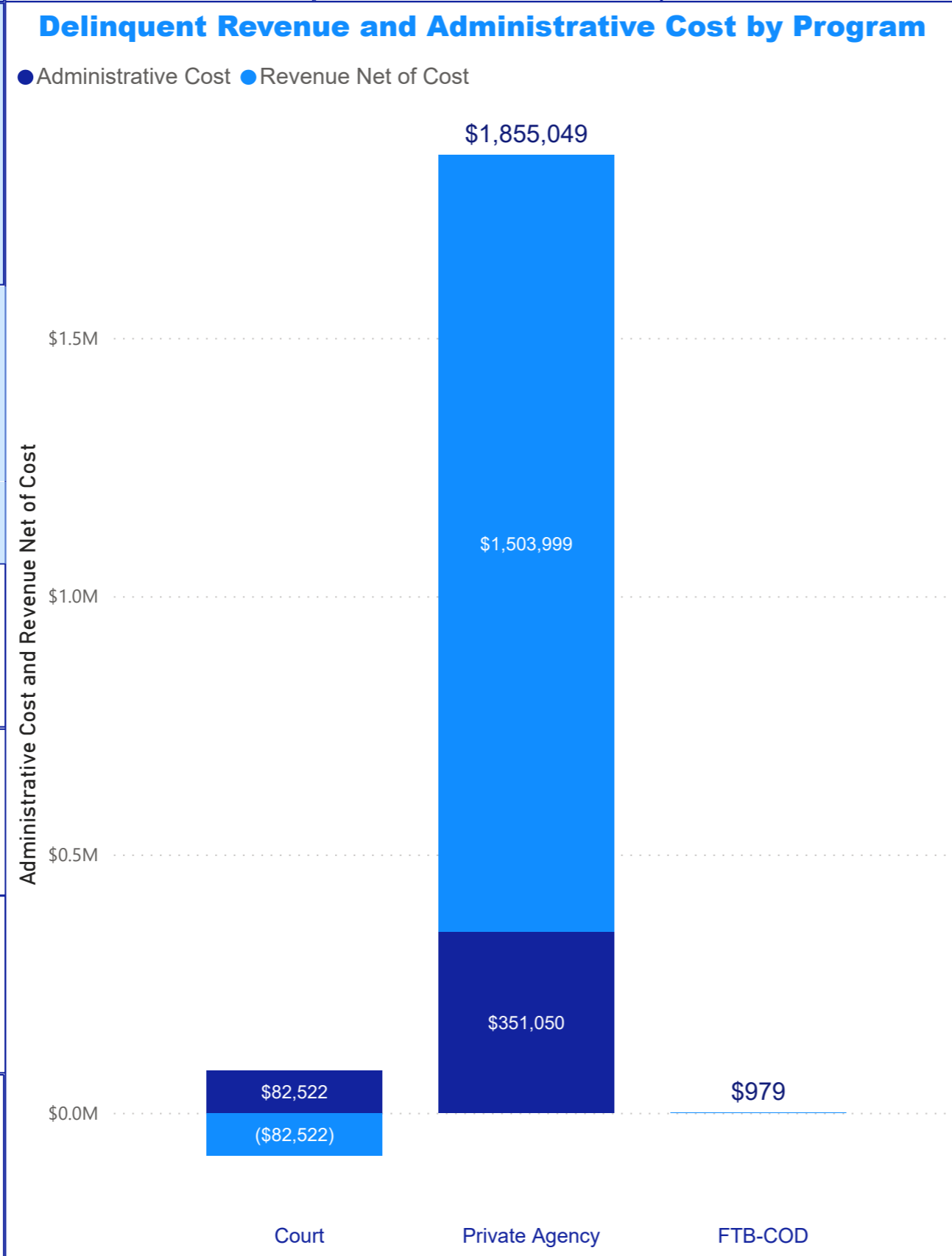
Population	783,534
Judges	30
Commissioners	4.50

Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	12/16
---	-------

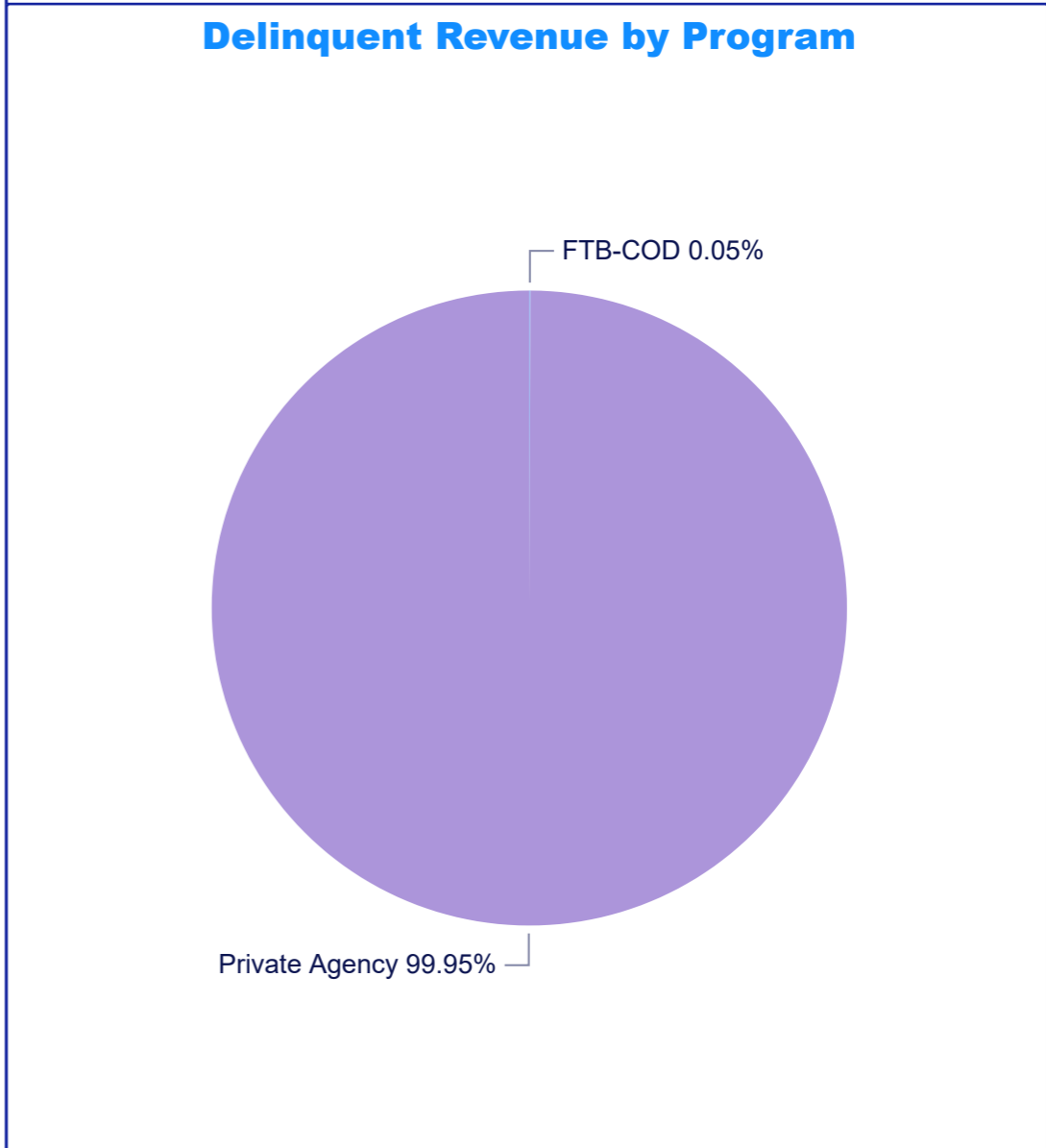
Gross Recovery Rate		
Current	Prior	Combined
30%	2%	2%

Success Rate		
Current	Prior	Combined
29%	1%	2%

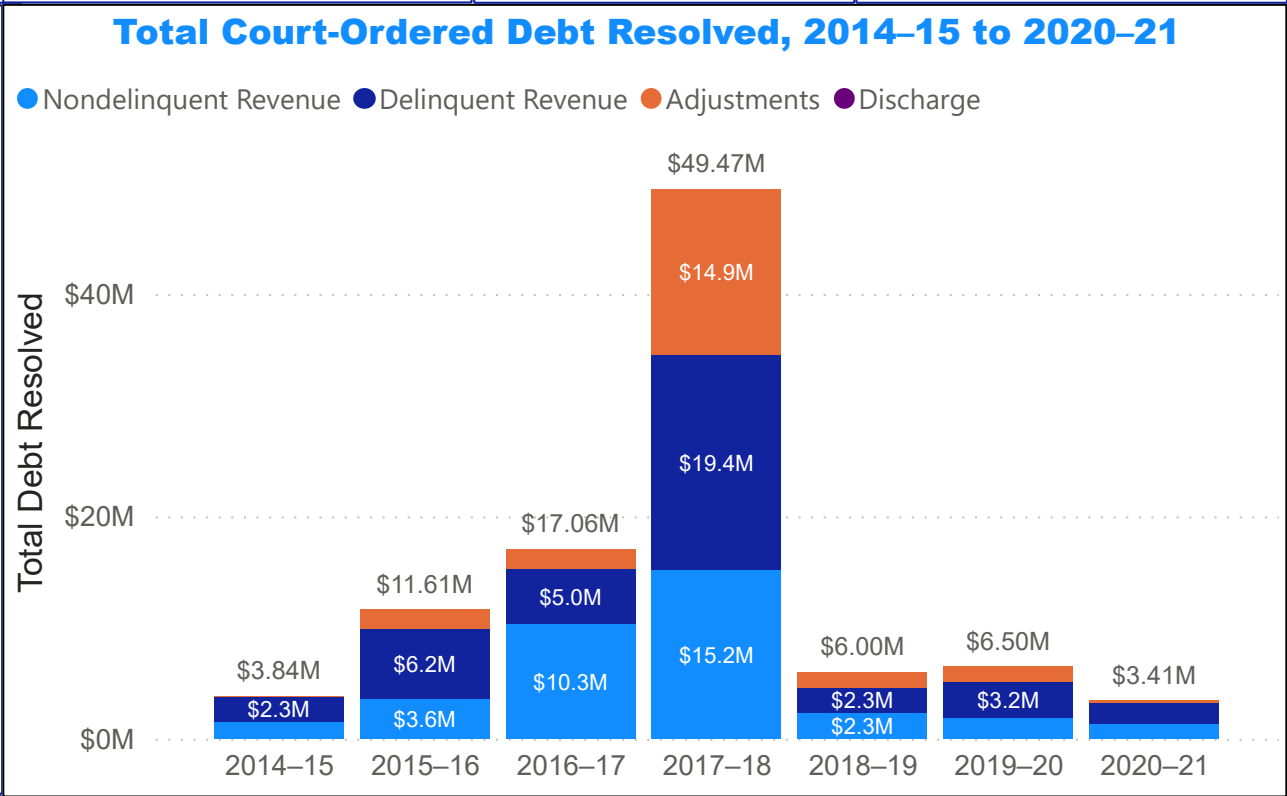
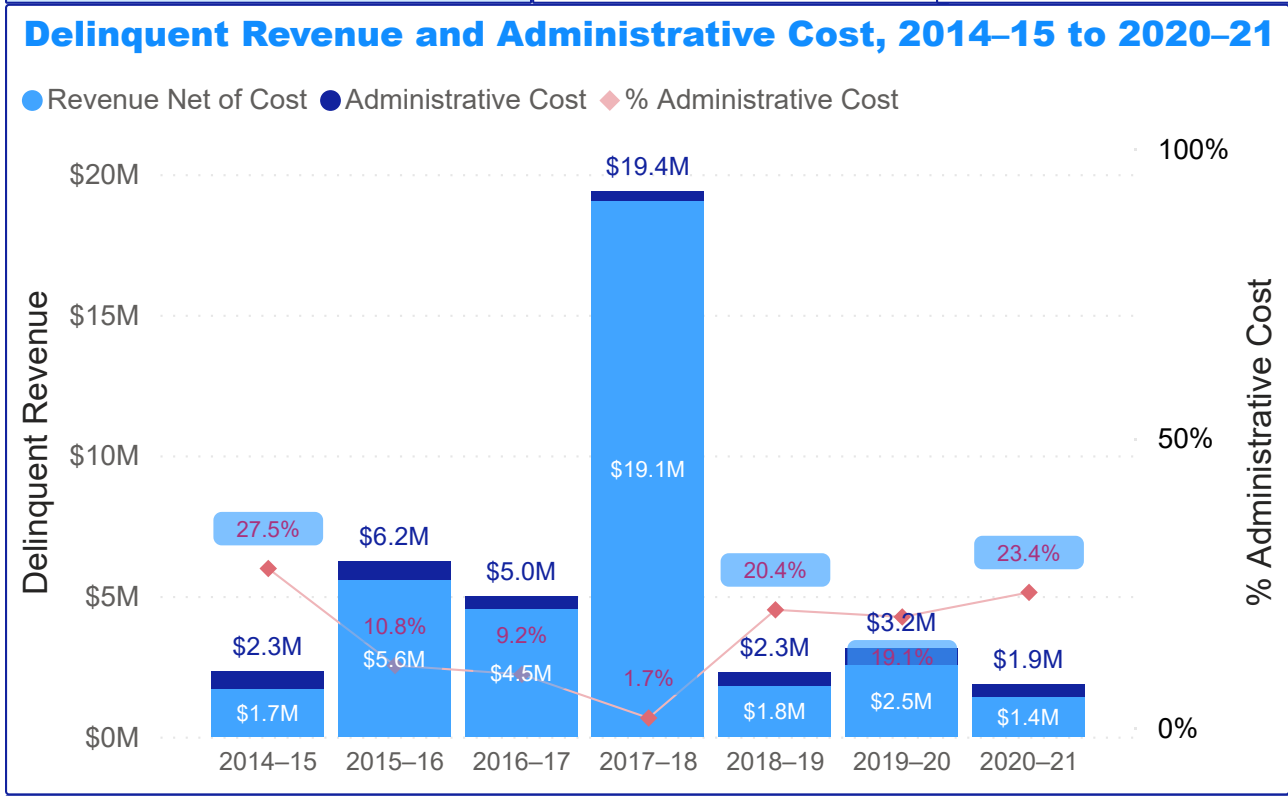


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	\$82,522	
County	-	-	
Private Agency	\$1,855,049	\$351,050	18.9%
FTB-COD	\$979	\$239	24.4%
Intrabranh	-	-	
Other	-	-	
Total	\$1,856,028	\$433,811	23.4%



Court San Joaquin	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 310,867	No. of Delinquent Cases With Payments 3,372
	Current	Prior	Combined				
	73%	35%	45%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	\$82,522	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$760,588	\$1,094,461	\$165,459	\$185,591	\$33,049	\$153,045	-	-
FTB-COD	\$979	-	\$239	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$761,567	\$1,094,461	\$165,698	\$268,113	\$33,049	\$153,045	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$44,808	306	-
2 - Written Notice(s)	\$31,406	183	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$979	24	\$239
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$77,193	513	\$239

San Luis Obispo: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Luis Obispo County and the County of San Luis Obispo. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collection Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

The Gross Recovery Rate (GRR) and Success Rate (SR) have been affected by the COVID-19 pandemic. The court stopped collections activity with the Governor’s stay-at-home order in March 2020 and restarted collections in July 2020. The county also stopped sending out billing statements starting in March 2020 and resumed mailing billing statements July 23, 2020. The GRR and SR remain low the pandemic’s ongoing effect on collections. Many of the court’s and county’s customers continued to be out of work. Additionally, the Franchise Tax Board suspended its Interagency Intercept Collections program collection efforts from January through July, 2021.

According to the San Luis Obispo collections program, the court is unable to provide all data requested for the collections report. The county and the court’s private collections vendor have provided what data is available related to collections activities. The report reflects only the county’s collection of nondelinquent debt; no data is available for the court. The court is hopeful that more complete and reliable court data will be available in the future based on work being performed by the court’s case management system (CMS) provider. The county is also not able to provide all of the collections activity data requested. The county’s vendor made changes to their report to accommodate most of the new requirements. However, it was cost prohibitive to reprogram the system for some of the requested information.

The \$12,729,376 in reported adjustments can be attributed to implementing Assembly Bill 1869. There were additional adjustments done after July 1, 2021 that will be reported in 2021-22 due to Assembly Bill 1869.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
San Luis Obispo ▼	\$162,645,649	\$10,400,780	\$4,932,644	\$14,067,241	\$22,286	\$1,222,090

2020-21 Collections Individual Program Report

Population	271,172
Judges	13
Commissioners	2.00

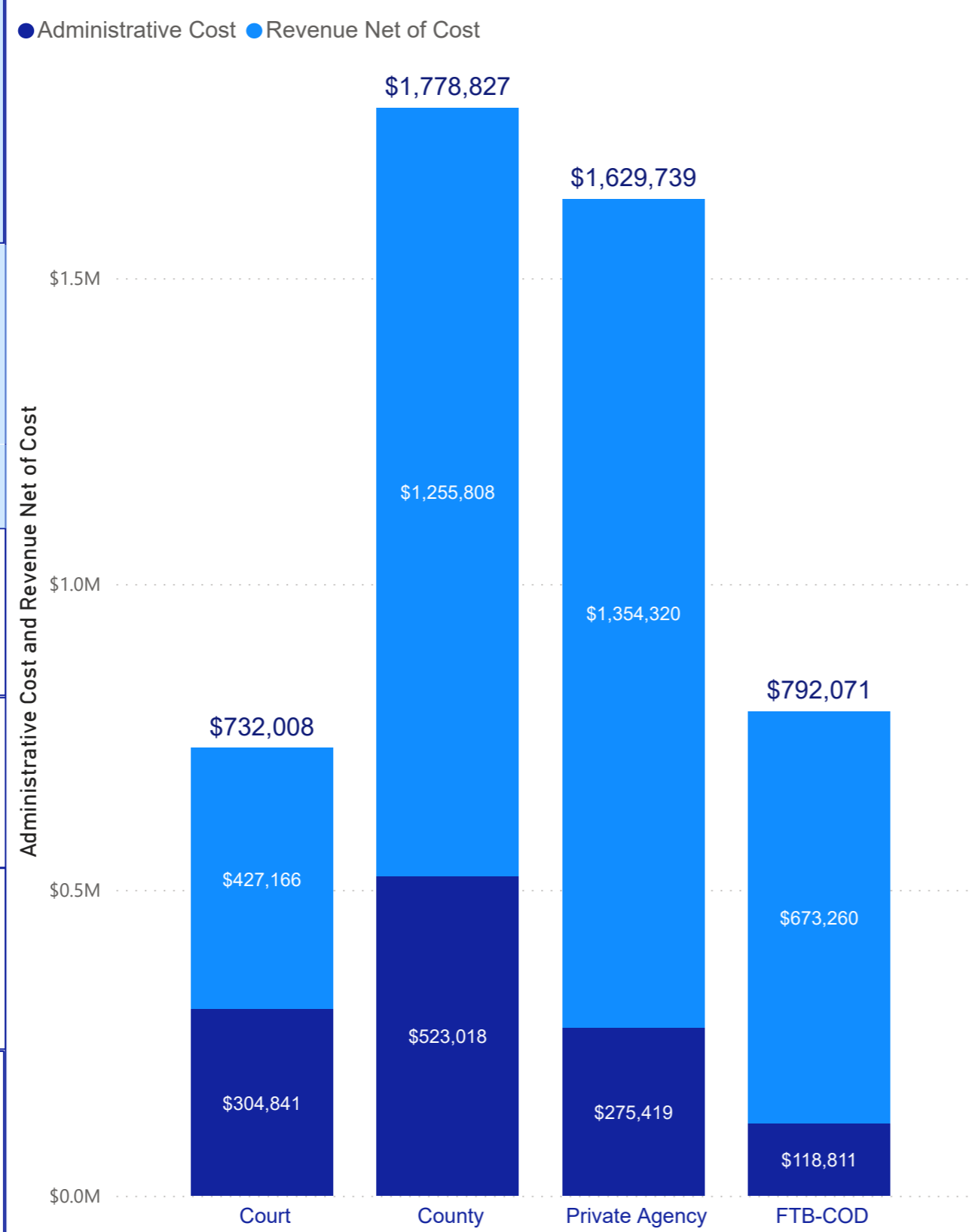
Best Practices Engaged	23/25
-------------------------------	-------

Collections Activities Performed	16/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
62%	3%	10%

Success Rate		
Current	Prior	Combined
17%	2%	3%

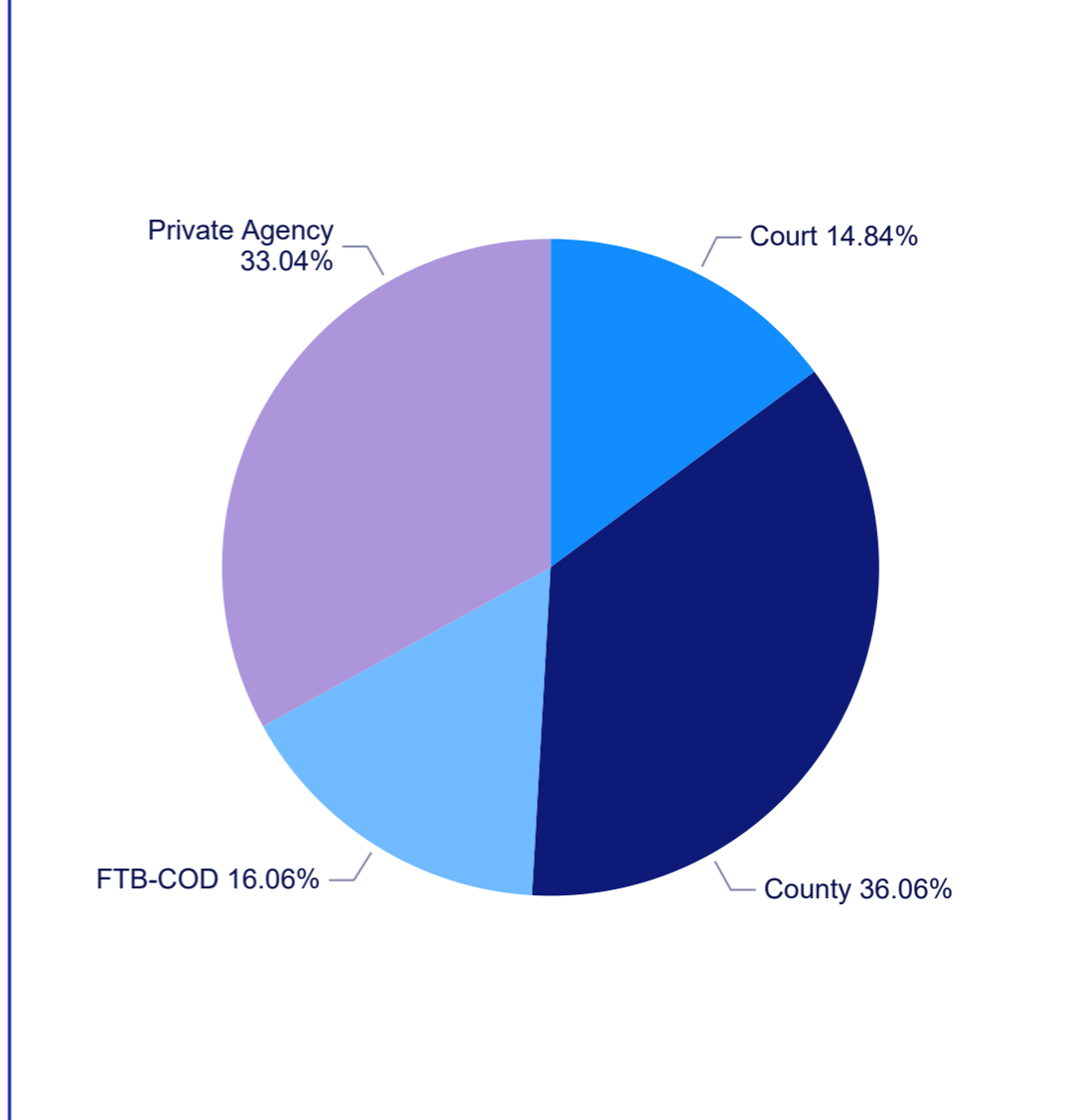
Delinquent Revenue and Administrative Cost by Program



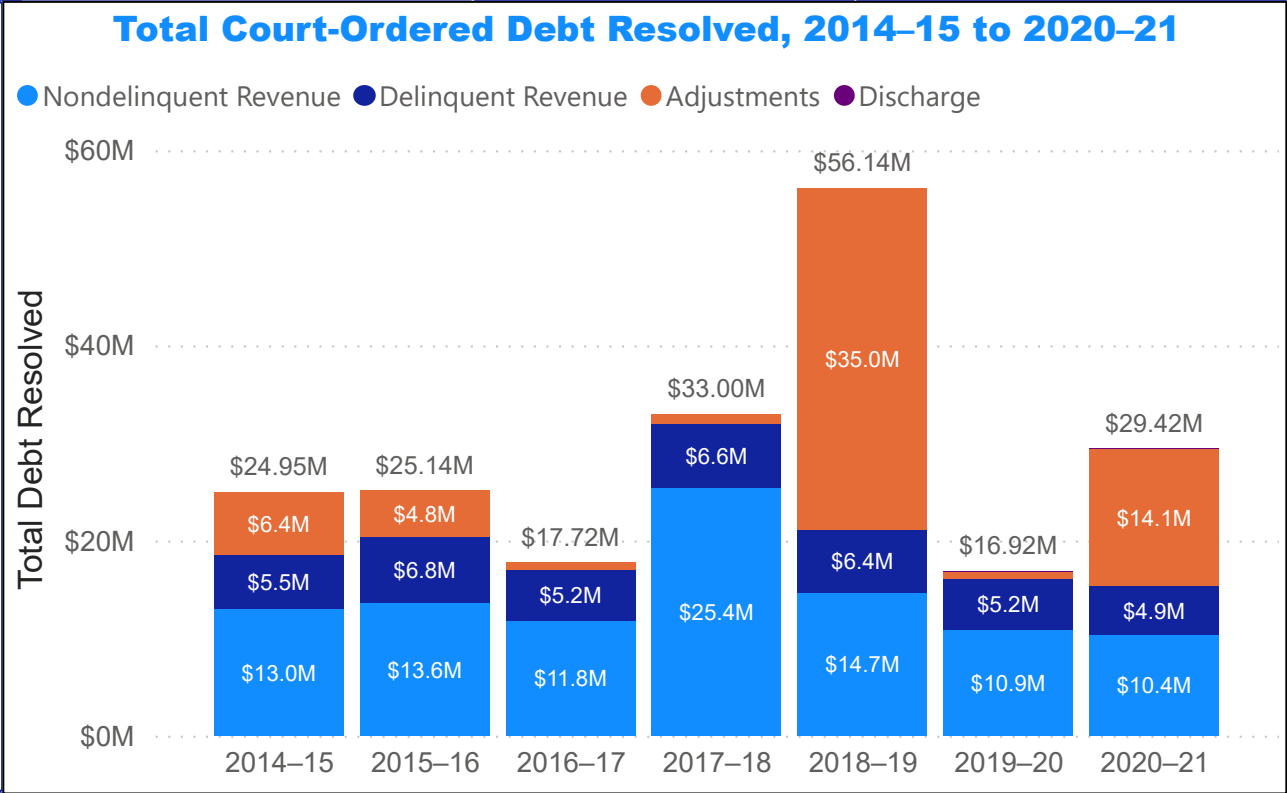
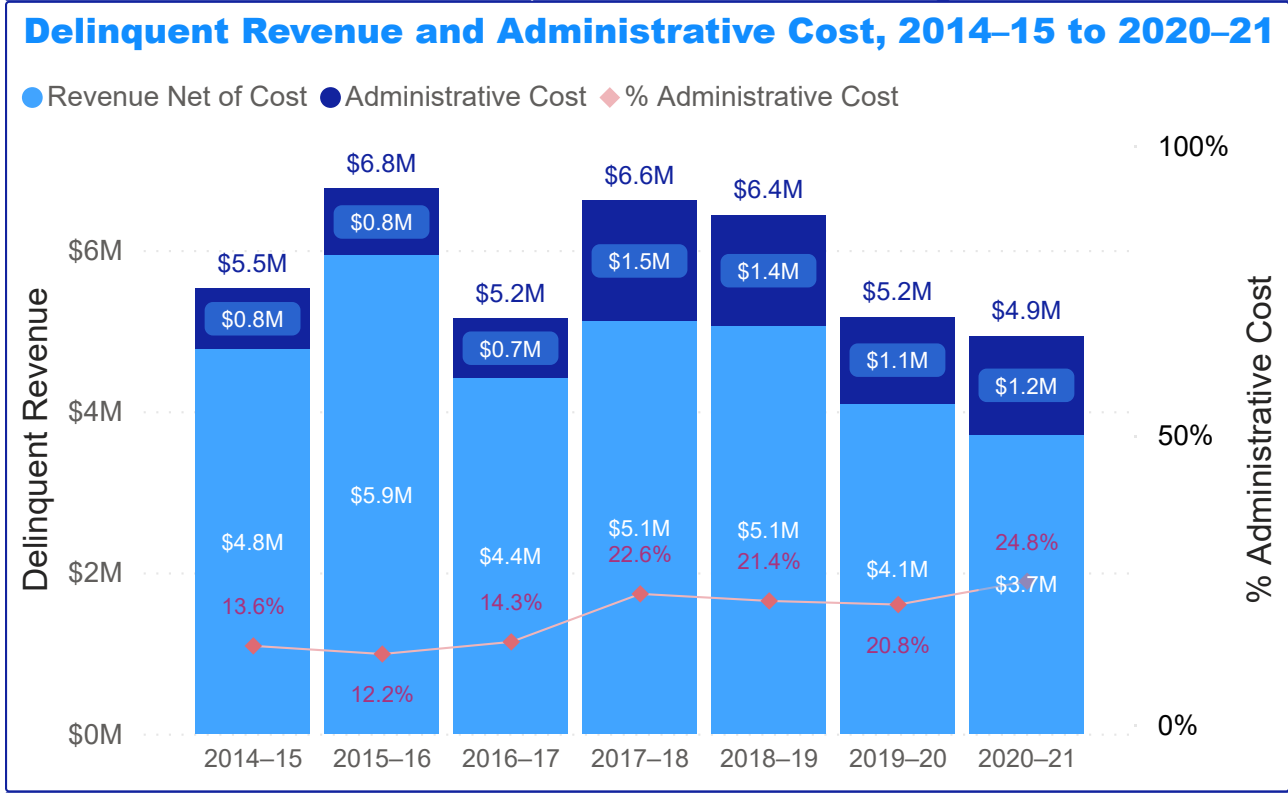
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$732,008	\$304,841	41.6%
County	\$1,778,827	\$523,018	29.4%
Private Agency	\$1,629,739	\$275,419	16.9%
FTB-COD	\$792,071	\$118,811	15.0%
Intrabranch	-	-	-
Other	-	-	-
Total	\$4,932,644	\$1,222,090	24.8%

Delinquent Revenue by Program



Court San Luis Obispo	Default Rate Current Prior Combined 42% 31% 33%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 21,636	No. of Delinquent Cases Reported 108,276	No. of Delinquent Cases With Payments 24,867
---------------------------------	--	--	--	--	---	--	--



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$732,008	-	\$304,841	-	\$106,660	\$200,205	-	\$22,286
County	\$179,939	\$1,598,887	\$52,302	\$470,717	\$12,876,206	\$584,202	-	-
Private Agency	\$597,872	\$1,031,867	\$101,041	\$174,378	\$147,672	\$152,296	-	-
FTB-COD	\$378,610	\$413,461	\$56,792	\$62,019	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,888,429	\$3,044,215	\$514,976	\$707,114	\$13,130,538	\$936,703	-	\$22,286

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,344,187	2,014	\$227,175
2 - Written Notice(s)	\$285,552	679	\$48,243
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$792,071	16,702	\$118,811
6 - FTB-IIC	\$2,386	8	\$20
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,629,739	2,693	\$275,419
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$4,053,935	22,096	\$669,669

San Mateo: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Mateo County and the County of San Mateo. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the San Mateo collections program, because of the COVID-19 pandemic, collections dropped significantly during 2020-21. Active collection efforts were suspended as requested by the courts during part of the year. The Franchise Tax Board suspended its Interagency Intercept Collection (IIC) operations for a portion of the year. Due to the passing of Assembly Bill 1869, several fees are no longer collectable effective July 1, 2021 and were therefore adjusted from inventory. The total amount written off was \$30,891,001.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
San Mateo	\$104,478,833	\$534,635	\$5,651,527	\$1,894,014	\$0	\$1,703,931

2020-21 Collections Individual Program Report

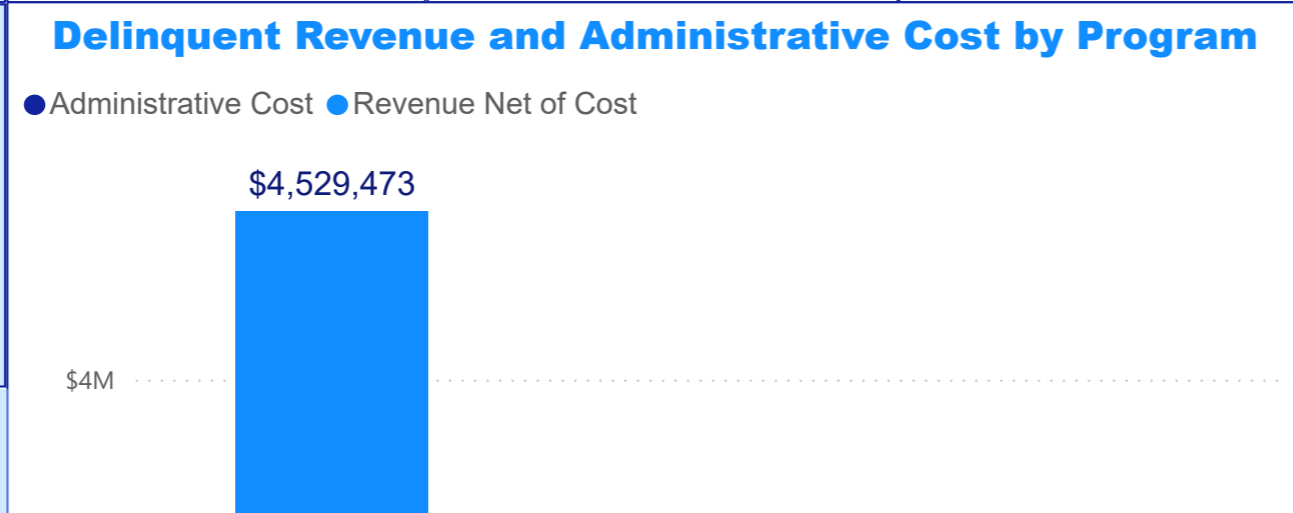
Population
765,245
Judges
28
Commissioners
5.00

Best Practices Engaged
24/25

Collections Activities Performed
15/16

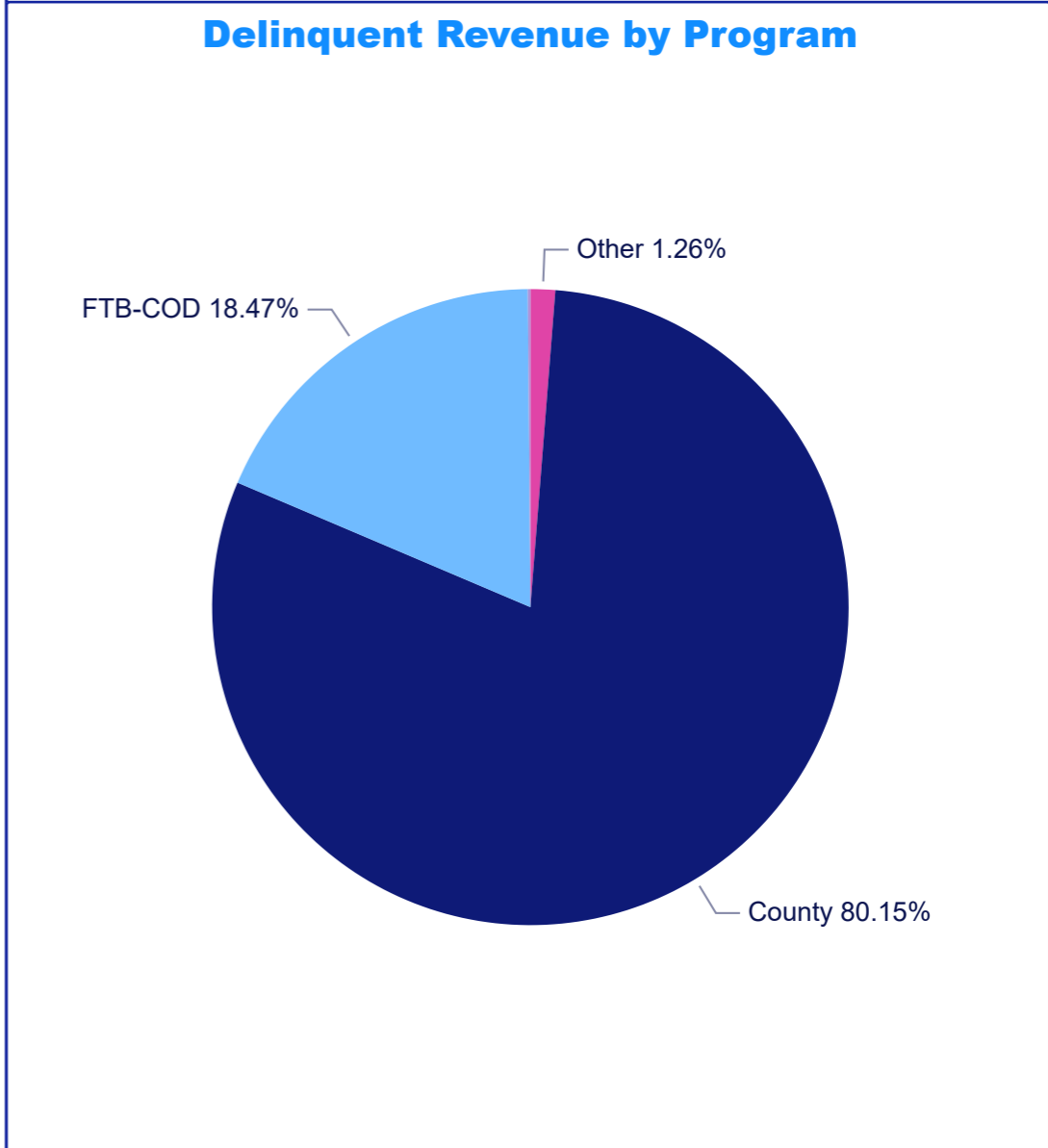
Gross Recovery Rate		
Current	Prior	Combined
15%	5%	7%

Success Rate		
Current	Prior	Combined
13%	4%	5%

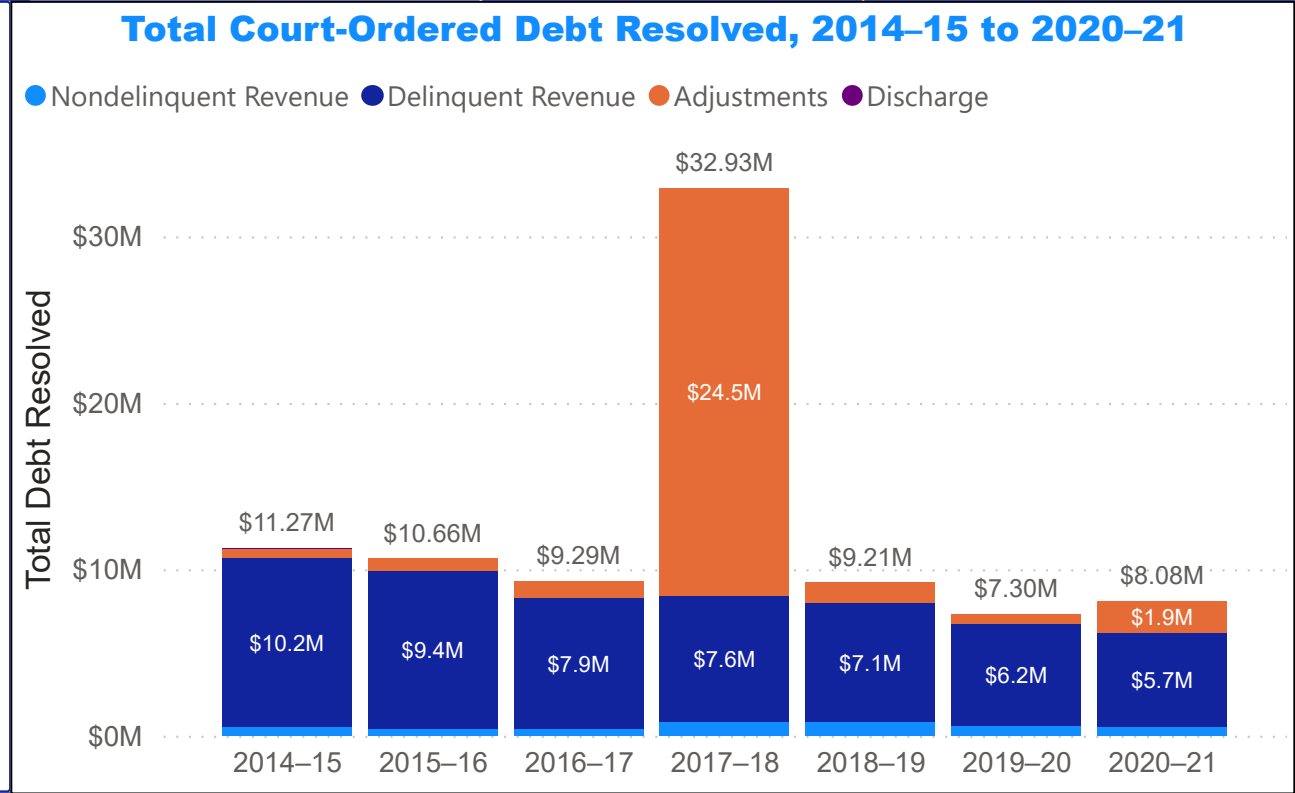
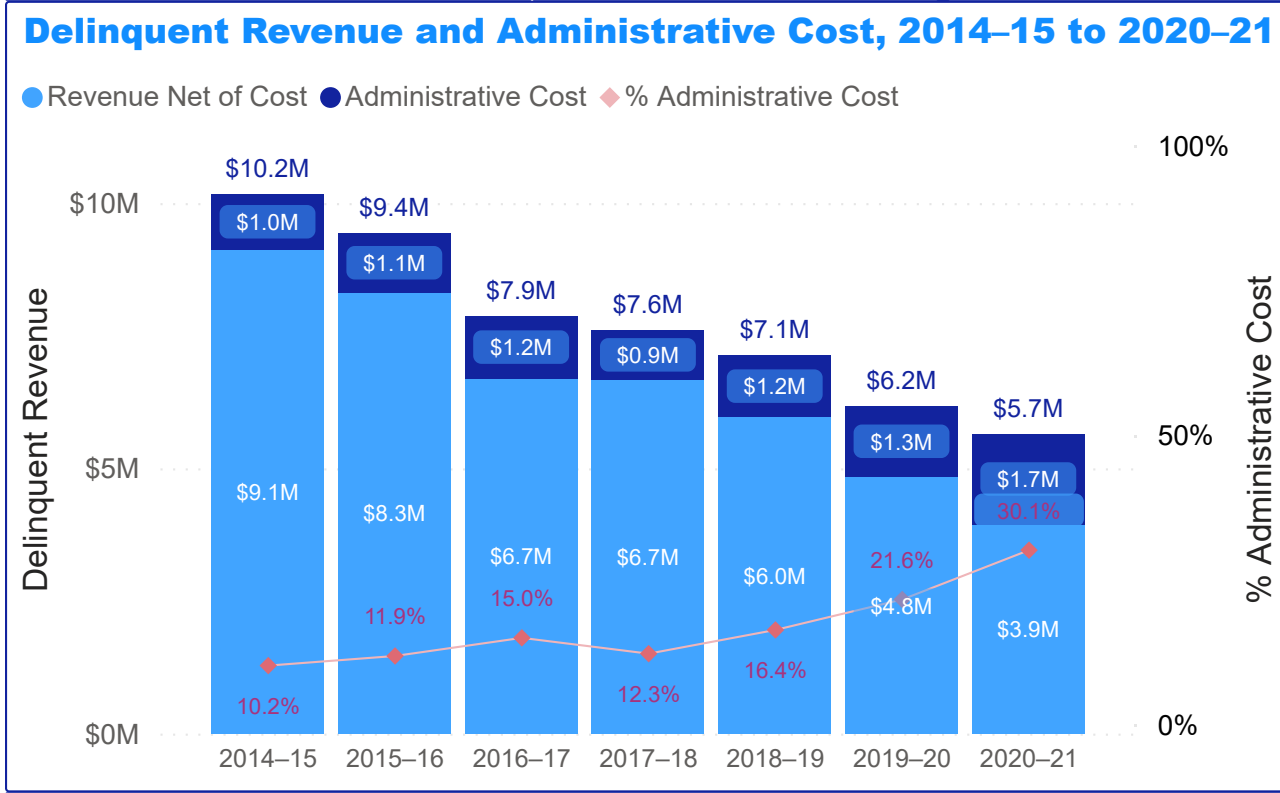


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$4,529,473	\$1,534,365	33.9%
Private Agency	\$7,510	\$2,546	33.9%
FTB-COD	\$1,043,595	\$155,839	14.9%
Intrabranh	-	-	
Other	\$70,949	\$11,181	15.8%
Total	\$5,651,527	\$1,703,931	30.1%



Court San Mateo	Default Rate Current Prior Combined 75% 45% 63%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 974	No. of Delinquent Cases Reported 156,838	No. of Delinquent Cases With Payments 13,398
---------------------------	--	--	--	--	--	--	--



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$2,056,041	\$2,473,432	\$696,486	\$837,879	\$401,213	(\$7,977,592)	-	-
Private Agency	-	\$7,510	-	\$2,546	-	(\$622,284)	-	-
FTB-COD	-	\$1,043,595	-	\$155,839	-	\$10,092,677	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	\$70,949	-	\$11,181	-	-	-	-
Total	\$2,056,041	\$3,595,486	\$696,486	\$1,007,445	\$401,213	\$1,492,801	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$93,401	15,973	\$45,425
2 - Written Notice(s)	\$510,181	87,249	\$236,194
3 - Lobby/Counter	\$2,804,139	1,372	\$873,226
4 - Skip Tracing	\$494,709	84,603	\$179,344
5 - FTB-COD	\$1,053,467	3,955	\$155,839
6 - FTB-IIC	\$70,949	92	\$22,094
7 - DL Hold/Suspension	\$595,840	5,940	\$185,548
8 - Private Agency	\$16,910	45	\$2,546
9 - Wage/Bank Garnishments & Liens	\$11,931	31	\$3,715
Total	\$5,651,527	199,260	\$1,703,931

Santa Barbara: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Barbara County and the County of Santa Barbara. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Santa Barbara collections program, the 38 percent decline in total delinquent revenue collection, and the decline in the current period Gross Recovery Rate (GRR) and Success Rate (SR) are attributed to the adverse impact of the COVID-19 pandemic. The increase in the prior year GRR is attributed to the court discharging \$4.5 million in uncollectable debt.

The county program (Probation) has not been able to accurately determine information on its collections activities, as well as account balances or number of accounts. The periods in the collections system do not close resulting in data being applied retroactively. This results in uncertainty of the data. Probation continues to work with the software vendor and with internal IT staff to determine how to generate accurate data for reporting, including victim restitution. An estimated completion data is currently unavailable. The actual amounts collected and cost of collections ties to Probation's financial system and is periodically audited, therefore Probation has confidence in the numbers reported. Since Probation does not have a comprehensive collections program, cost of collection is not applicable.

The court was unable to extract from its case management system all information required per Government Code section 68514, specifically the court's collection activities (data is either unavailable or unreliable). The court is still working with its case management vendor and other courts to resolve these reporting limitations.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Santa Barbara ▼	\$73,208,809	\$11,863,523	\$6,258,835	\$2,893,606	\$4,501,393	\$1,453,995

2020-21 Collections Individual Program Report

Population	441,172
Judges	21
Commissioners	3.00

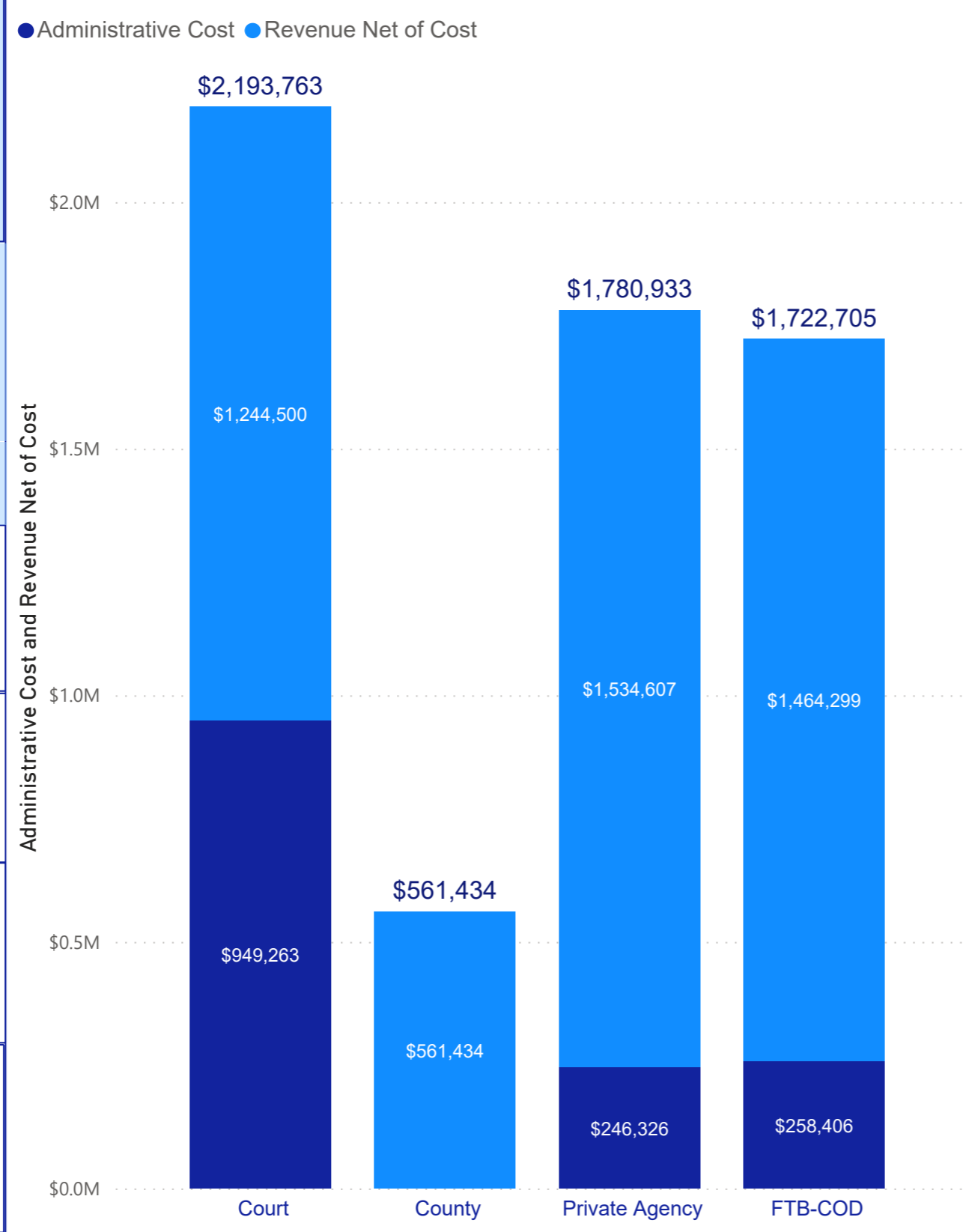
Best Practices Engaged	24/25
-------------------------------	-------

Collections Activities Performed	16/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
39%	10%	16%

Success Rate		
Current	Prior	Combined
25%	4%	8%

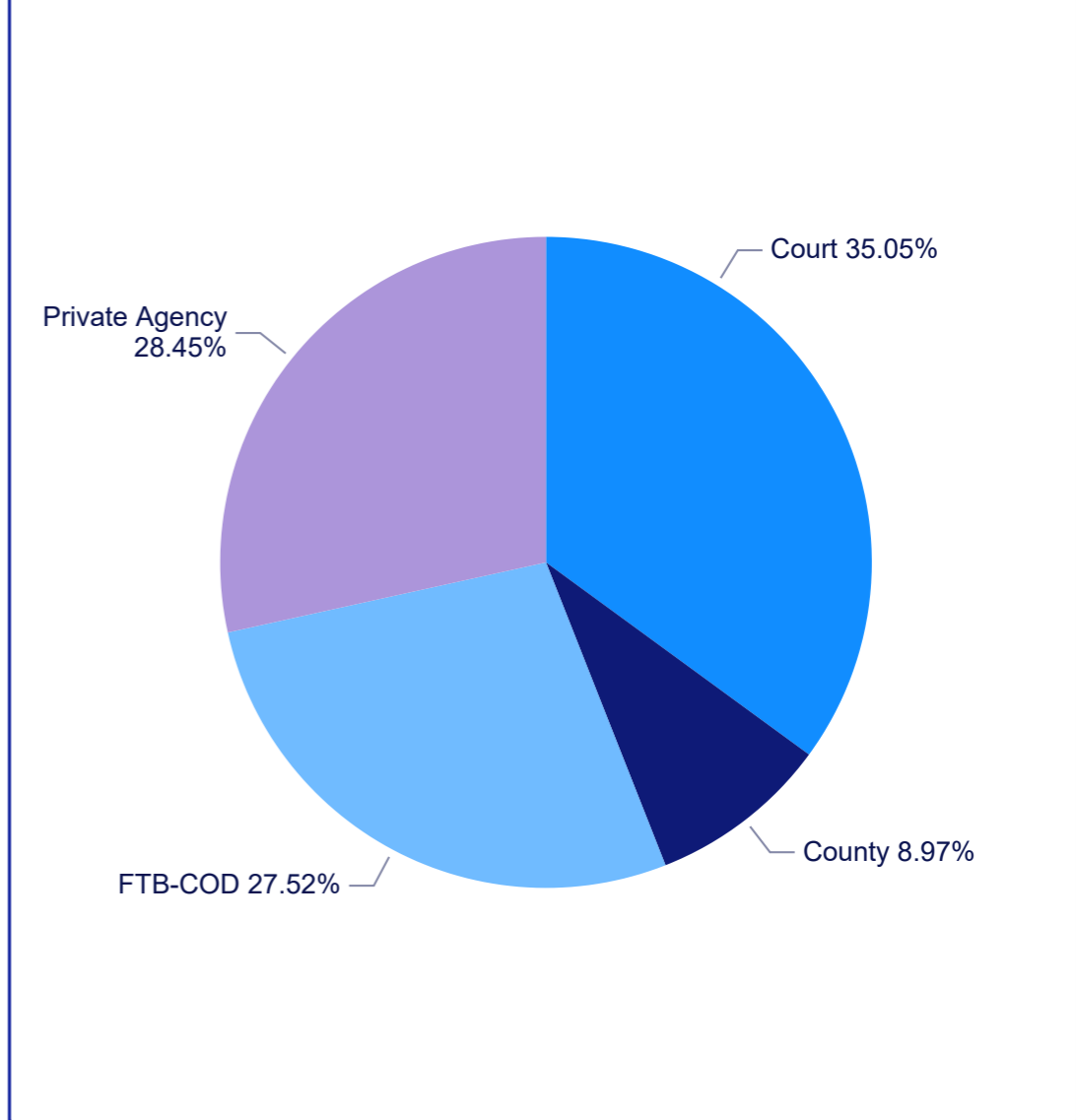
Delinquent Revenue and Administrative Cost by Program



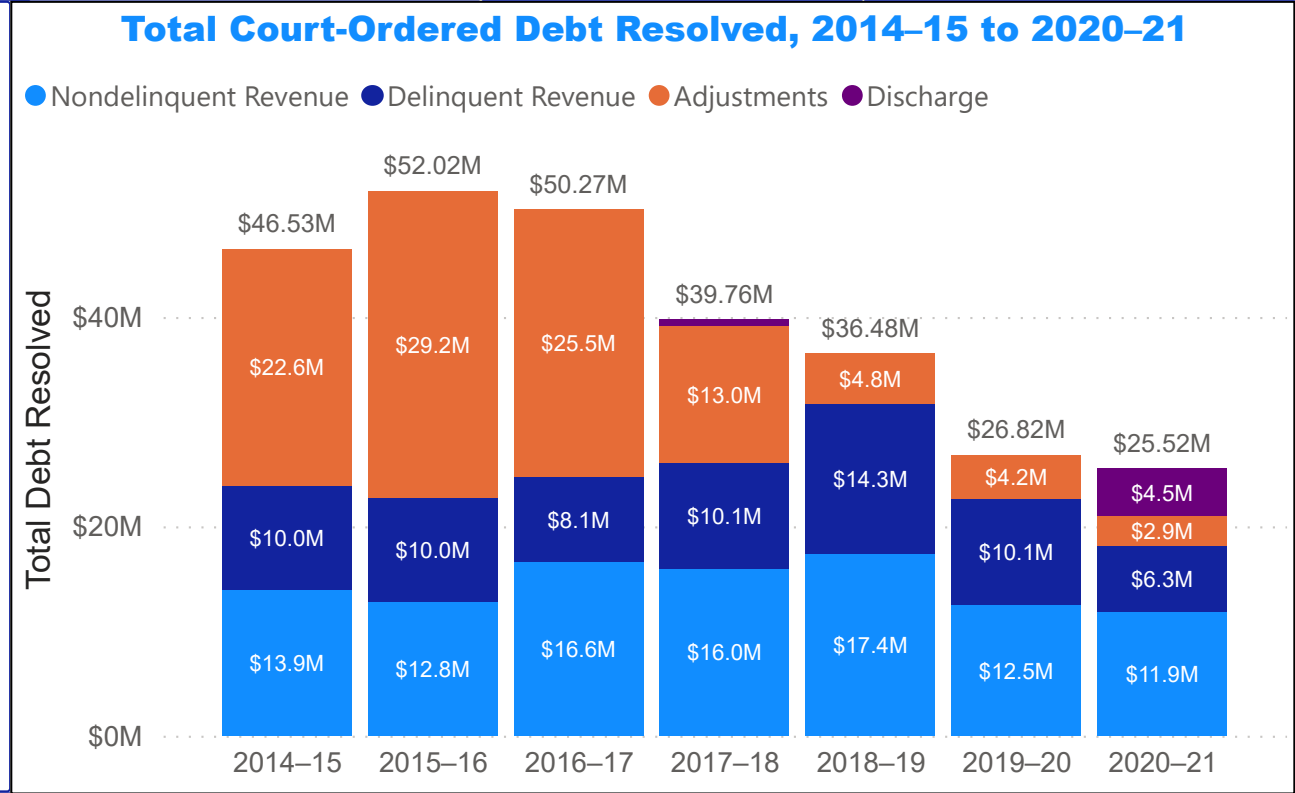
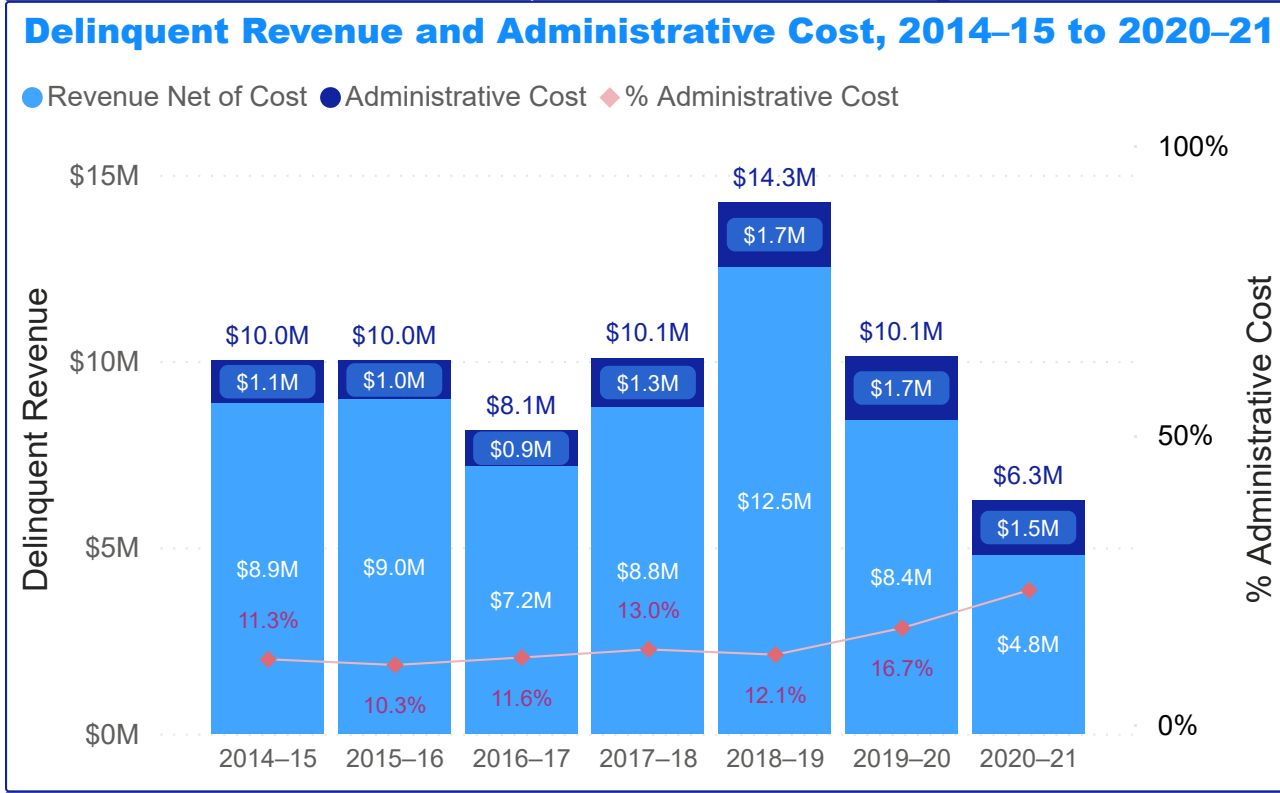
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$2,193,763	\$949,263	43.3%
County	\$561,434	-	-
Private Agency	\$1,780,933	\$246,326	13.8%
FTB-COD	\$1,722,705	\$258,406	15.0%
Intrabranch	-	-	-
Other	-	-	-
Total	\$6,258,835	\$1,453,995	23.2%

Delinquent Revenue by Program



Court Santa Barbara	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 115,382	No. of Delinquent Cases With Payments 23,891
	Current	Prior	Combined				
	33%	13%	15%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$2,193,763	-	\$949,263	-	-	-	-	-
County	\$561,434	-	-	-	-	-	-	-
Private Agency	\$448,130	\$1,332,803	\$58,632	\$187,694	\$2,893,606	-	-	\$4,501,393
FTB-COD	\$118,745	\$1,603,960	\$17,812	\$240,594	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$3,322,072	\$2,936,763	\$1,025,707	\$428,288	\$2,893,606	-	-	\$4,501,393

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	-	-	-

Santa Clara: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Clara County and the County of Santa Clara. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Santa Clara collections program, the county's Gross Recovery Rate and Success Rate overall increased this year in comparison to last year. This is primarily due to the significant impact of the \$78.6 million in adjustments and the discharge of uncollectible accounts.

The report reflects an annual discharge from accountability by the county for \$20.6 million in felony and misdemeanor cases compared to the \$13.4 million in the prior year. In compliance with Assembly Bill 1869, the county adjusted its accounts receivable by over 142,000 transactions in the amount of \$51.8 million. The decline in referrals of \$4.6 million and in collections of \$3.4 million compared to last year was a result of the ongoing COVID-19 pandemic. In compliance with the county's Health Order directive, the collection activities of the Department of Tax and Collections were reduced and/or suspended as employees were deployed as Disaster Service Workers. In addition, the Franchise Tax Board's suspension of their Court-Ordered Debt and Interagency Intercept Collections programs further reduced collections.

The county's activities described are performed simultaneously or sequentially which makes it difficult to know what action/effort caused the amount collected or its associated cost. As such, the additional data requested on collections activities is not available. The county recently procured a new collections system with enhanced reporting capabilities with an anticipated implementation date of December 31, 2021. Because of system limitations, the program was unable to report collections activity data.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Santa Clara ▼	\$257,268,209	\$19,140,858	\$22,297,940	\$57,961,353	\$20,622,136	\$3,799,483

2020-21 Collections Individual Program Report

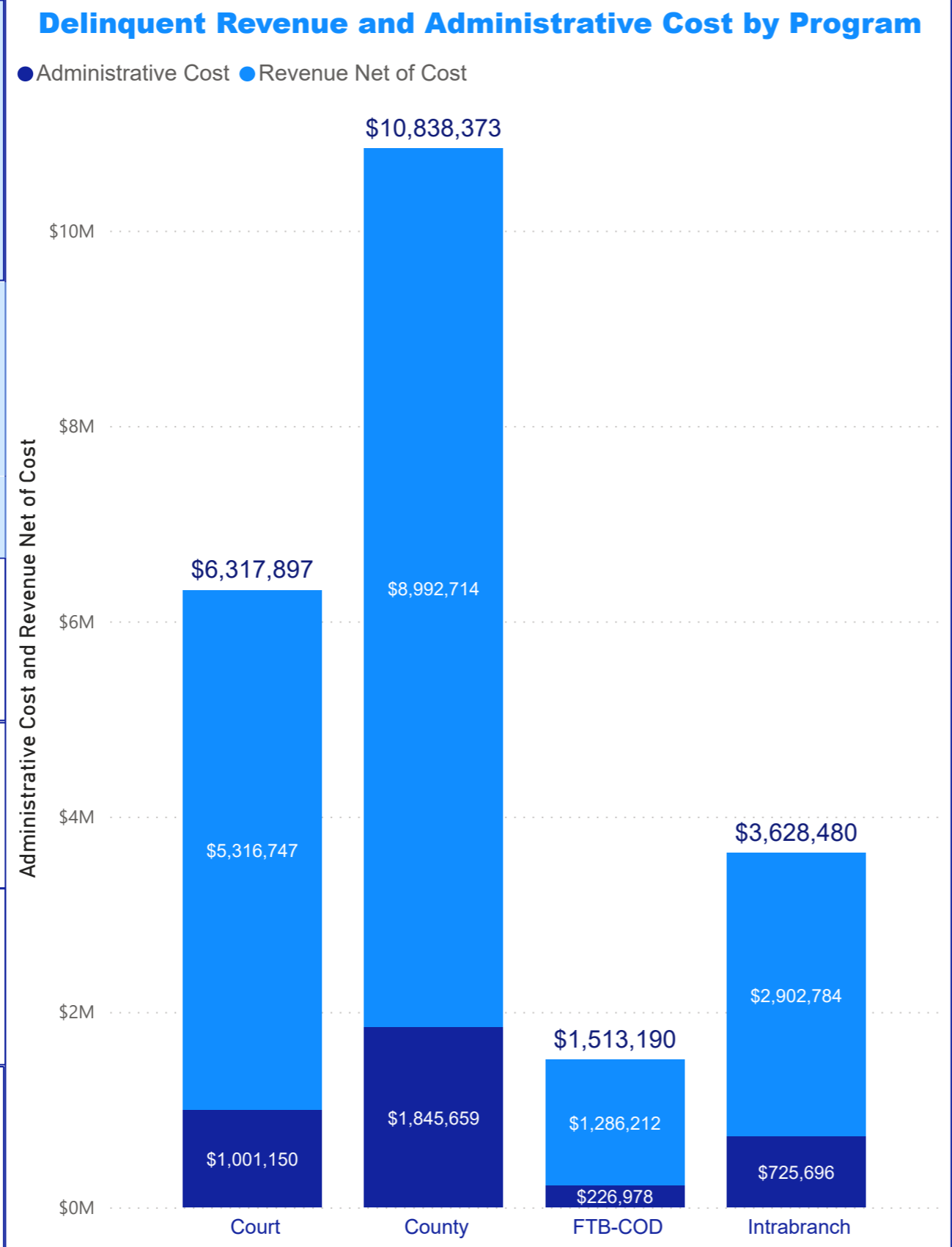
Population	1,934,171
Judges	77
Commissioners	5.00

Best Practices Engaged	23/25
-------------------------------	-------

Collections Activities Performed	14/16
---	-------

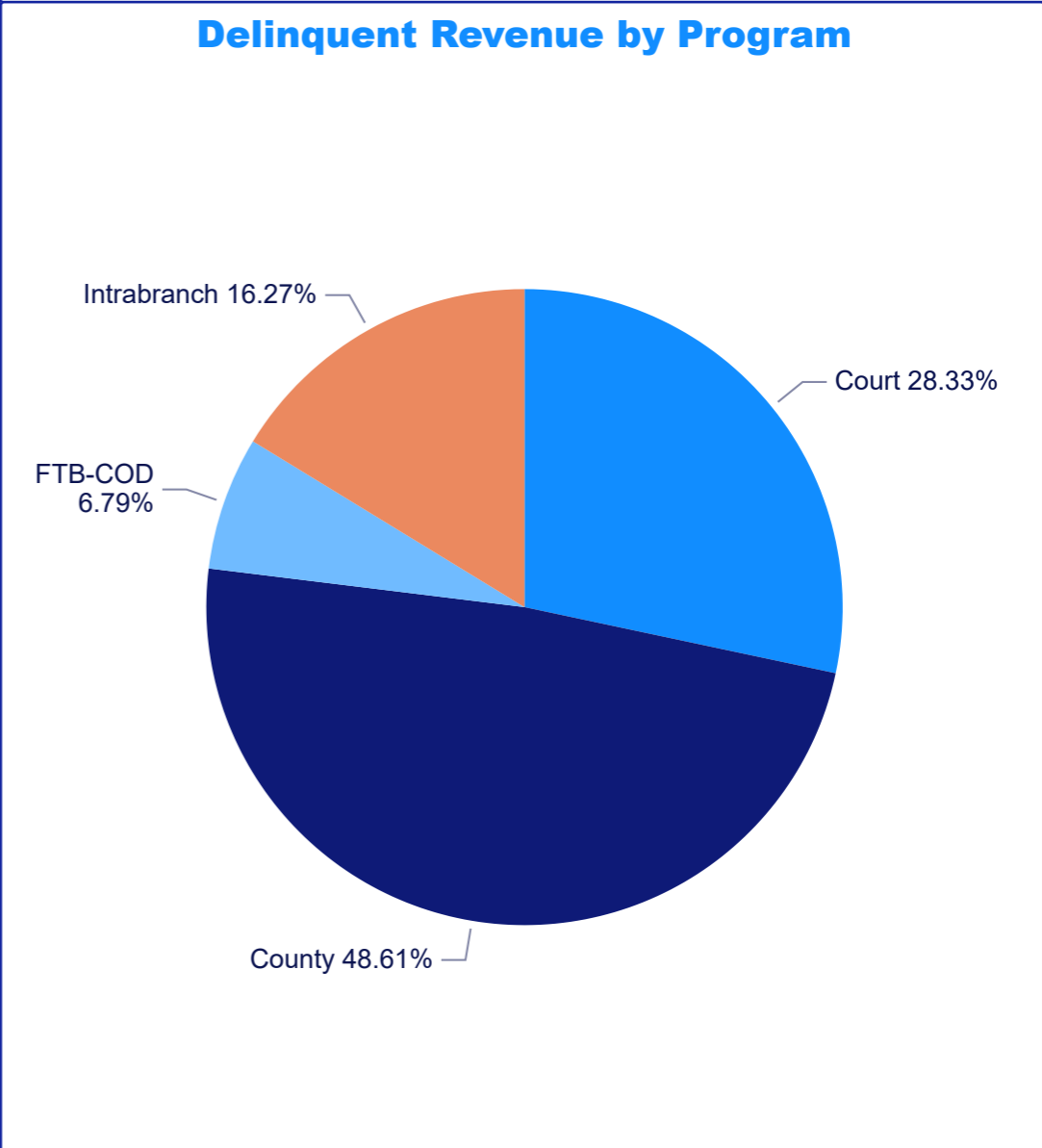
Gross Recovery Rate		
Current	Prior	Combined
14%	30%	28%

Success Rate		
Current	Prior	Combined
9%	8%	8%

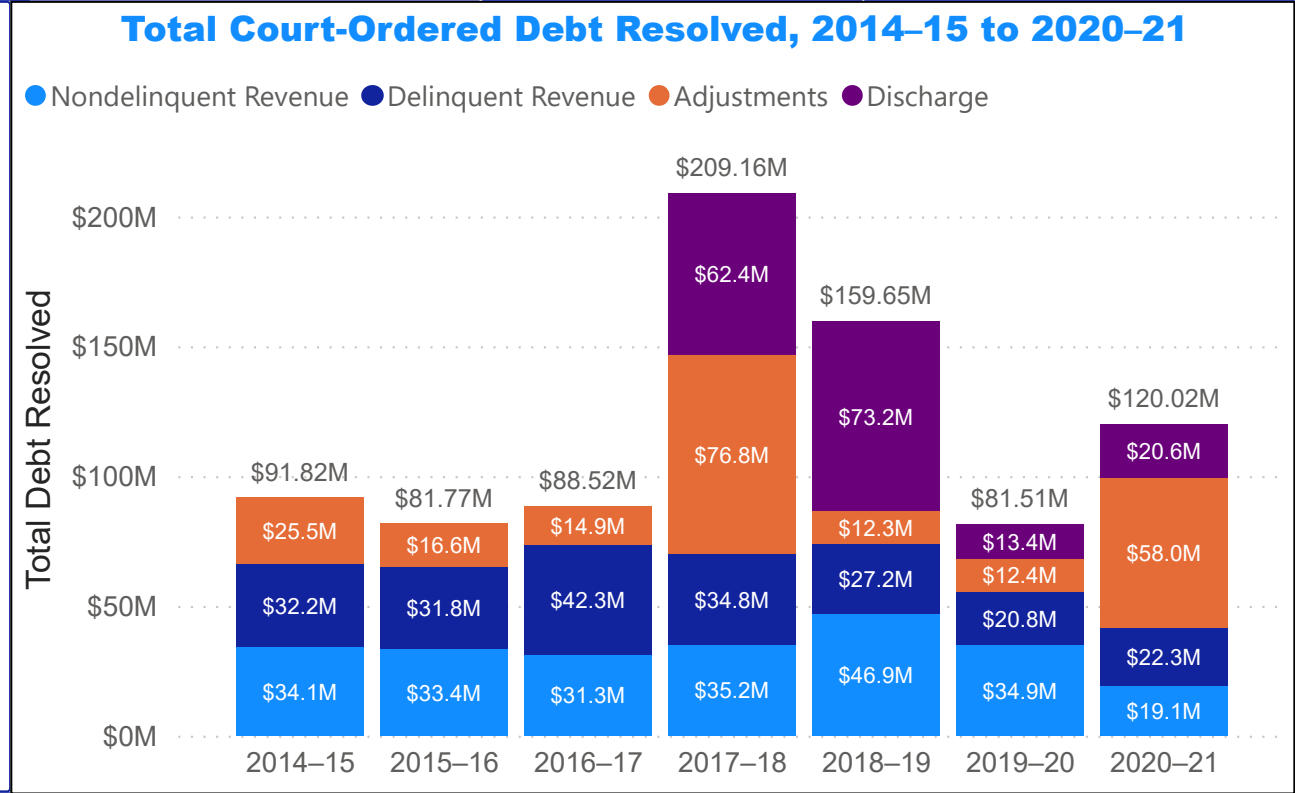
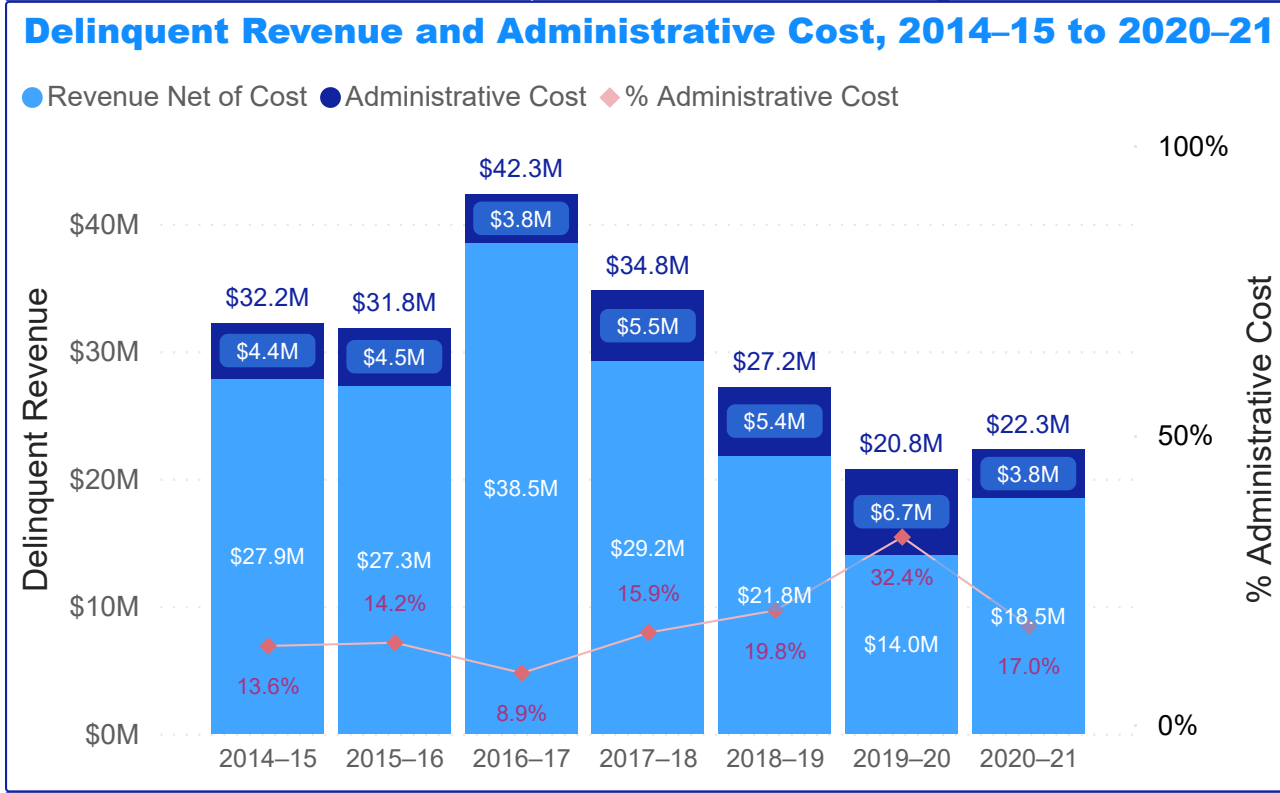


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$6,317,897	\$1,001,150	15.8%
County	\$10,838,373	\$1,845,659	17.0%
Private Agency	-	-	-
FTB-COD	\$1,513,190	\$226,978	15.0%
Intrabranh	\$3,628,480	\$725,696	20.0%
Other	-	-	-
Total	\$22,297,940	\$3,799,483	17.0%



Court Santa Clara	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 32,254	No. of Delinquent Cases Reported 519,318	No. of Delinquent Cases With Payments 55,178
	Current	Prior	Combined				
	30%	28%	28%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$451,568	\$5,866,329	\$70,080	\$931,070	-	-	-	-
County	\$1,726,737	\$9,111,636	\$294,045	\$1,551,614	\$1,718,564	\$50,378,760	-	\$4,826,617
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$534,156	\$979,034	\$80,123	\$146,855	\$14,320	\$5,849,709	-	\$15,795,519
Intrabranh	\$569,700	\$3,058,780	\$113,940	\$611,756	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$3,282,161	\$19,015,779	\$558,188	\$3,241,295	\$1,732,884	\$56,228,469	-	\$20,622,136

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$3,059,147	7,995	\$674,731
2 - Written Notice(s)	\$474,883	1,128	\$100,882
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,607,641	235	\$226,979
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$5,141,671	9,358	\$1,002,592

Santa Cruz: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Cruz County and the County of Santa Cruz. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Santa Cruz collections program, although they were affected by the COVID-19 pandemic overall collection results remained strong compared to prior years. The slow down allowed the program to reevaluate strategies and identify new creative ways to maximize production resulting in continued strong performance, in light of the global situation. The Franchise Tax Board's suspension of their Interagency Intercept Collections (FTB-IIC) program, from February 22 to July 31, 2021, also had a negative impact on collections.

The Probation department's caseload management system does not allow them to easily track back the data to the collection activity that spurred payment (e.g., monthly invoices, skip tracing, etc.). The remaining information provided is restricted by the limitations of the court's case management system and the FTB. The information requested on collections activities performed was completed to the best of the program's ability with the current systems in place.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Santa Cruz ▼	\$98,821,957	\$4,910,073	\$2,513,844	\$983,942	\$0	\$401,311

2020-21 Collections Individual Program Report

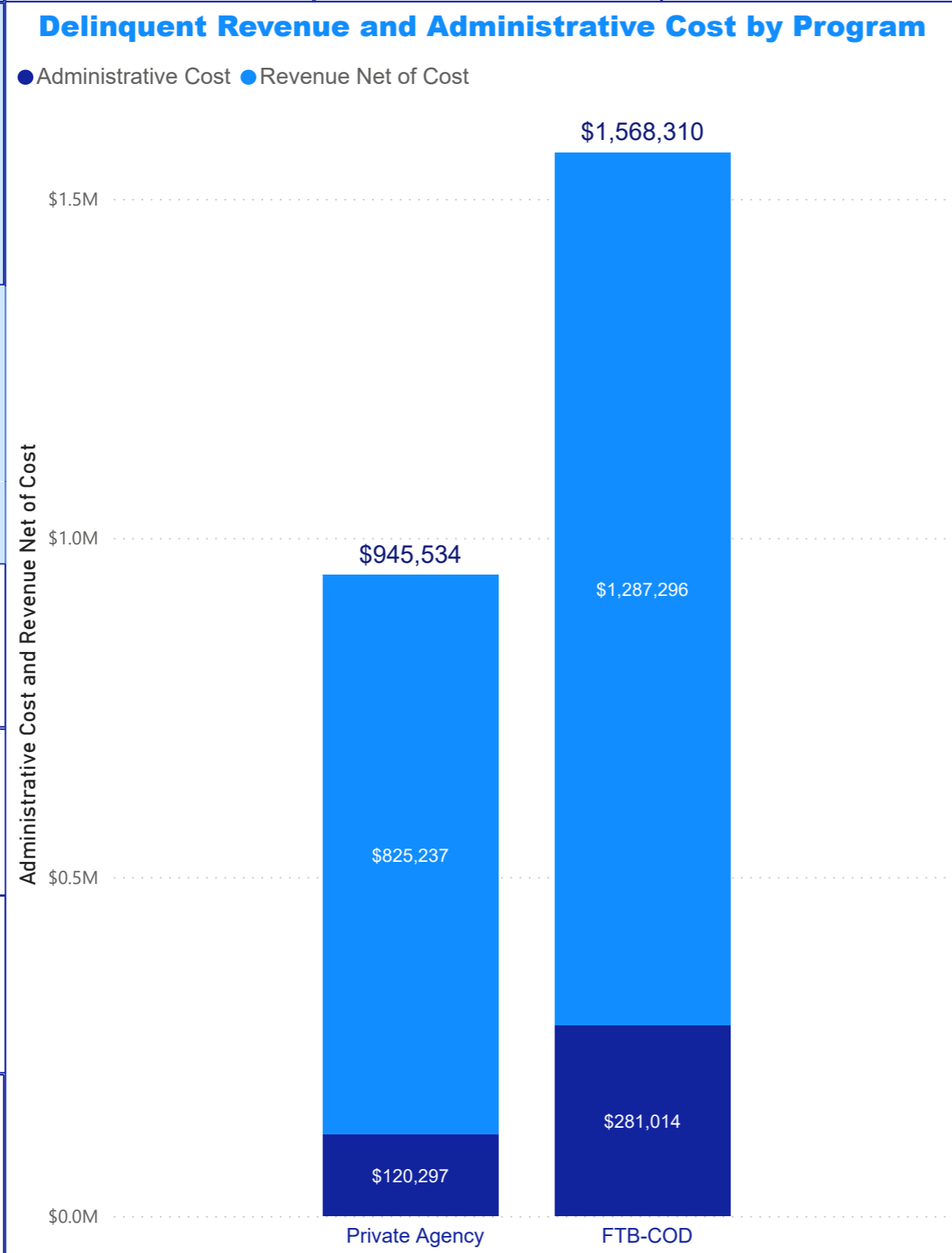
Population	261,115
Judges	12
Commissioners	1.50

Best Practices Engaged	22/25
-------------------------------	-------

Collections Activities Performed	14/16
---	-------

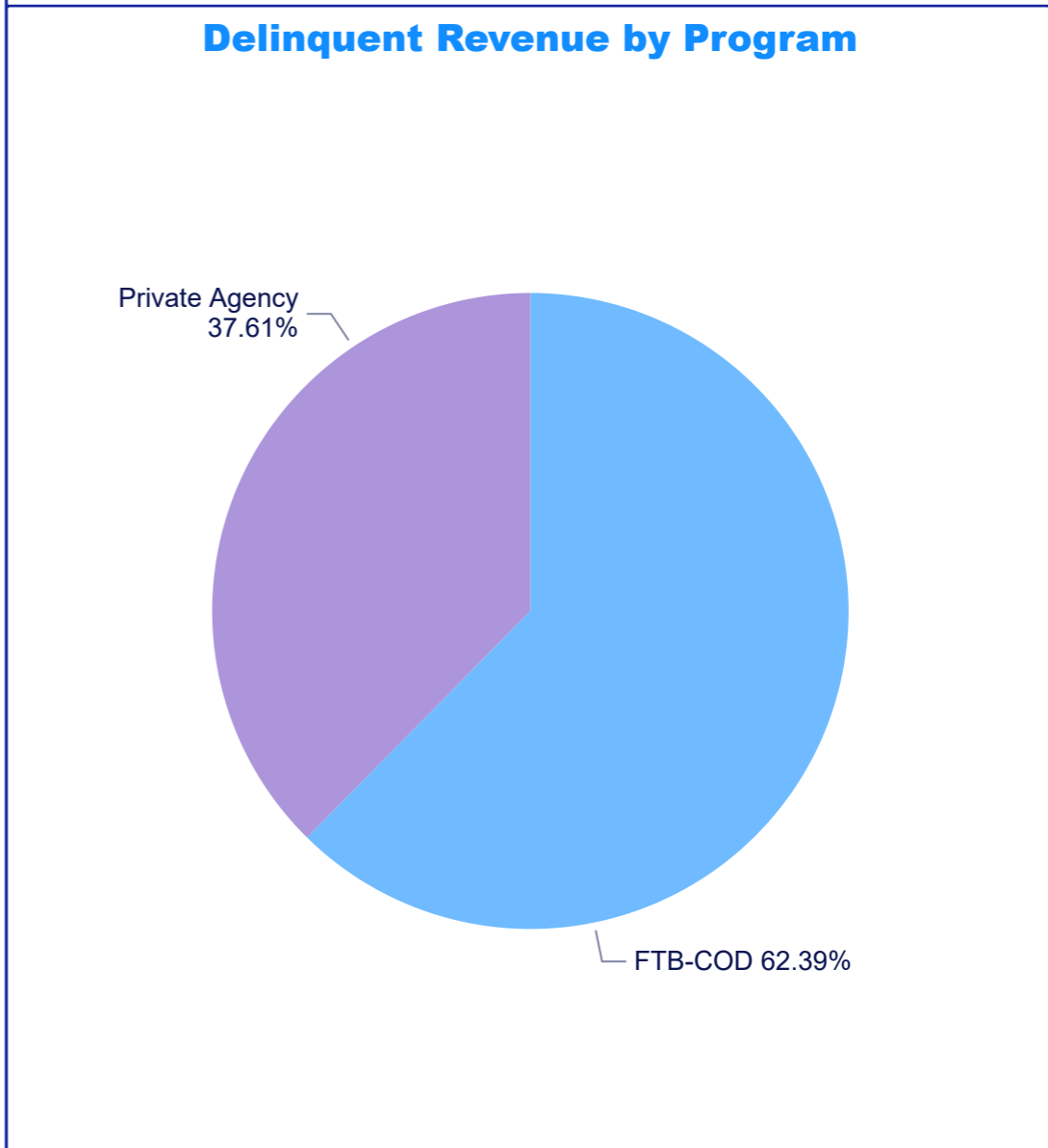
Gross Recovery Rate		
Current	Prior	Combined
13%	3%	3%

Success Rate		
Current	Prior	Combined
8%	2%	2%

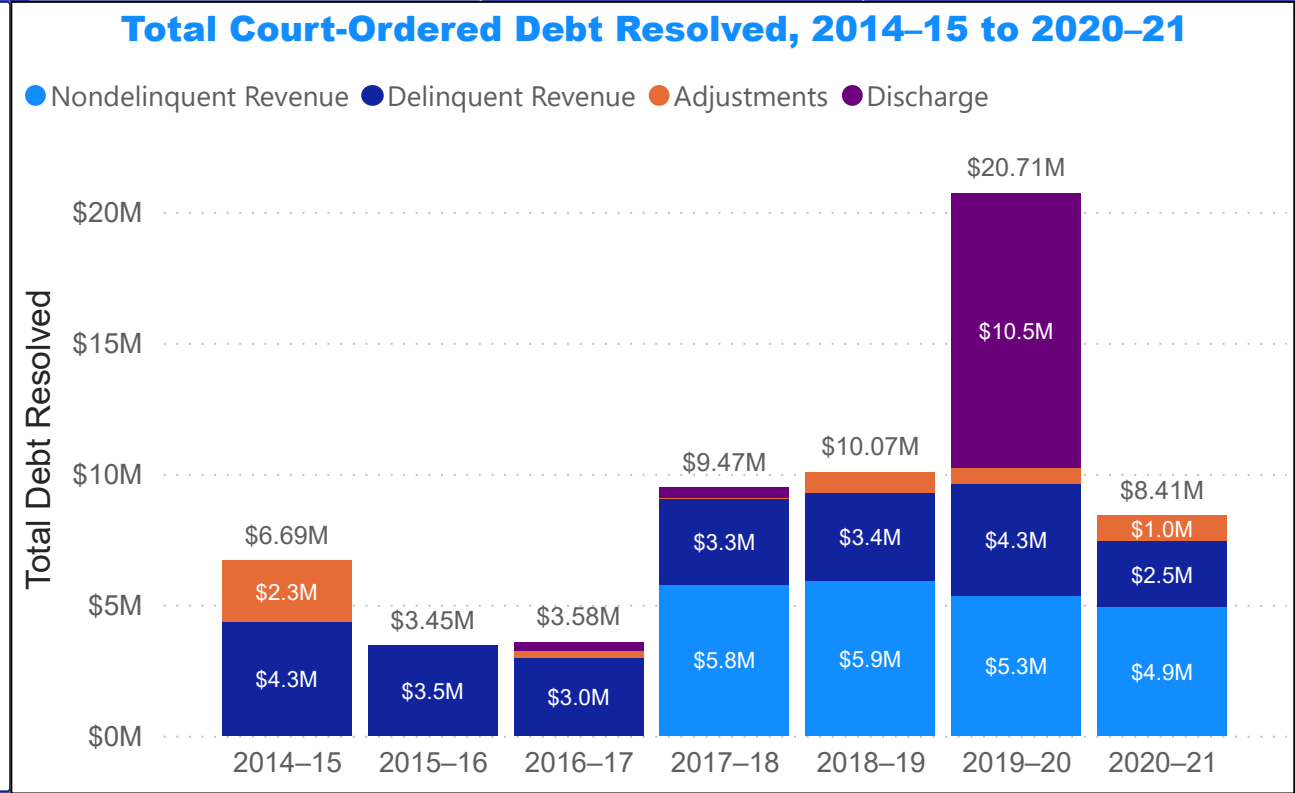
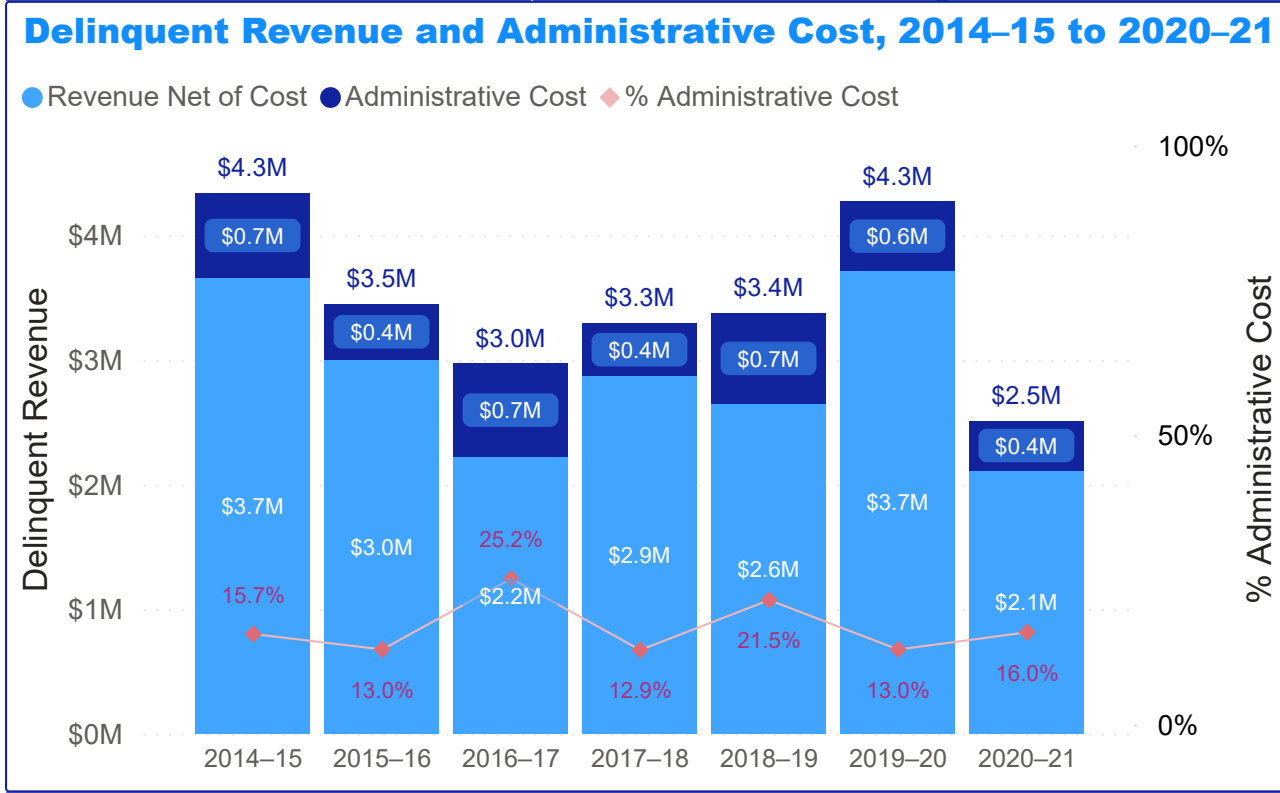


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	-	-	
Private Agency	\$945,534	\$120,297	12.7%
FTB-COD	\$1,568,310	\$281,014	17.9%
Intrabranh	-	-	
Other	-	-	
Total	\$2,513,844	\$401,311	16.0%



Court Santa Cruz	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 29,545	No. of Delinquent Cases Reported 143,273	No. of Delinquent Cases With Payments 8,253
	30%	26%	26%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$561,124	\$384,410	\$72,650	\$47,647	\$456,559	\$278,878	-	-
FTB-COD	\$85,351	\$1,482,959	\$17,449	\$263,565	\$37,272	\$211,233	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$646,475	\$1,867,369	\$90,099	\$311,212	\$493,831	\$490,112	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,568,310	12,189	\$281,014
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$945,534	3,476	\$130,297
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,513,844	15,665	\$411,311

Shasta: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Shasta County and the County of Shasta. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Shasta collections program, the court's recovery and success rates have been affected by a number of factors in 2020–21. These factors include the suspension of the Franchise Tax Board Interagency Intercept Collections program, statutory changes such as the Ability to Pay program, and a significant reduction in collections staff. Blank cells in the report indicate the information requested could not be captured by our case management system (CMS).

The adjustments data reflects the total of all fines/fees adjusted for Ability to Pay reductions, Assembly Bill 1869 fees, and fines satisfied with community service. The current CMS does not have the ability to distinguish the specific amounts related to each category of adjustment.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Shasta ▼	\$518,172,597	\$1,188,857	\$3,970,844	\$19,021,174	\$0	\$920,818

2020-21 Collections Individual Program Report

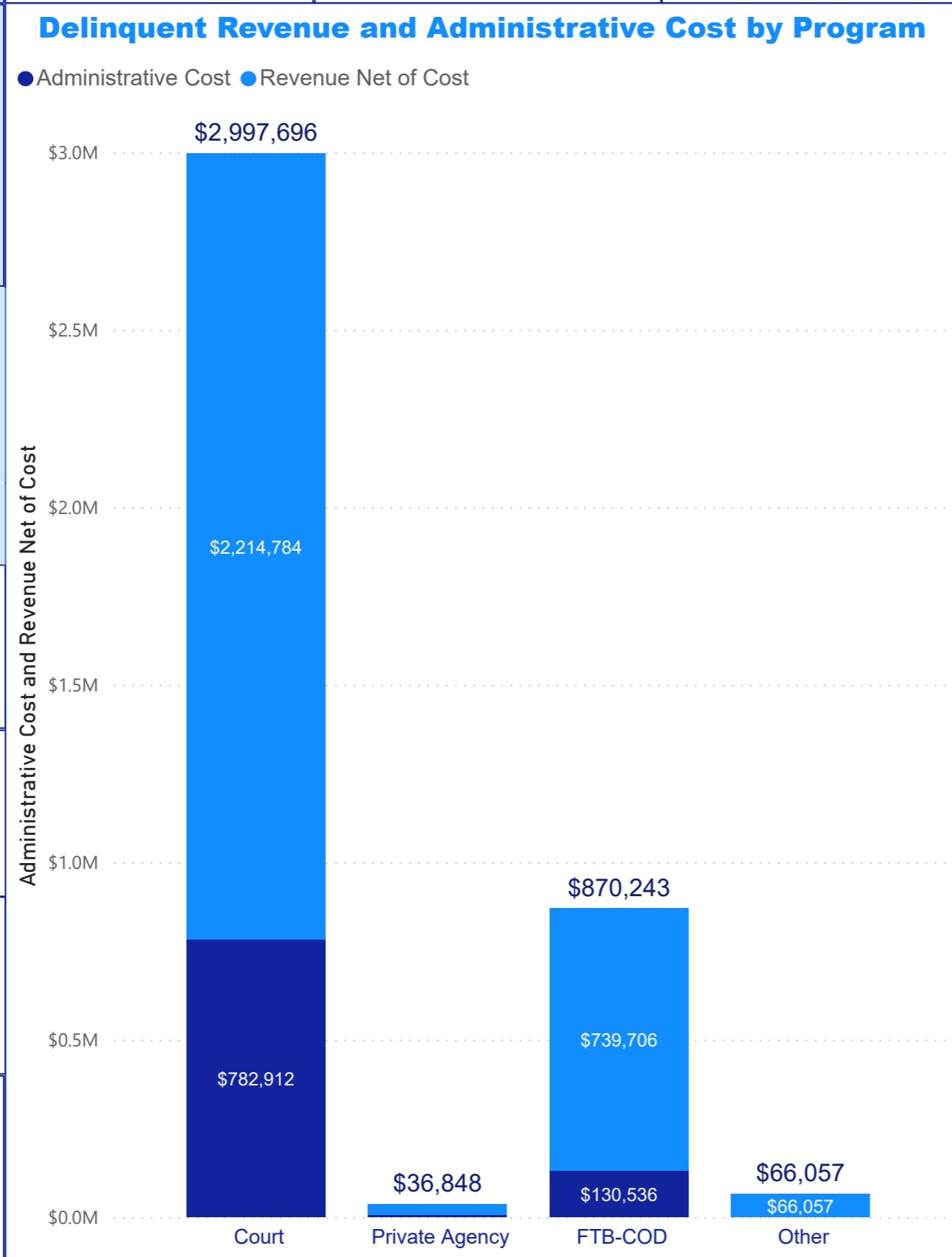
Population
177,797
Judges
11
Commissioners
2.00

Best Practices Engaged
22/25

Collections Activities Performed
14/16

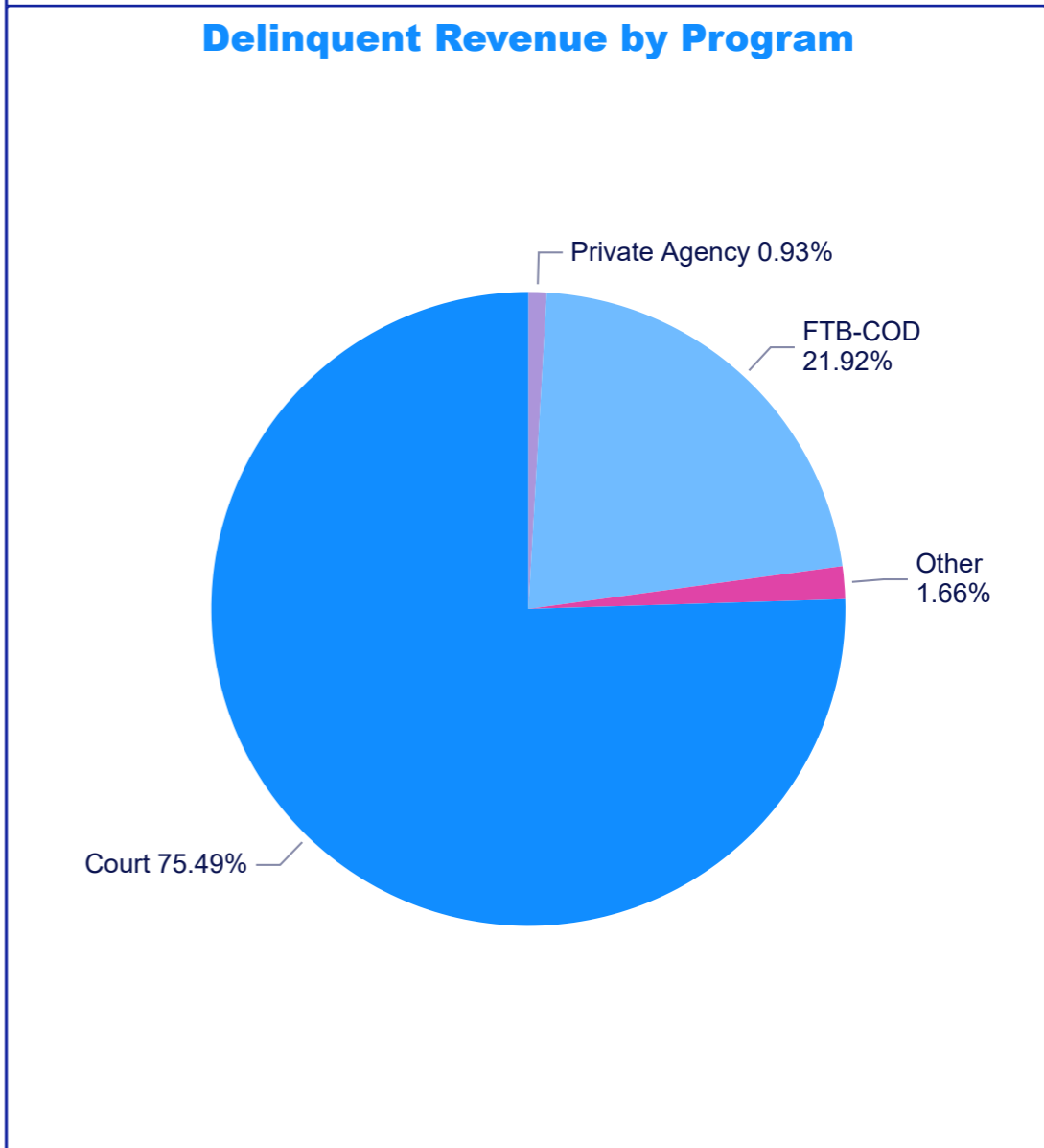
Gross Recovery Rate		
Current	Prior	Combined
2%	5%	4%

Success Rate		
Current	Prior	Combined
1%	1%	1%

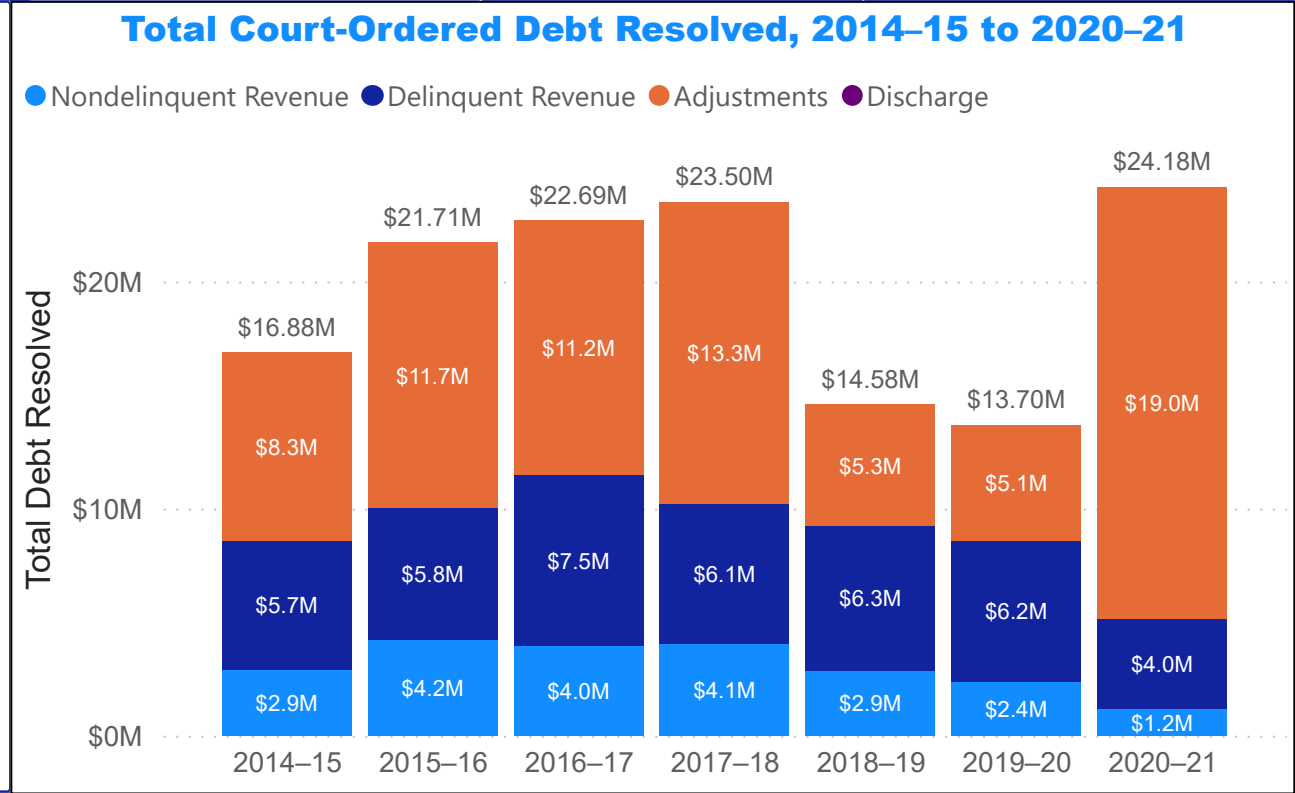
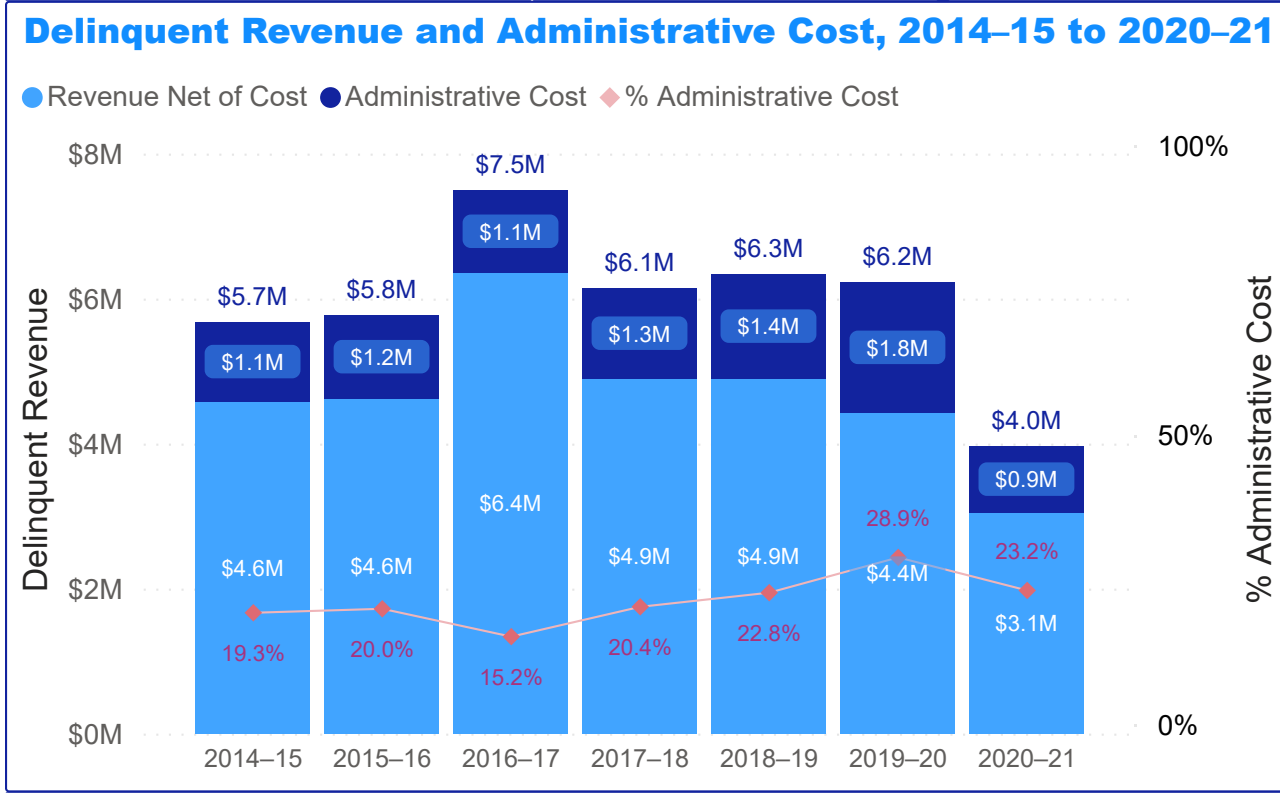


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$2,997,696	\$782,912	26.1%
County	-	-	-
Private Agency	\$36,848	\$7,370	20.0%
FTB-COD	\$870,243	\$130,536	15.0%
Intrabranh	-	-	-
Other	\$66,057	-	-
Total	\$3,970,844	\$920,818	23.2%



Court Shasta	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 17,501	No. of Delinquent Cases Reported 524,038	No. of Delinquent Cases With Payments 17,093
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$974,222	\$2,023,474	\$292,267	\$490,645	\$1,434,500	\$17,586,674	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$36,848	-	\$7,370	-	-	-	-
FTB-COD	\$4,550	\$865,693	\$682	\$129,854	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$1,307	\$64,750	-	-	-	-	-	-
Total	\$980,079	\$2,990,764	\$292,949	\$627,869	\$1,434,500	\$17,586,674	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$2,997,696	32,379	\$782,912
2 - Written Notice(s)	-	36,880	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	5,853	-
5 - FTB-COD	\$870,243	3,661	\$130,536
6 - FTB-IIC	\$66,057	24,851	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$36,848	2,295	\$7,370
9 - Wage/Bank Garnishments & Liens	-	61	-
Total	\$3,970,844	105,980	\$920,818

Sierra: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sierra County and the County of Sierra. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Sierra collections program, the court contracted with Ventura Superior Court Collections late in the fiscal year. Collection efforts were stalled for the majority of the fiscal year because of the COVID-19 pandemic.

Reporting capabilities are improving as the case management system vendor rolls out more reports and searches in order to capture enhanced collections reporting. There remains a large amount of data that the program are unable to capture until they can get more reporting capabilities. These limitations affect reporting on collections activity as well as the Annual Financial Report. The information is reported to the best of the program's ability.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court Sierra	Outstanding Balance \$833,764	Nondelinquent Revenue \$533,027	Delinquent Revenue \$61,342	Adjustments \$11,670	Discharge \$0	Administrative Cost \$1,322
------------------------	---	---	---------------------------------------	--------------------------------	-------------------------	---------------------------------------

2020-21 Collections Individual Program Report

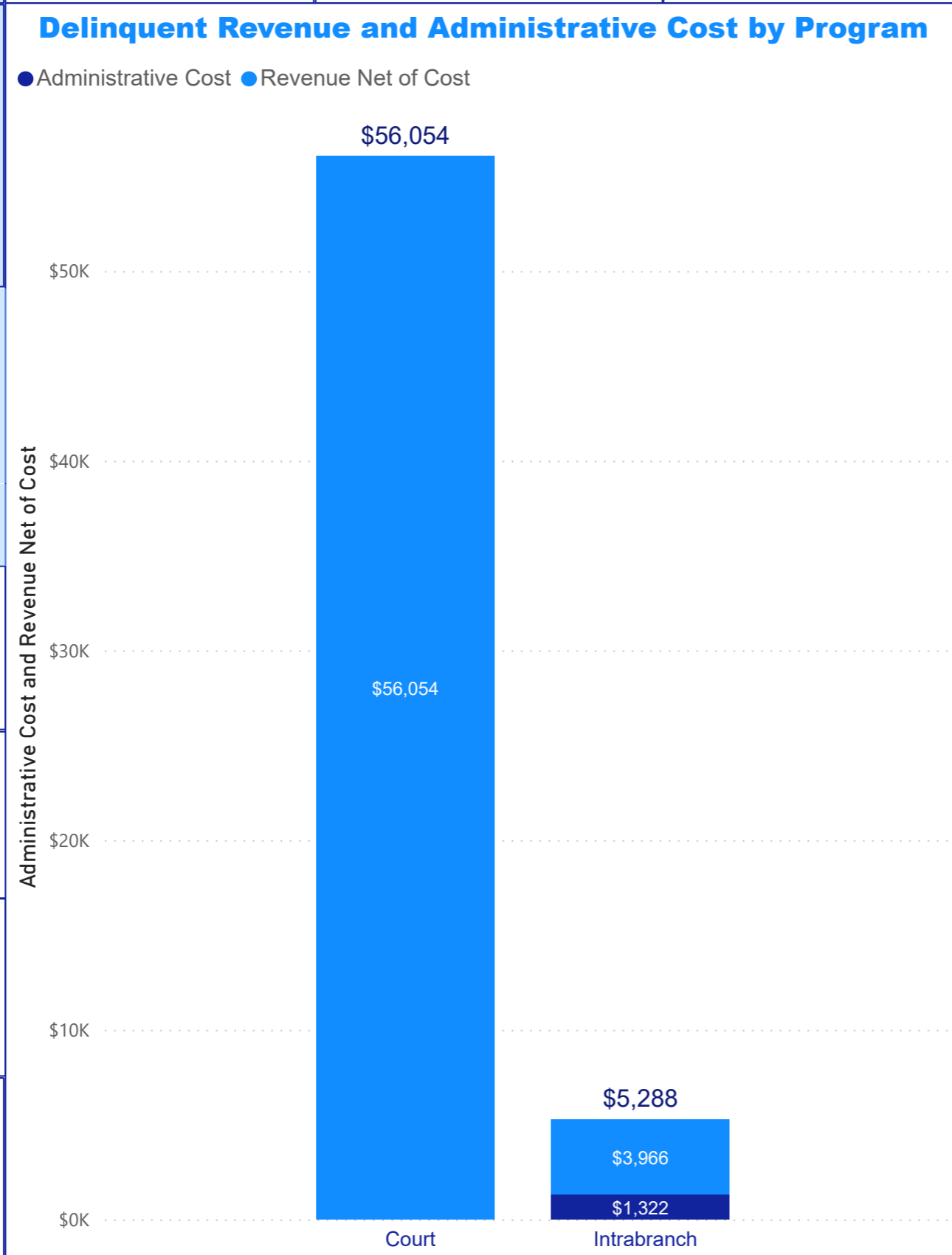
Population 3,189
Judges 2
Commissioners 0.30

Best Practices Engaged 19/25
--

Collections Activities Performed 10/16
--

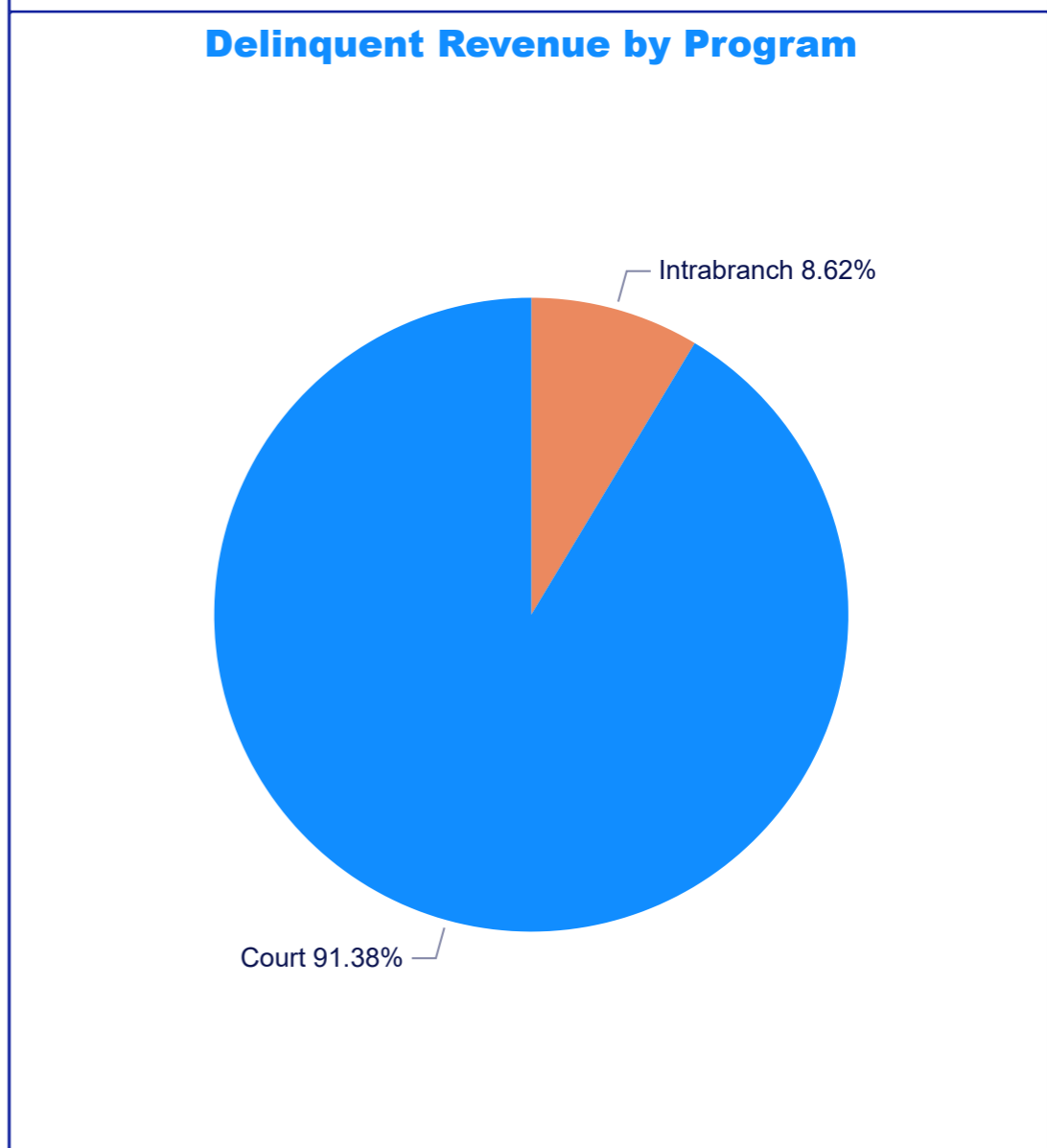
Gross Recovery Rate		
Current	Prior	Combined
20%	5%	8%

Success Rate		
Current	Prior	Combined
16%	4%	7%

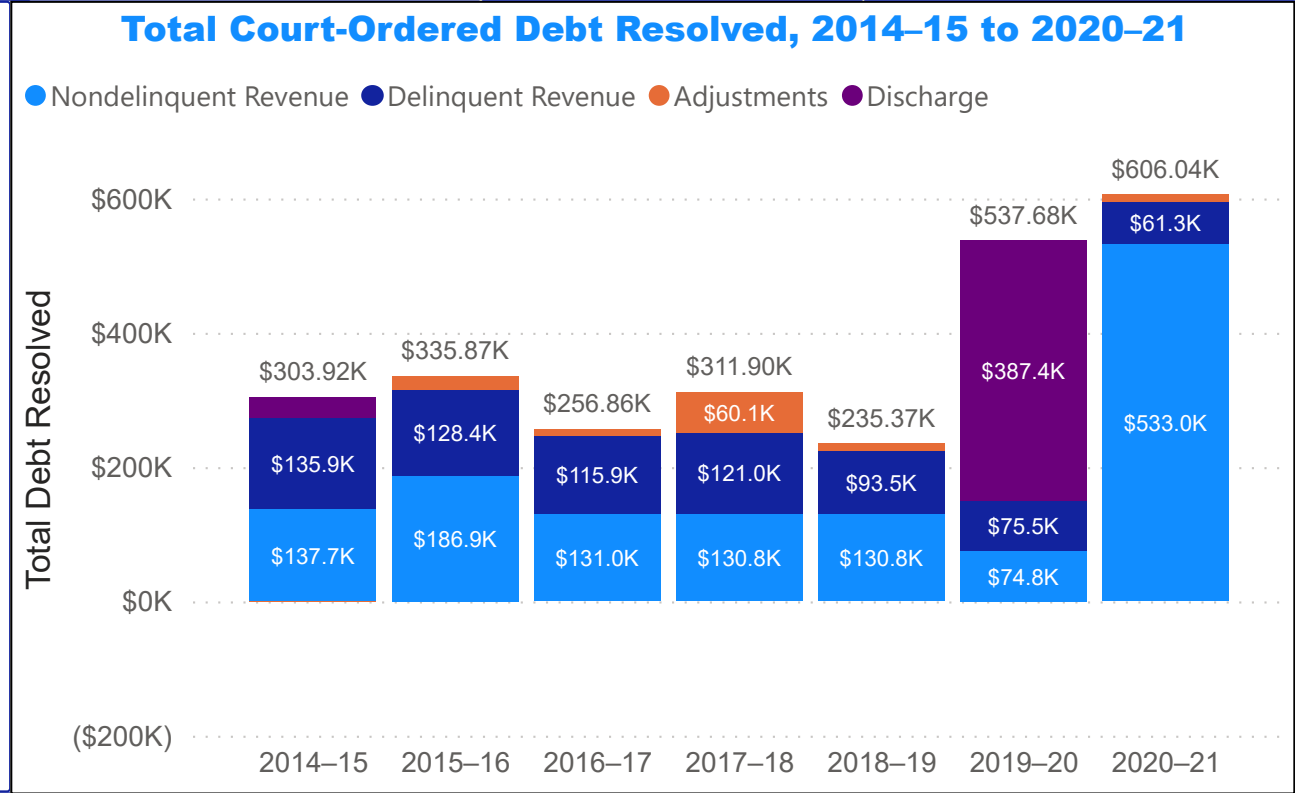
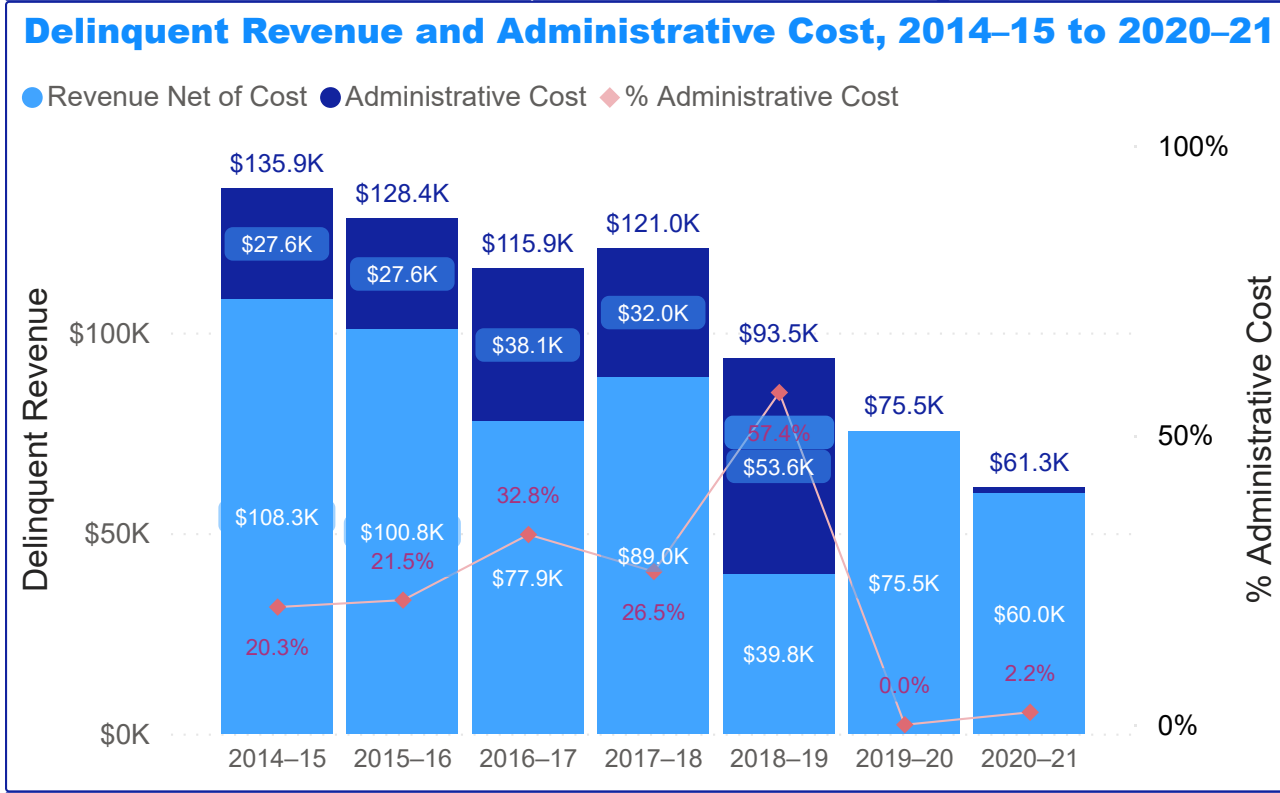


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$56,054	-	
County	-	-	
Private Agency	-	-	
FTB-COD	-	-	
Intrabranh	\$5,288	\$1,322	25.0%
Other	-	-	
Total	\$61,342	\$1,322	2.2%



Court Sierra	Default Rate		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 1,252	No. of Delinquent Cases Reported 280	No. of Delinquent Cases With Payments 14
	Current	Prior				
	18%	-	11%			



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$25,170	\$30,884	-	-	\$9,656	\$2,014	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
Intrabranh	\$5,288	-	\$1,322	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$30,458	\$30,884	\$1,322	-	\$9,656	\$2,014	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$4,413	9	-
2 - Written Notice(s)	\$875	5	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$5,288	14	-

Siskiyou: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Siskiyou County and the County of Siskiyou. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Siskiyou collections program, the court is unable to provide reliable and accurate data and therefore cannot comment on the gross recovery rate and success rate. The court cannot confirm whether those rates are true. The court is not able to have its case management system (CMS) reconfigured at this time; they are in the process of considering a new system.

The court continues to maintain an effective collections program along with its collections partner. The court did see a slight increase in money collected compared to the prior year. The changes to the reporting template from prior years continue to be an issue. To obtain the data requested, the court would have to pay a substantial amount to our CMS developer to create a new report for the required data elements. At this time the court declines to do that as they are considering a new system. Please note that the court continues to do its best in gathering the data, however the data extracted from CMS for the collections reporting template is not complete, accurate, reliable nor balanced.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Siskiyou ▼	\$37,199,777	\$1,374,091	\$906,343	\$445,578	\$1,749,604	\$350,202

2020-21 Collections Individual Program Report

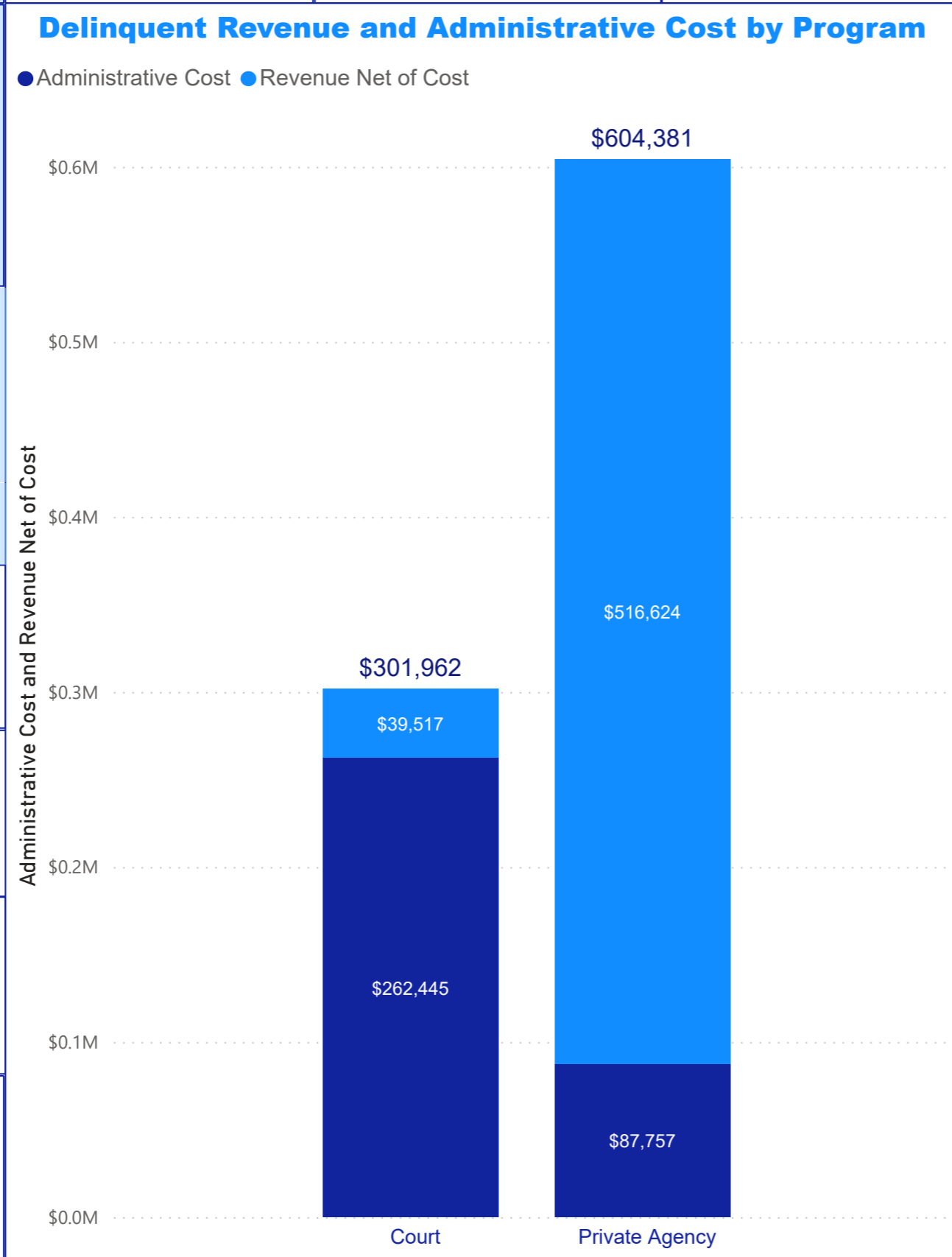
Population
44,330
Judges
4
Commissioners
1.00

Best Practices Engaged
23/25

Collections Activities Performed
14/16

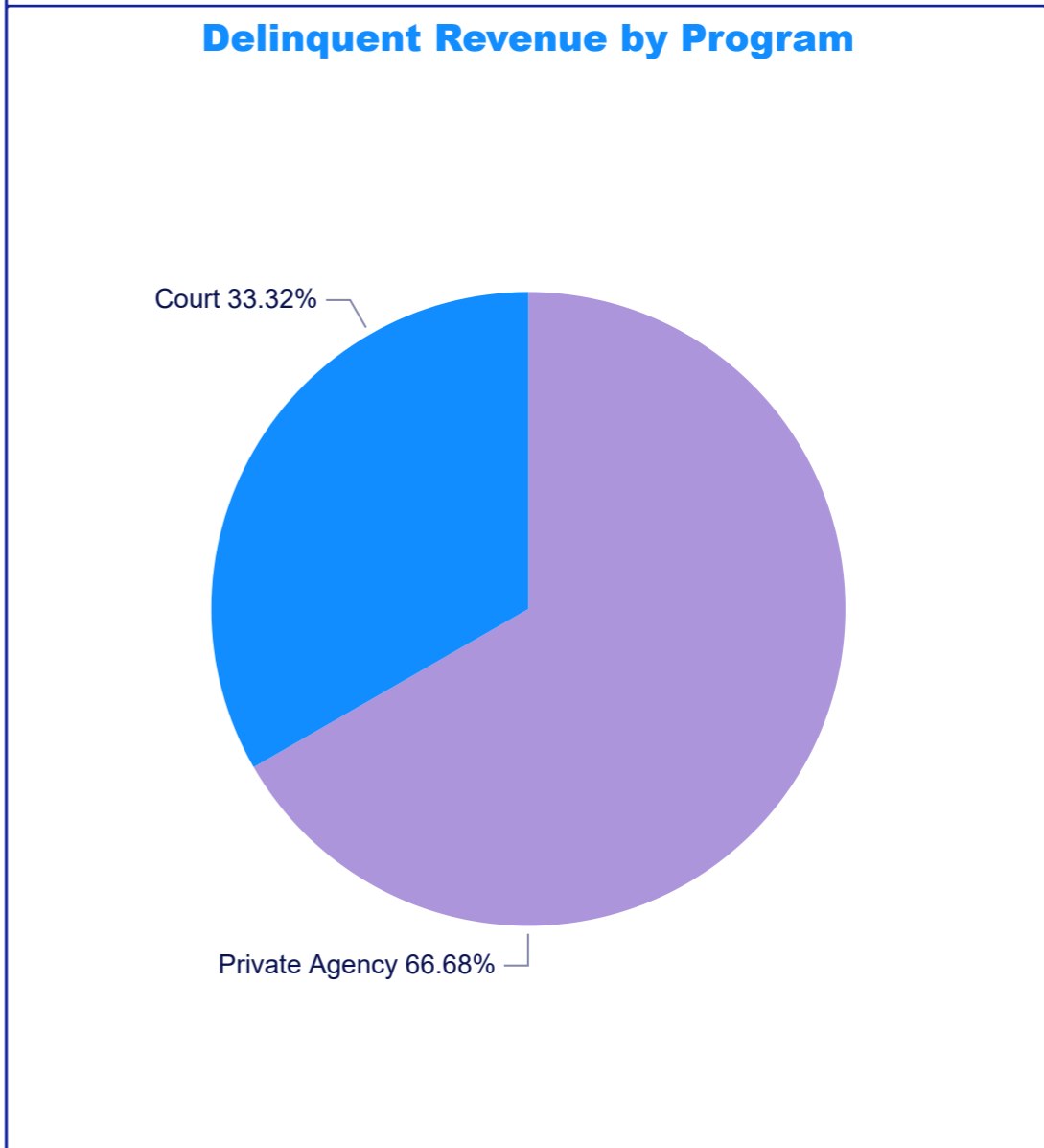
Gross Recovery Rate		
Current	Prior	Combined
41%	5%	8%

Success Rate		
Current	Prior	Combined
32%	-	2%

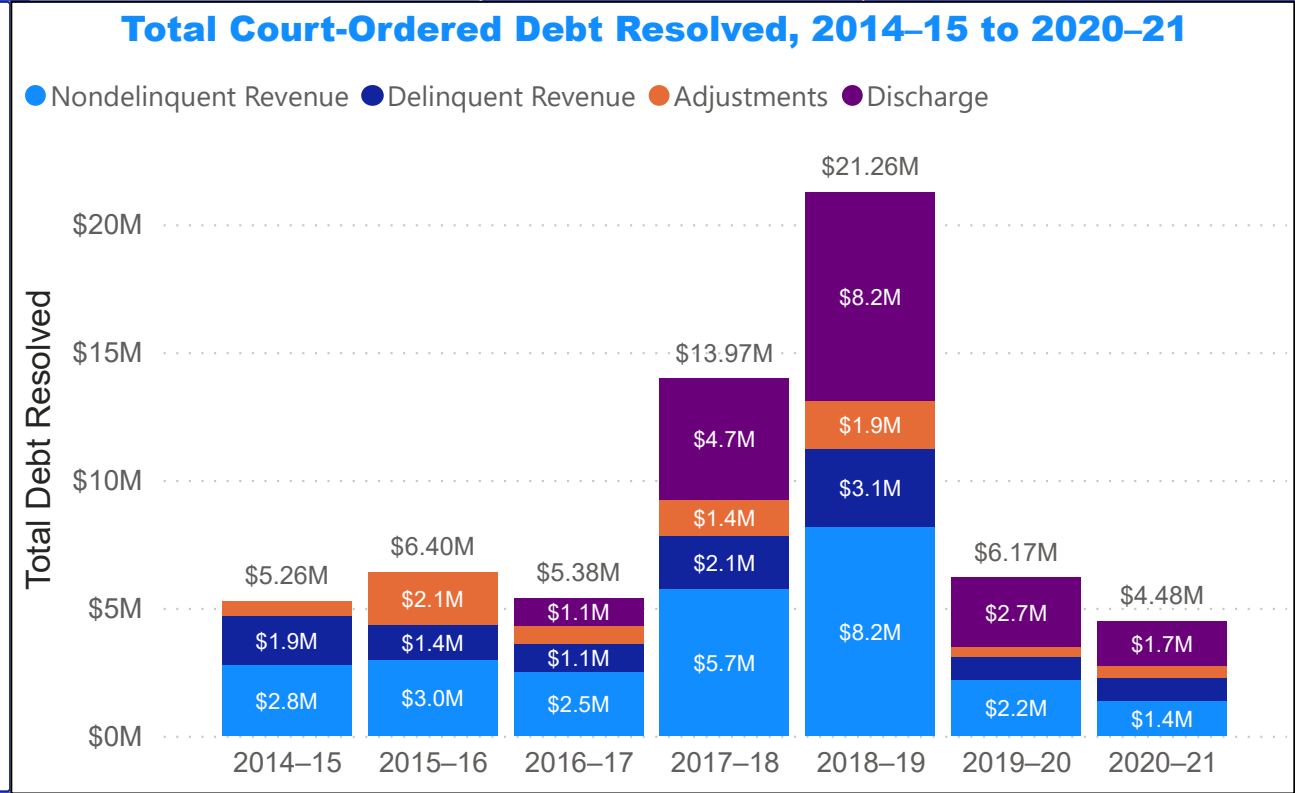
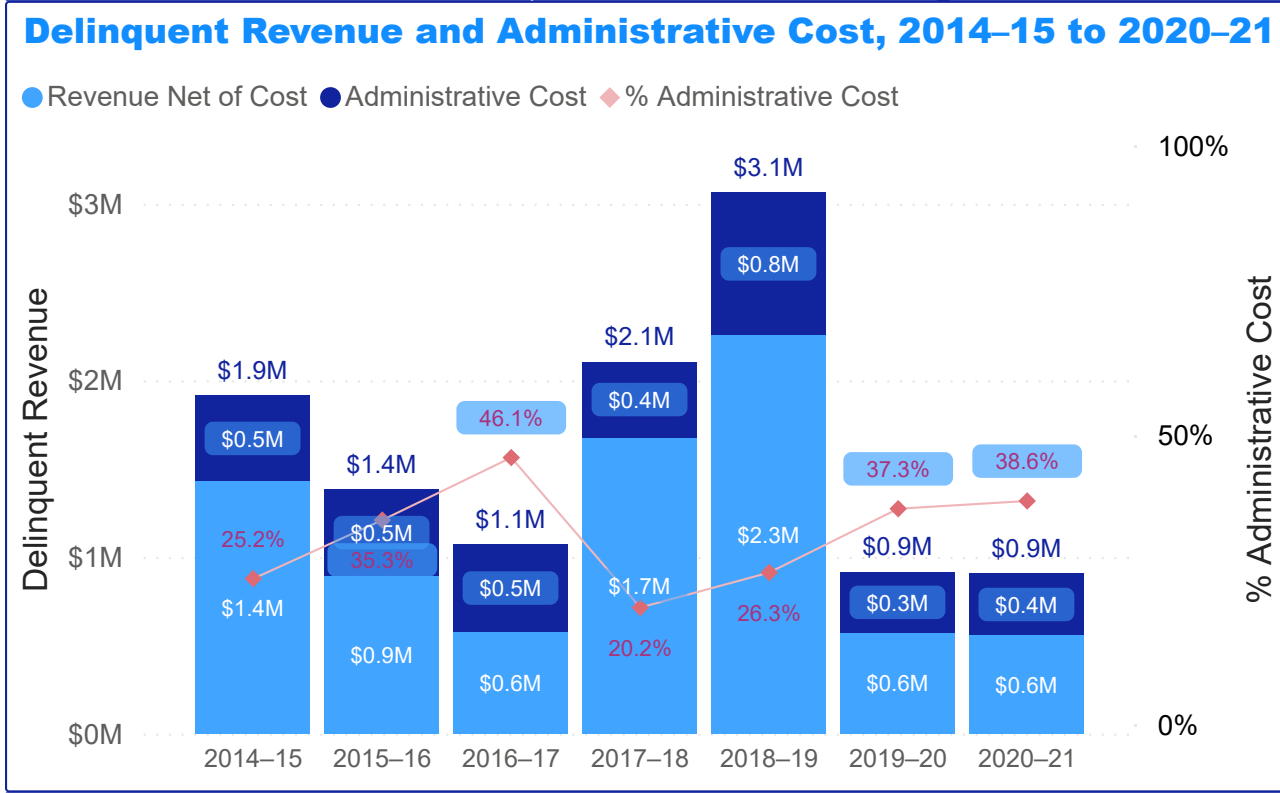


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$301,962	\$262,445	86.9%
County	-	-	-
Private Agency	\$604,381	\$87,757	14.5%
FTB-COD	-	-	-
Intrabranch	-	-	-
Other	-	-	-
Total	\$906,343	\$350,202	38.6%



Court Siskiyou	Default Rate Current: - Prior: - Combined: -	No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 36,924	No. of Delinquent Cases With Payments Not Available
--------------------------	--	--	--	---	---



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$301,962	-	\$262,445	-	\$49,478	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$604,381	-	\$87,757	-	\$396,100	-	-	\$1,749,604
FTB-COD	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$906,343	-	\$350,202	-	\$445,578	-	-	\$1,749,604

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$604,381	-	\$87,757
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$604,381	-	\$87,757

Solano: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Solano County and the County of Solano. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Solano collections program, the collection activity information represents the activities for the private agency only. According to the agreement made between the court and the private agency, the agency charges an administrative fee of two percent of the gross collections collected by the Franchise Tax Board Interagency Intercept Collections program.

The county collection program is not able to provide the new information by collection activity required by Government Code section 68514 because of system limitations. The county program is transitioning to a new system and working on ensuring the collection activities are addressed in the new system.

The court has established a small collection unit. The unit handles the collection of delinquent accounts (criminal fees and fines) prior to referring cases to the private agency, processes cases subject to trial by written declaration pursuant to Vehicle Code section 40903, and among other things, manages collections assigned to the private agency and Franchise Tax Board. The court is in the process of migrating to a new system where the collection activities required in this report are addressed for accurate reporting.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Solano ▼	\$148,491,430	\$4,859,765	\$9,283,117	\$1,500,143	\$0	\$998,580

2020-21 Collections Individual Program Report

Population
438,527
Judges
20
Commissioners
3.00

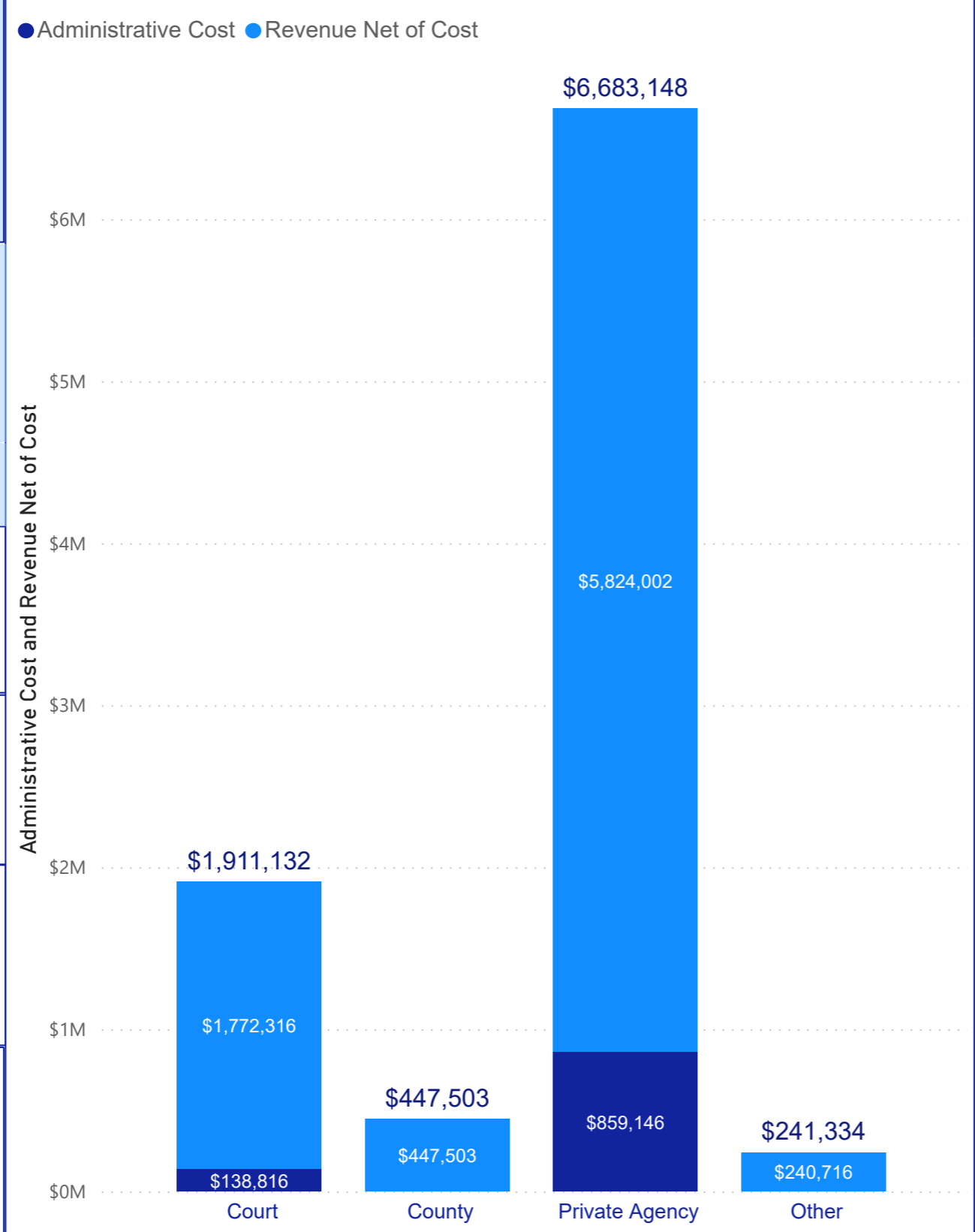
Best Practices Engaged
23/25

Collections Activities Performed
12/16

Gross Recovery Rate		
Current	Prior	Combined
21%	5%	7%

Success Rate		
Current	Prior	Combined
20%	4%	6%

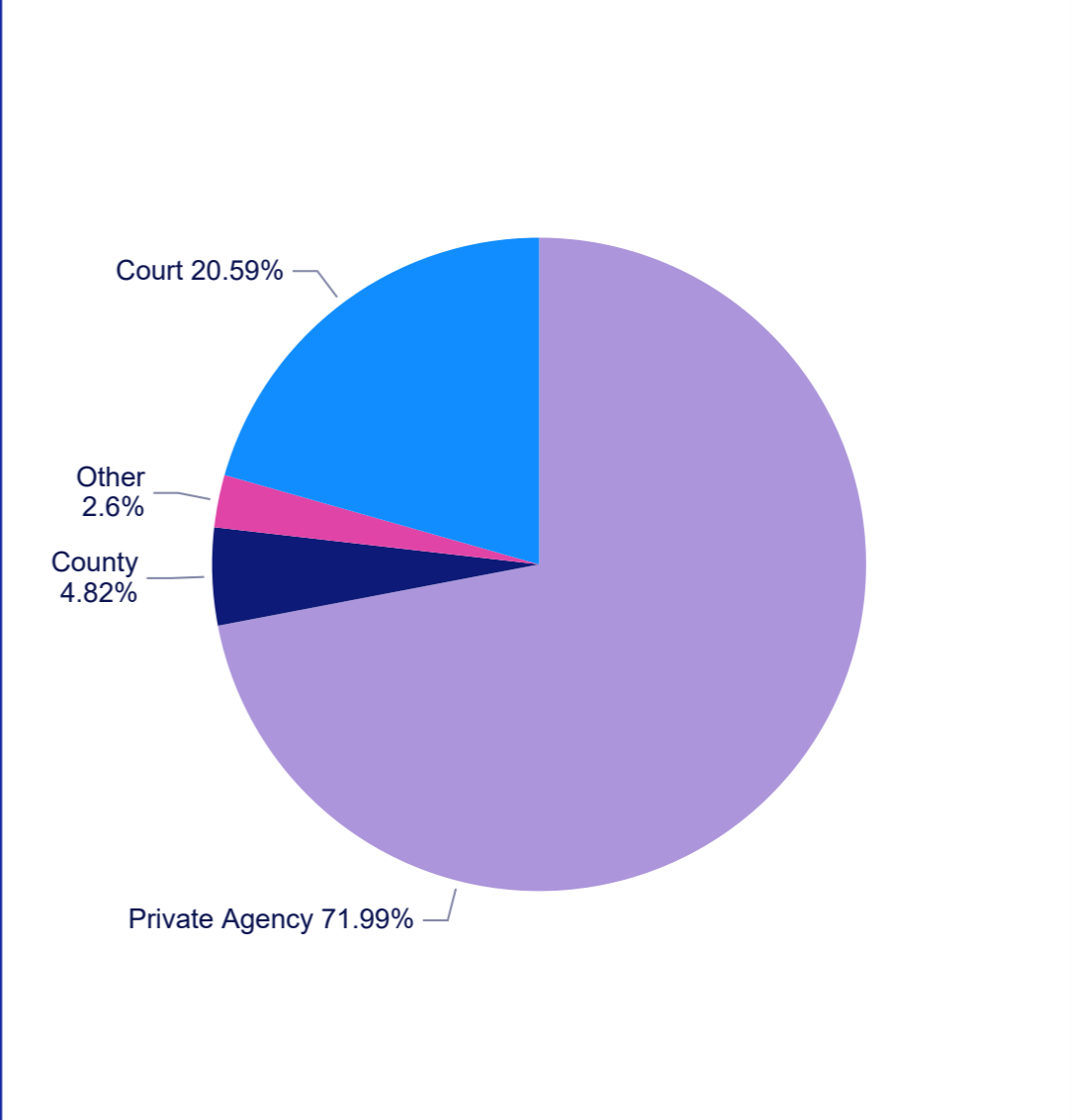
Delinquent Revenue and Administrative Cost by Program



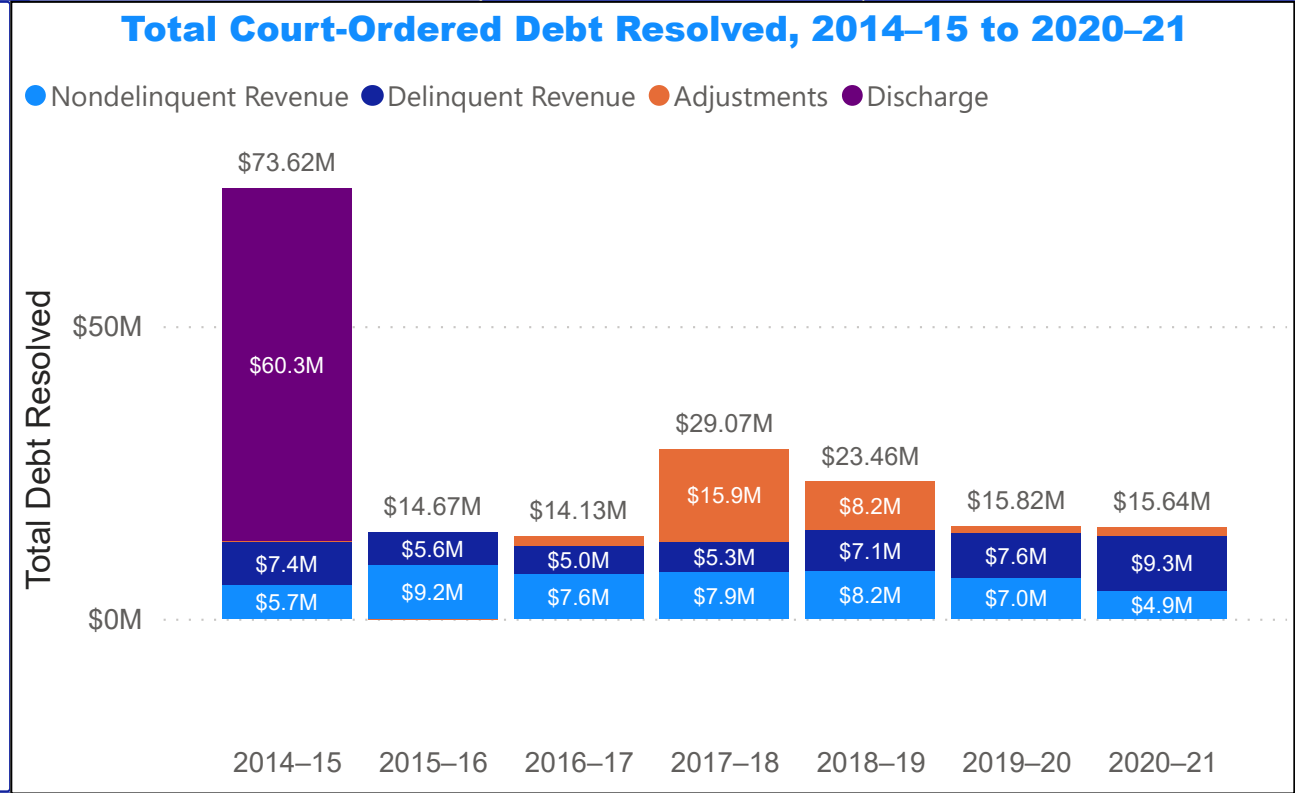
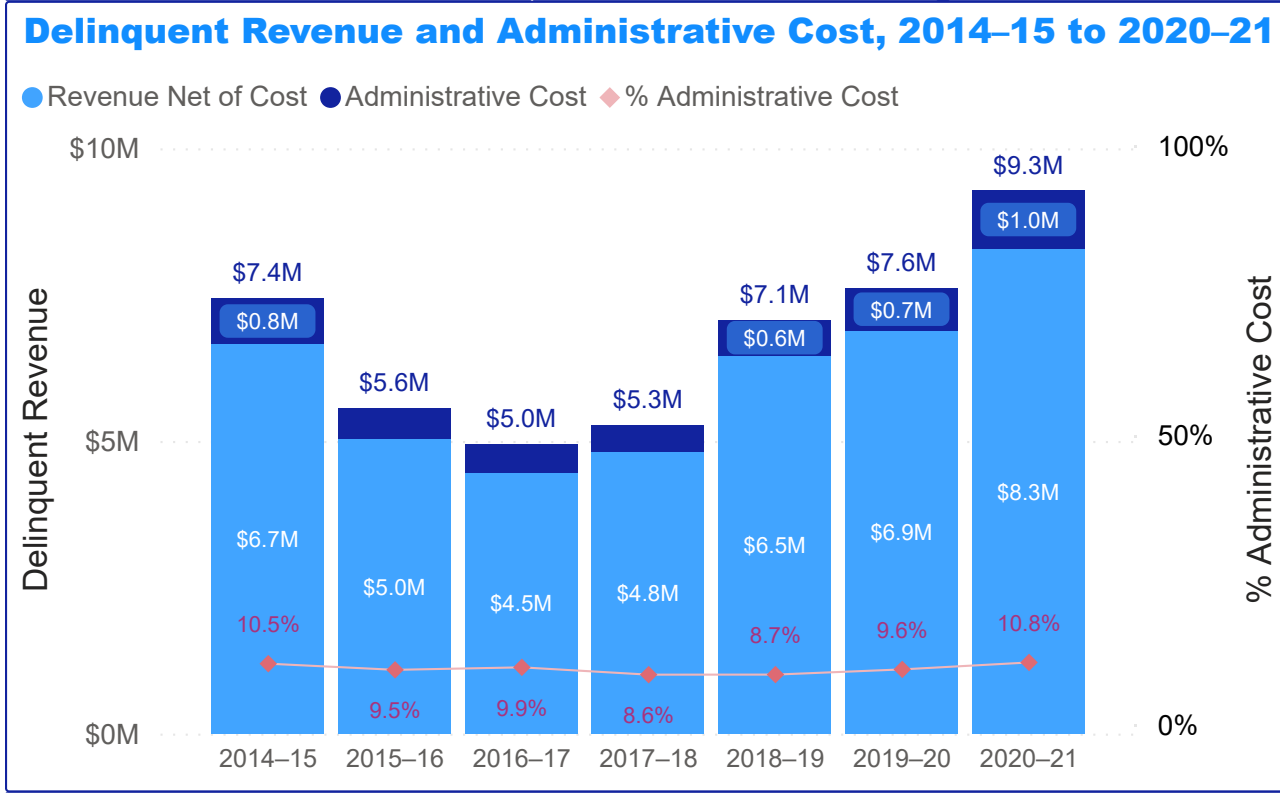
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$1,911,132	\$138,816	7.3%
County	\$447,503	-	-
Private Agency	\$6,683,148	\$859,146	12.9%
FTB-COD	-	-	-
Intrabranch	-	-	-
Other	\$241,334	\$618	0.3%
Total	\$9,283,117	\$998,580	10.8%

Delinquent Revenue by Program



Court Solano	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 255,127	No. of Delinquent Cases With Payments 13,230
	13%	13%	13%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,911,132	-	\$138,816	-	-	-	-	-
County	\$267,866	\$179,637	-	-	\$61,458	\$94,835	-	-
Private Agency	\$1,337,618	\$5,345,530	\$188,540	\$670,605	\$163,738	\$1,180,112	-	-
FTB-COD	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$241,334	-	\$618	-	-	-	-	-
Total	\$3,757,950	\$5,525,167	\$327,974	\$670,605	\$225,196	\$1,274,947	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$4,725,443	7,509	\$673,404
2 - Written Notice(s)	\$1,283,252	3,501	\$169,853
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$674,454	575	\$15,888
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$6,683,148	11,585	\$859,146

Sonoma: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sonoma County and the County of Sonoma. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Sonoma collections program, the court suspended referral of delinquent cases to collections when the pandemic began and continues to suspend referring delinquent cases to collections. Delinquent cases that were referred to collections prior to the pandemic continue to be referred to Franchise Tax Board and the private collection agency.

The court still has issues extracting the needed information from its case management system and therefore cannot provide some of the necessary information for the reporting period and accounts for reporting differences, specifically in the collections activity report, balances for current and prior periods and installment information.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Sonoma ▼	\$44,078,896	\$9,072,000	\$2,868,992	\$309,590	\$368,072	\$423,477

2020-21 Collections Individual Program Report

Population
484,207

Judges
20

Commissioners
3.00

Best Practices Engaged
20/25

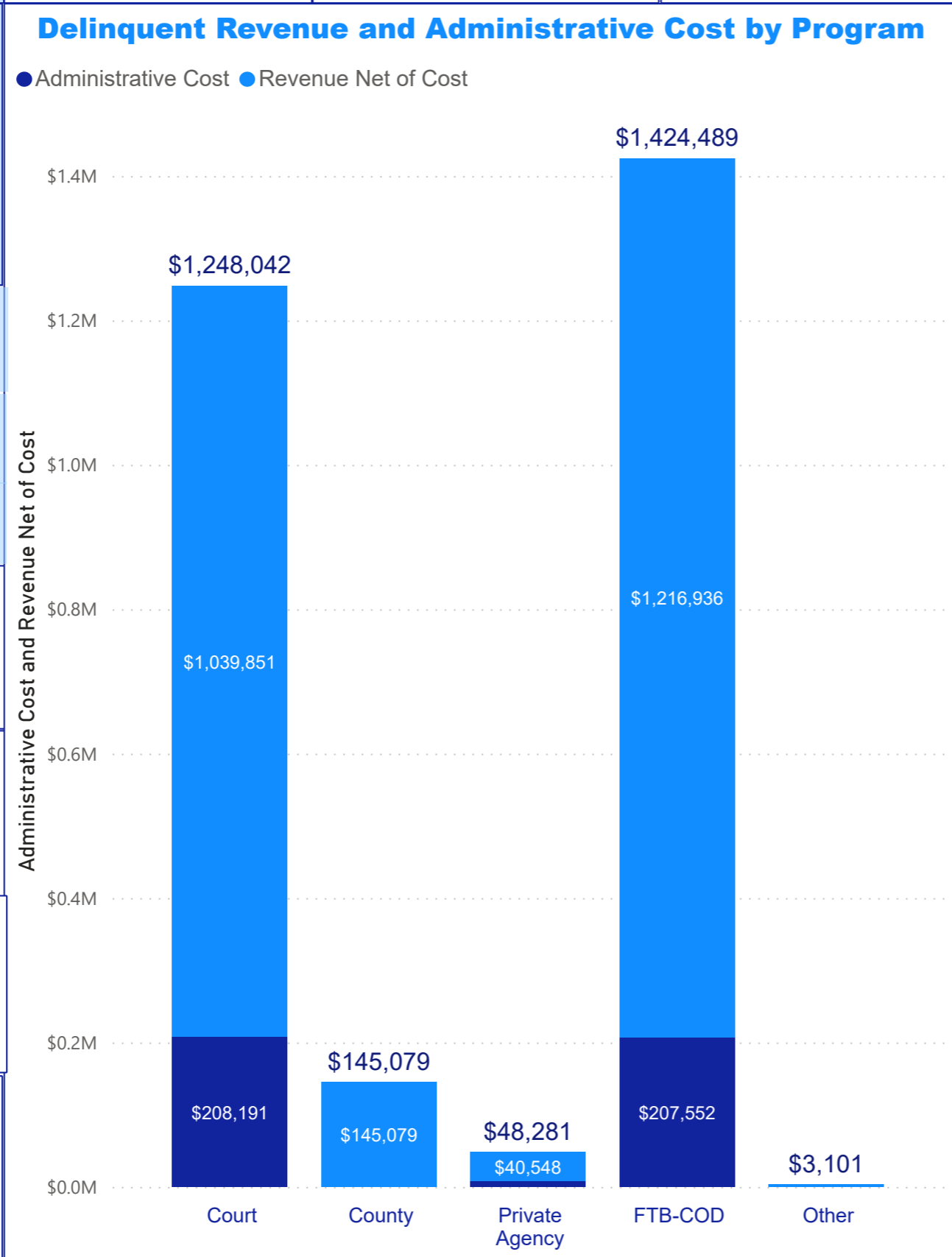
Collections Activities Performed
12/16

Gross Recovery Rate

Current	Prior	Combined
10%	7%	7%

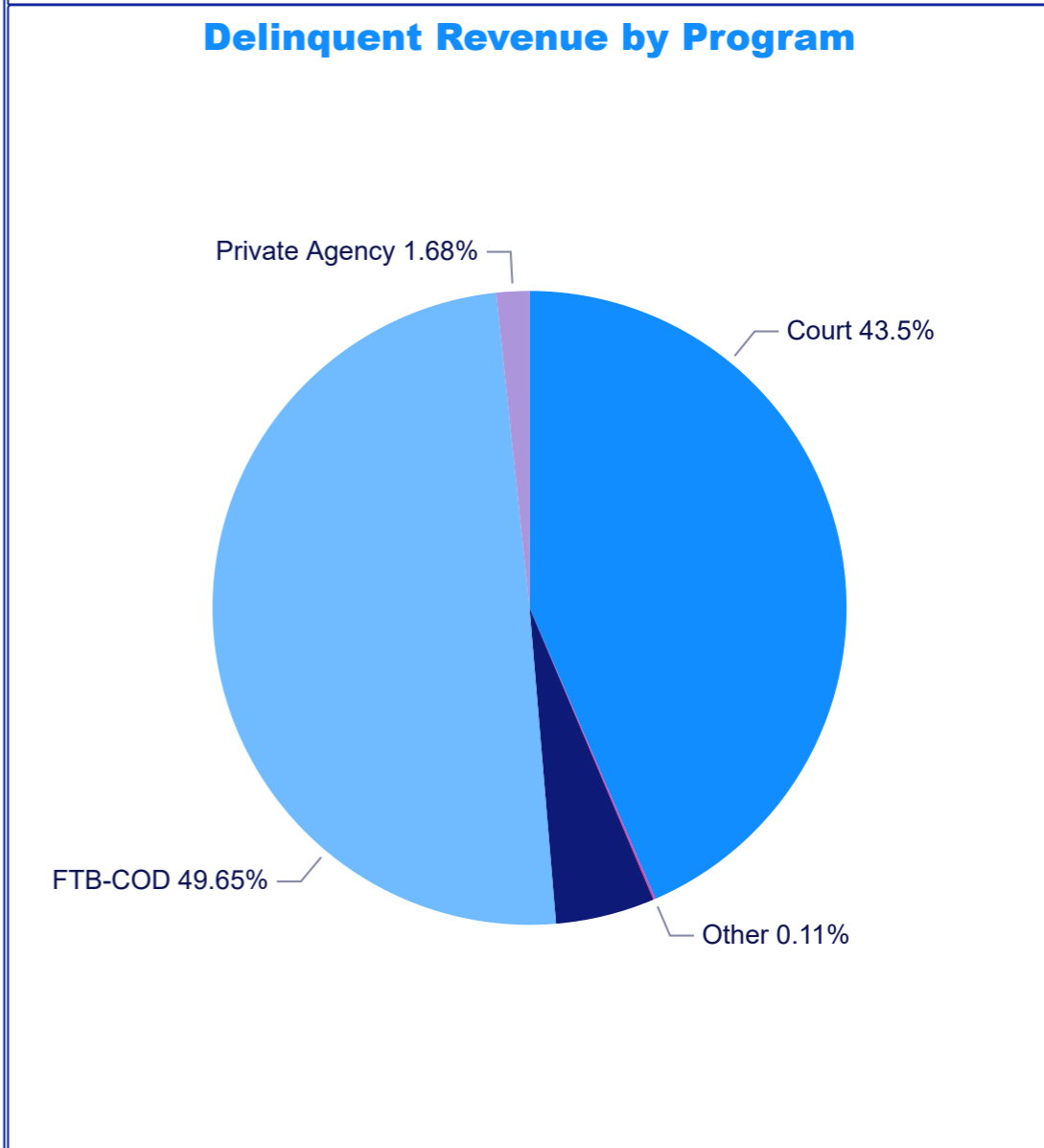
Success Rate

Current	Prior	Combined
10%	6%	6%

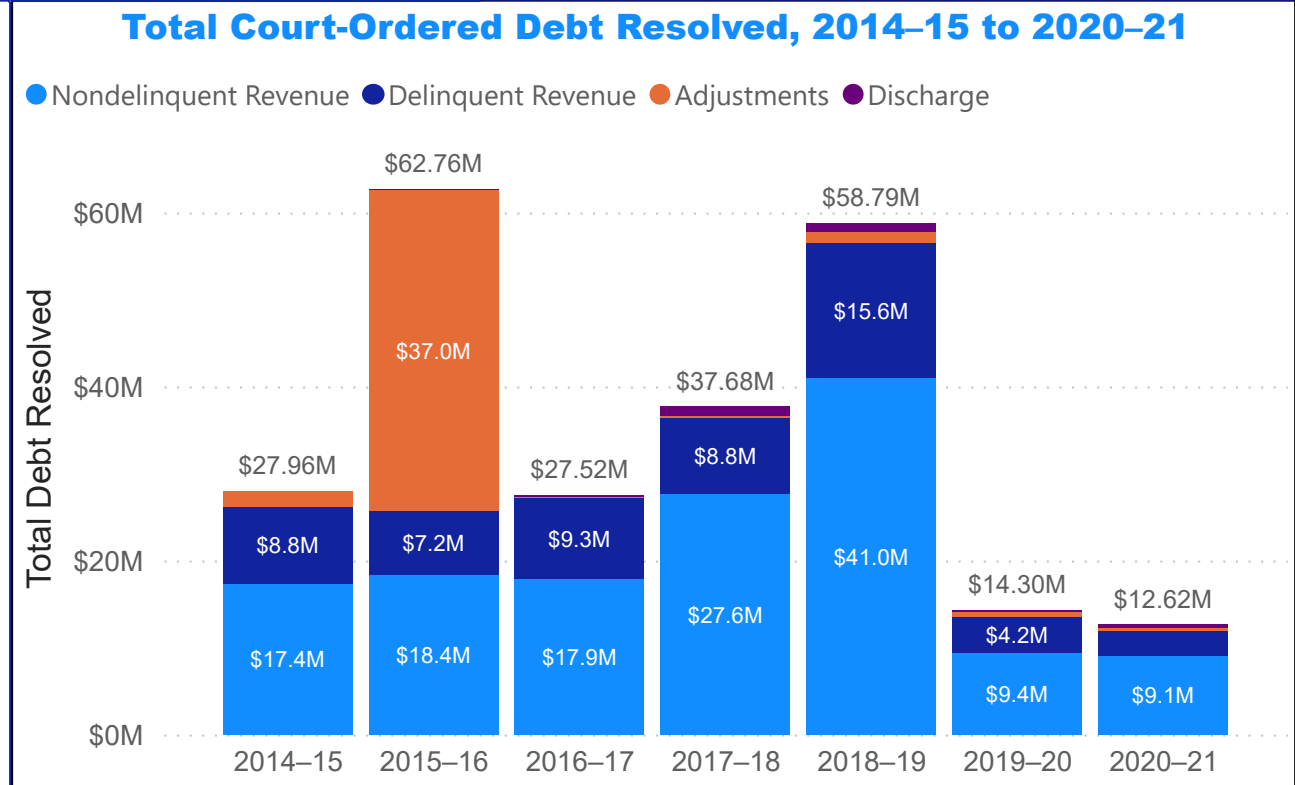
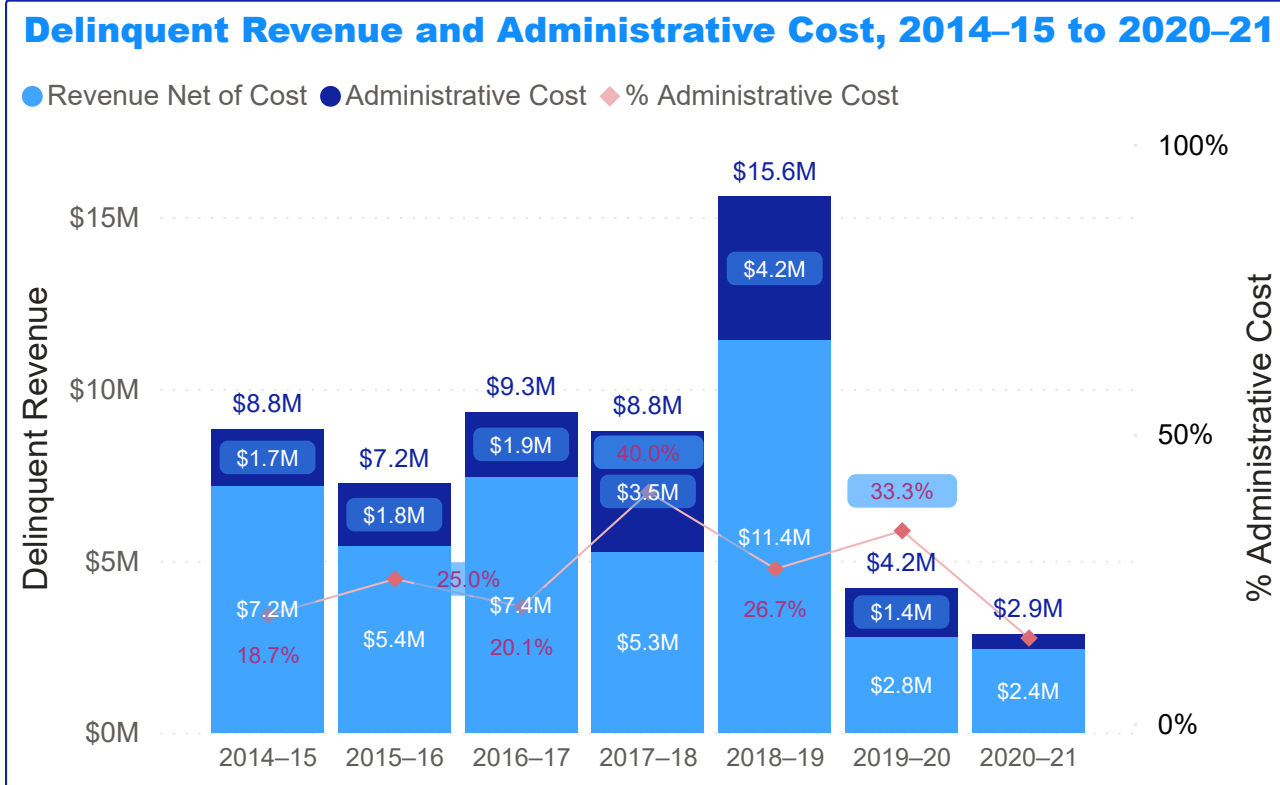


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$1,248,042	\$208,191	16.7%
County	\$145,079	-	-
Private Agency	\$48,281	\$7,733	16.0%
FTB-COD	\$1,424,489	\$207,552	14.6%
Intrabranch	-	-	-
Other	\$3,101	-	-
Total	\$2,868,992	\$423,477	14.8%



Court Sonoma	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 29,235	No. of Delinquent Cases Reported 69,357	No. of Delinquent Cases With Payments 30,339
	3%	44%	41%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	\$1,248,042	-	\$208,191	-	\$293,709	-	-
County	\$25,513	\$119,566	-	-	-	\$398	-	\$66
Private Agency	\$20,015	\$28,266	\$3,265	\$4,468	\$4,732	\$1,691	-	\$38,530
FTB-COD	\$173,491	\$1,250,998	\$25,979	\$181,574	\$1,068	\$7,255	-	\$313,646
Intrabranh	-	-	-	-	-	-	-	-
Other	(\$160)	\$3,261	-	-	\$330	\$408	-	\$15,830
Total	\$218,859	\$2,650,133	\$29,244	\$394,233	\$6,130	\$303,461	-	\$368,072

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$42,488	62	\$6,992
2 - Written Notice(s)	\$4,626	17	\$792
3 - Lobby/Counter	\$145,079	48	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$82,920	6,385	\$6,317
6 - FTB-IIC	\$3,101	1,232	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,167	717	\$13
9 - Wage/Bank Garnishments & Liens	\$1,048,524	13,396	-
Total	\$1,327,904	21,857	\$14,114

Stanislaus: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Stanislaus County and the County of Stanislaus. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Stanislaus collections program, for 2020–21, the program managed a smaller caseload than in previous years. The decline is likely due to reduced courthouse case appearances as a result of COVID-19 pandemic restrictions. The Franchise Tax Board (FTB) Interagency Intercept Collection (IIC) program was suspended for several months of the fiscal year which had a direct impact on court-ordered debt. For 2020–21, the collections portion of the court's case management system has not been turned on at full capacity. Traffic division was closed to the public for a few months due to the pandemic. The program also had to notify their collection agencies to hold back on collections as our staff was limited. However, revenues for 2020–21 surpassed revenues for the previous fiscal year and there was an increase in the amount of accounts paid in full.

Because of system limitations, the program is able to report only limited information regarding collection activities, but potential system improvements may provide the data required by Government Code section 68514 in the future. The number of cases on a payment plan and the number of defaulted payment plans is also not available.

According to the program, of the total amount of adjustments reported during 2020-21, \$3,314,873.74 were due to the implementation of Assembly Bill 1869.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Stanislaus ▼	\$139,237,727	\$5,698,475	\$5,148,860	\$30,872,953	\$0	\$1,778,111

2020-21 Collections Individual Program Report

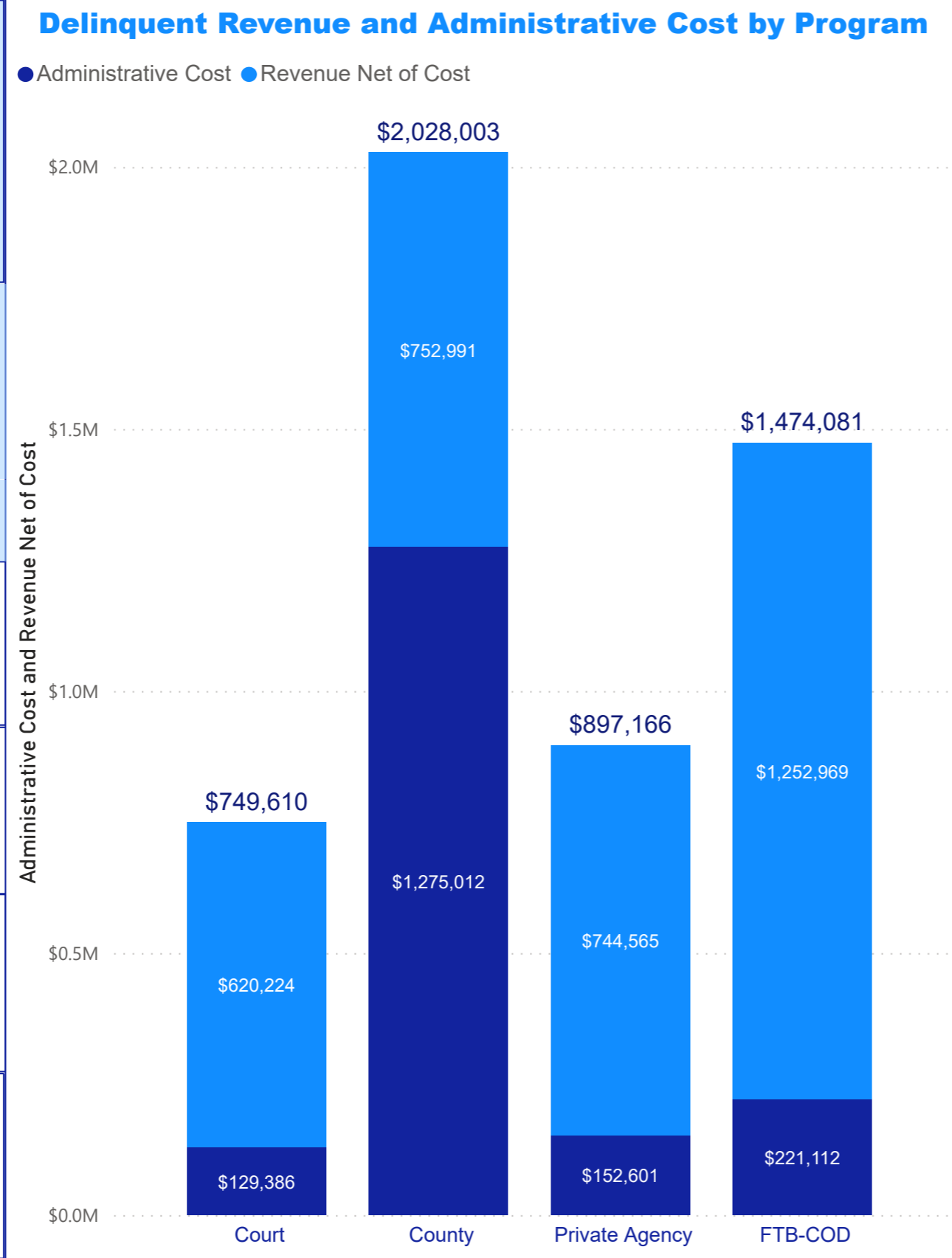
Population	555,968
Judges	22
Commissioners	3.00

Best Practices Engaged	25/25
-------------------------------	-------

Collections Activities Performed	16/16
---	-------

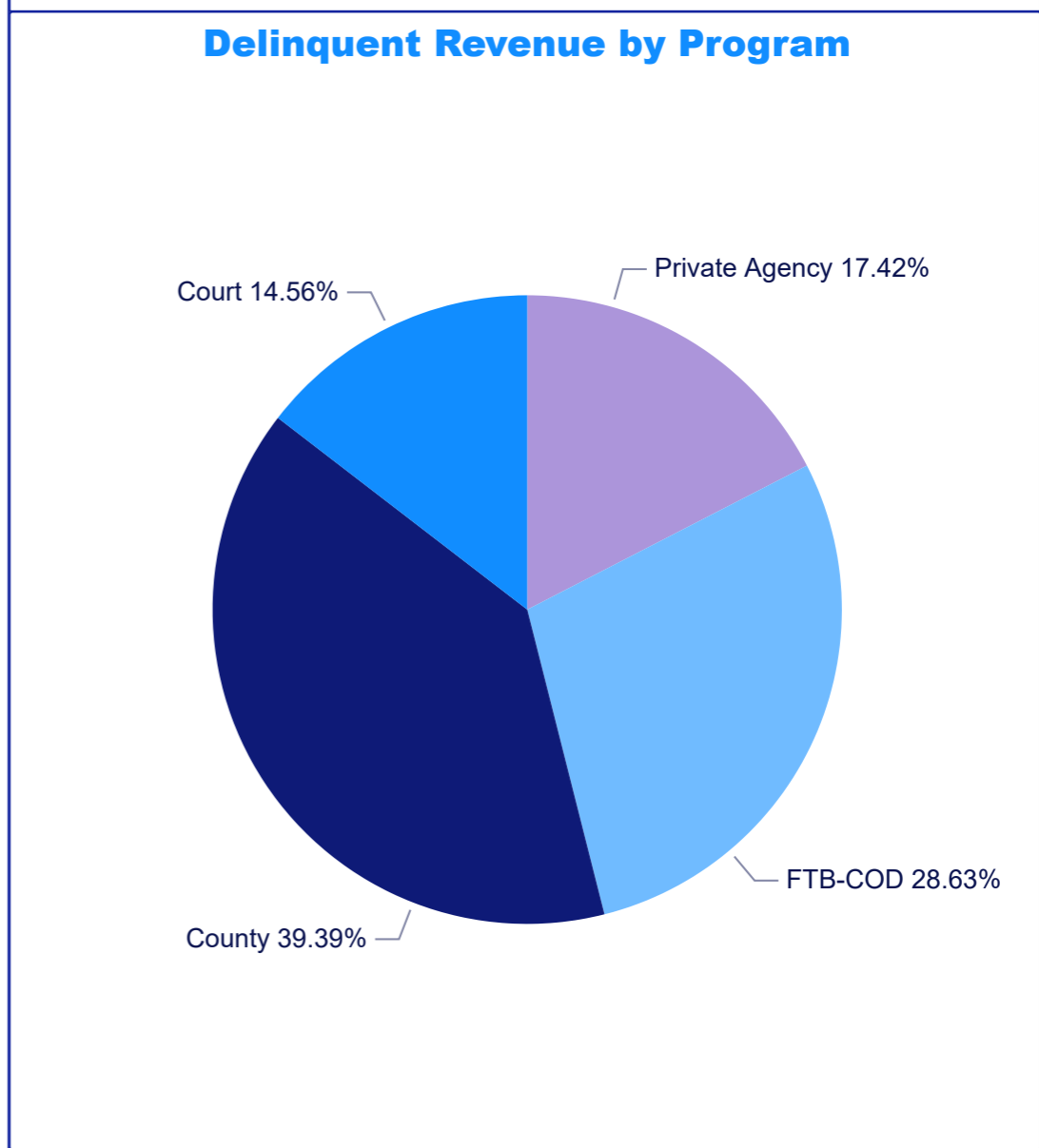
Gross Recovery Rate		
Current	Prior	Combined
42%	15%	21%

Success Rate		
Current	Prior	Combined
10%	3%	4%

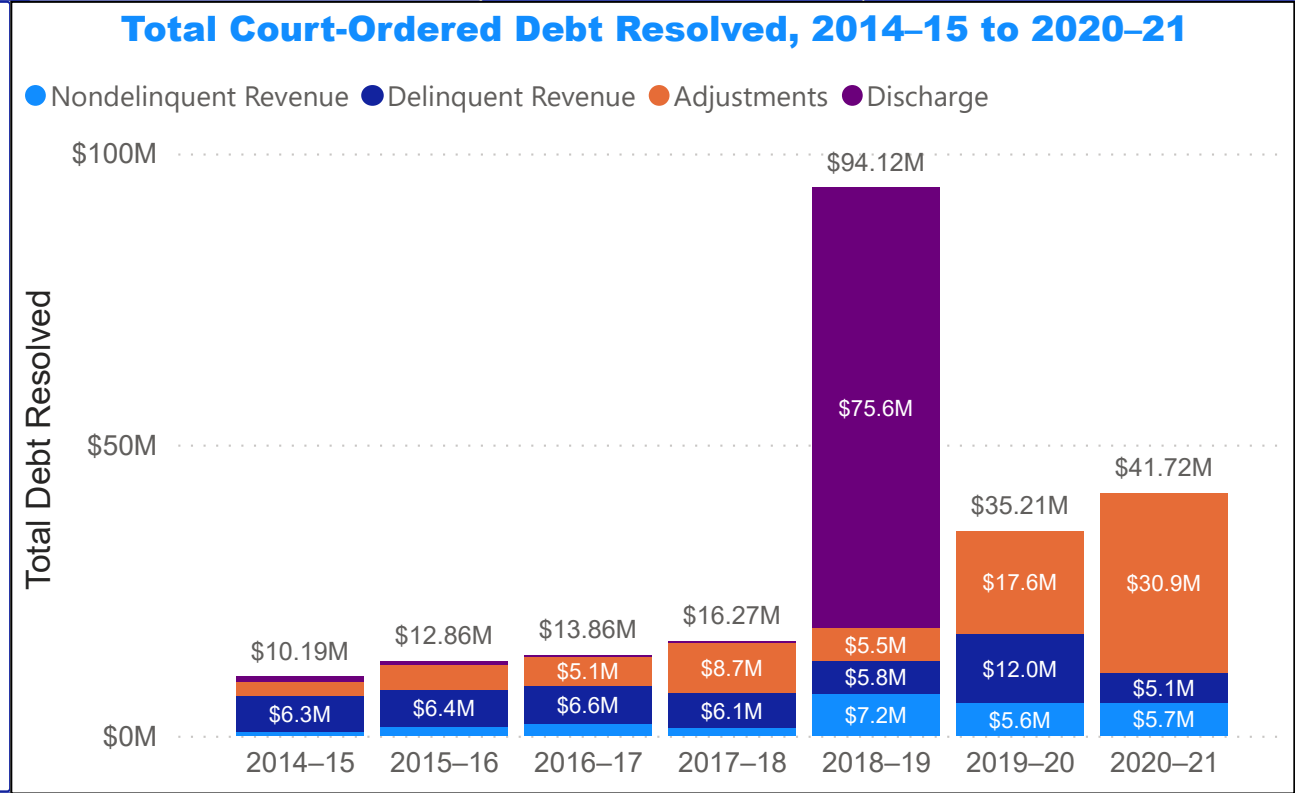
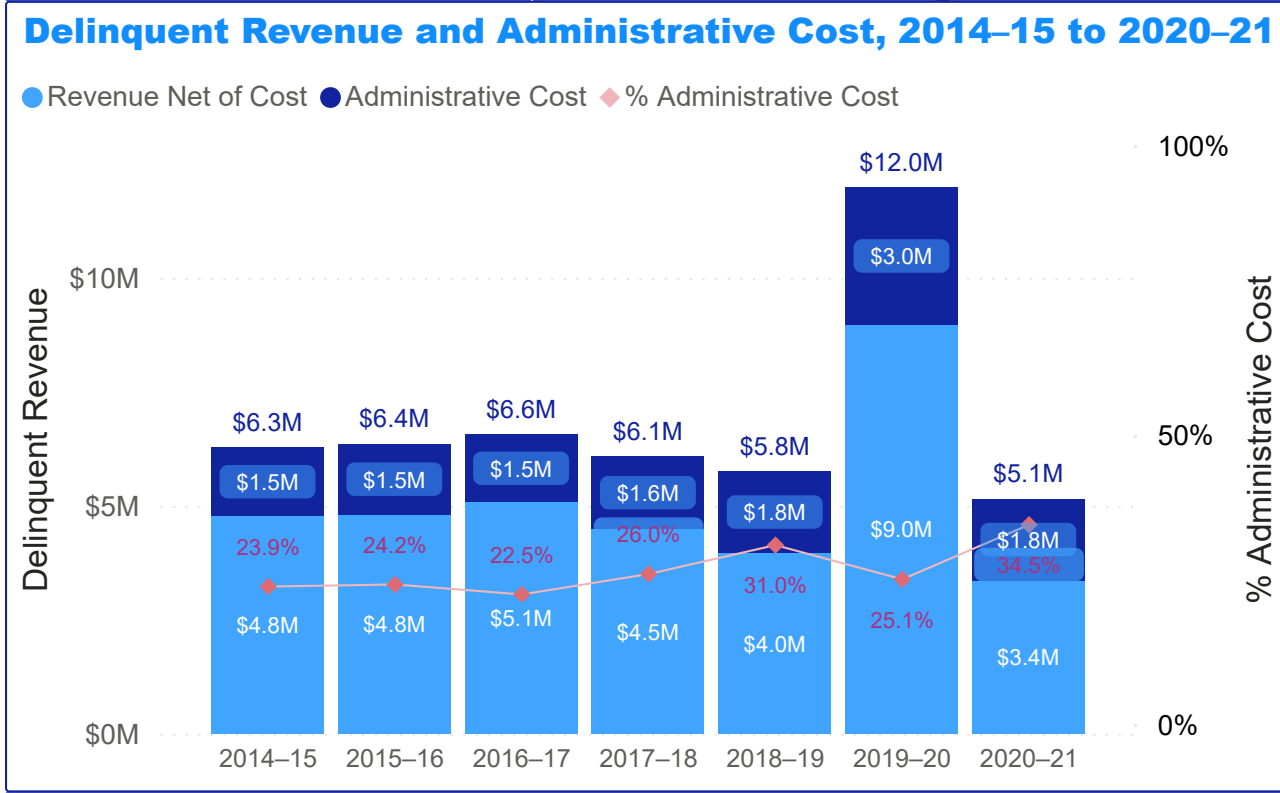


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$749,610	\$129,386	17.3%
County	\$2,028,003	\$1,275,012	62.9%
Private Agency	\$897,166	\$152,601	17.0%
FTB-COD	\$1,474,081	\$221,112	15.0%
Intrabranh	-	-	-
Other	-	-	-
Total	\$5,148,860	\$1,778,111	34.5%



Court Stanislaus	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 22,576	No. of Delinquent Cases Reported 387,099	No. of Delinquent Cases With Payments 31,957
	Current	Prior	Combined				
	42%	65%	60%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$47,948	\$701,662	\$8,276	\$121,110	\$11,928,602	\$14,904,842	-	-
County	\$988,920	\$1,039,083	\$621,737	\$653,275	\$170,818	\$3,247,944	-	-
Private Agency	\$364,466	\$532,700	\$62,477	\$90,124	\$3,092	\$617,655	-	-
FTB-COD	\$628,385	\$845,696	\$94,258	\$126,854	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$2,029,719	\$3,119,141	\$786,748	\$991,363	\$12,102,512	\$18,770,441	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,890,022	-	\$1,271,042
2 - Written Notice(s)	\$308	3	-
3 - Lobby/Counter	\$749,610	3,163	\$129,386
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,474,081	29,669	\$221,113
6 - FTB-IIC	\$24,005	75	\$3,970
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	\$113,976	499	-
Total	\$4,252,002	33,409	\$1,625,511

Sutter: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sutter County and the County of Sutter. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Sutter collections program, both the court and county saw a decline in nondelinquent and delinquent collections in 2020–21 resulting from the COVID-19 pandemic. Court and county facilities either had very limited access or were closed to the public between March 2020 and June 2021 for social distancing measures. During the same period, staff levels at both agencies were limited.

Also, the Franchise Tax Board’s suspension of its Interagency Intercept Collections (FTB-IIC) program, from February 22 to July 31, 2021, decreased the court and county’s collection rate for the reporting period.

The county continues to have a difficult time retrieving installment plan and defaulted installment plan information because of report limitations within an older version of the CUBS collection system. The program plans to upgrade the CUBS collection system to an updated version in the upcoming fiscal year. The court also continues to have a difficult time extracting information for this report. The court just recently was able to extract installment agreement information but continues to struggle with extracting collection activity data.

Due to ongoing case management system interface issues, zero cases were referred to the FTB’s Court-Ordered Debt program in 2020–21. The court will be upgrading their case management system by fall 2021 and expects that interface issues will be addressed.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program’s case management systems.

Court Sutter	Outstanding Balance \$36,681,918	Nondelinquent Revenue \$2,596,591	Delinquent Revenue \$1,425,696	Adjustments \$20,727	Discharge \$0	Administrative Cost \$306,487
------------------------	--	---	--	--------------------------------	-------------------------	---

2020-21 Collections Individual Program Report

Population
101,289

Judges
5

Commissioners
0.30

Best Practices Engaged
24/25

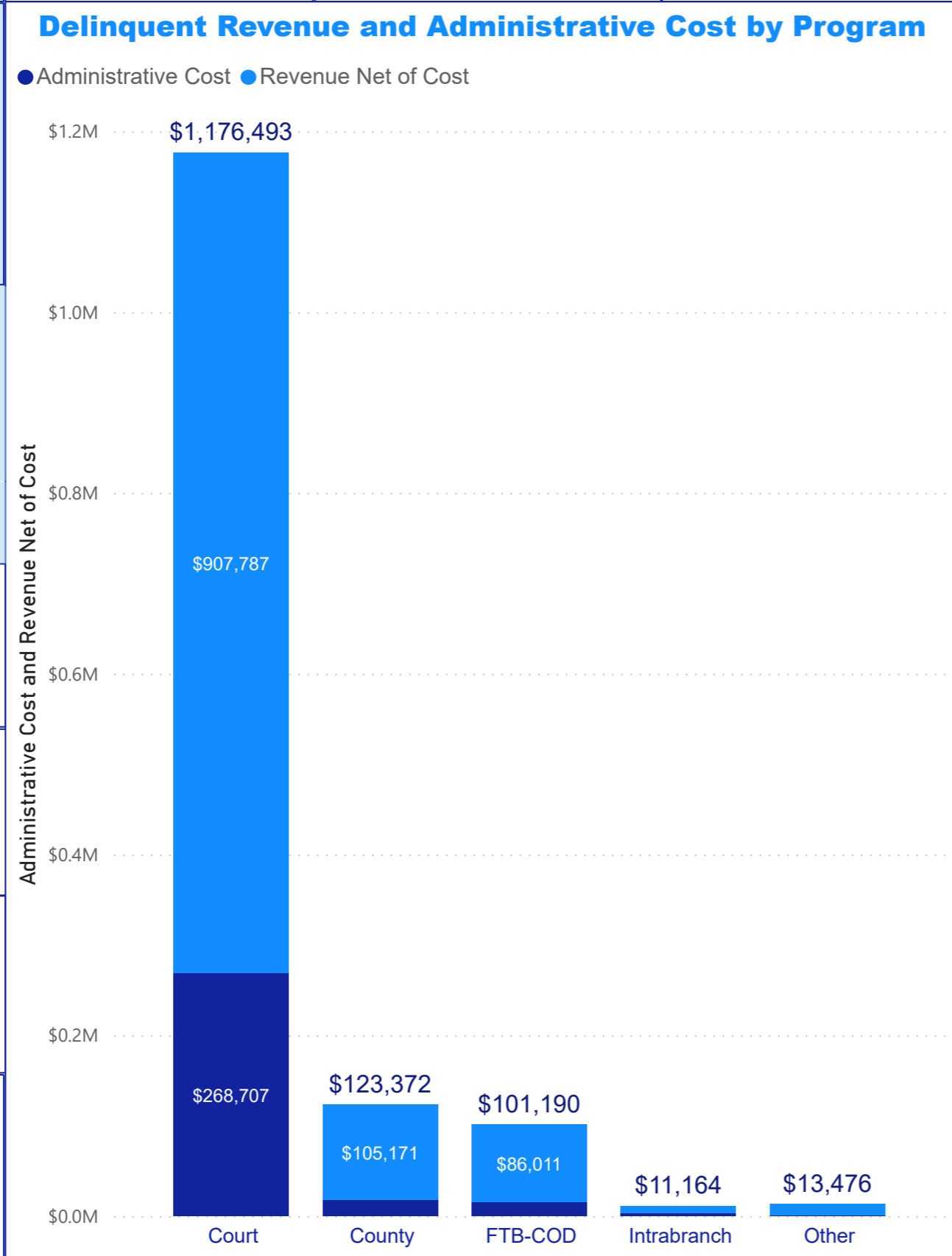
Collections Activities Performed
15/16

Gross Recovery Rate

Current	Prior	Combined
21%	2%	4%

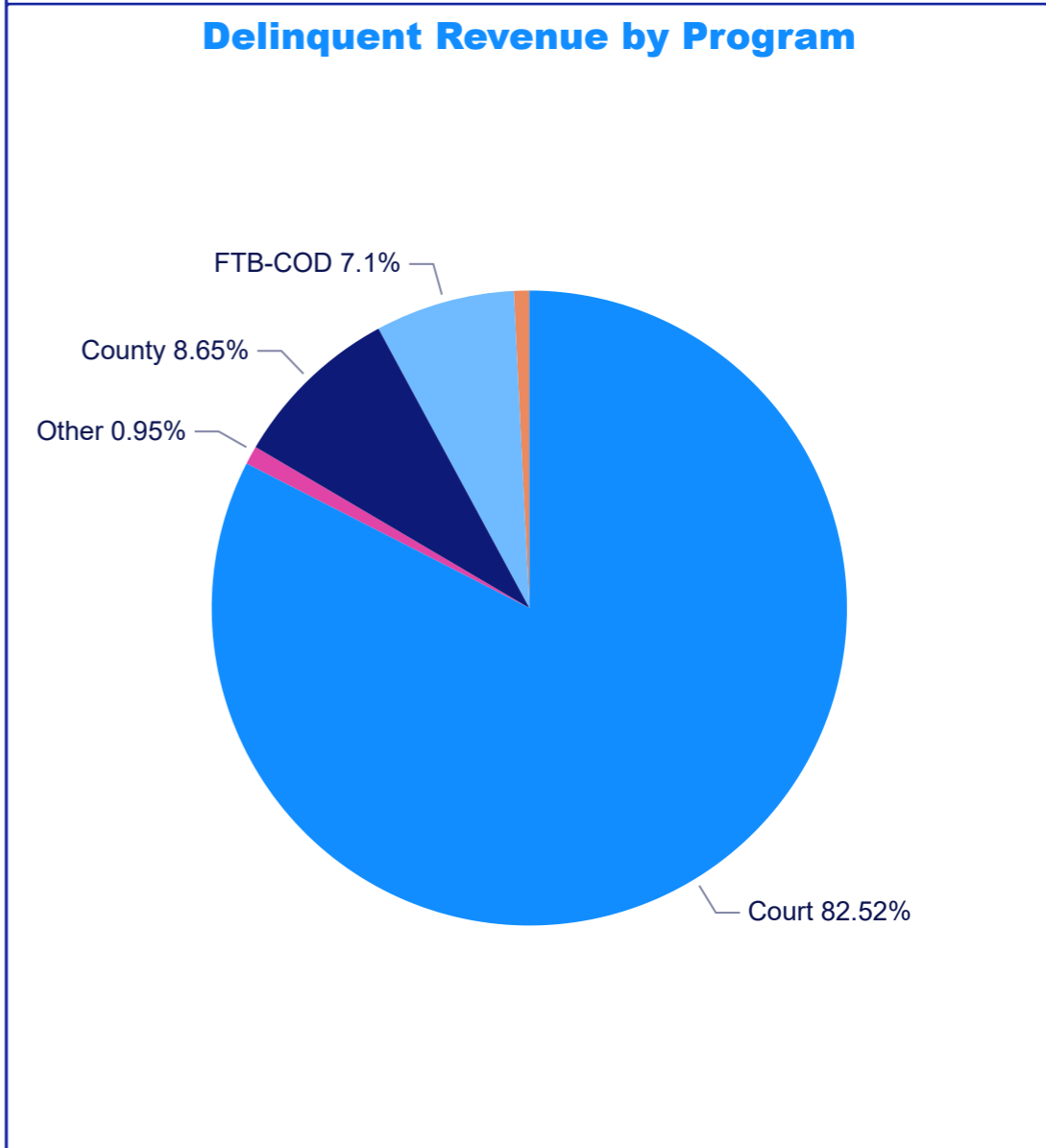
Success Rate

Current	Prior	Combined
21%	2%	4%

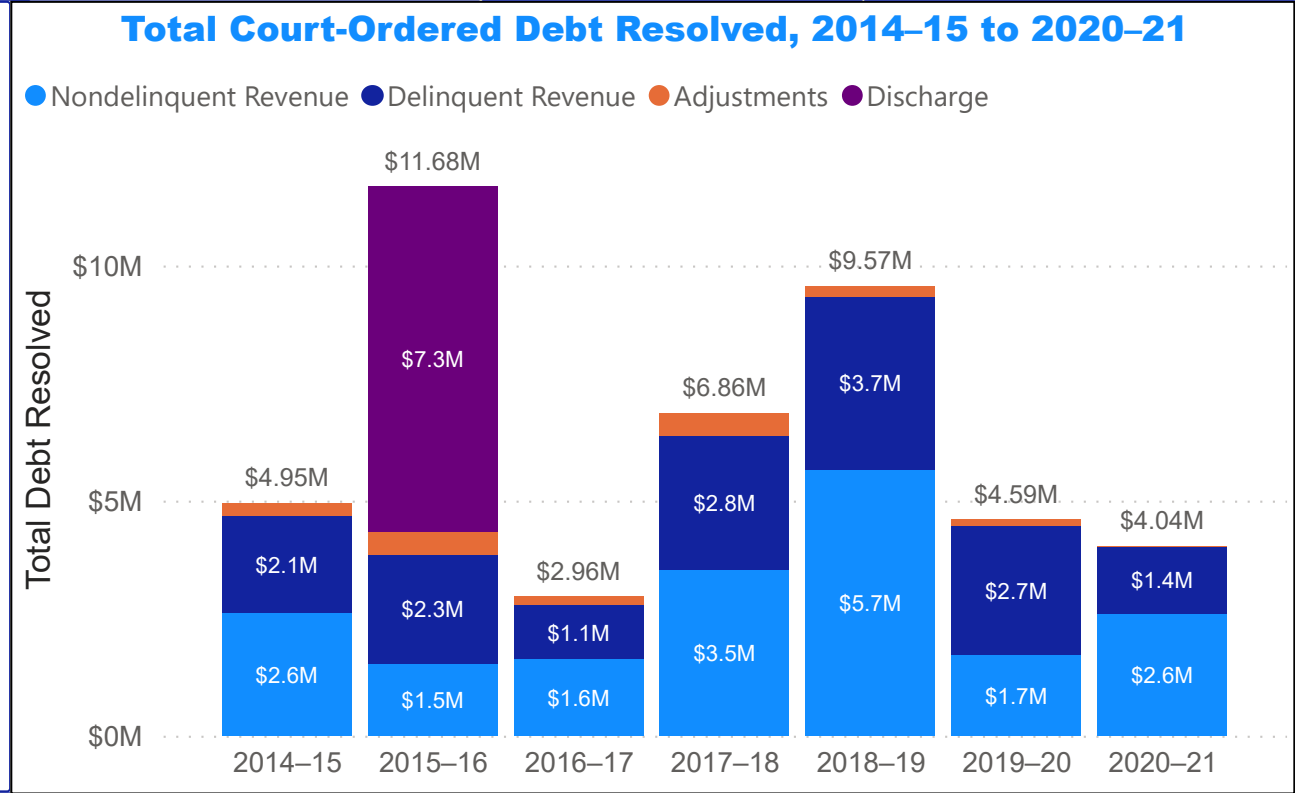
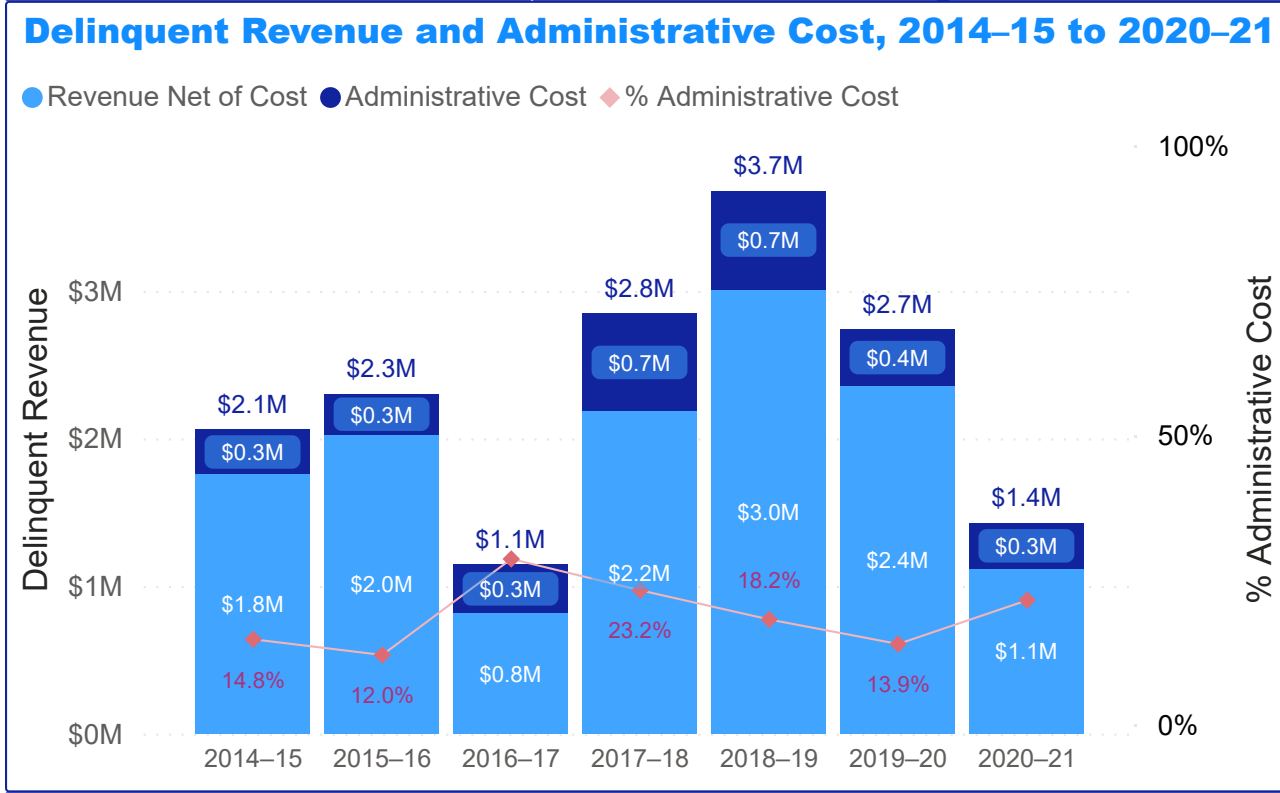


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$1,176,493	\$268,707	22.8%
County	\$123,372	\$18,201	14.8%
Private Agency	-	-	-
FTB-COD	\$101,190	\$15,179	15.0%
Intrabranh	\$11,164	\$3,417	30.6%
Other	\$13,476	\$984	7.3%
Total	\$1,425,696	\$306,487	21.5%



Court Sutter	Default Rate			No. of People Served 2,626	No. of Nondelinquent Cases With Payments 9,443	No. of Delinquent Cases Reported 67,716	No. of Delinquent Cases With Payments 6,145
	Current	Prior	Combined				
	23%	47%	41%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$616,735	\$559,759	\$139,728	\$128,979	\$8,513	\$10,841	-	-
County	\$3,440	\$119,932	\$1,100	\$17,101	\$295	\$1,078	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$10,231	\$90,959	\$1,535	\$13,644	-	-	-	-
Intrabranh	-	\$11,164	-	\$3,417	-	-	-	-
Other	-	\$13,476	-	\$984	-	-	-	-
Total	\$630,406	\$795,290	\$142,363	\$164,125	\$8,808	\$11,919	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$38,996	121	\$8,606
2 - Written Notice(s)	\$766,921	2,300	\$169,276
3 - Lobby/Counter	\$493,949	1,470	\$109,025
4 - Skip Tracing	\$0	0	\$0
5 - FTB-COD	\$101,190	2,162	\$15,179
6 - FTB-IIC	\$13,476	44	\$984
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$11,164	48	\$3,417
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$1,425,696	6,145	\$306,487

Tehama: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tehama County and the County of Tehama. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Tehama collections program, a reduction in recovery and success rates for year 2020–21 continues to be a result of the COVID-19 pandemic in addition to fine and fee reductions related to Ability to Pay, and staff reductions.

Blank cells on the collections report indicate the information requested could not be captured by Shasta court's case management system (CMS) nor the system used by Tehama court. The program will work with the CMS vendor to create a report that will provide this information in the future. Reported case counts for collection activity include all events/activities entered on each account throughout the year; multiple activities are entered on each case.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court Tehama	Outstanding Balance \$48,592,632	Nondelinquent Revenue Not Available	Delinquent Revenue \$1,293,360	Adjustments \$173,775	Discharge \$0	Administrative Cost \$308,814
------------------------	--	---	--	---------------------------------	-------------------------	---

2020-21 Collections Individual Program Report

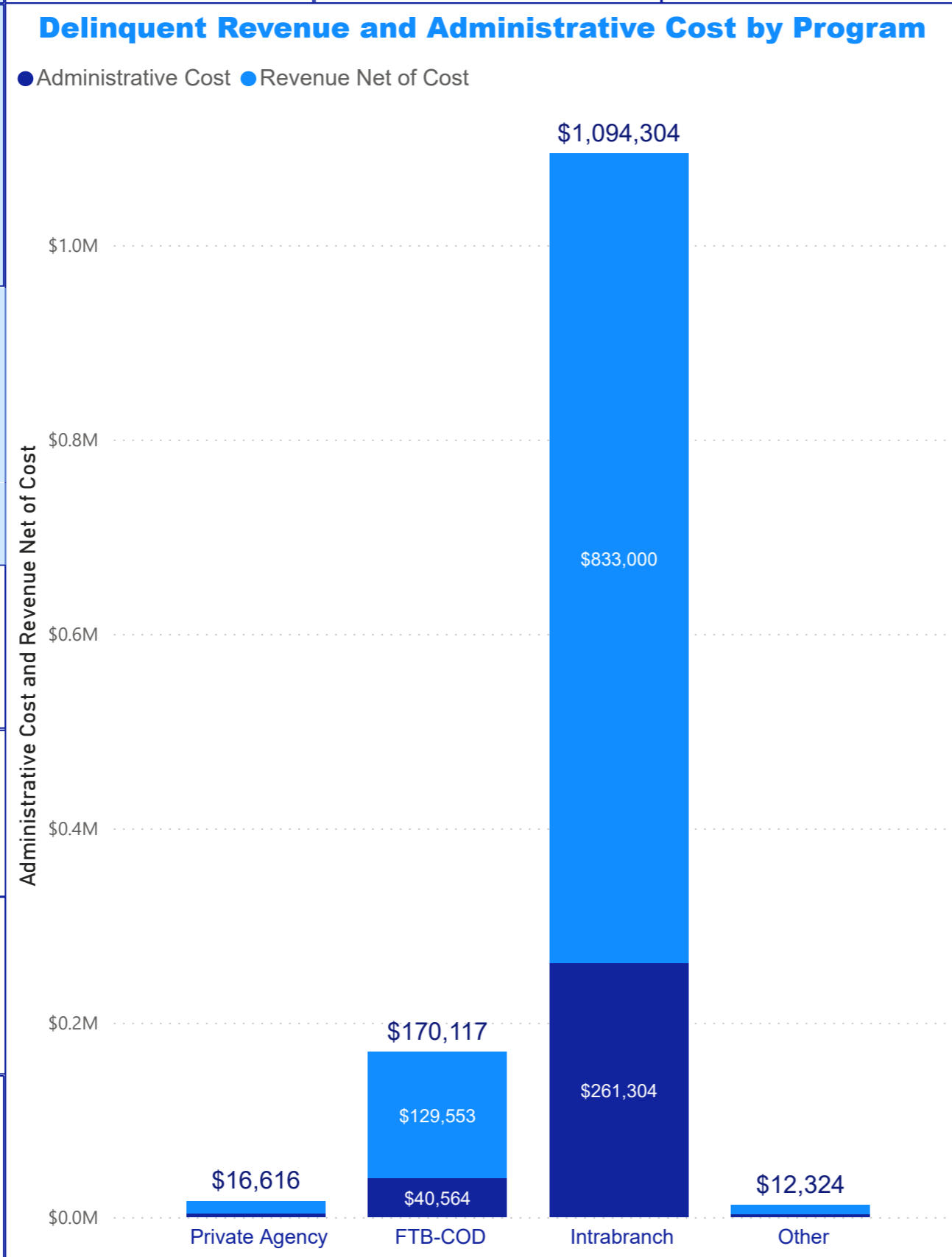
Population 65,354
Judges 4
Commissioners 0.33

Best Practices Engaged 19/25
--

Collections Activities Performed 12/16
--

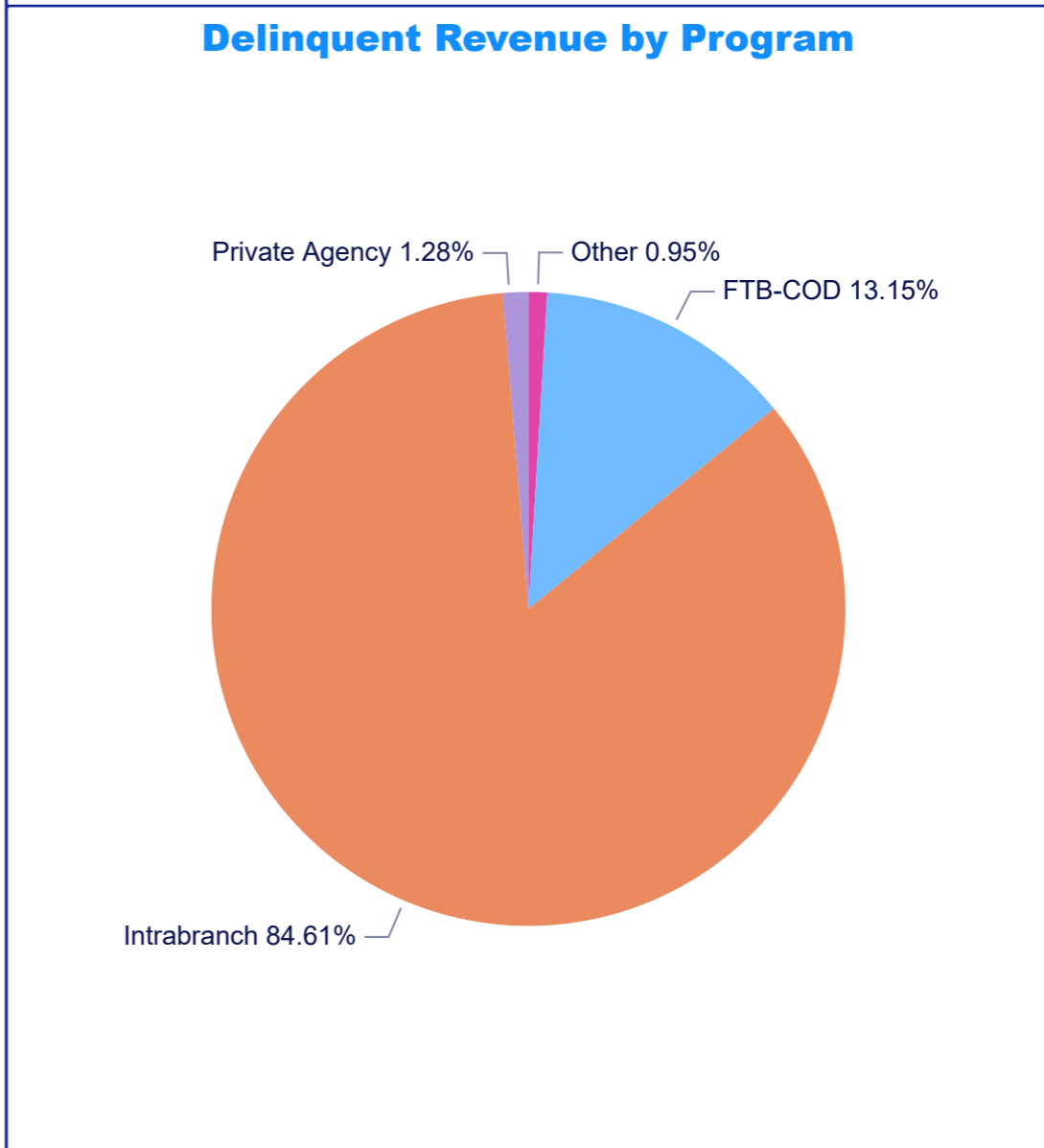
Gross Recovery Rate		
Current	Prior	Combined
3%	3%	3%

Success Rate		
Current	Prior	Combined
3%	2%	3%

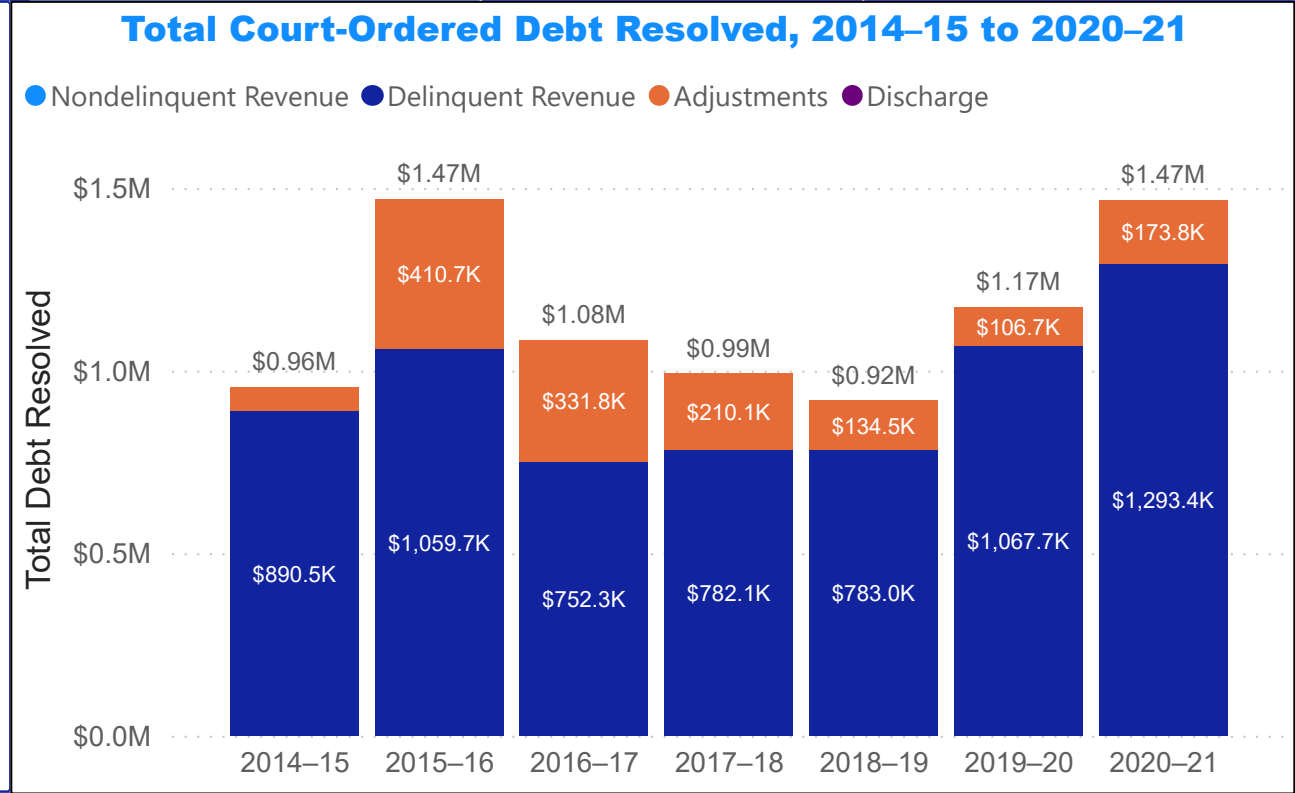
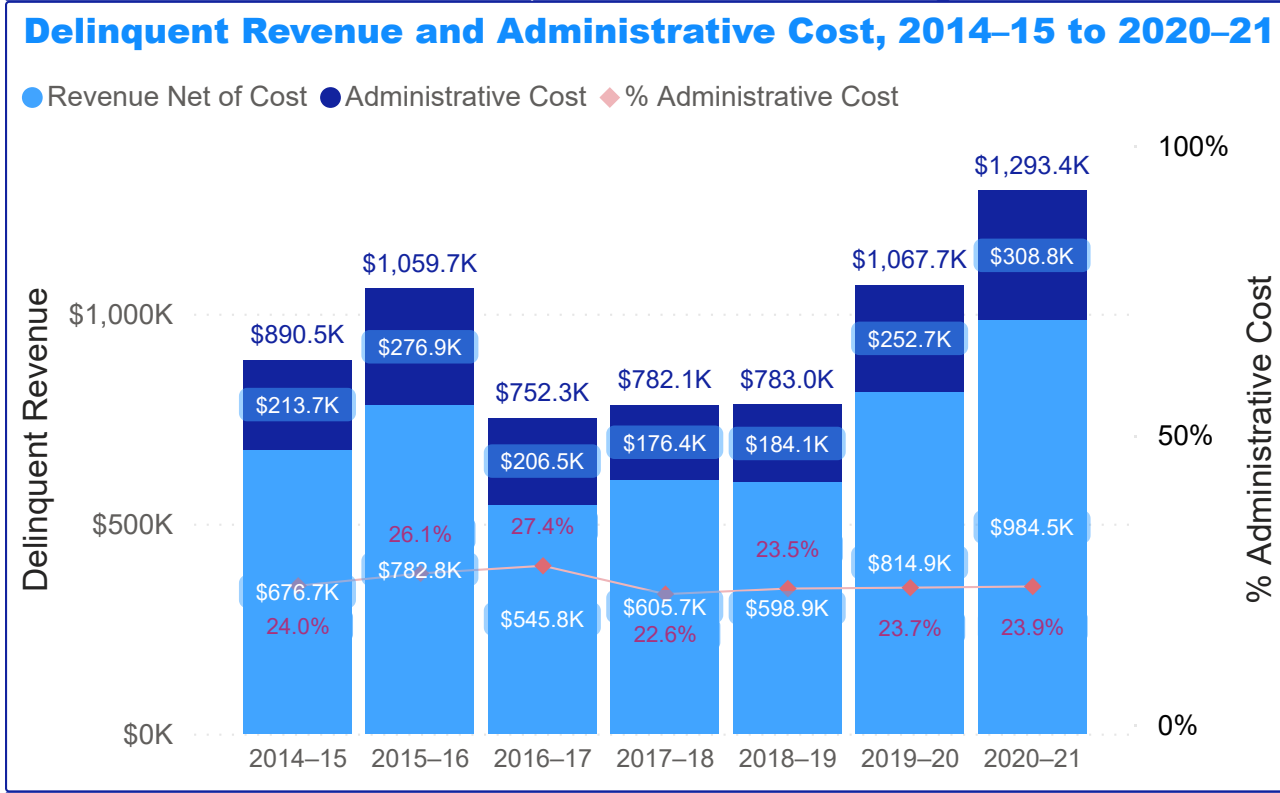


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	-
County	-	-	-
Private Agency	\$16,616	\$3,988	24.0%
FTB-COD	\$170,117	\$40,564	23.8%
Intrabranh	\$1,094,304	\$261,304	23.9%
Other	\$12,324	\$2,958	24.0%
Total	\$1,293,360	\$308,814	23.9%



Court ▼ Tehama ▼	Default Rate Current Prior Combined - - -	No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 50,371	No. of Delinquent Cases With Payments 2,353
----------------------------------	--	--	--	---	---



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$1,319	\$15,297	\$317	\$3,671	-	-	-	-
FTB-COD	\$4,130	\$165,986	\$991	\$39,573	-	-	-	-
Intrabranh	\$381,420	\$712,884	\$91,541	\$169,763	\$52,296	\$121,479	-	-
Other	\$2,557	\$9,767	\$614	\$2,344	-	-	-	-
Total	\$389,425	\$903,934	\$93,463	\$215,351	\$52,296	\$121,479	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,094,304	9,537	\$261,304
2 - Written Notice(s)	-	11,499	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	5,494	-
5 - FTB-COD	\$170,117	1,240	\$40,564
6 - FTB-IIC	\$12,324	6,569	\$2,958
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$16,616	1,194	\$3,988
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,293,360	35,533	\$308,814

Trinity: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt transitioned from the County of Trinity to the Superior Court of Trinity County, effective July 1, 2021, terminating the written memorandum of understanding (MOU) for delinquent collections. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Trinity collections program, the delinquent collections program was transferred from the county to the court effective July 2021. The court is still working to refine the collections programs and activities, including establishing a contract with Franchise Tax Board for further collections efforts.

During 2020–21, the delinquent collections program was transferred from the county to the court. Also, the court went live with a new case management system in June 2020. These two changes had a major impact on the court's reporting capabilities. The court is currently unable to split the cost of collections between current and prior period, all costs are reported under prior period. The \$288 discrepancy between the reported ending balance for all cases and the total net value of newly and prior established debt is likely due to clerical or data entry errors.

When the delinquent collections program was transferred to the court, the court determined that probation fees and jail fees would be collected by the probation department and jail, respectively. The balances for those fee types were not carried over into the new case management system, causing there to be a difference between last year's reported ending balance and this year's beginning balance. Cases are reported for the period in which the fines and fees were ordered. Infraction cases are deemed delinquent the day after the pay or appear date marked on the ticket, however fines and fees are not ordered in cases where a defendant has not made contact with the court until the Trial in Absentia process is completed and the judge rules on the case.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Trinity ▼	\$6,355,985	\$265,806	\$255,405	\$0	\$0	\$76,632

2020-21 Collections Individual Program Report

Population	13,535
Judges	2
Commissioners	0.30

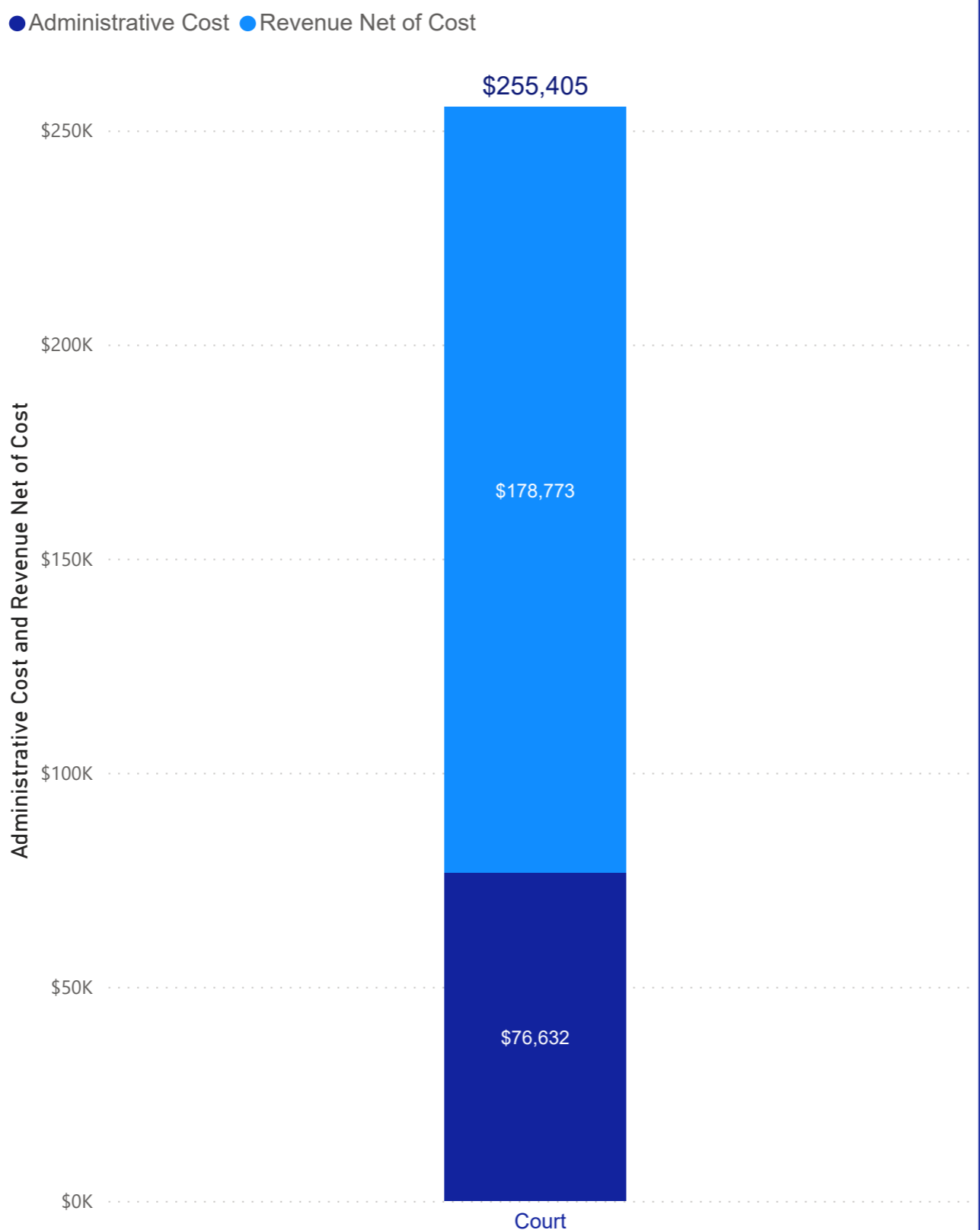
Best Practices Engaged	21/25
-------------------------------	-------

Collections Activities Performed	10/16
---	-------

Gross Recovery Rate		
Current	Prior	Combined
14%	2%	4%

Success Rate		
Current	Prior	Combined
14%	2%	4%

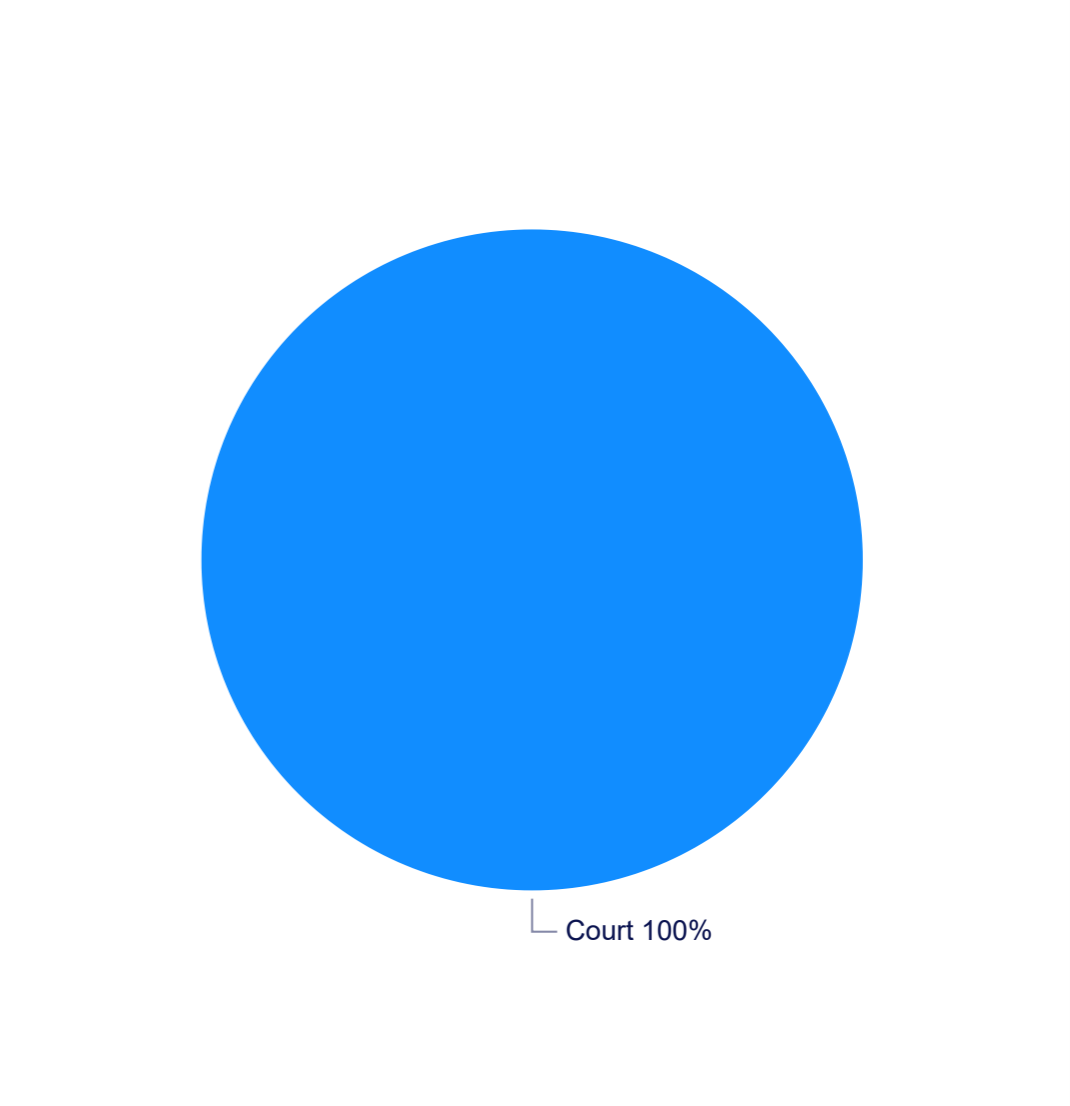
Delinquent Revenue and Administrative Cost by Program



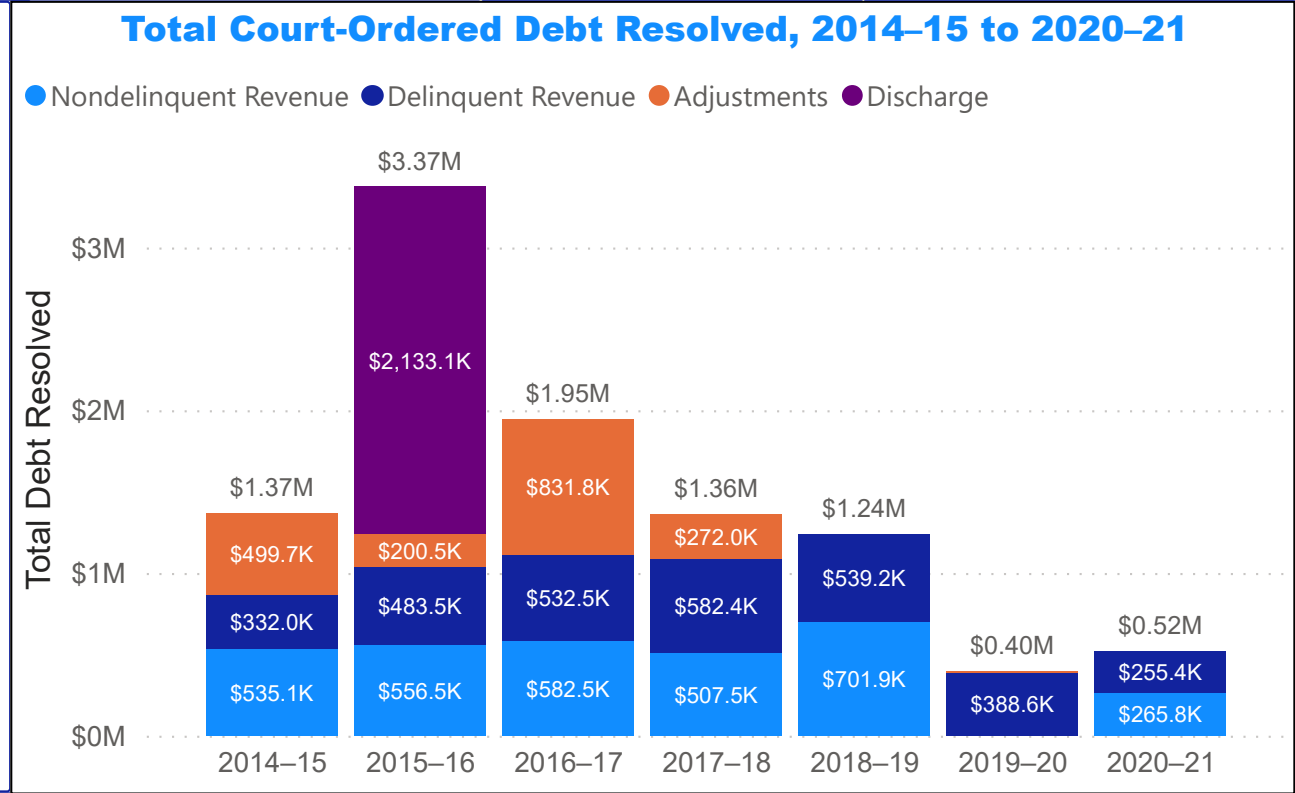
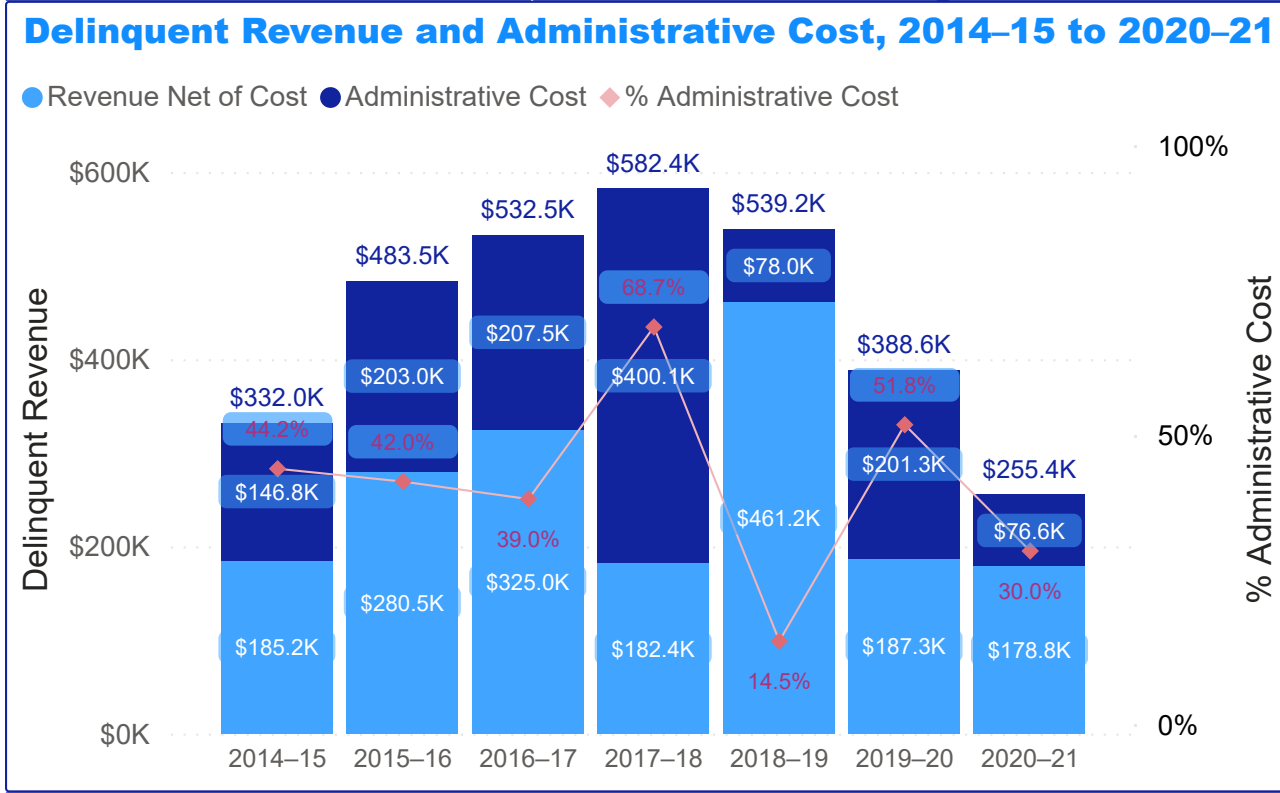
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$255,405	\$76,632	30.0%
County	-	-	
Private Agency	-	-	
FTB-COD	-	-	
Intrabranh	-	-	
Other	-	-	
Total	\$255,405	\$76,632	30.0%

Delinquent Revenue by Program



Court Trinity	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 1,307	No. of Delinquent Cases Reported 4,505	No. of Delinquent Cases With Payments 639
	44%	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$130,153	\$125,252	-	\$76,632	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$130,153	\$125,252	-	\$76,632	-	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	-	-	-

Tulare: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tulare County and the County of Tulare. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Tulare collections program, the court's collection revenue was negatively affected by the COVID-19 pandemic. More defendants were referred to the online ATP tool and many adjustments were made. The county continues to analyze and evaluate collection efforts of staff to improve collection outcomes. The program refers delinquent accounts to Franchise Tax Board's Court-Ordered Debt (COD) collections program. The county also participates annually in the Interagency Intercept Collections (IIC) program. The program's FTB-IIC revenues had increased up to the time that the state suspended collection efforts.

The court program is unable to allocate collection activities with the outside agencies. It is also unable to distinguish between current year and prior period information. The court's collection activity was placed in the current year section. The IIC program information was reported in the prior period section.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court Tulare	Outstanding Balance \$231,564,116	Nondelinquent Revenue \$7,901,373	Delinquent Revenue \$7,271,131	Adjustments \$3,360,295	Discharge \$434,581	Administrative Cost \$2,081,315
------------------------	---	---	--	-----------------------------------	-------------------------------	---

2020-21 Collections Individual Program Report

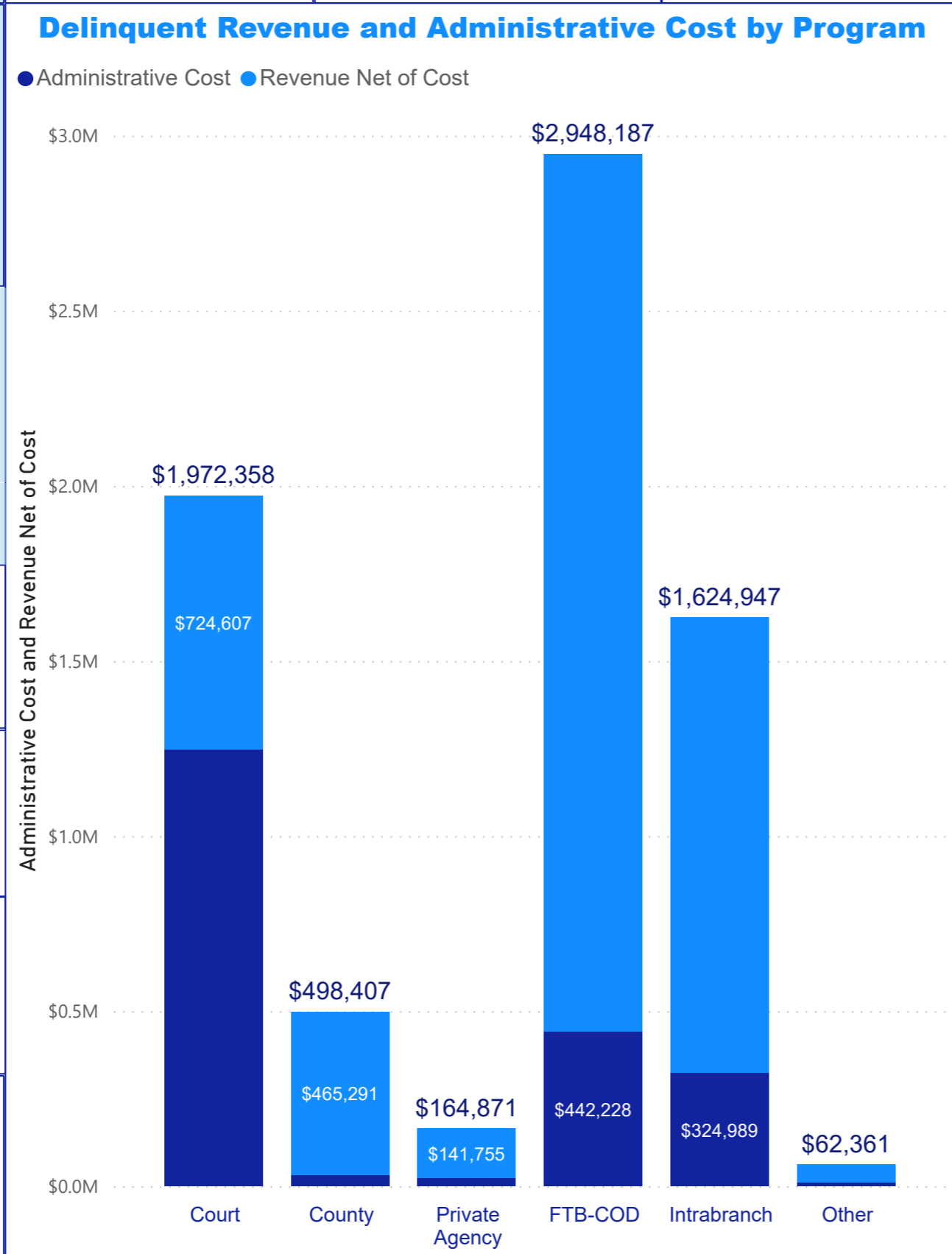
Population 481,733
Judges 21
Commissioners 3.00

Best Practices Engaged 25/25
--

Collections Activities Performed 12/16
--

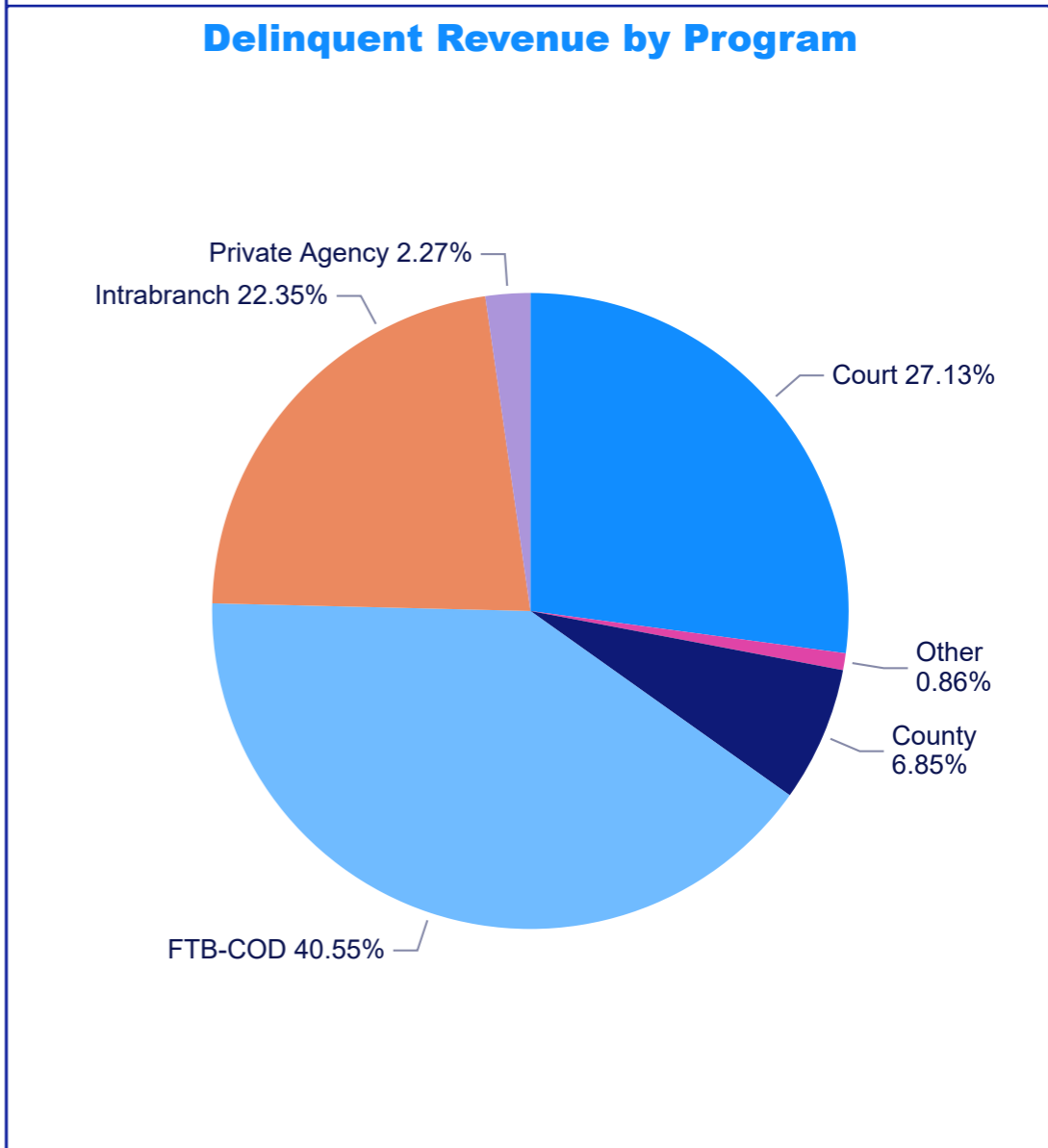
Gross Recovery Rate		
Current	Prior	Combined
30%	2%	5%

Success Rate		
Current	Prior	Combined
19%	2%	3%

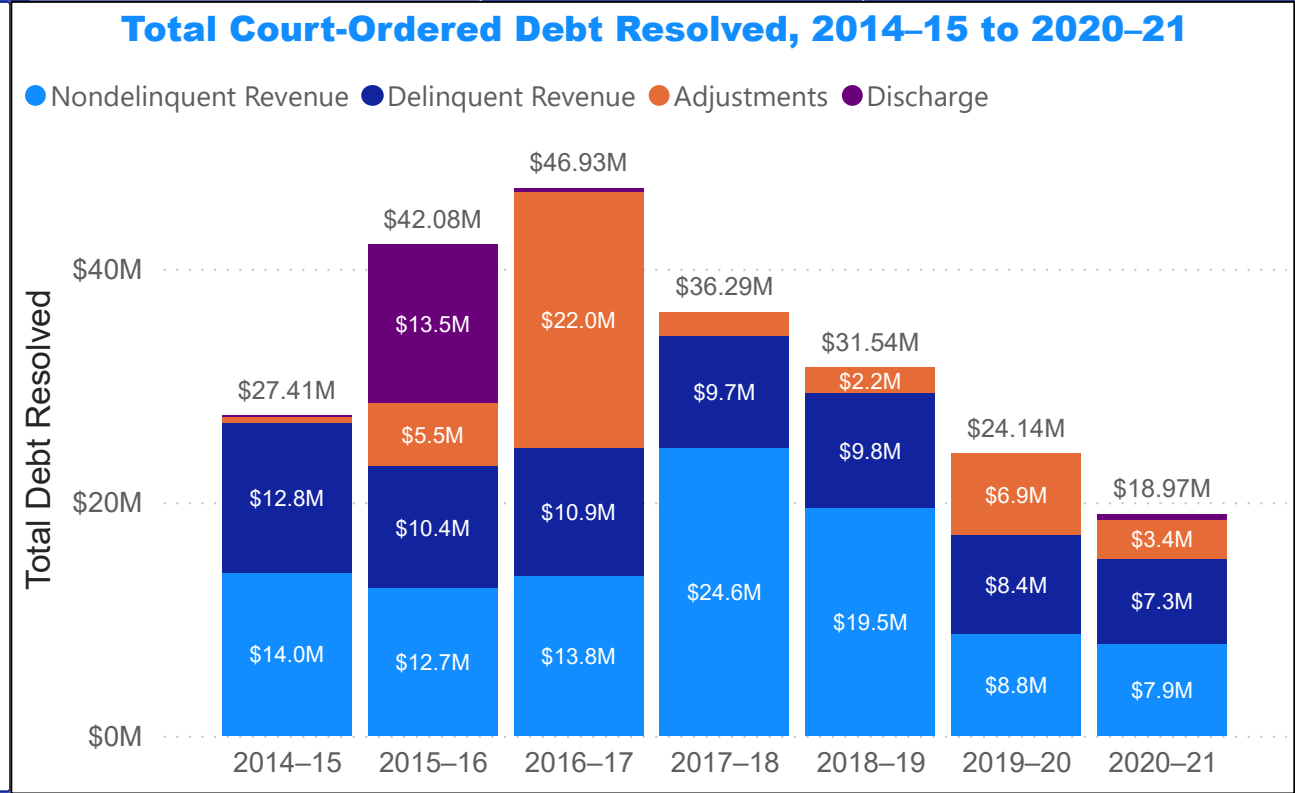
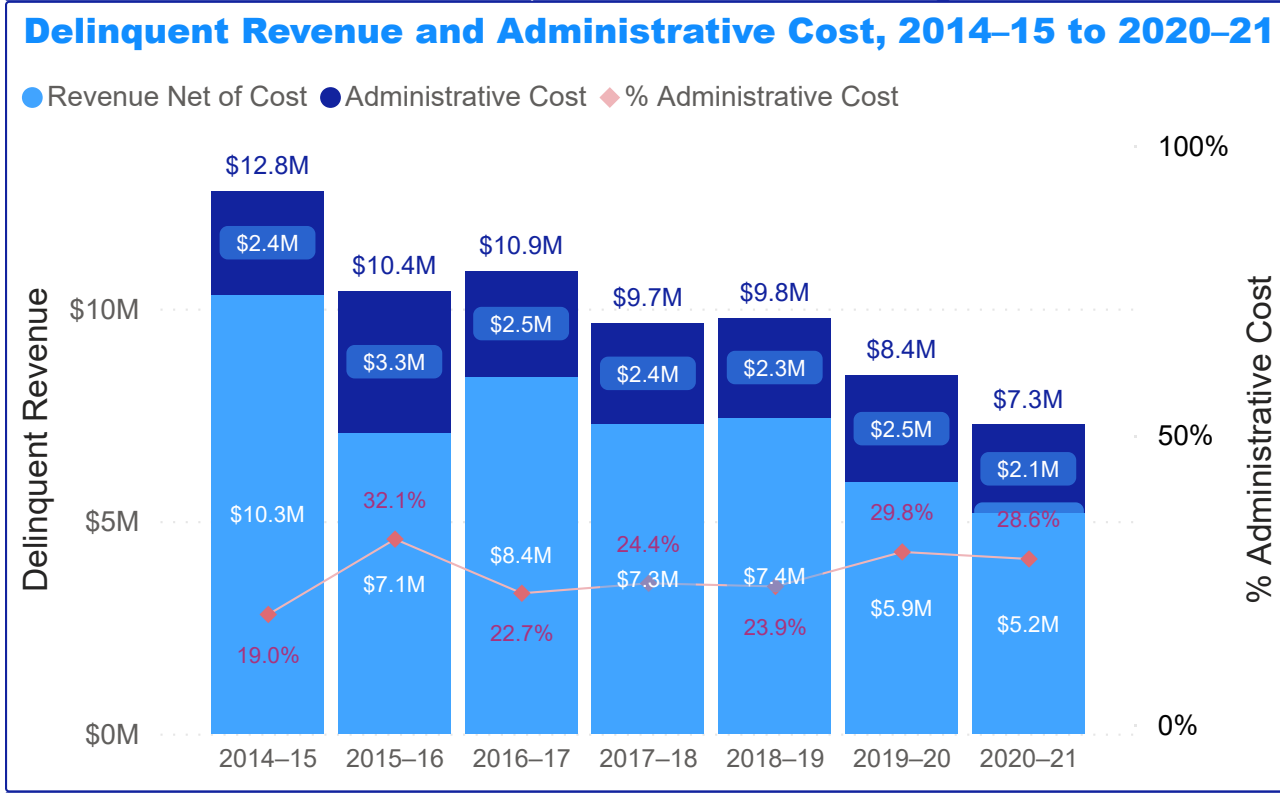


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$1,972,358	\$1,247,752	63.3%
County	\$498,407	\$33,116	6.6%
Private Agency	\$164,871	\$23,116	14.0%
FTB-COD	\$2,948,187	\$442,228	15.0%
Intrabranh	\$1,624,947	\$324,989	20.0%
Other	\$62,361	\$10,114	16.2%
Total	\$7,271,131	\$2,081,315	28.6%



Court Tulare	Default Rate			No. of People Served 1,347	No. of Nondelinquent Cases With Payments 22,372	No. of Delinquent Cases Reported 282,676	No. of Delinquent Cases With Payments 66,632
	Current	Prior	Combined				
	37%	81%	75%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,972,358	-	\$1,247,752	-	\$2,373,889	-	-	-
County	\$45,388	\$453,019	\$24,175	\$8,941	-	\$45,093	-	\$298,571
Private Agency	\$108,725	\$56,146	\$8,757	\$14,358	\$28,646	\$20,438	\$56,292	\$79,718
FTB-COD	\$961,109	\$1,987,078	\$144,166	\$298,062	-	-	-	-
Intrabranh	\$84,184	\$1,540,763	\$16,837	\$308,153	-	\$892,229	-	-
Other	-	\$62,361	-	\$10,114	-	-	-	-
Total	\$3,171,764	\$4,099,367	\$1,441,687	\$639,628	\$2,402,536	\$957,760	\$56,292	\$378,289

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$2,279,901	7,166	\$1,149,127
2 - Written Notice(s)	\$559,423	1,509	\$119,117
3 - Lobby/Counter	\$205,219	615	\$71,349
4 - Skip Tracing	\$302,214	421	\$146,528
5 - FTB-COD	\$2,948,187	53,915	\$442,228
6 - FTB-IIC	\$62,361	171	\$10,114
7 - DL Hold/Suspension	\$108,010	318	\$110,679
8 - Private Agency	\$164,871	0	\$23,116
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$6,630,186	64,115	\$2,072,258

Tuolumne: Summary of *Collections Reporting Template 2020–21*

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tuolumne County and the County of Tuolumne. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Tuolumne collections program, the program's software does not separate current and prior period cases which impacts the Gross Recovery and Success Rate calculations. The program has begun the process to upgrade its software. Currently, all data from the court system must be manually entered into the collections system, which is a time-consuming operation that negatively impacts the ability to collect. With the software update it will be able to import data directly into the system, which will greatly increase the time spent actively collecting. The program plans to meet with the Tuolumne County Board of Supervisors to discuss discharging uncollectible accounts in the near future.

The program has been working closely with their collections software company to find more accurate ways of tracking and reporting data. The new software upgrade should provide increased specificity. Currently, the program has only limited ability to track and report collections activity information or provide specific information by period as required in the collections report. Going forward, it is their intention to begin the upgrade to a more current Windows-based software that will allow more accurate reporting capabilities in all areas.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Tuolumne ▼	\$37,731,387	\$83,280	\$1,258,106	\$0	\$0	\$344,034

2020-21 Collections Individual Program Report

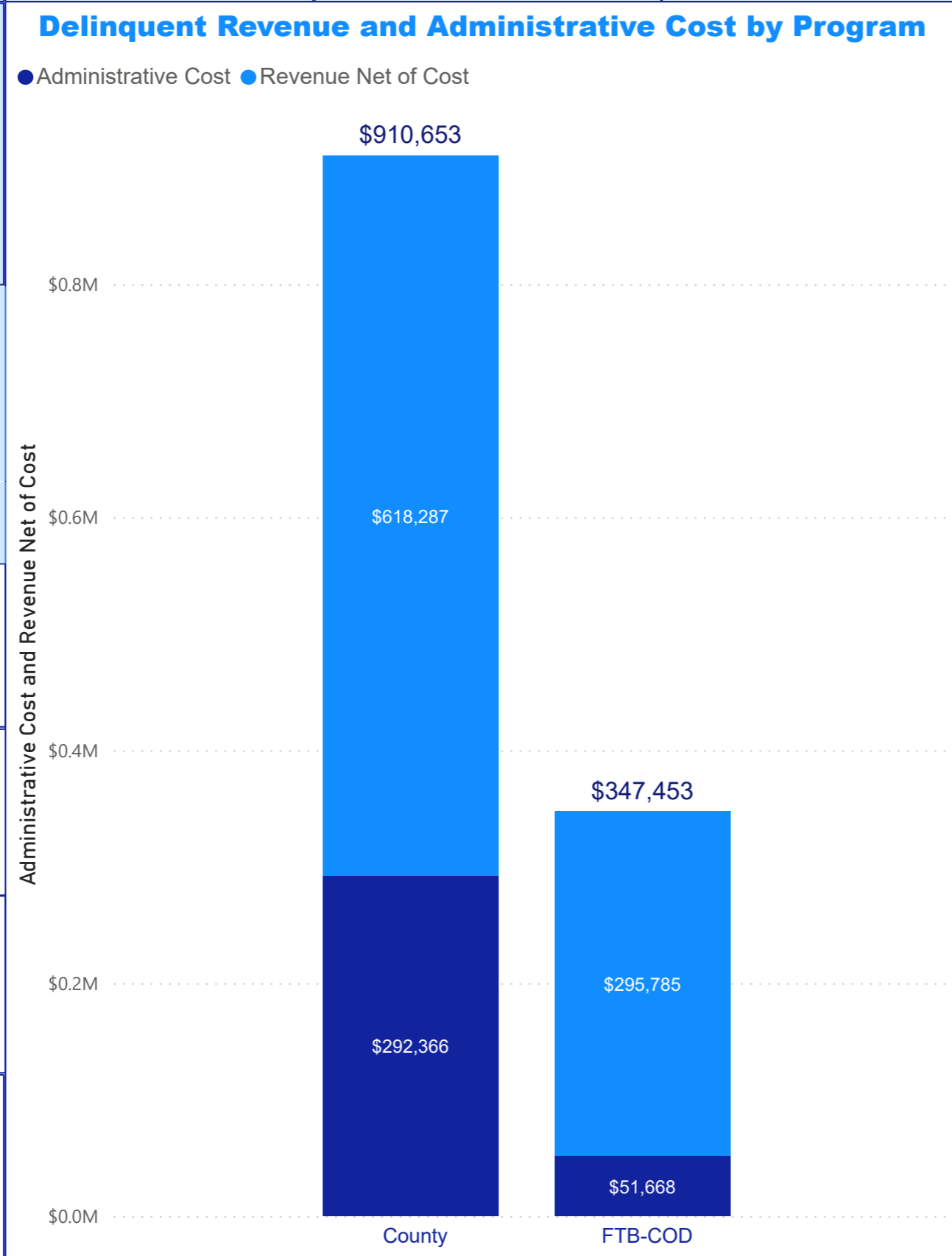
Population
53,465
Judges
4
Commissioners
0.75

Best Practices Engaged
23/25

Collections Activities Performed
13/16

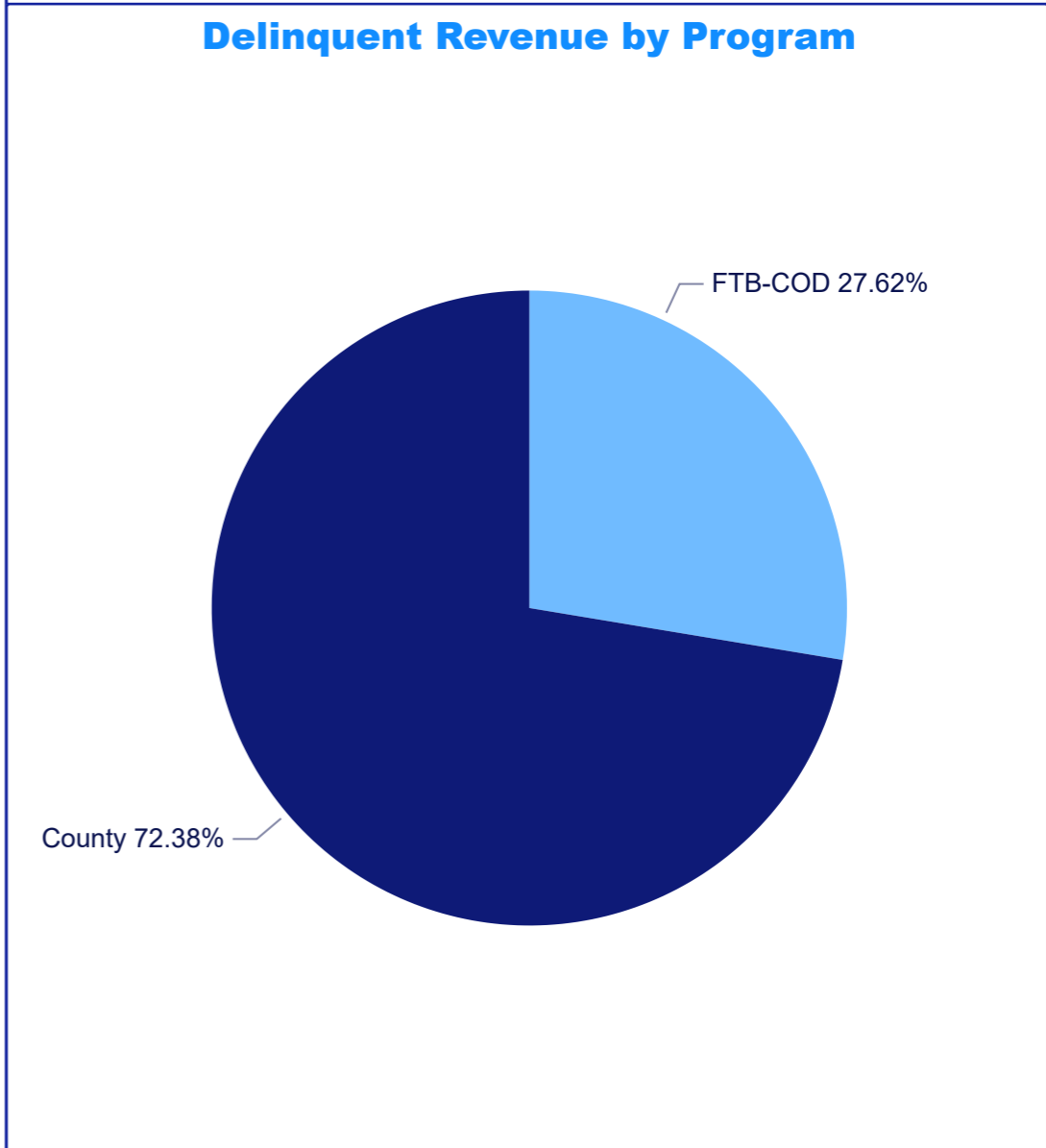
Gross Recovery Rate		
Current	Prior	Combined
4%	3%	3%

Success Rate		
Current	Prior	Combined
4%	3%	3%

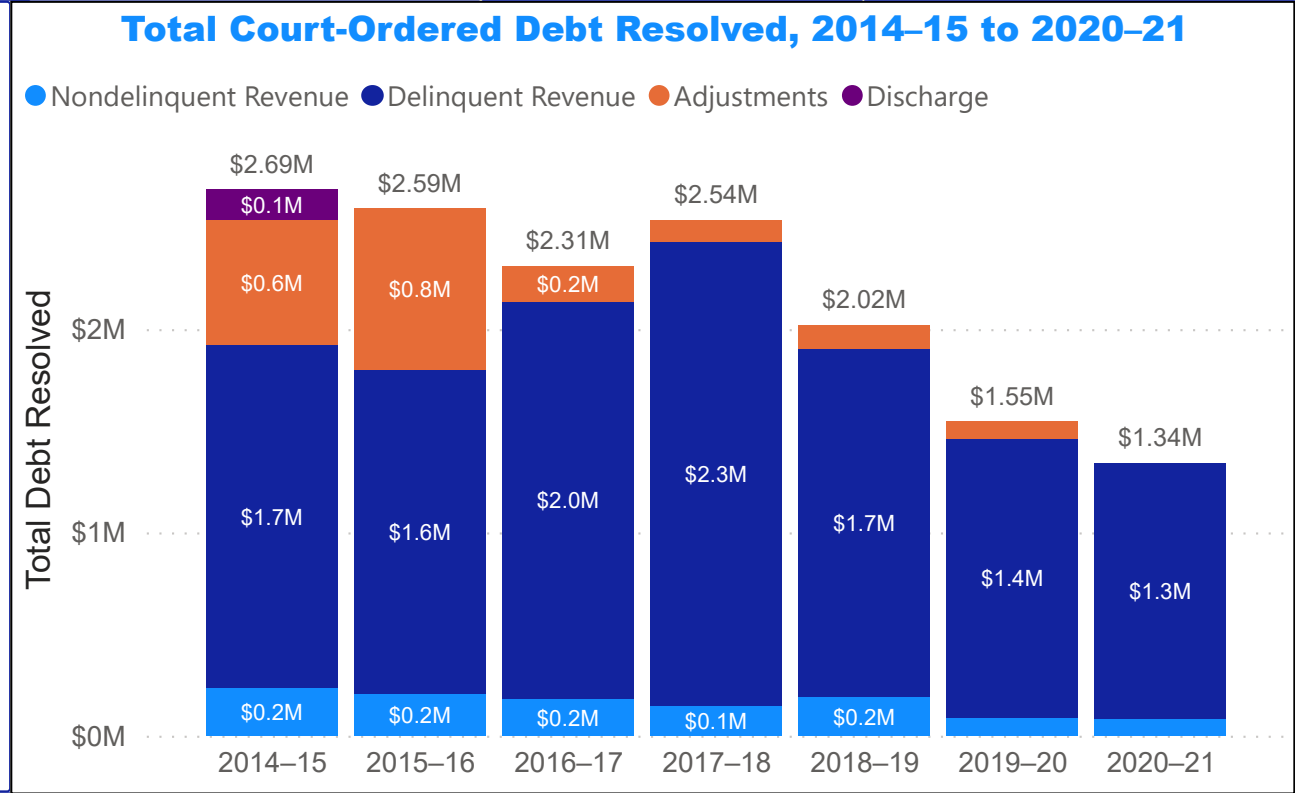
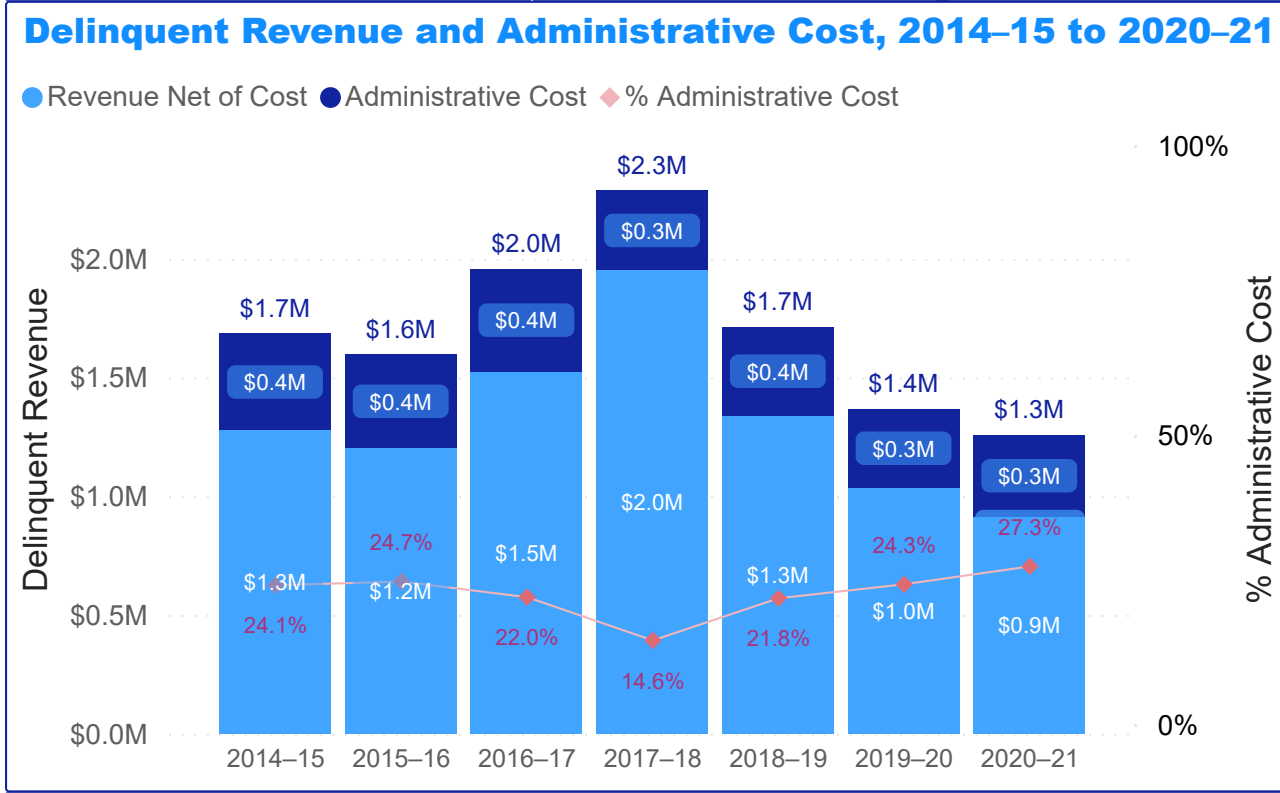


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	-	-	
County	\$910,653	\$292,366	32.1%
Private Agency	-	-	
FTB-COD	\$347,453	\$51,668	14.9%
Intrabranh	-	-	
Other	-	-	
Total	\$1,258,106	\$344,034	27.3%



Court Tuolumne	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 158	No. of Delinquent Cases Reported 34,657	No. of Delinquent Cases With Payments 11,421
	Current	Prior	Combined				
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	\$910,653	-	\$292,366	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$67,821	\$279,632	\$10,173	\$41,495	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$67,821	\$1,190,285	\$10,173	\$333,861	-	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$0	0	\$0
2 - Written Notice(s)	\$0	0	\$0
3 - Lobby/Counter	\$0	0	\$11,304
4 - Skip Tracing	\$0	0	\$591
5 - FTB-COD	\$347,453	9,262	\$51,668
6 - FTB-IIC	\$2,437	558	\$1,247
7 - DL Hold/Suspension	\$0	0	\$0
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$349,890	9,820	\$64,810

Ventura: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Ventura County and the County of Ventura. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Ventura collections program, overall revenue reduction of approximately \$3 million is attributed to the Franchise Tax Board's suspension of its Interagency Intercept Collection (IIC) program, from February 22 to July 31, 2021, resulting from the COVID-19 pandemic.

The \$863,012 in prior period revenue reported in Other was collected by the DMV and the FTB-IIC program. The amount reported in adjustments includes \$37,992,912 in fees vacated due to Assembly Bill 1869.

In 2020–21, Ventura Court provided collection services to Amador, Plumas, Santa Clara, Sutter and Tulare Courts.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Ventura	\$90,406,024	\$9,897,924	\$19,951,735	\$40,021,315	\$0	\$3,990,347

2020-21 Collections Individual Program Report

Population
835,223
Judges
30
Commissioners
4.00

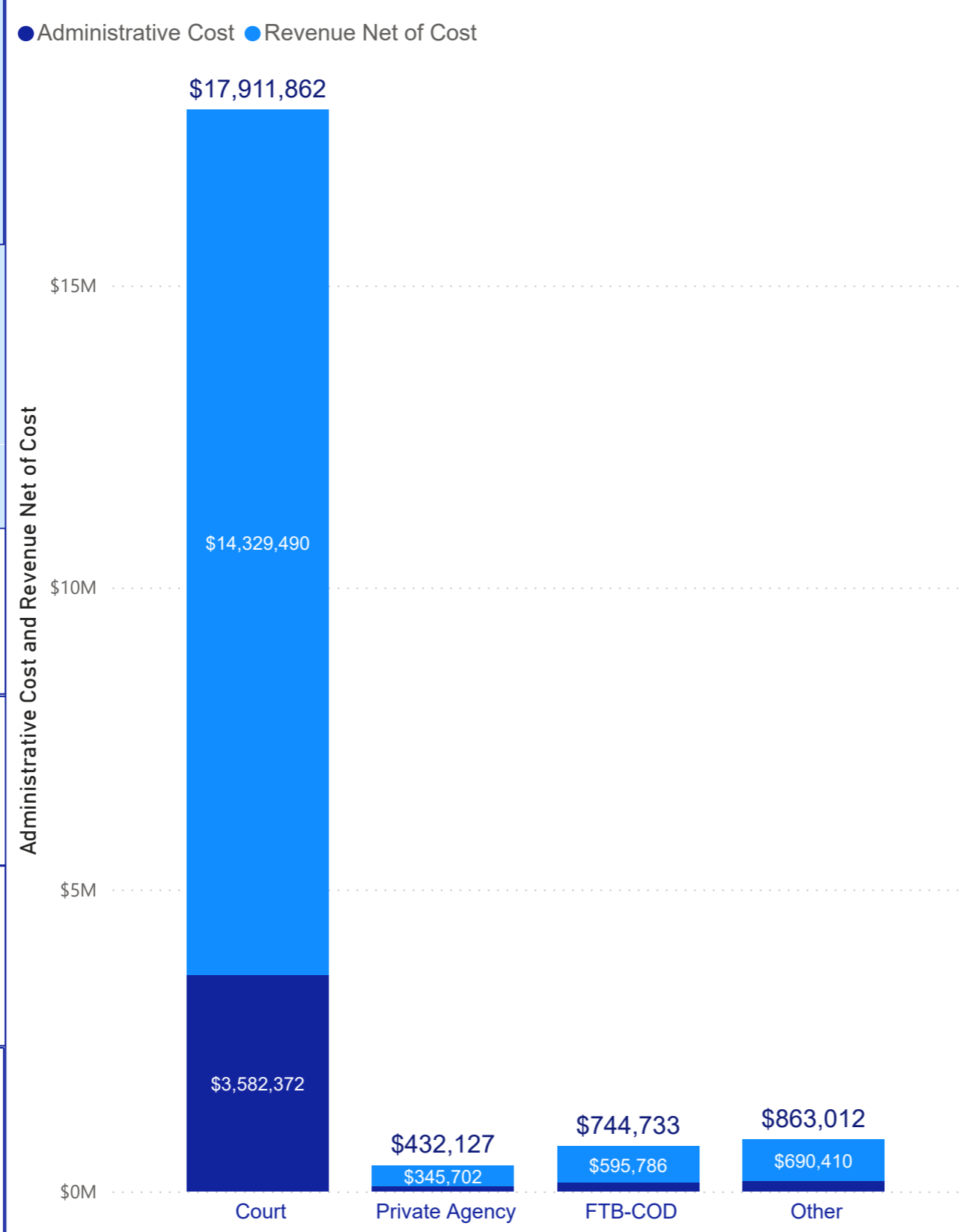
Best Practices Engaged
24/25

Collections Activities Performed
14/16

Gross Recovery Rate		
Current	Prior	Combined
45%	39%	40%

Success Rate		
Current	Prior	Combined
42%	13%	18%

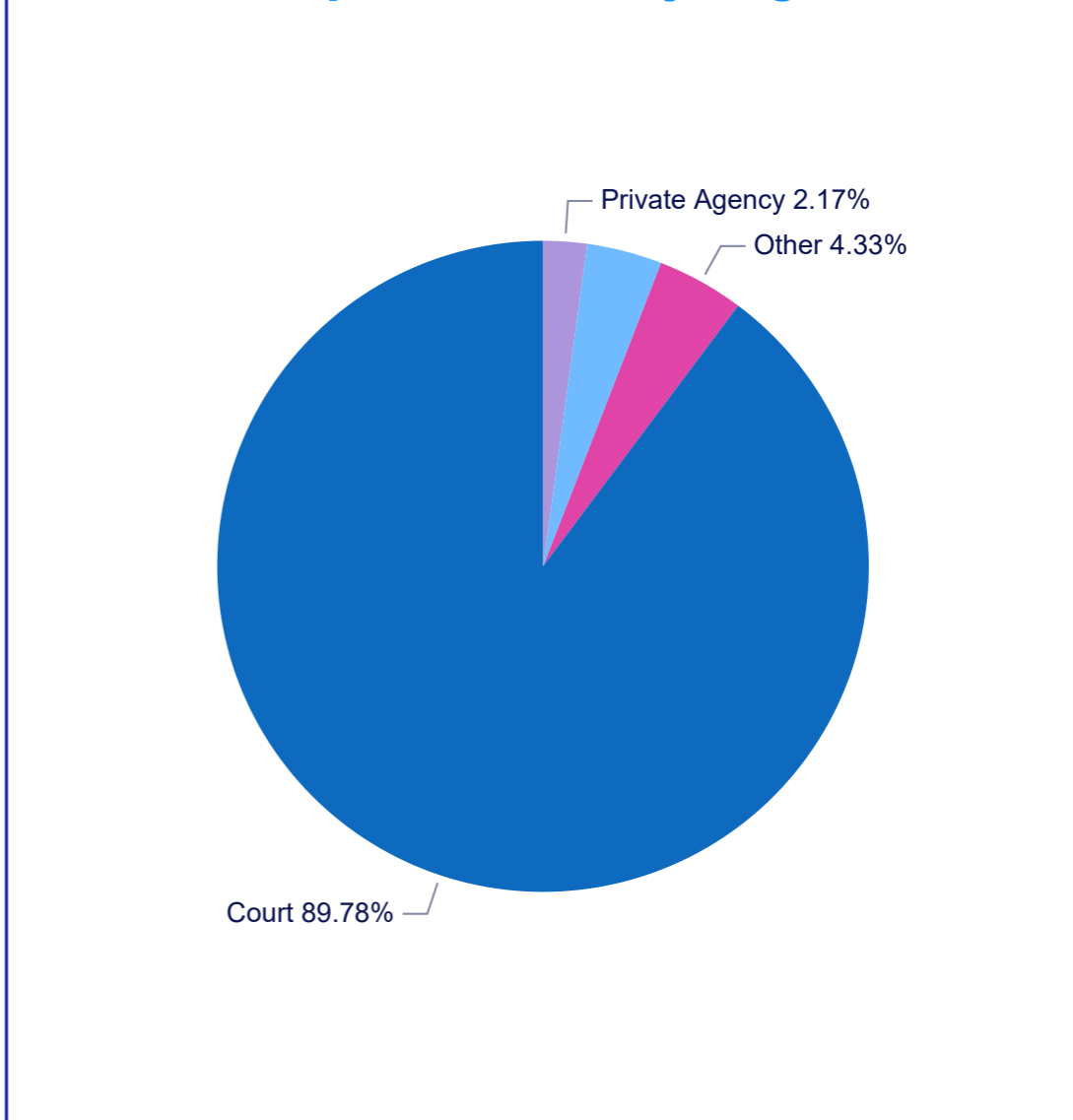
Delinquent Revenue and Administrative Cost by Program



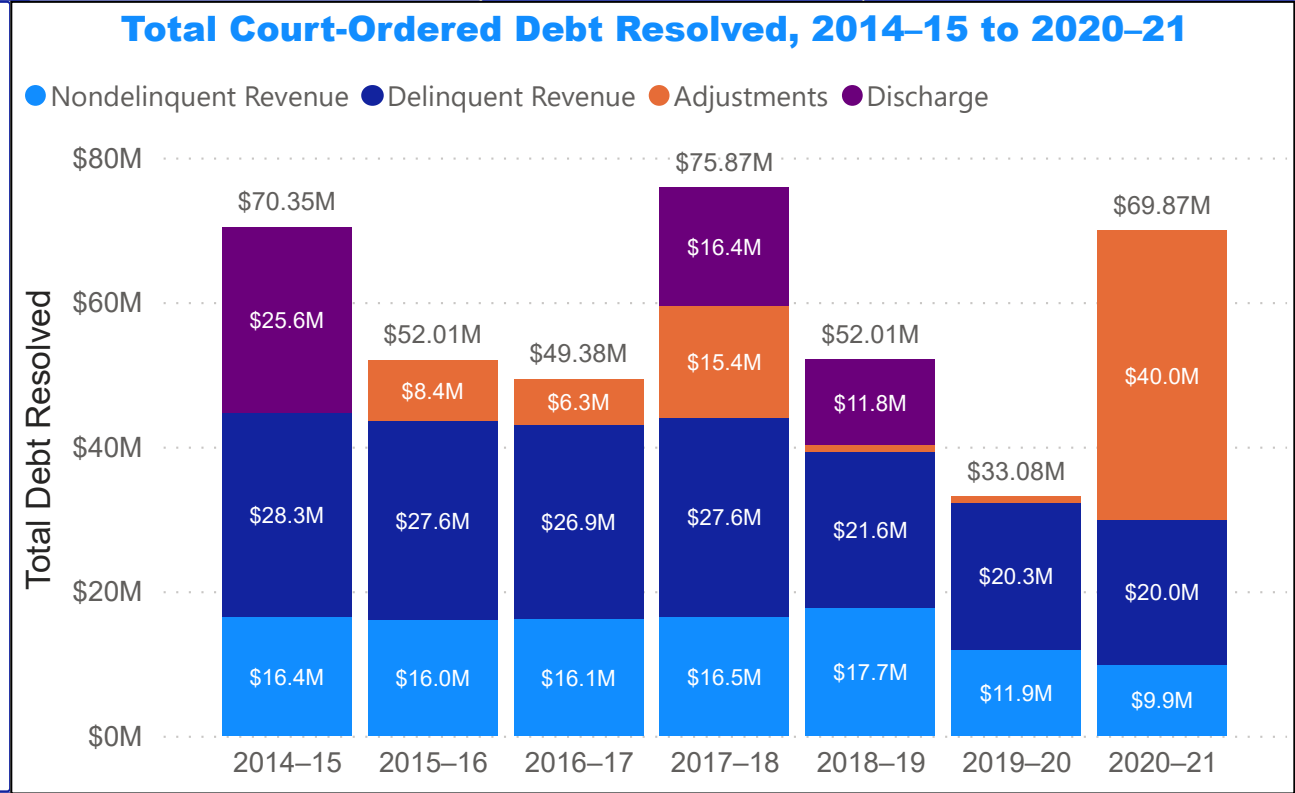
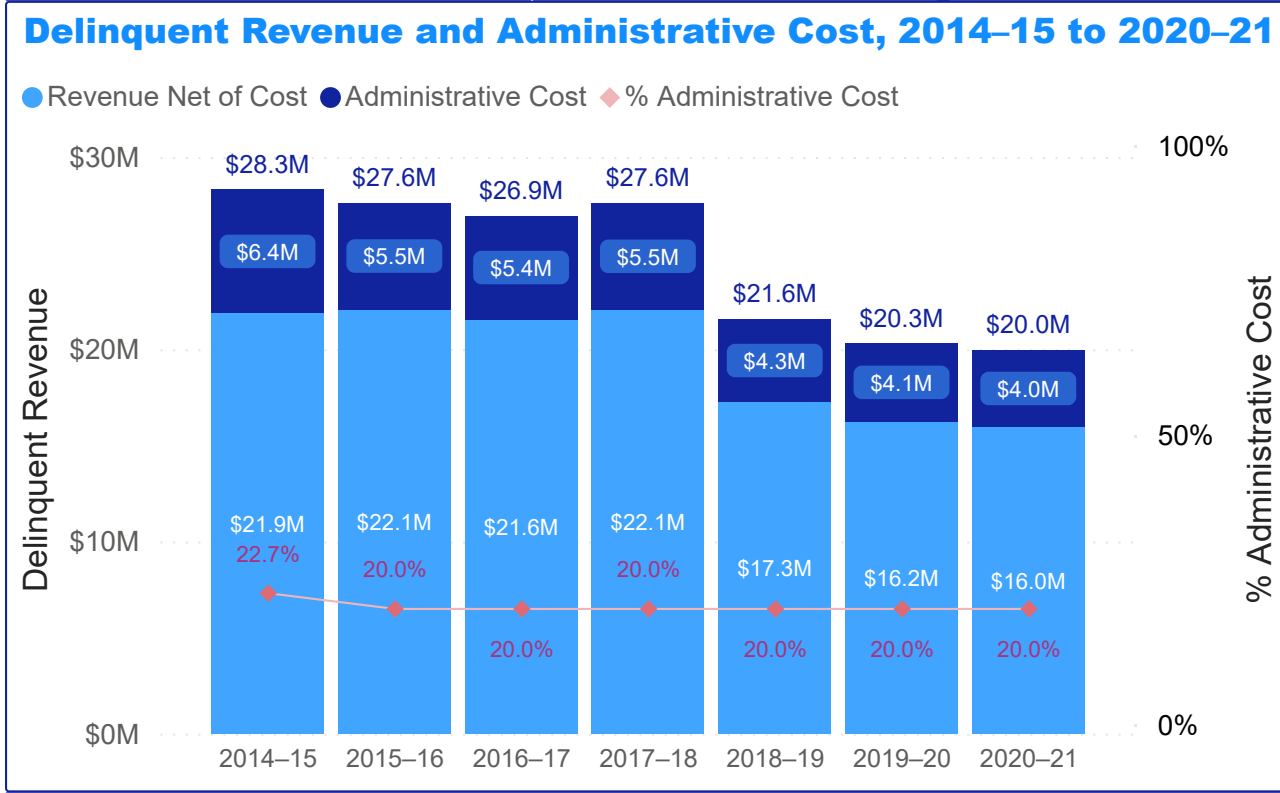
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$17,911,862	\$3,582,372	20.0%
County	-	-	-
Private Agency	\$432,127	\$86,425	20.0%
FTB-COD	\$744,733	\$148,947	20.0%
Intrabranh	-	-	-
Other	\$863,012	\$172,602	20.0%
Total	\$19,951,735	\$3,990,347	20.0%

Delinquent Revenue by Program



Court Ventura	Default Rate			No. of People Served 29,579	No. of Nondelinquent Cases With Payments 50,343	No. of Delinquent Cases Reported 410,004	No. of Delinquent Cases With Payments 253,530
	Current	Prior	Combined				
	52%	93%	75%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$6,798,279	\$11,113,584	\$1,359,656	\$2,222,717	\$1,140,110	\$4,062,736	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$185,013	\$247,114	\$37,003	\$49,423	-	\$31,348,857	-	-
FTB-COD	\$95,633	\$649,100	\$19,127	\$129,820	-	\$3,469,611	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$863,012	-	\$172,602	-	-	-	-	-
Total	\$7,941,937	\$12,009,798	\$1,588,387	\$2,401,960	\$1,140,110	\$38,881,205	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$16,444,527	116,651	\$3,288,905
2 - Written Notice(s)	\$241,178	88,523	\$48,236
3 - Lobby/Counter	\$1,226,158	3,950	\$245,232
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$744,733	38,291	\$148,947
6 - FTB-IIC	\$331,860	527	\$66,372
7 - DL Hold/Suspension	\$531,152	435	\$106,230
8 - Private Agency	\$432,127	5,153	\$86,425
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$19,951,735	253,530	\$3,990,347

Yolo: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Yolo County and the County of Yolo. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Yolo collections program, the case management system (CMS) is not able to report the separate collections categories of current vs prior period inventory. As such, the payments and adjustments on all delinquent debt, whether the case was newly established or from prior period inventory, is being reported in the prior period. The system has only limited ability to report collections activity information, and cannot assign revenues to particular activities as specified in the report.

The collections program has seen some changes that include but not limited to, the COVID-19 pandemic, courthouse closures, and the hold placed on the Franchise Tax Board's Interagency Intercept Collections (IIC) program. At this time the program cannot separate the adjustments related to Assembly Bill 1869 from other adjustment activity.

At this time and due to the implementation of a new case management system, the court encountered issues determining the beginning and ending balances. Continuous efforts will be made to determine the proper balances and it will be reflected on next year's annual report.

The county program encountered issues determining the beginning balance. At this time it is not feasible to complete this reconciliation in time for the 2020–21 reporting period. It is the county's goal to accomplish this for 2021-22 reporting period.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Yolo ▼	\$59,254,394	\$9,894	\$3,743,818	\$868,142	\$17,787,251	\$765,488

2020-21 Collections Individual Program Report

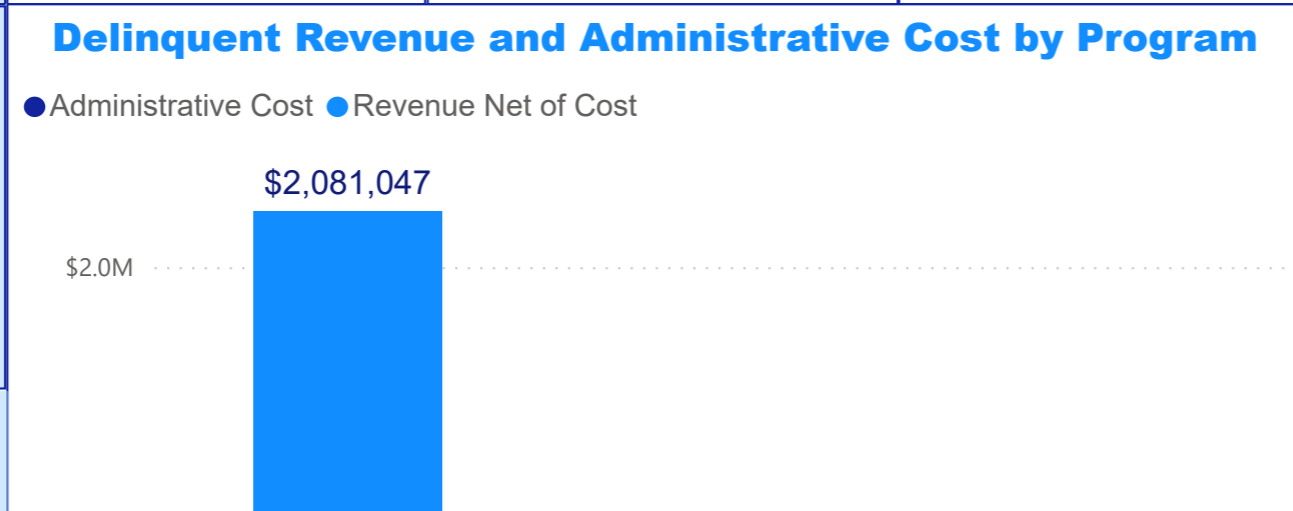
Population	217,500
Judges	11
Commissioners	1.40

Best Practices Engaged	23/25
-------------------------------	-------

Collections Activities Performed	12/16
---	-------

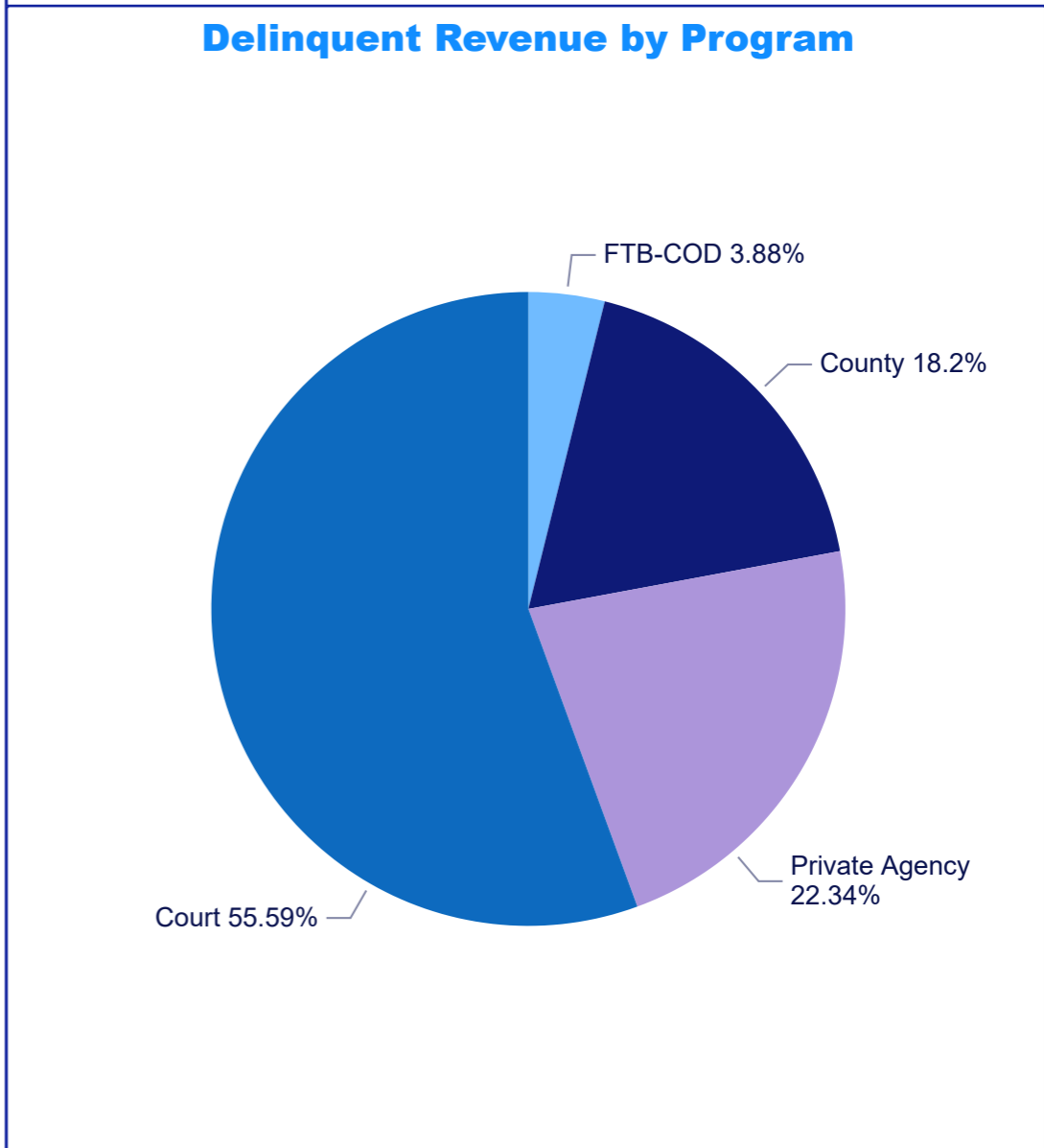
Gross Recovery Rate		
Current	Prior	Combined
1%	32%	27%

Success Rate		
Current	Prior	Combined
2%	7%	6%

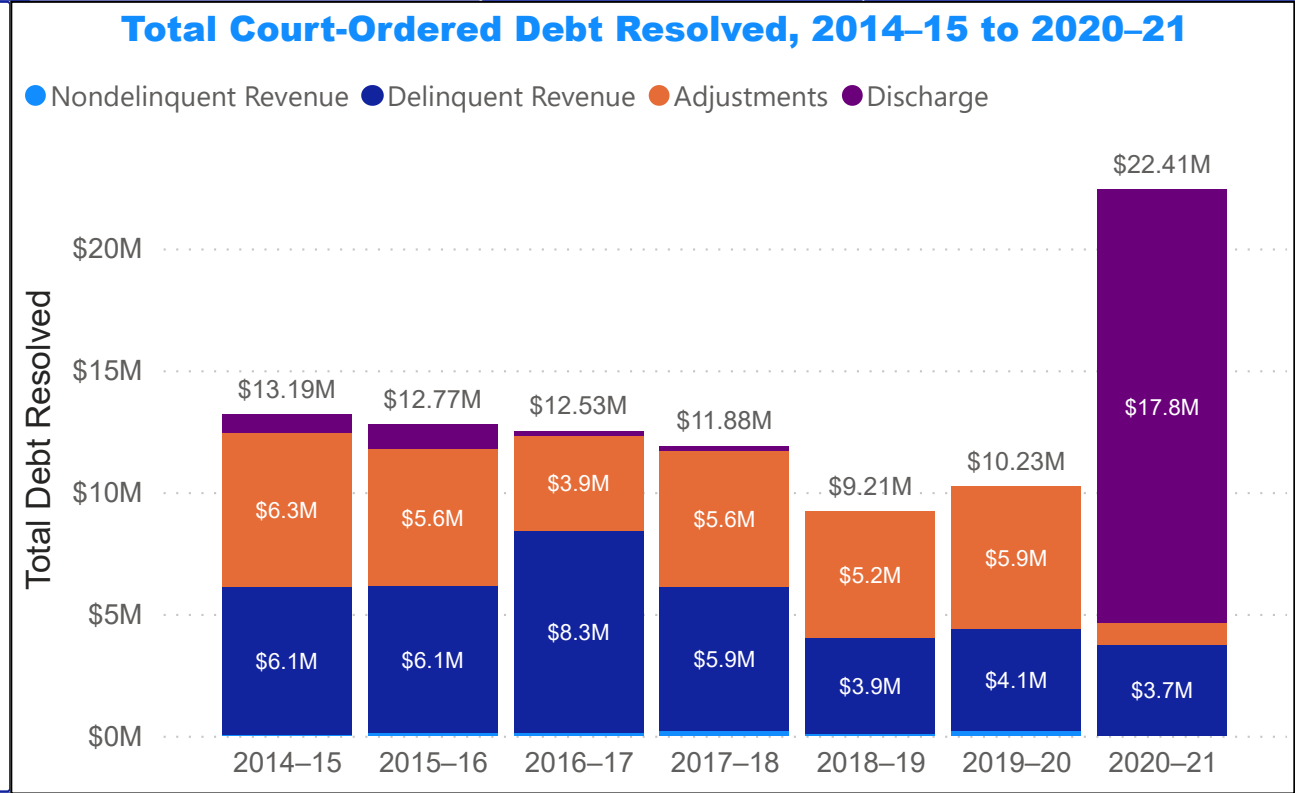
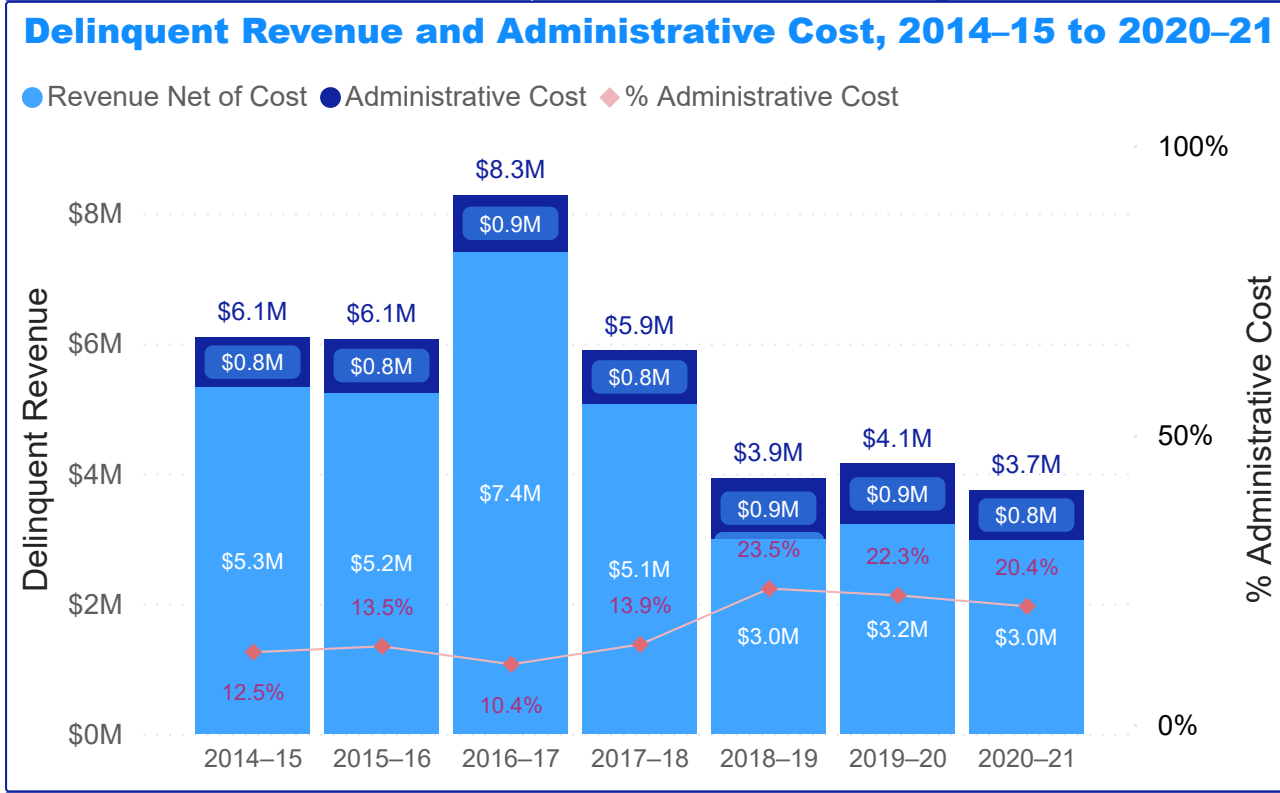


Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$2,081,047	\$632,250	30.4%
County	\$681,354	-	-
Private Agency	\$836,208	\$111,456	13.3%
FTB-COD	\$145,209	\$21,782	15.0%
Intrabranh	-	-	-
Other	-	-	-
Total	\$3,743,818	\$765,488	20.4%



Court Yolo	Default Rate			No. of People Served 43,462	No. of Nondelinquent Cases With Payments 34	No. of Delinquent Cases Reported 161,934	No. of Delinquent Cases With Payments 6,096
	Current	Prior	Combined				
	63%	65%	65%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	\$2,081,047	-	\$632,250	-	\$849,039	-	\$4,293,679
County	\$120,925	\$560,429	-	-	-	-	-	\$5,893,482
Private Agency	\$55,393	\$780,815	\$7,802	\$103,654	(\$152,013)	\$171,115	\$30,254	\$7,569,835
FTB-COD	\$24,250	\$120,959	\$3,638	\$18,144	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$200,568	\$3,543,250	\$11,440	\$754,048	(\$152,013)	\$1,020,155	\$30,254	\$17,756,997

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$681,354	6,293	-
3 - Lobby/Counter	\$2,020,969	65,635	\$627,583
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$145,209	234	\$21,782
6 - FTB-IIC	\$55,735	110	\$4,667
7 - DL Hold/Suspension	\$4,343	629	-
8 - Private Agency	\$836,208	58,603	\$111,456
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$3,743,818	131,504	\$765,488

Yuba: Summary of *Collections Reporting Template* 2020–21

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Yuba County and the County of Yuba. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of Collections Best Practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Yuba collections program, a reduction in recovery and success rates for year 2020–21 continues to be a result of the COVID-19 pandemic, in addition to fine and fee reductions related to Ability to Pay, Assembly Bill 1869, and staff reductions.

The case management system (CMS) is not capable of separating out specific revenues collected by activity at this time. Thus, the program is not confidently able provide accurate figures leaving blank cells on the collections activity report. Due to a successful upgrade to CMS they were able to collect more requested information on the CRT. However, the program still experiences limitations in separating all the required information on older (converted) cases. These limitations result in blank cells on the CRT. The IT department continues to work with vendors to make upgrades to CMS where they are able so that the program can report more accurate information.

Due to the CMS upgrade, we corrected the beginning balances carried over from last year, as we believe the new numbers represent a more accurate depiction of our cases and their values at the beginning of our current period. The majority of fees collected from FTB programs were done through our Intra-Branch Program who charges 24 percent fee for revenues collected; therefore, this amount is higher than the initial fees charged by FTB programs. Approximately \$1,170,110 was reduced due to Assembly Bill 1869. This figure may be slightly overstated in that errors exist when applying adjustments to older (converted) cases within our case management system. At this time the program does not discharge cases from accountability.

¹ A dash (-) in the tables represents data that are currently unavailable or are not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable because of limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Adjustments	Discharge	Administrative Cost
Yuba ▼	\$110,112,997	\$643,748	\$1,770,958	\$1,987,803	\$0	\$526,037

2020-21 Collections Individual Program Report

Population
79,407

Judges
5

Commissioners
0.33

Best Practices Engaged
22/25

Collections Activities Performed
13/16

Gross Recovery Rate

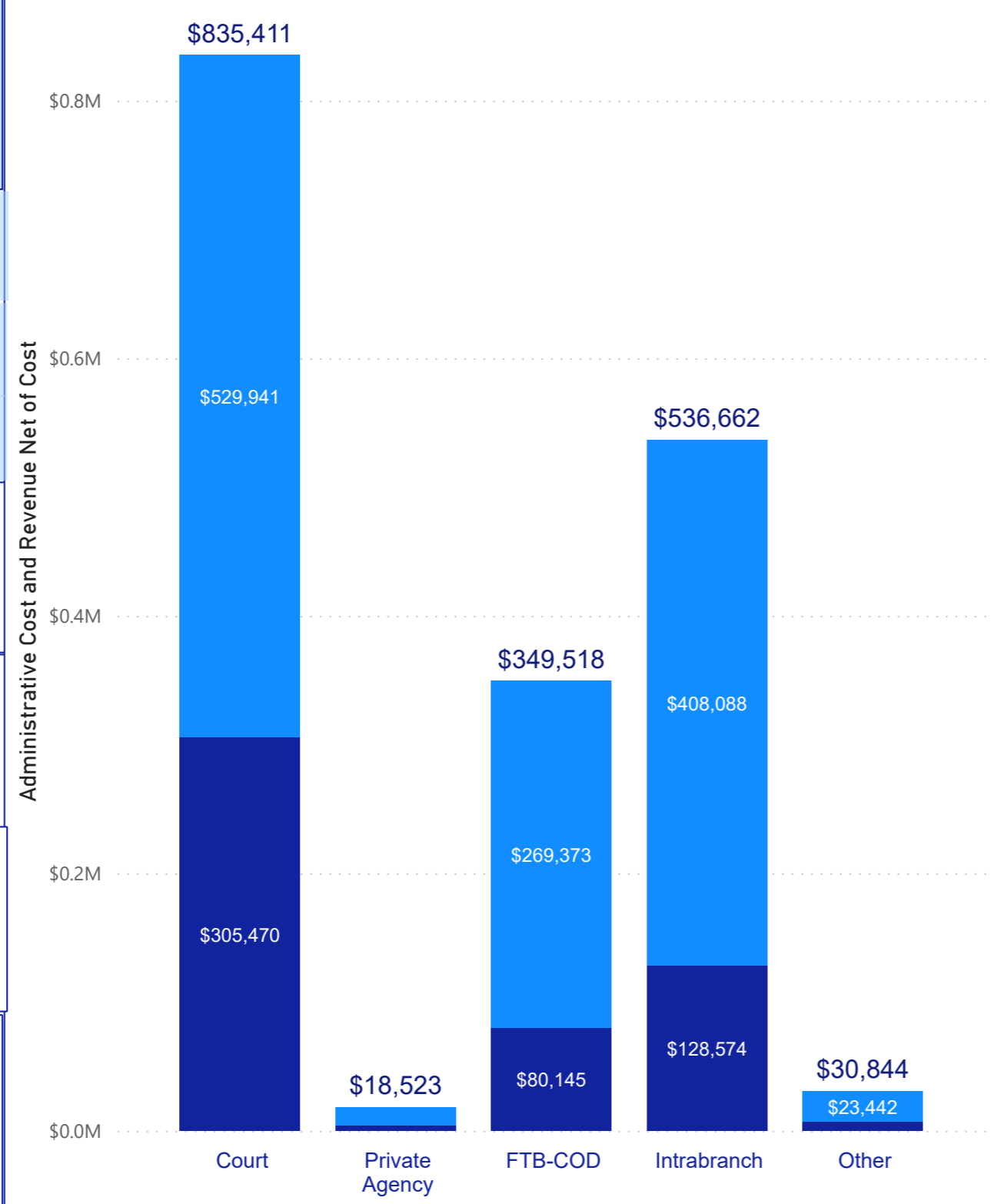
Current	Prior	Combined
4%	3%	3%

Success Rate

Current	Prior	Combined
3%	1%	2%

Delinquent Revenue and Administrative Cost by Program

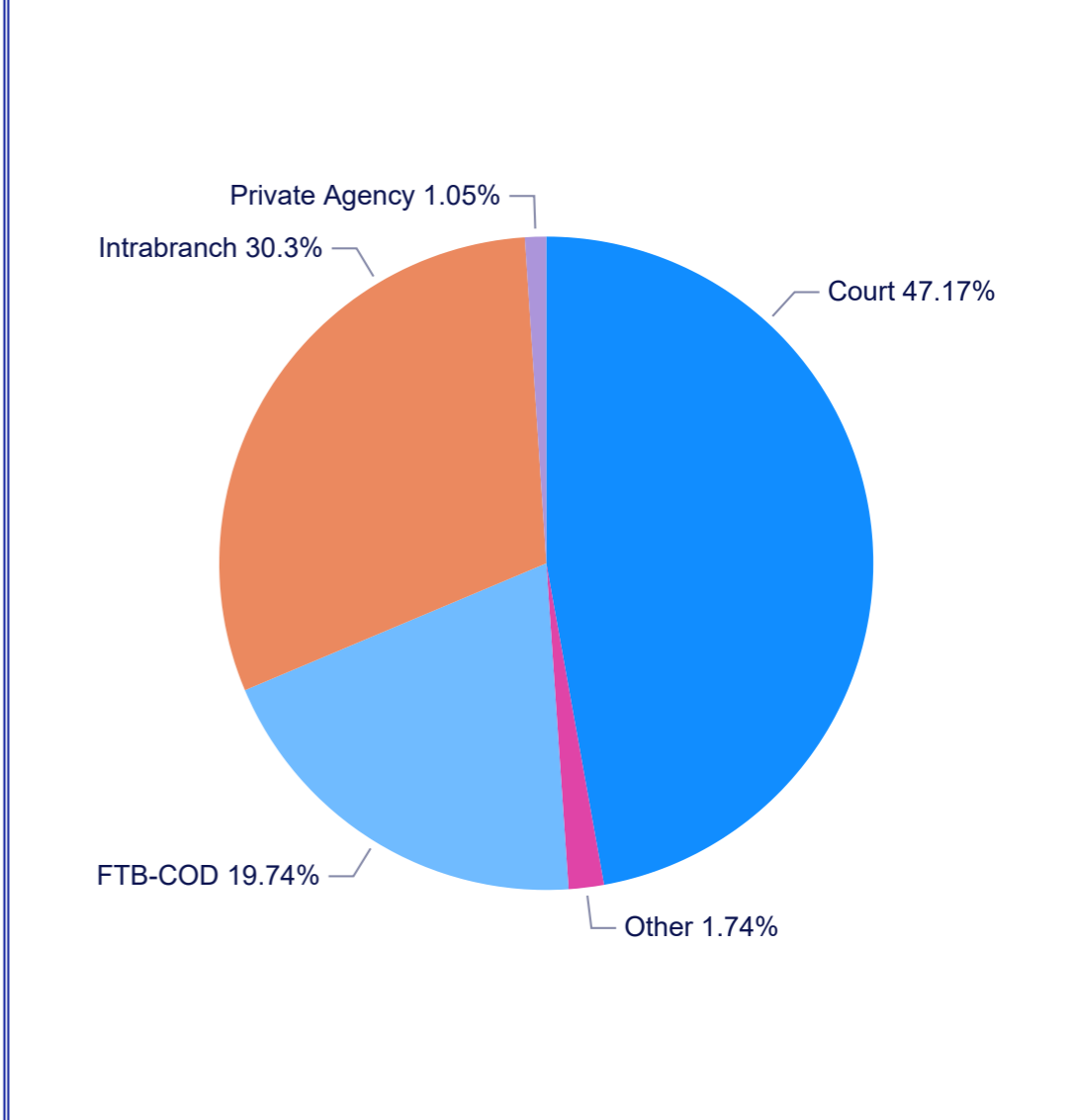
● Administrative Cost ● Revenue Net of Cost



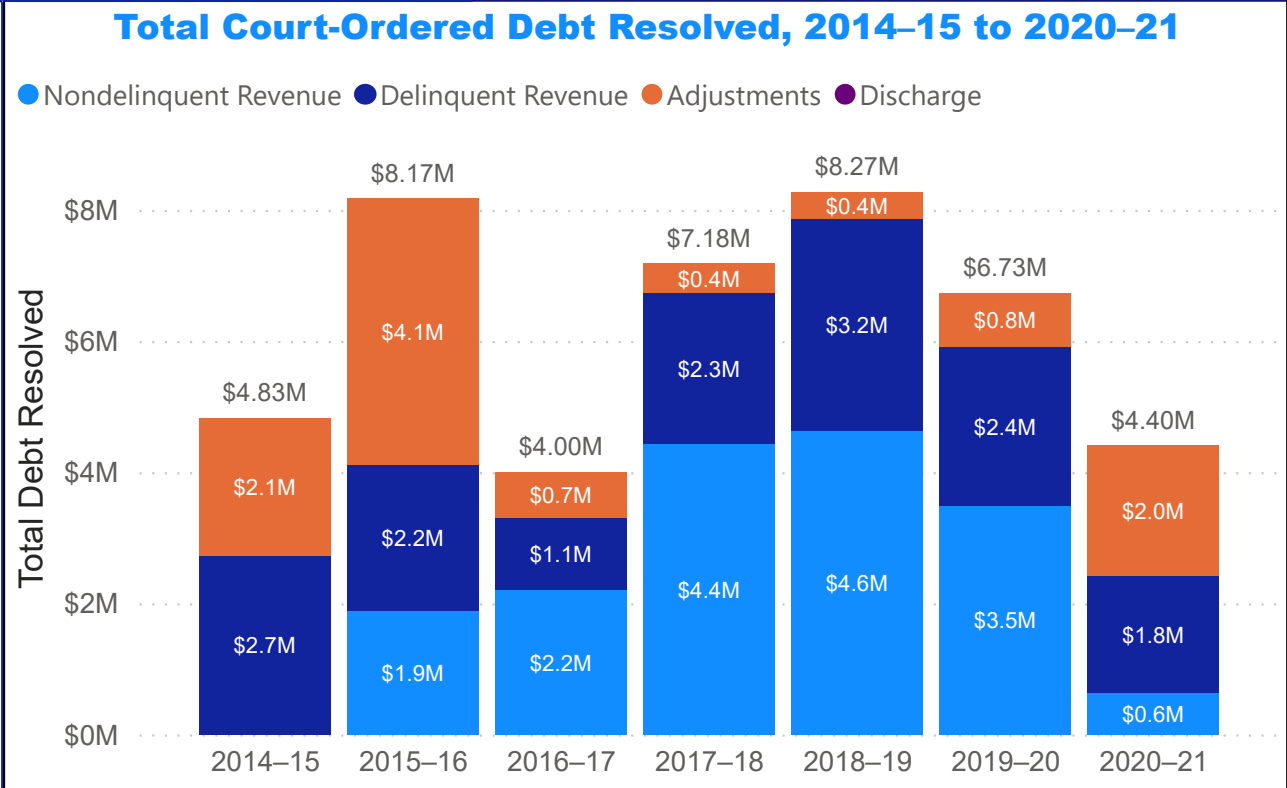
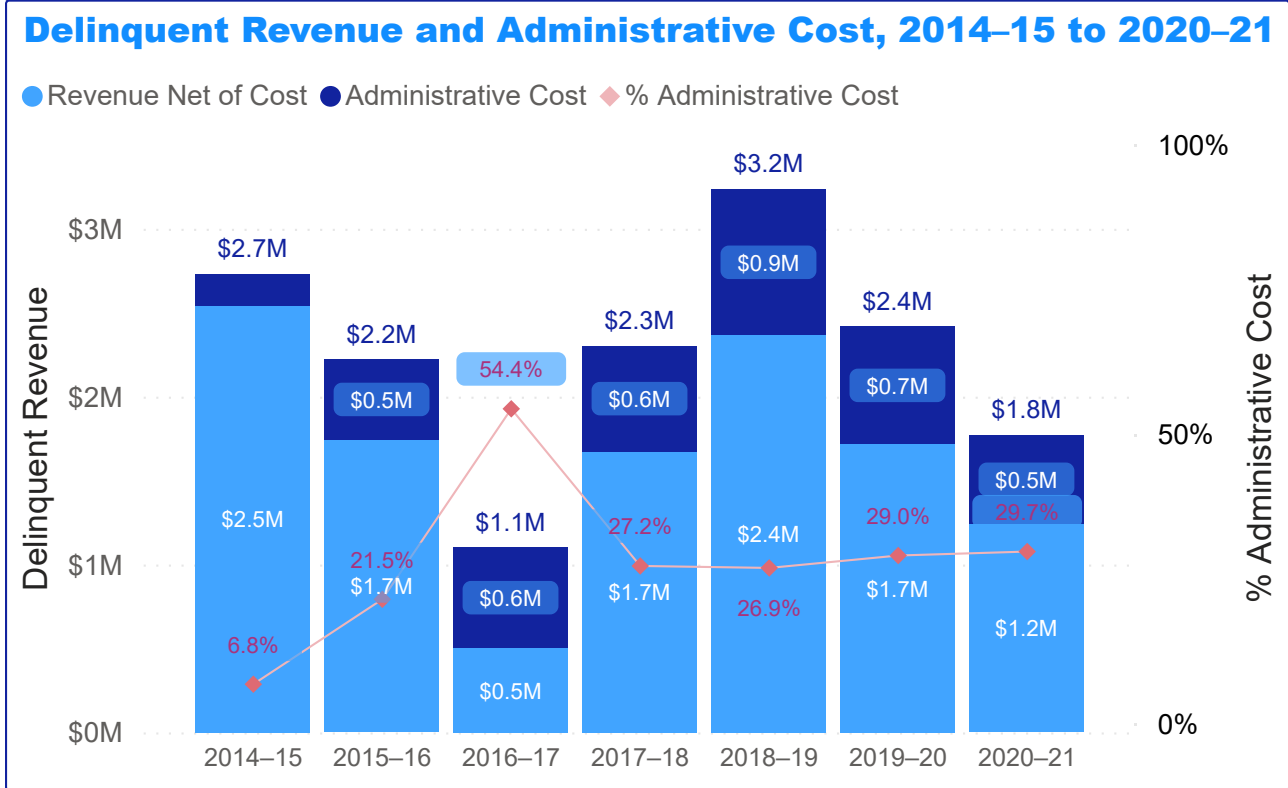
Delinquent Revenue and Administrative Cost

Program	Delinquent Revenue	Administrative Cost	% Cost
Court	\$835,411	\$305,470	36.6%
County	-	-	-
Private Agency	\$18,523	\$4,446	24.0%
FTB-COD	\$349,518	\$80,145	22.9%
Intrabranh	\$536,662	\$128,574	24.0%
Other	\$30,844	\$7,402	24.0%
Total	\$1,770,958	\$526,037	29.7%

Delinquent Revenue by Program



Court Yuba	Default Rate Current Prior Combined - - -			No. of People Served 12,124	No. of Nondelinquent Cases With Payments 1,932	No. of Delinquent Cases Reported 112,481	No. of Delinquent Cases With Payments 4,116
----------------------	--	--	--	---------------------------------------	--	--	---



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$737,836	\$97,575	\$215,170	\$90,300	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$18,523	-	\$4,446	-	-	-	-
FTB-COD	\$11,405	\$338,113	\$2,737	\$77,408	-	-	-	-
Intrabranh	\$121,523	\$415,139	\$29,166	\$99,408	\$208,644	\$1,779,159	-	-
Other	\$4,630	\$26,214	\$1,111	\$6,291	-	-	-	-
Total	\$875,394	\$895,564	\$248,184	\$277,853	\$208,644	\$1,779,159	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$535,863	5,006	\$128,574
2 - Written Notice(s)	-	15,062	-
3 - Lobby/Counter	-	17,500	-
4 - Skip Tracing	-	4,759	-
5 - FTB-COD	\$349,518	1,039	\$80,145
6 - FTB-IIC	\$30,844	10,147	\$7,402
7 - DL Hold/Suspension	-	21	-
8 - Private Agency	\$18,523	3,041	\$4,446
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$934,748	56,575	\$220,567

Judicial Council–Approved Collections Best Practices

Penal Code section 1463.010 as amended by Assembly Bill 367 (Stats. 2007, ch.132) requires the Judicial Council to report the extent to which each court or county is following best practices for its collection program.

The collection programs are encouraged to use the following best practices. Additional information regarding best practices, including guidelines and standards, can be obtained on the external collections Web site: <http://www2.courtinfo.ca.gov/collections>; or by contacting staff of the Funds and Revenues Unit at collections@jud.ca.gov.

1. Develop a plan and put the plan in a written Memorandum of Understanding (MOU) that implements or enhances a program in which the court and county collaborate to collect court-ordered debt and other monies owed to a court under a court order.
2. Establish and maintain a cooperative superior court and county collection committee responsible for compliance, reporting, and internal enhancements of the joint collection program.
3. Meet the components of a comprehensive collection program as required under Penal Code section 1463.007 in order that the costs of operating the program can be recovered.
4. Complete all data components in the Collections Reporting Template.
5. Reconcile amounts placed in collection to the supporting case management and/or accounting systems.
6. Retain the joint court/county collection reports and supporting documents for at least three years.
7. Take appropriate steps to collect court-ordered debt locally before referring it to the Franchise Tax Board for collection.
8. Participate in the Franchise Tax Board Court-Ordered Debt (COD) collection program.
9. Participate in the Franchise Tax Board Interagency Intercept Collections (IIC) program.
10. Establish a process for handling the discharge of accountability for uncollectible court-ordered debt.
11. Participate in any program that authorizes the Department of Motor Vehicles to suspend or refuse to renew driver's licenses for individuals with unpaid fees, fines, or penalties.¹

¹ Assembly Bill 103 (Stats. 2017, ch. 17) was chaptered June 27, 2017, and limited collections program driver's license suspension or hold actions to only failures to appear in court.

12. Conduct trials by written declaration under Vehicle Code section 40903 and, as appropriate in the context of such trials, impose a civil assessment.
13. Implement a civil assessment program and follow the Criteria for a Successful Civil Assessment Program. (<http://www.courts.ca.gov/partners/documents/Rev-Dist-Criteria-for-Successful-Civil-Assessment-Program.pdf>)²
14. Evaluate the effectiveness and efficiency of external collection agencies or companies to which court-ordered debt is referred for collection.
15. Accept payments via credit and debit card.
16. Accept payments via the Internet.
17. Include in a collection program all court-ordered debt and monies owed to the court under a court order.
18. Include financial screening to assess each individual's ability to pay prior to processing installment payment plans and account receivables.
19. Charge fees as authorized by Penal Code section 1202.4(l).
20. Charge fees as authorized by Penal Code section 1205(e).
21. Use restitution rebate, as authorized by Government Code section 13963(f), to further efforts for the collection of funds owed to the Restitution Fund.
22. Participate in the statewide master agreement for collection services or renegotiate existing contracts, where feasible, to ensure appropriate levels of services are provided at an economical cost.
23. Require private vendors to remit the gross amount collected as agreed and submit invoices for commission fees to the court or county on a monthly basis.
24. Use collection terminology (as established in the glossary, instructions, or other documents approved for use by courts and counties) for the development or enhancement of a collection program.
25. Require private vendors to complete the components of the Collections Reporting Template that corresponds to their collection programs.

² *Ibid.*

Collections Performance Measures and Benchmarks

Performance Measure	Definition	Formula	Benchmark
Gross Recovery Rate (GRR)	Measures a collection program's ability to resolve delinquent court-ordered debt, including alternative sentences, community service, suspended sentences and discharges.	Delinquent collections for the fiscal year + Adjustments + Discharges / Referrals	34%
Success Rate (SR)	Measures the amount of revenue collected on delinquent court-ordered debt based on total delinquent accounts referred after adjustments and discharges, including non-sufficient funds (NSF) checks.	Delinquent collections for the fiscal year / Referrals – Adjustments – Discharges	31%

1	Court/County	Select court/county (see Contact Informa
2	Court Contact:	
	Telephone Number:	
	E-mail Address:	

3	County Contact:	
	Telephone Number:	
	E-mail Address:	

4	List collection agencies or programs used by order in which debt is referred:	1.	<input type="text"/>
		2.	<input type="text"/>
		3.	<input type="text"/>
		4.	<input type="text"/>
		5.	<input type="text"/>

5	Item 4	Category	Item 5	Item 6a	Item 6b	Item 7
Below is a description of the collections components (activities) authorized by Penal Code section 1463.007. As required by Government Code section 68514, for Items 4, 5, 6a, 6b and 7, input the requested information for each collection activity that the court/county program currently uses:						
6	a. Attempts telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options.	<input type="checkbox"/>	1		Enter data as part of Category 3, (activity c)	
7	b. Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency.	<input type="checkbox"/>	2			
8	c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding.	<input type="checkbox"/>	3			
9	d. Uses Department of Motor Vehicles information to locate delinquent debtors.	<input type="checkbox"/>	4			
10	e. Accepts payment of delinquent debt by credit card.	<input type="checkbox"/>	3	Enter data as part of Category 3, (activity c), Row 8 above.		
11	a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program.	<input type="checkbox"/>	5			
12	b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program.	<input type="checkbox"/>	6			
13	c. Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court.	<input type="checkbox"/>	7			
14	d. Contracts with one or more private debt collectors to collect delinquent debt.	<input type="checkbox"/>	8			
15	e. Sends monthly bills or account statements to all delinquent debtors.	<input type="checkbox"/>	2	Enter data as part of Category 2 (activity b), Row 7 above.		
16	f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors.	<input type="checkbox"/>	4	Enter data as part of Category 4, (activity d) in Row 9 above.		
17	g. Coordinates with the probation department to locate debtors who may be on formal or informal probation.	<input type="checkbox"/>	4	Enter data as part of Category 4, (activity d) in Row 9 above.		
18	h. Uses Employment Development Department employment and wage information to collect delinquent debt.	<input type="checkbox"/>	4	Enter data part of Category 4, (activity d) Row 9 above.		
19	i. Establishes wage and bank account garnishments where appropriate.	<input type="checkbox"/>	9			
20	j. Places liens on real property owned by delinquent debtors when appropriate.	<input type="checkbox"/>	9	Enter data as part of Category 9, (activity i) Row 19 above.		
21	k. Uses an automated dialer or automatic call distribution system to manage telephone calls.	<input type="checkbox"/>	1	Enter data as part of Category 1, (activity a) Row 6 above.		
22	TOTAL:			\$0	0	\$0

Additional Information:

23	If available, provide the total value of fines, fees, forfeitures, penalties, and assessments initially imposed, prior to any adjustments.
24	If available, provide the total number and value of cases adjusted (e.g., bail or fine reduced or waived) based on an ability to pay determination.
25	If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) with custody credits in lieu of cash payment.
26	If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) with community service in lieu of cash payment.
27	If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) by dismissal of charges in lieu of cash payment.

Number of Cases	Value (\$)
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Category Key: (See Category tab for task/activities list)		
1= Telephone Contact	4= Skip tracing	7= DL Hold
2= Written Notice(s)	5= FTB-COD	8= Private agency
3= Lobby/counter	6= FTB-IIC	9= Wage/bank garnishments and Liens

Is the program qualified as a comprehensive collection program?

No

Program Report

**Select court/county (see Contact Information worksheet #1)
Use the space below to describe your collection program.**

Describe the extent to which your collection program is meeting the Judicial Council approved Collections Best Practices and identify any obstacles or problems that prevent the collections program from meeting those objectives. Of the twenty-five (25) Best Practices listed below please check those which your collection program has implemented. Provide an explanation for the best practices currently not being met, below. Also, identify any new or additional practices that have improved your collections program.

- 1 Develop plan and put in a written MOU that implements and enhances a program in which the court/county collaborate to collect court-ordered debt and monies owed to a court under court order.
- 2 Establish and maintain a cooperative superior court and county collection committee responsible for compliance, reporting, and internal enhancements of the joint collection program.
- 3 Meet the components of a comprehensive collection program as required under Penal Code section 1463.007 in order that the costs of operating the program can be recovered.
- 4 Complete all data components in the Collections Reporting Template.
- 5 Reconcile amounts placed in collection to the supporting case management and/or accounting systems.
- 6 Retain the joint court/county collection reports and supporting documents for at least three years.
- 7 Take appropriate steps to collect court-ordered debt locally before referring it to the Franchise Tax Board for collection.
- 8 Participate in the Franchise Tax Board Court-Ordered Debt (COD) collection program.
- 9 Participate in the Franchise Tax Board Interagency Intercept Collections (IIC) program.
- 10 Establish a process for handling the discharge of accountability for uncollectible court-ordered debt.
- 11 Participate in any program that authorizes the Department of Motor Vehicles to suspend or refuse to renew drive when appropriate for a failure to appear in court.
- 12 Conduct trials by written declaration under Vehicle Code section 40903 and, as appropriate in the context of such trials, impose a civil assessment.
- 13 Implement a civil assessment program and follow the Criteria for a Successful Civil Assessment Program.
- 14 Evaluate the effectiveness and efficiency of external collection agencies or companies to which court-ordered debt is referred for collection.
- 15 Accept payments via credit and debit card.
- 16 Accept payments via the Internet.
- 17 Include in a collection program all court-ordered debt and monies owed to the court under a court order.
- 18 Include financial screening to assess each individual's ability to pay prior to processing installment payment plans and account receivables.
- 19 Charge fees as authorized by Penal Code section 1202.4(l).
- 20 Charge fees as authorized by Penal Code section 1205(e).
- 21 Use restitution rebate, as authorized by Government Code section 13963(f), to further efforts for the collection of funds owed to the Restitution Fund.
- 22 Participate in the statewide master agreement for collection services or renegotiate existing contracts, where feasible, to ensure appropriate levels of services are provided at an economical cost.
- 23 Require private vendors to remit the gross amount collected as agreed and submit invoices for commission fees to the court or county on a monthly basis.
- 24 Use collection terminology (as established in the glossary, instructions, or other documents approved for use by courts and counties) for the development or enhancement of a collection program.
- 25 Require private vendors to complete the components of the Collections Reporting Template that corresponds to their collection programs.

Please identify areas in collections or distribution (check all that apply) in which program staff would like to receive training, assistance, or additional information.

- | | | |
|--|--|---|
| <input type="checkbox"/> Audits (Judicial Council) | <input type="checkbox"/> Revenue Distribution | <input type="checkbox"/> Cost Recovery |
| <input type="checkbox"/> Audits (SCO) | <input type="checkbox"/> Discharge from Accountability | <input type="checkbox"/> Other Collections-Related Issues |

Comments or explanations:

The number of best practices used is: 0

Performance Report

Select court/county (see Contact Information worksheet #1)

Use the space below to discuss your collection program.

Please provide any comments on your Gross Recovery Rate or Success Rate for the reporting period, by Current Period, Prior Periods Inventory, and Combined.

Please explain the extent of your reporting capabilities in terms of providing the information required by GC68514. If data cannot be provided at this time or if the reported data differs from the Instructions, please describe the submitted data and any plans for providing this information in the future.

Additional operational information about your collections program for the reporting period.

Annual Financial Report

Select court/county (see Contact Information worksheet #1)

REPORTING PERIOD		Col. A										
1	Beginning Date-First day of Reporting Period	01-Jul-20										
2	Ending Date-Last day of Reporting Period	30-Jun-21										
CURRENT PERIOD (NEWLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS												
		Number of Cases Established or Referred as Delinquent	Value of Cases Established or Referred as Delinquent	Number of Cases with Payment(s) Received (Items 1 and 2)	Gross Revenue Collected	Cost of Collections (Penal Code 1463.007) enter as negative number	Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence (Item 3)	Discharge from Accountability (Item 3)	Net Value of Newly-Established Delinquent Debt at End of Period (Col. C - E - G - H)	Value of Cases on Installment Agreement (Item 8)	Default Balance Installment Agreement (Item 8)	Percentage of Debt Defaulted On (Installment Agmt.) (Col. K / Col. J)
Row	Program	Col. B	Col. C	Col. D	Col. E	Col. F	Col. G	Col. H	Col. I	Col. J	Col. K	Col. L
3	Non-Delinquent Collections											
4	Court Collection Program											
5	County Collection Program											
6	Private Agency											
7	FTB Court-Ordered Debt											
8	Intra-Branch Program											
9	Other											
10	Sub-total Delinquent											
PRIOR PERIOD (PREVIOUSLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS												
		Number of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet)	Value of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet)	Number of Cases with Payment(s) Received	Gross Revenue Collected	Cost of Collections (Penal Code 1463.007) enter as negative number	Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence	Discharge from Accountability	Net Value of Previously-Established Delinquent Debt at End of Period (Col. N - P - R - S)	Value of Cases on Installment Agmt. (Ending Balance from Prior Year)	Default Balance Installment Agreement	Percentage of Debt Defaulted On (Installment Agmt.) (Col. V / Col. U)
Row	Program	Col. M	Col. N	Col. O	Col. P	Col. Q	Col. R	Col. S	Col. T	Col. U	Col. V	Col. W
11	Non-Delinquent Collections											
12	Court Collection Program											
13	County Collection Program											
14	Private Agency											
15	FTB Court-Ordered Debt											
16	Intra-Branch Program											
17	Other											
18	Sub-total Delinquent											
COMBINED: BEGINNING AND ENDING BALANCES; FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS												
		Number of Cases Beginning Balance	Value of Cases Beginning Balance	Gross Revenue Collected	Cost of Collections (Penal Code 1463.007)	Adjustments	Discharge from Accountability	Net Change in Value	Number of Cases - Ending Balance	Value of Cases-Ending Balance	Error Messages	
Row	Program	Col. X	Col. Y	Col. Z	Col. AA	Col. AB	Col. AC	Col. AD	Col. AE	Col. AF	Col. AG	
19	Non-Delinquent Collections											
20	Court Collection Program											
21	County Collection Program											
22	Private Agency											
23	FTB Court-Ordered Debt											
24	Intra-Branch Program											
25	Other											
26	Total Delinquent											
COLLECTIONS METRICS FOR FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS												
	Metric	Current Period	Prior Inventory	Combined	Formula	Definition						
Row	Col. AH	Col. AI	Col. AJ	Col. AK	Col. AL	Col. AM						
27	Gross Recovery Rate				$\frac{\text{Collections} + \text{Adjustments} + \text{Discharges}}{\text{Referrals}}$	Measures a collection program's ability to resolve delinquent court-ordered debt, including alternative sentences, community service, suspended sentences and discharges.						
28	Success Rate				$\frac{\text{Collections}}{\text{Referrals} - \text{Adjustments} - \text{Discharges}}$	Measures the amount of revenue collected on delinquent court-ordered debt based on total delinquent accounts referred after adjustments and discharges, including NSF checks.						
VICTIM RESTITUTION AND OTHER JUSTICE-RELATED REIMBURSEMENTS												
		Number of Cases - (Ending Balance from Prior Year)	Value of Cases - (Ending Balance from Prior Year)	Number of Cases Established/ Referred/ Transferred in Period	Value of Cases Established/ Referred/ Transferred in Period	Gross Revenue Collected: Other Justice-Related Reimbursements	Adjustments: Other Justice-Related Reimbursements	Gross Revenue Collected: Victim Restitution (PC1202.4 (f)) Only	Net Change in Value	Number of Cases - Ending Balance	Value of Cases - Ending Balance	Error Messages
Row	Program	Col. AN	Col. AO	Col. AP	Col. AQ	Col. AR	Col. AS	Col. AT	Col. AU	Col. AV	Col. AW	Col. AX
29	Non-Delinquent Collections											
30	Court Collection Program								0		-	
31	County Collection Program								0		-	
32	Private Agency								0		-	
33	FTB Court-Ordered Debt								0		-	
34	Intra-branch Program								0		-	
35	Other								0		-	
36	Total Delinquent											
Reviewed by Court						Reviewed by County						
Printed Name			Signature			Printed Name			Signature			
Date			Title (Court Executive or Presiding Judge)			Date			Title (County Auditor-Controller or other)			

Transfer Worksheet

	Number of Delinquent Cases at Period Beginning (Ending Balance from Prior Year – Col. AE)	Value of Delinquent Cases at Period Beginning (Ending Balance from Prior Year – Col. AF)	Number of Cases Transferred Between Programs	Value of Cases Transferred Between Programs	Adjusted Number of Delinquent Cases at Period Beginning (Enter in Col. M)	Adjusted Value of Delinquent Cases at Period Beginning (Enter in Col. N)
Program	Col. 1	Col. 2	Col. 3	Col. 4	Col. M	Col. N
Non-Delinquent Collections						
Court Collection Program					-	-
County Collection Program					-	-
Private Agency					-	-
FTB Court-Ordered Debt					-	-
Intra-Branch Program					-	-
Other					-	-
Sub-total Delinquent	-	-	-	-	-	-

Penal Code 1463.007 Collections Activities by Category

PC 1463.007 Collections Activity	Category	Task/Activity
<p>3a. Attempts telephone contact with delinquent debtors for whom the program has a telephone number</p> <p>k. Uses an automated dialer or automatic call distribution system to manage telephone calls.</p>	<p>1= Telephone Contact</p>	<p>Outbound Call Inbound Call</p> <p>Dialer blast messaging</p>
<p>3b. Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency.</p> <p>4e. Sends monthly bills or account statements to all delinquent debtors.</p>	<p>2=Written Notice(s)</p>	<p>Delinquent Notice (Failure to Appear, Failure to Pay, Civil Assessment) Handle all collections-related mail correspondence E-mail received Email sent</p>
<p>3c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding.</p> <p>3e. Accepts payment of delinquent debt by credit card.</p>	<p>3= Lobby/Counter</p>	<p>Receive/post cash, check and credit card payments Provide case information to individuals Establish payment plan agreements including amendments to existing plan Schedule walk-in arraignment, upon individual's request to go before a judge Update DMV, if needed Enter notes on the case, etc. Work the Out of Court--Collection Queue (Judge orders case be handled in collections) Process all criminal and juvenile probation orders; update financials and establish payment plans. Process all criminal and juvenile DA forms; update financials and establish payment plans Process payments from Intra-branch, generate weekly payment report Process payments and commission credit adjustments from private agency. Assist vendor w/case info., account balances, email them any directives from Judge on case and prepare commission checks at the end of month. Process all payments and commission credit adjustments from FTB-COD. Contact FTB-COD for additional information such as account balances, levy actions, etc.</p>
<p>3d. Uses Department of Motor Vehicles information to locate delinquent debtors.</p> <p>4f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors.</p> <p>4g. Coordinates with the probation department to locate debtors who may be on formal or informal probation.</p> <p>4h. Uses Employment Development Department employment and wage information to collect delinquent debt.</p>	<p>4=Skip Tracing</p>	<p>Perform skip tracing (DMV, internet, third party vendors)</p> <p>Obtain debtor information from probation and/or EDD</p>
<p>4a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program.</p>	<p>5=FTB-COD</p>	<p>Refer case to FTB-COD</p>
<p>4b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program.</p>	<p>6= FTB-IIC</p>	<p>Refer case to FTB-IIC</p>
<p>4c. Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court.</p>	<p>7=DL Hold/Suspension</p>	<p>Send abstract to DMV for Failure to Appear driver's license hold/suspension</p>
<p>4d. Contracts with one or more private debt collectors to collect delinquent debt.</p>	<p>8= Private Agency</p>	<p>Refer case to private collection agency</p>
<p>4i. Establishes wage and bank account garnishments where appropriate.</p> <p>4k. Places liens on real property owned by delinquent debtors when appropriate.</p>	<p>9= Wage/bank Garnishments and Liens</p>	<p>Wage and/or bank accounts are garnished</p> <p>Place liens</p>

Sample list of activities/tasks to be used to report activities utilized in the collection of delinquent court-ordered debt. See corresponding "Category" on the Contact and Other Information Sheet, Items 5, 6 and 7.

Quality Criteria Checklist

Row	Quality Checklist	CURRENT PERIOD: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS
1	<input type="checkbox"/>	Row 3, Column D, includes revenues collected for non-delinquent infraction, misdemeanor, and felony cases that were paid in full on or before the due date, or current installment or accounts receivable (A/R) payment plan. Row 3, Column E includes the number of cases associated with non-delinquent revenue collections reported in Row 3, Column D.
2	<input type="checkbox"/>	Rows 4-9 include all fines, fees, forfeitures, penalties, and assessments on traffic, criminal, and juvenile delinquency case types (infraction, misdemeanors, and felony), except victim restitution and other justice related fees (see Rows 29-35 for more information).
3	<input type="checkbox"/>	Rows 4-9, include newly established/referred/transferred cases, gross revenue collected, adjustments, or discharges posted during the reporting period.
4	<input type="checkbox"/>	Rows 4-9, Column B, include the total number of new cases established, referred, or transferred within the reporting period. Any cases that were previously established, but never referred or transferred to collections, are considered new cases and should be reported in this column (the corresponding value of these cases should be reported in Column C). If multiple cases were bundled into one case, only one (1) case should be reported in Column B.
5	<input type="checkbox"/>	Rows 4-9, Column C, include the total value of the corresponding cases in Column B, that were established, referred, or transferred during the reporting period only.
6	<input type="checkbox"/>	Rows 4-9, Column D, include the number of cases with payment(s) received during the reporting period. The number of cases reported may be equal to but not greater than the number of cases established in Column B.
7	<input checked="" type="checkbox"/>	Rows 4-9, Column E, include all monies received towards the satisfaction of delinquent court-ordered debt, including installment payments.
8	<input type="checkbox"/>	Rows 4-9, Column F, include the cost of collections that, pursuant to PC 1463.007, is allowable to offset revenue prior to distribution to other governmental entities. Cost of collections is entered in Column F as a negative number unless posting a reversal.
9	<input type="checkbox"/>	Value reported in Column G includes the total value of court-ordered debt satisfied by court-ordered dismissal, suspension, or by means other than payment. An amount satisfied by means other than payment includes alternative sentences (e.g., community service or time served in custody in lieu of fine) or non-cash adjustment that decreases or increases the amount outstanding for individual debt items.
10	<input type="checkbox"/>	Value reported in Column H includes all debt deemed uncollectible that was established and discharged in the reporting period, per Government Code section 25257-25259.95.
11	<input type="checkbox"/>	Column I is the change in value of Cases Referred/Established/Transferred minus (-) Gross Collections, Adjustments, and Discharged debt. (Column C - E - G - H).
12	<input type="checkbox"/>	Rows 4-9, Column J, includes the value of all cases set-up on an installment agreement (A/R or monthly installment payment plan) by the court or collecting entity.
13	<input type="checkbox"/>	Rows 4-9, Column K, includes the balances from delinquent cases where the individual is non-compliant with the terms of the agreement (i.e., payments have not been received) and the plan was not reinstated at the end of the fiscal year.
14	<input type="checkbox"/>	Column L is formula driven and calculates the percentage of fines and fees defaulted on by dividing the installment agreement balance (amount <i>defaulted on</i>) by the initial value of court-ordered debt set-up on payment plan (Col. K/ Col. J)
PRIOR PERIODS INVENTORY: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS		
15	<input type="checkbox"/>	Row 11, Column O, includes revenues collected for non-delinquent infraction, misdemeanor and felony cases that were paid in full on or before the due date, or current installment or accounts receivable (A/R) payment plan. Row 11, Column P includes the number of cases associated with non-delinquent revenue collections reported in Row 11, Column O.
16	<input type="checkbox"/>	Rows 12-17 include all fines, fees, forfeitures, penalties, and assessments on traffic, criminal, and juvenile delinquency case types (infraction, misdemeanors, and felonies), except victim restitution and other justice related fees (see Row 29-35 for more information).
17	<input type="checkbox"/>	Rows 12-17 include all cases in inventory referred or transferred to a collections program in a prior period, and gross revenue collected, court-ordered adjustments, or discharges that were received and posted during the current reporting period.
18	<input type="checkbox"/>	Rows 12-17, Column O, include the number of cases with payments received during the reporting period. Note: any late postings from prior year should be reported in Column M, and the case value should be reported in Column N as part of the ending balance from prior year.
19	<input type="checkbox"/>	Rows 12-17, Column P, include all monies received towards the satisfaction of delinquent court-ordered debt.
20	<input type="checkbox"/>	Rows 12-17, Column Q, include the cost of collections that, pursuant to PC 1463.007, is allowable to offset revenue prior to distribution to other governmental entities. Cost of collections is entered in Column Q as a negative number unless posting a reversal.
21	<input type="checkbox"/>	Rows 12-17, Column R, includes the total value of court-ordered debt satisfied by court-ordered dismissal, suspension, or by means other than payment. An amount satisfied by means other than payment includes alternative sentences (e.g., community service or time served in custody in lieu of fine) or non-cash adjustment that decreases or increases the amount outstanding for individual debt items.
22	<input type="checkbox"/>	Value reported in Column S includes all previously established debt deemed uncollectible and discharged in the reporting period, per Government Code section 25257-25259.95.
23	<input type="checkbox"/>	Value reported in Column T is the change in Value of Cases (Ending Balance from Prior Year) minus (-) Gross Collections, Adjustments, and Discharged debt. (Column N - P - R - S).
24	<input type="checkbox"/>	Column U is the value of cases carried over from the prior year for all cases on an installment agreement that remained unpaid at the end of the year.
25	<input type="checkbox"/>	Column V includes the balance from all cases on an installment agreement carried over where payment(s) were not received in the reporting period.
26	<input type="checkbox"/>	Column W captures the percentage of delinquent fines and fees payable in installments that were defaulted on. The cell is formula driven and calculates a percentage by dividing the rolling balance by the value of cases (carried over) on installment agreements. (Column V/Column U)
COMBINED: ENDING BALANCE FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS		
27	<input type="checkbox"/>	Row 19, Column Z, includes the combined total of non-delinquent gross revenue collected.
28	<input type="checkbox"/>	Rows 20-25, Columns X, Y, Z, AA, AB, AC and AD include the combined case number and value of new and prior period inventory, change in value, gross revenues, cost of collections, and adjustments, and discharge from accountability.
29	<input type="checkbox"/>	Rows 20-25, Columns X, Y, Z, AA, AB, AC and AD are formula driven, no input required. Value of Cases reported in Columns Y and AF reconcile to figures reported from underlying systems and vendors.
30	<input type="checkbox"/>	Value reported in Column AE includes the total number of cases at the end of the reporting period for each program.
31	<input type="checkbox"/>	Values reported in Column AF balance to value of cases at beginning of period (Col. Y), minus the change in value reported in Col. AD (which is the sum of the amounts shown in Col. Z, AB and AC.)
32	<input type="checkbox"/>	An Error Message in Column AG indicates that the beginning balance in Column Y, minus the value of transactions reported in Column AD does not equal the ending balance reported in Column AF.
VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS		
33	<input type="checkbox"/>	Row 29 includes only non-delinquent cases referred/established, revenue collected, or adjustment posted during the reporting period.
34	<input type="checkbox"/>	Rows 30-35 include victim restitution and other justice related fees owed to other entities that were not included in Rows 3-9 or 11-17
35	<input type="checkbox"/>	Rows 30-35, include cases referred/established, revenue collected, or adjustments posted during the reporting period.
36	<input type="checkbox"/>	Column AR includes gross revenue collected on other justice related fees and should be entered as a positive number unless posting reversal. Column AS are adjustments that decrease or increase the amount outstanding for individual debt items.
37	<input type="checkbox"/>	Column AT includes the total amount of restitution owed to a victim by court order under Penal Code section 1202.4(f) collected by each collections program during the reporting period. Row 29 includes non-delinquent restitution collections.
38	<input type="checkbox"/>	Column AU includes the value of Col. AQ less the amounts shown in columns AR, AS, and AT (this field is formula-driven, so no separate calculation or entry is required).
39	<input type="checkbox"/>	Column AV includes the number of cases of all delinquent outstanding debt (new and inventory). In addition to restitution, debt balances may include other criminal justice-related fees not reported in rows 4-9 and 12-17.
40	<input type="checkbox"/>	Column AW should equal the beginning balance in Column AO plus the sum of transactions for the period, as shown in Col. AU (AU = A Q - AR -AS -AT).
41	<input type="checkbox"/>	Column AX is blank unless errors or potential errors are detected in the worksheet. If an out of balance message appears correct the identified error or explain in Performance Report.

Instructions for Completing the Collections Reporting Template

1. About the Collections Reporting Template (CRT)

Under Government Code section 68514 and Penal Code section 1463.010, as amended by Assembly Bill 1818, (Stats. 2019, Ch. 637), each superior court and county shall jointly report each year on the collection of revenue from criminal fines and fees, including information related to specific collections activities, the use of best practices, and amount of outstanding court-ordered debt. This report shall be submitted to the Judicial Council on or before September 1, using a template provided by the Council.

The following worksheets include the data elements required by both Government Code section 68514 and Penal Code section 1463.010. The worksheets must be completed and submitted by the date indicated below to the Judicial Council as part of the CRT:

- Contact and Other Information
- Program Report
- Performance Report
- Annual Financial Report

2. Due Date

The CRT must be submitted to the Judicial Council as part of the report *due on or before September 1*, per Penal Code section 1463.010. If September 1 falls on a weekend or holiday, the report shall be due the next business day.

3. Reporting Period

The CRT should be completed for the period of July 1 of the prior calendar year through June 30 of the calendar year the report is prepared. For example, for the 2021 report, the reporting period is July 1, 2020–June 30, 2021. The reporting period may also be referred to as the current period, the current year, the fiscal year, the reporting year, the year, or similar terms.

4. What Should Be Reported

The following should be reported in the CRT:

- All delinquent court-ordered fines, fees, forfeitures, penalties, and assessments, as well as victim restitution, imposed by law or court order in criminal (infraction, misdemeanor, and felony) cases, including juvenile delinquency cases, and the number of cases associated with those collections.
- All revenues generated by each collection program (e.g., court, county, private agency, Franchise Tax Board (FTB), intra-branch, or other program) from delinquent cases during the reporting period and the number of cases associated with those collections.
- All revenues generated from non-delinquent cases during the reporting period and the number of cases associated with those collections.

- The value and number of new cases established or referred during the reporting period, as well as the value and number of cases from prior period inventory which are still outstanding.

Fees collected in non-criminal cases (e.g., civil, probate, family, mental health, and juvenile dependency) **should not be** reported in the template.

5. **Worksheet 1: Contact and Other Information**

This worksheet captures contact information and data in response to Items 4, 5, 6, and 7 of the reporting requirements under Government Code section 68514 (highlighted in green). Required data corresponding to Items 1, 2, 3 and 8 is captured in the Annual Financial Report. Refer to sections that follow for instructions on how to complete the Contact and Other Information worksheet.

Penal Code section 1463.007 requires that each program engage 10 of 16 collections activities, including each of the first five activities listed. The collections programs may collectively meet the requirement. For purposes of this report, the collection activities were grouped into nine (9) categories. (See the Category Key).

NOTE: Based on the number of activities checked, the worksheet will indicate whether your collections program has fulfilled that component of the requirements of a comprehensive collection program.

The **Category** column identifies the number assigned to each activity. Each activity utilized in the collection of delinquent court-ordered debt should be reported by Category. See the Categories tab for a non-exhaustive list of tasks/activities.

Item 4: In this column, check each activity that is met by at least one of the collections programs (e.g., court, county, private agency, FTB, and intra-branch program). This complies with the reporting requirement for a description of the collection activities used pursuant to Penal Code section 1463.007. It is expected that if a collection activity is marked on this Worksheet that is also listed as a best practice on the Program report, it will be marked there as well.

Item 5: In this column, for each case, track and record payment(s) received per collection activity and report the total amount collected in the corresponding Category at the end of the fiscal year.

NOTE: The total in Item 5, Row 22, should reconcile with the Gross Revenue Collected, Column Z, Row 26, of the Annual Financial Report.

Item 6: For purposes of this report, item 6 is interpreted as requesting information on each case plus a unique person (one individual).

In Column Item 6a, track and record each case by activity that the program engages (utilizes) as part of the collection effort and report the total number of cases by Category at the end of the fiscal year, whether or not the activity resulted in collections.

In Column Item 6b, track and record one individual in Category 3 regardless of the number of associated case(s) in 6a and report the total number of individuals at the end of the fiscal year.

NOTE: Since a program may utilize one or more of the 16 activities during the collections process, the number of cases by activity in 6a will always be equal to or greater than the associated number of individuals reported in 6b.

Item 7: In this column, for each case, track and record total operating costs per collection activity and report total costs in the corresponding category, as a negative (–) entry, at the end of the fiscal year.

For purposes of this report, operating costs are as defined in the [Guidelines and Standards for Cost Recovery](#). Operating costs should be calculated and recovered using the *Guidelines* approved methodologies.

NOTE: The total in Row 22, Item 7, must reconcile with Cost of Collections, Column AA, Row 26, of the Annual Financial Report.

Additional Information: Subdivision (a)(3) of Government Code section 68514 requires that the annual report include the total amount of fines and fees dismissed, discharged, or satisfied by means other than payment. Given the increased attention that is focused on individuals' ability to satisfy court-ordered debt through means other than payment, we are requesting additional detail about adjustments being made to **delinquent** court-ordered debt. The information provided will help shape more informed decisions about these issues.

Line 23: Enter the total value of delinquent court-ordered debt imposed upon defendants, or scheduled to be imposed, prior to any adjustments.

Line 24. Enter the number and value of cases where the defendants' bail or fine was reduced or waived as a result of an ability to pay determination. This includes determinations for delinquent accounts made through use of the online application, where appropriate.

Line 25: Enter the number and value of cases where the defendant satisfied their bail or fine through custody credits. Include the total value of the reduction, not just the base fine.

Line 26: Enter the number and value of cases where the defendant satisfied their bail or fine through community service hours.

Line 27: Enter the number and value of cases where court-ordered debt was satisfied through dismissal of charges. This includes cases where fines are fees are vacated by legislation, as well as court-ordered dismissals.

**Wondering how to report data on CRT?
See an Example of the Process on page 15**

6. Worksheet 2: Program Report

Programs should provide a description of any changes to collections during the reporting period, including a description of the extent to which Judicial Council–approved Collections Best Practices are being met and any obstacles or problems that prevent the program from meeting the best practices. In the bottom section, indicate areas (by checkmark) in which training, assistance, or additional information is necessary. If additional space is required, please submit the information as an attachment in Microsoft Word format.

If a best practice on this report matches a collection program or activity on either Worksheet 1 or Worksheet 4 which shows activity, it should be checked as being used on this report as well.

7. Worksheet 3: Performance Report

Programs should provide a summary of the collection program’s performance during the reporting year, including the extent of the program’s reporting capabilities as it relates to the information required by Government Code section 68514. If data cannot be provided at this time or if the reported data differs from these Instructions, please describe the submitted data and any plans for providing this information in the future.

If additional space is required, please submit the information as an attachment in Microsoft Word format.

8. Worksheet 4: Annual Financial Report

The Annual Financial Report worksheet captures the total revenue collected during the reporting period (i.e., July 1–June 30) and the number of cases associated with those collections, court-ordered adjustments, discharged debt, and cost of collections. Data in response to Items 1, 2, 3 and 8 of the reporting requirements under Government Code section 68514 are captured in this worksheet.

<p>NOTE: This worksheet is protected, and data entry is required only in unshaded cells. Refer to sections that follow for instructions on how to complete the Annual Financial Report worksheet.</p>
--

9. Worksheet 5: Transfer Worksheet

If accounts with previously established debt are transferred from one collection program to another during the reporting period, the transfer worksheet should be used to record those transfers, so that any collections, adjustments, or discharges which occur are correctly attributed in the Annual Financial Report. *Use of this form is optional but encouraged if needed to clearly show the net transfer of accounts between the programs.*

HOW TO COMPLETE THE ANNUAL FINANCIAL REPORT: STEP-BY-STEP

CURRENT PERIOD (NEWLY-ESTABLISHED) DEBT: Fines, Fees, Forfeitures, Penalties, and Assessments

For each collections program, (e.g., court, county, private agency, FTB, or an intra-branch program) enter all transactions on newly established and referred cases that occurred during the reporting period, also known as current period debt. “Newly established and referred cases” includes all cases for which criminal fines, fees, forfeitures, penalties, and assessments became delinquent during the fiscal year. It also includes forthwith payments on cases established during the reporting year, which are reported as a single total not assigned to specific collection programs.

- In row 3, report only the number of non-delinquent cases for which payments were received (e.g., traffic bail forfeitures, forthwith payments, accounts receivable, and payment plans for non-delinquent debt), in column D, and the amount of non-delinquent gross revenue collected, in column E.
- In rows 4–8, report the number (column B) and value (column C) of cases newly established or referred as delinquent during the reporting period; detailed explanations for each column are below.
 - the number of cases for which payments were received – column D,
 - gross revenue collected – column E,
 - cost of collections – column F,
 - adjustments – column G,
 - discharges posted during the year on newly-delinquent cases only – column H. Discharge can only be performed by the court or the county (rows 4 or 5)

NOTE: As a reminder, programs which have contracted with another court or county to handle collections should report all collections activity on Row 8, for Intra-Branch Program.

- In row 9, enter amounts that cannot be broken out or attributed to a single collection program. These amounts may include revenue collected by the Franchise Tax Board’s Interagency Intercept Collection (FTB-IIC) program or the Department of Motor Vehicles (DMV).

NOTE: If revenue is received from FTB-IIC in a case that is also assigned to another program, the value of the inventory should be reported on row 9 and subtracted from the other program’s reported value.

Column B: Number of Cases Established or Referred as Delinquent

Enter the total net number of new cases established or referred to each respective collection program within the reporting year. Cases that were previously established, but never referred to collections, are considered new cases and should be reported in Col. B. Report newly delinquent debt only.

TIP: To avoid double-counting, a case should be reported only once, under the collection program that has the case in inventory at year end (June 30th). If a case is fully resolved through payment, adjustment, or discharge, it should be reported under the program that has the case when it is resolved.

Example: If an individual has two delinquent cases: Case 1 is a DUI and Case 2 includes two Vehicle Code violations, two cases are reported in Col. B, regardless of the number of violations. For cases that are “bundled” into one case for referral to a collections program (i.e., the Franchise Tax Board), only one case should be reported in Col. B.

<p>NOTE: Reporting an accurate case count is as important as reporting an accurate value of delinquent debt. Both are required reporting elements under Government Code section 68514.</p>

Column C: Value of Cases Established or Referred as Delinquent

Enter the total net value of cases identified in Col. B that were newly established or referred as delinquent during the reporting period. Delinquent debt which was established or referred to a program in prior years should be reported in Col. N.

Column D: Number of Cases with Payment(s) Received

In row 3, include the number of cases associated with non-delinquent collections reported in Col. D. In rows 4 through 9, enter the number of newly-delinquent cases with payment(s) received (including payment(s) on an installment agreement) during the fiscal year that are directly associated with the total delinquent revenues reported in Col. E.

<p>NOTE: Report the number of cases with payment received, non-delinquent and delinquent, <u>not</u> the number of payments. The number of cases with payments received (Col. D) cannot be greater than the number of cases reported in Col. B.</p>
--

Using example in Column B above: If at the end of the year six installment payments are received on Case 1 and three on Case 2, the number of cases reported in Column D is two, regardless of the number of payments received.

Column E: Gross Revenue Collected

As noted above, in row 3 include non-delinquent traffic bail forfeitures, forthwith payments, accounts receivable, and current payment plans. In rows 4 to 9, enter the total amount of delinquent revenue collected by each collections program on newly-delinquent debt during the reporting year, including payment(s) from an accounts receivable or installment payment plan. If revenue cannot be separated between the current and prior periods, please report all revenue, and the associated number of cases, in the prior reporting period.

Column F: Cost of Collections

Enter as a negative number the cost of collections allowable for recovery under Penal Code section 1463.007. If cost of collections cannot be distinguished by period, prorate and report costs based on the value of revenue collected in each period.

Column G: Adjustments

Enter the total dollar value of court-ordered debt satisfied by means other than payment that decreases or increases the outstanding debt amount. This includes court-ordered adjustments, such as dismissals, suspensions, and waivers of all or part of the total fine, and alternative payments such as community service or post sentence service of time in custody in lieu of fine, or other non-cash adjustments that occurred during the reporting period. It also includes changes resulting from legislation which affect outstanding court-ordered debt.

This total should be entered as a positive number if the net effect is to reduce the amount of debt outstanding or a negative (–) number if the net effect is to increase the amount of debt outstanding. For example, charges for a bad check would be entered as a negative (–) dollar amount, as this would increase the amount of debt outstanding.

Column H: Discharge from Accountability

Enter the total dollar value of accounts established as delinquent **and** discharged during the current year, per Government Code sections 25257 to 25259.95. The value should be entered as a positive number as the net effect is to reduce the amount of debt outstanding.

TIP: Column H should include *only* debt established in the current period, otherwise report the value in Column S. For example, if a \$600 debt being collected by the county is discharged, +\$600 would be entered in Col. H, row 5.

Column I: Net Value of Newly-Established Delinquent Debt at End of Period

The amount in Column I is formula driven; no data entry required. The formula calculates the change in value of transactions reported in columns C, E, G, and H, as follows: (Column I = C – E – G – H), or the value of cases established, minus all collections, adjustments, and discharges.

Column J: Value of Cases on Installment Agreements

In Column J, enter the original value of all delinquent cases set-up on an installment agreement, by the court or collecting entity, for installment payment(s) on newly established delinquent court-ordered debt.

TIP: The value of cases on installments cannot be greater than the value of cases reported in Column C.

Column K: Default Balance Installment Agreements

In Column K, enter the balance of newly established delinquent cases set-up on an installment agreement where the individual did not fulfill their payment obligation, i.e., payment(s) have not been received as promised and the plan was not reinstated at the end of the fiscal year. Include only the value of installment plans where the individual failed to comply with the terms of the installment agreement.

A delinquent case that is set-up on an installment payment plan as part of the collections process is considered “*defaulted on*” if the individual fails to fulfill his/her payment obligation, per the terms of the agreement. The default balance should not include the unpaid balance of cases set-up on installment plans that are “current”, i.e., installment payment(s) have been made according to the agreement terms.

Column L: Percentage of Debt Defaulted On (Installment Agreements)

The amount in Column L is formula-driven; no data entry required. The formula calculates the percentage of court-ordered debt *defaulted on* by dividing the default balance by the original case value set-up on an installment agreement. (Col. K / Col. J)

NOTE: Court-ordered debt should be reported separately, by Current and Prior Periods. If any portion of court debt established in the Current Period cannot be accurately distinguished from debt established in a Prior Period, report the combined total in Prior Period. In the Performance Report explain when the program anticipates reporting collections information as required by statute.

**PRIOR PERIOD (PREVIOUSLY-ESTABLISHED) DELINQUENT DEBT:
Fines, Fees, Forfeitures, Penalties, and Assessments**

In response to the reporting requirement under Gov. Code § 68514, the Annual Financial Report captures data by Current Period (Newly-Established Delinquent Debt), Prior Period (Previously-Established Delinquent Debt), and Combined total.

Data reported in the Previously-Established Delinquent Debt, or Prior Period, section will be used to comply with subdivision (b) of Gov. Code § 68514, which requires a section that lists information on fines and fees which were established prior to the current reporting period that had outstanding balances in the current year.

For each collections program, (e.g., court, county, private agency, FTB, or an intra-branch program), enter all transactions that occurred during the current fiscal year, as follows:

- In row 11 report only the number of non-delinquent cases from which payments were received (e.g., traffic bail forfeitures, forthwith payments, accounts receivable, and payment plans for non-delinquent debt), in column O, and the amount of gross revenue collected, in column P. This includes installment payments or accounts receivable which were established prior to July 1 but received payments during the reporting period.
- In rows 12–16, similar to rows 4-8 in the current period, report on cases previously established as delinquent. Detailed explanations are below:
 - report the number of cases in inventory from the prior year – column M
 - value of cases in inventory from the prior year – column N
 - the number of cases for which payments were received – column O
 - gross revenue collected – column P
 - cost of collections – column Q
 - adjustments – column R
 - discharges from accountability on all cases in inventory which were established prior to the current year – column S.

NOTE: Programs which have contracted with another court or county to handle collections should report all collections activity on Row 16, for Intra-Branch Program.

- In row 17, enter amounts that cannot be broken out or attributed to a single collection program. These amounts would include revenue collected by the FTB-IIC program or the DMV.

NOTE: If revenue is received from FTB-IIC in a case that is also assigned to another program, the value of the inventory should be reported on row 17 and subtracted from the other program's reported value.

Column M: Number of Delinquent Cases at Period Beginning (Ending Balance from Prior Year)

Enter the total number of cases initially referred or established in each respective collection program in prior fiscal years, which remain in inventory. This number should be the same as the ending number of cases reported in the previous year (Column AE), as modified by any transfers between collection programs reported on the Transfer Worksheet, if necessary. Any variance from the previous year's ending balance not included on the Transfer Worksheet (if used) should be reported and explained in the Performance Report worksheet.

Example: The ending number of cases for the county collection program on the previous year's report is 1,000. During the current reporting period, 300 cases are transferred to the private agency and 200 cases are transferred to FTB Court-Ordered Debt. On the Transfer Worksheet, report a reduction of 500 cases for the county collection program, an increase of 300 cases for the private agency, and an increase of 200 cases for FTB Court-Ordered Debt. These modified amounts are entered into Col. M.

Column N: Value of Delinquent Cases at Period Beginning (Ending Balance from Prior Year)

Enter the total net value of cases identified in Col. M that were referred or established in prior reporting periods which remain in inventory, following adjustments for transfers between collection programs. This value represents the ending balance reported at the end of the previous year (Column AF), as modified by transfers between collection programs during the reporting period as reported on the Transfer Worksheet, if necessary. Any variance between the ending balance on the previous year's report and the value reported in Column N not included on the Transfer Worksheet (if used) should be reported and explained in the Performance Report worksheet.

Example: The ending balance for the county collection program on the previous year's report is \$25,000. During the current reporting period, \$10,000 is transferred to the private agency and \$5,000 is transferred to FTB Court-Ordered Debt. On the Transfer Worksheet, report a \$15,000 reduction in the balance of the county collection program, a \$10,000 increase in the balance of the private agency, and a \$5,000 increase in the balance of FTB Court-Ordered Debt. These modified amounts are entered into Col. N.

Column O: Number of Cases with Payment(s) Received

In row 11, include the number of cases associated with non-delinquent collections reported in Col. P. In rows 12–16, enter the number of cases with payments received (including cases on installment plans) during the current reporting year from previously-established cases, which are associated with the gross revenue collected in Col. P. As stated regarding Column D above, report the number of cases with payments, not the number of payments received.

Column P: Gross Revenue Collected During the Period

As noted above, in row 11, include non-delinquent traffic bail forfeitures, forthwith payments, accounts receivable, and current payment plans. In rows 12–16, enter the total amount of delinquent revenue collected during the current reporting period by each collection program from previously-established cases. If revenue cannot be separated between the current and prior periods, please report all revenue, and the associated number of cases, in the prior reporting period.

Column Q: Cost of Collections

Enter as a negative number the cost of collections (operating costs) allowable for recovery under Penal Code section 1463.007.

Column R: Adjustments

Enter the total dollar value of court-ordered debt satisfied by means other than payment that decreases or increases the amount outstanding for individual debt item. This includes court-ordered adjustments, such as suspensions and dismissals, and alternative payments such as community service or post sentence service of time in custody in lieu of fine, or other non-cash adjustments that occurred during the current reporting period. It also includes changes resulting from legislation which affect outstanding court-ordered debt.

This total should be entered as a positive number if the net effect is to reduce the amount of debt outstanding or a negative (–) number if the net effect is to increase the amount of debt outstanding. For example, charges for a bad check would be entered as a negative (–) dollar amount, as this would increase the amount of debt outstanding.

Column S: Discharge from Accountability

Enter the total dollar value of accounts previously established, referred or transferred that were discharged during the current fiscal year, per Government Code sections 25257–25259.95. The value should be entered as a positive number as the net effect is to reduce the amount of debt outstanding.

For example, if a \$600 debt being collected by the county is discharged, +\$600 would be entered in column S, row 13.

Column T: Net Value of Previously-Established Delinquent Debt at End of Period

This is formula driven, no data entry required. The formula calculates the change in value of transactions reported in columns N, P, R, and S as follows: (Column T= N– P– R– S), or beginning value minus all collections, adjustments, and discharges on previously-existing debt.

Column U: Value of Cases on Installment Agreement (Ending Balance from Prior Year)

Enter the value carried over from the prior year for all cases on an installment agreement that were defaulted on, i.e., payment(s) were not received as promised and the plan was not reinstated at the end of the fiscal year. The value carried over should not include the unpaid balance of cases set-up on installment plans that are “current”, i.e., installment payment(s) have been received according to the agreement terms.

TIP: The value of cases on installment plans cannot be greater than the value of cases reported in Column N.

Column V: Default Balance Installment Agreement

Enter the default balance from all delinquent cases on an installment agreement carried over from the prior year with no payment(s) received in the current year.

Column W: Percentage of Debt Defaulted On (Installment Agreements)

Column W is formula-driven, no separate calculation or data entry required. The formula calculates the percentage of court-ordered debt *defaulted on* by dividing the default balance by the value carried-over from prior year. (Col. V / Col. U)

NOTE: Court-ordered debt should be reported separately, by Current and Prior Periods. If any portion of court debt established in the Current Period cannot be accurately distinguished from debt established in a Prior Period, report the combined total in Prior Period. In the Performance Report explain when the program anticipates reporting collections information as required by statute.

**COMBINED DELINQUENT DEBT:
Beginning and Ending Balance Fines, Fees, Forfeitures, Penalties, and Assessments**

The Combined Beginning and Ending Balances section includes the number and value of ALL cases; new and previously established. Except for Columns AE and AF, information from the Current Period (Newly-Established) and Prior Period (Previously-Established) Delinquent Debt sections is captured by formula for each program; no separate calculation or entry is required.

Column X: Number of Cases—Beginning Balance

Column X calculates the total number of cases on inventory at the beginning of the period plus the total number of newly-delinquent cases established during the reporting period. (Col. B + Col. M)

Column Y: Value of Cases—Beginning Balance

Column Y calculates the total value of cases in inventory at the beginning of the year or newly-established during the reporting year. (Col. C + Col. N)

Column Z: Gross Revenue Collected

Column Z calculates all payments received towards the satisfaction of delinquent court-ordered debt during the current fiscal year. (Col. E + P)

Column AA: Cost of Collections

Column AA calculates the combined total cost of collections which, pursuant to Penal Code section 1463.007, is allowable to offset revenue prior to distribution to other governmental entities. Cost of collections should be reported as a negative (–) number unless posting a reversal. (Col. F + Col. Q)

Columns AB: Adjustments

Column AB calculates the total amounts satisfied by means other than payment that decreased or increased the amount outstanding for individual debt items during the current fiscal year. (Col. G + Col. R)

Column AC: Discharge from Accountability

Column AC calculates the total amount of debt deemed uncollectible that was discharged during the reporting period, per Government Code sections 25257-25259.95. (Col. H + Col. S)

Column AD: Change in Value

Column AD calculates the value of transactions in columns Z, AB, and AC, or the total amount of revenue collected, adjustments, and discharges.
=SUM (Z+ AB+ AC)

Column AE: Number of Cases—Ending Balance

Enter the total number of cases at the end of the fiscal year for each program.

Column AF: Value of Cases—Ending Balance

Enter the total net value of cases at the end of the reporting year for each program. The value of cases at end of period (Col. AF) should equal the value of cases at beginning of period (Col. Y), minus the value reported in Column AD (which is the sum of Columns Z, AB and AC).

Column AG: Error Messages

This data field displays “Out of Balance” if the ending balance in Col.AF does not equal the beginning balance in Col. Y, minus the value of transactions reported in Col. AD.

- If the beginning balance for the County Collection Program in column Y, row 21 is \$10,000,000; and
- The gross revenue collected in Col. Z, row 21 is \$2,000,000; and
- The value of adjustments in Col. AB, row 21 is \$250,000, and
- The value of discharged debt in Col. AC, row 21 is \$250,000;
- Then the ending balance reported in Col. AF, row 21 should be \$7,500,000, because:

$$\$10,000,000 - \$2,000,000 - \$250,000 - \$250,000 = \$8,000,000.$$

If the ending balance in Col. AF reconciles to the program’s case management and/or accounting system but does not reconcile to the information input in columns Y, AZ, AB, and AC, explain the “Error Message” in the Performance Report worksheet.

Collections Metrics for Fines, Fees, Forfeitures, Penalties, and Assessments

Columns AI, AJ, and AK: Metrics

These are self-populating calculated fields and no entry is required. The numbers provide a quantitative explanation of the current, prior periods, and aggregate performance for the collection of delinquent court-ordered debt.

Victim Restitution and Other Justice-Related Reimbursements

This section captures the ending balances (number and value of cases) from prior year and values for the current reporting period for victim restitution and other justice-related fees.

In rows 29–35, enter transactions that occurred during the reporting period including restitution owed to a victim by court order under Penal Code section 1202.4(f) restitution and other justice-related fees not reported in rows 3–9 and 11–17. Any administrative fees repealed by law, that are included in a programs' outstanding delinquent balance, must be taken off the books (dismissed by court-order) and reported under Adjustments, Columns G and R. If previously reported as Other Justice-Related Reimbursements, report under Column AS.

Column AN: Number of Cases (Ending Balance from Prior Year)

The Beginning Balance should include the number of cases of all delinquent outstanding debt (case inventory) that were reported in Column AV on the previous year's report. In addition to victim restitution, debt balance may include other criminal justice-related fees not reported in rows 3-9 and 11-17.

Column AO: Value of Cases (Ending Balance from Prior Year)

The Beginning Balance should include the value of cases of all delinquent outstanding debt (case inventory) that were reported in Column AW on the previous year's report. In addition to victim restitution, debt balance may include other criminal justice-related fees not reported in rows 3-9 and 11-17.

Column AP: Number of Cases Established/ Referred/ Transferred in Period

Enter the total net number of newly established, referred, or transferred cases for the reporting period. Cases that were previously established, but never referred to collections, are considered new and should be reported in column AP.

Column AQ: Value of Cases Established/ Referred/ Transferred in the Reporting Period

Enter the total net value of new cases identified in Column AP that were established, referred, or transferred during the reporting period.

Column AR: Gross Revenue Collected

Enter the total amount of other justice-related fees collected by each collections program during the reporting period. As noted above, in row 29 include non-delinquent revenue collected.

Column AS: Adjustments

Enter the total dollar value of court-ordered debt related to justice-related fees satisfied by means other than payment that decreases or increases the amount outstanding for individual debt item. This includes court-ordered adjustments, such as suspensions and dismissals, and alternative payments such as community service or post sentence service of time in custody in lieu of fine, or other non-cash adjustments that occurred during the current reporting period. This also includes fees vacated as a result of legislation or court order.

This total should be entered as a positive number if the net effect is to reduce the amount of debt outstanding or a negative (–) number if the net effect is to increase the amount of debt outstanding. For example, charges for a bad check would be entered as a negative (–) dollar amount, as this would increase the amount of debt outstanding.

Column AT: Gross Revenue Collected, Victim Restitution

Enter the total amount of restitution owed to a victim by court order under Penal Code section 1202.4(f) collected by each collections program during the reporting period. Report non-delinquent restitution collections in row 29.

Column AU: Change in Value

Column AU captures the value of column AQ, less the amounts shown in column AR, AS, and AT (this field is formula-driven, so no separate calculation or entry is required).

Column AV: Number of Cases Ending Balance

Include the number of cases of all delinquent outstanding debt (new and inventory).

Column AW: Value of Cases Ending Balance

The ending balance in column AW should equal the beginning balance in column AO plus the change in value reported in Column AU ($AU = AQ - AR - AS - AT$).

Column AX: Error Messages

These rows are blank unless errors are detected in the worksheet. If error messages are present, please correct the identified error or explain in Performance Report.

Quality Checklist

Confirm that the data reported complies with the stated specification. (See Quality Checklist Tab.) For boxes left unchecked, please explain in the Program Report worksheet.

Signature Block

Print the names, dates, and job titles of as well as obtain the authorized signatures from the court representative *and* county representative on the Annual Financial Report worksheet.

9. Submitting the Completed Collections Reporting Template

- A. Print all completed worksheets in the Collections Reporting Template;
- B. Obtain the authorized court representative *and* county representative signatures;
- C. Mail the original signed report to:
 Judicial Council of California
 c/o Funds and Revenues Unit
 2850 Gateway Oaks Drive, Suite 300
 Sacramento, CA 95833
- D. E-mail all worksheets listed in section 1, in Excel format, to collections@jud.ca.gov

If You Have Questions If you have any questions about the Collections Reporting Template, please send them to collections@jud.ca.gov.

EXAMPLE: HOW TO FILL OUT THE CRT

Case information: A citation is filed and court mails courtesy notice. Individual fails to appear in court or make a payment on the due date. The \$720 case, including a \$300 civil assessment, is established as delinquent. Individual fails to respond to two delinquency notices and three attempted telephone calls. Case is referred to a private vendor for collections (15% commission). Individual is located via skip tracing, agrees to an installment agreement. As signed, the individual agrees to a \$60.00, 12-month installment plan. Individual makes two installment payments during the reporting period. No activity or other payment arrangements on the record, the plan is not reinstated by collections program at year end. **At the end of the fiscal year, report data as follows on CRT:**

Step by Step:	Worksheet:	Column/Category:	What to Input?
A citation is filed and court mails courtesy notice.			No entry needed. Case is not delinquent.
Individual fails to appear in court or make a payment on the due date. The \$720 case, including a \$300 civil assessment, is established as delinquent.	Annual Financial Report	Col. B, Row 6 Col. C, Row 6	Report 1 Report \$720
Individual fails to respond to two delinquency notices and three attempted telephone calls. In Item 6a: report one (1) in each Category regardless of the number of notices mailed or telephone calls attempted.	Contact and Other Information Sheet Annual Financial Report	Item 6a, Category 1 Item 6a, Category 2 Item 7, Category 1, 2 Column F, Row 4	Report <u>one</u> (1) Report <u>one</u> (1) Report actual costs* Report actual costs* (Include staff salary, paper, postage, phone bill, etc.)
Case is referred to a private vendor for collections. (15% commission) In Item 6b: report one (1) in Category 3, regardless of the number of cases reported in 6a.	Contact and Other Information Sheet Annual Financial Report	Item 6a, Category 8 Item 6b, Category 3 Item 7, Category 8 Column F, Row 6	Report one (1) Report one (1) Report -\$18 Report -\$18
Individual is located via skip tracing, agrees to an installment agreement.	Contact and Other Information Sheet		No entry needed. Skip tracing costs included in private vendor costs.
As signed, the individual agrees to a \$60.00, 12-month installment plan. Individual makes two installment payments, in the reporting period to the private vendor.	Contact and Other Information Sheet Annual Financial Report	Item 5, Category 8 Col. D, Row 6 Col. E, Row 6 Col. J, Row 6	Report \$120 Report one (1) Report \$120 Report \$720
No activity or other payment arrangements on the record, the plan is not reinstated by collections program at year end.	Annual Financial Report	Col. K, Row 6	Report \$600

Crosswalk: The following is a tool to help map each item listed in GC § 68514 to corresponding worksheet(s) in the CRT.

GC § 68514 Item	Description	CRT Worksheet	Column
1	Non-delinquent revenue, number of cases	Annual Financial Report	D, E, O, P
2	Delinquent revenue, number of cases	Annual Financial Report	D, E, O, P
3	Fine and fees dismissed, discharged, satisfied by other means	Annual Financial Report	G, H, R, S
4	Collection activities used pursuant to PC 1463.007	Program Report	Item 4
5	Total amount collected per collection activity	Contact sheet	Item 5
6	Total number of cases by collection activity, individuals associated	Contact sheet	Item 6a, 6b
7	Total operating costs per collection activity	Contact sheet	Item 7
8	Percentage of fines and fees defaulted on	Annual Financial Report	J, K, U, V
9	Extent best practices and performance measures/benchmarks met	Program Report Annual Financial Report	AI, AJ, AK
10	Changes necessary to improve performance	NA	NA

Collections Reporting Template Glossary

Accounts Receivable (A/R): An accounts receivable is a set of account receivables if paid in installments, pursuant to Penal Code section 1205(e) or that are not paid forthwith.

Adjustments: An adjustment is any change in the total of debt due after the initial determination of the amount of outstanding delinquent debt. Non-cash adjustments include the suspension of all or a portion of bail, fines, fees, penalties, forfeitures, or assessments. Alternative payments may include community service in lieu of a fine and post sentence service of time in custody in lieu of fine; dismissals include dismissing all or a portion of the debt. Cash adjustments include fees added for payment by an insufficient funds check (NSF) or a correction to the initial assessment amount. The imposition of a civil assessment is not considered an adjustment.

Alternative Sentence: This refers to a different option for resolving court-ordered debt, such as community service in lieu of bail or fines, designed for an individual who demonstrates an inability to pay.

Case: For the purposes of the Collections Reporting Template, a case is a set of official court documents filed in connection with an infraction, misdemeanor, or felony violation. A case may include multiple violations, but is filed as one case.

Community Service: This refers to the hours of service that are converted to a monetary value and applied to the fines, fees, forfeitures, penalties, and assessments and reduce the imposed amount.

Comprehensive Collection Program: A program that collects eligible delinquent court-ordered fines, fees, forfeitures, penalties, and assessments on infraction, misdemeanor, and felony cases, as authorized by Penal Code section 1463.007.

Continuance: A continuance is the postponement of a hearing, trial, or other scheduled court proceeding at the request of either or both parties in a court dispute, or by the judge. For purposes of the Collections Reporting Template, a continuance is the postponement, stay, or withholding of payment under certain conditions for a temporary period of time.

Cost of Collections: The costs of operating a collections program that are allowed to be offset against collected delinquent revenues prior to distribution under Penal Code section 1463.007.

County Collection Program: A collection program administered by the county.

Court Collection Program: A collection program administered by the local superior court.

Default: A default occurs when an individual fails to make a payment on the date specified by a court or as agreed to under the terms and conditions of an installment payment or accounts receivable (A/R) plan set by a court or collecting entity. For purposes of complying with GC68514, Item 8, a delinquent account that is set-up on an installment payment plan as part of the collections process is considered “defaulted on” if the individual fails to fulfill their payment obligation (i.e., payment(s) are not made as promised based on agreement terms) and the plan was not reinstated, at the end of the fiscal year.

Delinquent Account: A delinquent account results when an individual has not appeared in court as promised or has not complied with a court order for payment of fines, fees, penalties, forfeitures, and assessments. Once the debt becomes delinquent, it continues to be delinquent and may be subject to collection by a comprehensive collection program. An account is considered delinquent the day after the payment is due.

Discharged Account: An account that has been deemed uncollectible and discharged from accountability. The actual discharge is based on established criteria by an authorized body, pursuant to Government Code sections 25257–25259.95.

Dismissal: A judgment that disposes a matter in a case. For the purposes of the Collections Reporting Template, this term refers to a criminal action dropped without settling the involved issues. The initial court-ordered debt no longer exists.

Enhanced Collections: Enhanced collections are non-forthwith collection activities related to enhancing collection programs where costs are incurred and paid directly by or reimbursed by the county, and are not cost recoverable. These collections are also included in the Collections Reporting Template.

Forthwith Payments: Full payment of court-ordered fines, fees, forfeitures, penalties, and assessments on or before the due date. Installment and accounts receivable plans are not forthwith payments.

Franchise Tax Board Court-Ordered Debt (FTB-COD) Program: The Franchise Tax Board collection program authorized under Revenue and Taxation Code section 19280.

Franchise Tax Board Interagency Intercept Collections (FTB-IIC) Program: A program of the Franchise Tax Board authorized by Government Code section 12419.10(a)(1) to collect court-ordered fines, fees, forfeitures, assessments, and penalties from Franchise Tax Board refunds, unclaimed property, or California State Lottery winnings.

Gross Revenue Collected: Monies collected toward the satisfaction of a court-ordered debt by collection programs prior to any reductions.

Installment Payment: A scheduled payment agreed upon by the defendant and the court or county collection program, as established in Penal Code section 1205(e).

Intra-branch Program: An Intra-branch Program is a court or a county collection service provided under a written Memorandum of Understanding (MOU) to another court or county.

Net Revenue: Gross revenue collected less any reductions (i.e., allowable cost offsets pursuant to Penal Code section 1463.007).

Non-delinquent Collections: All non-delinquent revenue collected during the reporting period, including bail forfeitures, forthwith payments, and current payments made on accounts receivables and installment payment plans; recorded on row 3, column D of the Annual Financial Report worksheet.

Other Justice-Related Reimbursements: Monies owed to entities other than state, counties, cities, or local governments, such as restitution to a victim.

“Other” Program: This refers to the “Other” row, row 9, of the Annual Financial Report worksheet and captures revenue that cannot be broken out or attributed to a single collecting entity (e.g., court, county, private agency, the FTB or an Intra-branch Program). Any amount reported on this row should be explained in the Program Report worksheet.

Penal Code section 1463.007: This statute specifies the criteria for a comprehensive collection program and allows the county and/or court to deduct, and deposit in the county treasury or trial court operations fund, the cost of operating a comprehensive collection program prior to distributing revenues to other governmental entities.

Private Agency: A private entity employed or contracted to collect court-ordered fines, fees, forfeitures, assessments, and penalties.

Referral: A referral is a newly established delinquent court-ordered debt submitted to a collection program during the reporting period.

Suspensions: Amounts that are reduced or eliminated as a result of a judicial order.

Value of Cases: The value of a case is the amount of court-ordered debt that is owed and is deemed collectible. For closed cases, the value is the sum of (gross) debt collected, dismissals, alternative payments, suspensions, and discharged accounts.

Victim Restitution: Victim restitution is an amount that is owed to a victim who incurs any economic loss as a result of a crime and that is payable directly from a defendant convicted of the crime as a condition of probation; see Penal Code section 1202.4(f). The restitution fine under Penal Code section 1202.4(b) is also court-ordered, but is not paid directly to the victim.