



JUDICIAL COUNCIL OF CALIFORNIA

455 Golden Gate Avenue · San Francisco, California 94102-3688

www.courts.ca.gov

REPORT TO THE JUDICIAL COUNCIL

For business meeting on: December 12, 2014

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| Title | Agenda Item Type |
| Judicial Council Report to the Legislature: Statewide Collection of Delinquent Court- Ordered Debt for FY 2013–2014 | Action Required |
| Rules, Forms, Standards, or Statutes Affected | Effective Date |
| None | December 12, 2014 |
| Recommended by | Date of Report |
| Zlatko Theodorovic, Director Judicial Council Finance | November 20, 2014 |
| | Contact |
| | Revenue and Collections Unit, Bob Fleshman, 415-865-7531 bob.fleshman@jud.ca.gov |

Executive Summary

The Revenue and Collections Unit of Judicial Council Finance recommends approving for submittal to the Legislature the attached report on the collection of delinquent court-ordered debt in California for fiscal year (FY) 2013–2014, in accordance with Penal Code section 1463.010.

Recommendation

The Finance office recommends that the Judicial Council approve the FY 2013–2014 annual *Report to the Legislature on the Statewide Collection of Delinquent Court-Ordered Debt*, as required by Penal Code section 1463.010, and direct staff to transmit the report to the Legislature.

A copy of the report is attached.

Previous Council Action

The *Report to the Legislature on the Statewide Collection of Delinquent Court-Ordered Debt*, as required by Penal Code section 1463.010(c), provides information to the Legislature on the effectiveness of the statewide cooperative superior court and county programs for the collection of court-ordered debt. This is the sixth report that the Judicial Council has submitted to the Legislature under Penal Code section 1463.010, and it builds on the baseline performance measures submitted in the last six reporting periods. The analysis conducted with this report reviews the extent to which each court or county is following best practices for its collections program, the performance of each collections program, and any changes necessary to improve the performance of collections programs statewide.

Rationale for Recommendation

Penal Code section 1463.010 requires that a report be submitted to the Legislature annually to provide information about the collection of delinquent court-ordered debt. Each court and county collections program is required to submit its data on the Judicial Council–approved *Collections Reporting Template*. Pursuant to Penal Code section 1463.010, court and county collections programs must submit their annual reports to the Revenue and Collections Unit no later than September 1 for the previous fiscal year. The *Report to the Legislature on the Statewide Collection of Delinquent Court-Ordered Debt* is due to the Legislature annually by December 31.

Highlights of the FY 2013–2014 report include the following information:

- Statewide collection programs collected a total of \$670.9 million in delinquent court-ordered debt.
- Since reporting began in FY 2008–2009, a total of \$3.9 billion in delinquent court-ordered debt has been collected by court and county collections programs.
- The outstanding total debt of \$9.1 billion that was reported by the courts and counties represents a 9 percent increase over the \$8.3 billion reported in FY 2012–2013.

Comments, Alternatives Considered, and Policy Implications

Because this report is mandated by law, no alternatives were considered; there is no policy implications related to submitting this report to the Legislature.

Implementation Requirements, Costs, and Operational Impacts

There are no anticipated costs or operational impacts related to the approval of this report.

Relevant Strategic Plan Goals and Operational Plan Objectives

The *Report to the Legislature on the Statewide Collection of Delinquent Court-Ordered Debt* supports the following Judicial Council strategic goals:

- Goal II, Independence and Accountability: Because this report helps to plan for, direct, monitor, and support the business of the branch and to account to the public for the branch's performance, specifically in the area of collections.
- Goal III, Modernization of Management and Administration: Justice will be administered by using modern management practices that implement and sustain innovative ideas and effective practices.

Attachments

1. Report to the Legislature on the Statewide Collection of Delinquent Court-Ordered Debt



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

HON. DOUGLAS P. MILLER
Chair, Executive and Planning Committee

HON. DAVID M. RUBIN
Chair, Litigation Management Committee

HON. KENNETH K. SO
*Chair, Policy Coordination and
Liaison Committee*

HON. HARRY E. HULL, JR.
Chair, Rules and Projects Committee

HON. JAMES E. HERMAN
Chair, Technology Committee

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MR. MARTIN N. HOSHINO
Administrative Director,
Judicial Council

December 12, 2014

Ms. Diane F. Boyer-Vine
Legislative Counsel
State Capitol, Room 3021
Sacramento, California 95814

Mr. Danny Alvarez
Secretary of the Senate
State Capitol, Room 400
Sacramento, California 95814

Mr. E. Dotson Wilson
Chief Clerk of the Assembly
State Capitol, Room 3196
Sacramento, California 95814

Re: *Report to the Legislature on the Statewide Collection of Delinquent Court-Ordered Debt: FY 2013–2014*, as required by Penal Code section 1463.010

Dear Ms. Boyer-Vine, Mr. Alvarez, and Mr. Wilson:

Attached is the Judicial Council's annual report to the Legislature on the collection of delinquent court-ordered debt in California for fiscal year (FY) 2013–2014, in accordance with Penal Code section 1463.010. This is the sixth annual report submitted to the Legislature and provides information about court and county collections programs.

If you have any questions related to this report, please contact Zlatko Theodorovic, Director and Chief Financial Officer, Finance, at 916-263-1397, or the Revenue and Collections Unit at collections@jud.ca.gov.

Sincerely,

Martin Hoshino
Administrative Director
Judicial Council of California

MH/REF/lcc

Attachment

cc:

Margie Estrada, Policy Consultant, Office of Senate President pro Tempore Kevin de León
Fredericka McGee, Special Assistant to Assembly Speaker Toni G. Atkins
Anita Lee, Senior Fiscal and Policy Analyst, Legislative Analyst's Office
Tina McGee, Executive Secretary, Legislative Analyst's Office
Madelynn McClain, Program Budget Analyst, Department of Finance
Peggy Collins, Principal Consultant, Joint Legislative Budget Committee
Julie Salley-Gray, Consultant, Senate Budget and Fiscal Review Committee
Matt Osterli, Consultant, Senate Republican Fiscal Office
Marvin Deon, Consultant, Assembly Budget Committee
Allan Cooper, Consultant, Assembly Republican Fiscal Office
Jolie Onodera, Consultant, Senate Appropriations Committee
Chuck Nicol, Principal Consultant, Assembly Appropriations Committee
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MR. MARTIN HOSHINO
Administrative Director,
Judicial Council

Report Summary

Report title: *Report to the Legislature on the Statewide Collection of Delinquent Court-Ordered Debt: FY 2013–2014, as required by Penal Code section 1463.010*

Statutory citation: Penal Code section 1463.010(c)

Date of report: December 2014

The Judicial Council has submitted a report to the Legislature on the collection of delinquent court-ordered debt in California for fiscal year (FY) 2013–2014 in accordance with Penal Code section 1463.010.

The following summary of the report is provided under the requirements of Government Code section 9795.

Penal Code section 1463.010 requires the Judicial Council to report annually to the Legislature on (1) the extent to which each court or county is following best practices for its collections program, (2) the performance of each collections program, and (3) any changes necessary to improve the performance of collections programs statewide.

In FY 2013–2014, statewide collections programs collected a total of \$670.9 million in delinquent court-ordered debt. Since reporting began in FY 2008–2009, a total of \$3.9 billion in delinquent court-ordered debt has been collected by court and county collections programs. Total outstanding delinquent debt at the end of FY 2013–2014 was \$9.1 billion. This figure represents a 9 percent increase over the \$8.3 billion reported for FY 2012–2013. Detailed information about each court or county collections program is included in the full report.

The full report on the collection of court-ordered debt for FY 2013–2014 is available at www.courts.ca.gov/7466.htm. A printed copy of the report can be requested by calling 818-558-3221. For more information on this report, please contact Zlatko Theodorovic, Director, Finance, at 916-263-1397, or the Revenue and Collections Unit at collections@jud.ca.gov.

JUDICIAL COUNCIL OF CALIFORNIA

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

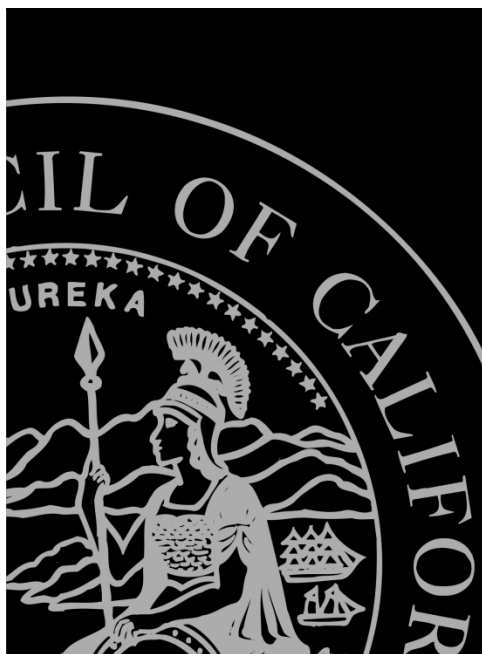
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Curt Soderlund
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Zlatko Theodorovic
Director and Chief Financial Officer

Bob Fleshman
*Supervisor, Finance,
Revenue and Collections Unit
and Primary Author of Report*



Report to the
Legislature on the
Statewide Collection
of Delinquent Court-
Ordered Debt:
FY 2013–2014

AS REQUIRED BY PENAL CODE
SECTION 1463.010

DECEMBER 2014



JUDICIAL COUNCIL
OF CALIFORNIA

In 2003, the Legislature amended Penal Code section 1463.010 to require the Judicial Council to develop and adopt guidelines, standards, and tools for collecting court-ordered debt. In 2008, the statute was further amended to require the Judicial Council to develop performance measures and benchmarks to review the effectiveness of programs in the collection of delinquent court-ordered debt and to report annually to the Legislature on the following:

- The extent to which each court or county collections program is following best practices for its collections program;
- The performance of each collections program; and
- Any changes necessary to improve the performance of collections programs statewide.

The first legislative report, covering fiscal year (FY) 2008–2009, established the framework for reporting performance of collections programs statewide and provided a baseline from which to measure future performance.

Overview

This annual report includes information as reported by the individual court and county collections programs. Court and county collections programs are required to submit their data using the Judicial Council–approved *Collections Reporting Template* (Attachment 2). In addition, a summary is provided for each individual court and county collections program and includes a self-assessment of the program’s performance, progress, and challenges encountered during the reporting period (Attachment 1).

This year’s report also contains information on the entities that provide collections services to the courts and counties. These include the intra-branch collections services program, in which one court provides collection services for another court under a written memorandum of understanding (MOU), as well as private vendors and the Franchise Tax Board.

Findings

Based on data reported by the 58 court and county collections programs for the FY 2013–2014 reporting period, statewide collections programs collected a total of \$670.9 million in delinquent court-ordered debt. Delinquent accounts are non-forthwith collections and installment payment accounts that have not met the terms and conditions of installment payment agreements. (Forthwith payments generally involve payments on the same day as the court order with no extra cost involved.) A total of \$3.9 billion in delinquent court-ordered debt has been collected by court and county collections programs since FY 2008–2009, when the Judicial Council’s Revenue and Collections Unit¹ began tracking statewide performance, with a beginning balance

¹ In 2014, the Judicial Council retired the use of the name “Administrative Office of the Courts.”

of \$5.2 billion. The outstanding total debt of \$9.1 billion reported by courts and counties represents a 9 percent increase over the \$8.3 billion reported in FY 2012–2013. It is probable that a substantial portion of the outstanding \$9.1 billion may be uncollectable due to the age of the accounts. The collectability of delinquent debt is primarily determined by the age of the account (from the date it becomes delinquent), and the likelihood of collecting drops as the account ages. The disparity in case management and accounting systems statewide continue to hinder consistent and reliable reporting of age-related debt information. Therefore, an accurate amount of collectible debt is unavailable.

Individual collections programs reported a number of factors that adversely affected collections this fiscal year and should be considered in assessing the overall collectability of delinquent court-ordered debt on a statewide basis. These adverse factors include the following:

- Deficient court case management systems and county accounting systems continue to hinder the ability of some court and county programs to separate account types for accurate reporting.
- Successive years of statewide budget reductions have led to staff furloughs, layoffs, and other attrition, as well as a reduction in operating hours and the shifting of existing resources to other mission-critical operations.
- Unemployment rates in California—higher than the national average, with uneven regional economic recovery—have increased hardships for some debtors to pay.

Chart 1 depicts the total delinquent revenue collected in FY 2013–2014 and the percentages collected by each of the collecting entities involved in the statewide collection of court-ordered debt. Revenue collected by the FTB-IIC program and the Department of Motor Vehicles are reported under “Other.”

It should be noted that all revenue from delinquent court-ordered debt (except for civil assessments collected from traffic and criminal cases) is deposited in each respective local treasury and distributed, as mandated, to the various government entities.

CHART 1

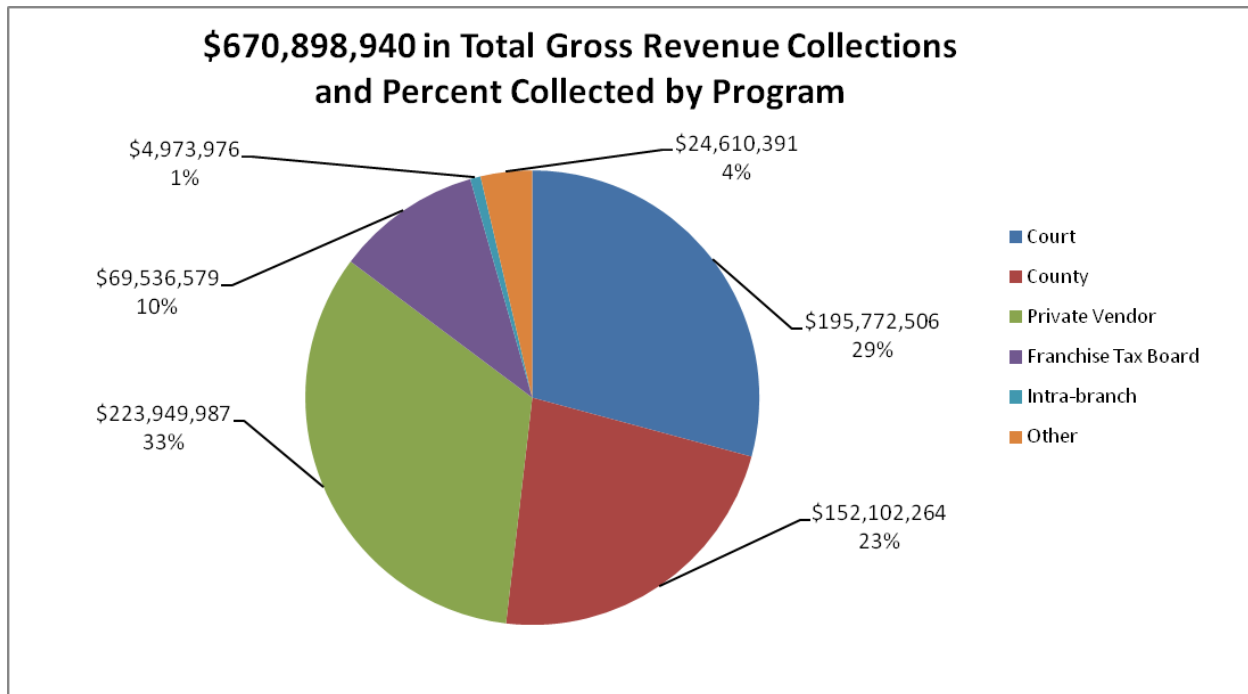


Chart 2 shows revenues collected and program costs for each type of entity involved in the collection of court-ordered debt. The total gross amount collected by each entity is shown in dollars; program costs are shown as percentages. For example, the courts collected a total of \$195,772,506 of which 19 percent was used to offset program operating costs and commission fees charged by each collections entity (private vendor, intra-branch, Franchise Tax Board, etc.). Notable variances in private vendor operating costs in comparison to the intra-branch program represent economies of scale and other program-specific factors.

CHART 2

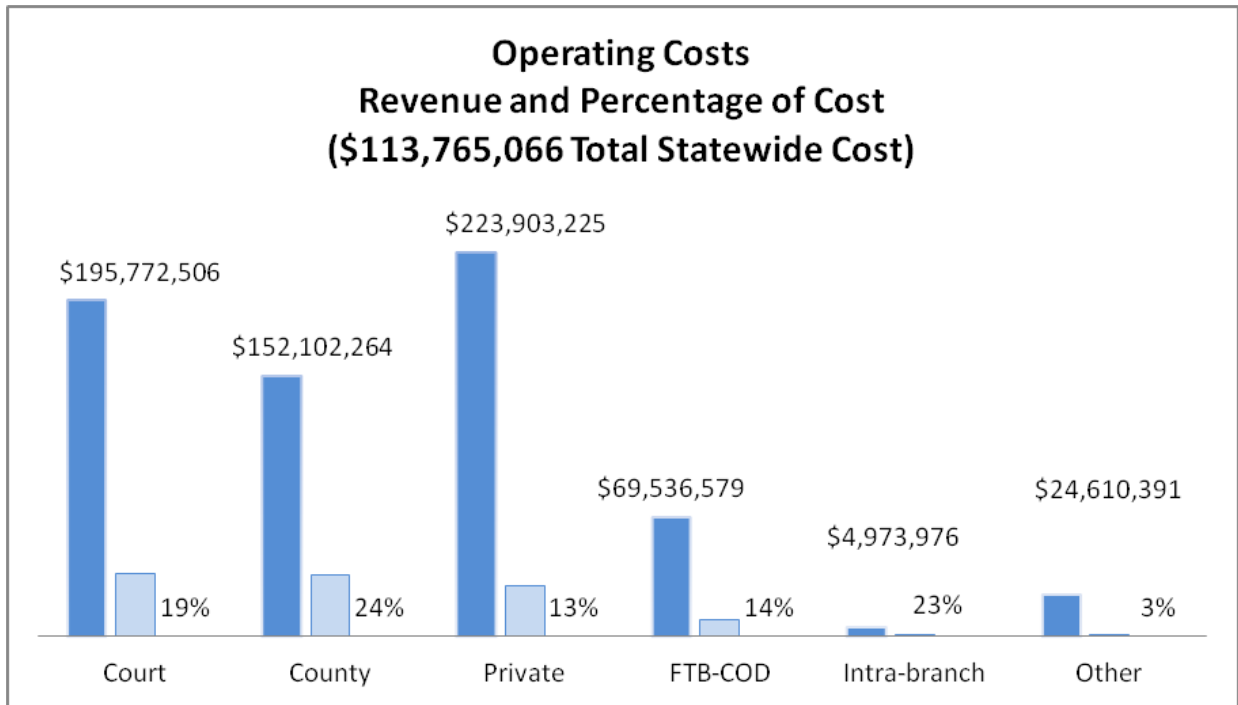
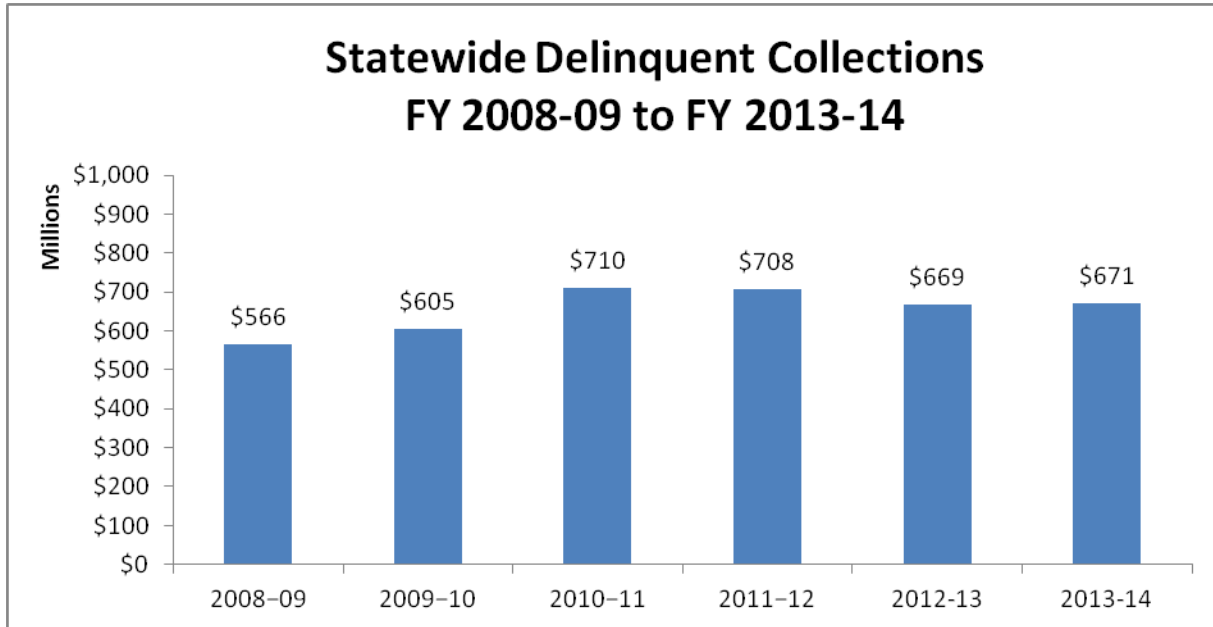


Chart 3 shows statewide collections totals for delinquent court-ordered revenue over a six-year period.

CHART 3



Collections Best Practices

The Judicial Council adopted Collections Best Practices in 2008, with subsequent revisions made in 2011 (Attachment 3). The best practices establish a variety of strategies designed to improve the collection of delinquent court-ordered debt, and include enforcement tools such as placing a hold on a driver's license through the Department of Motor Vehicles and imposing a civil assessment on delinquent debt. Other tools within the best practices include the adjudication of cases where defendants are absent, methods for offsetting operating costs, and contracting the services of third party collections vendors. Statewide collections programs are encouraged to follow as many best practices as possible in an effort to enhance collections efforts, resolve accounts in a timely manner, and increase revenue collected. (Refer to <http://www.courts.ca.gov/partners/455.htm>.)

In FY 2013–2014, of the 58 statewide programs, 51 programs met 20 or more of the 25 practices, and well over half (37 programs) were in the 90th percentile, meeting 23, 24, or all 25 of the best practices. Collections programs are not required to meet a specified number of best practices, yet courts and counties continue to implement additional practices in efforts to improve revenue collection. This is especially critical in a crippling fiscal environment in which the judicial branch has experienced successive years of cumulative, ongoing budget reductions. For example, in this fiscal year, 12 programs implemented one or more additional best practices than during the prior reporting period.

The following table lists the number of best practices used by each court and county collections program, as reported in FY 2013–2014.

| Number of Collections Best Practices by Collections Program for FY 2013–2014 | | | | | | | |
|--|----|-------------|----|-----------------|----|------------|----|
| Alameda | 25 | Kings | 20 | Placer | 24 | Sierra | 25 |
| Alpine | 25 | Lake | 24 | Plumas | 20 | Siskiyou | 19 |
| Amador | 19 | Lassen | 24 | Riverside | 24 | Solano | 17 |
| Butte | 20 | Los Angeles | 22 | Sacramento | 25 | Sonoma | 22 |
| Calaveras | 22 | Madera | 25 | San Benito | 16 | Stanislaus | 22 |
| Colusa | 24 | Marin | 23 | San Bernardino | 19 | Sutter | 19 |
| Contra Costa | 25 | Mariposa | 22 | San Diego | 25 | Tehama | 24 |
| Del Norte | 22 | Mendocino | 24 | San Francisco | 23 | Trinity | 20 |
| El Dorado | 22 | Merced | 23 | San Joaquin | 19 | Tulare | 25 |
| Fresno | 23 | Modoc | 23 | San Luis Obispo | 24 | Tuolumne | 25 |
| Glenn | 24 | Mono | 21 | San Mateo | 25 | Ventura | 24 |
| Humboldt | 24 | Monterey | 24 | Santa Barbara | 22 | Yolo | 24 |
| Imperial | 25 | Napa | 25 | Santa Clara | 24 | Yuba | 25 |
| Inyo | 24 | Nevada | 24 | Santa Cruz | 23 | | |
| Kern | 22 | Orange | 23 | Shasta | 24 | | |

Third Party Collections Entities

California court and county collaborative collections programs have the option of contracting the services of one or more third party collections entities to assist in the collection of delinquent court-ordered debt, which is particularly helpful in hard-to-collect cases. The options available to the programs for third party collections entities include the following:

- **Use of Private Vendors:** Private collections vendors are able to make calls on behalf of the collections programs, set up payment plans, and receive and forward cases to a subsequent vendor for further collections efforts. Private vendors were first awarded statewide master agreements by the Judicial Council in January 2005, starting with four

vendors. Upon expiration of the agreements, 7 vendors were awarded contracts in 2009; and, in 2014, 11 private vendors were awarded contracts. Individual programs negotiate and contract with the vendors, with commission rates that vary from 13.7 percent to 22.4 percent. Fifty-two of the 58 collections programs used a vendor during this reporting period. Programs with a high volume of delinquent accounts may elect to use multiple vendors. (For a list of statewide master agreements, refer to <http://www.courts.ca.gov/procurementservices.htm>.)

- Use of California Franchise Tax Board services: The Franchise Tax Board (FTB) has two programs available to individual collection programs that choose to contract for its services: Franchise Tax Board's Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (FTB-IIC) programs. The FTB-COD program offers a variety of collections services that include wage garnishment, bank levies, and seizure of real and personal property or other assets. The FTB-IIC program intercepts California tax returns and applies the amount seized to the outstanding debt. Accounts must be delinquent at least 90 days before they can be sent to either program. FTB commission rates are mandated by code not to exceed 15 percent. (Refer to https://www.ftb.ca.gov/online/Court_Ordered_Debt/overview.shtml and https://www.ftb.ca.gov/individuals/Interagency_Intercept_Collections/index.shtml.)
- Use of another Court or County collections program: Intra-branch collections services are provided by a court-to-court or county-to-county collections program under a written MOU. Currently, the Superior Courts of Shasta and Ventura Counties provide this service to seven other superior courts. Intra-branch collections services provide customized services and tools to meet the contracted program's needs.

Ventura offers a predictive dialer, which it upgraded in February 2014, increasing call volume by 60 percent. The court provides extended evening and weekend hours of operation, and offers kiosks to pay fines so it is not necessary for customers to see a clerk or go inside the court. Ventura has a 20 percent commission rate.

Shasta uses its deputized clerks to impose civil assessments and to place and release holds on driver's licenses through the Department of Motor Vehicles, and offers an extensive payment plan system. Shasta has a 24 percent commission rate.

Performance Measures

In FY 2008–2009, 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 statewide. The Judicial Council adopted the Gross Recovery Rate (GRR) and Success Rate (SR) to provide a baseline from which to measure and compare each program's progress from year to year, and for

analyzing statewide programs (Attachment 4). (See <http://www.courts.ca.gov/partners/documents/perfbench.pdf>)

- The Gross Recovery Rate measures a program's ability to resolve delinquent court-ordered debt and calculates revenue, adjustments, and discharges against total referrals (newly established debt) for the period. A benchmark of 34 percent was established.
- The Success Rate measures the amount of delinquent revenue collected by a program, and calculates revenue against total referrals (newly established debt) for the period after adjustments and discharges are made. A benchmark of 31 percent was established.

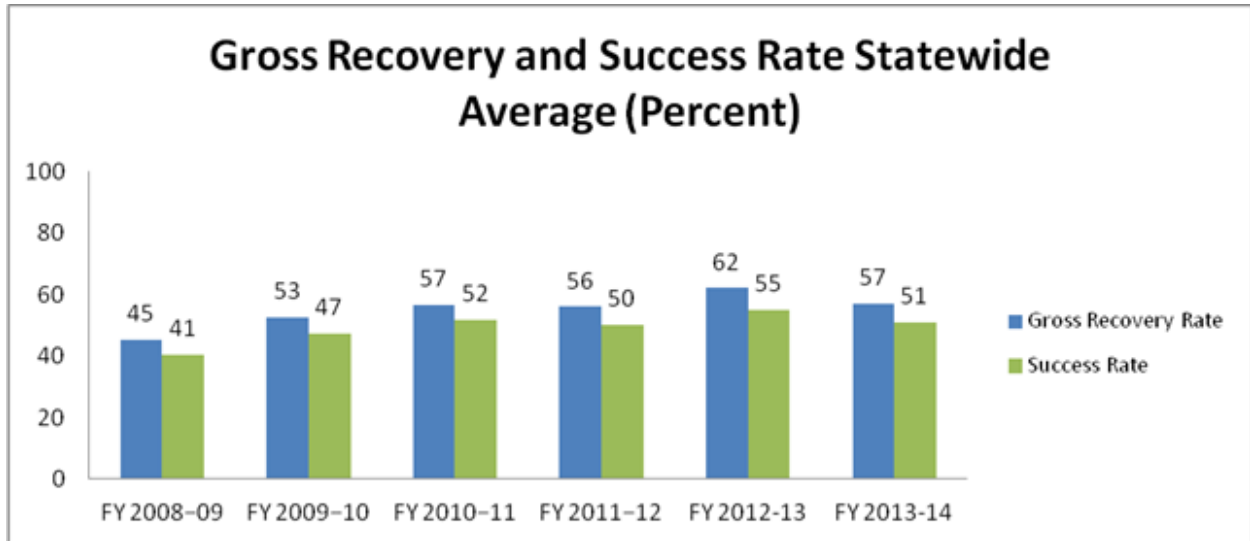
In FY 2013–2014, 56 of the 58 programs exceeded the Gross Recovery Rate benchmark, an improvement of one additional program from the prior year. Fifty-four programs exceeded the Success Rate benchmark, an improvement of one more than the prior year. The increase in the number of programs meeting or exceeding the benchmarks this fiscal year may be the result of various factors including adjustments, discharged debt, changes in operations, and reporting errors, as explained below:

- An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of the outstanding delinquent debt.
- Debt may be discharged from accountability by the court or county collecting entity, as authorized by statute.
- Operational changes include the methods and timeframe used to refer and transfer cases between the collecting entities, the implementation of new practices such as trials by written declaration, and additional payment options.
- Reporting errors may be caused by limitations with some case management and accounting systems, which have been an issue for programs statewide for the past several reporting periods.

The performance of each individual collections program from the FY 2008–2009 base year to the current FY 2013–2014 reporting period is detailed in Attachment 5, and can be found in each annual report posted at <http://www.courts.ca.gov/partners/455.htm>. Comments on the increase or decrease from the previous year's Gross Recovery Rate and Success Rate, provided by the program, are located in the individual program reports in Attachment 1.

Chart 4 shows statewide averages for Gross Recovery Rates and Success Rates and represents 55 programs. Three programs with rates over 100 percent this fiscal year were excluded from the calculation to avoid skewing the data. These programs reported unusually high adjustments and discharged debt, which affected their Gross Recovery Rate and Success Rate.

CHART 4



Discharge from Accountability

It is important to distinguish court-ordered debt that is past due from delinquent court-ordered debt that is uncollectible and meets the recommended eligibility criteria to be discharged from accountability by the collecting entity. Court and county collections programs are authorized, under Government Code sections 25257–25259.95, to discharge outstanding debt from accountability if the outstanding amount is too small to justify the cost of collections or the likelihood of collection does not warrant the expense involved. Additional criteria for determining when debt may be considered uncollectible include:

- All the required reasonable collection efforts, including Penal Code section 1463.007, have been performed;
- The debtor is deceased, has no assets, and a copy of the death certificate has been submitted; and
- At least 5 years for infractions or 10 years for misdemeanors and felonies has elapsed from the date the debt became delinquent.

In FY 2013–2014, \$50,532,281 was discharged by the collections programs, which represents a 39 percent drop from the \$83,030,464 discharged in FY 2012–2013. The \$137 million discharged in the past two fiscal years represents a small amount compared to the balance of

\$5.2 billion in outstanding debt reported at the beginning of FY 2008–2009, the base year established for measuring statewide performance. Limitations reported in case management and accounting systems continue to prevent programs from having the ability to identify uncollectible accounts. Also, it takes dedication and time to exhaust all collection efforts before a hard-to-collect case can be discharged from accountability, which is prohibitive for some programs with limited staff and resources. The Revenue and Collections Unit continues to encourage programs to implement a “discharge from accountability” process that would help reduce statewide outstanding debt. However, some counties and courts lack sufficient systems and resources to accurately determine what amount of the current outstanding court-ordered debt is truly collectable and what amount is eligible to be discharged.

Improving Statewide Collections

In 2009, the Judicial Council’s Revenue and Collections Unit, in collaboration with the California State Association of Counties, convened an informal group of court and county subject-matter experts to make recommendations to improve the performance of collections programs statewide. Since 2009, a range of changes have been identified across the full spectrum of collections efforts, from providing new enforcement tools to focusing efforts on collectible debt. The group meets as needed throughout the year to address statewide collections issues, provide expertise on operational issues, and serve as a forum to share ideas and discuss issues affecting court and county collections.

Other efforts and accomplishments to improve statewide collections in this reporting period include:

- Issued a request for proposal to third party collections vendors for a new statewide master agreement to provide services to courts and counties in the collection of delinquent court-ordered debt. A total of 11 vendors were selected, resulting in a 42 percent increase in options available to collections programs.
- Reaching the milestone that all statewide collections programs are now comprehensive and eligible to recover costs. The one outstanding program that had not been able to meet at least 10 of the 16 collection activity components required to be comprehensive has now accomplished the transition.
- Collection program enhancements, such as the installation by several programs of payment kiosks, allowing customers to pay without needing to speak with a clerk. Others have implemented online payments systems to accept debit/credit card payments. Additionally, a handful of programs have initiated steps to transfer the responsibility of collections from the county to the local court.
- Increased efforts to enhance existing services provided by the Judicial Council’s Revenue and Collections Unit to court and county collections programs. New services include providing revenue distribution support and training in conjunction with collections responsibilities. The unit now serves as an important source of expertise in California on collections and revenue distribution issues to benefit trial courts and counties.

- Collaboration with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (FTB-IIC) programs to improve inter-agency communications and collection services to court and county programs.
- Continued outreach with court and county collections programs to address a variety of current issues and collections questions, which include providing tools and options for improving collections programs as well as collections training and legislative updates. As a result of the need for general and specific collections procedures to benefit courts and counties, Judicial Council staff has initiated and is developing a comprehensive collections reference manual with an expected publication date in 2015.
- Maintaining and strengthening key relationships and partnerships with collections stakeholders, such as the California State Association of Counties, California Revenue Officers Association, Probation Business Managers Association, and the State Controller’s Office.

Conclusion

In FY 2013–2014, a total of \$ 670.9 million in delinquent court-ordered debt was collected by court and county collections programs. A total of \$3.9 billion has been collected over the past six years of statewide reporting on delinquent debt collection. As noted earlier, an accurate amount of collectible debt cannot be determined.

Although revenues in FY 2013–2014 are slightly higher than the prior year, individual collections programs continue to deal with the difficult challenges of limitations in case management systems that inhibit accurate reporting, ongoing budget reductions that limit the availability of staff to perform collections duties, and varied regional economic conditions that affect debtors’ ability to pay. Despite these factors, the collections programs continue to meet these challenges by stepping up efforts to enhance their programs, implementing best practices to improve their performance, adding new collections activities and tools, and streamlining court and county operations.

For more information about this report, please contact Zlatko Theodorovic, Director, Finance, at 916-263-1397, or the Revenue and Collections Unit at collections@jud.ca.gov.

Attachments

1. Court and County Collections Program Reports
2. *Collections Reporting Template*
3. Collections Best Practices
4. Performance Measures and Benchmarks
5. Gross Recovery Rate and Success Rate Fiscal Year Tables

County of Alameda and Superior Court of Alameda Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 1,573,254

Authorized Judges/Commissioners: 75/10

Total Revenue Collected: \$25,667,928

Gross Recovery Rate: 67%

Success Rate: 62%

Ending Balance:¹ \$261,911,880

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$25,667,928 from 850,197 total delinquent cases, with collection costs of \$4,408,274. The Ending Balance of \$261,911,880 in delinquent court-ordered debt represents 641,383 delinquent cases, of which 141,925 were established in the reporting period.

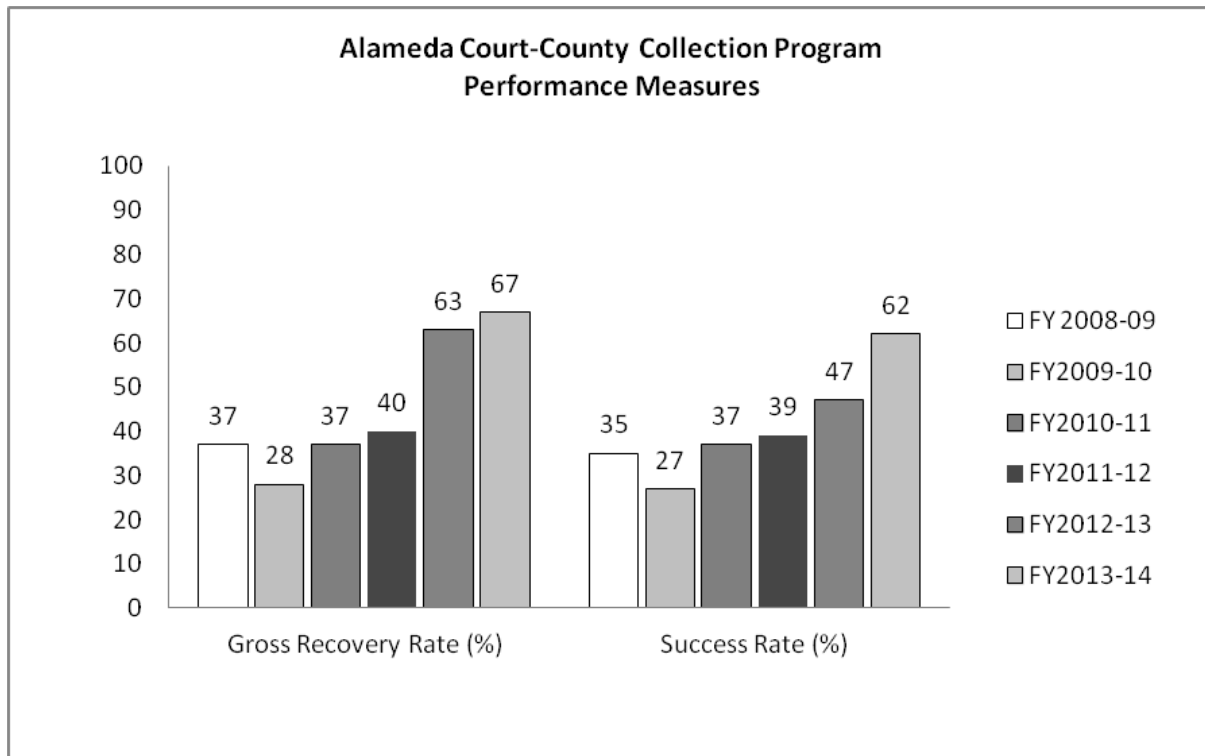
For FY 2013–2014, the program has a 67 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points more than the prior year. The program has a Success Rate of 62 percent, which exceeds the recommended 31 percent benchmark, and is 15 percentage points more than the prior year.

According to the Alameda collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the increased use of the Department of Motor Vehicles driver’s license holds, delinquent accounts being reported to credit reporting agencies, and the private vendor’s collections efforts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Alameda and Superior Court of Alameda Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 1,079

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$29,715

Gross Recovery Rate: 46%

Success Rate: 45%

Ending Balance:¹ 340,841

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes all of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$29,715 from 759 total delinquent cases, with collection costs of \$6,600. The Ending Balance of \$340,841 in delinquent court-ordered debt represents 718 delinquent cases, of which 66 were established in the reporting period.

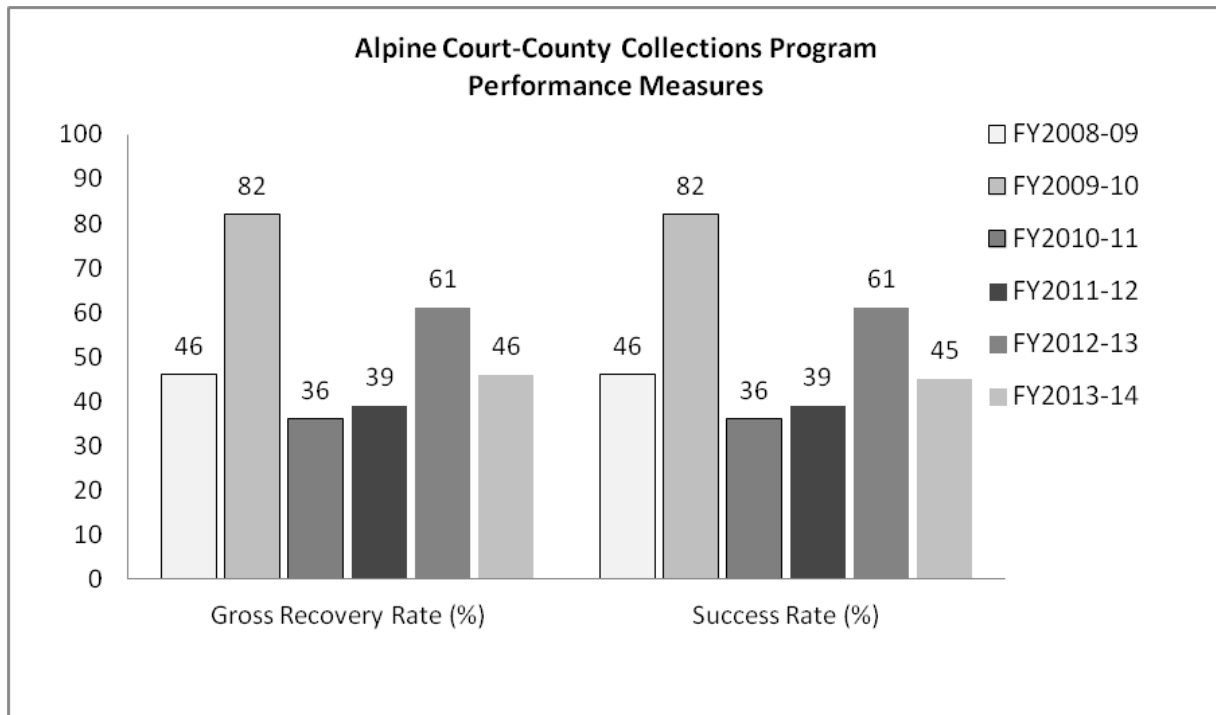
For FY 2013–2014, the program has a 46 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 15 percentage points less than the prior year. The program’s Success Rate of 45 percent exceeds the recommended 31 percent benchmark, and is 16 percentage points less than the prior year.

According to the Alpine collections program, the decreases in the Gross Recovery Rate and Success Rate are possibly attributable to the “re-organization” of the private vendor. For the last year or two, the court’s private vendor has been in the process of re-adjusting the company. Many new staff has been hired, which could lead to more aggressive and precise collection efforts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Amador and Superior Court of Amador Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 36,151
Authorized Judges / Commissioners: 2/3
Total Revenue Collected: \$149,983

Gross Recovery Rate: 71%
Success Rate: 71%
Ending Balance:¹ \$5,183,601

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers, 18, 19, and 21 are currently not being met (see Attachment 3).

Based on the financial data reported for FY 2013–2014, the program collected a total of \$149,983 from 7,493 delinquent cases, with collection costs of \$105,974. The Ending Balance of \$5,183,601 in delinquent court-ordered debt represents 7,107 delinquent cases (the number of cases established in the reporting period cannot be determined due to case management system limitations.)

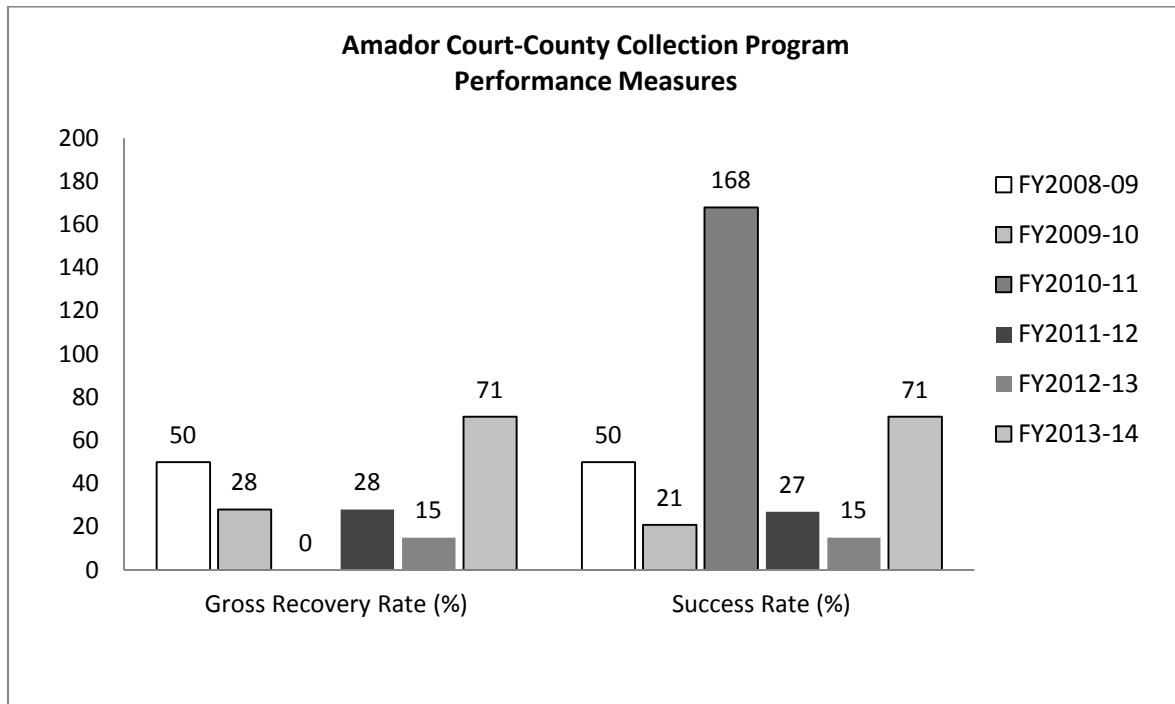
For FY 2013–2014, the program has a 71 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark; and is 56 percentage points more than the prior year. The Program’s Success Rate of 71 percent exceeds the recommended 31 percent benchmark and is 56 percentage points more than the prior year.

The Amador collections program is unable to provide an explanation of the increases in the Gross Recovery Rate and Success Rate due to issues with the court case management system. Also, all Franchise Tax Board data was lost due to a computer virus.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Amador and Superior Court of Amador Collections Program
 Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



Note: In FY 2009–2010, the 0 percent Gross Recovery Rate and 168 percent Success Rate was due to a reporting error.

This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 222,316

Authorized Judges/Commissioners: 11/2

Total Revenue Collected: \$8,210,472

Gross Recovery Rate: 53%

Success Rate: 38%

Ending Balance:¹ \$96,615,096

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) program;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 20 of the 25 recommended collections best practices; numbers 10, 19, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$8,210,472 from 110,937 total delinquent cases, with collection costs of \$1,020,000. The Ending Balance of \$96,615,096 in delinquent court-ordered debt represents 86,566 delinquent cases, of which 19,127 were established in the reporting period.

For FY 2013–2014, the program has a 53 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 22 percentage points less than the prior year. The program’s Success Rate of 38 percent exceeds the recommended 31 percent benchmark and is 23 percentage points less than the prior year.

According to the Butte collections program, the decreases in the Gross Recovery Rate and Success Rate are due in part to the performance of the court's portfolio. The court has seen its overall account receivables increase this year, not only from the number of new cases established (up 5.8 percent), but also increased activity from penalty assessments (for past due accounts) placed on existing accounts. The court has not seen an appreciable increase in the dollar amount of work program fine conversions or fine/fee amounts set aside, so considering this along with the increase in value of penalty assessments is an indicator that defendants are increasingly unwilling/unable to address the debt they owe. In addition, it should be noted that the court’s

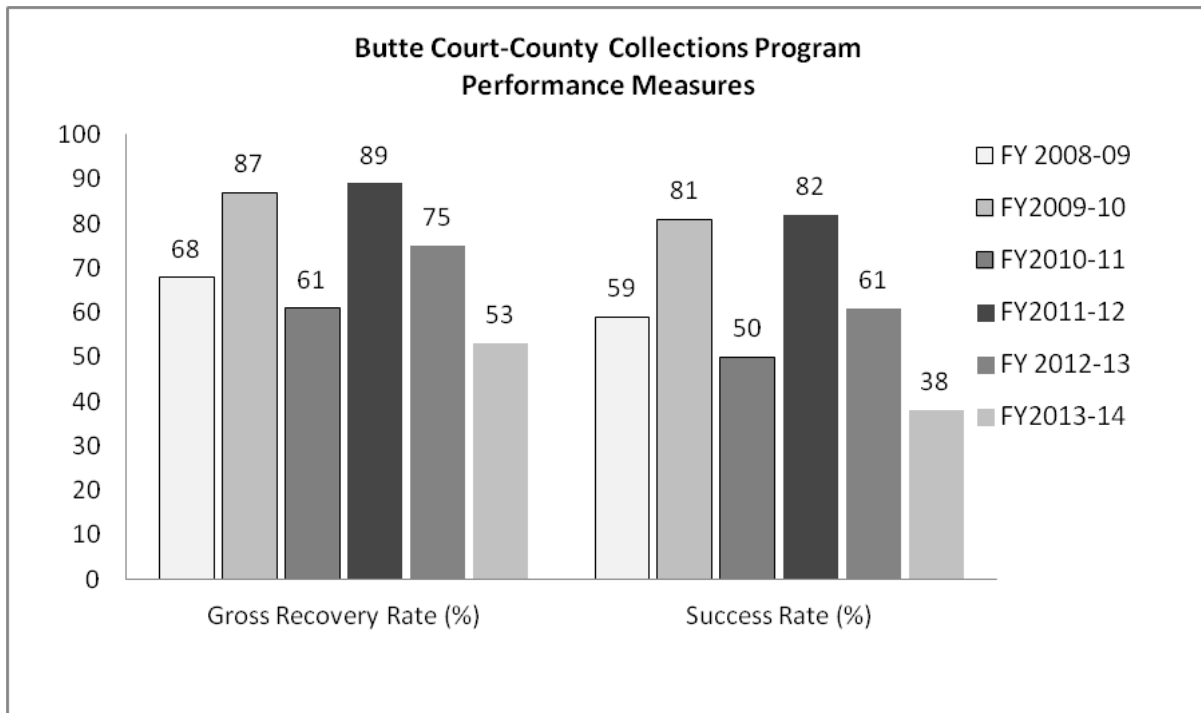
¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

financial numbers are not broken out as requested due to limitations with retrieving information from the court’s case management system.

On the County’s side of the equation, 4,966 accounts with a value of \$5.7 million were prepped for discharge, but resources were diverted to a victim restitution pilot program and the discharge process was postponed. If the uncollectible debt had been discharged during the reporting period, the Gross Recovery Rate would have been 73 percent (as opposed to 53 percent) and the Success Rate would have been 52 percent (as opposed to 38 percent).

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Calaveras and Superior Court of Calaveras County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 44,650

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$470,046

Gross Recovery Rate: 67%

Success Rate: 65%

Ending Balance:¹ \$9,910,019

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. The court and county have not entered a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 1, 2, and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$470,046 from 6,303 total delinquent cases, with collection costs of \$145,103. The Ending Balance of \$9,910,019 in delinquent court-ordered debt represents 4,695 delinquent cases, of which 801 were established in the reporting period.

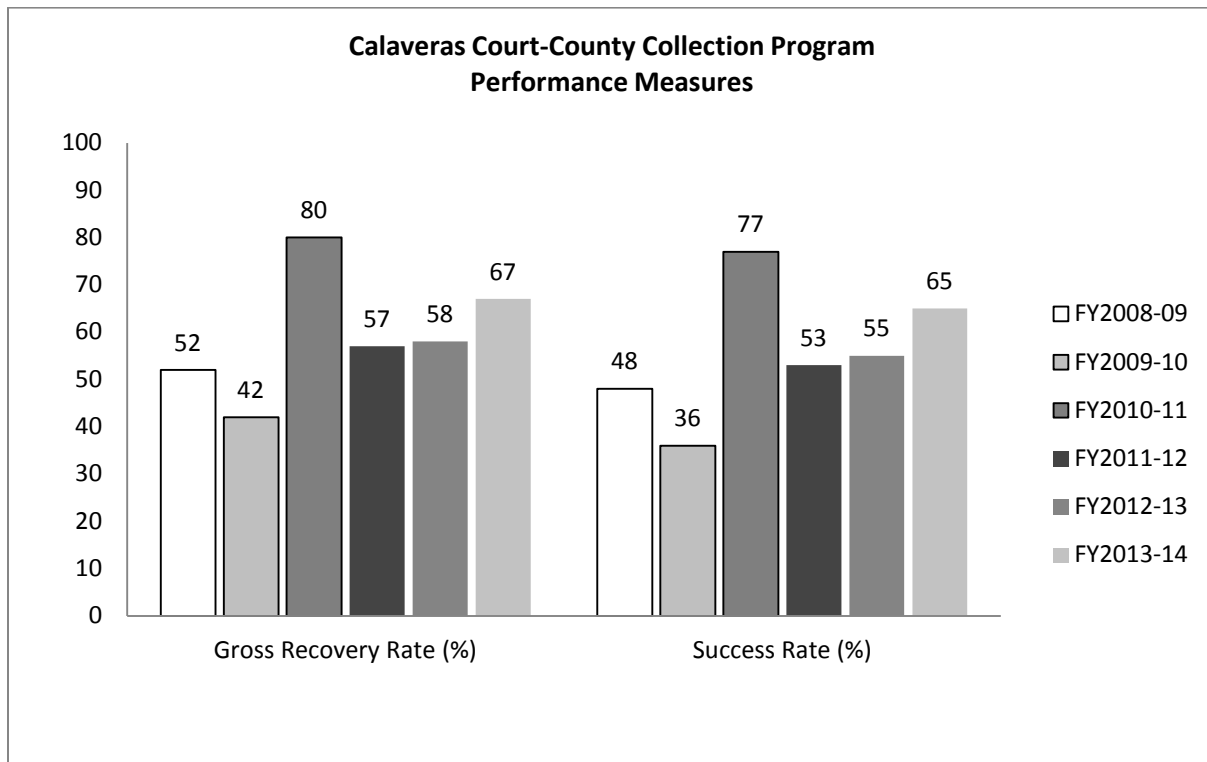
For FY 2013–2014, the program has a 67 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 9 percentage points more than the prior year. The program’s Success Rate of 65 percent exceeds the recommended 31 percent benchmark, and is 10 percentage points more than the prior year.

According to the Calaveras collections program, the increases in the Gross Recovery Rate and Success Rate are primarily attributable to the increase in the amount of overall delinquent revenue collected by the private vendor. The increased revenue was offset by decreases in the number of established delinquent cases and decreases in collections by the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Calaveras and Superior Court of Calaveras County Collections Program Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program's performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 21,660

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$837,324

Gross Recovery Rate: 74%

Success Rate: 73%

Ending Balance:¹ \$8,692,573

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collections services as part of an Intra-branch Collections Services Program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 4 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$837,324 from 9,037 total delinquent cases, with collection costs of \$200,957. The Ending Balance of \$8,692,573 in delinquent court-ordered debt represents 7,902 delinquent cases, of which 1,026 were established in the reporting period.

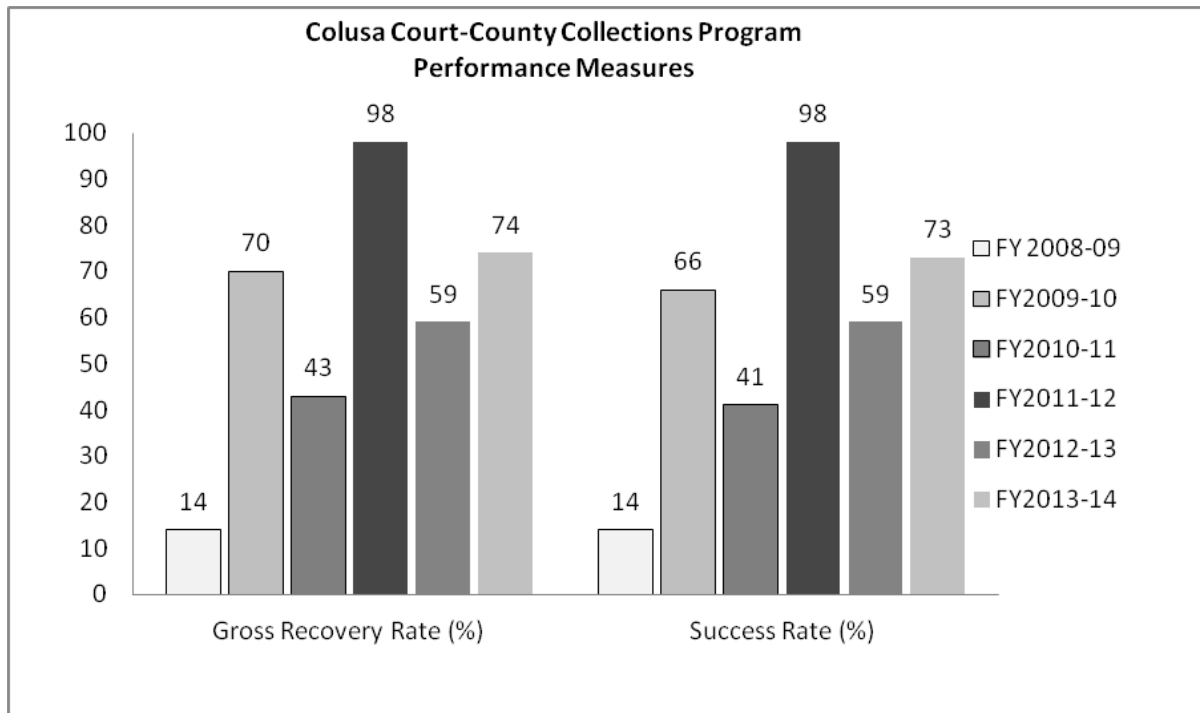
For FY 2013–2014, the program has a 74 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 15 percentage points more than the prior year. The program’s Success Rate of 73 percent exceeds the recommended 31 percent benchmark and is 14 percentage points more than the prior year.

According to the Colusa collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the practice of Shasta’s Intra-branch Collections Services Program of doing due diligence to use all avenues available in pursuing the collection of each case, as well as the reduction in the number of cases transferred to the Intra-branch program.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Colusa and Superior Court of Colusa County Collections Program Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Contra Costa and Superior Court of Contra Costa Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 1,087,008

Authorized Judges/Commissioners: 39/8

Total Revenue Collected: \$24,128,249

Gross Recovery Rate: 62%

Success Rate: 62%

Ending Balance:¹ \$287,350,115

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$24,128,249 from 517,190 total delinquent cases, with collection costs of \$3,653,368. The Ending Balance of \$287,350,115 in delinquent court-ordered debt represents 331,020 delinquent cases, of which 104,105 were established in the reporting period.

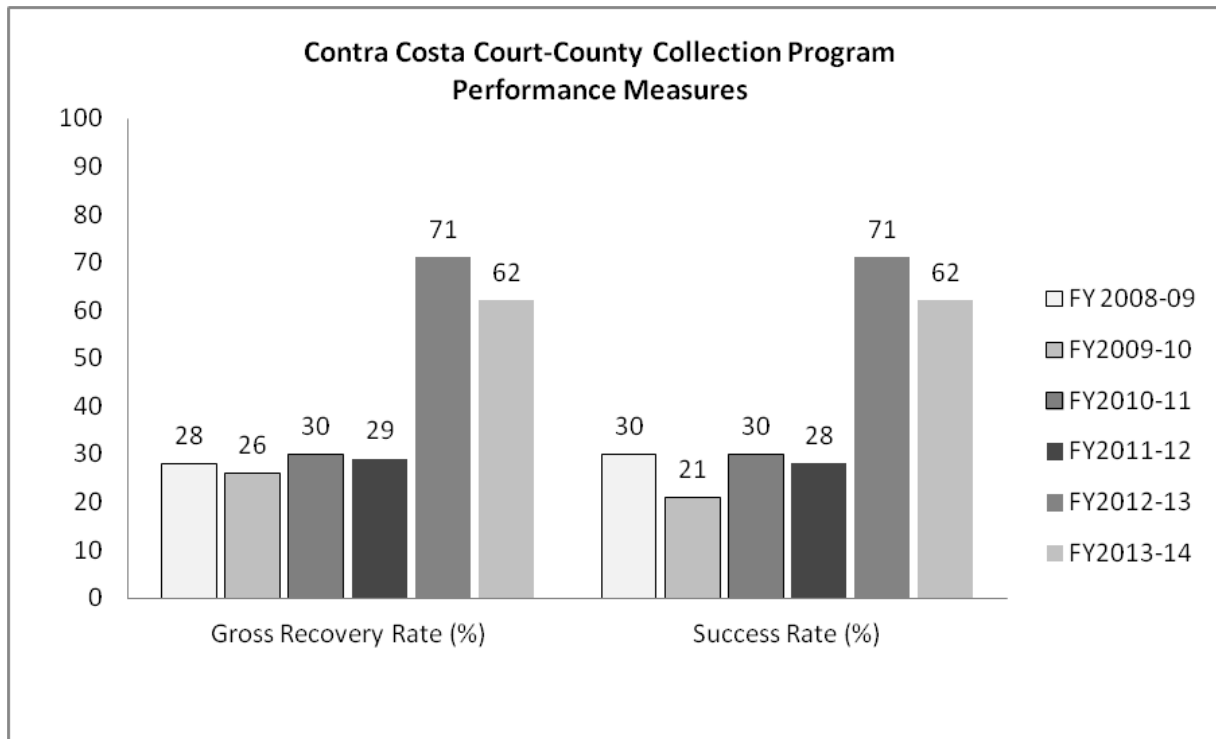
For FY 2013–2014, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 9 percentage points less than the prior year. The program’s Success Rate of 62 percent exceeds the recommended 31 percent benchmark and is 9 percentage points less than the prior year.

According to the Contra Costa collections program, a lower volume of cases was referred for collection in FY 2013–2014 as compared to the prior year. The value of FY 2013–14 collections declined slightly more than the value of referred cases, resulting in a small decrease in the Gross Recovery Rate and Success Rate from the prior year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Contra Costa and Superior Court of Contra Costa Collections Program Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program's performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council's Collections Reporting Template, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 28,131
Authorized Judges/Commissioners: 3/0.8
Total Revenue Collected: \$424,529

Gross Recovery Rate: 26%
Success Rate: 25%
Ending Balance: ¹\$13,205,155

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with a private debt collector;
- A comprehensive collections program that includes 11 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 9, 11, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$424,529 from 17,045 total delinquent cases, with collection costs of \$83,512. The Ending Balance of \$13,205,155 in delinquent court-ordered debt represents 16,432 delinquent cases, of which 1,467 were established in the reporting period.

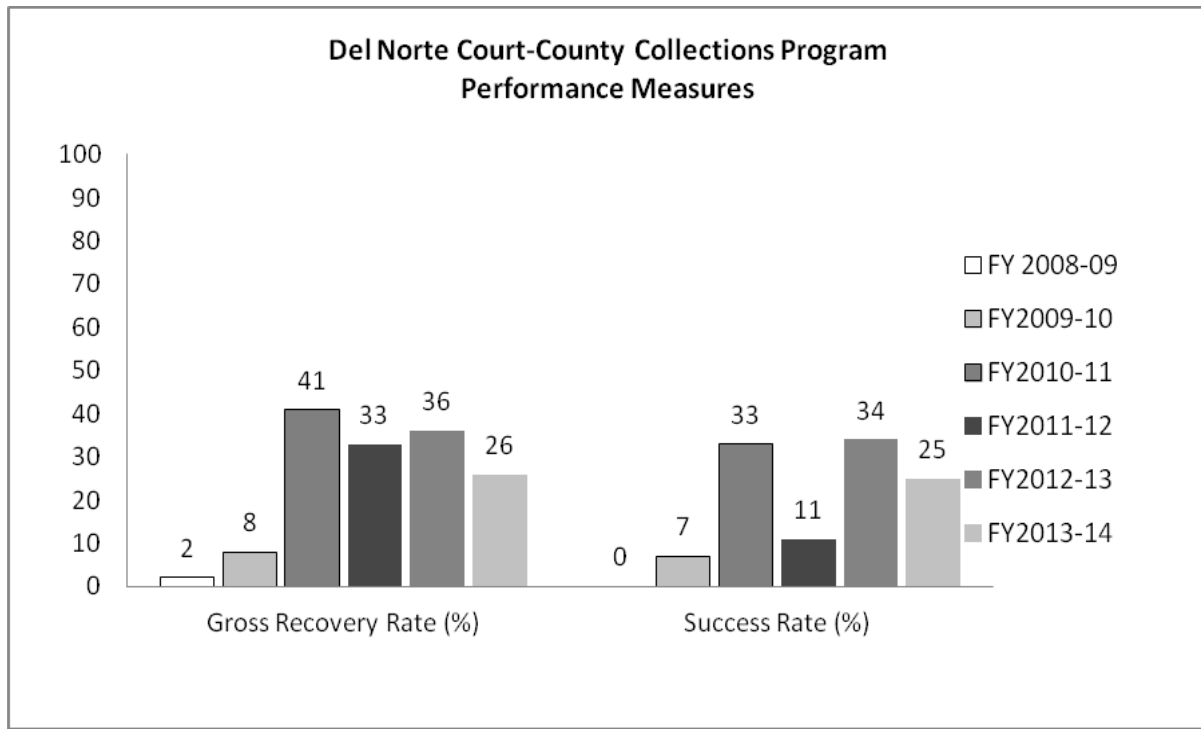
For FY 2013–2014, the program has a 26 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 10 percentage points less than the prior year. The program’s Success Rate of 25 percent does not meet the recommended 31 percent benchmark, and is 9 percentage points less than the prior year.

The program declined the opportunity to comment on the decreases in the Gross Recovery Revenue and Success Rate and did not speculate as to the possible reasons for the decrease in revenues collected from the prior fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of El Dorado and Superior Court of El Dorado Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 182,404

Authorized Judges/Commissioners: 8/1

Total Revenue Collected: \$2,880,604

Gross Recovery Rate: 65%

Success Rate: 56%

Ending Balance:¹ \$29,385,442

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of El Dorado County and the County of El Dorado. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 21, 22, and 25 are currently not being met.

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$2,880,604 from 34,436 total delinquent cases, with collection costs of \$972,443. The Ending Balance of \$29,385,442 in delinquent court-ordered debt represents 26,366 delinquent cases, of which 9,742 were established in the reporting period.

For FY 2013–2014, the program has a 65 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 16 percentage points less than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark, and is 14 percentage points less than the prior year.

According to the El Dorado collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to \$2,434,903 less being discharged in FY 2013–2014 than the previous year. Also, collections staff had to devote time and effort to the conversion process related to Revenue Recovery’s new, updated software system in the spring of 2014, which will improve efficiency.

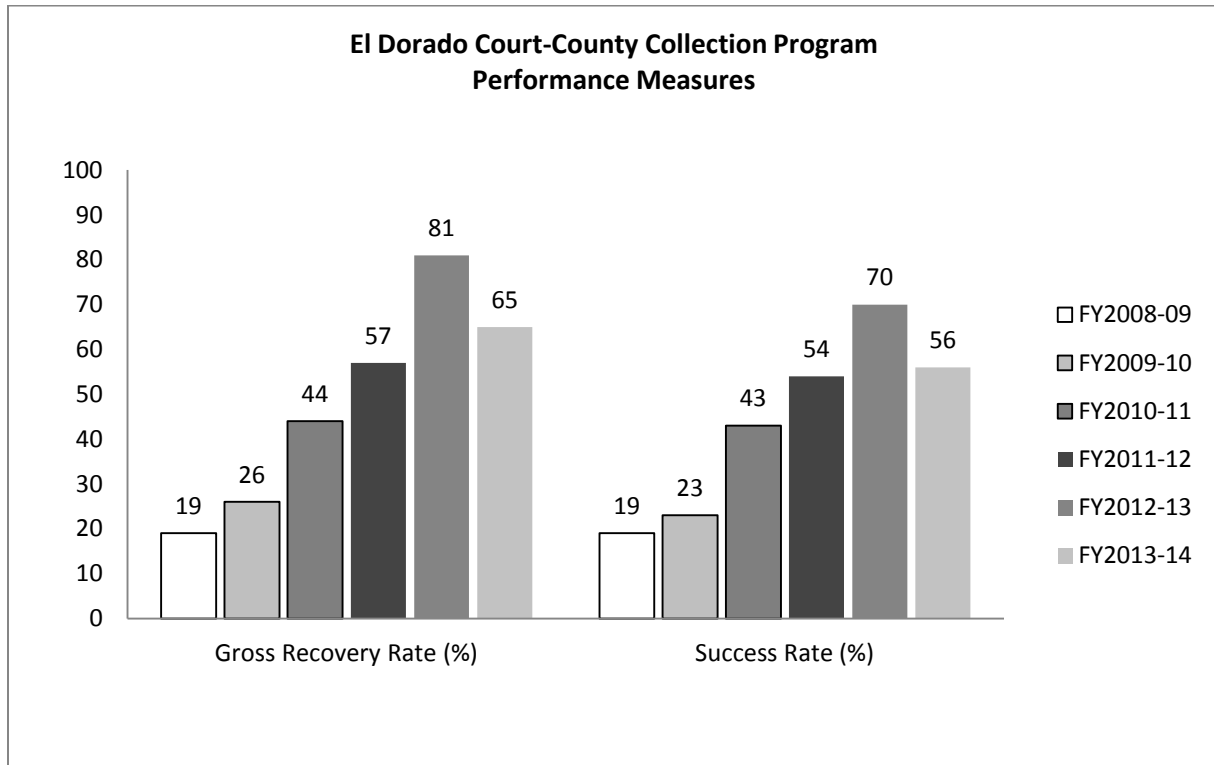
Also, Revenue Recovery management and a number of staff attended the 2013 CROA Conference in Sacramento as well as collections and legislative training sessions and events that took time

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of El Dorado and Superior Court of El Dorado Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

away from current collection efforts, with the goal of focusing on improving the overall collaborative collections process to enhance future efforts and performance.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Fresno and Superior Court of Fresno Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 964,040

Authorized Judges/Commissioners: 46/7

Total Revenue Collected: \$17,715,448

Gross Recovery Rate: 46%

Success Rate: 45%

Ending Balance¹: \$372,609,215

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with two private debt collectors;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 10 and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$17,715,448 from 648,588 total delinquent cases, with collection costs of \$1,906,825. The Ending Balance of \$372,609,215 in delinquent court-ordered debt represents 625,304 delinquent cases, of which 50,929 were established in the reporting period.

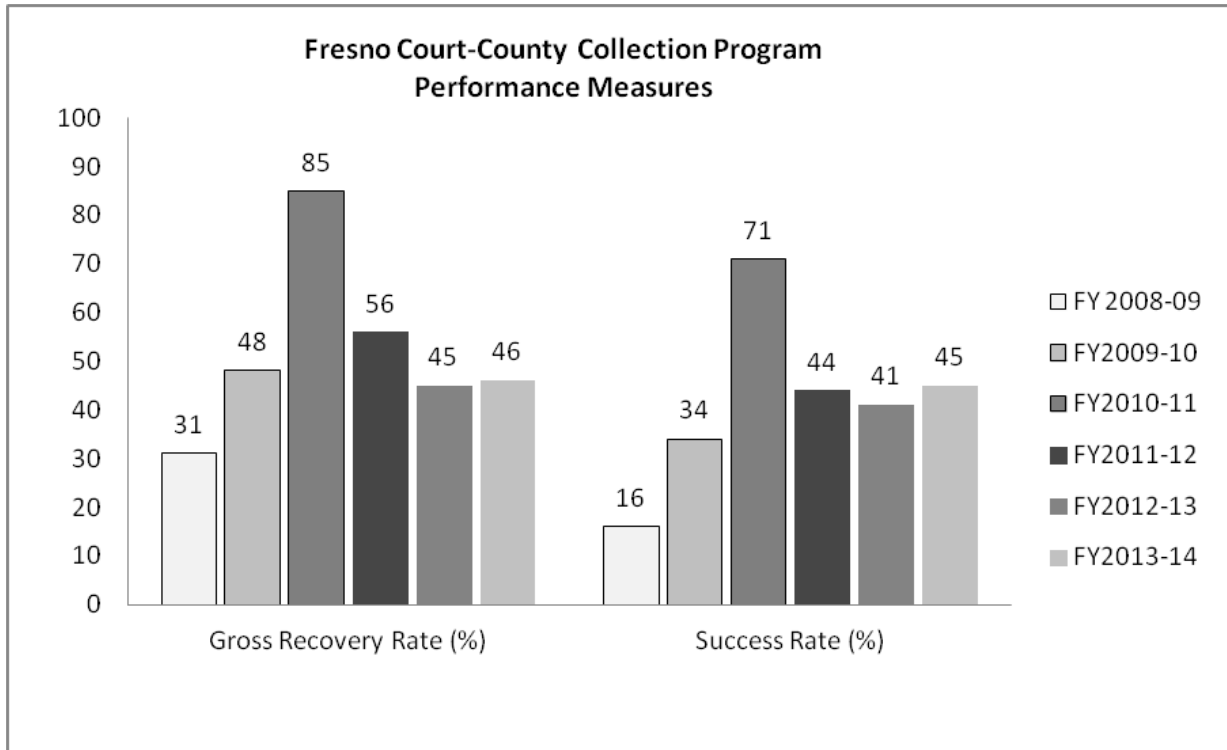
For FY 2013–2014, the program has a 46 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 45 percent exceeds the recommended 31 percent benchmark and is 4 percentage points more than the prior year.

According to the Fresno collections program, the increases in the Gross Recovery Rate and the Success Rate are attributable to constant review and improvement to operational processes, such as the implementation of a program that allows defendants to demonstrate good cause to waive the civil assessment while requiring they first post the original bail amount and file for a trial by written declaration to contest the underlying charges. Also, the rate increases are due to increased collections activity through the Department of Motor Vehicle, the Franchise Tax Board’s collections programs, and the addition of a second private vendor that has successfully collected on cases that are ten years and older.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Fresno and Superior Court of Fresno Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



Note: The high FY 2010–2011 Gross Recovery and Success Rates were due to an adjustment reported by the county in FY 2011–2012. The adjusted rates were 53 percent and 44 percent, respectively.

This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 28,353

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$2,197,103

Gross Recovery Rate: 59%

Success Rate: 64%

Ending Balance:¹ \$17,487,475

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County for collection services under the Intra-branch Collections Services Program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 16 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$2,197,103 from 24,674 total delinquent cases, with collection costs of \$638,964. The Ending Balance of \$17,487,475 in delinquent court-ordered debt represents 17,891 delinquent cases, of which 6,965 were established in the reporting period.

For FY 2013–2014, the program has a 59 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 3 percentage points less than the prior year. The program’s Success Rate of 64 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points more than the prior year.

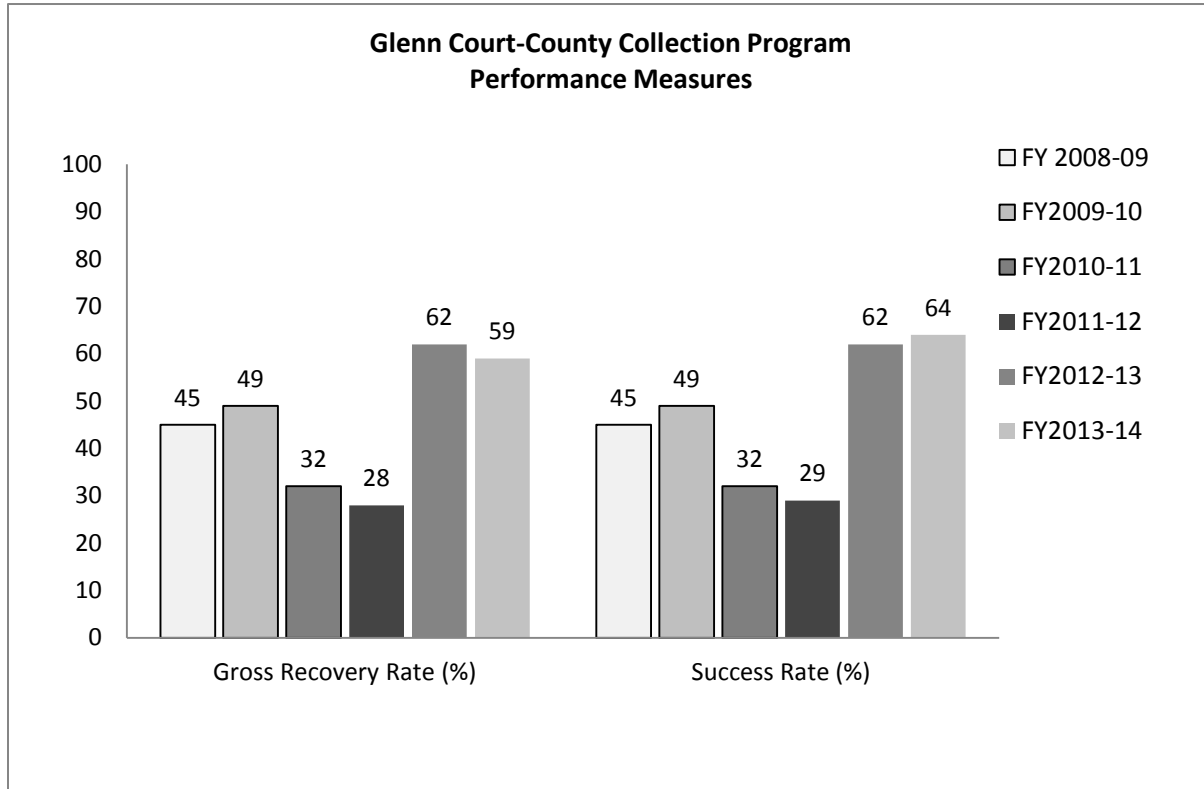
According to the Glenn Superior Court, the program underwent a series of policy changes during FY2013–2014 that limited incoming caseload and required additional mailings of notices, thereby reducing total collections and increasing costs. This, in addition to a reduction in staffing levels, prevented the program from operating to full capacity during the reporting period. These

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

policies have since been re-evaluated and should result in a stronger program and a higher level of efficiency moving forward.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 134,648
Authorized Judges/Commissioners: 7/1
Total Revenue Collected: \$5,504,630

Gross Recovery Rate: 77%
Success Rate: 49%
Ending Balance:¹ \$96,481,524

Program Overview

The Superior Court of Humboldt County and the County of Humboldt do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs
- A contract with a private debt collector possessing a Statewide Master Agreement
- A comprehensive collections program that includes 15 of the 16 collection activity components. The remaining component not currently being met is an automated dialer or automated call distribution system to manage telephone calls.
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 Judicial Council approved best practices. The one best practice not currently being met is having a current written MOU. The Court and County do operate a cooperative collection program for court-ordered debt collections.

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$5,504,630 from 159,784 total delinquent cases, with collection costs of \$810,904. The Ending Balance of \$96,481,524 in delinquent court-ordered debt represents 152,382 delinquent cases, of which 27,575 were established in the reporting period.

For FY 2013–2014, the program has a 77 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage points more than prior year. The program’s Success Rate of 49 percent exceeds the recommended 31 percent benchmark, and is 18 percentage points more than the prior year.

According to the Humboldt collections program, the Court and County attribute the increases in the Gross Recovery Rate and Success Rate to the following:

COURT

- 1) Adjustments and discharges (\$14,220,194) are almost three times the amount of delinquent debt collected (\$5,504,630). This is the third consecutive year where adjustments and discharges have been more than double the amount of actual delinquent collections.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

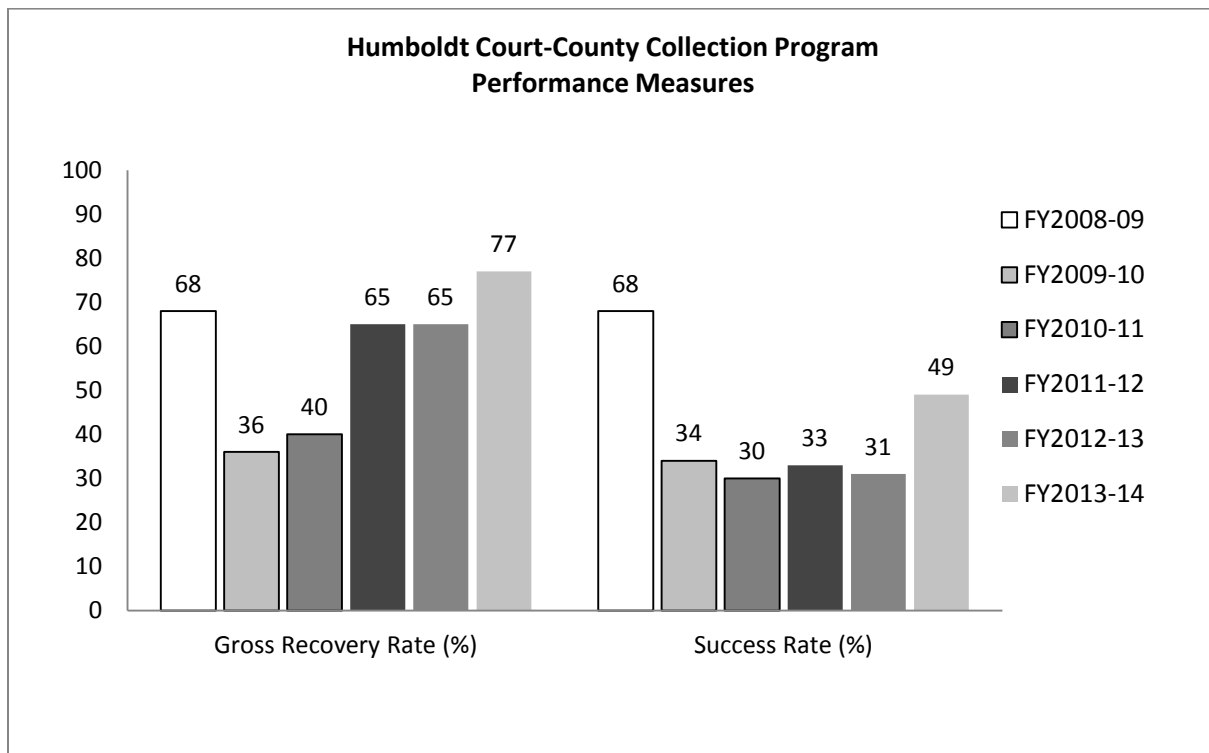
County of Humboldt and Superior Court of Humboldt County Collections Program
 Summary of Fiscal Year 2013–2014 Collections Reporting Template

- Franchise Tax Board collections increased by 7 percent, even though referrals to the Franchise Tax Board decreased by 79 percent. This is the most significant factor driving the performance rate changes from last year.

COUNTY

- The County ended a long-term contract with its third party collections vendor and began a new contract with a new third party collections vendor. This has made a positive change in terms of collection success.
- Figures included in the County Collection Program section were excluded from the private agency and FTB reporting sections to avoid duplicate reporting. This change only pertains to the number and value of cases established/referred in the reporting period and has no impact on gross revenue reporting.
- The County focused on the discharge of old and uncollectable debt and account balances not cost effective to pursue.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Imperial and Superior Court of Imperial Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 180,672

Authorized Judges/Commissioners: 10/1.4

Total Revenue Collected: \$4,590,164

Gross Recovery Rate: 75%

Success Rate: 75%

Ending Balance:¹ \$51,872,824

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- MOU with the Superior Court of Ventura County for collection services under the Intra-branch Collections Services Program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$4,590,164 from 92,346 total delinquent cases, with collection costs of \$1,097,332. The Ending Balance of \$51,872,824 in delinquent court-ordered debt represents 57,324 delinquent cases, of which 37,929 were established in the reporting period.

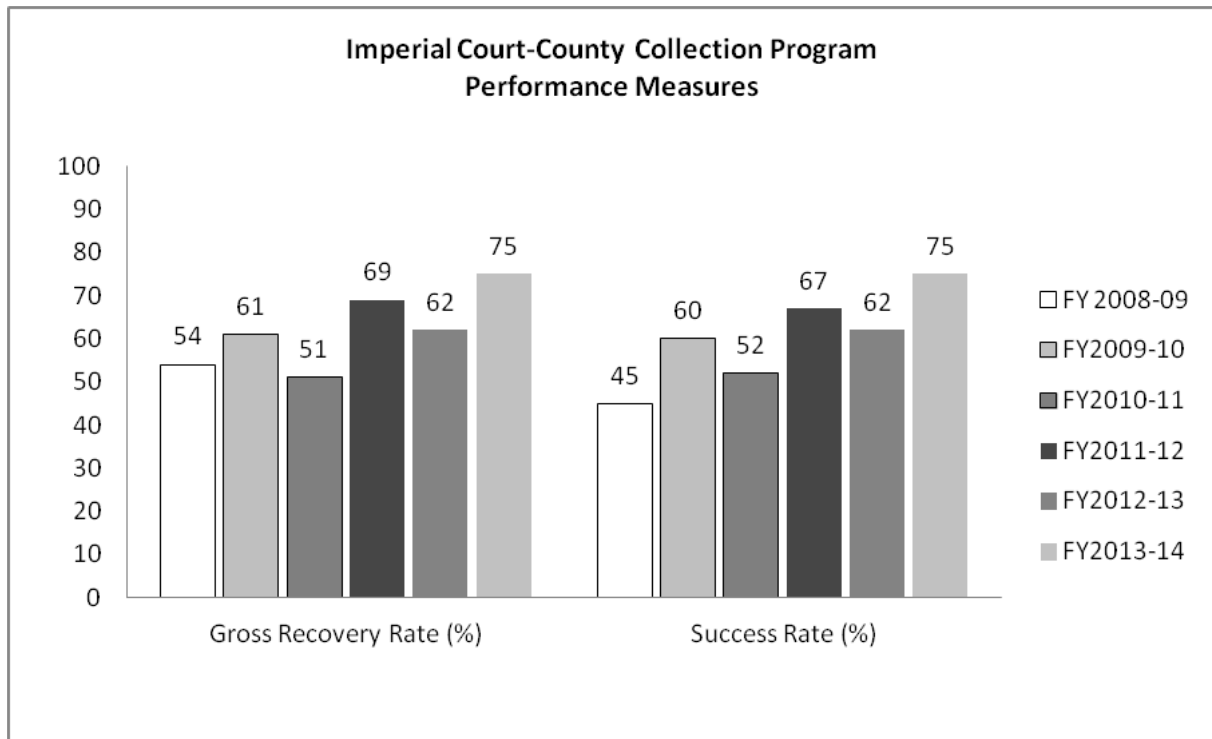
For FY 2013–2014, the program has a 75 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 13 percentage points more than the prior year. The program’s Success Rate of 75 percent exceeds the recommended 31 percent benchmark, and is 13 percentage points more than the prior year.

According to the Imperial collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the continued effectiveness of operational processes that include a failure to pay process, the mailing of delinquent notices, placing holds on drivers’ licenses, and consistent and continual outsourcing of past due cases.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Imperial and Superior Court of Imperial Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Inyo and Superior Court of Inyo Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 18,590

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$ 603,024

Gross Recovery Rate: 68%

Success Rate: 61%

Ending Balance:¹ \$7,384,684

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 9 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$603,024 from 9,204 total delinquent cases, with collection costs of \$104,963. The Ending Balance of \$7,384,684 in delinquent court-ordered debt represents 8,319 delinquent cases, of which 2,174 were established in the reporting period.

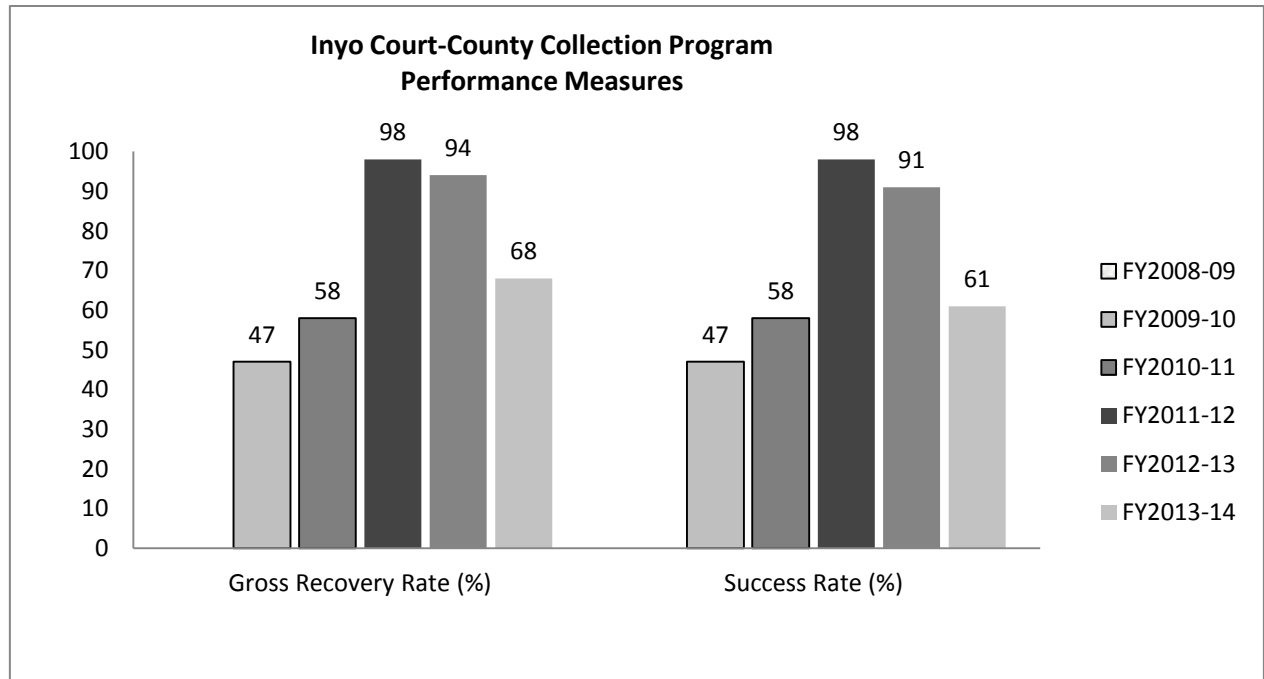
For FY 2013–2014, the program has a 68 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 26 percentage points less than the prior year. The program’s Success Rate of 61 percent exceeds the recommended 31 percent benchmark, and is 30 percentage points less than the prior year.

According to the Inyo collections program, the decreases in the Gross Recovery Rate and Success Rate are primarily attributable to the collection program collecting less in delinquent debt, with lesser amounts being collected by both the private vendor and FTB-COD than the previous fiscal year. Also, the discharge amount of the previous year was double in comparison to this reporting period, resulting in a noticeable impact on performance rates.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Inyo and Superior Court of Inyo Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



Note: In FY 2008–09, the Gross Recovery Rate and Success Rate were less than 1 percent due to limitations in the program’s case management system.

This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Kern and Superior Court of Kern Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 873,092

Authorized Judges/Commissioners: 39/7

Total Revenue Collected: \$22,769,311

Gross Recovery Rate: 62%

Success Rate: 62%

Ending Balance:¹ \$109,522,159

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 2, 10, and 12 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$22,769,311 from 207,945 delinquent cases, with collection costs of \$3,551,101. The Ending Balance of \$109,522,159 in delinquent court-ordered debt represents 160,798 delinquent cases, of which 48,881 were established in the reporting period.

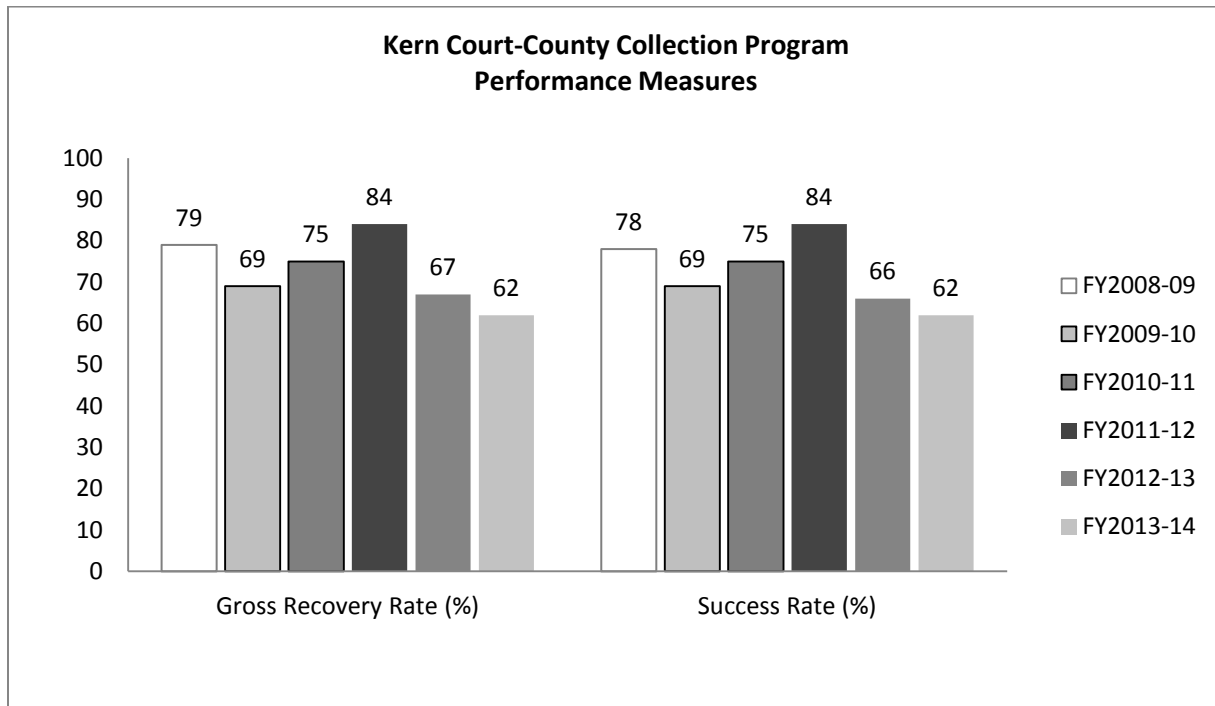
For FY 2013–2014, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 5 percentage points less than the prior year. The program’s Success Rate of 62 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points less than the prior year.

According to the Kern collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the increased value of referred cases. Although the rates decreased, the program collected \$289,969 more in delinquent revenue this fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Kern and Superior Court of Kern Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Kings and Superior Court of Kings County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 150,181

Authorized Judges/Commissioners: 8/1.5

Total Revenue Collected: \$3,884,185

Gross Recovery Rate: 40%

Success Rate: 35%

Ending Balance:¹ \$62,307,584

Program Overview

The Superior Court of Kings County and the County of Kings do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 20 of the 25 recommended collections best practices; numbers 1, 2, 4, 9, and 15 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$3,884,185 from 78,696 total delinquent cases, with collection costs of \$438,203. The Ending Balance of \$62,307,584 in delinquent court-ordered debt represents 72,432 delinquent cases, of which 10,740 were established in the reporting period.

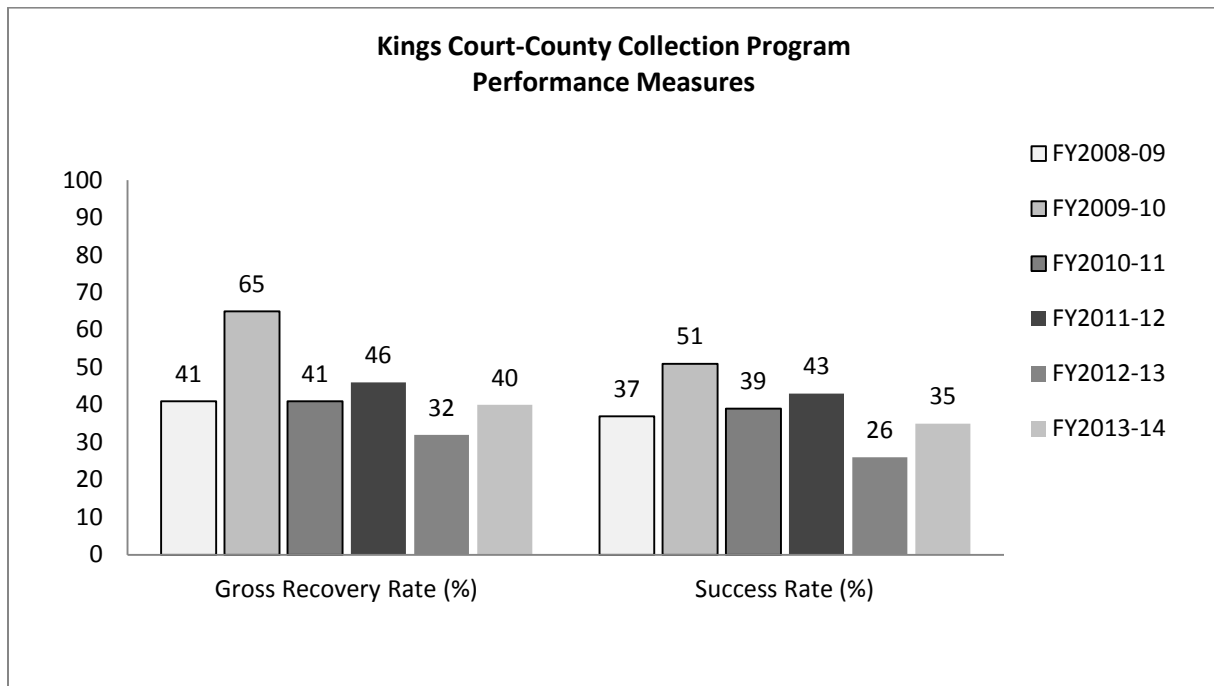
For FY 2013–2014, the program has a 40 percent Gross Recovery Rate, which meets the recommended 34 percent benchmark, and is 8 percentage points more than the prior year. The program’s Success Rate of 35 percent, which meets the recommended 31 percent benchmark and is 9 percentage points more than the prior year.

The program declined the opportunity to comment on the increases in the Gross Recovery Rate and Success Rate and did not speculate as to the possible reasons for the increase in revenues collected over the prior fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Kings and Superior Court of Kings County Collections Program Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program's performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Lake and Superior Court of Lake Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 64,699

Authorized Judges/Commissioners: 4/8

Total Revenue Collected: \$1,422,301

Gross Recovery Rate: 41%

Success Rate: 42%

Ending Balance:¹ \$34,119,518

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 10 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$1,422,301 from 39,509 total delinquent cases, with collection costs of \$188,413. The Ending Balance of \$34,119,518 in delinquent court-ordered debt represents 37,457 delinquent cases, of which 3,621 were established in the reporting period.

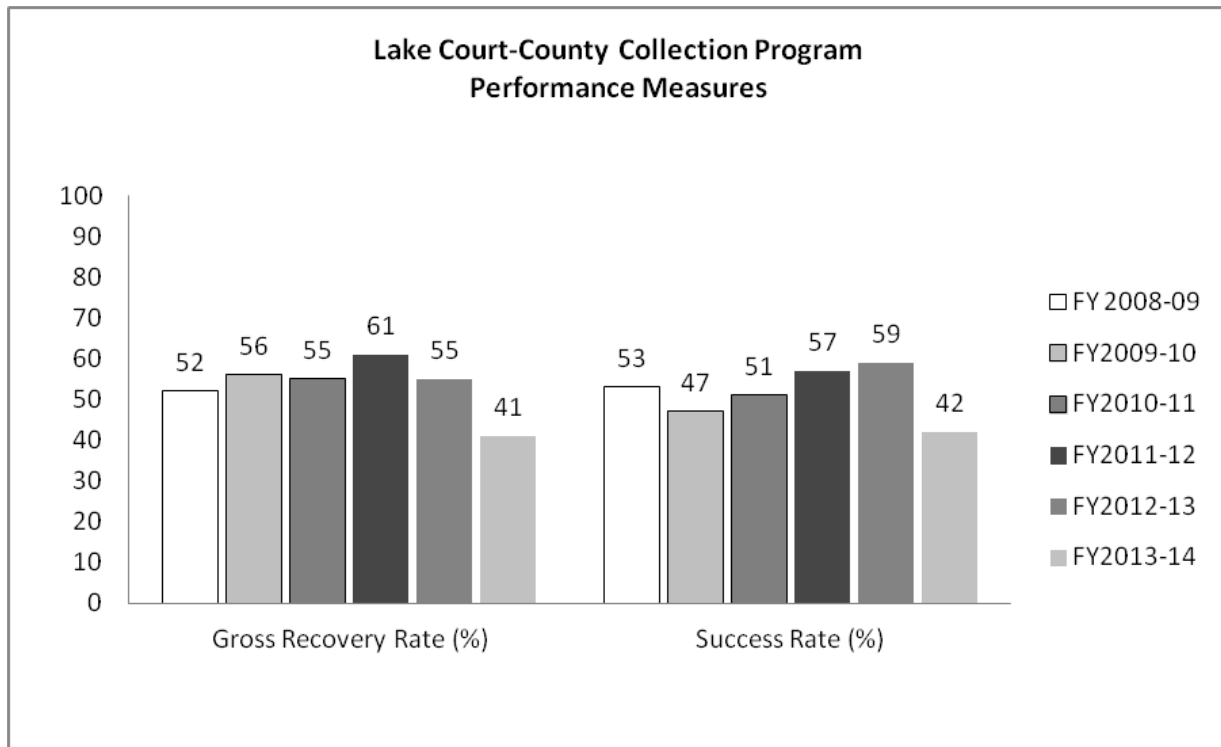
For FY 2013–2014, the program has a 41 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 14 percentage points less than the prior year. The program’s Success Rate of 42 percent exceeds the recommended 31 percent benchmark and is 17 percentage points less than the prior year.

According to the Lake collections program, the decreases in the Gross Recovery Rate and the Success Rate are attributable to the increases in the value of debt established and a slight drop in collections. Returned cases from the Franchise Tax Board increased the value of case inventory of the private vendor. There was also an increase in value from the probation department of about 35 percent and an increase in court transfers to the county of about 14.5 percent.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Lake and Superior Court of Lake Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 33,581

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$952,078

Gross Recovery Rate: 42%

Success Rate: 42%

Ending Balance:¹ \$17,663,379

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collection services as part of an Intra-branch Collections Services Program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 16 currently is not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$952,078 from 20,712 total delinquent cases, with collection costs of \$249,148. The Ending Balance of \$17,663,379 in delinquent court-ordered debt represents 18,722 delinquent cases, of which 3,280 were established in the reporting period

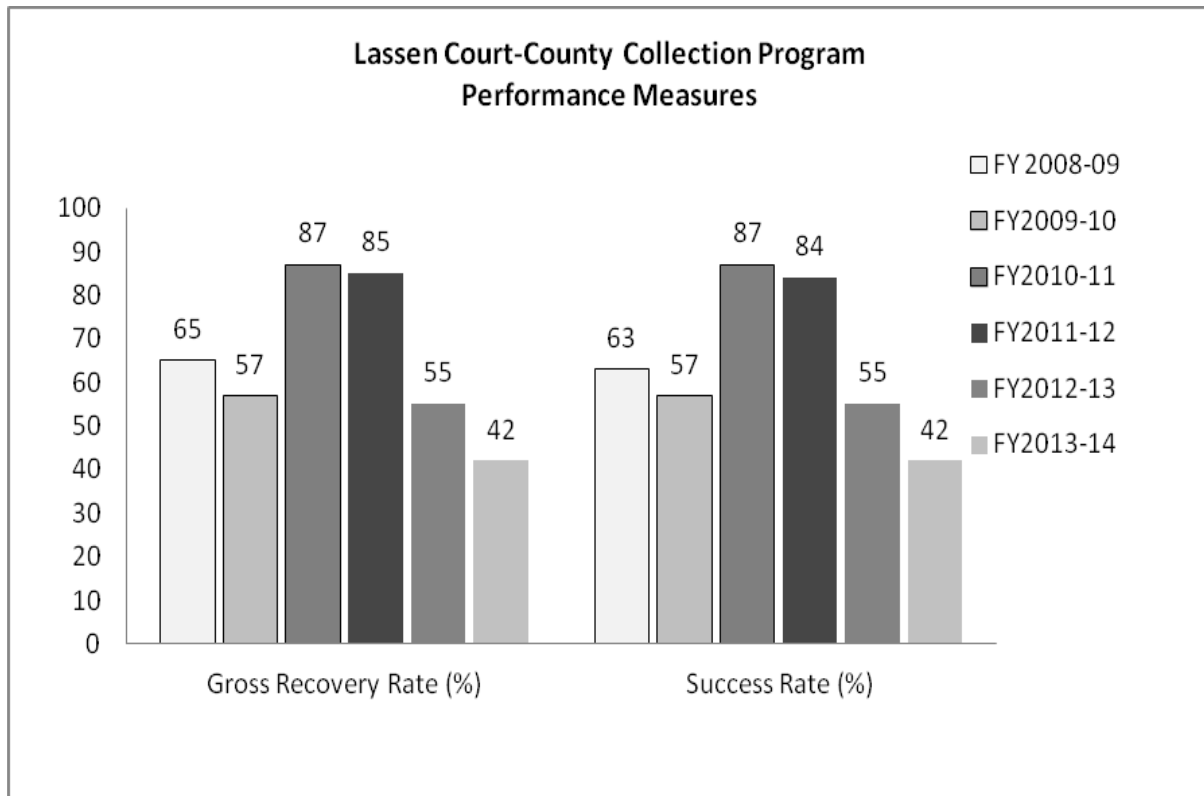
For FY 2013–2014, the program has a 42 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 13 percentage points less than the prior year. The program’s Success Rate of 42 percent exceeds the recommended 31 percent benchmark and is 13 percentage points less than the prior year.

According to the Lassen collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the large volume of hard to collect delinquent accounts being transferred to Shasta’s Intra Branch program. Shasta has a philosophy of doing due diligence to explore all collection options prior to discharging uncollectable accounts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 10,041,797

Authorized Judges/Commissioners: 475/81

Total Revenue Collected: \$110,802,306

Gross Recovery Rate: 64%

Success Rate: 37%

Ending Balance:¹ \$2,552,134,605

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. The Los Angeles County Probation Department operates a separate, stand alone collections program not associated with the court and county collections program. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 12, 19, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$110,802,306 from 2,551,604 total delinquent cases, with collection costs of \$21,388,978. The Ending Balance of \$2,552,134,605 in delinquent court-ordered debt represents 2,309,407 delinquent cases, of which 494,203 were established in the reporting period.

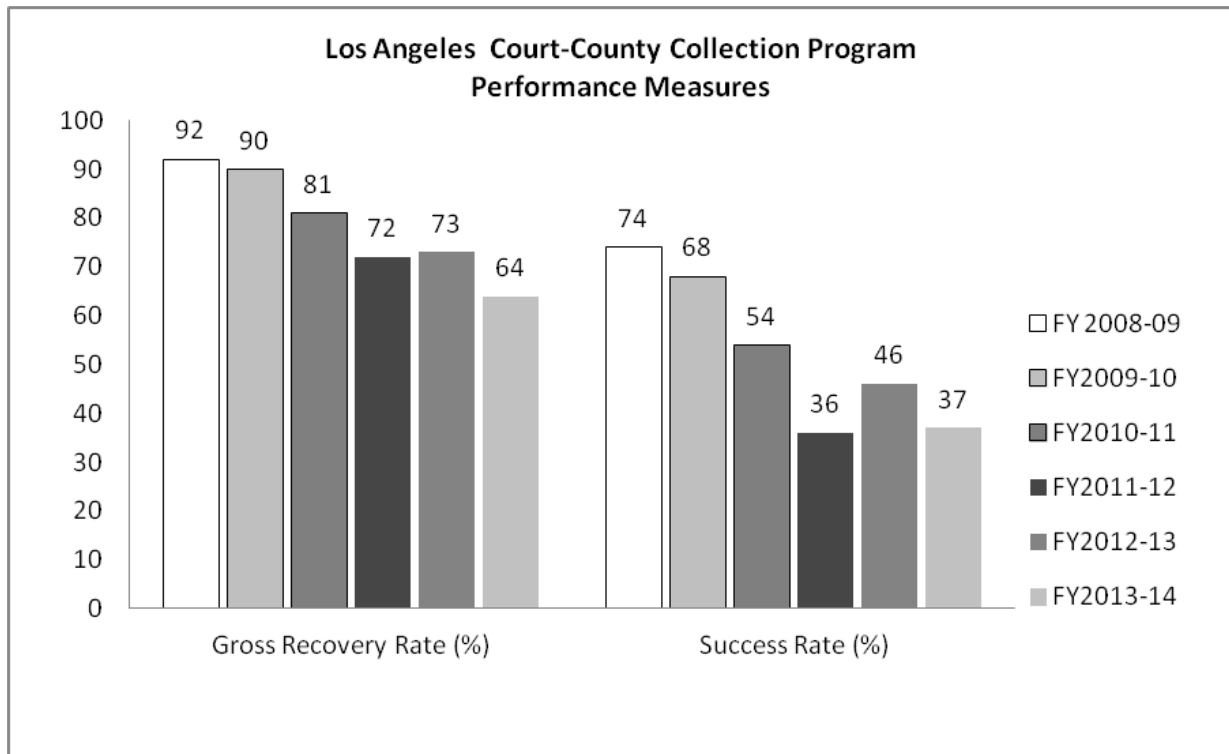
For FY 2013–2014, the program has a 64 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 9 percentage points less than the prior year. The program’s Success Rate of 37 percent exceeds the recommended 31 percent benchmark, and is 9 percentage points less than the prior year.

According to the County of Los Angeles and the Superior Court of Los Angeles County collections program, the decrease to the Success Rate is attributable to a decrease in revenue collected and an increase in the amount of delinquent debt established for the period. The decrease in the Gross Recovery Rate is primarily due to an overall decrease in discharged debt offset by an increase in adjustments. Accounts totaling \$17 million were discharged from accountability, as authorized by statute.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Madera and Superior Court of Madera Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 153,897

Authorized Judges/Commissioners: 10/0.3

Total Revenue Collected: \$2,661,512

Gross Recovery Rate: 56%

Success Rate: 30%

Ending Balance:¹ \$94,938,629

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013-2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$2,661,512 from 148,541 total delinquent cases, with collection costs of \$207,960. The Ending Balance of \$94,938,629 in delinquent court-ordered debt represents 144,650 delinquent cases, of which 12,068 were established in the reporting period.

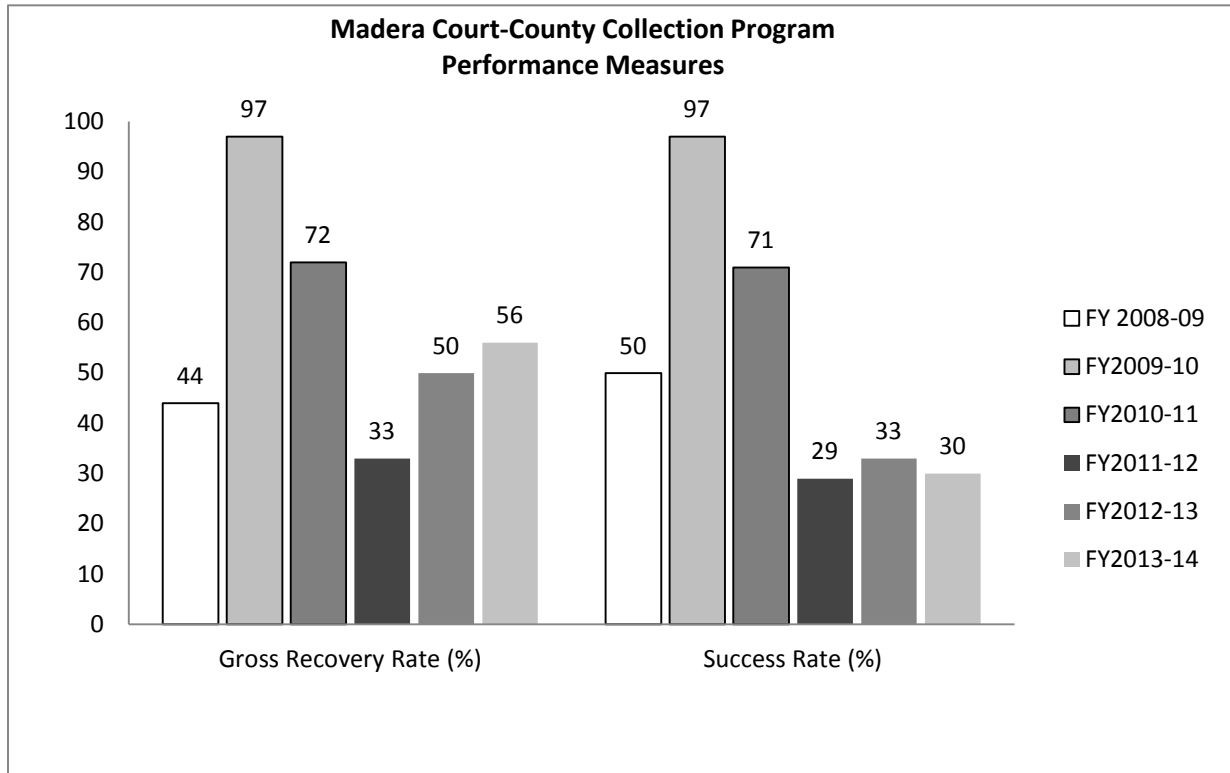
For FY 2013–2014, the program has a 56 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points more than the prior year. The program’s Success Rate of 30 percent does not meet the recommended 31 percent benchmark and is 3 percentage points less than the prior year.

According to the Madera collections program, the decrease in the Success Rate is attributable to a change in operations in FY 2011–2012 that is still impacting the program. On June 1, 2012, two employees were transferred, which reduced the Madera County Revenue Services Division from five to three employees. Even with the reduction in staff, collections increased and resulted in an increase in the Gross Recovery Rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Madera and Superior Court of Madera Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Marin and Superior Court of Marin Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 255,846

Authorized Judges/Commissioners: 12/.8

Total Revenue Collected: \$3,210,862

Gross Recovery Rate: 70%

Success Rate: 67%

Ending Balance:¹ \$20,411,341

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Marin and the County of Marin. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 10 and 19 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$3,210,862 from 27,649 total delinquent cases, with collection costs of \$1,048,646. The Ending Balance of \$20,411,341 in delinquent court-ordered debt represents 25,705 delinquent cases, of which 5,785 were established in the reporting period.

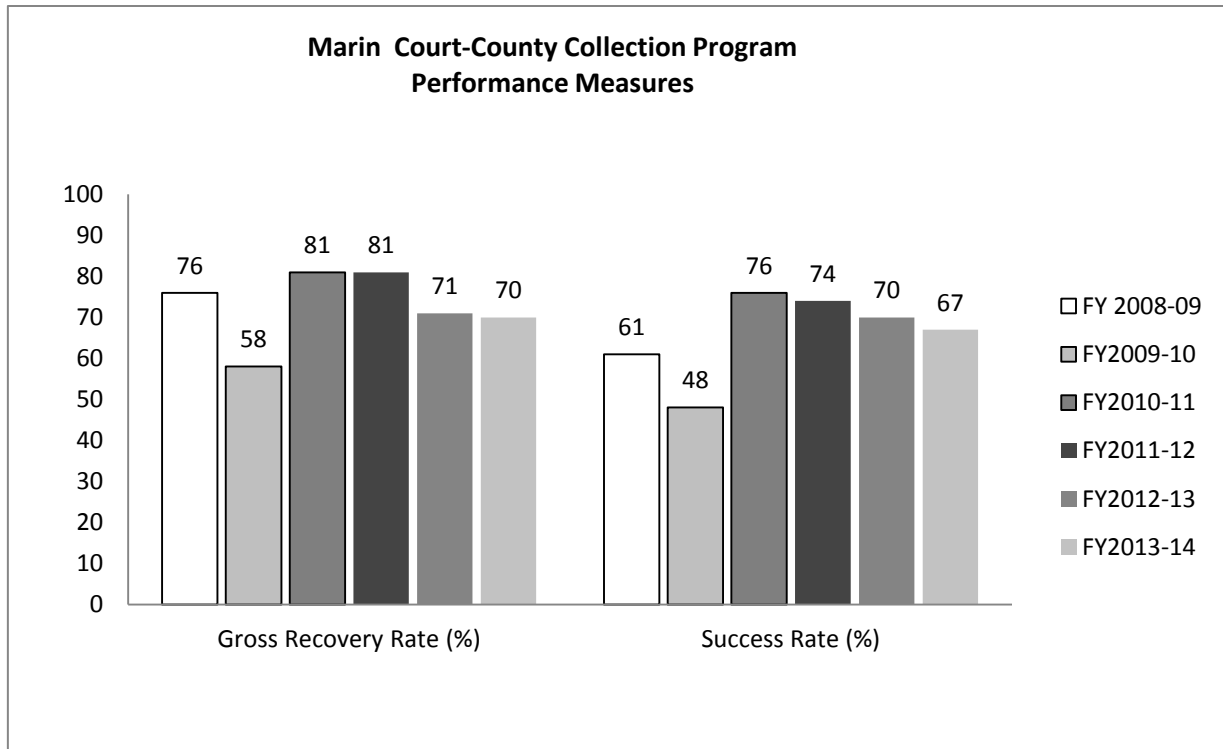
For FY 2013–2014, the program has a 70 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point less than the prior year. The program’s Success Rate of 67 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points less than the prior year.

According to the Marin collections program, the decreases in the Gross Recovery Rate and Success Rate are due to a decrease in delinquent collections compared to established referred amounts. The program collected \$273,006 less than the previous fiscal year and had \$120,000 more in adjustments, which are factors that contributed to the slight decrease in performance rates.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Marin and Superior Court of Marin Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Mariposa and Superior Court of Mariposa Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 18,467

Authorized Judges/Commissioners: 2/3

Total Revenue Collected: \$601,948

Gross Recovery Rate: 58%

Success Rate: 35%

Ending Balance¹: \$7,063,191

Program Overview

The Superior Court of Mariposa County and the County of Mariposa do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; number 1, 10, and 23 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$601,948 from 3,797 total delinquent cases, with collection costs of \$202,862. The Ending Balance of \$7,063,191 in delinquent court-ordered debt represents 3,794 delinquent cases, of which 1,147 were established in the reporting period.

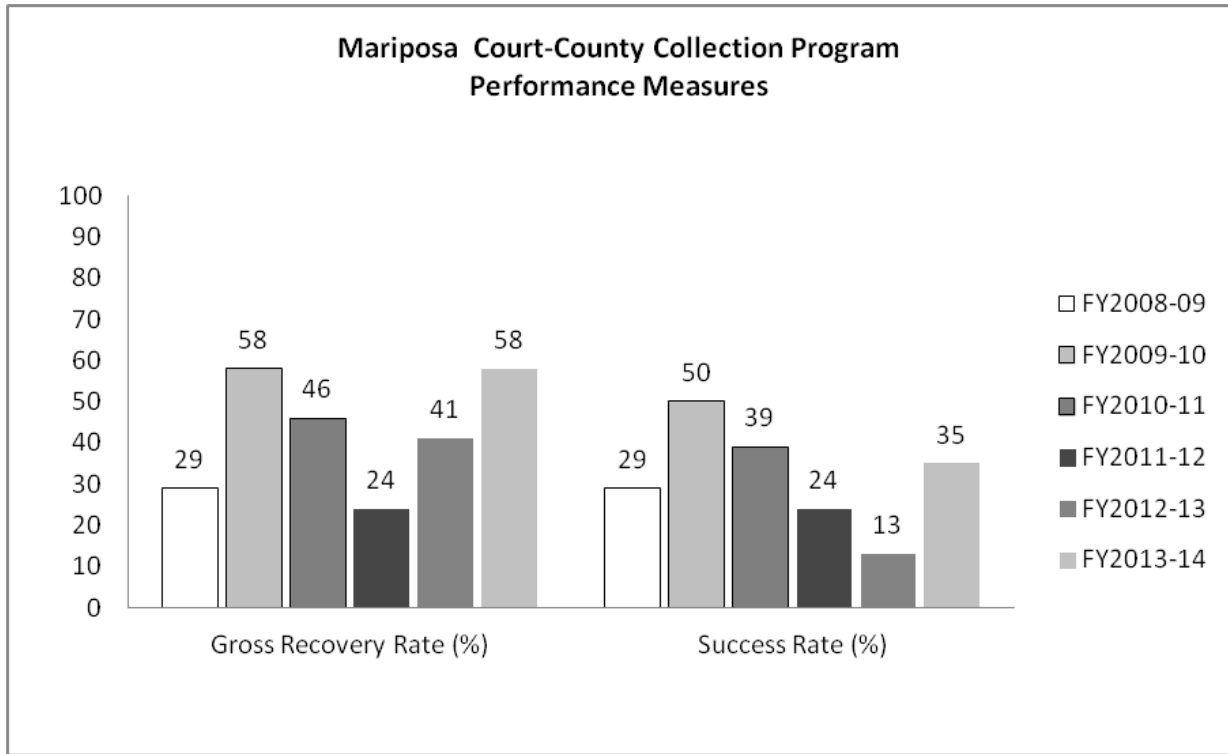
For FY 2013–2014, the program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 17 percentage points more than the prior year. The program’s Success Rate of 35 exceeds the recommended 31 percent benchmark and is 22 percentage points more than the prior year.

According to the Mariposa collections program, the increases in the Gross Recovery Rate and Success Rate are due to the efforts of the Court Collections Division; billing statements, failure to appear and failure to pay accounts being actively processed, and earlier referrals to the Franchise Tax Board. This is the first full year of operation of the Court Collections Division, which was established effective November 1, 2012.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Mariposa and Superior Court of Mariposa Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Mendocino and Superior Court of Mendocino County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 89,029

Authorized Judges/Commissioners: 8/0.4

Total Revenue Collected: \$3,579,627

Gross Recovery Rate: 74%

Success Rate: 59%

Ending Balance:¹ \$40,000,083

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 4 is not currently being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$3,579,627 from 41,823 total delinquent cases, with collection costs of \$567,881. The Ending Balance of \$40,000,083 in delinquent court-ordered debt represents 33,612 delinquent cases, of which 9,841 were established in the reporting period.

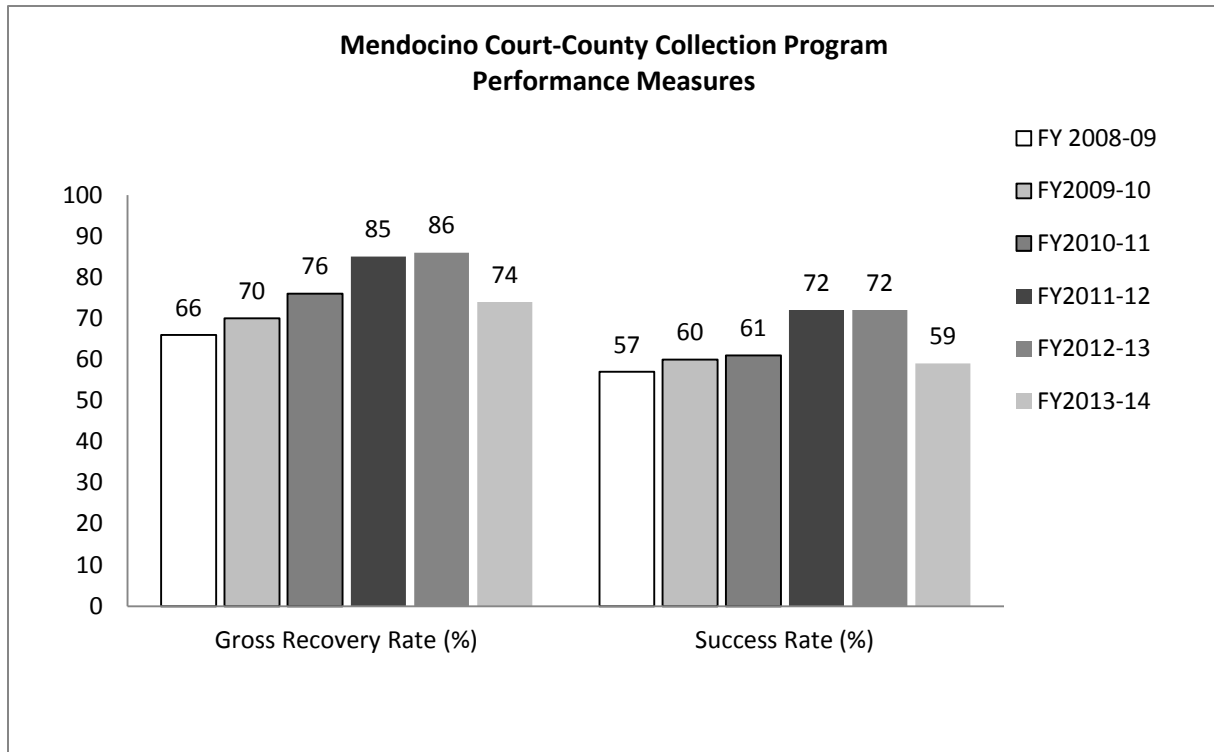
For FY 2013–2014, the program has a 74 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage point less than the prior year. The program’s Success Rate of 59 percent exceeds the recommended 31 percent benchmark and is 13 percentage points less than prior year.

According to the Mendocino collection program, the Gross Recovery Rate and Success Rate are less than last year due to the reduction on the amount of cases submitted for discharge of accountability.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Mendocino and Superior Court of Mendocino County Collections Program Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Merced and Superior Court of Merced Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 264,922

Authorized Judges/Commissioners: 12/2

Total Revenue Collected: \$6,766,742

Gross Recovery Rate: 62%

Success Rate: 58%

Ending Balance:¹ \$95,527,897

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 10 and 12 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$6,766,742 from 162,131 total delinquent cases, with collection costs of \$1,949,029. The Ending Balance of \$95,527,897 in delinquent court-ordered debt represents 132,524 delinquent cases, of which 21,565 were established in the reporting period.

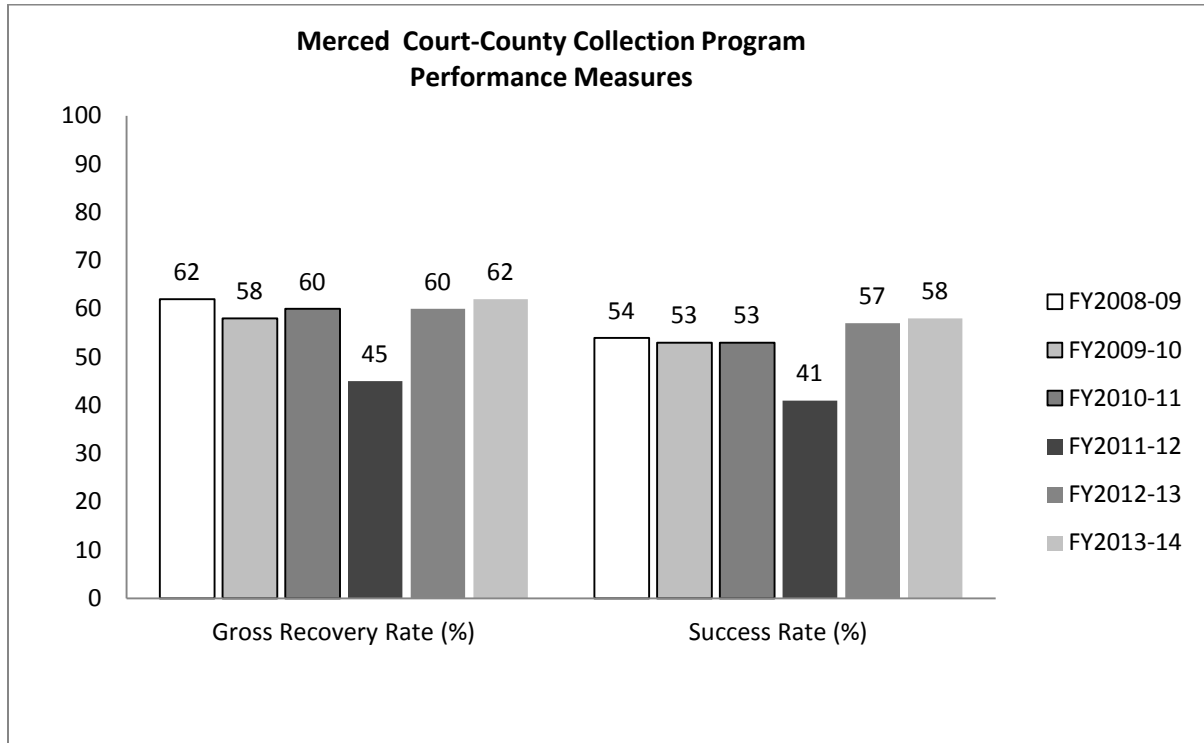
For FY 2013–2014, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 2 points more than the prior year. The program’s Success Rate of 58 percent exceeds the recommended 31 percent benchmark and is 1 percentage point more than the prior year.

According to the Merced collections program, the minimal increases in the Gross Recovery Rate and Success Rate are attributable to the collaborative effort of the comprehensive program, as the county, private collection agency, and FTB-COD all had an increase in delinquent revenue collected from the previous fiscal year. Additionally, the program had almost 2 million more delinquent cases this year than the previous year, which also had a slight impact on the increase.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Merced and Superior Court of Merced Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Modoc and Superior Court of Modoc Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 9,197

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$160,606

Gross Recovery Rate: 35%

Success Rate: 30%

Ending Balance:¹ \$2,909,919

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 2 and 14 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$160,606 from 2,884 delinquent cases, with collection costs of \$69,264. The Ending Balance of \$2,909,919 in delinquent court-ordered debt represents 2,853 delinquent cases, of which 531 were established in the reporting period.

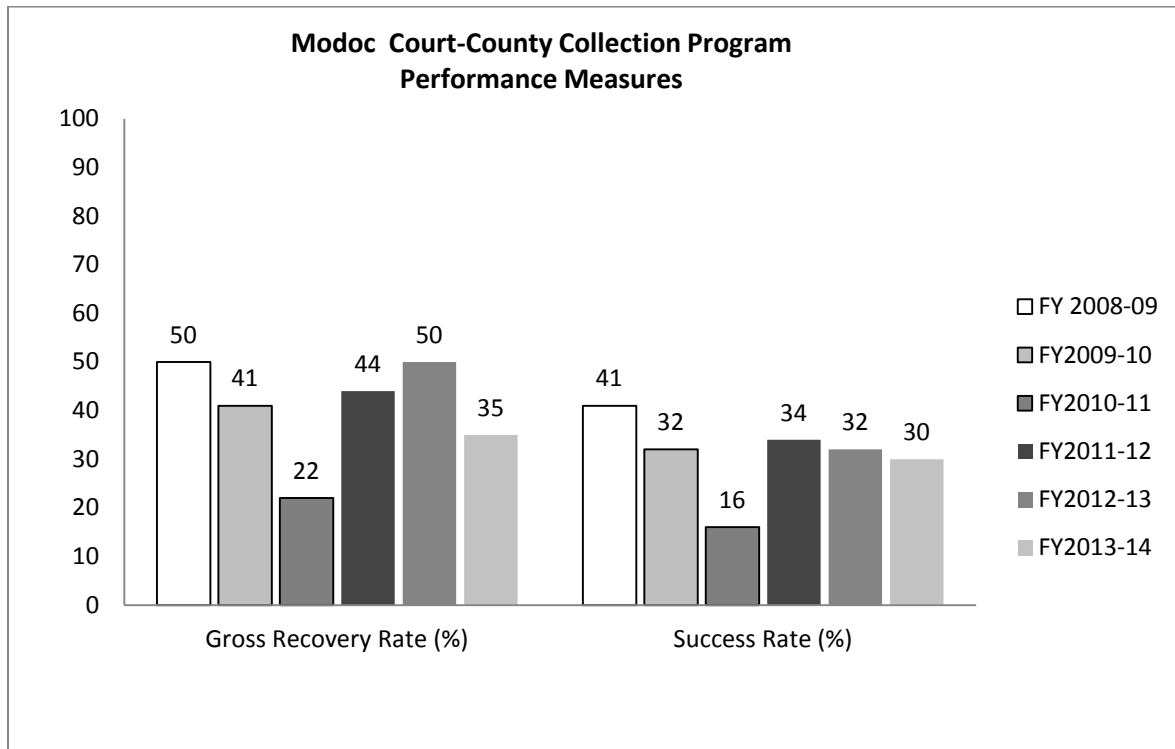
For FY 2013–2014, the program has a 35 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 15 percentage points less than the prior year. The program’s Success Rate of 30 percent does not meet the recommended 31 percent benchmark and is 2 percentage points less than the prior year.

According to the Modoc collections program, the decreased rates can be attributed to the private vendor collecting less debt this fiscal year. However, even though the collection rates decreased, the collections program collected \$45,171 more than the previous fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements..

County of Modoc and Superior Court of Modoc Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Mono and Superior Court of Mono Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 14,143

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$52,689

Gross Recovery Rate: 41%

Success Rate: 35%

Ending Balance:¹ \$1,140,879

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mono and the County of Mono. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 11 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 21 of the 25 recommended collections best practices; numbers 10, 14, 18, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$52,689 from 1,963 total delinquent cases. The Ending Balance of \$1,140,879 in delinquent court-ordered debt represents 1,877 delinquent cases, of which 252 were established in the reporting period.

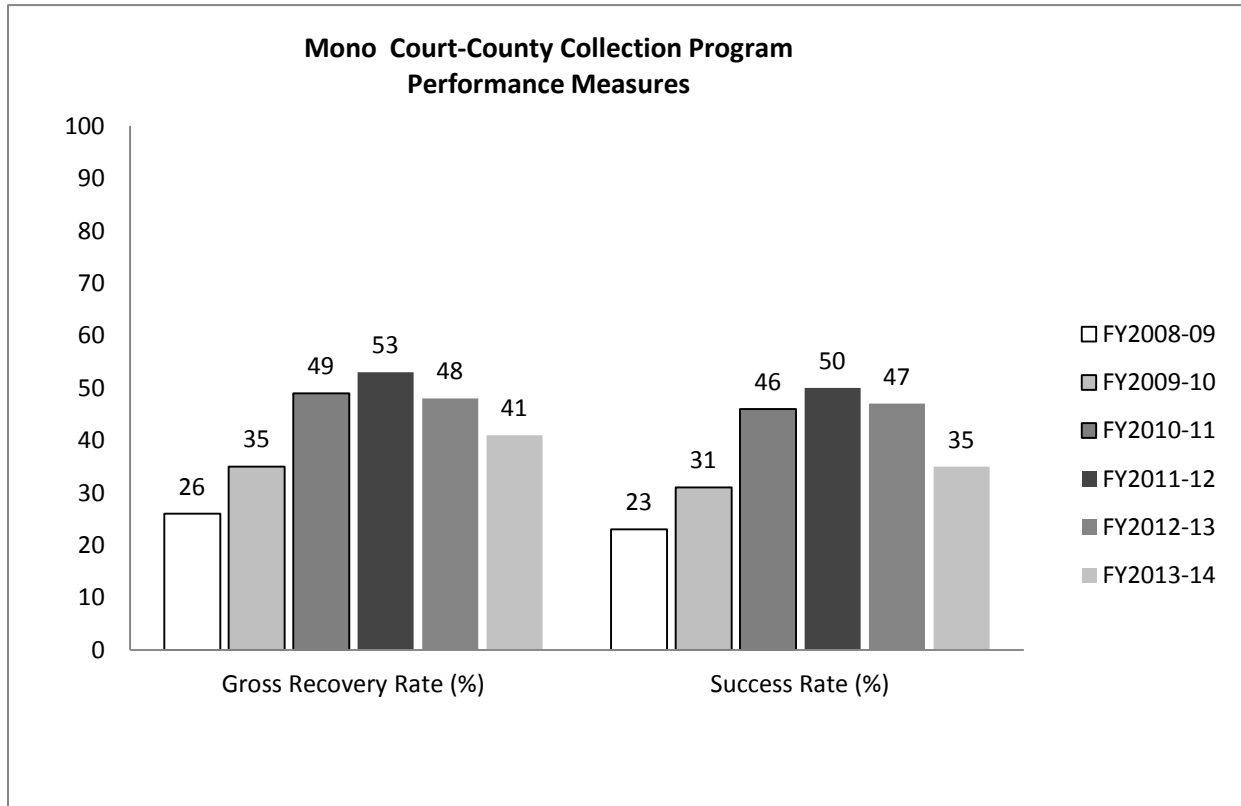
For FY 2013–2014, the program has a 41 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 7 percentage points less than the prior year. The program’s Success Rate of 35 percent exceeds the recommended 31 percent benchmark, and is 12 percentage points less than the prior year.

According to the Mono collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to a reduction in revenue resulting in a change in operations from the previous year. The program made significant changes in collections practices to transition to a comprehensive collection program and was able to refer cases at the end of the fiscal year to FTB-COD, but the revenue will not be included until the next reporting period.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Mono and Superior Court of Mono Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Monterey and Superior Court of Monterey Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 425,756

Authorized Judges/Commissioners: 20/2.2

Total Revenue Collected: \$11,291,518

Gross Recovery Rate: 54%

Success Rate: 52%

Ending Balance:¹ \$152,209,977

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 19 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$11,291,518 from 337,647 total delinquent cases, with collection costs of \$2,923,910. The Ending Balance of \$152,209,977 in delinquent court-ordered debt represents 216,173 delinquent cases, of which 44,276 were established in the reporting period.

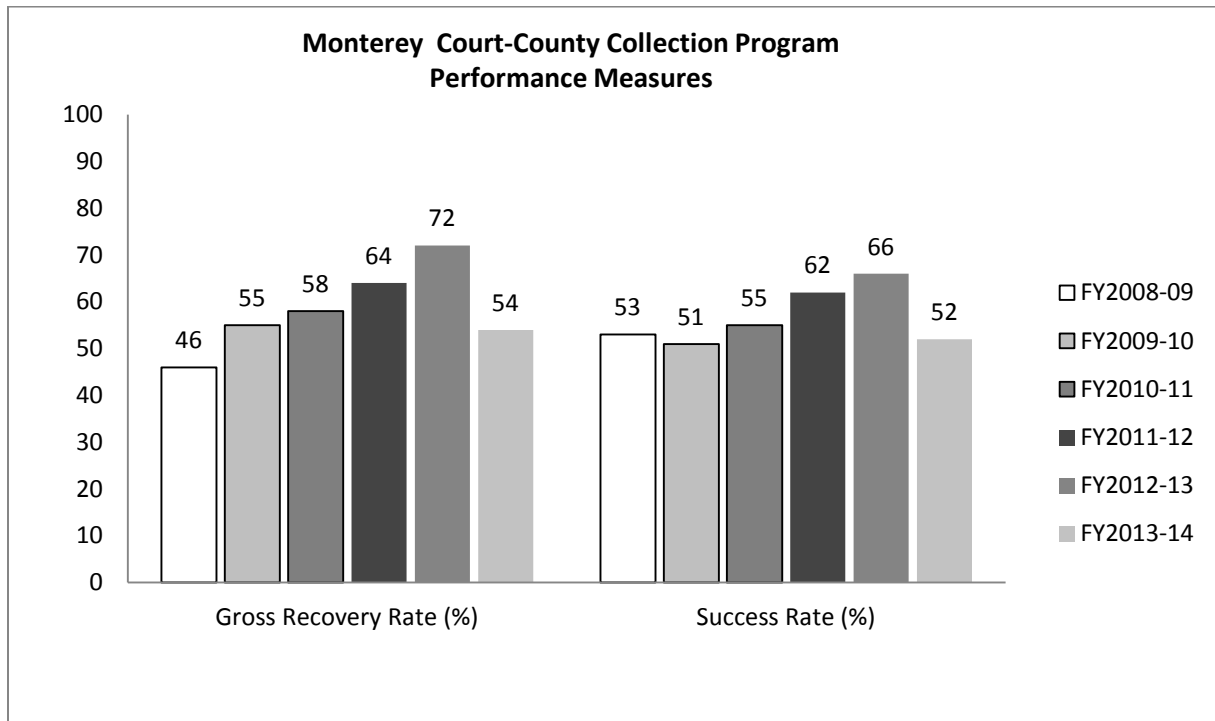
For FY 2013–2014, the program has a 54 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 18 percentage points less than the prior year. The program’s Success Rate of 52 percent exceeds the recommended 31 percent benchmark, and is 14 percentage points less than the prior year.

According to the Monterey collections program, the decreases in the Gross Recovery Rate and the Success Rate are attributable to a reduction in newly established delinquent accounts, staff shortages, higher unemployment rates in the county as opposed to other parts of the state, and adverse weather impacting the agricultural industry – which is the primary source of income to county residents.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Monterey and Superior Court of Monterey Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Napa and Superior Court of Napa Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 139,255

Authorized Judges/Commissioners: 6/2

Total Revenue Collected: \$3,718,312

Gross Recovery Rate: 64%

Success Rate: 63%

Ending Balance:¹ \$51,586,893

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$3,718,312 from 59,414 total delinquent cases, with collection costs of \$464,934. The Ending Balance of \$51,586,893 in delinquent court-ordered debt represents 55,871 delinquent cases, of which 6,426 were established in the reporting period.

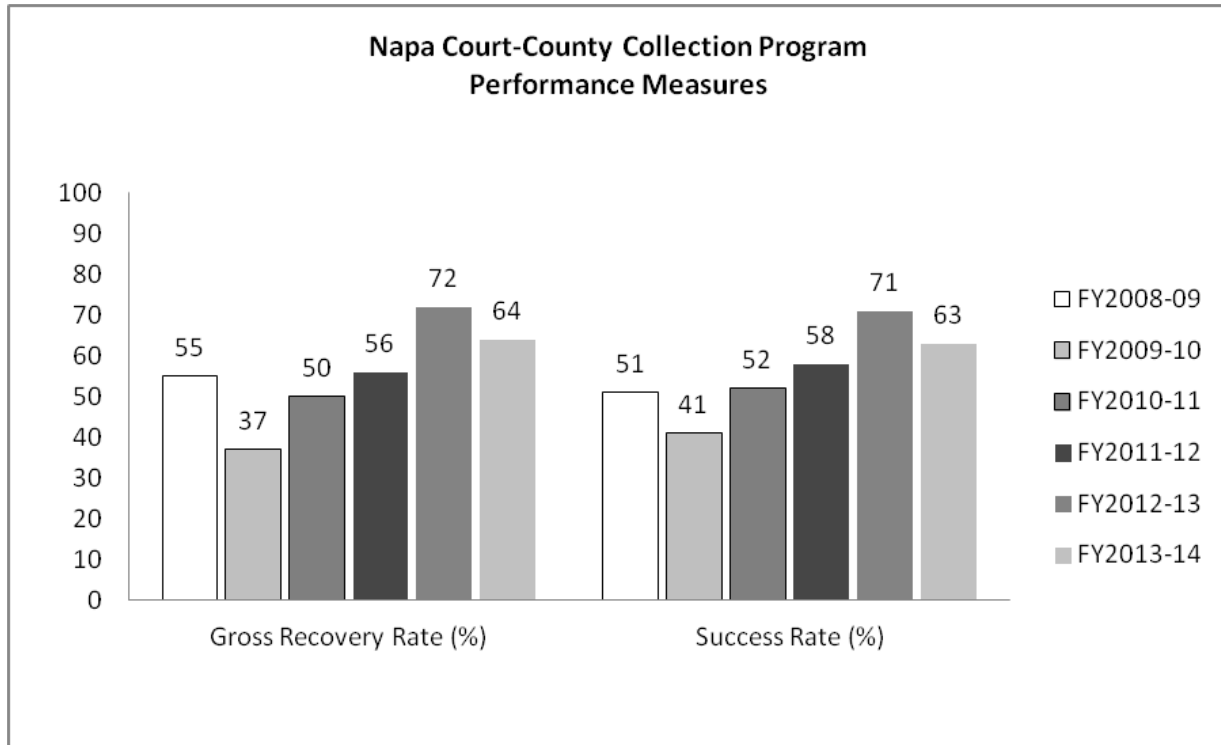
For FY 2013–2014, the program has a 64 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 8 percentage points less than the prior year. The program’s Success Rate of 63 percent exceeds the recommended 31 percent benchmark, and is 8 percentage points less than the prior year.

According to the Napa collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to a reduction in collections on delinquent accounts for the reporting period.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Napa and Superior Court of Napa Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 97,225

Authorized Judges/Commissioners: 6/1.6

Total Revenue Collected: \$1,484,832

Gross Recovery Rate: 48%

Success Rate: 44%

Ending Balance:¹ \$26,476,395

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 9 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$1,484,832 from 39,980 total delinquent cases, with collection costs of \$204,778. The Ending Balance of \$26,476,395 in delinquent court-ordered debt represents 37,915 delinquent cases, of which 4,574 were established in the reporting period.

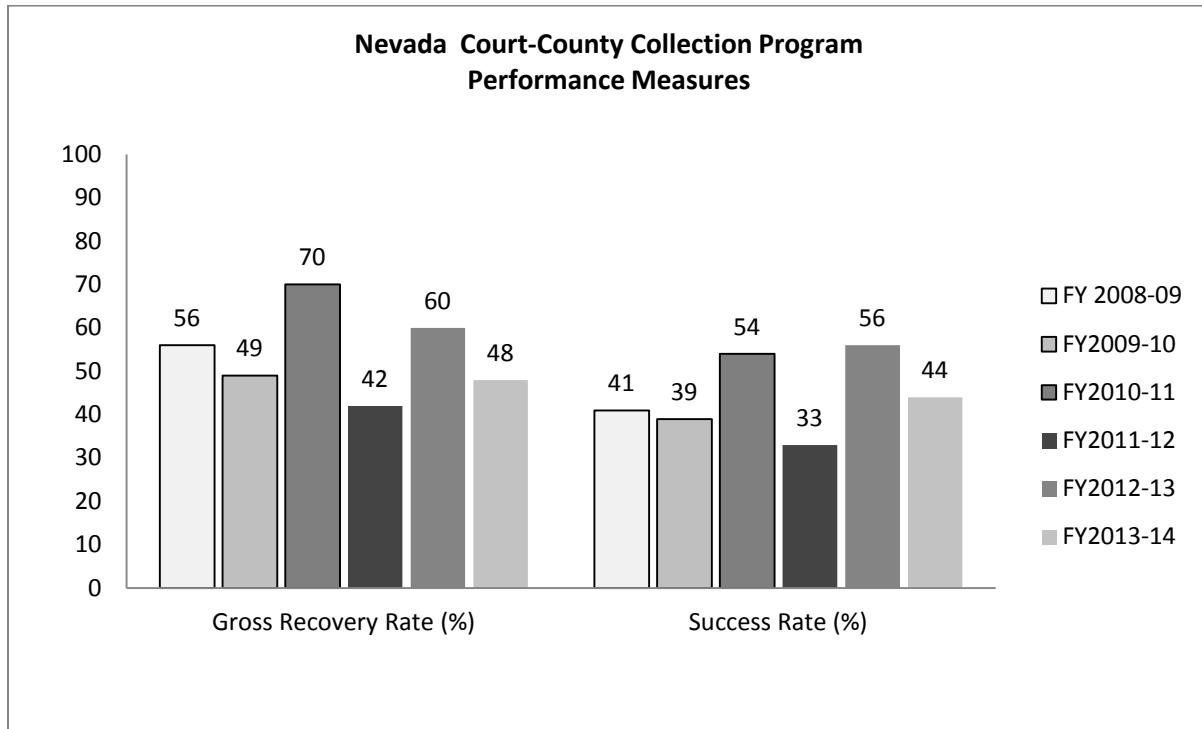
For FY 2013–2014, the program has a 48 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage points less than the prior year. The program’s Success Rate of 44 percent exceeds the recommended 31 percent benchmark, and is 12 percentage points less than the prior year.

According to the Nevada collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the reduction of staff, which has been a result of the severe budget cuts of the last six years. In addition, the court has experienced a much higher than normal staff turnover, making the collection program less efficient. The court anticipates the Gross Recovery Rate and Success Rate will increase during the next year as they implement improvements in their collections program.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Orange and Superior Court of Orange Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 3,113,991
Authorized Judges/Commissioners: 125/20
Total Revenue Collected: \$42,748,500

Gross Recovery Rate: 88%
Success Rate: 74%
Ending Balance:¹ \$346,388,427

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. The court and county have a written memorandum of understanding (MOU) for the collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with two private debt collectors;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 10 and 17 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$42,748,500 from 509,791 total delinquent cases, with collection costs of \$4,687,157. The Ending Balance of \$346,388,427 in delinquent court-ordered debt represents 364,638 delinquent cases, of which 160,721 were established in the reporting period.

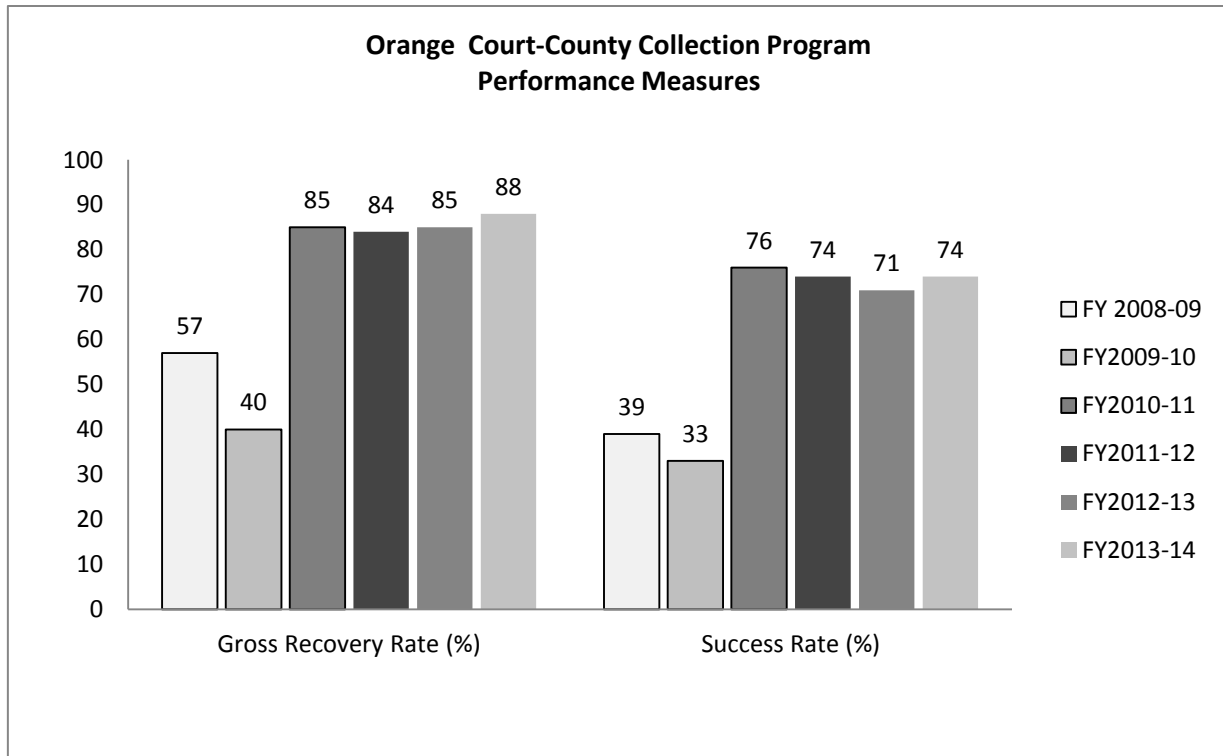
For FY 2013–2014, the program has an 88 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 3 percentage points more than the prior year. The program’s Success Rate of 74 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year.

According to the Orange collections program, the minimal increases in the Gross Recovery Rate and the Success Rate are attributable to the implementation of the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program, improvements in the Failure to Pay process, and a new skip tracing vendor being added. Also, the program generated \$1.7 million more in civil assessment revenue this fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Orange and Superior Court of Orange Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013-2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 366,115
Authorized Judges/Commissioners: 12/4.5
Total Revenue Collected: \$7,907,294

Gross Recovery Rate: 50%
Success Rate: 56 %
Ending Balance:¹ \$100,625,114

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collection program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 10 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$7,907,294 from 183,069 total delinquent cases, with collection costs of \$1,969,534. The Ending Balance of \$100,625,114 in delinquent court-ordered debt represents 135,459 delinquent cases, of which 24,579 were established in the reporting period.

For FY 2013–2014, the program has a 50 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark, and remains the same as the prior year.

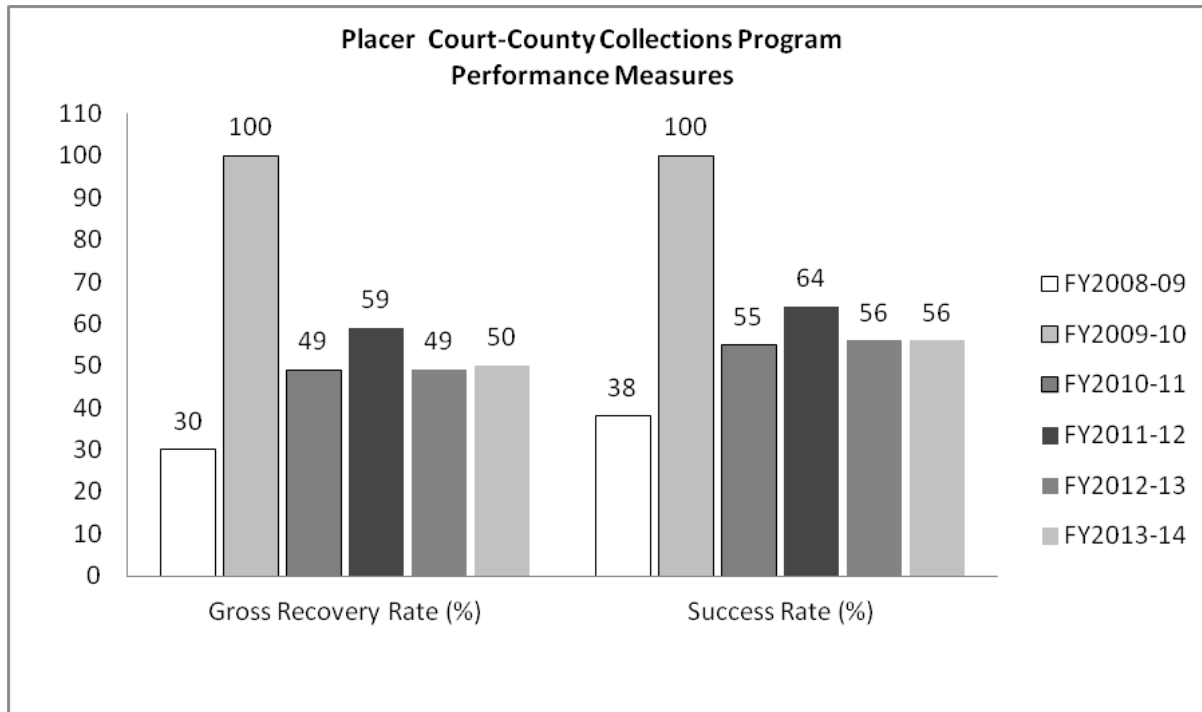
According to the Placer collections program, the Gross Recovery Rate and the Success Rate are virtually unchanged from the prior fiscal year 2012–2013. The decline in traffic citations since FY 2009–2010 has resulted in a negative impact to revenue. Infraction citation filings did stop their downward trend in FY 2013–2014, and experienced some modest growth, but remained substantially lower than FY 2009–2010.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The County of Placer continues to be accessible to the public by expanding the office and phone hours, which are: 7:30 a.m. to 5:30 p.m. – Monday through Thursday, and 8:00 a.m. to 5:00 p.m. on Fridays. In addition, Revenue Services has a program called Consumer View, which offers customers access to view accounts 24 hours a day, 7 days a week. Revenue Services and the Courts both upgraded their collection programs to streamline the flow of delinquent account transfers and monthly payments processed.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Plumas and Superior Court of Plumas Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 19,140
Authorized Judges/Commissioners: 2/0.3
Total Revenue Collected: \$488,894

Gross Recovery Rate: 75%
Success Rate: 72%
Ending Balance:¹ \$3,122,999

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. The court and county have entered into a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 20 of the 25 recommended collections best practices; numbers 5, 13, 14, 17, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$488,894 from 3,924 total delinquent cases, with collection costs of \$60,820. The Ending Balance of \$3,122,999 in delinquent court-ordered debt represents 3,594 delinquent cases, of which 358 were established in the reporting period.

For FY 2013–2014, the program has a 75 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 58 percentage points less than the prior year. The program’s Success Rate of 72 percent exceeds the recommended 31 percent benchmark, and is 181 percentage points less than the prior year.

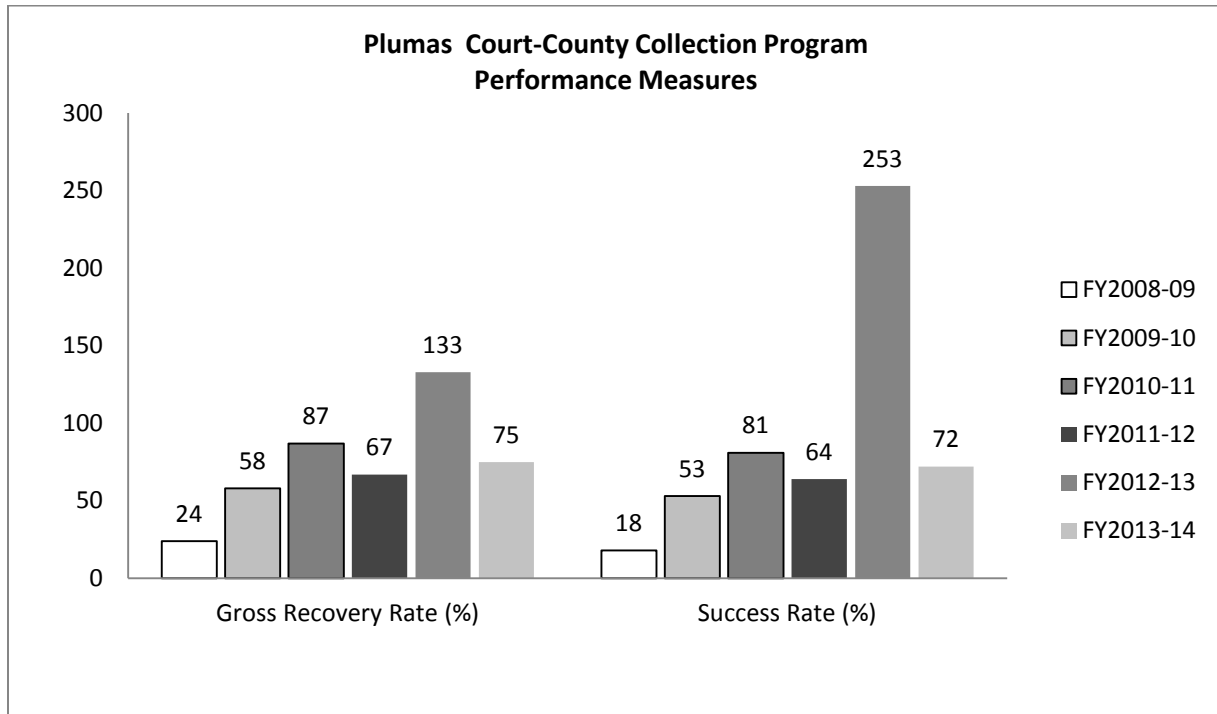
According to the Plumas collections program, the decreases in the Gross Recovery Rate and Success Rate are based primarily on the county being unable to separate current from delinquent cases; therefore, the rates are not a true reflection of the collections program’s performance. (The county IT staff is working to resolve these issues.) An additional factor in the decrease is the lower amount discharged this fiscal year compared to the unusually high amount discharged last fiscal year. The amount discharged in FY 2012–13 was \$580,279, which was for two years (FY 2011–12 and FY 2012–13). Discharge for this fiscal year was \$203,656, which is 65 percent less than

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Plumas and Superior Court of Plumas Collections Program
 Summary of Fiscal Year 2013–2014 Collections Reporting Template

last year, resulting in a significant reduction in performance rates. Other factors contributing to the decrease are a 20 percent drop in delinquent infraction filings, a \$9,000 decrease in collections by the FTB-COD, and a \$6,097 decrease in collections by the private vendor.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Riverside and Superior Court of Riverside Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 2,279,967

Authorized Judges/Commissioners: 69/14

Total Revenue Collected: \$64,199,121

Gross Recovery Rate: 67%

Success Rate: 59%

Ending Balance:¹ \$490,495,882

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and telephone credit and debit card payment options; as well as alternative payment locations in addition to court locations; and
- Meets 24 of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$64,199,121 from 700,191 total delinquent cases, with collection costs of \$8,197,289. The Ending Balance of \$490,495,882 in delinquent court-ordered debt represents 526,308 delinquent cases, of which 203,652 were established in the reporting period.

For FY 2013–2014, the program has a 67 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage points more than the prior year. The program’s Success Rate of 59 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year.

According to the Riverside collections program, the increase in the Success Rate is attributable to newly implemented collection strategies and technological advances. The program implemented wage garnishments in traffic cases, which when combined with the existing criminal case wage garnishments generated \$4.3 million for the reporting period. Also, the program offers individuals the option for regular, electronic notification of outstanding financial obligations. A total of 5,637 individuals opted for text or email notification in the reporting period.

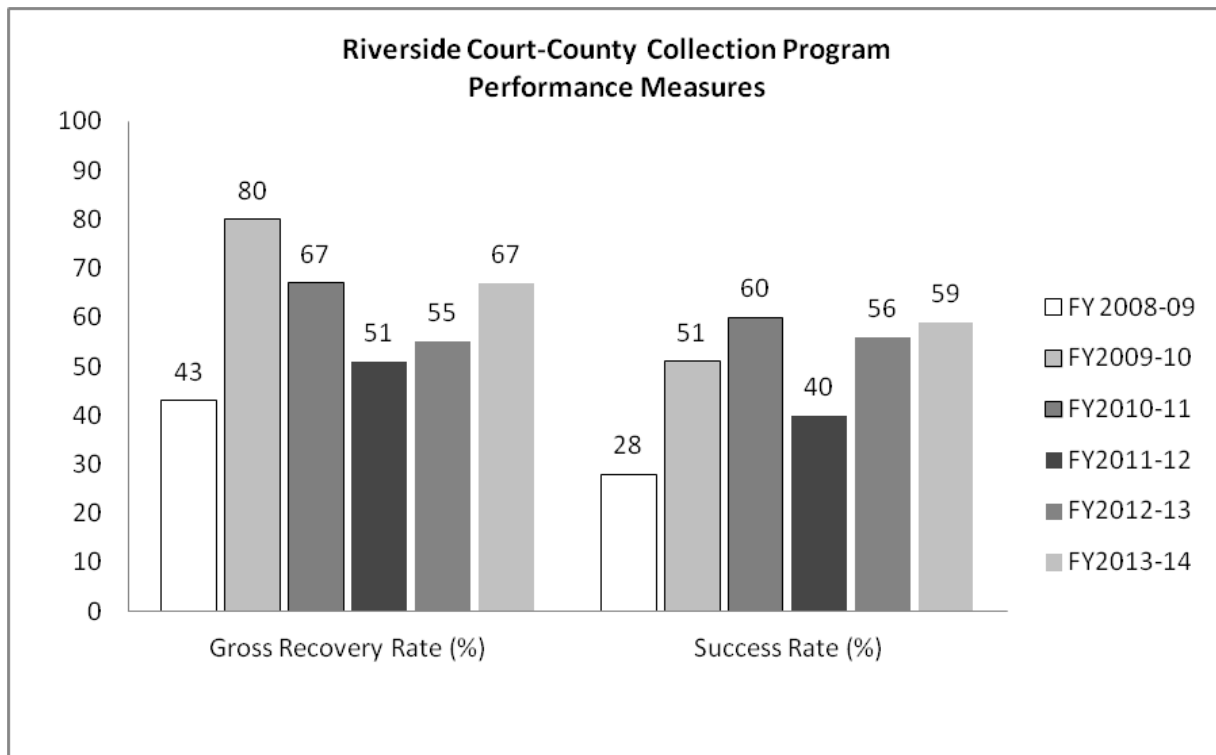
¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Riverside and Superior Court of Riverside Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The increase in the Gross Recovery Rate is attributable to the increase in adjustments and the \$5.2 million discharged from accountability, as authorized by Government Code Sections 25257 – 25259.95.

The court has chosen not to implement collection practice number 23, which requires private vendors to remit the gross amount collected. The court has determined that it is more efficient to allow the private vendor to remit net collections via direct deposit to the court’s bank account,

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Sacramento and Superior Court of Sacramento County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 1,454,406

Authorized Judges/Commissioners: 68/10.5

Total Revenue Collected: \$32,140,445

Gross Recovery Rate: 54%

Success Rate: 53%

Ending Balance:¹ \$353,445,532

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$32,140,445 from 389,953 total delinquent cases, with collection costs of \$7,077,276. The Ending Balance of \$353,445,532 in delinquent court-ordered debt represents 438,583 delinquent cases, of which 68,830 were established in the reporting period.

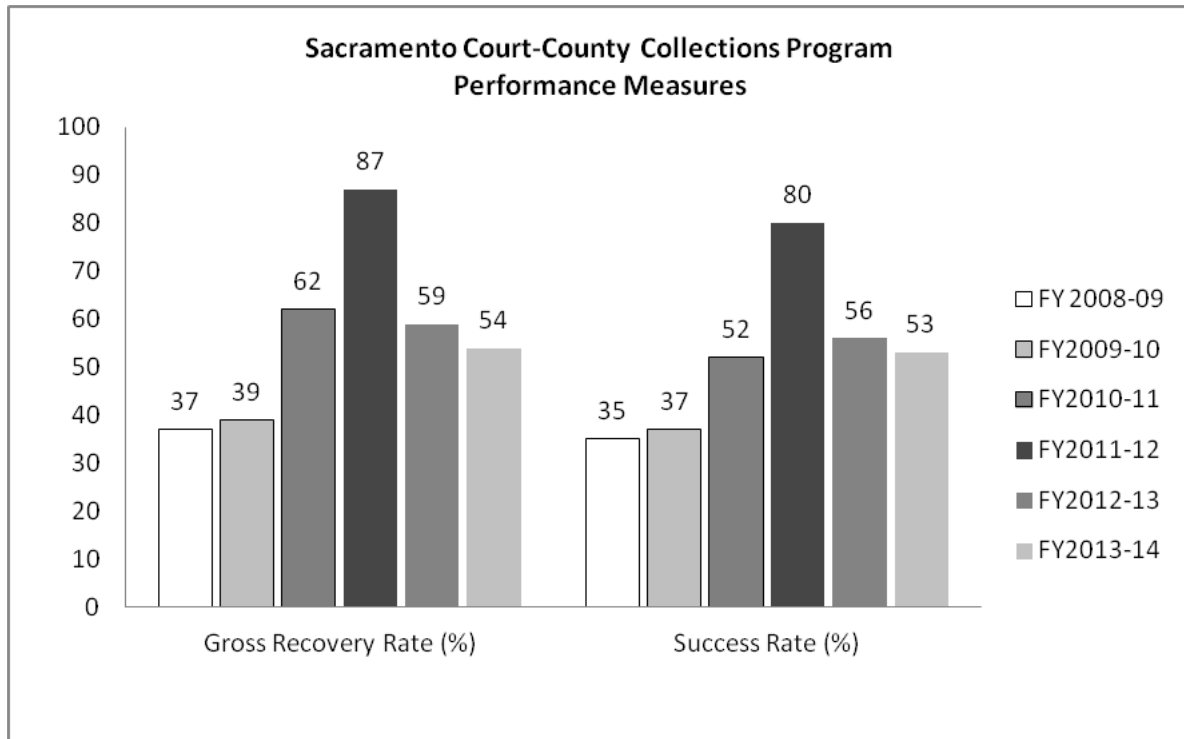
For FY 2013–2014, the program has a 54 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 5 percentage points less than the prior year. The program’s Success Rate of 53 percent exceeds the recommended 31 percent benchmark and is 3 percentage points less than the prior year.

According to the Sacramento collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the final affects of the FY 2011–2012 Amnesty program, the continued economic downturn, and the increase in fees which typically decrease the total number of individuals paying off their court-ordered debt. However, these reductions were more than offset by the nearly \$4 million increase in revenue by both the court and county portions of the program.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sacramento and Superior Court of Sacramento County Collections Program Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program's performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 57,517

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$290,284

Gross Recovery Rate: 35%

Success Rate: 35%

Ending Balance:¹ \$4,745,905

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collection program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 16 of the 25 recommended collections best practices; numbers 2, 5, 9, 10, 12, 13, 14, 19, and 21 are not currently being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$290,284 from 4,543 total delinquent cases, with collection costs of \$43,678. The Ending Balance of \$4,745,905 in delinquent court-ordered debt represents 3,839 delinquent cases, of which 826 were established in the reporting period.

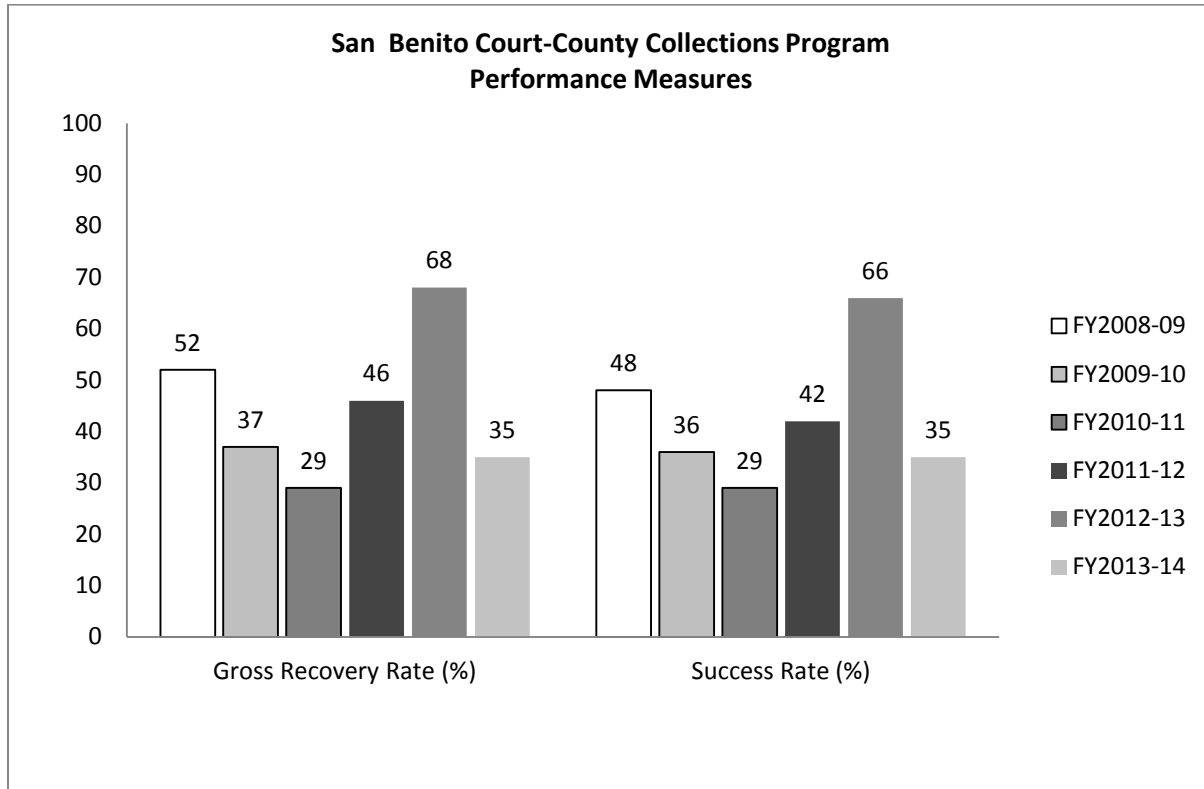
For FY 2013–2014, the program has a 35 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 33 percentage points less than the prior year. The program’s Success Rate of 35 percent exceeds the recommended 31 percent benchmark and is 31 percentage points less than the prior year.

According to the San Benito collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the return of many cases by FTB-COD that were determined to be uncollectible. More defendants are also utilizing the court’s credit card payment option to pay their fines in full, therefore decreasing the number of delinquent cases established and referred to collections.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of San Bernardino and Superior Court of San Bernardino Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 2,085,669

Authorized Judges/Commissioners: 78/15

Total Revenue Collected: \$31,155,744

Gross Recovery Rate: 70%

Success Rate: 63%

Ending Balance:¹ \$329,279,740

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A comprehensive collection program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 19 of the 25 recommended collections best practices; numbers 10, 14, 21, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$31,155,744 from 609,716 total delinquent cases out of which 86,656 were established in the reporting period, with collection costs of \$6,900,753. The Ending Balance of \$329,279,740 in delinquent court-ordered debt represents 602,311 delinquent cases.

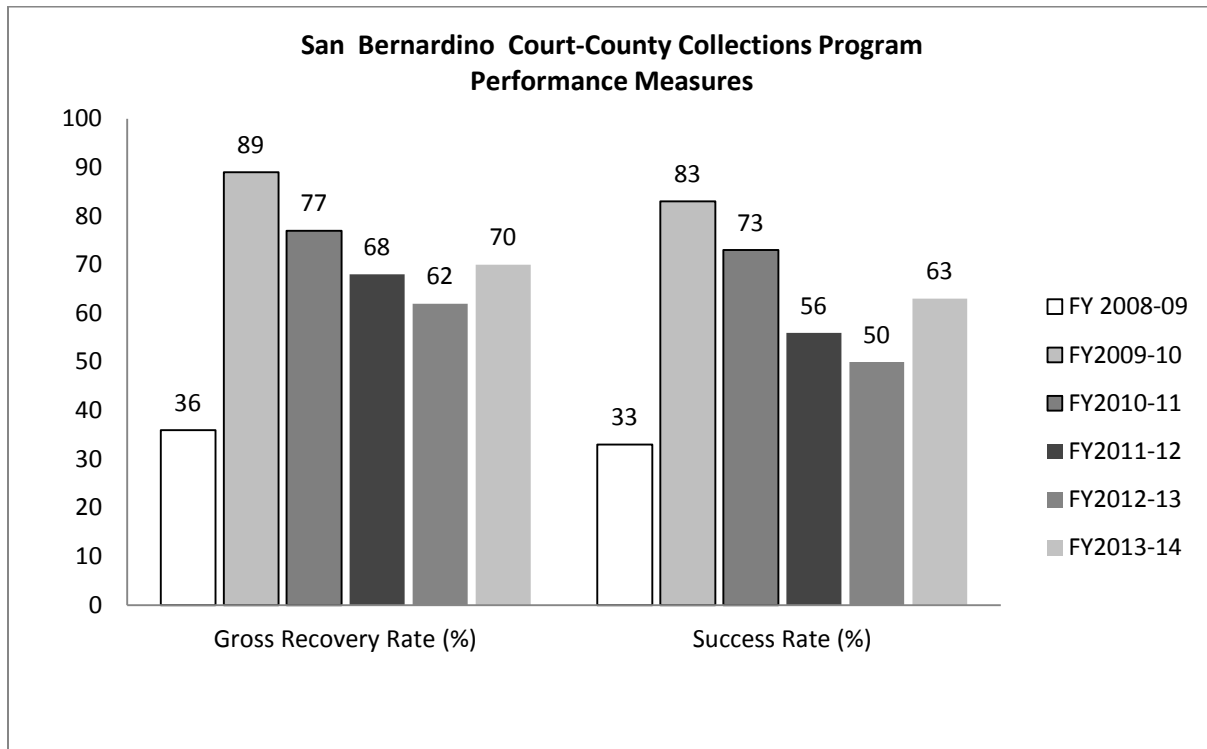
For FY 2013–2014, the program has a 70 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 8 percentage points more than the prior year. The program’s Success Rate of 63 percent exceeds the recommended 31 percent benchmark, and is 13 percentage points more than the prior year.

According to the San Bernardino collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to a reduction in delinquent accounts and issued citations.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Bernardino and Superior Court of San Bernardino Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 3,194,362
Authorized Judges/Commissioners: 132/22
Total Revenue Collected: \$56,269,763

Gross Recovery Rate: 58%
Success Rate: 46%
Ending Balance: ¹\$931,459,474

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collection program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$56,269,763 from 1,833,588 total delinquent cases, with collection costs of \$8,069,041. The Ending Balance of \$931,459,474 in delinquent court-ordered debt represents 1,487,112 delinquent cases, of which 316,300 were established in the reporting period.

For FY 2013–2014, the program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 9 percentage points less than the prior year. The program’s Success Rate of 46 percent exceeds the recommended 31 percent benchmark, and is 7 percentage points less than the prior year.

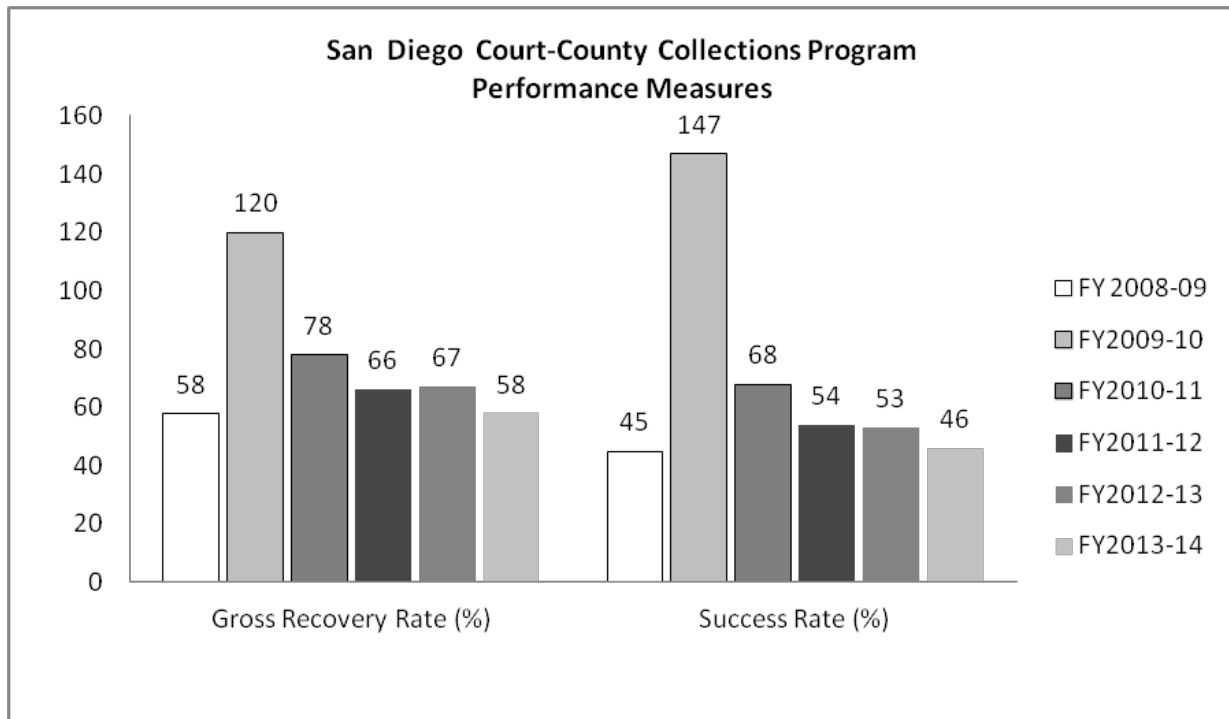
According to the San Diego collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the delay in the year-end processing of adjustments in FY 2013–2014 (normally done in June of each year) due to an extensive upgrade to the Office of Revenue and Recovery’s Customer Interaction Center Software, which went live June 30, 2014. Had these adjustments not occurred in FY 2013–2014, as completed in FY 2012–2013, the Gross Recovery Rate and Success Rate this year would have been comparable to FY 2012–2013.

^{1 1} The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Diego and Superior Court of San Diego County Collections Program
 Summary of Fiscal Year 2013–2014 Collections Reporting Template

Also a factor in the decreased performance rates was the implementation of the new 2013 Telephone Consumer Protection Act rules that prevented the Office of Revenue and Recovery from using its auto dialer in collection efforts, resulting in a 40 percent reduction in call volume.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of San Francisco and Superior Court of San Francisco Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 836,620

Authorized Judges/Commissioners: 52/13

Total Revenue Collected: \$14,410,913

Gross Recovery Rate: 66%

Success Rate: 64%

Ending Balance:¹ \$142,010,444

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. The court and county have entered into a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 5 and 10 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$14,410,913 from 231,425 total delinquent cases, with collection costs of \$2,620,511. The Ending Balance of \$142,010,444 in delinquent court-ordered debt represents 147,832 delinquent cases, of which 81,147 were established in the reporting period.

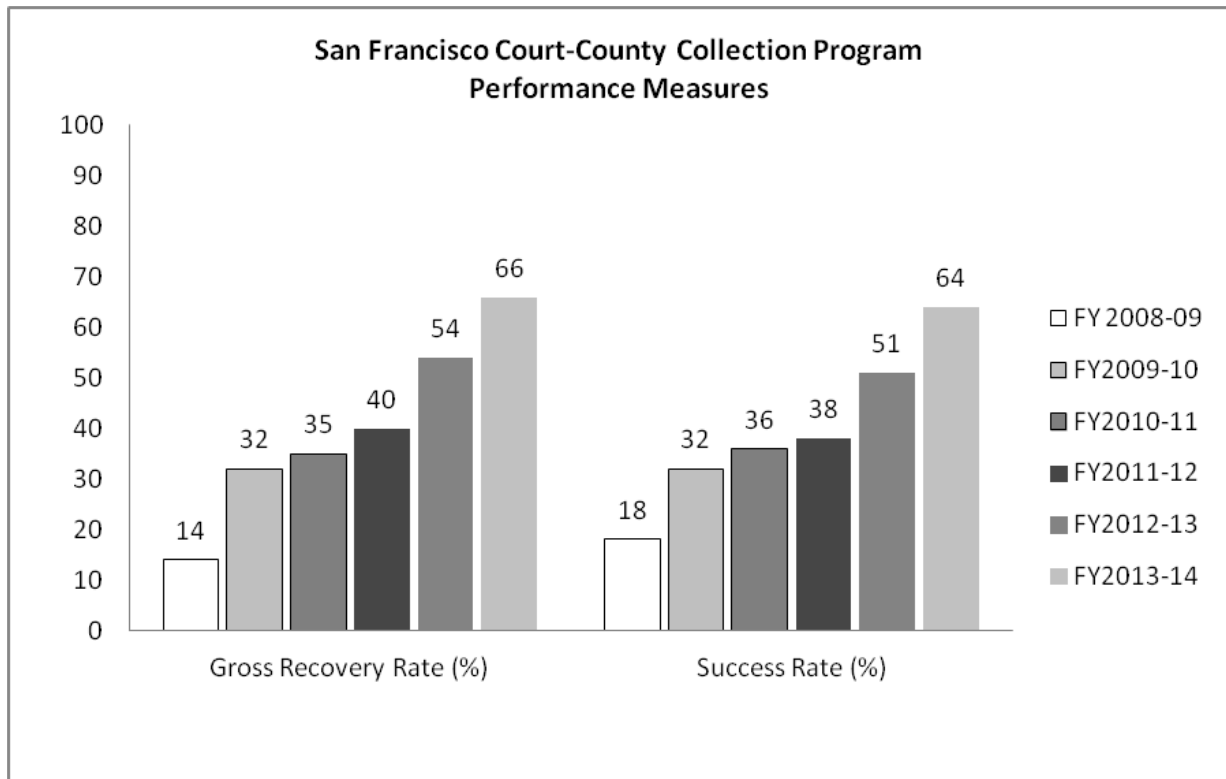
For FY 2013–2014, the program has a 66 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage points more than the prior year. The program’s Success Rate of 64 percent exceeds the recommended 31 percent benchmark, and is 13 percentage points more than the prior year.

According to the San Francisco collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the contractual changes to the partnership with the county Treasurer-Tax Collector to consolidate traffic and criminal fee collections staff into one unit to maximize cost-effectiveness and enhance overall collection efforts. In addition, the transfer of delinquent traffic cases from the county collections program to a private vendor and the Franchise Tax Board resulted in a significant increase in the collections rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Francisco and Superior Court of San Francisco Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of San Joaquin and Superior Court of San Joaquin Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 710,731

Authorized Judges/Commissioners: 32/4.5

Total Revenue Collected: \$11,147,174

Gross Recovery Rate: 102%

Success Rate: 116%

Ending Balance:¹ \$153,862,165

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Joaquin County and the County of San Joaquin. The court and county had a written memorandum of understanding (MOU) for their collections program until it expired on June 30, 2013. For FY 2013–2014, both parties continued to operate the program under the terms of the prior MOU. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 19 of the 25 recommended collections best practices; numbers, 12, 13, 19, 21, 23 and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$11,147,174 from 223,754 total delinquent cases, with collection costs of \$1,638,238. The Ending Balance of \$153,862,165 in delinquent court-ordered debt represents 138,830 delinquent cases, of which 78,370 were established in the reporting period.

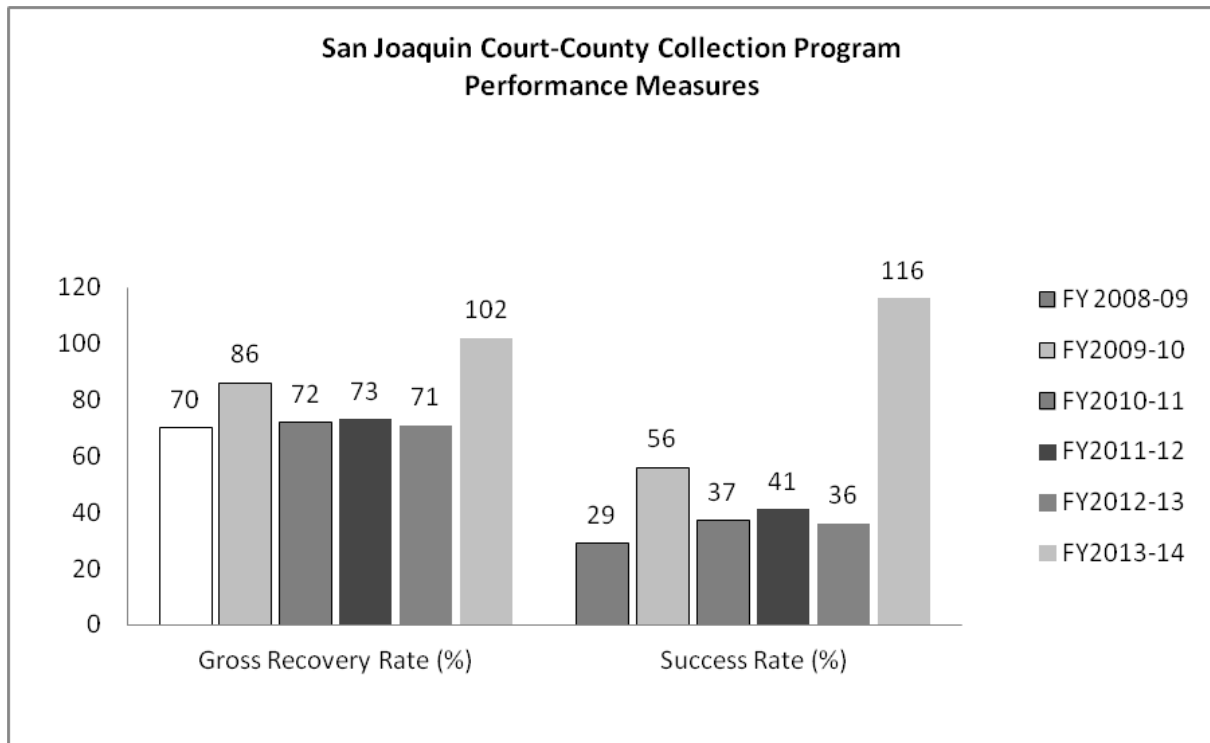
For FY 2013–2014, the program has a 102 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 31 percentage points more than the prior year. The program’s Success Rate of 116 percent exceeds the recommended 31 percent benchmark, and is 80 percentage points more than the prior year.

According to the San Joaquin collections program, the increases in the Gross Recovery Rate and the Success Rate are attributable to a \$60.9 million court-approved adjustment. This extraordinary adjustment is a result of the termination of County collection services effective July 1, 2014. Although overall collections increased by \$870,565 from the prior year, the extraordinary adjustment had a significant impact on the Gross Recovery Rate and the Success Rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Joaquin and Superior Court of San Joaquin Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 272,357

Authorized Judges/Commissioners: 12/3

Total Revenue Collected: \$6,112,632

Gross Recovery Rate: 55%

Success Rate: 55%

Ending Balance:¹ \$68,708,487

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- Delinquent cases referred to San Luis Obispo County’s Revenue Recovery Unit for collection;
- A comprehensive collections program that includes all of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 18 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$6,112,632 from 59,049 total delinquent cases, with collection costs of \$858,767. The Ending Balance of \$68,708,487 in delinquent court-ordered debt represents 55,660 delinquent cases, of which 7,743 were established in the reporting period.

For FY 2013–2014, the program has a 55 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 21 percentage points less than the prior year. The program’s Success Rate of 55 percent exceeds the recommended 31 percent benchmark and is 22 percentage points less than the prior year.

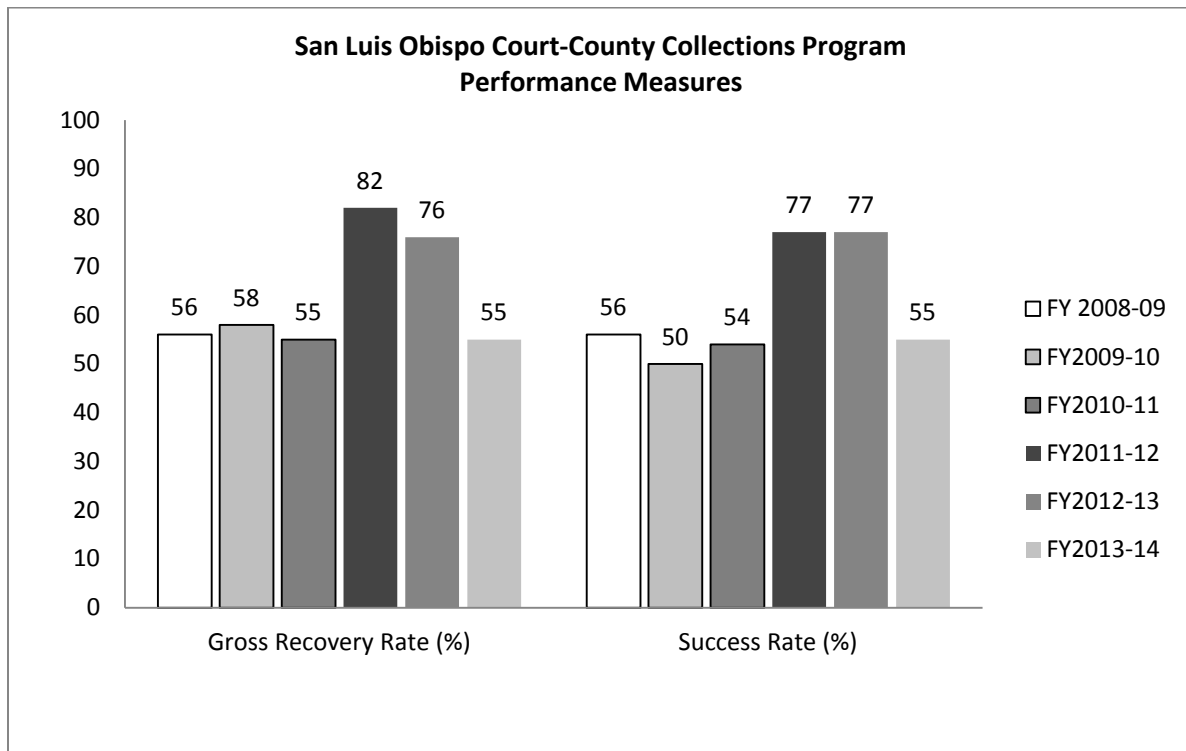
According to the San Luis Obispo collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the court installing a new case management system for all case types, which affected court functions. The reduced collections are due to the delays in mailing statements and delinquent notices, and a six-month delay in referrals to the private collection agency. Also, the county is in the process of developing a new account receivables

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements..

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

system for all case types, which will be completed by June 2015. Until its completion, the present system used by the county continues to be a challenge in obtaining all the data required for completing the collections reporting template.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of San Mateo and Superior Court of San Mateo Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 745,193

Authorized Judges/Commissioners: 26/7

Total Revenue Collected: \$8,850,191

Gross Recovery Rate: 94%

Success Rate: 92%

Ending Balance:¹ \$86,033,808

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Mateo and the County of San Mateo. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$8,850,191 from 144,242 total delinquent cases, with collection costs of \$960,155. The Ending Balance of \$86,033,808 in delinquent court-ordered debt represents 130,786 delinquent cases, of which 15,603 were established in the reporting period.

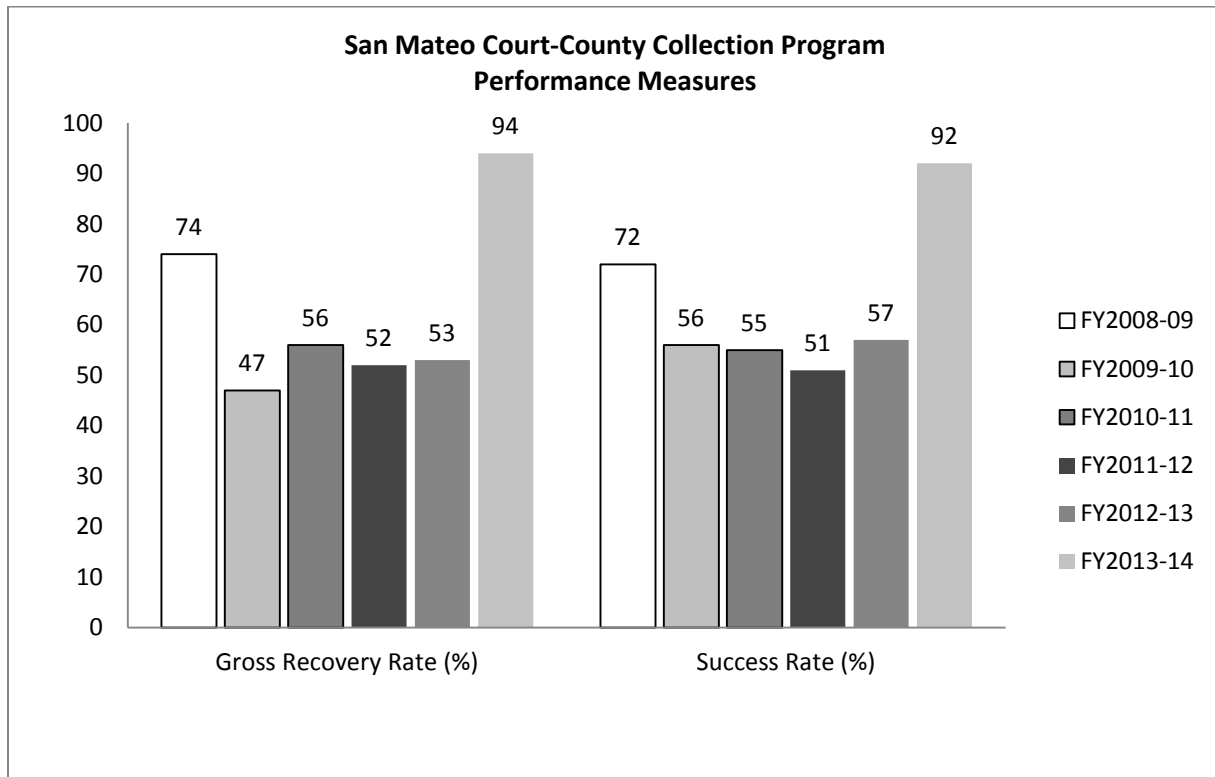
For FY 2013–2014, the program has a 94 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 41 percentage points more than the prior year. The program’s Success Rate of 92 percent exceeds the recommended 31 percent benchmark, and is 35 percentage points more than the prior year.

According to the San Mateo collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the \$3,470,542 in adjustments, which are a one-time adjustment in the FTB-COD program’s balance to accurately reflect the county’s balance. FTB, after careful analysis, ceased supplying ending balance figures because of validity issues. Additionally, the Court and County program established \$1,525,897 less in delinquent debt during this reporting period than the previous fiscal year, which favorably impacted the performance rates.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Mateo and Superior Court of San Mateo Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 433,398

Authorized Judges/Commissioners: 21/3

Total Revenue Collected: \$9,178,617

Gross Recovery Rate: 36%

Success Rate: 29%

Ending Balance:¹ \$95,858,577

Program Overview

The Superior Court of Santa Barbara County and the County of Santa Barbara do not have a written memorandum of understanding (MOU) for their collections program. There is not a cooperative effort between the court and county for the collection of delinquent court-ordered debt. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 1, 2, and, 10 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$9,178,617 from 185,471 total delinquent cases, with collection costs of \$1,076,144. The Ending Balance of \$95,858,577 in delinquent court-ordered debt represents 143,426 delinquent cases, of which 67,173 were established in the reporting period.

For FY 2013–2014, the program has a 36 percent Gross Recovery Rate, which meets the recommended 34 percent benchmark, and is 60 percentage points less than the prior year. The program’s Success Rate of 29 percent does not meet the recommended 31 percent benchmark, and is 59 percentage points less than the prior year.

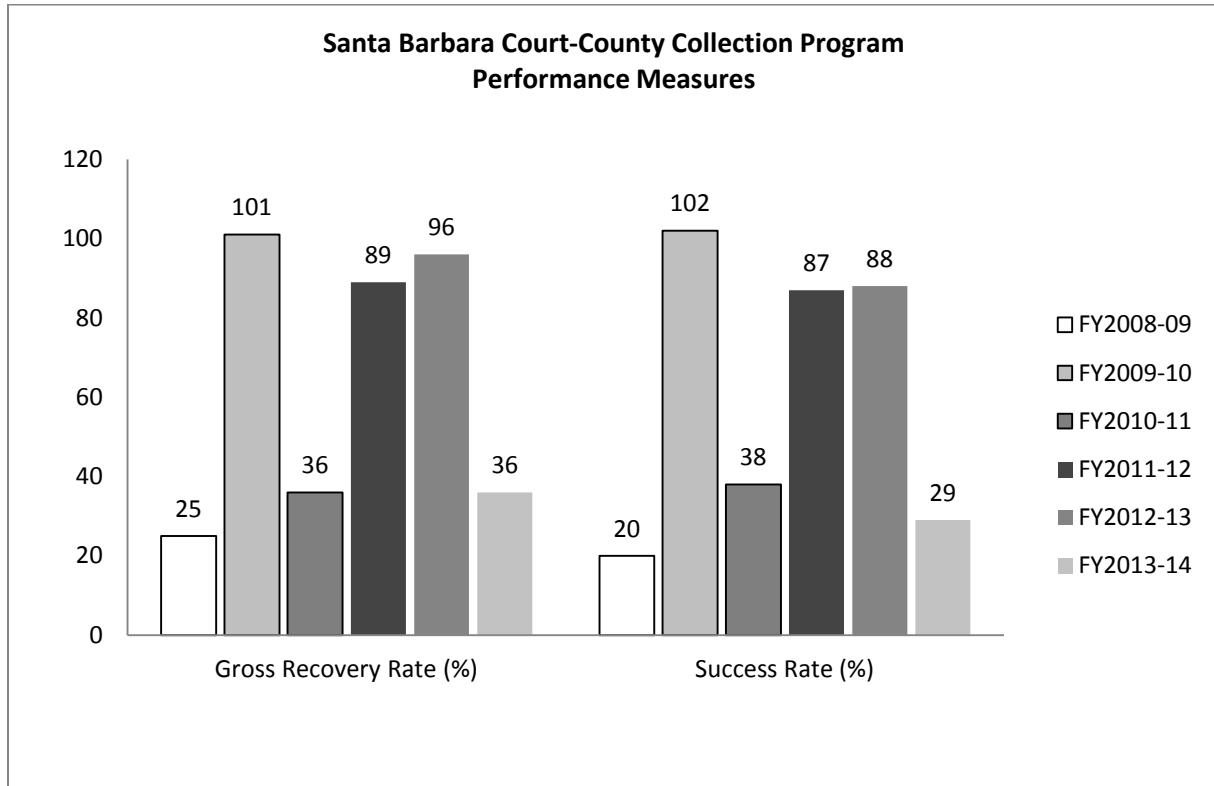
According to the Santa Barbara collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the Court having fewer adjustments from the prior fiscal year. The collections balance increased by almost \$23 million from last year, i.e. sending more debt to the private vendor and Franchise Tax Board’s Court-Ordered Debt program. Even though the collections program has seen a reduction in the Gross Recovery Rate, the amount of gross revenue collected this fiscal year is about the same as last year. The collections staff follows

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
 Summary of Fiscal Year 2013–2014 Collections Reporting Template

effective procedures when collecting from individuals and works with them when setting up payment plans. In addition, the collections program has methods set up for individuals to pay online or over the phone, and a telephone system that calls individuals to remind them they have an outstanding balance.

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Santa Clara and Superior Court of Santa Clara Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 1,868,558

Authorized Judges/Commissioners: 79/10

Total Revenue Collected: \$33,200,311

Gross Recovery Rate: 71%

Success Rate: 60%

Ending Balance:¹ \$393,615,975

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Clara and the County of Santa Clara. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 23 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$33,200,311 from 941,515 total delinquent cases, with collection costs of \$4,749,958. The Ending Balance of \$393,615,975 in delinquent court-ordered debt represents 933,389 delinquent cases, of which 72,825 were established in the reporting period.

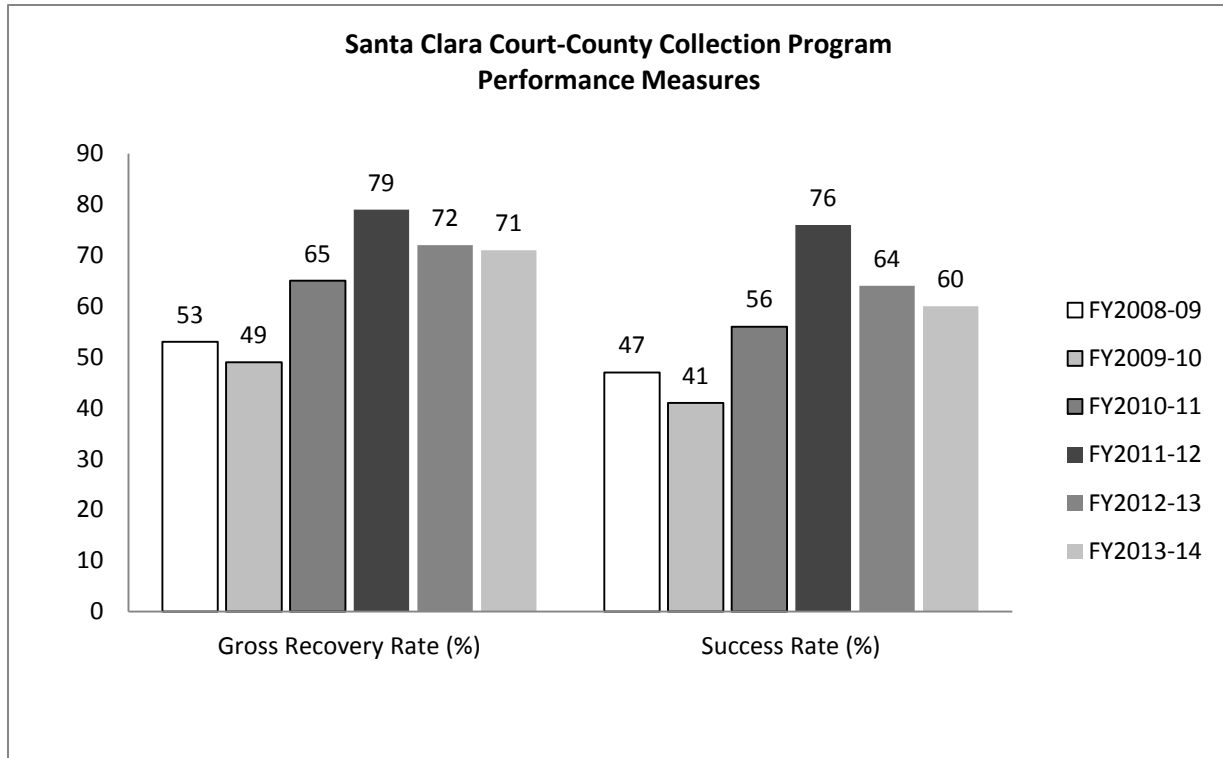
For FY 2013–2014, the program has a 71 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point less than the prior year. The program’s Success Rate of 60 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points less than the prior year.

According to the Santa Clara collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to a \$7,340,931 decrease in the collection of delinquent debt from the prior fiscal year and a drop of 22,398 in delinquent account referrals. Eligible accounts were not discharged from accountability this reporting period. A further decrease in performance rates was offset by \$21,477,534 in adjustments, which increased the Gross Recovery Rate by 28 percentage points and increased the Success Rate by 17 percentage points.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Santa Clara and Superior Court of Santa Clara Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Santa Cruz and Superior Court of Santa Cruz Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 271,595

Authorized Judges/Commissioners: 11/2.5

Total Amount Collected: \$4,332,199

Gross Recovery Rate: 40%

Success Rate: 38%

Ending Balance:¹ \$97,036,181

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 5 and 12 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$4,232,199 from 126, 866 total delinquent cases, with collection costs of \$662,859. The Ending Balance of \$97,036,181 in delinquent court-ordered debt represents 91,294 delinquent cases, of which 25,361 were established in the reporting period.

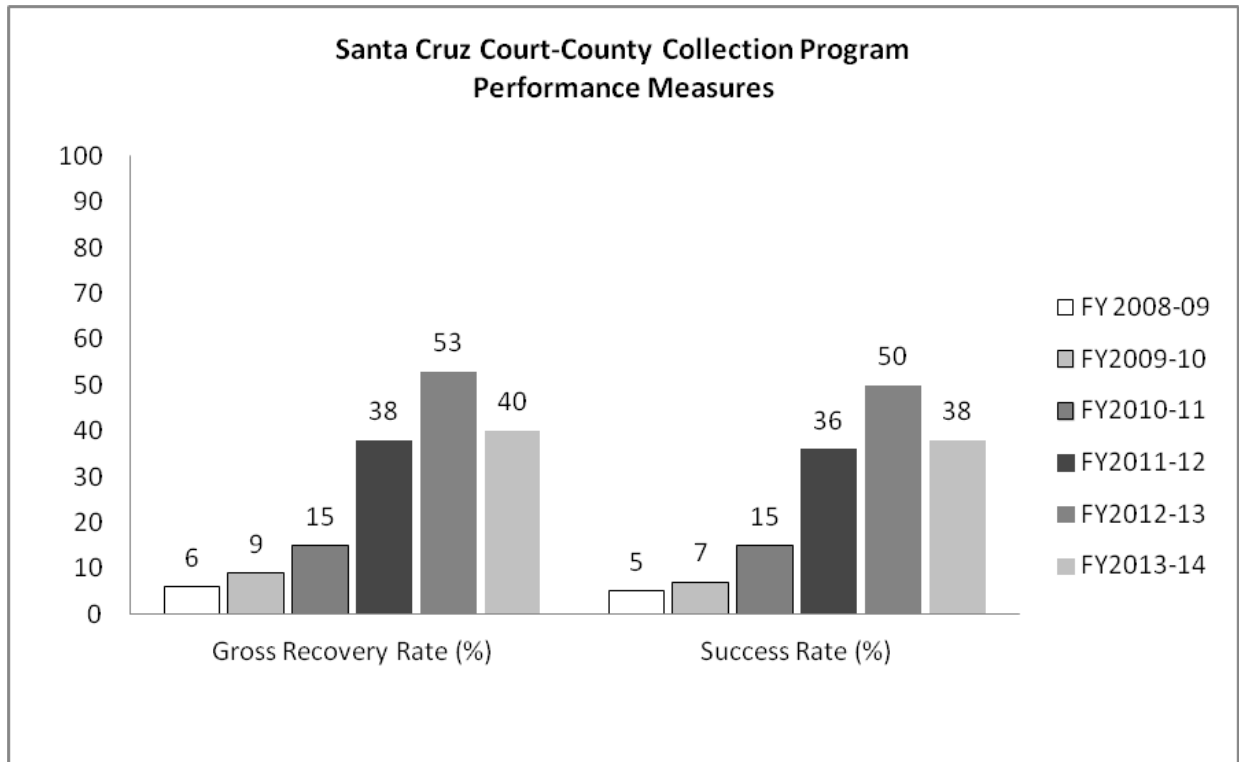
For FY 2013–2014, the program has a 40 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 13 percentage points less than the prior year. The program’s Success Rate of 38 percent exceeds the recommended 31 percent benchmark, and is 12 percentage points less than the prior year.

According to the Santa Cruz collections program, it remains dependent on the information received from the Franchise Tax Board and the private vendor to complete the Collections Reporting Template, and encountered inaccurate information on both reports. The court is unable to reconcile case information using its current case management system, since it does not contain an inventory of all delinquent accounts with the Franchise Tax Board and private vendor, which were transferred from a legacy case management system. These limitations continue to present a challenge in preparing this report. The current case management system is scheduled to be replaced in the second half of 2015, which should allow more capability for reporting.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Santa Cruz and Superior Court of Santa Cruz Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 179,412
Authorized Judges/Commissioners: 11/2
Total Revenue Collected: \$5,556,876

Gross Recovery Rate: 62%
Success Rate: 43%
Ending Balance:¹ \$87,626,717

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all of the 16 collection activity components;
- Credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 16 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$5,556,876 from 131,034 total delinquent cases, with collection costs of \$1,018,565. The Ending Balance of \$87,626,717 in delinquent court-ordered debt represents 117,189 delinquent cases, of which 17,362 were established in the reporting period.

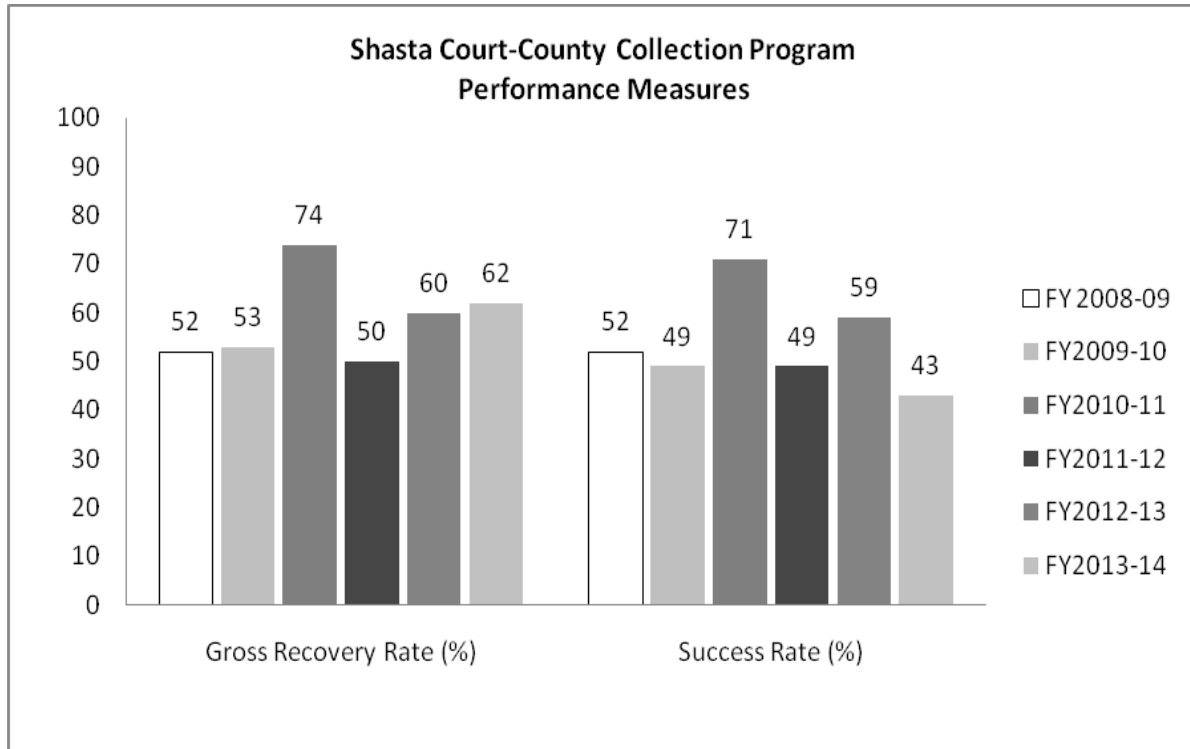
For FY 2013–2014, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 2 percentage points more than the prior year. The program’s Success Rate of 43 percent exceeds the recommended 31 percent benchmark and is 16 percentage points less than the prior year.

According to the Shasta collections program, the increase in the Gross Recovery Rate is attributable to due diligence and hard work in collecting delinquent revenue, along with a slight upturn in the economy. The Success Rate decrease is due to the massive volume of cases being established and limited staffing to provide a more concentrated effort on reducing the case inventory.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program's performance measure for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Sierra and Superior Court of Sierra Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 3,089

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$142,916

Gross Recovery Rate: 125%

Success Rate: 140%

Ending Balance:¹ \$1,005,693

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County for collections services as part of an Intra-branch Collections Services Program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$142,916 from 2,226 total delinquent cases, with collection costs of \$36,077. The Ending Balance of \$1,005,693 in delinquent court-ordered debt represents 1,578 delinquent cases, of which 621 were established in the reporting period.

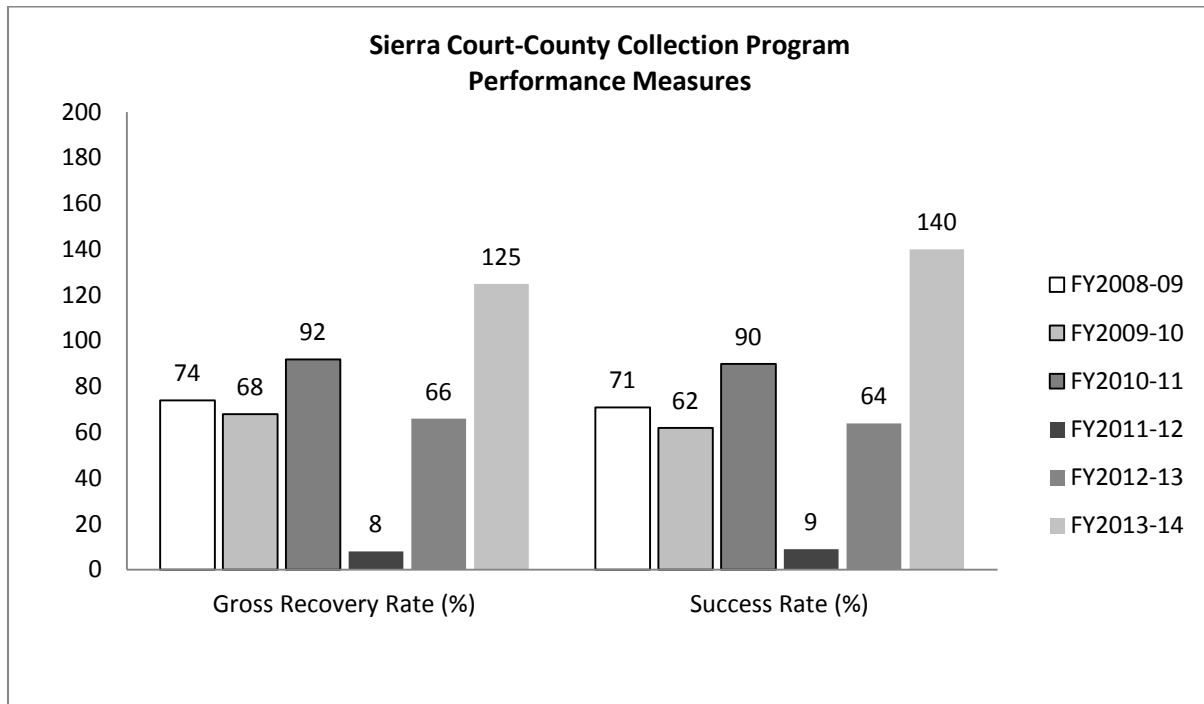
For FY 2013–2014, the program has a 125 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 59 percentage points more than the prior year. The program’s Success Rate of 140 percent which exceeds the recommended 31 percent benchmark, and is 76 percentage points more than the prior year.

According to the Sierra collections program, the increases in the Gross Recovery Rate and Success Rates are attributable to the court’s collecting almost as much in delinquent debt as was established for the fiscal year. The court established \$163,512 in delinquent debt and collected \$142,916 in delinquent debt. Also, the court’s discharge and adjustments contributed to performance measures surpassing 100 percent.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sierra and Superior Court of Sierra Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Siskiyou and Superior Court of Siskiyou Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 45,231

Authorized Judges/Commissioners: 4/1

Total Revenue Collected: \$1,973,320

Gross Recovery Rate: 48%

Success Rate: 43%

Ending Balance:¹ \$38,290,536

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Siskiyou and the County of Siskiyou. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 12 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 19 of the 25 recommended collections best practices; numbers 8, 10, 17, 18, 21, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$1,973,320 from 41,972 total delinquent cases, with collection costs of \$431,603. The Ending Balance of \$38,290,536 in delinquent court-ordered debt represents 41,972 delinquent cases, of which 2,104 were established in the reporting period.

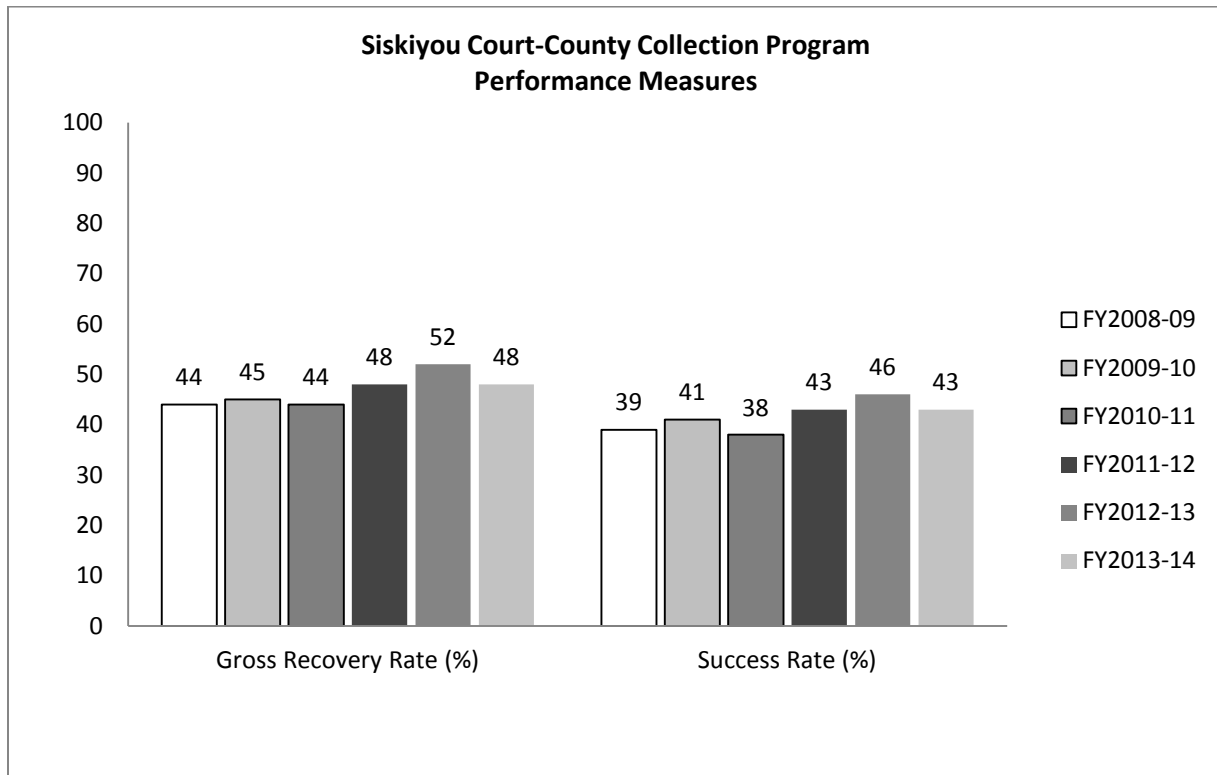
For FY 2013–2014, the program has a 48 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points less than the prior year. The program’s Success Rate of 43 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points less than the prior year.

According to the Siskiyou collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the program making \$179,887 less in adjustments from the previous fiscal year. The program established \$152,665 less in delinquent debt than last fiscal year and collected \$90,125 less, which is a significant factor in the decrease.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Siskiyou and Superior Court of Siskiyou Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Solano and Superior Court of Solano Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 424,233

Authorized Judges/Commissioners: 21/3

Total Revenue Collected: \$7,295,212

Gross Recovery Rate: 68%

Success Rate: 61%

Ending Balance:¹ \$171,917,678

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Solano and the County of Solano. The court and county did not have a written memorandum of understanding (MOU) for their collections program in fiscal year 2013–2014, but have entered into a written MOU for FY 2014–2015. The collections program includes the following activities as reported in the FY 2013–2014 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 12 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 17 of the 25 recommended collections best practices; number 1, 5, 8, 10, 11, 14, 23, and 24 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$7,295,212 from 298,609 total delinquent cases, with collection costs of \$780,964. The Ending Balance of \$171,917,678 in delinquent court-ordered debt represents 285,460 delinquent cases, of which 15,458 were established in the reporting period.

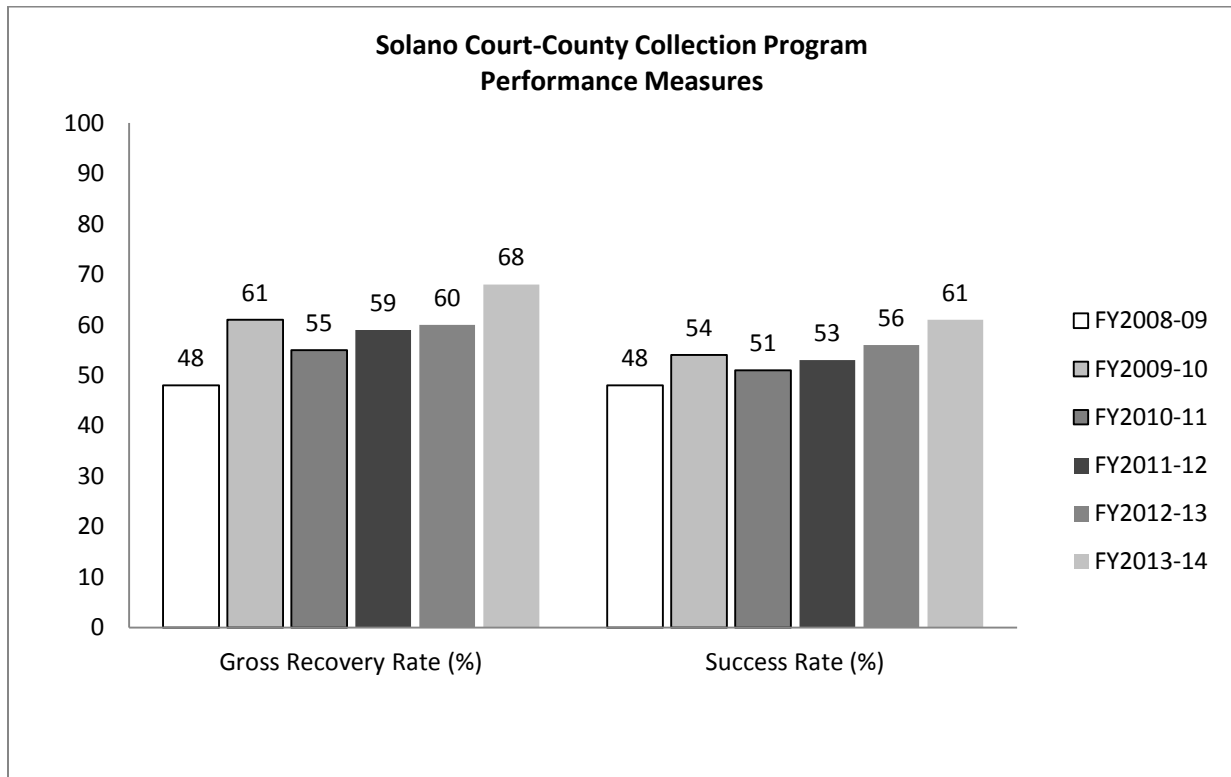
For FY 2013–2014, the program has a 68 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 8 percentage points more than the prior year. The program’s Success Rate of 61 percent exceeds the recommended 31 percent benchmark, and is 5 percentage points more than the prior year.

According to the Solano collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the program making adjustments of \$902,900 more this fiscal year than last. Also, the program collected \$112,225 more in delinquent debt, which was a significant factor in the increased rates. Even though the program established \$218,848 less in delinquent debt, it collected \$21,841 more than last year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Solano and Superior Court of Solano Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Sonoma and Superior Court of Sonoma Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 490,486

Authorized Judges/Commissioners: 21/3

Total Revenue Collected: \$9,290,110

Gross Recovery Rate: 62%

Success Rate: 55%

Ending Balance:¹ \$79,554,315

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 12, 13, and 19 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$9,290,110 from 98,884 total delinquent cases, with collection costs of \$1,990,351. The Ending Balance of \$79,554,315 in delinquent court-ordered debt represents 80,471 delinquent cases, of which 19,962 were established in the reporting period.

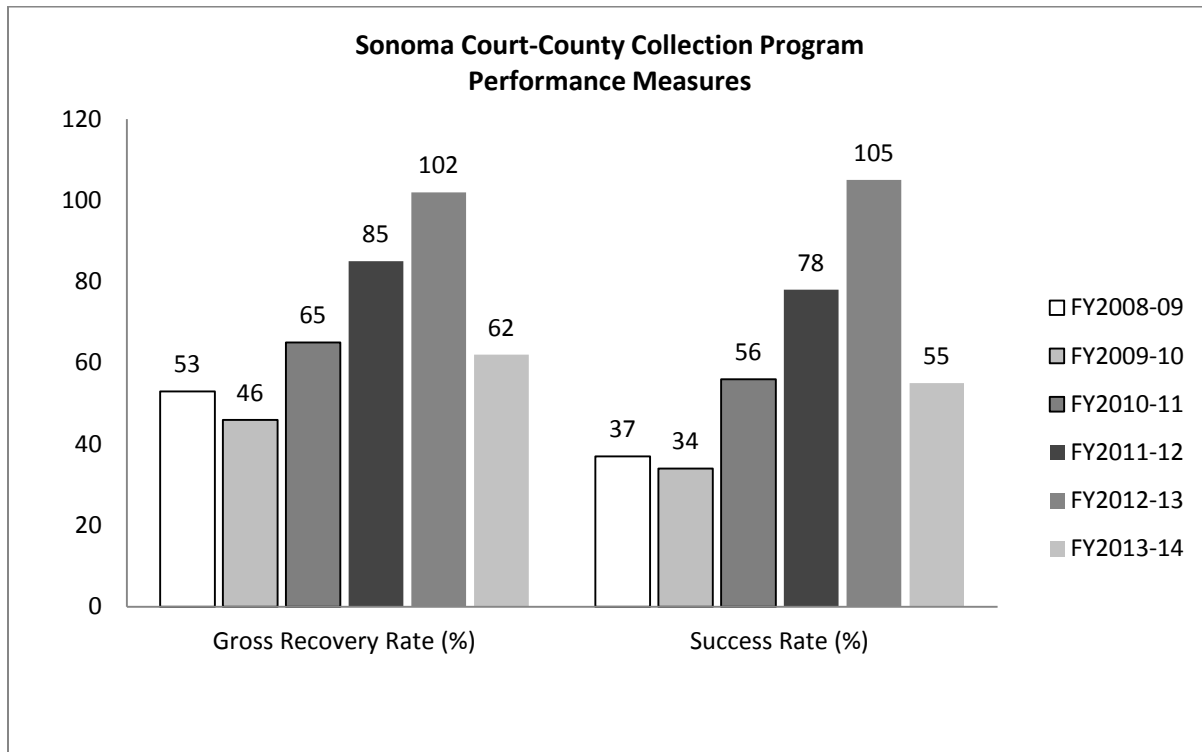
For FY 2013–2014, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 40 percentage points less than the prior year. The program’s Success Rate of 55 percent exceeds the recommended 31 percent benchmark and is 50 percentage points less than the prior year.

According to the Sonoma collections program, the decreases in the Gross Recovery Rate and Success Rate are primarily caused by the \$4,808,426 more discharged last fiscal year than this year. Also, the program established \$5,475,340 more in delinquent debt this year than last, which is a factor in the decreased rates. Although the performance rates decreased, the program collected \$1,646,143 more this year. The court converted to a new case management system, which resulted in cases being recalled from the vendor prematurely. Overall, the court collected \$1,457,182 more this fiscal year, while the private vendor collected \$201,677 less.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sonoma and Superior Court of Sonoma Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Stanislaus and Superior Court of Stanislaus County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 526,042

Authorized Judges/Commissioners: 23/3

Total Revenue Collected: \$6,391,560

Gross Recovery Rate: 64%

Success Rate: 49%

Ending Balance:¹ \$90,764,401

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 4, 10, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$6,391,560 from 228,112 total delinquent cases, with collection costs of \$1,285,058. The Ending Balance of \$90,764,401 in delinquent court-ordered debt represents 204,329 delinquent cases, of which 52,285 were established in the reporting period.

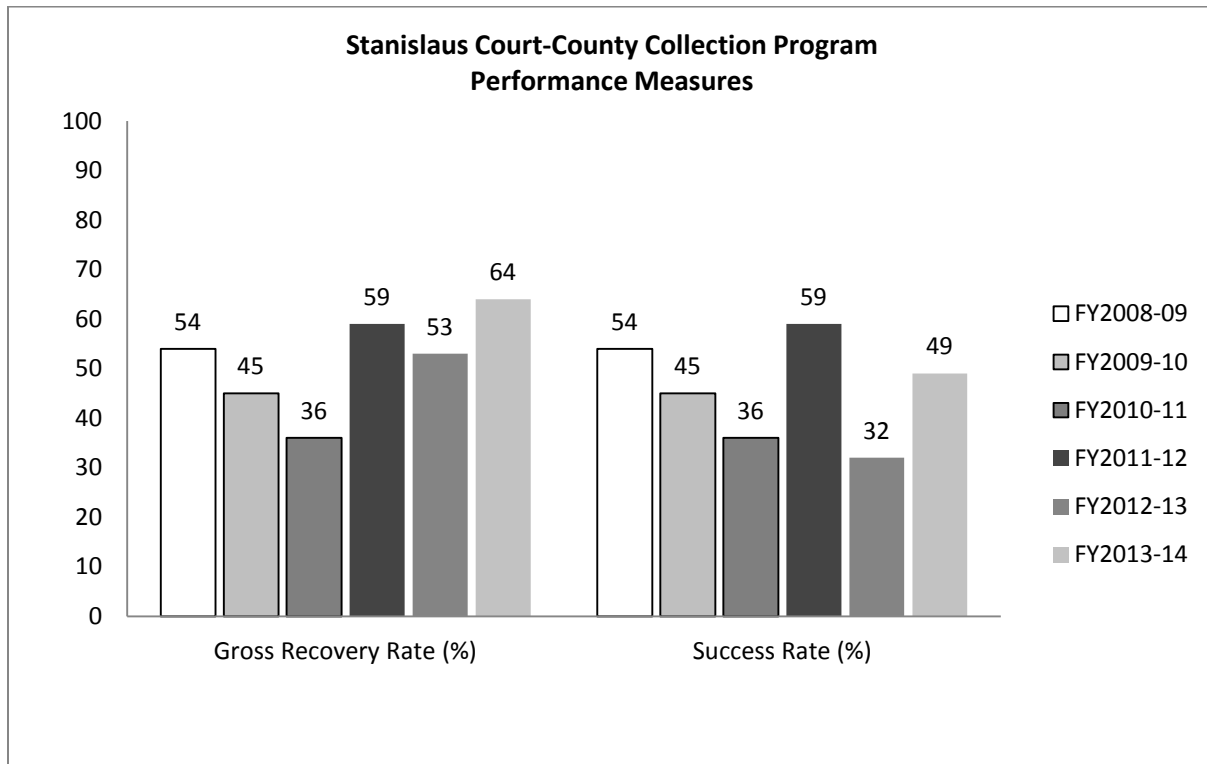
For FY 2013–2014, the program has a 64 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 11 percentage points more than the prior year. The program’s Success Rate of 49 percent exceeds the recommended 31 percent benchmark, and is 17 percentage points more than the prior year.

According to the Stanislaus collections program, the increases in the Gross Recovery Rate and Success Rate are primarily attributable to the program establishing \$10,504,229 less in delinquent accounts than the prior year and collecting \$244,264 less in delinquent debt.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Stanislaus and Superior Court of Stanislaus County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 95,733

Authorized Judges/Commissioners: 5/0.3

Total Revenue Collected: \$1,885,003

Gross Recovery Rate: 76%

Success Rate: 73%

Ending Balance:¹ \$17,141,047

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 19 of the 25 recommended collections best practices; numbers 10, 14, 18, 22, 23, and 25 are not currently being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$1,885,003 from 36,474 total delinquent cases, with collection costs of \$240,524. The Ending Balance of \$17,141,047 in delinquent court-ordered debt represents 35,138 delinquent cases, of which 7,017 were established in the reporting period.

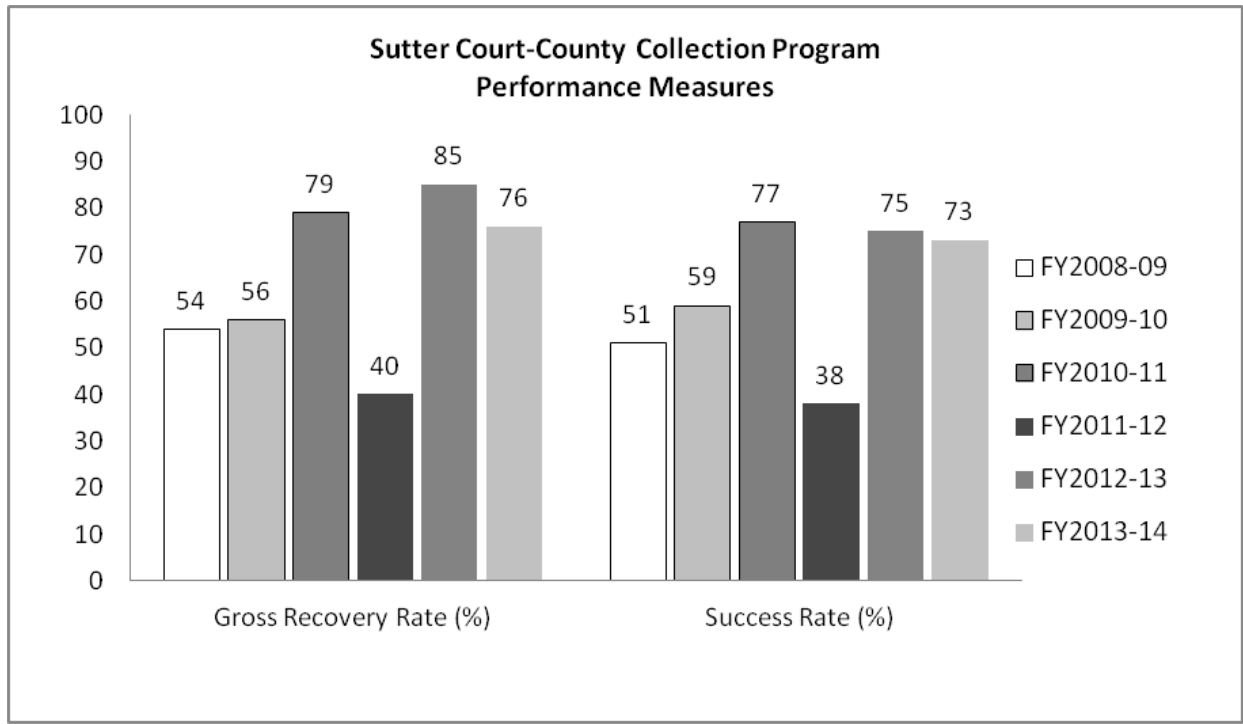
For FY 2013–2014, the program has a 76 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 9 percentage points less than the prior year. The program’s Success Rate of 73 percent exceeds the recommended 31 percent benchmark and is 2 percentage points less than the prior year.

According to the Sutter collections program, the decrease in the Gross Recovery Rate is attributable to delays in transferring cases to FTB-COD due to staffing shortages. The decrease in the Success Rate is due to the increased uncollectible case inventory that has accumulated as a result of the court not having a discharge of accountability program.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Tehama and Superior Court of Tehama County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 63,717

Authorized Judges/Commissioners: 4/0.3

Total Revenue Collected: \$1,556,174

Gross Recovery Rate: 35%

Success Rate: 35%

Ending Balance:¹ \$23,572,989

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collections services as part of an Intra-branch Collections Services program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 16 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$1,556,174 from 26,892 total delinquent cases, with collection costs of \$335,267. The Ending Balance of \$23,572,989 in delinquent court-ordered debt represents 25,862 delinquent cases, of which 4,294 were established in the reporting period.

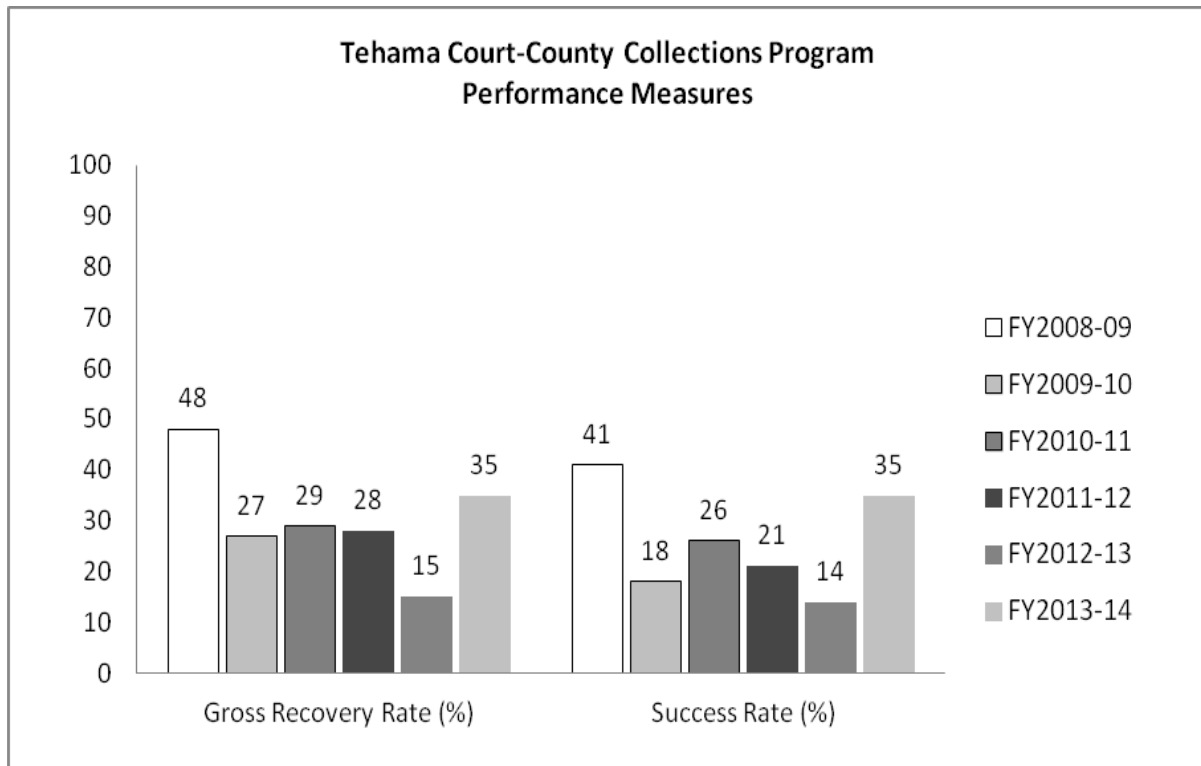
For FY 2013–2014, the program has a 35 percent Gross Recovery Rate, which meets the recommended 34 percent benchmark, and is 20 percentage points more than the prior year. The program’s Success Rate of 35 percent meets the recommended 31 percent benchmark and is 21 percentage points more than the prior year.

According to the Tehama collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the changing of collection vendors, in which the court discovered that a significant number of cases were not converted to accounts receivables and had not been registered on the court’s accounts receivables report. The information provided is based on reports that reconcile to the case management system. The court estimated the value on hand from the collections vendor report. The court will institute better procedures for turning items over to collections so reports will reflect a true accounts receivable balance.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Tehama and Superior Court of Tehama County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Trinity and Superior Court of Trinity Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 13,389

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$324,474

Gross Recovery Rate: 30%

Success Rate: 30%

Ending Balance:¹ \$4,846,313

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Trinity County and the County of Trinity. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 20 of the 25 recommended collections best practices; numbers 10, 16, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$324,474 from 4,745 total delinquent cases, with collection costs of \$189,649. The Ending Balance of \$4,846,313 in delinquent court-ordered debt represents 4,868 delinquent cases, of which 518 were established in the reporting period.

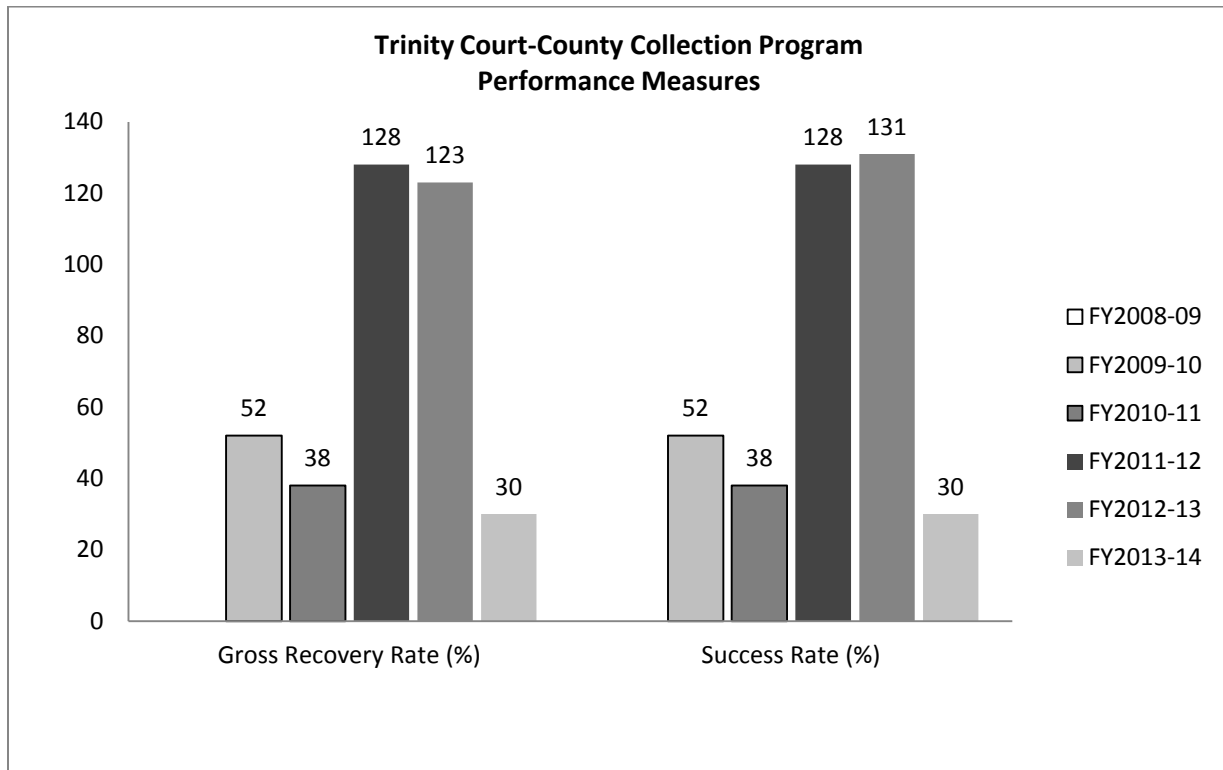
For FY 2013–2014, the program has a 30 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 93 percentage points less than the prior year. The program’s Success Rate of 30 percent does not meet the recommended 31 percent benchmark, and is 101 percentage points less than the prior year.

According to the Trinity collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the lack of adjustments made in this reporting period, as well as the program having its established delinquent cases increasing by almost 50 percent. Even though the program collected only \$4,483 less than the previous fiscal year, the established delinquent cases more than doubled, resulting in a decrease in performance rates. Also, more cases were resolved by community service and alternative payments, which reduced the amount of revenue collected and adversely affected the Gross Recovery Rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Trinity and Superior Court of Trinity Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 459,446

Authorized Judges/Commissioners: 21/4

Total Revenue Collected: \$9,940,351

Gross Recovery Rate: 83%

Success Rate: 81%

Ending Balance:¹ \$118,529,828

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$9,940,351 from 366,125 the total delinquent cases, with collection costs of \$2,268,152. The Ending Balance of \$118,529,828 in delinquent court-ordered debt represents 316,736 delinquent cases, of which 34,168 were established in the reporting period.

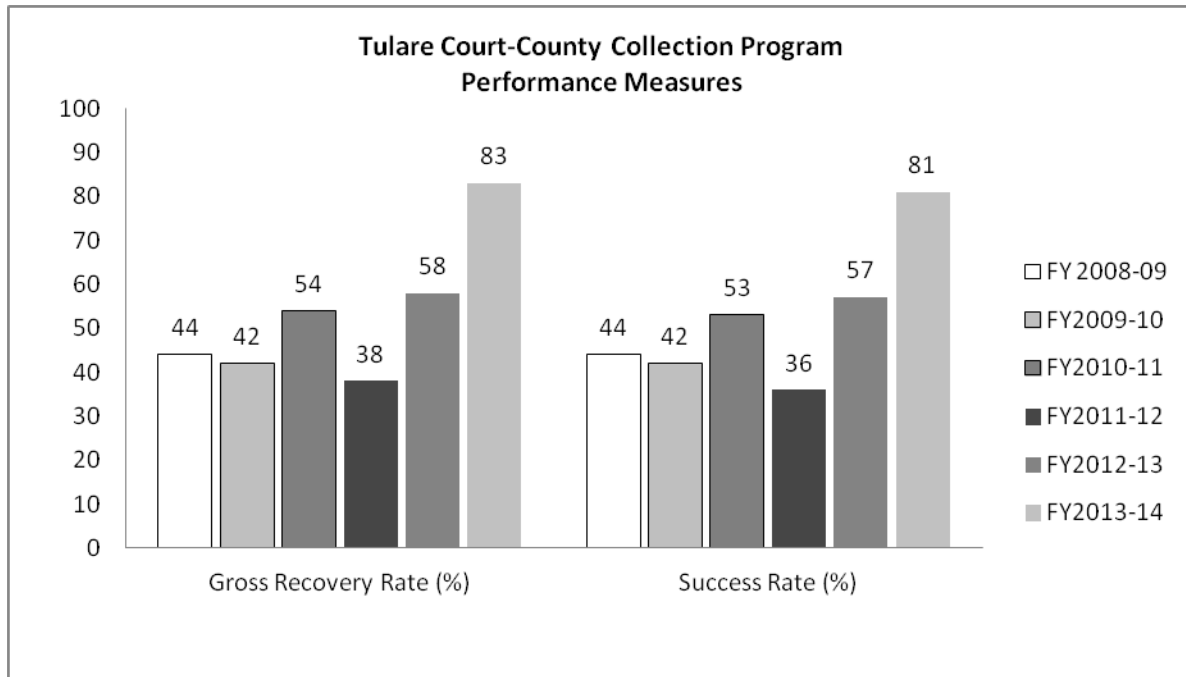
For FY 2013–2014, the program has an 83 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 25 percentage points more than the prior year. The program’s Success Rate of 81 percent exceeds the recommended 31 percent benchmark, and is 24 percentage points more than the prior year.

According to the Tulare collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the benefits of utilizing all 25 of the established best practices. Through collaborative efforts, the collection program is not simply meeting the standard, but far exceeding the benchmark percentages. The inclusion of instructions in the monthly statements to debtors on how to make credit card payments has proven beneficial. If not for the unexpected turnover in personnel late in the third quarter of the fiscal year, the collections program believes the Gross Recovery Rate and Success Rate would have been higher.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 53,604

Authorized Judges/Commissioners: 4/0.8

Total Revenue Collected: \$1,451,698

Gross Recovery Rate: 48%

Success Rate: 44%

Ending Balance:¹ \$28,277,237

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$1,451,698 from 28,379 total delinquent cases, with collection costs of \$306,573. The Ending Balance of \$28,277,237 in delinquent court-ordered debt represents 28,517 delinquent cases, of which 3,440 were established in the reporting period.

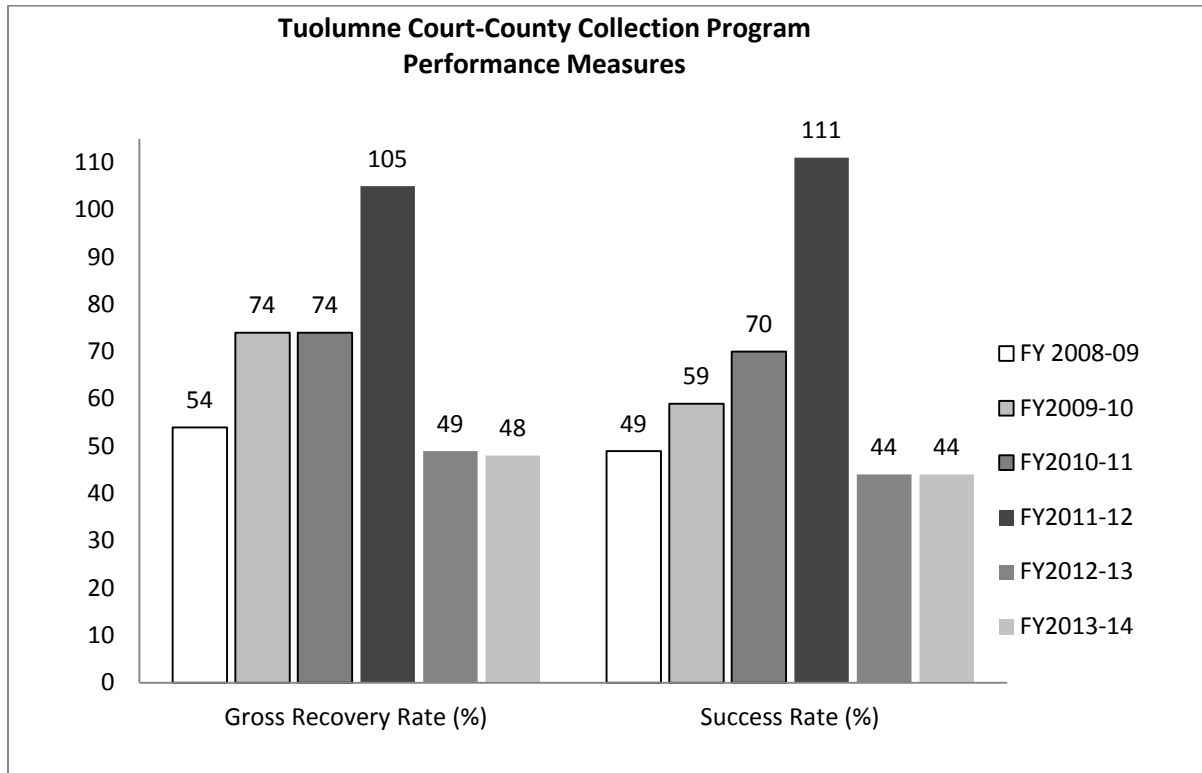
For FY 2013–2014, the program has a 48 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point less than the prior year. The program’s Success Rate of 44 percent exceeds the recommended 31 percent benchmark, and remains the same percentage rate as the prior year.

According to the Tuolumne collections program, the decrease in the Gross Recovery Rate and the unchanged Success Rate are relatively close to last year’s reporting figures. This is due to many accounts not being discharged or sent to the program’s private collection vendor. The collections program is in the process of gathering accounts to be discharged and approved by the county board, and expects next year’s success rate to increase.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Ventura and Superior Court of Ventura Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 842,967

Authorized Judges/Commissioners: 29/4

Total Revenue Collected: \$28,885,715

Gross Recovery Rate: 172%

Success Rate: 308%

Ending Balance:¹ \$188,385,851

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- Contracts with four private debt collectors;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 2 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$28,885,715 from 502,460 total delinquent cases, with collection costs of \$5,777,143. The Ending Balance of \$188,385,851 in delinquent court-ordered debt represents 439,548 delinquent cases, of which 52,532 were established in the reporting period.

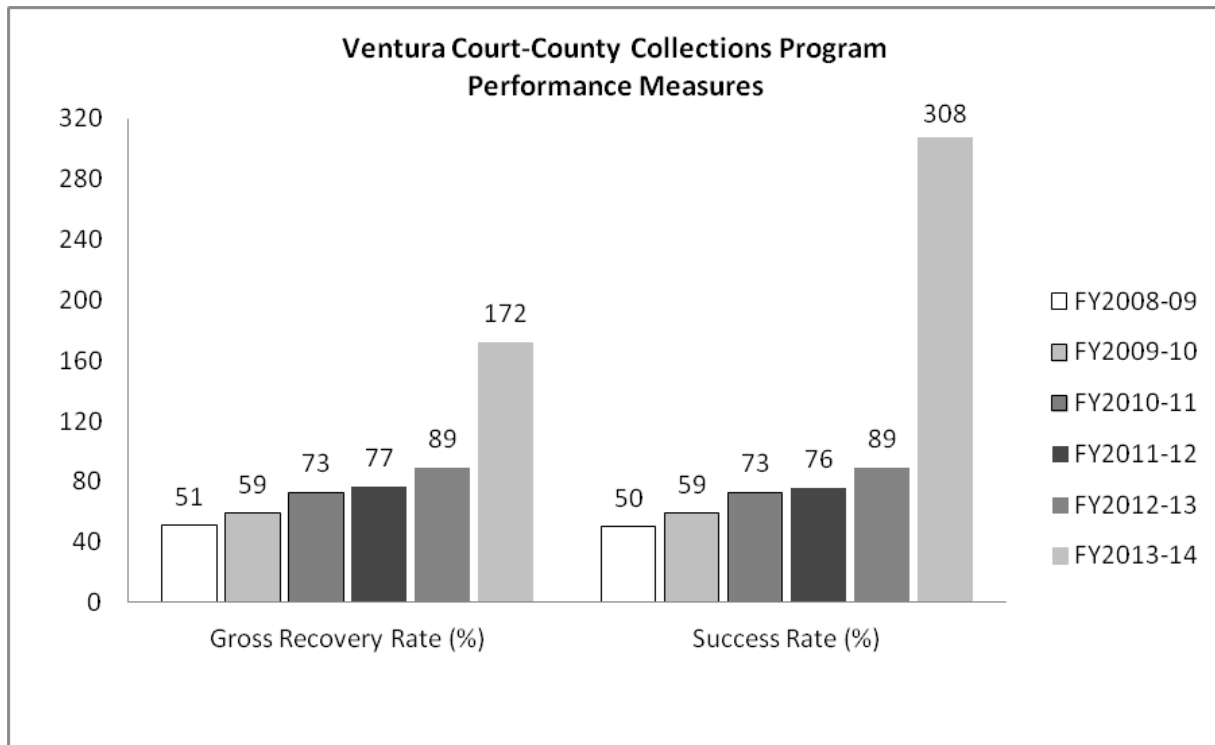
For FY 2013–2014, the program has a 172 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 83 percentage points more than the prior year. The program’s Success Rate of 308 percent exceeds the recommended 31 percent benchmark and is 219 percentage points more than the prior year.

According to the Ventura collections program, the increase in the Success Rate is attributable to the completed upgrade of the predictive dialer (Noble Systems) in February 2014, which increased call volume by 60 percent and resulted in a 29 percent increase in revenue in the last half of the fiscal year. The increase in the Gross Recovery Rate is attributed to the \$17 million in discharged debt, as authorized by statute.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Ventura and Superior Court of Ventura Collections Program
 Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



Note: If you exclude the \$17 million in uncollectable debt that was discharged from accountability this fiscal year, the Gross Recovery Rate and Success Rate are 107 percent, which is consistent with the program's historical growth.

This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2013 and 2014.

County of Yolo and Superior Court of Yolo Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 206,381

Authorized Judges/Commissioners: 11/2.4

Total Revenue Collected: \$6,229,260

Gross Recovery Rate: 90%

Success Rate: 85%

Ending Balance:¹ \$89,472,648

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. The court and county have a written memorandum of understanding (MOU) for the collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 21 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$6,229,260 from 65,968 total delinquent cases, with collection costs of \$705,158. The Ending Balance of \$89,472,648 in delinquent court-ordered debt represents 70,201 delinquent cases, of which 9,982 were established in the reporting period.

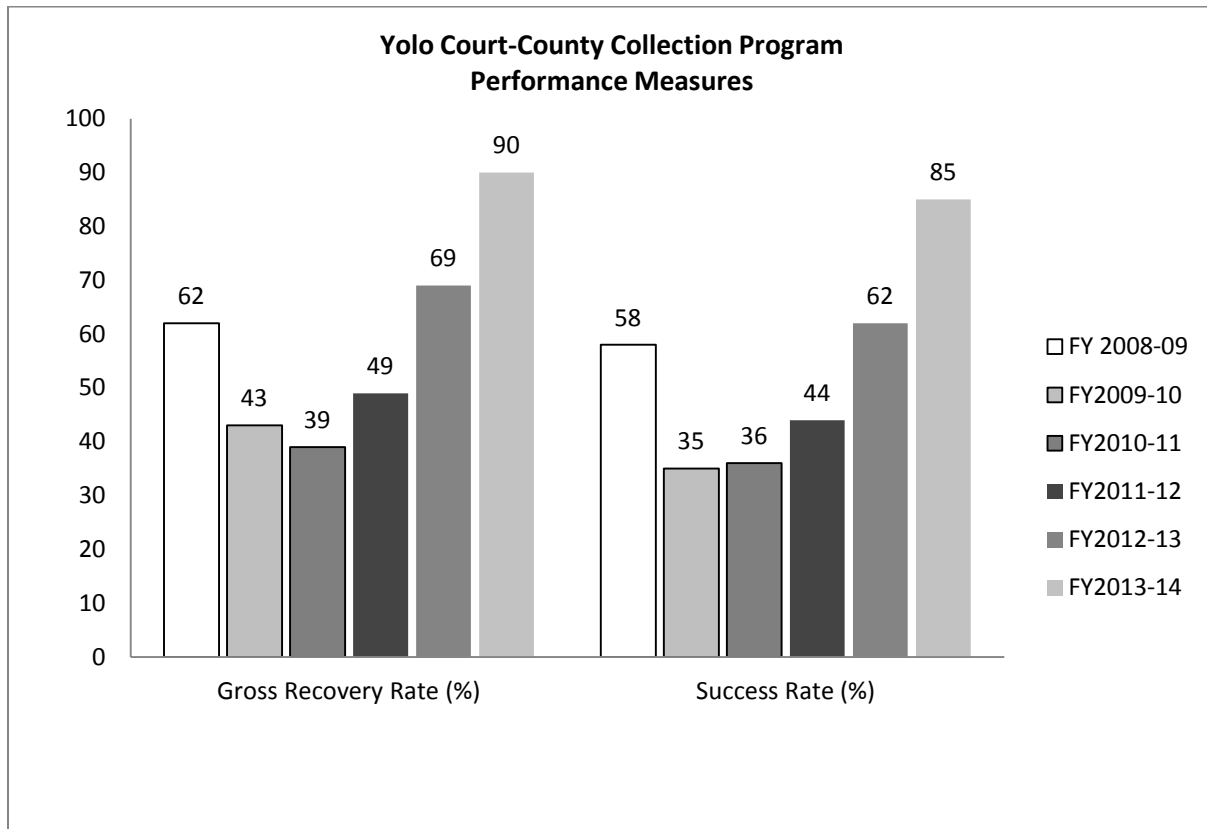
For FY 2013–2014, the program has a 90 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 21 percentage points more than the prior year. The program’s Success Rate of 85 percent exceeds the recommended 31 percent benchmark, and is 23 percentage points more than the prior year.

According to the Yolo collections program, the increases in the Gross Recovery Rate and Success Rate are primarily attributable to the program adjusting \$2,731,211, which accounts for 27 percentage points of the Gross Recovery Rate and 23 percentage points of the Success Rate. Overall, the program collected \$40,665 more this fiscal year, primarily because the private vendor collected \$83,437 more this year, which is also a factor in the increase.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Yolo and Superior Court of Yolo Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

County Population: 73,682

Authorized Judges/Commissioners: 5/0.3

Total Revenue Collected: \$906,142

Gross Recovery Rate: 84%

Success Rate: 82%

Ending Balance:¹ \$20,847,419

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. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2013–2014 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County’s Intra-branch Collections Services Program to provide collection services;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2013–2014, the program collected a total of \$906,142 from 26,129 total delinquent cases, with collection costs of \$217,474. The Ending Balance of \$20,847,419 in delinquent court-ordered debt represents 24,614 delinquent cases, of which 1,317 were established in the reporting period.

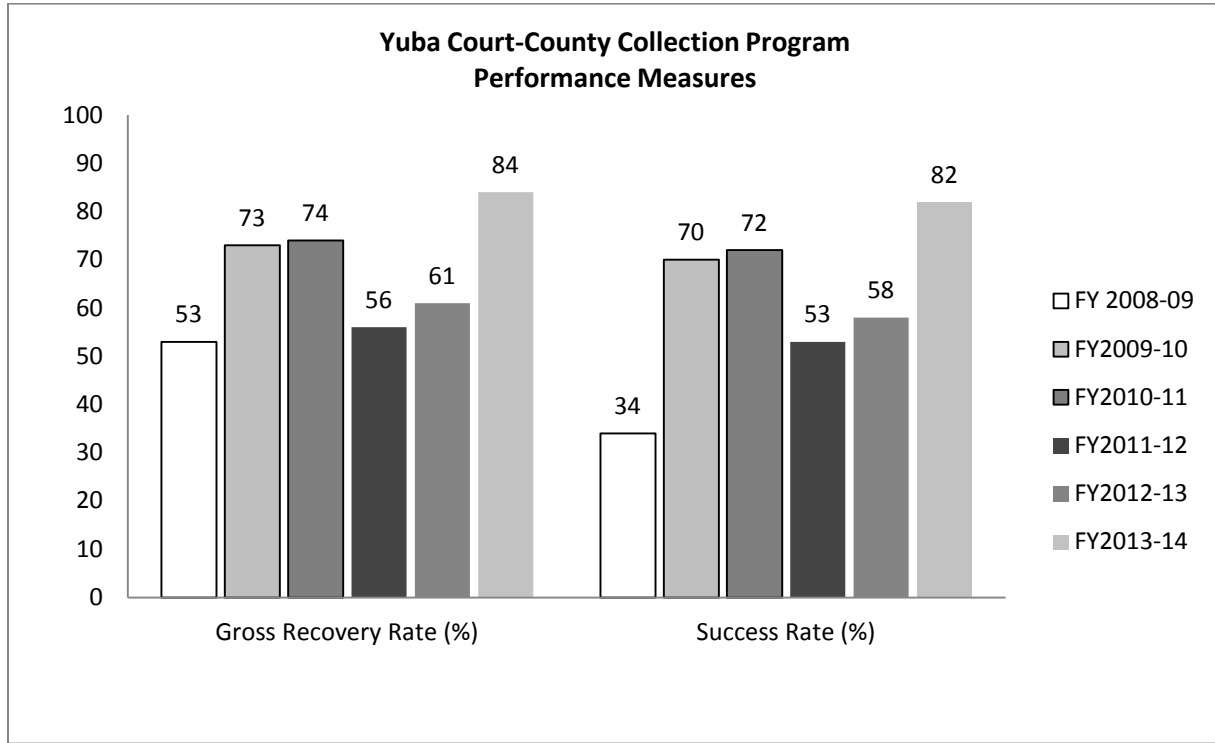
For FY 2013–2014, the program has an 84 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 23 percentage points more than the prior year. The program’s Success Rate of 82 percent exceeds the recommended 31 percent benchmark, and is 24 percentage points more than the prior year.

According to the Yuba collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the court’s efficiency in collecting court-ordered debt. Also, Shasta’s ability to collect on aged cases and difficult to collect cases has being a great success for the court.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2013–2014 Collections Reporting Template

The chart below shows the program’s performance measures for the past six fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2013–2014, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2013 and 2014.

Collections Reporting Template Instructions

1. About the Collections Reporting Template

Under Penal Code section 1463.010, each superior court and county shall jointly submit information to the Judicial Council in a reporting template on or before September 1, 2009, and annually thereafter. The Judicial Council is required to develop performance measures and benchmarks to review the effectiveness of the cooperative superior court and county collection programs and report to the Legislature about which court or county is following best practices, the performance of each collection program, and any changes to improve performance of collection programs on a statewide basis.

The following worksheets must be completed and submitted to the Administrative Office of the Courts as part of the Collections Reporting Template:

- Contact and Other Information
- Program Report
- Performance Report
- Annual Financial Report

2. Due Date

The Collections Reporting Template is due annually on or before September 1 following each fiscal reporting period.

3. Reporting Period

The Collections Reporting Template should be completed for the period of July 1 through June 30.

4. What Should Be Reported

The following should be reported in the Collections Reporting Template:

- All delinquent court-ordered fines, fees, forfeitures, penalties, and assessments, victim restitution, and other criminal justice reimbursements imposed by law or court order in criminal (infraction, misdemeanor, and felony) cases, including juvenile delinquency cases. Report all revenues generated by each collection program (e.g., court, county, private agency, Franchise Tax Board, or an Intra-branch Program).
- All revenues generated from non-delinquent cases.
- All court-ordered debt due to the state, county, city, and local government entities or other parties for which the court or county is collecting either directly or through a collection agency.
- Debt balances, both monetary and nonmonetary, that occurred during the reporting period.

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

In addition to basic contact information, this worksheet captures program information including the extent to which Penal Code section 1463.007 components are being met. Programs should respond to the questions as they pertain to each collection program (e.g., court, county, private agency, the Franchise Tax Board, or an Intra-branch Program). A court or county collection program that has entered into a contract with another court or county for collection services should report the components used by the collecting entity in column 5 (Components Used by Intra-branch Program).

6. Worksheet 2: Program Report

Programs should provide a description of any changes to collections during the fiscal year in the Program Report worksheet, describe the extent to which they are meeting the Judicial Council–approved Collections Best Practices, and identify any obstacles or problems that prevent the program from meeting the best practices. Programs may indicate areas in which training, assistance, or additional information is necessary in the collection-related topics that are listed in the second section. If additional space is required, please submit the information as an attachment in Microsoft Word format.

7. Worksheet 3: Performance Report

Programs should provide a summary of the collection program’s performance during the reporting period. 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, court-ordered adjustments, discharged debt, and cost of collections. Note: this worksheet is protected and data entry is permitted only in unshaded cells. (Refer to sections that follow for instructions on how to complete this worksheet.)

Rows 3–9, Fines, Fees, Forfeitures, Penalties, and Assessments

For each collection program, enter all transactions, adjustments, and discharged debt that occurred during the reporting period. Include in this worksheet all collections activity by each collection program.

- In row 3, report only non-delinquent gross revenue collected (e.g., traffic bail forfeitures, forthwith payments, accounts receivable, and current payment plans).
- In rows 4–9, report revenue collected, cost of collections, adjustments, and discharges on delinquent matters only.
- In row 8, report revenue collected by an Intra-branch Program. A court or county that refers delinquent cases to another court or county for collections services should report information in rows 8, 28, 43, and 54 of the Annual Financial Report, as appropriate.
- In rows 9, 29, 44, and 55 enter amounts that cannot be broken out or attributed to a single collection program (e.g., court, county, private agency, Franchise Tax Board, or an Intra-branch Program). Revenue collected by the Franchise Tax Board’s

Interagency Intercept Collections (FTB-IIC) program or the Department of Motor Vehicles, should be reported in row 9, column D.

Column B: Number of Cases Established/ Referred in Period

Enter the total net number of new cases established or initially referred to each respective collection program within the reporting period. Cases that were previously established, but never referred to collections, are considered new cases and should be reported in column B.

Column C: Value of Cases Established or Referred in the Reporting Period

Enter the total net value of new cases identified in column B that were established or referred during the reporting period. Debt established and/or referred to a program in prior reporting periods should be excluded. Debt balances transferred or returned from one collection program to another should be included in column C.

The transfer or return of debt balances between programs that was entered in the Debt Transfers column should now be entered in column C as the “net” total value.

For example: In the FY 2010–11 version of Collections Reporting Template, if a court collection program established cases with a total value of \$1,000 for the reporting period, and transferred \$700 to a private vendor, the transfer would have been entered as -\$700 in column D, row 4, and +\$700 in column D, row 6.

In the revised FY 2011–12 Collections Reporting Template, the debt balance should be entered as +\$300 in column C, row 4, and +\$700 in column C, row 6.

Column D: Gross Revenue Collected During the Period

Enter the total amount of delinquent revenue collected by each collection program during the reporting period and from all outstanding debt (case inventory). In row 3, include non-delinquent traffic bail forfeitures, forthwith payments, accounts receivable, and current payment plans.

Column E: Cost of Collections

Enter as a negative number the cost of collections allowable for recovery under Penal Code section 1463.007.

Column F: Adjustments

Enter the total dollar value of suspensions, alternative payments, dismissals, or other non-cash adjustments that occurred during the period. This 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. Charges for a bad check would be entered as a negative (–) dollar amount, as this would increase the amount of debt outstanding.

Column G: Discharge from Accountability

Enter the total dollar value of discharged accounts, under Government Code sections 25257–25259.95 that occurred during the reporting period. This 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 G, row 5.

Rows 11–23, Quality Checklist

Review each quality criterion and check the box to attest that the data supplied conforms to the specification. Do not check the box if the information provided does not conform to the quality criterion. The Quality Checklist should be used to double-check the accuracy of information provided in the Annual Financial Report of this Collections Reporting Template. For boxes left unchecked, provide an explanation in the Program Report worksheet.

Rows 24–29, Beginning and Ending Balances: Fines, Fees, Forfeitures, Penalties, and Assessments

The Beginning and Ending Balances section should include the number and value of cases of all delinquent outstanding debt (case inventory). For each program type, enter the number of cases in columns H and K and the value of cases in columns I and L. If you cannot provide information by program type, please report in “Other” (row 29).

Column H, Number of Cases—Beginning Balance

Enter the total number of cases at the beginning of the period. The number should be the same as the number of cases at the end of the prior reporting period.

Column I, Value of Cases—Beginning Balance

This data represents the ending balance reported by the court/county for the prior reporting period. Any variance should be reported and explained in the Program Report worksheet.

Column J, Change in Value

Column J is the value of column C less the amounts shown in columns D, F, and G (this field is formula-driven, so no separate calculation or entry is required).

Column K, Number of Cases—Ending Balance

Enter the total number of cases at the end of the current reporting period for each program.

Column L, Value of Cases—Ending Balance

Enter the total net value of cases at the end of the reporting period for each program. The ending balance is the value of cases at the beginning of the current reporting period plus the change in value reported for the period in Column J.

Column M, Error Messages

This data field displays “Out of Balance” if the ending balance does not equal the beginning balance plus the sum of transactions that occurred during the period. For example:

- If the beginning balance for the County Collection Program in column I, row 25 is \$10,000,000; and
- The total value of cases referred in column C, row 5 is \$3,000,000; and
- The gross revenue collected in column D, row 5 is \$2,000,000; and
- The value of adjustments in column F, row 5 is \$250,000, and
- The value of discharged debt in column G, row 5 is \$250,000;
- Then the ending balance reported in column L, row 25 should be \$10,500,000, because

$$\$10,000,000 + \$3,000,000 - \$2,000,000 - \$250,000 - \$250,000 = \$10,500,000.$$

If the ending balance in column L reconciles to the program’s case management and/or accounting system, explain the “Error Message” in the Program Report worksheet.

Rows 31–37, Quality Checklist

Review each quality criterion and check the box to attest that the data supplied conforms to the specification. Do not check the box if the data supplied does not conform to a particular quality criterion. The Quality Checklist should be used to double-check that the Annual Financial Report of this Collections Reporting Template is filled out correctly. For boxes left unchecked, provide an explanation in the Program Report worksheet.

Rows 38–44, Victim Restitution and Other Justice-Related Reimbursements

Enter transactions or adjustments that occurred during the reporting period including restitution owed to a victim by court order under Penal Code section 1202.4(f) and other justice-related fees not reported in rows 4-9.

Column N: Number of Cases Established/ Referred in Period

Enter the total net number of new cases established or initially referred to each respective collection program within the reporting period. Cases that were previously established, but never referred to collections, are considered *new* cases and should be reported in column N.

Column O: Value of Cases Established or Referred in the Reporting Period

Enter the total net value of new cases identified in column N that were established or referred during the reporting period. Debt established and/or referred to a program in prior reporting periods should be excluded. Debt balances transferred or returned from one collection program to another should be included in column O. (See example on use of column O on Page 3, Column C: Value of Cases Established or Referred in the Reporting Period.)

Rows 46–49, Quality Checklist

Confirm that the data reported complies with the stated specification. For boxes left unchecked, explain in the Program Report worksheet.

Rows 50–55: Beginning and Ending Balances: Victim Restitution and Other Justice-Related Reimbursements:

The Beginning and Ending Balance sections should include the number and value of cases of all delinquent outstanding debt (case inventory). In addition to restitution, debt balance may include other criminal justice–related fees not reported in rows 24–29.

- Instructions are the same as those for rows 24–29, except for the type of debt reported.
- The ending balance in column W should equal the beginning balance in column U plus the sum of transactions shown in column S ($S = O - P - Q - R$).

Column X

Enter a brief description of the debt reported in Column P of this worksheet. If the description is lengthy, include it in the Performance Report worksheet.

Row 57, Quality Checklist

Confirm that the reported data complies with the stated specifications.

Rows 58–59, Collections Metrics for Fines, Fees, Forfeitures, Penalties, and Assessments

These are self-populating calculated fields and no entry is required. The numbers provide a quantitative explanation of aggregate collections performance for delinquent debt.

Rows 60–61, Error/Warning Messages

These rows are blank unless errors or potential errors are detected in the worksheet. If error messages are present, please correct the identified error.

9. Signature Block

Print your name, sign, and date the Annual Financial Report worksheet.

10. Submitting the Collections Reporting Template

After you have completed the Collections Reporting Template:

- Print all completed worksheets in the Collections Reporting Template;
- Obtain the authorized court representative *and* county representative signatures;
- Fax or mail the original signed report to the AOC Enhanced Collections Unit; and
- E-mail all worksheets listed in section 1 to collections@jud.ca.gov.

Contact Information

Administrative Office of the Courts
Finance Division, Enhanced Collections Unit

2255 North Ontario Street, Suite 200
Burbank, California 91504-3188
Phone: 818-558-3221 Fax: 818-558-3112
E-mail: collections@jud.ca.gov

If You Have Questions

If you have any questions about the Collections Reporting Template, please contact the AOC Enhanced Collections Unit at 818-558-3221 or collections@jud.ca.gov.

**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(d) 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; 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.

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.

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 or with the terms and conditions of a payment plan or accounts

receivable (A/R) plan. Once the debt becomes delinquent, it continues to be delinquent and may be subject to collection by a comprehensive collection program.

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(d).

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 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.

Contact and Other Information

| | | |
|---|-------------------|-----------------------|
| 1 | Court/County | SELECT COURT/COUNTY ▼ |
| 2 | Court Contact: | |
| 3 | Telephone Number: | |
| 4 | E-mail Address: | |
| 5 | County Contact: | |
| 6 | Telephone Number: | |
| 7 | E-mail Address: | |

| | | | |
|--------------|---|----|---------|
| 8 9 10 | List collection agencies or programs used by order in which debt is referred: | 1. | ▼ |
| | | 2. | ▼ |
| | | 3. | ▼ |
| | | 4. | ▼ |
| | | 5. | ▼ |

| | | | | | | |
|-----|---|--------------------------|---------------------------|-----------------------------------|--------------------------|---------------------------------|
| 11 | Does your court/county have a comprehensive collections program pursuant to Penal Code 1463.007? | ▼ | | | | |
| 12 | Which of the comprehensive collection program components, pursuant to Penal Code 1463.007, does your court/county currently use? If you indicated YES to question #11, you must check all in section I and at least 5 components in section II. | Components used by Court | Components used by County | Components used by Private Agency | Components used by FTB | Components used by Intra-branch |
| I. | a. Attempts telephone contact with delinquent debtors for whom the program has a phone number to inform them of their delinquent status and payment options. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | d. Uses Department of Motor Vehicles information to locate delinquent debtors. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | e. Accepts payment of delinquent debt by credit card. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| II. | a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | c. Initiates driver's license suspension or hold actions when appropriate. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | d. Contracts with one or more private debt collectors to collect delinquent debt. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | e. Sends monthly bills or account statements to all delinquent debtors. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | g. Coordinates with the probation department to locate debtors who may be on formal or informal probation. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | h. Uses Employment Development Department employment and wage information to collect delinquent debt. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | i. Establishes wage and bank account garnishments where appropriate. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | j. Places liens on real property owned by delinquent debtors when appropriate. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | k. Uses an automated dialer or automatic call distribution system to manage telephone calls. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | |
|----|---|---------|
| 13 | Does the court impose a civil assessment for failure to appear on infraction cases? | ▼ |
|----|---|---------|

| | | |
|----|--|---------|
| 14 | Does the court impose civil assessment for failure to pay on infraction cases? | ▼ |
|----|--|---------|

| | | |
|----|---|---------|
| 15 | Does the court impose a civil assessment for failure to pay on misdemeanor cases? | ▼ |
|----|---|---------|

| | | |
|----|--|---------|
| 16 | Does the court impose a civil assessment for failure to pay on felony cases? | ▼ |
|----|--|---------|

| | | |
|----|---|---------|
| 17 | Does the court impose a civil assessment on any other case type? If yes, explain in the Program Report worksheet. | ▼ |
|----|---|---------|

| | | |
|----|--|---------|
| 18 | Collection program to which the majority of delinquent debt is initially referred. | ▼ |
|----|--|---------|

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. In the description please identify which of the twenty-five (25) Best Practices your collection program has not been implemented. Also, identify any new or additional practices that have improved your collections program.

Type here.

Please identify areas in collections (check all that apply) in which program staff would like to receive training, assistance, or additional information.

- | | | |
|---|--|--|
| <input type="checkbox"/> Civil Assessment | <input type="checkbox"/> Revenue Distribution | <input type="checkbox"/> Private Collection Vendor Selection |
| <input type="checkbox"/> Cost Recovery | <input type="checkbox"/> Discharge from Accountability | <input type="checkbox"/> Other Collections-Related Issues |

Additional comments:

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.

Type here.

Additional operational information about your collection program for this Reporting Period.

Annual Financial Report

SELECT COURT/COUNTY

| REPORTING PERIOD | | | |
|------------------|----------------|------------------|-------------------------------|
| Row | Program | Reporting Period | Col. A |
| 1 | Beginning Date | 01-Jul-12 | First day of Reporting Period |
| 2 | Ending Date | 30-Jun-13 | Last day of Reporting Period |

| FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | |
|---|----------------------------|--|---|---|---|-------------|-------------------------------|
| Row | Program | Number of Cases Established/Referred/Transferred in Period | Value of Cases Established/Referred/Transferred in Period | Gross Revenue Collected During the Period | Cost of Collections (pursuant to Penal Code 1463.007) | Adjustments | Discharge from Accountability |
| | | Col. B | Col. C | Col. D | Col. E | Col. F | Col. G |
| 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 | Total | - | - | - | - | - | - |

| Row | Quality Checklist | Quality Criteria |
|-----|--------------------------|--|
| 11 | <input type="checkbox"/> | Rows 3-9 include all fines, fees, forfeitures, penalties, and assessments except victim restitution and other justice related fees (see Row 46 for more information). |
| 12 | <input type="checkbox"/> | Rows 3-9 include traffic, criminal, and juvenile delinquency case types. |
| 13 | <input type="checkbox"/> | Rows 3-9 include infractions, misdemeanors and felonies. |
| 14 | <input type="checkbox"/> | Row 3 includes all collections for cases that were paid in full on or before the due date, or current installment or accounts receivable (A/R) payment plan. |
| 15 | <input type="checkbox"/> | Row, 3, Column D, includes all revenue collected for non-delinquent infraction, misdemeanor and felony cases. |
| 16 | <input type="checkbox"/> | Rows 3-9 include cases referred/established, revenue collected, adjustments, or discharges posted during the reporting period. |
| 17 | <input type="checkbox"/> | Rows 4-9, Columns B and C, represents new debt established or referred to collection programs. |
| 18 | <input type="checkbox"/> | Column C also includes debt that is transferred or returned from one collection program to another during the reporting period. |
| 19 | <input type="checkbox"/> | Rows 4-9 include all cases that were not paid in full on or before the due date. |
| 20 | <input type="checkbox"/> | Rows 4-9, Column D includes all monies received towards the satisfaction of delinquent court-ordered debts. |
| 21 | <input type="checkbox"/> | Column E includes 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 E as a negative number unless posting a reversal. |
| 22 | <input type="checkbox"/> | Value reported in Column F includes all court-ordered suspensions, alternative sentences, dismissals, or other non-cash adjustments that decrease or increase the amount outstanding for individual debt items. |
| 23 | <input type="checkbox"/> | Value reported in Column G includes all debt deemed uncollectible that has been discharged, per Government Code section 25257-25259.95. |

| FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS: BEGINNING AND ENDING BALANCES | | | | | | | |
|--|---------------------------|-------------------------------------|------------------------------------|------------------------------|----------------------------------|---------------------------------|----------------|
| Row | Program | Number of Cases - Beginning Balance | Value of Cases - Beginning Balance | Change in Value (from above) | Number of Cases - Ending Balance | Value of Cases - Ending Balance | Error Messages |
| | | Col. H | Col. I | Col. J | Col. K | Col. L | Col. M |
| 24 | Court Collection Program | | | - | | | |
| 25 | County Collection Program | | | - | | | |
| 26 | Private Agency | | | - | | | |
| 27 | FTB Court-Ordered Debt | | | - | | | |
| 28 | Intra-branch Program | | | - | | | |
| 29 | Other | | | - | | | |
| 30 | Total | - | - | - | - | - | |

| Row | Quality Checklist | Quality Criteria |
|-----|--------------------------|---|
| 31 | <input type="checkbox"/> | Rows 24-29 include fines, fees, forfeitures, penalties, and assessments except victim restitution and other justice related fees. |
| 32 | <input type="checkbox"/> | Rows 24-29 include cases that have been referred to a collection program. |
| 33 | <input type="checkbox"/> | Columns I and L includes traffic, criminal, and juvenile delinquency case types. |
| 34 | <input type="checkbox"/> | Number of cases and value reported in Columns I and L reconcile to figures reported from underlying systems and vendors. |
| 35 | <input type="checkbox"/> | Number of cases and value reported in columns H and I match ending value reported in prior year. |
| 36 | <input type="checkbox"/> | Value of cases at end of period (Column L) balances to value of cases at beginning of period (Column I), plus change in value reported in Column J (which is the sum of Column C less the amounts shown in Columns D, F, and G). |
| 37 | <input type="checkbox"/> | No error messages shown in Column M. Note: An error message in Column M indicates that the beginning balance in Column I, plus the value of transactions reported in Column J (J = C- D - F- G) does not equal the ending balance reported in Column L. |

Annual Financial Report

| VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS | | | | | | | |
|---|----------------------------|--|---|---|-------------|-----------------------------------|-----------------|
| | | Number of Cases Established/ Referred/ Transferred in Period | Value of Cases Established/ Referred/ Transferred in Period | Gross Revenue Collected During the Period | Adjustments | Victim Restitution (PC1202.4 (f)) | Change in Value |
| Row | Program | Col. N | Col. O | Col. P | Col. Q | Col. R | Col. S |
| 38 | Non-Delinquent Collections | | | | | | |
| 39 | Court Collection Program | | | | | | - |
| 40 | County Collection Program | | | | | | - |
| 41 | Private Agency | | | | | | - |
| 42 | FTB Court-Ordered Debt | | | | | | - |
| 43 | Intra-branch Program | | | | | | - |
| 44 | Other | | | | | | - |
| 45 | Total | - | - | - | - | - | - |

| Row | Quality Checklist | Quality Criteria |
|-----|--------------------------|---|
| 46 | <input type="checkbox"/> | Rows 38-44 include victim restitution and other justice related fees owed to other entities that were not included in Rows 4-9. |
| 47 | <input type="checkbox"/> | Rows 38-44 include only cases referred/established, revenue collected, or adjustment posted during the reporting period. |
| 48 | <input type="checkbox"/> | Column P includes gross revenue collected on other justice related fees and should be entered as a positive number unless posting reversal. Adjustments in Column Q are entered as a positive number if it causes the outstanding balance to decrease or as a negative number if it causes the outstanding balance to increase. |
| 49 | <input type="checkbox"/> | Column R includes revenue collected on restitution owed to a victim by court order under Penal Code section 1202.4 (f). |

| VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS: BEGINNING AND ENDING BALANCES | | | | | | | |
|--|---------------------------|-------------------------------------|------------------------------------|----------------------------------|---------------------------------|-------------------------------|----------------|
| | | Number of Cases - Beginning Balance | Value of Cases - Beginning Balance | Number of Cases - Ending Balance | Value of Cases - Ending Balance | Description of Items Included | Error Messages |
| Row | Program | Col. T | Col. U | Col. V | Col. W | Col. X | Col. Y |
| 50 | Court Collection Program | | | | | | |
| 51 | County Collection Program | | | | | | |
| 52 | Private Agency | | | | | | |
| 53 | FTB Court-Ordered Debt | | | | | | |
| 54 | Intra-branch Program | | | | | | |
| 55 | Other | | | | | | |
| 56 | Total | - | - | - | - | | |

| Row | Quality Checklist | Quality Criteria |
|-----|--------------------------|---|
| 57 | <input type="checkbox"/> | Rows 50-55 include any victim restitution and other justice related fees owed to other entities that were not included in rows 24-29. |

| COLLECTIONS METRICS FOR FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | |
|---|---------------------|---------------------|--|---|
| | Metric | Current Performance | Formula | Definition |
| Row | Col. Z | Col. AA | Col. AB | Col. AC |
| 58 | 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. |
| 59 | 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. |

| ERROR/WARNING MESSAGES | |
|------------------------|--|
| 60 | |
| 61 | |

Reviewed by Court

Printed Name

Signature

Date

Title (Court Executive or Presiding Judge)

Reviewed by County

Printed Name

Signature

Date

Title (County Auditor-Controller or other)

Judicial Council–Approved Collections Best Practices
(as revised and approved Feb. 25, 2011; originally adopted 2008)

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 Serranus: <http://serranus.courtinfo.ca.gov/programs/collections/best.htm>; the external collections website: <http://www.courts.ca.gov/partners/collections.htm>; or by contacting staff of the Enhanced Collections 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's Court-Ordered Debt (COD) collection program.
9. Participate in the Franchise Tax Board's 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.

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. (See Enhanced Collections websites listed above.)
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(d).
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.

Attachment 4

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% |

**Statewide Collections Programs:
FY 2008-09 to 2013-14 Individual Program
Gross Recovery Rate (34% benchmark) Comparison by County**

| | 2008-09 | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Alameda | 37 | 28 | 37 | 40 | 63 | 67 |
| Alpine | 46 | 82 | 36 | 39 | 61 | 46 |
| Amador | 50 | 28 | 0 | 28 | 15 | 71 |
| Butte | 68 | 87 | 61 | 89 | 75 | 53 |
| Calaveras | 52 | 42 | 80 | 57 | 58 | 67 |
| Colusa | 14 | 70 | 43 | 98 | 59 | 74 |
| Contra Costa | 28 | 26 | 30 | 29 | 71 | 62 |
| Del Norte ¹ | 0 | 8 | 41 | 33 | 36 | 26 |
| El Dorado | 19 | 26 | 44 | 57 | 81 | 65 |
| Fresno | 31 | 48 | 85 | 56 | 45 | 46 |
| Glenn | 45 | 49 | 32 | 28 | 62 | 59 |
| Humboldt | 68 | 36 | 40 | 65 | 65 | 77 |
| Imperial | 54 | 61 | 51 | 69 | 62 | 75 |
| Inyo ² | 0 | 47 | 58 | 98 | 94 | 68 |
| Kern | 79 | 69 | 75 | 84 | 67 | 62 |
| Kings | 41 | 65 | 41 | 46 | 32 | 40 |
| Lake | 52 | 56 | 55 | 61 | 55 | 41 |
| Lassen | 65 | 57 | 87 | 85 | 55 | 42 |
| Los Angeles | 92 | 90 | 81 | 72 | 73 | 64 |
| Madera | 44 | 97 | 72 | 33 | 50 | 56 |
| Marin | 76 | 58 | 81 | 81 | 71 | 70 |
| Mariposa | 29 | 58 | 46 | 24 | 41 | 58 |
| Mendocino | 66 | 70 | 76 | 85 | 86 | 74 |
| Merced | 62 | 58 | 60 | 45 | 60 | 62 |
| Modoc | 50 | 41 | 22 | 44 | 50 | 35 |
| Mono | 26 | 35 | 49 | 53 | 48 | 41 |
| Monterey | 46 | 55 | 58 | 64 | 72 | 54 |
| Napa | 55 | 37 | 50 | 56 | 72 | 64 |
| Nevada | 56 | 49 | 70 | 42 | 60 | 48 |
| Orange ³ | 0 | 40 | 85 | 84 | 85 | 88 |
| Placer | 30 | 100 | 49 | 59 | 49 | 50 |
| Plumas | 24 | 58 | 87 | 67 | 133 | 75 |
| Riverside | 43 | 80 | 67 | 51 | 55 | 67 |
| Sacramento | 37 | 39 | 62 | 87 | 59 | 54 |
| San Benito | 52 | 37 | 29 | 46 | 68 | 35 |
| San Bernardino | 36 | 89 | 77 | 68 | 62 | 70 |
| San Diego | 58 | 120 | 78 | 66 | 67 | 58 |
| San Francisco | 14 | 32 | 35 | 40 | 54 | 66 |
| San Joaquin | 70 | 86 | 72 | 73 | 71 | 102 |
| San Luis Obispo | 56 | 58 | 55 | 82 | 76 | 55 |
| San Mateo | 74 | 47 | 56 | 52 | 53 | 94 |
| Santa Barbara | 25 | 101 | 36 | 89 | 96 | 36 |
| Santa Clara | 53 | 49 | 65 | 79 | 72 | 71 |
| Santa Cruz | 6 | 9 | 15 | 38 | 53 | 40 |
| Shasta | 52 | 53 | 74 | 50 | 60 | 62 |
| Sierra | 74 | 68 | 92 | 8 | 66 | 125 |
| Siskiyou | 44 | 45 | 44 | 48 | 52 | 48 |
| Solano | 48 | 61 | 55 | 59 | 60 | 68 |
| Sonoma | 53 | 46 | 65 | 85 | 102 | 62 |
| Stanislaus | 54 | 45 | 36 | 59 | 53 | 64 |
| Sutter | 54 | 56 | 79 | 40 | 85 | 76 |
| Tehama | 48 | 27 | 29 | 28 | 15 | 35 |
| Trinity ¹ | 0 | 52 | 38 | 128 | 123 | 30 |
| Tulare | 44 | 42 | 54 | 38 | 58 | 83 |
| Tuolumne | 54 | 74 | 74 | 105 | 49 | 48 |
| Ventura | 51 | 59 | 73 | 77 | 89 | 172 |
| Yolo | 62 | 43 | 39 | 49 | 69 | 90 |
| Yuba | 53 | 73 | 74 | 56 | 61 | 84 |

¹ In FY 2008-09, the program did not submit a *Collections Reporting Template*.

² In FY 2008-2009, the Gross Recovery Rate was less than 1 percent due to case management system limitations, resulting in 0 formula calculation.

³ Program submitted a *Collections Reporting Template* in FY2008-09, but did not agree with the methodology used to establish the performance measures.

**Statewide Collections Programs:
FY 2008-09 to 2013-14 Individual Program
Success Rate (31% benchmark) Comparison by County**

| Program: | 2008-09 | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Alameda | 35 | 27 | 37 | 39 | 47 | 62 |
| Alpine | 46 | 82 | 36 | 39 | 61 | 45 |
| Amador | 50 | 21 | 168 | 27 | 15 | 71 |
| Butte | 59 | 81 | 50 | 82 | 61 | 38 |
| Calaveras | 48 | 36 | 77 | 53 | 55 | 65 |
| Colusa | 14 | 66 | 41 | 98 | 59 | 73 |
| Contra Costa | 30 | 21 | 30 | 28 | 71 | 62 |
| Del Norte ¹ | 0 | 7 | 33 | 11 | 34 | 25 |
| El Dorado | 19 | 23 | 43 | 54 | 70 | 56 |
| Fresno | 16 | 34 | 71 | 44 | 41 | 45 |
| Glenn | 45 | 49 | 32 | 29 | 62 | 64 |
| Humboldt | 68 | 34 | 30 | 33 | 31 | 49 |
| Imperial | 45 | 60 | 52 | 67 | 62 | 75 |
| Inyo ² | 0 | 47 | 58 | 98 | 91 | 61 |
| Kern | 78 | 69 | 75 | 84 | 66 | 62 |
| Kings | 37 | 51 | 39 | 43 | 26 | 35 |
| Lake | 53 | 47 | 51 | 57 | 59 | 42 |
| Lassen | 63 | 57 | 87 | 84 | 55 | 42 |
| Los Angeles | 74 | 68 | 54 | 36 | 46 | 37 |
| Madera | 50 | 97 | 71 | 29 | 33 | 30 |
| Marin | 61 | 48 | 76 | 74 | 70 | 67 |
| Mariposa | 29 | 50 | 39 | 24 | 13 | 35 |
| Mendocino | 57 | 60 | 61 | 72 | 72 | 59 |
| Merced | 54 | 53 | 53 | 41 | 57 | 58 |
| Modoc | 41 | 32 | 16 | 34 | 32 | 30 |
| Mono | 23 | 31 | 46 | 50 | 47 | 35 |
| Monterey | 43 | 51 | 55 | 62 | 66 | 52 |
| Napa | 51 | 41 | 52 | 58 | 71 | 63 |
| Nevada | 41 | 39 | 54 | 33 | 56 | 44 |
| Orange ³ | 0 | 33 | 76 | 74 | 71 | 74 |
| Placer | 38 | 100 | 55 | 64 | 56 | 56 |
| Plumas | 18 | 53 | 81 | 64 | 253 | 72 |
| Riverside | 28 | 51 | 60 | 40 | 56 | 59 |
| Sacramento | 35 | 37 | 52 | 80 | 56 | 53 |
| San Benito | 48 | 36 | 29 | 42 | 66 | 35 |
| San Bernardino | 33 | 83 | 73 | 56 | 50 | 63 |
| San Diego | 45 | 147 | 68 | 54 | 53 | 46 |
| San Francisco | 18 | 32 | 36 | 38 | 51 | 64 |
| San Joaquin | 29 | 56 | 37 | 41 | 36 | 116 |
| San Luis Obispo | 56 | 50 | 54 | 77 | 77 | 55 |
| San Mateo | 72 | 56 | 55 | 51 | 57 | 92 |
| Santa Barbara | 20 | 102 | 38 | 87 | 88 | 29 |
| Santa Clara | 47 | 41 | 56 | 76 | 64 | 60 |
| Santa Cruz | 5 | 7 | 15 | 36 | 50 | 38 |
| Shasta | 52 | 49 | 71 | 49 | 59 | 43 |
| Sierra | 71 | 62 | 90 | 9 | 64 | 140 |
| Siskiyou | 39 | 41 | 38 | 43 | 46 | 43 |
| Solano | 48 | 54 | 51 | 53 | 56 | 61 |
| Sonoma | 37 | 34 | 56 | 78 | 105 | 55 |
| Stanislaus | 54 | 45 | 36 | 59 | 32 | 49 |
| Sutter | 51 | 59 | 72 | 38 | 75 | 73 |
| Tehama | 41 | 18 | 26 | 21 | 14 | 35 |
| Trinity ¹ | 0 | 52 | 38 | 128 | 131 | 30 |
| Tulare | 44 | 42 | 53 | 36 | 57 | 81 |
| Tuolumne | 49 | 59 | 70 | 111 | 44 | 44 |
| Ventura | 50 | 59 | 73 | 76 | 89 | 308 |
| Yolo | 58 | 35 | 36 | 44 | 62 | 85 |
| Yuba | 34 | 70 | 72 | 53 | 58 | 82 |

¹ In FY2008-09, the program did not submit a *Collections Reporting Template*.

² In FY 2008–2009, the Success Rate was less than 1 percent due to case management system limitations, resulting in 0 formula calculation.

³ Program submitted a *Collections Reporting Template* in FY2008-09, but did not agree with the methodology used to establish the performance measures.