

Collections Reporting Template

Training and Information Session

June 26, 2024

Judicial Council, Funds and Revenues Unit





- **Review reporting requirement and data elements**
 - Online Ability to Pay (ATP) collections information
- **Review components of Collections Reporting Template (CRT)**
- **Discuss 2023-24 reporting process**
- **Discuss the importance of reporting good, clean data**
- **Walk-through of CRT in Excel**



Reporting Requirement

Statutes:

Penal Code § 1463.010:

Each superior court and county to jointly report to the Judicial Council, information requested, on reporting template (CRT) **on or before September 1.**

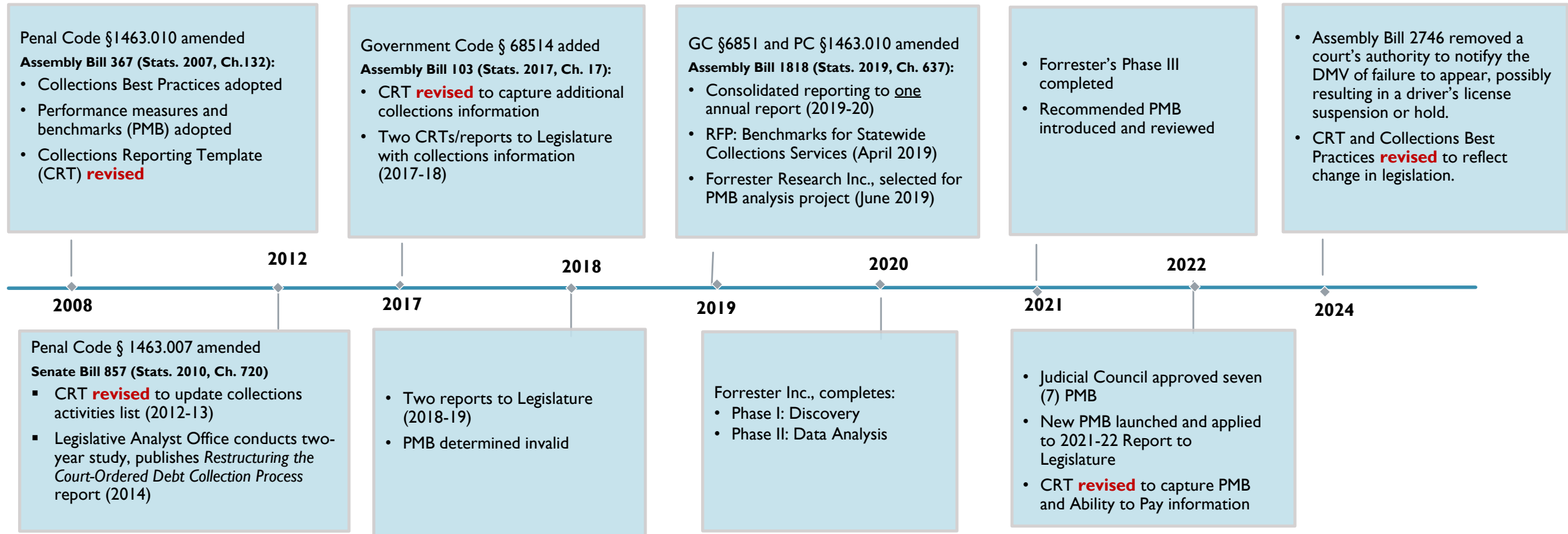
Judicial Council **report annually, on or before December 31, to the Legislature and the Department of Finance** all information required to be collected and reported pursuant to subdivision (a) of Section 68514 of the Government Code.

Government Code § 68514 (a):

- (1) Total non-delinquent revenue collected, and the number of cases associated with those collections.
- (2) Total delinquent revenue collected, and the number of cases associated with those collections, as reported by each superior court and county pursuant to section 1463.010 of the Penal Code.
- (3) Total amount of fines and fees dismissed, discharged, or satisfied by means other than payment.
- (4) A description of the collection activities used pursuant to section 1463.007 of the Penal Code.
- (5) The total amount collected per collection activity.
- (6) The total number of cases by collection activity and the total number of individuals associated with those cases.
- (7) Total operating costs per collection activity.
- (8) The percentage of fines or fees that are defaulted on.
- (9) **The extent to which each court or county is meeting the collections best practices and performance measures and benchmarks, developed pursuant to subdivision (c) of Section 1463.010 of the Penal Code, for its collection program.**
- (10) Any changes necessary to improve the performance of collection program statewide.

STATEWIDE COLLECTIONS PROGRAM

2008 to 2024



Assembly Bill 2746

- AB 2746 eliminated the hold/suspension of driver's licenses for failure to appear effective January 1, 2023.
- Impacted one of the collection activities in PEN § 1463.007 and reporting on the CRT.
- CRT modifications for 2023-24 report.

Proposed Changes

- Update Collections Best Practices
- Combine PEN 1463.007 collections activities
- Standardize discharge process

Collections Activities Combined

Proposed combining of collections activities to four (4) categories :

1. Internal Collection Program (Court or County)*
 - a. Initial contact (phone, mail, in-person/counter)
 - b. Skip tracing (initial and ongoing, at anytime in the process)
 - c. Wage/bank garnishments and liens
2. Franchise Tax Board Court-Ordered Debt (FTB-COD) program
3. Franchise Tax Board Court-Interagency Intercept Collections (FTB-IIC) program
4. Private Agency



Poll #1

If collections activities were combined into four (4) categories, is your program's system capable of providing complete, accurate data?

- a. Yes
- b. No



2023-24 Collections Reporting Template

CRT Worksheets

1. Contact and Other Information Sheet

2. Program Report

3. Performance Report

4. Annual Financial Report (AFR)

5. Performance Metrics tab

6. Transfers

7. Categories

8. Quality Checklist

Contact and Other Information Sheet

Court/County primary Contact

| | |
|---|----------------------|
| 1 Court/County: <input type="text"/> | |
| 2 Court Contact: | |
| Telephone Number: | <input type="text"/> |
| E-mail Address: | <input type="text"/> |
| 3 County Contact: | |
| Telephone Number: | <input type="text"/> |
| E-mail Address: | <input type="text"/> |
| 4 List collection agencies or programs used by order in which debt is referred: | |
| 1: | <input type="text"/> |
| 2: | <input type="text"/> |
| 3: | <input type="text"/> |
| 4: | <input type="text"/> |
| 5: | <input type="text"/> |

Case referral/transfer process

Penal Code § 1463.007 components

| Item # | Item 4 | Category | Item 5 | Item 6a | Item 6b | Item 7 |
|---|--|----------|--|---------|--|--------|
| 5. Below is a description of the collection components (activities) authorized by Penal Code section 1463.007. As required by Government Code section 69514, for items 4, 5, 6a, 6b and 7, input the requested information for each collection activity that the court/county program currently uses: | | | | | | |
| 6 | a. Attempt to telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options. | 1 | | | Enter data as part of Category 3, (activity 1) | |
| 7 | b. Notify delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency. | 2 | | | | |
| 8 | c. Generate internal monthly reports to track collection data, such as age of debt and delinquent amounts outstanding. | 3 | | | | |
| 9 | d. Use Department of Motor Vehicle information to locate delinquent debtors. | 4 | | | | |
| 10 | e. Accept payment of delinquent debt by credit card. | 3 | Enter data as part of Category 3, (activity 2), Row 8 above. | | | |
| 11 | a. Send delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collection Program. | 5 | | | | |
| | b. Send delinquent debt to the Franchise Tax Board's Interagency Intercept Collection Program. | 6 | | | | |
| 13 | c. Initiate driver's license suspension or hold action when appropriate for a failure to appear in court. | 7 | | | | |
| 14 | d. Contract with one or more private debt collectors to collect delinquent debt. | 8 | | | | |
| 15 | e. Send monthly bill or account statements to all delinquent debtors. | 2 | Enter data as part of Category 2 (activity 1), Row 7 above. | | | |
| 16 | f. Contract with local, regional, state, or national skip tracing or locator services or services to locate delinquent debtors. | 4 | Enter data as part of Category 4, (activity 1) Row 9 above. | | | |
| 17 | g. Coordinate with the probation department to locate debtors who may be on formal or informal probation. | 4 | Enter data as part of Category 4, (activity 1) Row 9 above. | | | |
| 18 | h. Use Employment Development Department employment and usage information to collect delinquent debt. | 4 | Enter data as part of Category 4, (activity 1) Row 9 above. | | | |
| 19 | i. Establish wage and bank account garnishments where appropriate. | 9 | | | | |
| 20 | j. Place liens on real property owned by delinquent debtors when appropriate. | 9 | Enter data as part of Category 9, (activity 1) Row 19 above. | | | |
| 21 | k. Use an automated dialer or automatic call distribution system to manage telephone calls. | 1 | Enter data as part of Category 1, (activity 1) Row 6 above. | | | |
| 22 | TOTAL: | | \$0 | 0 | 0 | \$0 |

Collections information by activity

| Category Key: (See Category tab for task/activity list) | | | |
|---|----------------|---------------------------------------|--|
| 1-Telephone Contact | 2-Skip Tracing | 3-Bill Mail | |
| 4-Write/Mail/Email | 5-FTB-COP | 6-Private Agency | |
| 8-Lobby/Advocate | 9-FTB-LIC | 10-Use of Bank Garnishments and Liens | |

Is the program qualified as a comprehensive collection program?

No

Poll #2

Our program developed a methodology (i.e., workaround) that differs from the CRT Instructions to report on the amount collected and costs by collections activity.

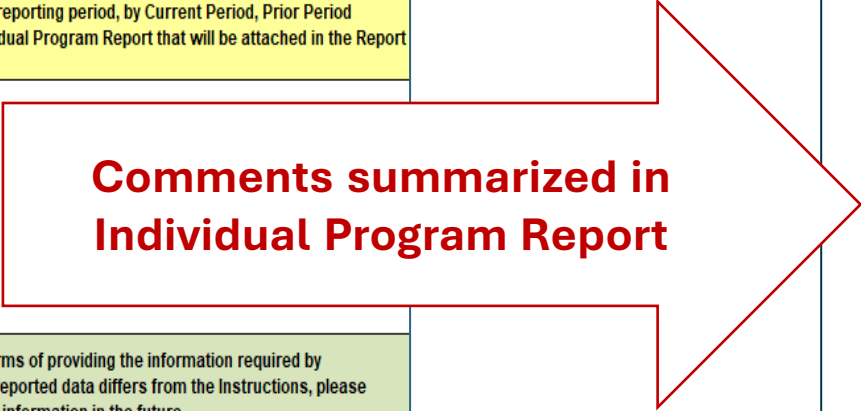
- a. Yes
- b. No
- c. Reporting zero for collections activities

Program Report

- 21 practices
- No benchmark

| Select court/county (see Contact Information worksheet #1) Use the space below to describe your collection program. | | | |
|--|---------------------------|---|----------------------------------|
| Describe the extent to which your collection program is meeting the Judicial Council approved Collections Best Practices and identify any obstacles or problems that prevent the collections program from meeting those objectives. Of the twenty-one (21) Best Practices listed below please check those which your collection program has implemented. Provide an explanation for the best practices currently not being met, below. Also, identify any new or additional practices that have improved your collections program. | | | |
| <input type="checkbox"/> | 1 | Develop plan and put in a written MOU that implements and enhances a program in which the court/county collaborate to collect court-ordered debt and monies owed to a court under court order. | |
| <input type="checkbox"/> | 2 | Establish and maintain a cooperative superior court and county collection committee responsible for compliance, reporting, and internal enhancements of the joint collection program. | |
| <input type="checkbox"/> | 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. | |
| <input type="checkbox"/> | 4 | Complete all data components in the Collections Reporting Template. | |
| <input type="checkbox"/> | 5 | Reconcile amounts placed in collection to the supporting case management and/or accounting systems. | |
| <input type="checkbox"/> | 6 | Retain the joint court/county collection reports and supporting documents for at least three years. | |
| <input type="checkbox"/> | 7 | Take appropriate steps to collect court-ordered debt locally before referring it to the Franchise Tax Board for collection. | |
| <input type="checkbox"/> | 8 | Participate in the Franchise Tax Board Court-Ordered Debt (COD) collection program. | |
| <input type="checkbox"/> | 9 | Participate in the Franchise Tax Board Interagency Intercept Collections (IIC) program. | |
| <input type="checkbox"/> | 10 | Establish a process for handling the discharge of accountability for uncollectible court-ordered debt. | |
| <input type="checkbox"/> | 11 | Conduct trials by written declaration under Vehicle Code section 40903 and, as appropriate in the context of such trials, impose a civil assessment. | |
| <input type="checkbox"/> | 12 | Evaluate the effectiveness and efficiency of external collection agencies or companies to which court-ordered debt is referred for collection. | |
| <input type="checkbox"/> | 13 | Accept payments via credit and debit card. | |
| <input type="checkbox"/> | 14 | Accept payments via the Internet. | |
| <input type="checkbox"/> | 15 | Include in a collection program all court-ordered debt and monies owed to the court under a court order. | |
| <input type="checkbox"/> | 16 | Include financial screening to assess each individual's ability to pay prior to processing installment payment plans and account receivables. | |
| <input type="checkbox"/> | 17 | Use restitution rebate, as authorized by Government Code section 13963(f), to further efforts for the collection of funds owed to the Restitution Fund. | |
| <input type="checkbox"/> | 18 | 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. | |
| <input type="checkbox"/> | 19 | 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. | |
| <input type="checkbox"/> | 20 | 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. | |
| <input type="checkbox"/> | 21 | Require private vendors to complete the components of the Collections Reporting Template that corresponds to their collection programs. | |
| Please identify areas in collections or distribution (check all that apply) in which program staff would like to receive training, assistance, or additional information. | | | |
| <input checked="" type="checkbox"/> | Audits (Judicial Council) | <input checked="" type="checkbox"/> | Revenue Distribution |
| <input checked="" type="checkbox"/> | Audits (SCO) | <input checked="" type="checkbox"/> | Discharge from Accountability |
| <input checked="" type="checkbox"/> | Adjustments | <input checked="" type="checkbox"/> | Ability to Pay Program |
| <input checked="" type="checkbox"/> | Cost Recovery | <input checked="" type="checkbox"/> | Other Collections-Related Issues |
| Comments or explanations: | | | |

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 performance for the reporting period, by Current Period, Prior Period Inventory, and Combined, that you wish included in the Individual Program Report that will be attached in the Report to the Legislature. |
|  <p>Comments summarized in Individual Program Report</p> |
| Please explain the extent of your reporting capabilities in terms of providing the information required by GC § 68514. If data cannot be provided at this time or if the reported data differs from the Instructions, please describe the submitted data and any plans for providing this information in the future. |
| Additional operational information about your collections program for the reporting period. |

Alameda: Summary of Collection Reporting Template 2022–23

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

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance
 According to the Alameda collections program, the private agency, the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs have decreased due to the reduction of the civil assessment. This is also due in part to the post pandemic spike in 2021–22 and the lift of pandemic restrictions. The adjustments amount of \$82,729,095 reflects a large spike due to the Assembly Bill 199 civil assessment vacated which reduced the ending balance significantly from the prior fiscal year. A large percentage of the court-ordered debt inventory returned (90,373 cases total) was transferred and added back to private agency inventory. Case referrals for the Current Period remained the same, but dropped for the Prior Period because of AB 199. The court dismissed all civil assessments and recalled cases from the private agency. The adjustment score increased due to legislative changes. The cost of collections dropped due to cases being recalled from collections and active with the court.

The FTB-COD program does not report the defaulted installment agreement amounts. The court was able to provide data in all categories. There was no discharge from accountability in this fiscal year, but the court plans to discharge accounts in the near future.

This year there was a 5 percent drop in the number of cases established, transferred, and referred over the number of cases with payments received, due to AB 199. The revenue for ability to pay decreased from last year due to the dismissal of civil assessments. As of January 1, 2023, the court no longer collects installment payments or initiates DMV holds on driver’s licenses for failure to appear cases.

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

Annual Financial Report

| REPORTING PERIOD | | Col. A | | | | | | | | | | |
|--|---|---|--|--|---|--|--|--|---|--|--|---|
| 1 | Beginning Date-First Day of Reporting Period | 11-Jul-22 | | | | | | | | | | |
| 2 | Ending Date-Last Day of Reporting Period | 31-Jun-23 | | | | | | | | | | |
| CURRENT PERIOD [NEWLY-ESTABLISHED] DELINQUENCY DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | | | |
| Row | Program | Number of Cases Established or Referred as Delinquent | Value of Cases Established or Referred as Delinquent | Number of Cases with Payments Received [Items 1 and 2] | Gross Revenue Collected | Cost of Collections [Fiscal Code 1463.007] <i>enter as negative number</i> | Adjustment: Annual satisfied by Suspension, Dismissal or Alternative | Discharge from Accountability [Item 3] | Net Value of Newly Established Delinquent Debt at End of Period [Col. C - E - G] | Value of Cases as Installment Agreement [Item 4] | Default Balance Installment Agreement [Item 5] | Percentage of Debt Defaulted on [Installment Agmt.] [Col. H x Col. I] |
| 3 | Non-Delinquent Collections | Col. B | Col. C | Col. D | Col. E | Col. F | Col. G | Col. H | Col. I | Col. J | Col. K | Col. L |
| 4 | Casual Collections Program | | | | | | | | | | | |
| 5 | Casual Collections Program | | | | | | | | | | | |
| 6 | Private Agency | | | | | | | | | | | |
| 7 | FTD Court-Ordered Debt | | | | | | | | | | | |
| 8 | FTD Interagency/Interjurisdictional Collections | | | | | | | | | | | |
| 9 | Inter-Agency Program | | | | | | | | | | | |
| 10 | Other | | | | | | | | | | | |
| 11 | Total Delinquent | | | | | | | | | | | |
| PRIOR PERIOD [PREVIOUSLY-ESTABLISHED] DELINQUENCY DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | | | |
| Row | Program | Number of Delinquent Cases at Period Beginning [Ending Balance from Transfer] | Value of Delinquent Cases at Period Beginning [Ending Balance from Transfer] | Number of Cases with Payments Received | Gross Revenue Collected | Cost of Collections [Fiscal Code 1463.007] <i>enter as negative number</i> | Adjustment: Annual satisfied by Suspension, Dismissal or Alternative | Discharge from Accountability | Net Value of Previously Established Delinquent Debt at End of Period [Col. M - P - R] | Value of Cases as Installment Agmt. [Ending Balance from Prior Year] | Default Balance Installment Agreement | Percentage of Debt Defaulted on [Installment Agmt.] [Col. V x Col. W] |
| 12 | Non-Delinquent Collections | Col. M | Col. N | Col. O | Col. P | Col. Q | Col. R | Col. S | Col. T | Col. U | Col. V | Col. W |
| 13 | Casual Collections Program | | | | | | | | | | | |
| 14 | Casual Collections Program | | | | | | | | | | | |
| 15 | Private Agency | | | | | | | | | | | |
| 16 | FTD Court-Ordered Debt | | | | | | | | | | | |
| 17 | FTD Interagency/Interjurisdictional Collections | | | | | | | | | | | |
| 18 | Inter-Agency Program | | | | | | | | | | | |
| 19 | Other | | | | | | | | | | | |
| 20 | Total Delinquent | | | | | | | | | | | |
| COMBINED: BEGINNING AND ENDING BALANCES; FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | | | |
| Row | Program | Number of Cases Beginning Balance | Value of Cases Beginning Balance | Gross Revenue Collected | Cost of Collections [Fiscal Code 1463.007] | Adjustments | Discharge from Accountability | Net Change in Value | Number of Cases Ending Balance | Value of Cases Ending Balance | Error Message | |
| 21 | Non-Delinquent Collections | Col. X | Col. Y | Col. Z | Col. AA | Col. AB | Col. AC | Col. AD | Col. AE | Col. AF | Col. AG | |
| 22 | Casual Collections Program | | | | | | | | | | | |
| 23 | Casual Collections Program | | | | | | | | | | | |
| 24 | Private Agency | | | | | | | | | | | |
| 25 | FTD Court-Ordered Debt | | | | | | | | | | | |
| 26 | FTD Interagency/Interjurisdictional Collections | | | | | | | | | | | |
| 27 | Inter-Agency Program | | | | | | | | | | | |
| 28 | Other | | | | | | | | | | | |
| 29 | Total Delinquent | | | | | | | | | | | |
| COLLECTIONS FROM CASES SUBJECT TO ABILITY TO PAY DETERMINATION | | | | | | | | | | | | |
| Row | Period | Out-of-ATP Revenue: Mandatorially | Out-of-ATP Revenue: Delinquent | Out-of-ATP Revenue: Combined | In-Process ATP Revenue: Mandatorially | In-Process ATP Revenue: Delinquent | In-Process ATP Revenue: Combined | Out-of-ATP Cases of Installment Payment: Mandatorially | Out-of-ATP Cases of Installment Payment: Claimed | In-Process ATP Cases of Installment Payment: Mandatorially | In-Process ATP Cases of Installment Payment: Claimed | |
| 30 | Current Period | Col. AH | Col. AI | Col. AJ | Col. AK | Col. AL | Col. AM | Col. AN | Col. AO | Col. AP | Col. AQ | |
| 31 | Prior Period | | | | | | | | | | | |
| 32 | Combined Periods | | | | | | | | | | | |
| VICTIM RESTITUTION [PC 12B2.4] | | | | | | | | | | | | |
| Row | Program | Number of Cases [Ending Balance from Prior Year] | Value of Cases [Ending Balance from Prior Year] | Number of Cases Established/ Referred/ Transferred in Period | Value of Cases Established/ Referred/ Transferred in Period | Gross Revenue Collected | Balance Modifications | Net Change in Value | Number of Cases Ending Balance | Value of Cases Ending Balance | Error Message | |
| 33 | Non-Delinquent Collections | Col. AR | Col. AS | Col. AT | Col. AU | Col. AV | Col. AW | Col. AX | Col. AY | Col. AZ | Col. BA | |
| 34 | Casual Collections Program | | | | | | | | | | | |
| 35 | Casual Collections Program | | | | | | | | | | | |
| 36 | Private Agency | | | | | | | | | | | |
| 37 | FTD Court-Ordered Debt | | | | | | | | | | | |
| 38 | FTD Interagency/Interjurisdictional Collections | | | | | | | | | | | |
| 39 | Inter-Agency Program | | | | | | | | | | | |
| 40 | Other | | | | | | | | | | | |
| 41 | Total Delinquent | | | | | | | | | | | |
| Reviewed by Court | | | | Reviewed by Casely | | | | | | | | |
| Printed Name | | Signature | | Printed Name | | Signature | | | | | | |
| Date | | Title [Court Executive or Presiding Judge] | | Date | | Title [Casely Officer, Controller, or Clerk] | | | | | | |

Current Period

Prior Period

Combined Total

Ability to Pay

Victim Restitution

Date Elements



Revenue

- Report revenue collected for nondelinquent and delinquent cases and the associated number of cases.
- Report the number of cases with payments received, **not** the number of payments.
- **All** collections information should be separated by period.
- **All** collections information not separated by period should be reported in Prior Period.



Costs

- Authorized by PEN § 1463.007
- Program must comply with PEN § 1463.010(b)
- Program must meet 10 of 16 collections activities
- Program must separately track and report delinquent revenue
- *Guidelines and Standards for Cost Recovery*



Adjustments

- Include only court-ordered suspensions, dismissals, and alternative payments such as community service or post sentence service of time in custody in lieu of fine, or other non-cash adjustments that occurred during the reporting period.
 - May include ability to pay reduced amounts and administrative fees repealed or vacated because of legislative change.



Discharge

- Discharge is authorized and approved by responsible collecting entity (Government Code § 25257 and § 25259.7)
- Discharge relieves collecting entity of obligation to actively pursue the debt.
- Discharge **does not** relieve individual of obligation to pay debt amount owed.
- Discharge score (metric) is impacted by residual outstanding balance.
- Discharged cases *may* be referred to FTB-IIC.
- Report payments on discharged case as revenue in Column E, and the same value (not case balance) should be reported in Column C. One (1) case should be reported in Columns B and D.

Poll #3

Our program processes outstanding delinquent debt for discharge from accountability when there has been no collections activity on case for:

- a. Less than 5 years
- b. Between 5 and 10 years
- c. More than 10 years
- d. No discharge process in place

Ability to Pay (ATP) Program

- Programs **may not** charge a defendant an administrative fee for payment plans on nondelinquent and delinquent accounts, for an online or in-person (paper form) ability-to-pay determination request.
- Programs may claim costs associated with ATP installment payment plans (GOV § 68645):
 - **Nondelinquent:** claim **up to** \$35 (PEN 1463.007(d)) per approved payment plan
 - **Delinquent:** recover costs, **up to actual**, per regular collections practices (PEN § 1463.007)

Reporting Administrative Costs

Collections Reporting Template (CRT):

Report costs recovered, up to actual, per normal collections practices.

Cost Recovery Report Template (CRRT):

Report costs recovered, up to \$35, per approved payment plan (PEN1463.007(d))

Collections Reporting Template

Report nondelinquent, delinquent, and combined revenue totals collected from **ALL** online and in-person (paper form) ATP determination requests:

| Online ATP Revenue: Nondelinquent | Online ATP Revenue: Delinquent | Online ATP Revenue: Combined | In-Person ATP Revenue: Nondelinquent | In-Person ATP Revenue: Delinquent | In-Person ATP Revenue: Combined |
|--------------------------------------|-----------------------------------|---------------------------------|---|--------------------------------------|------------------------------------|
| Col. AH | Col. AI | Col. AJ | Col. AK | Col. AL | Col. AM |
| | | - | | | - |
| | | - | | | - |
| - | - | - | - | - | - |



Collections Reporting Template (cont'd)

Report the number of cases and costs claimed for **ALL** nondelinquent cases, from Online and In-Person (paper form) ATP determination requests:

| Online ATP Cases w/ Installment Payments: Nondelinquent | Online ATP Installment Costs Claimed: Nondelinquent | In-Person ATP Cases w/ Installment Payments: Nondelinquent | In-Person ATP Installment Costs Claimed: Nondelinquent |
|---|---|--|--|
| Col. AN | Col. AO | Col. AP | Col. AQ |
| | | | |
| - | - | - | - |

Cost Recovery Report Template (CRRT)

- CRRT is a different report, submitted monthly to Branch Accounting and Procurement (BAP).
- Cost calculated at the maximum \$35 rate.

| ADMINISTRATIVE SERVICES | | | |
|---|--|---|--|
| 10% of Salaries and Wages as permitted under Trial Court Financial Policies and Procedures Manual and OMB Circular A-87 | 10% | 0 | |
| or | | | |
| Administrative Services (Use ICRP Rate) | Fiscal Year | ICRP Percentage | |
| <small>*If using ICRP Rate, enter your rate in cell D63</small> | YYYY | \$ | - |
| Total Administrative Services | | | \$ - |
| ABILITY TO PAY DETERMINATION REQUESTS | | | |
| | Number of non-delinquent installment payment plans ordered | Fee (up to \$35.00) charged and waived by court | |
| Approved ATP Installment Plans  | | \$ 35.00 | \$ - |
| All Revenue should be recorded in Phoenix as follows: GL 821203 Enhanced Collections - Cost Recovery | | | |
| | | Phoenix General Fund 110001 Total | \$ - |
| | | Phoenix Enhanced Collections Fund 120007 Total | \$ - |
| Total Costs subject to recovery prior to any revenue distribution | | | \$ -  |

Poll #4

- A collections program may recover costs of up to \$35 for ATP cases per:
- a. Court-approved extension on payment due date.
 - b. Court-approved installment payment plan.
 - c. Court-approved reduction of outstanding balance.

Victim Restitution

- Victim restitution (VR) collection costs are not recoverable under PEN 1463.007.
- Distribution of VR payments is first priority, under PEN 1203.1(d).
- Collection of VR is Probation Dept., or court responsibility, generally.
- Report VR **only** in this section of AFR:

| VICTIM RESTITUTION (PC 1202.4) | | | | | | | | | | | |
|--------------------------------|--------------------------------------|--|---|--|---|-------------------------|-----------------------|---------------------|-------------------------------------|------------------------------------|----------------|
| Row | Program | Number of Cases - (Ending Balance from Prior Year) | Value of Cases - (Ending Balance from Prior Year) | Number of Cases Established/ Referred/ Transferred in Period | Value of Cases Established/ Referred/ Transferred in Period | Gross Revenue Collected | Balance Modifications | Net Change in Value | Number of Cases - Ending Balance | Value of Cases - Ending Balance | Error Messages |
| | | Col. AR | Col. AS | Col. AT | Col. AU | Col. AV | Col. AW | Col. AX | Col. AY | Col. AZ | Col. BA |
| 33 | Non-Delinquent Collections | | | | | | | | | | |
| 34 | Court Collection Program | | | | | | | 0 | | - | |
| 35 | County Collection Program | | | | | | | 0 | | - | |
| 36 | Private Agency | | | | | | | 0 | | - | |
| 37 | FTB Court-Ordered Debt | | | | | | | 0 | | - | |
| 38 | FTB Interagency Intercept Collection | | | | | | | 0 | | - | |
| 39 | Intra-Branch Program | | | | | | | 0 | | - | |
| 40 | Other | | | | | | | 0 | | - | |
| 41 | Total Delinquent | - | - | - | - | - | | 0 | - | - | |

Performance Metrics Tab

- Table is formula driven except for comments box.
- Space in comments box is limited. Provide brief explanation of low/high numbers.

| Collector Effective Index | Current | Prior | Combined |
|--|-------------|-------|----------|
| | | | |
| First Year Resolution Rate | | | |
| | | | |
| Spend Efficiency Score | Current | Prior | Combined |
| Court Collection Program | | | |
| County Collection Program | | | |
| Private Agency | | | |
| FTB Court-Ordered Debt | | | |
| FTB Interagency Intercept Collection | | | |
| Intra-Branch Program | | | |
| Other | | | |
| | | | |
| Cost to Referral Ratio | Current | Prior | Combined |
| | | | |
| Adjustment Score | Adjustments | Score | |
| | \$0 | | |
| Discharge Score | Discharges | Score | |
| | \$0 | | |
| Risk Monitor | | | |
| | | | |
| Please provide any brief comments on your performance measures you wish included in the Dashboard for your program. (500 character maximum) | | | |
| | | | |

Transfer Sheet

- Use of this form is optional.
- Use form to show the *net* transfer of cases between programs.

| | Number of Delinquent Cases at Period Beginning (Ending Balance from Prior Year – Col. AE) | Value of Delinquent Cases at Period Beginning (Ending Balance from Prior Year – Col. AF) | Number of Cases Transferred Between Programs | Value of Cases Transferred Between Programs | Adjusted Number of Delinquent Cases at Period Beginning (Enter in Col. M) | Adjusted Value of Delinquent Cases at Period Beginning (Enter in Col. N) |
|--------------------------------------|--|---|--|---|--|---|
| Program | Col. 1 | Col. 2 | Col. 3 | Col. 4 | Col. M | Col. N |
| Non-Delinquent Collections | | | | | | |
| Court Collection Program | | | | | - | - |
| County Collection Program | | | | | - | - |
| Private Agency | | | | | - | - |
| FTB Court-Ordered Debt | | | | | - | - |
| FTB Interagency Intercept Collection | | | | | | |
| Intra-Branch Program | | | | | - | - |
| Other | | | | | - | - |
| Sub-total Delinquent | - | - | - | - | - | - |

| PC 1463.007 Collections Activity | Category | Task/Activity |
|---|--|---|
| 3a. Attempts telephone contact with delinquent debtors for whom the program has a telephone number k. Uses an automated dialer or automatic call distribution system to manage telephone calls. | 1= Telephone Contact | Outbound Call Inbound Call Dialer blast messaging |
| 3b. Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 35 days of delinquency. 4e. Sends monthly bills or account statements to all delinquent debtors. | 2= Written Notice(s) | Delinquent Notice (Failure to Appear, Failure to Pay, Civil Assessment) Handle all collections-related mail correspondence E-mail received Email sent |
| 3c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding. 3e. Accepts payment of delinquent debt by credit card. | 3= Lobby/Counter | Receive/post cash, check and credit card payments Provide case information to individuals Establish payment plan agreements including amendments to existing plan Schedule walk-in arraignment, upon individual's request to go before a judge Update DMV, if needed Enter notes on the case, etc. Work the Out of Court--Collection Queue (Judge orders case be handled in collections) Process all criminal and juvenile probation orders; update financials and establish payment plans. Process all criminal and juvenile DA forms; update financials and establish payment plans Process payments from Intra-branch, generate weekly payment report Process payments and commission credit adjustments from private agency. Assist vendor w/ case info., account balances, email them any directives from Judge on case and prepare commission checks at the end of month. Process all payments and commission credit adjustments from FTB-COD. Contact FTB-COD for additional information such as account balances, levy actions, etc. |
| 3d. Uses Department of Motor Vehicles information to locate delinquent debtors. 4f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors. 4g. Coordinates with the probation department to locate debtors who may be on formal or informal probation. 4h. Uses Employment Development Department employment and wage information to collect delinquent debts. | 4= Skip Tracing | Perform skip tracing (DMV, internet, third party vendors) Obtain debtor information from probation and/or EDD |
| 4a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program. | 5= FTB-COD | Refer case to FTB-COD |
| 4b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program. | 6= FTB-IIC | Refer case to FTB-IIC |
| 4c. Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court. | 7= DL Hold/Suspension | Send abstract to DMV for Failure to Appear driver's license hold/suspension |
| 4d. Contracts with one or more private debt collectors to collect delinquent debt. | 8= Private Agency | Refer case to private collection agency |
| 4i. Establishes wage and bank account garnishments where appropriate. 4k. Places liens on real property owned by delinquent debtors when appropriate. | 9= Wage/Bank Garnishments and Liens | Wage and/or bank accounts are garnished Place liens |
| Sample list of activities/tasks to be used to report activities utilized in the collection of delinquent court-ordered debt. See corresponding "Category" on the Contact and Other Information Sheet, Items 5, 6 and 7. | | |

Categories

16 The number of collections activities required under PEN 1463.007.

9 The number of categories created to simplify GOV 68514 reporting requirements.

4 The *proposed* number of categories, reduced based on reporting limitations.

Quality Checklist

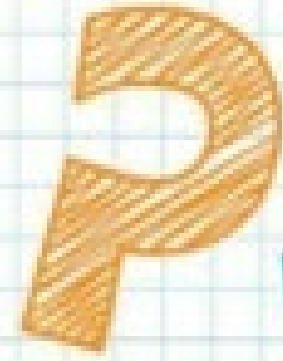
- Each section of Annual Financial Report represented.
- Useful self-auditing tool.

| CURRENT PERIOD: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | |
|--|--------------------------|---|
| 6 | <input type="checkbox"/> | Row 3, Column D, includes revenues collected for non-delinquent infraction, misdemeanor, and felony cases that were paid in full on or before the accounts receivable (A/R) payment plan. Row 3, Column E includes the number of cases associated with non-delinquent revenue collections report |
| | <input type="checkbox"/> | Rows 4-10 include all fines, fees, forfeitures, penalties, and assessments on traffic, criminal, and juvenile delinquency case types (infraction, misdemeanor, and juvenile delinquency) (see Rows 33-41 for more information). |
| | <input type="checkbox"/> | Rows 4-10, include newly established/referred/transferred cases, gross revenue collected, adjustments, or discharges posted during the reporting period. |
| | <input type="checkbox"/> | Rows 4-10, Column B, include the total number of new cases established, referred, or transferred within the reporting period. Any cases that were referred or transferred to collections, are considered new cases and should be reported in this column (the corresponding value of these cases should be reported in this column if multiple cases were bundled into one case, only one (1) case should be reported in Column B). |
| | <input type="checkbox"/> | Rows 4-10, Column C, include the total value of the corresponding cases in Column B, that were established, referred, or transferred during the reporting period. |
| | <input type="checkbox"/> | Rows 4-10, Column D, include the number of cases with payment(s) received during the reporting period. The number of cases reported may be equal to or less than the number of cases established in Column B. |
| | <input type="checkbox"/> | Rows 4-10, Column E, include all monies received towards the satisfaction of delinquent court-ordered debt, including installment payments. |
| | <input type="checkbox"/> | Rows 4-10, Column F, include the cost of collections that, pursuant to PC 1463.007, is allowable to offset revenue prior to distribution to other departments. Collections is entered in Column F as a negative number unless posting a reversal. |
| | <input type="checkbox"/> | Value reported in Column G includes the total value of court-ordered debt satisfied by court-ordered dismissal, suspension, or by means other than payment. Value reported in Column H includes alternative sentences (e.g., community service or time served in custody in lieu of fine) or non-cash adjustments to the amount outstanding for individual debt items. |
| 10 | <input type="checkbox"/> | Value reported in Column H includes all debt deemed uncollectible that was established and discharged in the reporting period, per Government Code Section 1463.007. |
| 11 | <input type="checkbox"/> | Column I is the change in value of Cases Referred/Established/Transferred minus (-) Gross Collections, Adjustments, and Discharged debt. (Column I = Column C - Column F - Column G - Column H) |
| 12 | <input type="checkbox"/> | Rows 4-10, Column J, includes the value of all cases set-up on an installment agreement (A/R or monthly installment payment plan) by the court or probation department. |
| 13 | <input type="checkbox"/> | Rows 4-10, Column K, includes the balances from delinquent cases where the individual is non-compliant with the terms of the agreement (i.e., payment plan was not reinstated at the end of the fiscal year). |
| 14 | <input type="checkbox"/> | Column L is formula driven and calculates the percentage of fines and fees defaulted on by dividing the installment agreement balance (amount of court-ordered debt set-up on payment plan (Col. K) Col. J) |
| PRIOR PERIODS INVENTORY: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | |
| 15 | <input type="checkbox"/> | Row 12, Column P, includes revenues collected for non-delinquent infraction, misdemeanor and felony cases that were paid in full on or before the accounts receivable (A/R) payment plan. Row 12, Column Q includes the number of cases associated with non-delinquent revenue collections report |
| 16 | <input type="checkbox"/> | Rows 13-19 include all fines, fees, forfeitures, penalties, and assessments on traffic, criminal, and juvenile delinquency case types (infraction, misdemeanor, and juvenile delinquency) (see Row 33-41 for more information). |
| 17 | <input type="checkbox"/> | Rows 13-19 include all cases in inventory referred or transferred to a collections program in a prior period, and gross revenue collected, court-ordered debt, or discharges that were received and posted during the current reporting period. |
| 18 | <input type="checkbox"/> | Rows 13-19, Column O, include the number of cases with payments received during the reporting period. Note: any late postings from prior year should be reported in Column N as part of the ending balance from prior year. |
| 19 | <input type="checkbox"/> | Rows 13-19, Column P, include all monies received towards the satisfaction of delinquent court-ordered debt. |
| 20 | <input type="checkbox"/> | Rows 13-19, Column Q, include the cost of collections that, pursuant to PC 1463.007, is allowable to offset revenue prior to distribution to other departments. Collections is entered in Column Q as a negative number unless posting a reversal. |
| 21 | <input type="checkbox"/> | Rows 13-19, Column R, includes the total value of court-ordered debt satisfied by court-ordered dismissal, suspension, or by means other than payment. Value reported in Column S includes alternative sentences (e.g., community service or time served in custody in lieu of fine) or non-cash adjustments to the amount outstanding for individual debt items. |
| | <input type="checkbox"/> | Value reported in Column S includes all previously established debt deemed uncollectible and discharged in the reporting period, per Government Code Section 1463.007. |
| | <input type="checkbox"/> | Value reported in Column T is the change in Value of Cases (Ending Balance from Prior Year) minus (-) Gross Collections, Adjustments, and Discharged debt. (Column T = Column R - Column Q - Column S - Column T) |
| | <input type="checkbox"/> | Column U is the value of cases carried over from the prior year for all cases on an installment agreement that remained unpaid at the end of the year. |
| | <input type="checkbox"/> | Column V includes the balance from all cases on an installment agreement carried over where payment(s) were not received in the reporting period. |
| | <input type="checkbox"/> | Column W captures the percentage of delinquent fines and fees payable in installments that were defaulted on. The cell is formula driven and calculates the percentage of delinquent fines and fees payable in installments that were defaulted on by dividing the value of cases (carried over) on installment agreements (Column V/Column U) |

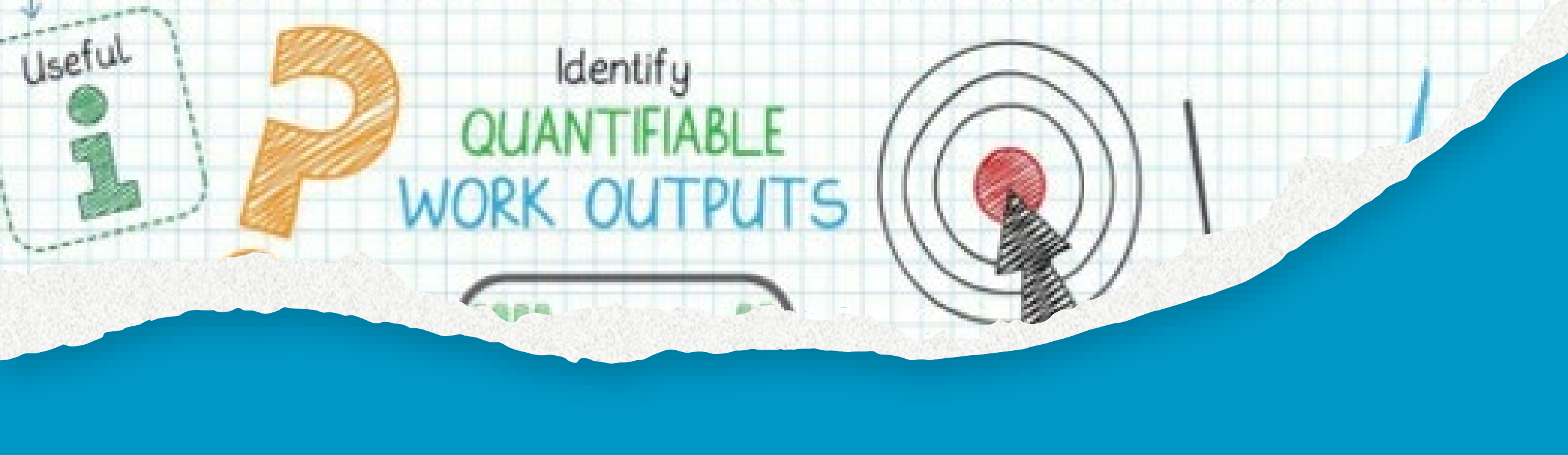
EMPLOYEE

Less is More

METRICS



Identify
QUANTIFIABLE
WORK OUTPUTS



Performance Metrics:

| Measure | Definition | Formula |
|----------------------------------|--|---|
| Collector Effective Index (CEI) | Percentage of case referrals with payment received versus total referrals of that age, Current and Prior Period. | $\frac{\text{Number of cases with payment received (n)}}{\text{Number of cases referred (n)}}$ |
| First-year Resolution Rate (FYR) | Percentage of "current" period referral balance resolved within the first year. | $1 - \left(\frac{\text{Change in Value(current)}}{\text{Value of Cases established,referred,transferred (current)}} \right)$ |
| Spend Efficiency Score (SES) | Number of dollars spent to collect \$1 in delinquent referrals for the various programs. | $\frac{\text{Cost of Collections}_{pn}}{\text{Gross Revenue Collected}_{pn}}$ |
| Cost to Referral Ratio | Average dollars spent per referral, of a specific age, Current and Prior Period. | $\frac{\text{Cost of Collections (n)}}{\text{Number of Cases Established (n)}}$ |

Normalizing Metrics:

| Measure | Definition | Formula |
|------------------|--|--|
| Adjustment Score | Represents the dollar value of adjustments against the total referral balance. | $\frac{\text{Adjustments (Combined)}}{\text{Value of Cases Beginning Balance (Combined)}} \times 1000$ |
| Discharge Score | Represents the dollar value of discharges against the total referral balance. | $\frac{\text{Discharge from Accountability (Combined)}}{\text{Value of Cases Beginning Balance (Combined)}} \times 1000$ |
| Risk Monitor | Number of cases which became delinquent as a percentage of total "current" period referrals, including non-delinquent referrals. | $\frac{\text{Number of Cases Established, Referred, Transferred(current)}}{\text{Number of Cases Established (current) + Number of Cases with Payments Received (non - delinquent, current)}}$ |

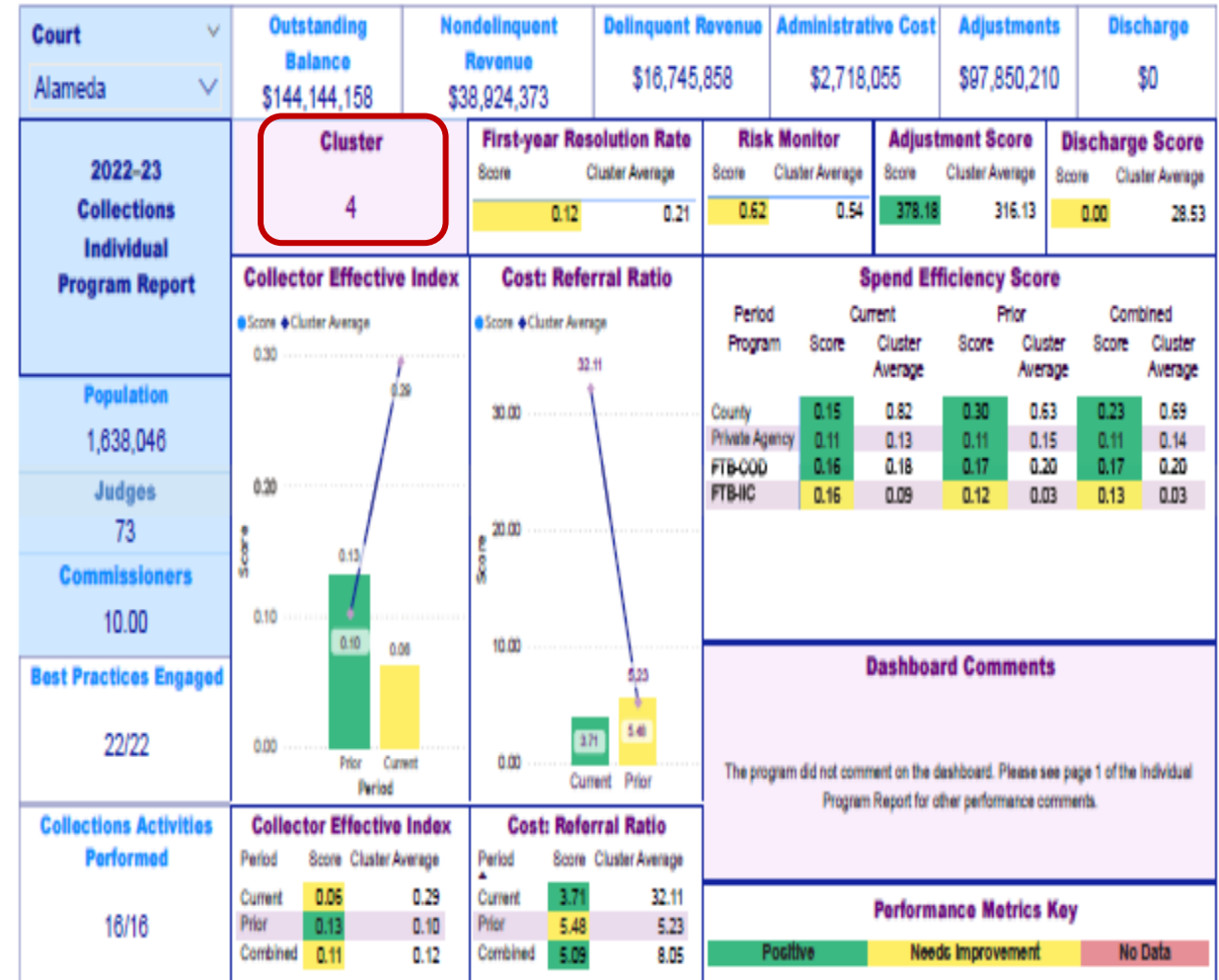
Metrics and Dashboard

| | | | |
|---|-------------|-------|----------|
| Collector Effective Index | Current | Prior | Combined |
| First Year Resolution Rate | | | |
| Spend Efficiency Score | Current | Prior | Combined |
| Court Collection Program | | | |
| County Collection Program | | | |
| Private Agency | | | |
| FTB Court-Ordered Debt | | | |
| FTB Interagency Intercept Collection | | | |
| Intra-Branch Program | | | |
| Other | | | |
| Cost to Referral Ratio | Current | Prior | Combined |
| Adjustment Score | Adjustments | Score | |
| | \$0 | | |
| Discharge Score | Discharges | Score | |
| | \$0 | | |
| Risk Monitor | | | |
| Please provide any brief comments on your performance measures you wish included in the Dashboard for your program. (500 character maximum) | | | |

| | | | | | | |
|---|---------------------------|----------------------------|--|-----------------------|-----------------------|-----------------------|
| Court | Outstanding Balance | Nondelinquent Revenue | Delinquent Revenue | Administrative Cost | Adjustments | Discharge |
| Alameda | \$144,144,158 | \$38,924,373 | \$18,745,858 | \$2,718,055 | \$97,850,710 | \$0 |
| 2022-23 Collections Individual Program Report | Cluster | First-year Resolution Rate | Risk Monitor | Adjustment Score | Discharge Score | |
| | 4 | Score Cluster Average | Score Cluster Average | Score Cluster Average | Score Cluster Average | Score Cluster Average |
| | | 0.12 0.21 | 0.62 0.54 | 378.18 316.13 | 0.00 28.53 | |
| Population | Collector Effective Index | Cost: Referral Ratio | Spend Efficiency Score | | | |
| | 1,838,048 | Score Cluster Average | Period | Current | Prior | Combined |
| Judges | 0.13 0.10 0.08 | Score Cluster Average | Score | Cluster Average | Score | Cluster Average |
| 73 | 32.11 | 3.71 5.48 | County | 0.15 0.82 | 0.30 0.63 | 0.23 0.69 |
| Commissioners | 10.00 | 5.23 8.05 | Private Agency | 0.11 0.13 | 0.11 0.15 | 0.11 0.14 |
| Best Practices Engaged | 22/22 | | FTB-COD | 0.16 0.18 | 0.20 0.20 | 0.17 0.20 |
| 22/22 | | | FTB-IC | 0.16 0.09 | 0.12 0.03 | 0.13 0.03 |
| Collections Activities Performed | 16/16 | | Dashboard Comments | | | |
| | | | The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments. | | | |
| | | | Performance Metrics Key | | | |
| | | | Positive Needs Improvement No Data | | | |

Clusters and Dashboard

| Cluster 1 | Cluster 2 | | Cluster 3 | Cluster 4 |
|------------|-----------------|----------|---------------|----------------|
| Alpine | Butte | Shasta | Contra Costa | Alameda |
| Amador | El Dorado | Siskiyou | Fresno | Los Angeles |
| Calaveras | Humboldt | Sutter | Kern | Orange |
| Colusa | Imperial | Tehama | Monterey | Riverside |
| Del Norte | Kings | Tuolumne | San Francisco | Sacramento |
| Glenn | Lake | Yolo | San Joaquin | San Bernardino |
| Inyo | Madera | Yuba | San Mateo | San Diego |
| Lassen | Marin | | Santa Barbara | Santa Clara |
| Mariposa | Mendocino | | Solano | |
| Modoc | Merced | | Sonoma | |
| Mono | Napa | | Stanislaus | |
| Plumas | Nevada | | Tulare | |
| San Benito | Placer | | Ventura | |
| Sierra | San Luis Obispo | | | |
| Trinity | Santa Cruz | | | |



2022-23 Individual Program Report (sample)

Summary:

Alameda: Summary of Collection Reporting Template 2022-23

Program Overview

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

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

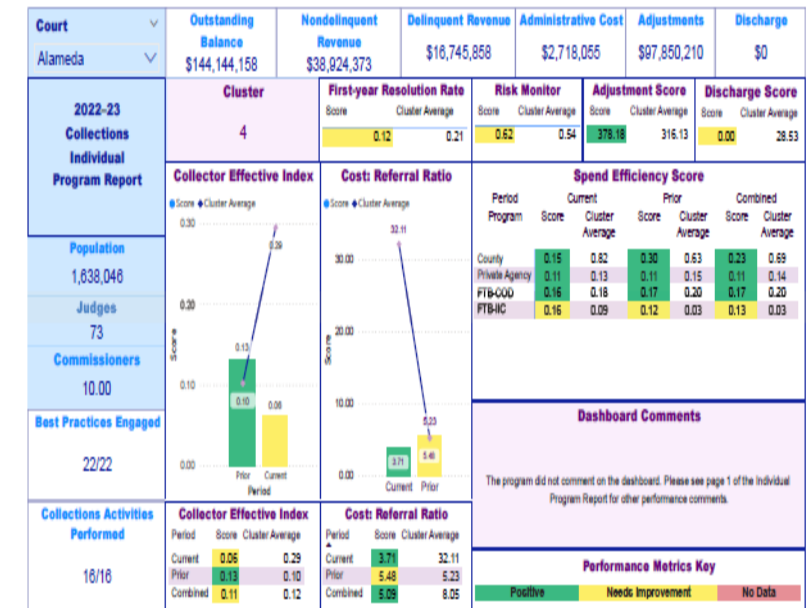
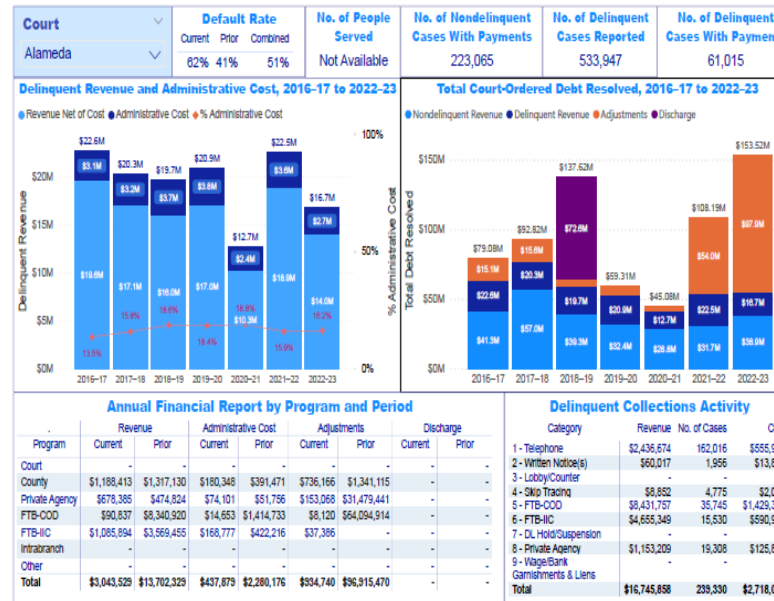
According to the Alameda collections program, the private agency, the Franchise Tax Board's Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs have decreased due to the reduction of the civil assessment. This is also due in part to the post pandemic spike in 2021-22 and the lift of pandemic restrictions. The adjustments amount of \$82,729,095 reflects a large spike due to the Assembly Bill 199 civil assessment vacated which reduced the ending balance significantly from the prior fiscal year. A large percentage of the court-ordered debt inventory returned (90,373 cases total) was transferred and added back to private agency inventory. Case referrals for the Current Period remained the same, but dropped for the Prior Period because of AB 199. The court dismissed all civil assessments and recalled cases from the private agency. The adjustment score increased due to legislative changes. The cost of collections dropped due to cases being recalled from collections and active with the court.

The FTB-COD program does not report the defaulted installment agreement amounts. The court was able to provide data in all categories. There was no discharge from accountability in this fiscal year, but the court plans to discharge accounts in the near future.

This year there was a 5 percent drop in the number of cases established, transferred, and referred over the number of cases with payments received, due to AB 199. The revenue for ability to pay decreased from last year due to the dismissal of civil assessments. As of January 1, 2023, the court no longer collects installment payments or initiates DMV holds on driver's licenses for failure to appear cases.

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

Dashboard:





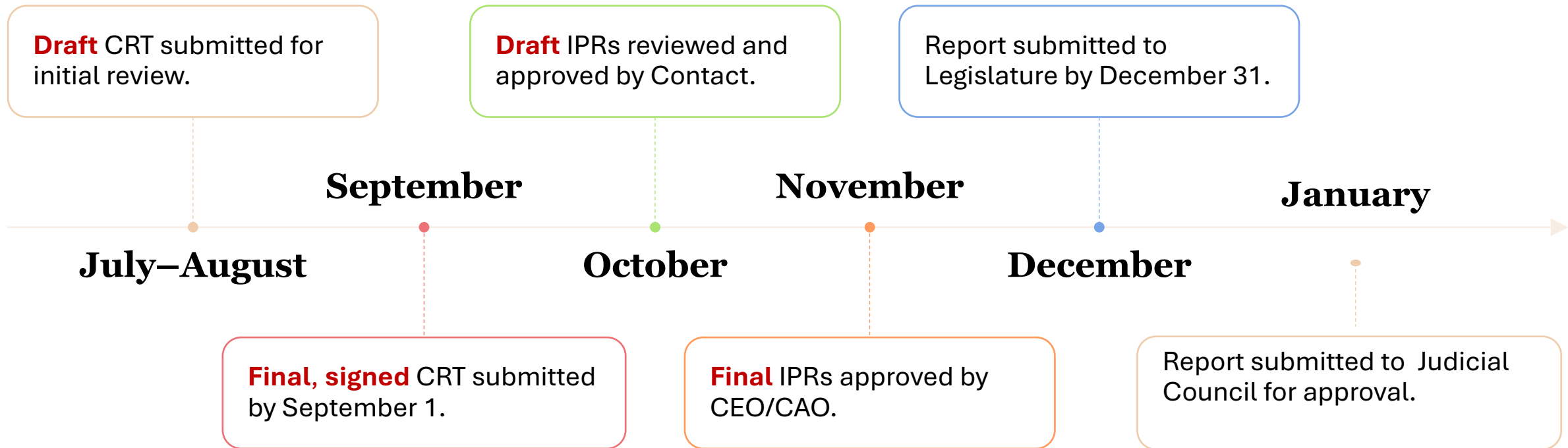
PMB Takeaways

- Metrics use only CRT data
- No specified benchmarks
- Clean data *may* improve performance averages
- Recording of PMB trainings available online.



Reminders and updates...

Reporting Process



Reporting Repealed Fees

Any remaining fees repealed by statute should be dismissed or vacated and reported in CRT as **Adjustments**.



A collecting entity **cannot** continue to collect fees repealed by law.

Private Collection Agencies

- AllianceOne
- Financial Credit Network (FCN)
- Harris & Harris
- Integral Recoveries
- Linebarger Goggan Blair & Sampson, LLP
- Penn Credit
- Transworld Systems, Inc. (TSI)



Data Cleaning



Common Reporting Errors

Missing data

Incorrect data

Repeated (carry over) data

Dated (old) information

No comments on Performance

Contact and Other Information

- ✓ Missing data (e.g., revenue, costs)
- ✓ Collections activities NOT reported
- ✓ Activities checked/un-checked NOT current
- ✓ Totals NOT reconciled with Annual Financial Report

| | | | | | |
|-------------------|-------------------------------|--|--|--|--|
| E-mail Address: | lfisher@stateda.courtr.ca.gov | | | | |
| 3 County Contact: | Matt Yankee | | | | |
| Telephone Number: | (510) 212-6799 | | | | |
| E-mail Address: | matt.yankee@scgov.org | | | | |

| | |
|---|---|
| 4 List collection agencies or programs used by order in which debt is referred: | 1. Courts <input checked="" type="checkbox"/> |
| | 2. Private Agency <input checked="" type="checkbox"/> |
| | 3. FTB-COD <input checked="" type="checkbox"/> |
| | 4. Referral Desk <input checked="" type="checkbox"/> |
| | 5. <input type="checkbox"/> |

| 5 | Item 4 | Category | Item 5 | Item 6a | Item 6b | Item 7 |
|---|---|-------------------------------------|--------|--|---------|-------------|
| Below is a description of the collections components (activities) authorized by Penal Code section 1463.007. As required by Government Code section 68514, for Items 4, 5, 6a, 6b and 7, input the requested information for each collection activity that the court/county program currently uses: | | | | | | |
| 6 a. | Attempts telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options. | <input checked="" type="checkbox"/> | 1 | 850,368 | 27,062 | -235,982 |
| 7 b. | Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency. | <input checked="" type="checkbox"/> | 2 | 239,961 | 16,349 | -118,741 |
| 8 c. | Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding. | <input checked="" type="checkbox"/> | 3 | 231,666 | 212,853 | |
| 9 d. | Uses Department of Motor Vehicles information to locate delinquent debtors. | <input checked="" type="checkbox"/> | 4 | 45,218 | 5,345 | |
| 10 e. | Accepts payment of delinquent debt by credit card. | <input checked="" type="checkbox"/> | 3 | Enter data as part of Category 3, (activity c), Row 8 above. | | |
| 11 a. | Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program. | <input checked="" type="checkbox"/> | 5 | 8,313,159 | 190,310 | -1,245,266 |
| 12 b. | Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program. | <input checked="" type="checkbox"/> | 6 | 457,261 | 60,248 | -47,016 |
| 13 c. | Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court. | <input checked="" type="checkbox"/> | 7 | 1,141,494 | 13,938 | |
| 14 d. | Contracts with one or more private debt collectors to collect delinquent debt. | <input checked="" type="checkbox"/> | 8 | | | |
| 15 e. | Sends monthly bills or account statements to all delinquent debtors. | <input checked="" type="checkbox"/> | 2 | Enter data as part of Category 2 (activity b), Row 7 above. | | |
| 16 f. | Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors. | <input checked="" type="checkbox"/> | 4 | Enter data as part of Category 4, (activity d) in Row 9 above. | | |
| 17 g. | Coordinates with the probation department to locate debtors who may be on formal or informal probation. | <input checked="" type="checkbox"/> | 4 | Enter data as part of Category 4, (activity d) in Row 9 above. | | |
| 18 h. | Uses Employment Development Department employment and wage information to collect delinquent debt. | <input checked="" type="checkbox"/> | 4 | Enter data part of Category 4, (activity d) Row 9 above. | | |
| 19 i. | Establishes wage and bank account garnishments where appropriate. | <input checked="" type="checkbox"/> | 3 | | | |
| 20 j. | Places liens on real property owned by delinquent debtors when appropriate. | <input checked="" type="checkbox"/> | 3 | Enter data as part of Category 3, (activity i) Row 19 above. | | |
| 21 k. | Uses an automated dialer or automatic call distribution system to manage telephone calls. | <input checked="" type="checkbox"/> | 1 | Enter data as part of Category 1, (activity a) Row 6 above. | | |
| 22 TOTAL: | | | | \$11,047,462 | 605,538 | -11,647,011 |

| Additional Information: | Number of | Value (\$) |
|--|-----------|------------|
| 23 If available, provide the total value of fines, fees, forfeitures, penalties, and assessments initially imposed, prior to any adjustments. | | |
| 24 If available, provide the total number and value of cases adjusted (e.g., bail or fine reduced or waived) based on an ability to pay determination. | 1,290 | \$ 385,423 |
| 25 If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) with custody credits in lieu of cash payment. | | |
| 26 If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) with community service in lieu of cash payment. | | |
| 27 If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) by dismissal of charges in lieu of cash payment. | | |

| Category Key: (See Category tab for task/activities list) | | |
|---|----------------|----------------------------------|
| 1-Telephone Contact | 4-Skip tracing | 7-DL Held |
| 2-Written Notices | 5-FTB-COD | 8-Private agency |
| 3-Letters/reminder | 6-FTB-RO | 9-Wage/bank garnishment and Lien |

Is the program qualified as a comprehensive collection program? Yes

Annual Financial Report

- Missing data
 - Case counts
 - Victim restitution
- Data NOT separated by Period

| | | Col. A | | | | | | | | |
|--|--|--|---|--|--|---|---|--|--|---|
| | | 31-Jul-23 | | | | | | | | |
| | | 31-Jul-24 | | | | | | | | |
| CURRENT PERIOD (NEWLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | |
| Number of Cases Established or Referred as Delinquent | Value of Cases Established or Referred as Delinquent | Number of Cases with Payment(s) Received [Items 1 and 2] | Gross Revenue Collected | Cost of Collections [Penal Code 1463.002] refer to negative number | Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative | Discharge from Accountability [Item 3] | Net Value of Newly-Established Delinquent Debt at End of Period [Col. C - F - G] | Value of Cases on Installment Agreement [Item 8] | Default Balance Installment Agreement [Item 9] | Percentage of Debt Defaulted on [Installment Agmt.] [Col. F / Col. H] |
| Col. C | Col. D | Col. E | Col. F | Col. G | Col. H | Col. I | Col. J | Col. K | Col. L | |
| | 49,846 | 49,846 | 49,846,472 | | | | | | | |
| | 18,448,316 | 29,474 | 7,968,874 | [1,532,814] | 748,385 | | 5,295,348 | 7,458,489 | 2,275,845 | 37% |
| 7,458 | 4,333,422 | 539 | 473,882 | [35,376] | | | 4,849,548 | 45,686 | 38,233 | 84% |
| 38,757 | 22,585,485 | 1,288 | 224,735 | [44,353] | | | 22,363,618 | 88,175 | | 8% |
| 4,838 | 1,148,187 | 4,838 | 1,148,187 | [229,621] | | | | | | |
| | | | | | | | | | | |
| 75,381 | 47,481,258 | 35,383 | 9,587,855 | [1,801,971] | 748,385 | - | 36,922,498 | 7,592,858 | 2,819,388 | |
| PRIOR PERIOD (PREVIOUSLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | |
| Number of Delinquent Cases at Period Beginning Ending Balance from Transfer | Value of Delinquent Cases at Period Beginning Ending Balance from Transfer | Number of Cases with Payment(s) Received | Gross Revenue Collected | Cost of Collections [Penal Code 1463.002] refer to negative number | Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative | Discharge from Accountability | Net Value of Previously-Established Delinquent Debt at End of Period [Col. H - F - E] | Value of Cases on Installment Agmt. [Ending Balance from Prior Year] | Default Balance Installment Agreement | Percentage of Debt Defaulted on [Installment Agmt.] [Col. Y / Col. H] |
| Col. H | Col. I | Col. J | Col. K | Col. L | Col. M | Col. N | Col. O | Col. P | Col. Q | Col. R |
| 34,144 | 18,448,316 | 4,687 | 1,532,842 | | | | 5,428,415 | 5,532,359 | 4,738,387 | 85% |
| 7,458 | 4,333,422 | 682 | 496,868 | [35,376] | | | 4,862,554 | 121,498 | 18,145 | 8% |
| 38,757 | 22,585,485 | 3,187 | 569,463 | [44,353] | | | 22,832,236 | 25,845 | | 8% |
| 4,838 | 1,148,187 | 4,384 | 1,479,295 | [229,621] | | | [31,180] | | | |
| | | | | | | | | | | |
| 75,381 | 47,481,258 | 33,577 | 9,292,278 | [1,881,971] | 5,687,263 | - | 32,284,747 | 5,678,572 | 4,749,852 | |
| COMBINED: BEGINNING AND ENDING BALANCES; FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | |
| Value of Cases Beginning Balance | Value of Cases Ending Balance | Gross Revenue Collected | Cost of Collections [Penal Code 1463.002] | Adjustments | Discharge from Accountability | Net Change in Value | Number of Cases Ending Balance | Value of Cases Ending Balance | Error Message | |
| Col. S | Col. T | Col. U | Col. V | Col. W | Col. X | Col. Y | Col. Z | Col. AA | Col. AB | |
| 58,288 | 36,836,632 | 13,493,213 | [3,184,828] | 5,356,468 | | 21,729,477 | 251,316 | 45,167,455 | | |
| | | | | | | | | | | |
| 14,388 | 9,338,844 | 916,258 | [71,352] | | | 916,258 | 54,863 | 9,682,894 | | |
| 61,514 | 45,178,818 | 784,364 | [88,748] | | | 784,364 | 18,528 | 44,385,846 | | |
| 8,888 | 2,296,214 | 2,927,482 | [459,242] | | | 2,927,482 | | [31,180] | | |
| | | | | | | | | | | |
| 952,762 | 34,962,588 | 18,882,425 | [3,883,348] | 6,356,168 | - | 25,158,293 | 316,693 | 63,284,587 | | |
| COLLECTIONS FROM CASES SUBJECT TO ABILITY TO PAY DETERMINATION | | | | | | | | | | |
| Online ATP Revenue: Delinquent | Online ATP Revenue: Delinquent | Online ATP Revenue: Combined | In-Person ATP Revenue: Mandelinnatural | In-Person ATP Revenue: Delinquent | In-Person ATP Revenue: Combined | Online ATP Cases of Installment Payments: | Online ATP Installment Costs Claimed: Mandelinnatural | In-Person ATP Cases of Installment Payments: | In-Person ATP Installment Costs Claimed: Mandelinnatural | |
| Col. AC | Col. AD | Col. AE | Col. AF | Col. AG | Col. AH | Col. AI | Col. AJ | Col. AK | Col. AL | |
| 429,368 | 854,251 | 1,287,614 | 25,583 | 26,476 | 52,045 | 1,143 | 38,355 | 37 | 1,231 | |
| 642,117 | 855,674 | 1,467,791 | 46,368 | 33,827 | 79,335 | 1,537 | 53,735 | 78 | 2,731 | |
| 5,835,477 | 1,719,925 | 2,755,482 | 72,537 | 53,583 | 132,848 | 2,658 | 32,758 | 115 | 4,832 | |
| VICTIM RESTITUTION [PC 1202.4] | | | | | | | | | | |
| Number of Cases Ending Balance from Prior Year | Value of Cases Ending Balance from Prior Year | Number of Cases Established/ Referred/ Transferred in Period | Value of Cases Established/ Referred/ Transferred in Period | Gross Revenue Collected | Balance Modifications | Net Change in Value | Number of Cases Ending Balance | Value of Cases Ending Balance | Error Message | |
| Col. AM | Col. AN | Col. AO | Col. AP | Col. AQ | Col. AR | Col. AS | Col. AT | Col. AU | Col. AV | |
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Revised by County

Performance Report

Comments are:

- ✓ NOT provided
- ✓ Lengthy
- ✓ Inconsistent with current performance

| Court/County - Alameda |
|---|
| Use the space below to discuss your collection program. |
| Please provide any comments on your Gross Recovery Rate or Success Rate for the reporting period, by Current Period, Prior Periods Inventory, and Combined. |
| Please see attached addendum. |
| Please explain the extent of your reporting capabilities in terms of providing the information required by GC68514. If data cannot be provided at this time or if the reported data differs from the Instructions, please describe the submitted data and any plans for providing this information in the future. |
| Please see attached addendum. |
| Additional operational information about your collections program for the reporting period. |
| Please see attached addendum. |

| REPORTING PERIOD | | Col. A |
|------------------|--|-----------|
| 1 | Beginning Date-First day of Reporting Period | 01-Jul-22 |
| 2 | Ending Date-Last day of Reporting Period | 30-Jun-23 |

| CURRENT PERIOD (NEWLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | | | |
|---|--------------------------------------|---|--|--|-------------------------|--|--|--|--|--|--|---|
| Row | Program | Number of Cases Established or Referred as Delinquent | Value of Cases Established or Referred as Delinquent | Number of Cases with Payment(s) Received (Items 1 and 2) | Gross Revenue Collected | Cost of Collections (Penal Code 1463.007) <i>enter as negative number</i> | Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence (Item 3) | Discharge from Accountability (Item 3) | Net Value of Newly-Established Delinquent Debt at End of Period (Col. C - E - G - H) | Value of Cases on Installment Agreement (Item 8) | Default Balance Installment Agreement (Item 8) | Percentage of Debt Defaulted On (Installment Agmt.) (Col. K / Col. J) |
| 3 | Non-Delinquent Collections | Col. B | Col. C | Col. D | Col. E | Col. F | Col. G | Col. H | Col. I | Col. J | Col. K | Col. L |
| 3 | Non-Delinquent Collections | | | | | | | | | | | |
| 4 | Court Collection Program | | | | | | | | - | | | |
| 5 | County Collection Program | | | | | | | | - | | | |
| 6 | Private Agency | | | | | | | | - | | | |
| 7 | FTB Court-Ordered Debt | | | | | | | | - | | | |
| 8 | FTB Interagency Intercept Collection | | | | | | | | - | | | |
| 9 | Intra-Branch Program | | | | | | | | - | | | |
| 10 | Other | | | | | | | | - | | | |
| 11 | Sub-total Delinquent | - | - | - | - | - | - | - | - | - | - | - |

| PRIOR PERIOD (PREVIOUSLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | | | | | | | |
|--|--------------------------------------|---|--|--|-------------------------|--|---|-------------------------------|---|--|---------------------------------------|---|
| Row | Program | Number of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet) | Value of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet) | Number of Cases with Payment(s) Received | Gross Revenue Collected | Cost of Collections (Penal Code 1463.007) <i>enter as negative number</i> | Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence | Discharge from Accountability | Net Value of Previously-Established Delinquent Debt at End of Period (Col. N - P - R - S) | Value of Cases on Installment Agmt. (Ending Balance from Prior Year) | Default Balance Installment Agreement | Percentage of Debt Defaulted On (Installment Agmt.) (Col. V / Col. U) |
| 12 | Non-Delinquent Collections | Col. M | Col. N | Col. O | Col. P | Col. Q | Col. R | Col. S | Col. T | Col. U | Col. V | Col. W |
| 12 | Non-Delinquent Collections | | | | | | | | | | | |
| 13 | Court Collection Program | | | | | | | | - | | | |
| 14 | County Collection Program | | | | | | | | - | | | |
| 15 | Private Agency | | | | | | | | - | | | |
| 16 | FTB Court-Ordered Debt | | | | | | | | - | | | |
| 17 | FTB Interagency Intercept Collection | | | | | | | | - | | | |
| 18 | Intra-Branch Program | | | | | | | | - | | | |
| 19 | Other | | | | | | | | - | | | |
| 20 | Sub-total Delinquent | - | - | - | - | - | - | - | - | - | - | - |

*What challenges did **you** face when completing 2023-24 Collections Reporting Template?*

Data Error Solutions



**Develop required
report(s)**



**Double-check all
entries**



Reprogram system(s)



**Request accurate data
from third-party**



Use available tools:

**CRT Review
Assigned Analyst:**

**Nicholas Duffy
(415) 865-7647
Nicholas.Duffy@jud.ca.gov**

Court/County Program:

Amador

Merced

Kings

San Benito

Lake

San Francisco

Madera

Solano



Collections and Distribution

[Home](#) > [Collections Resources](#) >

[Home](#)

[Statewide Traffic Tickets / Infractions Amnesty Program](#)

[Collections Resources](#)

[Latest News](#)

RELATED LINKS

- [State Controller's Office - Accounting Forms and Information](#)
- [Revenue Distribution Information & Training](#)

Collections Resources

[Print](#)

REPORTING

Effective June 2017, Government Code section 68514 requires the court and county collections programs to submit collections information in addition to the reporting requirement under Penal Code section 1463.010.

On October 8, 2019, the Governor signed Assembly Bill 1818, consolidating reporting to one comprehensive report due annually to the Legislature and the Department of Finance, by December 31. As a result, the court and county collections programs are required to jointly submit to the Judicial Council one Collections Reporting Template (CRT) annually, by September 1. To clarify, the bill did not change the level or type of information that must be reported; the CRT must include all data elements required in GC 68514 and PC 1463.010.

The CRT is an Excel workbook comprised of various sheets designed to capture collections information as mandated. Provided below are links to the CRT, Instructions, and Glossary for FY 2022-23

- [Collections Reporting Template](#)
- [Instructions](#)
- [Glossary](#)

PowerPoint presentation and sample workbook for the training and information session on how to complete the 2022-23 CRT:

- [Completing the CRT PowerPoint \(PDF\)](#)
- [CRT Sample Workbook \(Excel\)](#)

The recorded training sessions below are provided for court and county staff in preparation for the completion of the Collection Reporting Template (CRT), due September 1 annually.

Collections Resources Webpage

