



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

455 Golden Gate Avenue • San Francisco, California 94102-3688
Telephone 415-865-4200 • Fax 415-865-4205 • TDD 415-865-4272

RONALD M. GEORGE
Chief Justice of California
Chair of the Judicial Council

WILLIAM C. VICKREY
Administrative Director of the Courts

RONALD G. OVERHOLT
Chief Deputy Director

December 30, 2010

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

Mr. Gregory P. Schmidt
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
amy.leach@asm.ca.gov

Re: Report to the Legislature on Statewide Collection of Court-Ordered Debt, as Required by
Penal Code Section 1463.010

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

Attached is the *Report to the Legislature on Statewide Collection of Court-Ordered Debt*, as required by Penal Code section 1463.010, on the effectiveness of the statewide cooperative superior court and county programs for the collection of court-ordered debt. This is the second report submitted to the Legislature under the requirement set forth in Penal Code section

December 30, 2010

Page 2

1463.010, and it builds on the baseline performance analysis identified in the first report. This report reviews the extent to which each court or county is following best practices for its collection program, the performance of each collection program, and any changes necessary to improve the performance of collection programs statewide.

If you have any questions related to this report, please contact Sheila Calabro, Regional Administrative Director, Southern Regional Office, Administrative Office of the Courts, at 818-558-3020 or collections@jud.ca.gov.

Sincerely,



William C. Vickrey
Administrative Director of the Courts

WCV/MBM/lcc

Attachment

cc: Members of the Judicial Council

Ronald G. Overholt, AOC Chief Deputy Director

Anthony Williams, Policy Consultant, Office of Senate President pro Tempore Darrell S. Steinberg

Brian Brown, Consultant, Senate Committee on Budget and Fiscal Review

Matt Osterli, Senate Republican Fiscal Office

Fredericka McGee, General Counsel, Office of Assembly Speaker Pérez

Joe Stephenshaw, Consultant, Assembly Committee on Budget

Allan Cooper, Consultant, Republican Fiscal Office

Sheila Calabro, Regional Administrative Director, AOC Southern Regional Office

Jody Patel, Regional Administrative Director, AOC Northern/Central Regional Office

Christine Patton, Regional Administrative Director, AOC Bay Area/Northern Coastal Regional Office

Curtis L. Child, Director, AOC Office of Governmental Affairs

Tina Carroll, Executive Office Liaison, AOC Executive Office

Henry Sepulveda, Senior Governmental Affairs Analyst, AOC Office of Governmental Affairs

Peter Allen, Office of Communications, AOC Executive Office Programs Division

Monica LeBlond, Supervising Administrative Coordinator, AOC Office of Governmental Affairs (electronic copy)

Judicial Administration Library (two copies)



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

455 Golden Gate Avenue • San Francisco, California 94102-3688
Telephone 415-865-4200 • Fax 415-865-4205 • TDD 415-865-4272

RONALD M. GEORGE
Chief Justice of California
Chair of the Judicial Council

WILLIAM C. VICKREY
Administrative Director of the Courts

RONALD G. OVERHOLT
Chief Deputy Director

Report Title: Report to the Legislature on Statewide Collection of Court-Ordered Debt

Statutory Citation: Penal Code Section 1463.010

Date of Report: December 30, 2010

The Judicial Council has submitted a report to the Legislature addressing the issue of collection of court-ordered debt 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 develop performance measures and benchmarks to review the effectiveness of the cooperative superior court and county programs in the collection of court-ordered debt and to report annually to the Legislature on (1) the extent to which each court or county is following best practices for its collection program, (2) the performance of each collection program, and (3) any changes necessary to improve the performance of collection programs statewide.

This report provides information on the progress achieved by the individual collection programs in the last fiscal year and details the progress made toward implementing the recommendations identified in the report submitted last year for improving the statewide collection of delinquent court-ordered debt.

The full report can be accessed at www.courtinfo.ca.gov/reference/legislaturereports.htm.

A printed copy of the report can be obtained by calling 818-558-3221. For more information on this report, please contact Sheila Calabro at 818-558-3020 or send questions to collections@jud.ca.gov.

Judicial Council of California

Hon. Ronald M. George
*Chief Justice of California and
Chair of the Judicial Council*

Hon. Stephen H. Baker
*Presiding Judge of the Superior Court of
California, County of Shasta*

Hon. Marvin R. Baxter
Associate Justice of the Supreme Court

Hon. Tani Cantil-Sakauye
*Associate Justice of the Court of Appeal,
Third Appellate District*

Hon. Ellen M. Corbett
Member of the California State Senate

Hon. Lee Smalley Edmon
*Assistant Presiding Judge of the
Superior Court of California,
County of Los Angeles*

Hon. Mike Feuer
Member of the California State Assembly

Hon. James E. Herman
*Judge of the Superior Court of California,
County of Santa Barbara*

Hon. Richard D. Huffman
*Associate Justice of the Court of Appeal,
Fourth Appellate District, Division One*

Hon. Ira R. Kaufman
*Presiding Judge of the Superior Court of
California, County of Plumas*

Ms. Miriam Aroni Krinsky
Attorney at Law

Ms. Edith R. Matthai
Attorney at Law

Mr. Joel S. Miliband
Attorney at Law

Hon. Douglas P. Miller
*Associate Justice of the Court of Appeal,
Fourth Appellate District, Division Two*

Mr. James N. Penrod
Attorney at Law

Hon. Burt Pines
*Judge of the Superior Court of California,
County of Los Angeles*

Hon. Winifred Younge Smith
*Judge of the Superior Court of California,
County of Alameda*

Hon. Kenneth K. So
*Judge of the Superior Court of California,
County of San Diego*

Hon. Sharon J. Waters
*Judge of the Superior Court of California,
County of Riverside*

Hon. David S. Wesley
*Supervising Judge of the Superior Court of
California, County of Los Angeles*

Hon. Erica R. Yew
*Judge of the Superior Court of California,
County of Santa Clara*

ADVISORY MEMBERS

Mr. Alan Carlson
*Chief Executive Officer, Superior Court of
California, County of Orange*

Hon. Keith D. Davis
*Judge of the Superior Court of California,
County of San Bernardino*

Hon. Kevin A. Enright
*Presiding Judge of the Superior Court of
California, County of San Diego*

Judicial Council of California

Hon. Terry B. Friedman (Ret.)

Superior Court of California, County of Los Angeles

Hon. Lon F. Hurwitz

Commissioner of the Superior Court of California, County of Orange

Hon. Teri L. Jackson

Judge of the Superior Court of California, County of San Francisco

Hon. Robert James Moss

Judge of the Superior Court of California, County of Orange

Mr. Frederick K. Ohlrich

Clerk of the California Supreme Court

Hon. Mary Ann O'Malley

Presiding Judge of the Superior Court of California, County of Contra Costa

Mr. Michael M. Roddy

Court Executive Officer, Superior Court of California, County of San Diego

Ms. Kim Turner

Court Executive Officer, Superior Court of California, County of Marin

ADMINISTRATIVE OFFICE OF THE COURTS

Mr. William C. Vickrey

Administrative Director of the Courts

**JUDICIAL COUNCIL OF CALIFORNIA
ADMINISTRATIVE OFFICE OF THE COURTS**

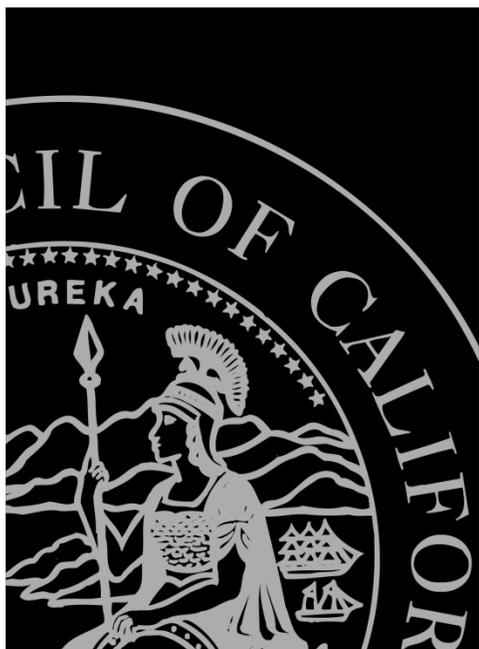
Hon. Ronald M. George
*Chief Justice of California and
Chair of the Judicial Council*

William C. Vickrey
Administrative Director of the Courts

Ronald G. Overholt
Chief Deputy Director

EXECUTIVE OFFICE
Sheila Calabro
*Regional Administrative Director
Southern Regional Office*

Primary Author
Margie Borjon-Miller
*Assistant Division Director
Southern Regional Office*



Statewide Collection of Court- Ordered Debt for Fiscal Year 2009 -**2010**

REPORT TO THE LEGISLATURE,
AS REQUIRED BY PENAL CODE
SECTION 1463.010
DECEMBER 2010



JUDICIAL COUNCIL
OF CALIFORNIA

ADMINISTRATIVE OFFICE
OF THE COURTS

**Report to the Legislature on
Statewide Collection of Court-Ordered Debt
as Required by Penal Code Section 1463.010
December 2010**

In 2003, recognizing the importance of statewide collection efforts to enforce and enhance the collection of delinquent court-ordered debt, Senate Bill 940 (Stats. 2003, ch. 275) amended Penal Code section 1463.010 and required the Judicial Council to develop and adopt guidelines, standards, and tools for collecting delinquent court-ordered debt. The SB 940 Collaborative Court-County Working Group on Enhanced Collections, composed of subject-matter experts from courts, counties, and justice partners, met over the course of several years and developed recommendations for improving the collection of court-ordered debt, which have been adopted by statute or rule of court.

In 2008, Penal Code section 1463.010 was amended, requiring the Judicial Council to develop performance measures and benchmarks to review the effectiveness of the cooperative superior court and county programs in the collection of delinquent court-ordered debt and to report annually to the Legislature on:

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

The first report submitted under this requirement covered fiscal year 2008–2009 and explained the method established by the Judicial Council to measure and report the effectiveness of collection programs statewide. It provided a baseline from which to measure future performance and identified seven proposed changes to improve the performance of collection programs.

This report, covering FY 2009–2010, provides statewide collection data as reported to the Judicial Council by the court or county programs responsible for collection in the Collections Reporting Template. Attachment E to this report contains summaries and self-reported assessments of each program's collections performance and progress achieved as well as a description of the challenges encountered. This report also describes the current status of recommendations described in last year's report.

To improve the statewide collection of delinquent court-ordered debt, seven recommendations were identified last year. The following progress has been made toward accomplishing those recommendations:

- *Require that a collection program have the basic capability to track and collect delinquent court-ordered debt.*

This year, 58 collection programs submitted a completed Judicial Council–approved Collections Reporting Template (Attachment C) as required by Penal Code section 1463.010, in comparison to 57 last year, constituting full compliance. All statewide cooperative court and county collection programs are collecting delinquent court-ordered debt, either internally or through a third party. However, some programs continue to have limited tracking and reporting capabilities because of technical systems limitations.

- *Amend, as necessary, the Collections Best Practices and enforcement tools based on court-ordered debt collection industry standards and California statutes.*

In FY 2009–2010, revisions to the Collections Best Practices were considered by the AOC Enhanced Collections Unit but were deferred to gather additional data. Each best practice will be reviewed to determine use and applicability in a program’s daily collection operation. A group of subject-matter experts from the courts and counties will be convened to review and propose necessary amendments to the best practices, which will be presented for Judicial Council consideration in 2011.

- *Develop and establish a recommended workflow process, tailored to each individual collection program, incorporating Collections Best Practices.*

A workflow chart is being developed that incorporates the collection best practices based on statewide procedures and includes recommended time frames for the referral and transfer of delinquent cases between the collecting entities. The collection programs will be able to determine time frames based on their individual operational needs. In working with collection programs, the technical capabilities of each program may affect the extent to which the workflow chart can be implemented. A draft of the workflow process chart has been shared with a few courts and tailored to their needs. The AOC will review the implementation of the processes with these programs and determine a timeline for review and availability for all collection programs.

- *Develop and establish statewide policies, procedures, and processes for the uniform collection of court-ordered debt.*

The Administrative Office of the Courts’ Enhanced Collections Unit, in collaboration with the California State Association of Counties, assembled an informal group of court and county collection subject-matter experts to make recommendations for legislation to improve the performance and standardization of collection programs statewide. The group identified a range of changes needed across the full spectrum of collection efforts, from providing new tools for enforcement to focusing efforts on the debt that is collectible. The following changes to collection practices have been enacted as a result of

the work of this group, contained in the judiciary budget trailer bill, Senate Bill 857 (Committee on Budget; Stats. 2010, ch. 720):

- Provide authority to intercept unclaimed property held by the State Controller for the payment of delinquent court-ordered debt. This tool had been available for delinquent taxes and child support but not for court-ordered debt.
 - Revise the criteria necessary to allow a court or county collection program to be defined as a comprehensive collection program by focusing on criteria that are deemed better predictors of success.
 - Clarify the authority to enforce all fines, fees, and penalties issued as part of criminal judgments until paid, clarifying that such judgments do not expire after 10 years.
 - Create a mandatory six-month, one-time amnesty program for past-due court-ordered debt resulting from conviction of a traffic infraction more than three years before the commencement of the program. Under the amnesty program, eligible delinquent debtors will have the opportunity to have their obligation satisfied in full by payment of 50 percent of the amount due. Collection programs will then be able to focus future collection efforts on cases that have greater likelihood of success.
 - Clarify the authority of court and county collection programs to cease collection efforts on outstanding debt where the amount of the debt is less than the costs of collection or is determined to be uncollectible.
- *Establish an annual collection training program to assist courts and counties in improving individual performance.*

Because of budget constraints, annual training for collection programs was not conducted in FY 2009–2010. The AOC Enhanced Collections Unit will provide training on emerging issues as needed.

- *Standardize, as necessary, communication processes, including letters and notices, between debtors and collection programs to enhance collection efforts.*

The Enhanced Collections Unit provided professional and technical assistance on standardizing communication processes to five collection programs. This assistance included providing draft letters and notices to debtors that are tailored to the programs' operational needs. The Enhanced Collections Unit has informed all collection programs of its availability to provide this assistance to any program on request.

- *Assist collection programs with the selection of private collection vendors.*

During this reporting period, the Enhanced Collections Unit assisted three collection programs with the selection of a private vendor(s). The unit has informed all collection

programs of its availability to provide technical and professional assistance with other contract-related matters. This includes providing copies of contract-related documents and procedures, reviewing and/or helping to develop the scope of services, and coordinating the final approval and execution of an agreement with third party vendors.

Findings

Based on data reported by cooperative court and county collection programs in the Collections Reporting Template, in FY 2009–2010 statewide collection programs collected a total of \$605,441,956 in delinquent court-ordered debt. This is a 7 percent increase from the \$565,656,730 collected in FY 2008–2009. The estimated outstanding debt of \$7 billion represents an 18 percent increase over the estimated \$5.5 billion reported in FY 2008–2009.

Although the outstanding debt amount is higher than the previous year, the potential collectability of the debt is a factor that must be considered. The following are factors stated in the individual collection program reports that continue to adversely affect the overall collectability of delinquent court-ordered debt:

- Outdated case management and accounts receivable systems, resulting in overreported or underreported outstanding debt amounts that affect the statewide outstanding debt totals (e.g., some programs cannot identify delinquent accounts eligible for discharge under Government Code section 25257);
- Lack of standardized processes for the collection of delinquent court-ordered debt; and
- Unemployment and the current economy, which may have contributed to the difficulty of collecting delinquent court-ordered debt.

The individual performance and progress achieved by each of the 58 collection programs, along with their assessment of reasons for changes in performance, is detailed in Attachments D and E.

Collections Best Practices

Penal Code section 1463.010 requires the Judicial Council to report the extent to which each court or county is following best practices for its collection programs. Twenty-seven Collections Best Practices were approved by the Judicial Council for implementation by the collection programs as of FY 2008–2009 (Attachment A).

Based on information reported in the FY 2009–2010 Collections Reporting Templates, individual collection programs are continuing to implement the best practices as recommended. Of the 58 statewide collection programs, 28 reported an increase in the number of best practices implemented, 22 reported no change, and 8 reported a reduction. Detailed information on the extent to which each individual program is following the best practices can be found in Attachment E.

The number of best practices implemented by each court and county collection program are listed in the table below:

Number of Collections Best Practices by Collection Program for Fiscal Year 2008–2009 and 2009–2010											
	Fiscal Year			Fiscal Year			Fiscal Year			Fiscal Year	
	08-09	09-10		08-09	09-10		08-09	09-10		08-09	09-10
Alameda	23	25	Kings	19	22	Placer	26	26	Sierra	18	21
Alpine	23	23	Lake	15	22	Plumas	20	18	Siskiyou	23	24
Amador	17	19	Lassen	20	21	Riverside	26	25	Solano	17	17
Butte	21	18	Los Angeles	22	23	Sacramento	25	25	Sonoma	24	25
Calaveras	22	20	Madera	24	24	San Benito	16	16	Stanislaus	15	16
Colusa	19	19	Marin	16	16	San Bernardino	20	19	Sutter	17	18
Contra Costa	24	24	Mariposa	17	24	San Diego	25	25	Tehama	19	16
Del Norte	24	24	Mendocino	24	25	San Francisco	17	22	Trinity	0	15
El Dorado	20	20	Merced	18	22	San Joaquin	18	19	Tulare	26	27
Fresno	22	22	Modoc	22	24	San Luis Obispo	22	22	Tuolumne	27	27
Glenn	20	20	Mono	7	6	San Mateo	22	22	Ventura	26	26
Humboldt	20	21	Monterey	20	24	Santa Barbara	21	22	Yolo	24	25
Imperial	25	27	Napa	25	26	Santa Clara	23	20	Yuba	26	26
Inyo	25	27	Nevada	26	26	Santa Cruz	25	25			
Kern	15	16	Orange	18	25	Shasta	25	25			

Last year’s report indicated that an analysis and comparison would be conducted, to the extent possible, to determine (1) potential correlations between the Collections Best Practices used by collection programs and the revenue collected, and (2) the priority of each best practice based on the revenue generated.

An analysis based on the data available determined that no direct correlation between best practices implemented and revenue collected can be made at this time. A link between the two is difficult to ascertain because of reporting limitations and the need for longitudinal data beyond two years. Nonetheless, the AOC believes that the Collections Best Practices are important tools for standardizing procedures and creating a uniform process for the collection of delinquent court-ordered debt. The implementation of best practices, irrespective of their correlation to revenue, is necessary as programs continue their efforts to enforce the collection of delinquent court-ordered debt.

A review of collection program performance revealed that three programs using the collection services offered by the Superior Courts of Ventura and Shasta Counties reported an increase in the Gross Recovery Rate (GRR) and Success Rate (SR). This practice will be considered for inclusion in the Collections Best Practices when it is determined that the GRR and SR continue to increase despite the higher commission rates charged by these court collection programs.

Last year's report also stated that the Collections Best Practices would be analyzed and changes considered based on the practices currently used by the top-performing and innovative programs. It has been determined that two years of data is insufficient to recommend changes to the best practices based on practices used by the top-performing programs (those with the highest GRR and SR). Of the 10 top-performing programs in FY 2008–2009, only 3 retained that status in FY 2009–2010. Future data will be tracked for trends and sustained performance to determine if any practices should be recommended for statewide implementation.

Performance Measures

Penal Code section 1463.010 also requires the Judicial Council to report on the performance of each collection program. In FY 2008–2009, performance measures and benchmarks were implemented to review the effectiveness of the cooperative collection programs statewide (Attachment B). The two performance measures established were the Gross Recovery Rate and the Success Rate.

- The Gross Recovery Rate (GRR) measures the ability to resolve delinquent court-ordered debt; a benchmark of 34 percent was established.
- The Success Rate (SR) measures the amount of revenue collected; a benchmark of 31 percent was established.

Based on information reported in the FY 2009–2010 Collections Reporting Template, 50 of the 58 programs that submitted a reporting template exceeded the established GRR benchmark, which is an increase of 6 programs from last year. Fifty-one of the 58 programs exceeded the SR benchmark, which is an increase of 7 programs from last year.

The performance of individual collection programs is shown in Tables 1 and 2 in Attachment D. Each cooperative court and county collection program was given an opportunity to comment on its collection program's GRR and SR increase or decrease (Attachment E).

Recommendations

As a result of this review of the performance of collection programs, revisions to the Collections Reporting Template and Collections Best Practices will be proposed for Judicial Council consideration.

- Collections Reporting Template: This template has been used as the reporting tool by collection programs for the last two fiscal years. Courts and counties continue to report system limitations that make it difficult to track and report delinquent debt.
- Collections Best Practices: Proposed revisions to the best practices may include the elimination of those not specifically applicable to the collection of delinquent court-ordered debt (e.g. mediation and attorney sanctions).

Anticipated revisions to the Collections Reporting Template will simplify the reporting requirements and improve reporting capabilities. Elimination of Collections Best Practices that have been deemed unnecessary as part of daily operations will more appropriately reflect programs' compliance with and implementation of best practices.

Conclusion

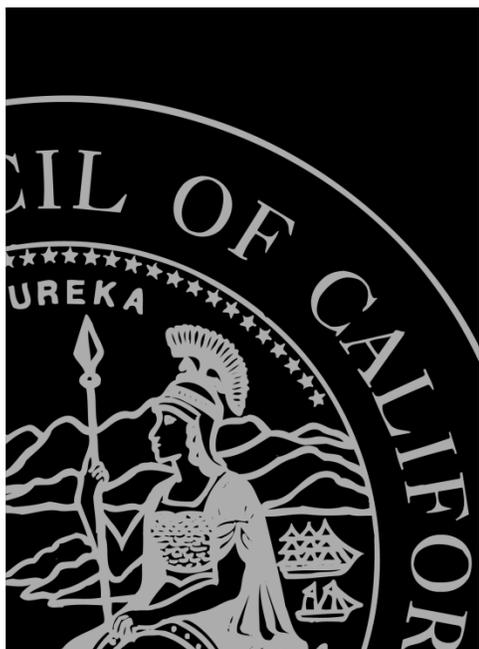
The overall performance of statewide collection continues to be affected by differing operational processes, information technology limitations, the high unemployment rate, and the state's economy. Despite these challenges, the collection of delinquent court-ordered debt increased by 7 percent, a \$40 million increase over last year.

The Judicial Council, with the assistance of the AOC Enhanced Collections Unit, will continue to monitor and identify changes to improve the performance of collection programs statewide. In FY 2009–2010, these efforts included the implementation of new legislation, the improvement and expansion of processes and tools for collection programs, and ongoing assistance to cooperative court and county collection programs.

For additional information about this report, please contact Sheila Calabro, Regional Administrative Director, at 818-558-3020, or send questions to the Enhanced Collections Unit at collections@jud.ca.gov.

Attachments:

- A. Collections Best Practices
- B. Collections Performance Measures and Benchmarks
- C. Collections Reporting Template
- D. Gross Recovery Rate and Success Rate Tables
- E. County and Court Collections Program Reports



Collections Best Practices

ATTACHMENT A



JUDICIAL COUNCIL
OF CALIFORNIA

Attachment A

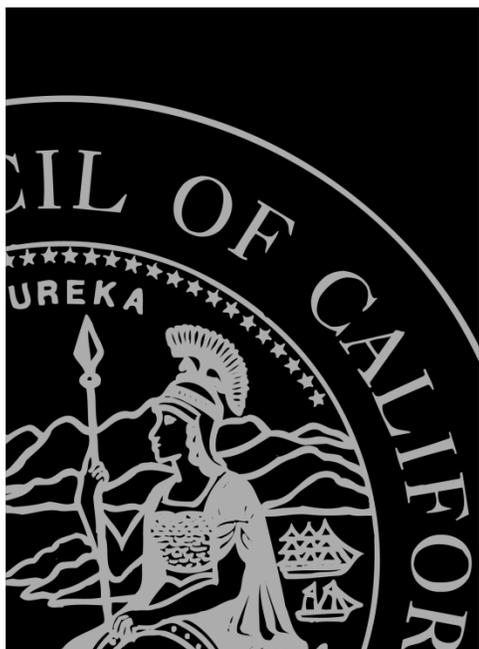
Collections Best Practices

Penal Code section 1463.010 as amended by Assembly Bill 367 (Stats. 2007, ch.132) requires the Judicial Council to report the extent to which each court or county is following best practices for its collection program.

The collection programs are encouraged to use the following best practices. Additional information regarding best practices, including guidelines and standards, can be obtained on Serranus: <http://serranus.courtinfo.ca.gov/programs/collections/best.htm>; the external collections website: www2.courtinfo.ca.gov/collections; 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 at least 10 of the 17 components of a comprehensive collection program in order that the costs of operating the program can be recovered under Penal Code section 1463.007.
4. Complete all data components in the Collections Reporting Template.
5. Reconcile amounts placed in collection to the supporting case management systems.
6. Retain the joint court-county collection reports and supporting documents for at least three years.
7. Participate in both the Franchise Tax Board Court-Ordered Debt collection program and the Franchise Tax Board Interagency Intercept program.
8. Take appropriate steps to collect court-ordered debt locally before referring it to the Franchise Tax Board for collection.
9. Establish a process for handling the discharge of accountability for uncollectible court-ordered debt.
10. Participate in any program that authorizes the Department of Motor Vehicles to suspend or refuse to renew driver's licenses for licensees with unpaid fees, fines, or penalties.

11. Conduct trials by written declaration under Vehicle Code section 40903 and, as appropriate in the context of such trials, impose a civil assessment.
12. Follow the *Criteria for a Successful Civil Assessment Program* if the court has implemented such a program.
13. Develop a process for the collection of unpaid attorney sanctions.
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 the ability to pay prior to processing installment payment plans and account receivables.
19. Charge fees as authorized by Penal Code section 1205(d).
20. Charge fees as authorized by Penal Code section 1202.4(l).
21. Use restitution rebate, as appropriate, to further efforts for the collection of funds owed to the Restitution Fund as authorized by Government Code section 13963(f).
22. Participate in the statewide master agreement for collection services or renegotiate existing contracts to ensure that appropriate levels of services are provided at an economical cost, when feasible.
23. Request mediation services from the AOC and California State Association of Counties if the court and county are unable to agree on a cooperative collection program.
24. Require private vendors to remit the gross amount collected to the court or county, as agreed.
25. Require private vendors to submit invoices for commission fees to court or county on a monthly basis.
26. Use collection terminology (as defined in the glossary, instructions, or other documents approved for use by courts and counties) for the development or enhancement of a collection program.
27. Require private vendors to complete the components of the Collections Reporting Template that corresponds to its collection program.



Collections Performance Measures and Benchmarks

ATTACHMENT B



JUDICIAL COUNCIL
OF CALIFORNIA

Attachment B

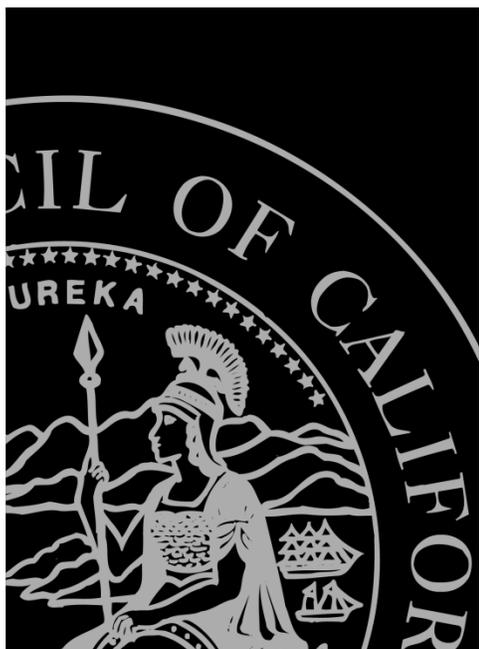
Collections Performance Measures and Benchmarks

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, and suspended sentences.	Delinquent collections for the fiscal year + Adjustments / Referrals	34%
Success Rate (SR)	Measures the amount of revenue collected on delinquent court-ordered debt based on total delinquent accounts referred after adjustments, including non-sufficient funds (NSF) checks.	Delinquent collections for the fiscal year / Referrals - Adjustments	31%

The performance measures and benchmarks recommended above are based on results from the 2008 Gartner project and data submitted in FY 2004–2005 and FY 2005–2006 by collection programs in their reporting templates.

It is estimated that 80 percent of statewide collection programs are currently meeting or exceeding the percentages identified above. The proposed benchmarks represent a minimum standard of performance that should be achievable by all collection programs in the next fiscal year.

The Gross Recovery Rate and Success Rate use a formula that is standard in the collection industry.



Collections Reporting Template

ATTACHMENT C



JUDICIAL COUNCIL
OF CALIFORNIA

ATTACHMENT C
Collections Reporting Template

Instructions for Completing the Collections Reporting Template	
Note: Worksheets are protected. Data entry is permitted only in unshaded cells.	
1 BACKGROUND	
1.1 Collections Reporting Template	
	Penal Code 1463.010, as amended by Assembly Bill 367, requires the Judicial Council to develop performance measures and benchmarks to review the effectiveness of the cooperative superior court and county collection programs. Each superior court and county shall jointly report to the Judicial Council information requested in a reporting template on or before September 1, 2009, and annually thereafter. The Judicial Council shall report to the Legislature on the extent to which each court or county is following best practices, the performance of each collection program, and any changes necessary to improve performance of collection programs statewide.
	The reporting consists of two components: 1. The Annual Financial Report , which provides aggregate financial statistics and must be reported annually, beginning September 1, 2009. (see Section 2) 2. The Supplemental Data Gathering Questionnaire , which provides details on specific cases and must be reported monthly, beginning August 31, 2008. (see Section 3) See the applicable sections below for instructions on each component.
2 ANNUAL FINANCIAL REPORT	
2.1 Due Dates:	
	The Annual Financial Report is due on or before September 1, 2009, and annually thereafter. Reporting Period data, July 1 through June 30, should be reported by the last business day in August.
2.2 What Should Be Reported?	
	All court-ordered fines, fees, forfeitures, penalties, and assessments imposed by law or court order for all case types including traffic, criminal, juvenile type and other cases.
	All delinquent and non-delinquent cases should be reported.
	All court-ordered debt due to the State, Counties, Cities and Local Government entities or other parties for whom the court/county is collecting either directly or through a collection agency should be reported.
	Debt balances and revenue transactions that occurred during the reporting period.
2.3 Which worksheets should be completed?	
	The following worksheets should be completed and submitted: 1. Contact and Other Information 2. Annual Financial Report 3. Program Report 4. Performance Report
2.4 Contact and Other Information	
	Fill in or select responses to the questions on the Contact and Other Information worksheet.
2.5 Annual Financial Report	
	Enter data in the Annual Financial Report worksheet (see sections that follow for information on how this should be done).
2.6 Reporting Period	
	The reporting period is July 1 through June 30.
2.7 Fines, Fees, Forfeitures, Penalties and Assessments	
	In rows 3-9, for each program type, enter the transactions or adjustments that occurred during the reporting period.
	Column B: Number of New Cases Established or Referred in the Period: This data represents the total number of new cases that were established or referred to each respective program. Cases transferred from one program to another should be excluded from this figure (see Column D).
	Column C: Value of New Cases Established or Referred in the Reporting Period: This data represents the total value of <u>new cases</u> that were established or referred to each program in the reporting period. Cases established and/or referred to a program in prior reporting period should be excluded from this figure. For example, if a county receives a referral from a court program, the amount referred should be noted as a referral in the period in which this occurs. If a debt item is subsequently referred to the FTB and then returned, this should be entered as a transfer rather than a new referral (since this would double-count referrals). See Column D instructions for more information.

	<p>Column D: Debt Transfers: Enter the amount of debt balances transferred/referred from one program to another. If the amount represents a new referral for another program this would be entered as a referral for that program; if the transaction is not a new referral for another program it should be entered as a transfer for the recipient program. For example:</p> <ul style="list-style-type: none"> - If a \$700 debt is being referred from the Court Collection Program to a Private Agency, the amount referred should be entered as a negative amount for the Court Collection program (-\$700 in Column D, Row 4) and will offset the referral to the Private Agency program (+\$700 in Column D, Row 6). - If the private agency attempts to collect the debt for a period of time, but is unable to collect the debt and returns it to the Court Collection Program, this would represent a transfer from the Private Agency, but would not be a new referral for the Court Collection Program. It would be entered as -\$700 in Column D, Row 6 and +\$700 in Column D, Row 4.
	<p>Column E: Gross Revenue Collected During the Period: Enter the total amount of revenue collected during the reporting period. For Row 3, collections should include traffic bail forfeitures.</p>
	<p>Column F: Cost of Collections (pursuant to Penal Code 1463.007): Enter, as a negative number, the cost of collections that, pursuant to PC 1463.007, is allowable to offset revenue prior to distribution to other governmental entities.</p>
	<p>Column G: Adjustments: Enter the total dollar amount of suspensions, alternative payments, dismissals, discharges, 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 of the net effect is to increase the amount of debt outstanding. For example if a \$600 debt item being collected by the County is discharged, +\$600 would be entered in Column G, Row 5. Charges for a "bad check" would be entered as a (-) dollar amount as it would increase the amount of debt outstanding.</p>
	<p>Rows 11-23: Quality Checklist: Review each quality criterion and check the box to note 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 Collections Reporting Template was filled out correctly.</p>
2.8	<p>Fines, Fees, Forfeitures, Penalties and Assessments: Beginning and Ending Balances</p> <p>In rows 24-29, 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 can't provide information by program type, please report in Other (Row 29).</p>
	<p>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 period.</p>
	<p>Column I: Value of Cases- Beginning Balance: This data represents the ending balance submitted by the Court/County for the previous fiscal year.</p>
	<p>Column K: Number of Cases- Ending Balance: Enter the total number of cases at the end of the reporting period for each program.</p>
	<p>Column L: Value of Cases- Ending Balance: Enter the total value of cases at the end of the reporting period for each program.</p>
	<p>Column M: Error Messages: This field will display "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 debt balance for the County Collection Program in Column I, Row 25 is \$10,000,000 and the total value of cases referred is \$3,000,000 in Column C, Row 5 and the Gross Revenue Collected in Column E, Row 5 is \$2,000,000 and the value of adjustments is \$500,000 in Column G, Row 5, the ending balance reported in Column L, Row 25 should be \$10,500,000 because $\\$10,000,000 + \\$3,000,000 - \\$2,000,000 - \\$500,000 = \\$10,500,000$.</p>
	<p>Rows 31-37: Quality Checklist: Review each quality criterion and check the box to note 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 Collections Reporting Template was filled out correctly.</p>
2.9	<p>Victim Restitution and Other Justice Related Reimbursements</p> <p>Rows 38-44: Victim Restitution and Other Justice Related Reimbursements: Enter transactions or adjustments that occurred during the reporting period. This may include victim restitution, court appointed counsel fees, and other court-imposed fees that are due to entities other than the State, Counties, Cities or Local Governments and not reported in Rows 3-9.</p>
	<p>Rows 46-49: Quality Checklist: Confirm that the data reported complies with the stated specification.</p>

ATTACHMENT C
Collections Reporting Template

2.10	Victim Restitution and Other Justice Related Reimbursements: Beginning and Ending Balances
	<p>Rows 50-55: Victim Restitution and Reimbursements: Beginning and Ending Balances: Enter other debt balances. This may include restitution, court appointed counsel fees, and other criminal justice related fees not reported in Rows 24-29.</p> <p>- Instructions are the same as Rows 24-29, except for the type of debt reported.</p> <p>- The ending balance in Column W should equal the beginning balance in Column U, plus the sum of transactions shown in Column S ($S = O + P - Q - R$).</p>
	Column X: Enter a brief description of the debt reported in this section.
	Row 57: Quality Checklist: Confirm that the reported data complies with the stated specifications.
2.11	Collections Metrics for Fines, Fees, Forfeitures, Penalties and Assessments
	Rows 58-59: These are calculated fields; no entry is required. The numbers provide a quantitative explanation of aggregate collections performance for delinquent debt.
2.12	Error/Warning Messages
	Rows 60-61: Error/Warning Message: These rows are blank unless errors or potential errors are detected in the worksheet. If error messages are present, please correct the identified error.
2.13	Signature Block
	Sign and date the Collections Reporting Template.
2.14	Program Report
	Provide a description of any changes to your collections program during the fiscal year in the Program worksheet. Also, describe the extent to which your program is meeting the Judicial Council approved Collections Best Practices and identify any obstacles or problems that prevent the collections program from meeting any of the Judicial Council approved Collections Best Practices.
2.15	Performance Report
	Please provide a summary of your collection program's performance during the reporting period.
2.16	Submitting the Annual Financial Report
	<p>After each worksheet is completed, please:</p> <ol style="list-style-type: none"> 1) Print the Collections Reporting Template 2) Have the authorized court and county representative sign the Collections Reporting Template 3) Fax or mail to the AOC Enhanced Collections Unit 4) E-mail all worksheets listed in Section 2.3 to collections@jud.ca.gov <p>Contact Information: Administrative Office of the Courts (AOC) 2255 North Ontario Street, Suite 200 Burbank, California 91504 fax: (818) 558-3112 e-mail: collections@jud.ca.gov</p>
3	MONTHLY SUPPLEMENTAL DATA GATHERING QUESTIONNAIRE
3.1	Due Dates:
	<p>The Supplemental Data Gathering Questionnaire is due on the following dates:</p> <ol style="list-style-type: none"> 1. August 31, 2008 2. September 30, 2008 3. October 31, 2008 4. November 30, 2008 5. December 31, 2008 6. January 31, 2009 7. February 28, 2009 8. March 31, 2009 9. April 30, 2009 10. May 31, 2009 11. June 30, 2009 12. July 31, 2009 <p>See Section 3.51 for more information on what cases should be selected in each month.</p>

3.2	Purpose of Questionnaire
	<p>The COLLECTIONS REPORTING TEMPLATE required as part of Penal Code 1463.010 looks at aggregate data across collection programs but does not allow the Judicial Council to assess the effectiveness of various processes, approaches and tools used in the collection of delinquent debt. The purpose of the Supplemental Data Gathering Questionnaire is to determine which components of the program have the most significant impact on collection effectiveness.</p> <p>It was determined that the collection of this data would be best accomplished by conducting randomized sampling since the configuration and development of formal reporting systems is not viable in the available time frame. Furthermore, investing in a large scale statewide data collection effort may not be an effective approach since some of the data required may not be needed in the future.</p>
3.3	Which worksheets should be completed?
	<p>The following worksheets should be completed for the Supplemental Data Gathering Questionnaire:</p> <ol style="list-style-type: none"> 1. Contact and Other Information 2. Supplemental Questionnaire <p>Note: The Random Numbers worksheet can also be used to assist in selecting random case (see next sections).</p>
3.4	Contact and Other Information
	<p>Provide the information requested in the <u>Contact and Other Information</u> worksheet. Much of this information may be the same from the prior month. Note: The Contact and Other Information worksheet is common to both the Annual Financial Report and the Supplemental Data Gathering Questionnaire.</p>
3.5	Overview of Sampling Methodology
3.51	<p>Each collection program is asked to pull a random sample of <u>20 traffic infraction cases each month</u>. The 20 random cases must meet the following criteria:</p> <ol style="list-style-type: none"> 1) The case type must be Traffic Infraction, Failure to Appear (FTA) or Traffic Failure to Pay (FTP). 2) The cases must be 2 years old at the time of the report. This means: <ol style="list-style-type: none"> a. For the August 31, 2008 report, the cases selected must have been referred in July 2006. b. For the September 30, 2008 report, the cases selected must have been referred in August 2006. c. For the June 30, 2009 report, the cases selected must have been referred in May 2007. 3) THE CASES MUST BE RANDOMLY SELECTED from the total pool of cases for the month in question. See Section 3.52 or Section 3.59 for information on how to select the sample cases. <p>The required sample is for 240 cases across each county/court collection program.</p>
3.52	<p>Determine the best way to view the total pool of potential cases (i.e., all cases that were referred in the month in question). This may be original entry records, file drawers, assigned account numbers or some other means. The specific method for doing this may be unique to the county or court in question. If the candidate cases are spread across multiple collection programs select cases from each program in proportion to the total number of cases outstanding as of the end of last year. If you need assistance determining how to do this, please contact the Enhanced Collections Unit staff (see contact information below).</p>
3.53	<p>Determine the number of pages, files or drawers that could potentially be pulled to obtain a sample. Use the random number generator tab to determine the specific page, file or drawer that will be pulled. This can be done by entering the number in "Col A". The result will be displayed in "Result A". This is the page, file or drawer that will be selected. Note: Check the box at the bottom of the page to calculate/recalculate the random numbers. This should be done after step 3.54 or step 3.55 if applicable.</p>
3.54	<p>Determine (or estimate) the number of items that exist within the selected page, file or drawer. Use the random number generator tab to determine the specific item to be pulled. Do this by entering the number of items in "Col B" and selecting the item specified in "Result B".</p>
3.55	<p>Use columns C and D as needed to continue to sub-divide the potential selections and determine the sample case that will be evaluated.</p>
3.56	<p>Confirm that sample case meets the following criteria: 1) it is a traffic infraction FTA or Traffic FTP; 2) the original data of the fine, fee or assessment is within the month in question, and; 3) the case was randomly selected.</p>
3.57	<p>If the sample case does not meet the proposed criteria, select another case.</p>
3.58	<p>If possible, repeat the procedure for each day until 20 cases have been collected.</p>

ATTACHMENT C
Collections Reporting Template

3.59	<p>Alternate Procedure: If it is easier to do so, it is acceptable to select the first case at random and then select additional cases at a fixed interval. The specific interval depends on the total number of cases in the month. For example:</p> <ol style="list-style-type: none"> 1. If there are 4,000 potential cases in the month, select one of the first 100 cases at random. 2. Determine the interval by dividing the remainder by 19. In this case 4,000 - 100 = 3,900. Since 19 cases are needed the interval should be 3,900/19 = 205. 3. Select every 205th case to fill out the sample. 4. Confirm that the cases meet the criteria specified in Section 3.51. If necessary reduce the interval to permit enough valid cases to be selected.
3.6	<p>Instructions for Filling out the Supplemental Questionnaire</p> <p>For each sample case drawn at random according to Section 3.51 or 3.59 , please fill out the information in the Supplemental Questionnaire worksheet. The information for all sample cases must be entered in the same sheet.</p> <p>The perspective of the questionnaire is to view the life of the cases in question within the two year period. This may require coordination between collection programs to provide a complete picture of a debt item that has been transferred between collection programs. Please coordinate with the other programs to the extent possible to capture the requested information.</p>
3.7	<p>Submitting the Monthly Supplemental Data Gathering Questionnaire</p> <p>After the Questionnaire is completed, please:</p> <p>1) E-mail the Questionnaire and Contact and Other Information worksheet to collections@jud.ca.gov</p>
4	<p>QUESTIONS</p>
4.1	<p>Who To Contact If You Have Questions</p> <p>If you have questions about the Collections Reporting Template, please contact staff of the Enhanced Collections Unit :</p> <p>Administrative Office of the Courts (AOC) phone: 818-558-3081 or 818-558-3080 or 818-558-3001 e-mail: collections@jud.ca.gov</p>

Glossary

TERMS USED IN THE COLLECTIONS REPORTING TEMPLATE	
Term	Definition
Adjustments	Any cash or non-cash adjustment that increases or decreases the amount of debt outstanding subsequent to the initial assessment. Non-cash adjustments include suspensions, alternative payments, dismissals and discharge from accountability. Most frequently these reduce the amount of debt outstanding, but adjustments can also increase the amount of debt outstanding. Cash adjustments include transactions for a bad check or a correction to the initial assessment amount.
Alternative Sentence Payment	An alternative payment for resolving court-ordered debt designed for an individual who demonstrates an inability to pay. Examples include community service and work furlough.
Case	Set of official court documents filed in connection with an action.
Closed Cases	A case where no further collection action is necessary to enforce a court-ordered payment, including suspensions, alternative payments, dismissals, and discharged accounts.
Comprehensive Collection Program	A comprehensive collection program designed to collect delinquent court-ordered fines, fees, forfeitures, penalties, and assessments that satisfies 10 of the 17 criteria identified in Penal Code Section 1463.007.
Continuance	To postpone, stay, or withhold payment under certain conditions for a temporary period of time.
Contract/Hard to Collect	This includes all accounts referred to a private collection agency on cases ready or eligible to be discharged from accountability.
Cost of Collections (pursuant to Penal Code Section 1463.007)	Collection costs that are allowable to be offset by revenues pursuant to Penal Code Section 1463.007.
County Collections Program	A collections program administered by the county.
Court Collections Program	A collections program administered by the local court.
Delinquent Account	Accounts related to a defendant that has not complied with the court-ordered or agreed-upon terms and conditions of payment.
Discharged Accounts	Cases that were deemed uncollectible and received a discharge from accountability. The debt is still owed; however, collection efforts have been exhausted. The actual discharge is based on established criteria by an authorized body, pursuant to Government Code Section 25258.
Dismissals	To drop a criminal or civil action without settling the issues involved. The initial court-ordered debt no longer exists.
Forthwith Payments	<u>Full payment</u> of court-ordered fines, fees, forfeitures, penalties, and assessments on or before the due date. Installment plans or accounts receivable plans are not forthwith payments.
FTB Court-Ordered Debt	Franchise Tax Board Court-Ordered Debt collection program.
FTB Tax Intercept	Franchise Tax Board Tax Interagency Intercept collection program.
Gross Revenue Collected	Revenue collected in collection program, prior to consideration of any realized or implied reductions for cost offsets.
Hybrid	When referenced in connection with primary collections program, cases initially referred to multiple programs depending on case type. For instance, traffic cases are referred to a private agency, and criminal cases are referred to the county.
Net Revenue	Gross revenue collected less cost of collections (i.e., allowable cost offsets pursuant to Penal Code Section 1463.007).
Penal Code Section 1463.007	Legislation enacted in 1998 allowing, among other things, the county or court to deduct and deposit in the county treasury or trial court operations fund the cost of operating a "comprehensive program to identify and collect delinquent fines and forfeitures" from any revenues collected prior to making any distribution of revenues to other governmental entities. The statute defines the criteria for the comprehensive collection program, the establishment of a minimum base fine or forfeiture amount, and sets forth specific criteria for the calculation and deduction for this collection program.
Primary Collection Program	A collections program to which a debt is initially referred when it becomes delinquent.
Private Collection Agency	A private entity employed to collect court-ordered fines, fees, forfeitures, assessments, and penalties.
Referral	Court-ordered debts submitted to other collection entities for collections.
Revenue Collected	Monies received towards the satisfaction of a court-ordered debt.
Secondary Collection Program	A collections program to which a debt is referred when the primary collections program has been unable to resolve the debt.
Community Service	Credits applied to an assessment that reduce the outstanding balance.
Suspensions	An assessment that is reduced or eliminated as a result of a judicial order.
Value of Cases	Court-ordered debt still expected to be collectible for all court cases. For closed cases, sum of (gross) debt collected, dismissals, alternative payments, suspensions, and discharged accounts.
Victim Restitution	A victim of crime who incurs any economic loss as a result of the commission of a crime may receive restitution directly from any defendant convicted of that crime as a condition of probation.

Contact and Other Information

1	Court/County			
2	Court Contact:			
3	Telephone Number:			
4	E-mail Address:			
5	County Contact:			
6	Telephone Number:			
7	E-mail Address:			
8				
9	Private Collection Agencies Used:			
10				
11	Does your court/county have a comprehensive collections program pursuant to Penal Code 1463.007?			
12	Which of the 17 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 at least 10 components.	Check the components the Court uses.	Check the components the County uses.	Check the components the private agency uses.
13	a - Monthly bill or account statements to all debtors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	b - Telephone contact with delinquent debtors to apprise them of their failure to meet payment obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	c - Issuance of warning letters to advise delinquent debtors of an outstanding obligation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	d - Requests for credit reports to assist in locating delinquent debtors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	e - Access to Employment Development Department employment and wage information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	f - The generation of monthly delinquent reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	g - Participation in the Franchise Tax Board's tax intercept program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	h - The use of Department of Motor Vehicle information to locate delinquent debtors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	i - The use of wage and bank account garnishments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	j - The imposition of liens on real property and proceeds from the sale of real property held by a title company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	k - The filing of objections to the inclusion of outstanding fines and forfeitures in bankruptcy proceedings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	l - Coordination with the probation department to locate debtors who may be on formal or informal probation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	m - The initiation of drivers' license suspension actions where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	n - The capability to accept credit card payments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	o - Participation in the F.T.B.'s Court-Ordered Debt Collection Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	p-Contracting with one or more private debt collectors (Please indicate above at 8, 9 and 10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	q-The use of skip tracing or locator resources or services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Does the primary collection program to which the majority of delinquent debts are referred accept debit cards?			
31	Does the primary collection program to which the majority of delinquent debts are referred allow internet payments?			
32	Do you have an Enhanced Collections and Compliance Coordination Committee?			
33	If a defendant fails to appear, does the court impose a civil assessment?			
34	If a defendant fails to appear, does the court charge VC 40508(a) as an infraction?			
35	If a defendant fails to appear, does the court charge VC 40508(a) as a misdemeanor?			
36	Does the court have a Trial by Written Declaration (in Absentia) program under VC40903?			
37	Does court/county have an MOU allowing the DMV to take payments on court-ordered debt?			
38	Is a specialized data collection form used to capture debtor demographic, employment, and other personal information (including SSN) on non-forthwith payments?			
39	Do collections program personnel capture information on debtors that cannot pay forthwith?			
40	Which program recovers cost pursuant to PC 1463.007?	Select Programs That Apply		
41	Primary collection program to which the majority of delinquent debt is initially referred.	Select Primary Program		
42	Does the primary collection program to which the majority of delinquent debt is referred routinely make outbound calls on nights (after 6:00pm) and weekends?			
43	Which computer system does the primary collection program to which the majority of delinquent debt is referred use?	Select System Used		
44	Does the primary collection program to which the majority of delinquent debt is referred use a predictive dialer?			

Program Report

#REF!

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. In the description please identify which of the twenty-seven (27) Best Practices your collection program has implemented.

Type here.

Please identify any obstacles or problems that prevent the collection program from meeting any of the Judicial Council approved Collections Best Practices.

Type here.

Performance Report

#REF!

Use the space below to discuss your collection program.

Please provide any comments on your Gross Recovery Rate or Success Rate.

Type here.

Additional comments on collection program for this Reporting Period.

Type here.

Annual Financial Report

#REF!

REPORTING PERIOD			
Row	Program	Reporting Period	
		Col. A	
1	Beginning Date	01-Jul-08	First day of Reporting Period
2	Ending Date	30-Jun-09	Last day of Reporting Period

FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS							
Row	Program	Number of Cases Established/ Referred in Period	Value of Cases Established/ Referred in Period	Debt Transfers	Gross Revenue Collected During the Period	Cost of Collections (pursuant to Penal Code 1463.007)	Adjustments
		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	Contract/Hard to Collect						
9	Other						
10	Total		-	-	-	-	-

Row	Quality Checklist	Quality Criteria
11	<input type="checkbox"/>	Rows 3-10 includes all fines, fees, forfeitures, penalties and assessments except victim restitution and other justice related reimbursements (see Row 46 for more information).
12	<input type="checkbox"/>	Rows 3-10 includes traffic, criminal, juvenile case types.
13	<input type="checkbox"/>	Rows 3-10 includes felonies, misdemeanors and infractions.
14	<input type="checkbox"/>	Row 3 includes all collections for cases that were paid in full on or before the due date.
15	<input type="checkbox"/>	Rows 4-9 includes all cases that were not paid in full on or before the due date.
16	<input type="checkbox"/>	Rows 3-10 includes only cases referred/established, transfers processed, revenue collected, or adjustments posted during the reporting period.
17	<input type="checkbox"/>	Row, 3, Column E, includes traffic bail forfeitures.
18	<input type="checkbox"/>	Rows 4-9, Columns B and C, represents new debt referrals to collection programs (returned cases should be reported in Column D).
19	<input type="checkbox"/>	Debts that were returned by or transferred between collections program are recorded as a negative value in Column D. Debt returned to a program are recorded as a positive value in Column D.
20	<input type="checkbox"/>	Column E includes all monies received towards the satisfaction of court-ordered debts.
21	<input type="checkbox"/>	Column F includes the cost of collections that, pursuant to PC 1463.007, is allowable to offset revenue prior to distribution to other governmental entities.
22	<input type="checkbox"/>	Cost of collections is entered in Column F as a negative number unless posting a reversal.
23	<input type="checkbox"/>	Value of adjustments reported in Column G includes all suspensions, alternative payments, dismissals, discharges or other non-cash adjustments that decrease or increase the amount outstanding for individual debt items.

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	Contract/Hard to Collect			-			
29	Other			-			
30	Total	-	-	-	-	-	

Row	Quality Checklist	Quality Criteria
31	<input type="checkbox"/>	Rows 24-29 includes fines, fees, forfeitures, penalties and assessments except victim restitution and other justice related reimbursements.
32	<input type="checkbox"/>	Rows 24-29 includes cases that have been referred to a collection program.
33	<input type="checkbox"/>	Columns I and L includes traffic, criminal, and juvenile 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 Columns C and D less the amounts shown in Columns E 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 - E - G) does not equal the ending balance reported in Column L.

Annual Financial Report

VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS							
Row	Program	Number of Cases Established/ Referred in Period	Value of Cases Established/ Referred in Period	Debt Transfers	Gross Revenue Collected During the Period	Adjustments	Change in Value
		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	Contract/Hard to Collect						-
44	Other						-
45	Total		-	-	-	-	-

Row	Quality Checklist	Quality Criteria
46	<input type="checkbox"/>	Rows 38-44 includes any victim restitution and reimbursements (to court appointed counsel and other parties) that were not included in rows 4-9.
47	<input type="checkbox"/>	Rows 38-44 includes only cases referred/established, transfers processed, revenue collected, or adjustments posted during the reporting period.
48	<input type="checkbox"/>	Gross revenue collected is entered in Column Q as a positive number unless posting reversal.
49	<input type="checkbox"/>	Adjustments in Column R 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.

VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS: BEGINNING AND ENDING BALANCES							
Row	Program	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
		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	Contract/Hard to Collect						
55	Other						
56	Total	-	-	-	-		

Row	Quality Checklist	Quality Criteria
57	<input type="checkbox"/>	Rows 50-55 include any victim restitution and other justice related reimbursements (to court appointed counsel and other parties) that were not included in rows 24-29.

COLLECTIONS METRICS FOR FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS				
Row	Metric	Current Performance	Formula	Definition
	Col. Z	Col. AA	Col. AB	Col. AC
58	Gross Recovery Rate		(Collections + Adjustments) / Referrals	Measures a collection program's ability to resolve delinquent court-ordered debt, including alternative sentences, community service, and suspended sentences.
59	Success Rate		Collections / (Referrals - Adjustments)	Measures the amount of revenue collected on delinquent court-ordered debt based on total delinquent accounts referred after adjustments, 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) _____

Supplemental Data Gathering Questionnaire

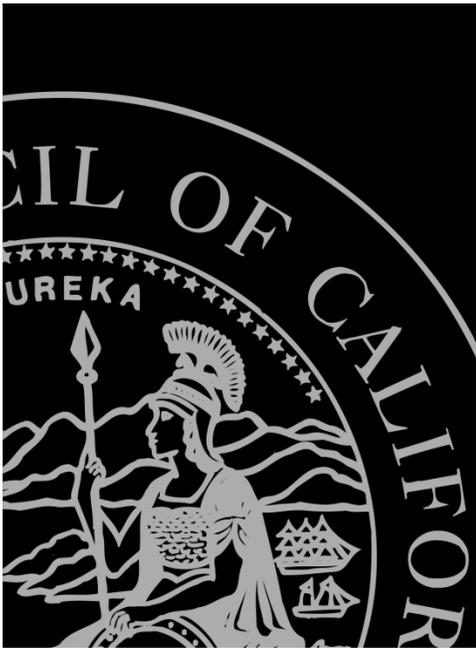
		Instructions	Sample Case # 1	Sample Case # 2	Sample Case # 3	Sample Case # 4	Sample Case # 5	Sample Case # 6
Basic Case Information								
1	Date when traffic ticket was issued	Enter date						
2	Date debt was originally due	Enter date						
3	Date of original referral to primary collections program	Enter date						
4	Ticket/case identifier (must be unique and will be used for reference purpose only)	Enter the number/identifier of the ticket or case that is being pulled as part of the sample.						
5	Traffic infraction case	FTP = Failure to Pay FTA = Failure to Appear						
6	Total dollar amount assessed on this case, including fees, fines, forfeitures, penalties and assessments	Include all assessments.						
7	Total dollar amount suspended, dismissed, waived or other adjustments	Include all adjustments.						
8	Total dollar amount paid to date on this case							
9	Total dollar amount referred to secondary collection program, if applicable	Enter balance, in dollars at time of referral to secondary collections program, if applicable.						
10	Payments attributable to secondary collections program	Enter payments made while case was with secondary collections program.						
11	Adjustments attributable to secondary collections program	Enter adjustments that occurred while case was with secondary collections program.						
12	Has the debtor agreed to pay the debt in installments?	Yes or No						
13	If there is an installment plan, what is the duration in months?	Enter installment plan duration in months, if applicable.						
14	Date debt was paid in full, if applicable	Enter date.						
15	Number of payments to date	Enter a whole number.						
People and Sourcing Approach								
16	Collections program to which the delinquent debt was initially referred	A - County program B - Court program C - Private agency D - FTB COD E - None						
17	Collections program to which the debt was referred for secondary collection efforts, if applicable	A - County B - Court C - Private agency D - FTB COD E - FTB TIP						
18	Date debt was referred to secondary collections program	Enter date						
Process								
19	Was driver's license revoked or suspended?	Yes or No						
20	Was a DMV hold placed?	Yes or No						
21	Was the VC40903 process used?	Yes or No						
Collection of Debt								
22	Was address on the citation valid?	Yes or No						
23	Where does the debtor currently reside?	California Resident Out of State Resident Out of Country Resident Unknown						
Quantity of Effort								
24	Number of attempted calls to date where contact was made by primary collections program	Enter number of attempted calls or messages left.						
25	Number of attempted calls in first 60 days after referral to primary collections program	Enter number of attempted calls or messages left.						
26	Number of completed calls to date where contact was made by primary collections program	Enter the number of "five" conversations with debtor.						
27	Number of completed calls in first 60 days of referral to primary collections program	Enter the number of "five" conversations with debtor.						
28	Number of letters mailed to date by primary collections program	Enter the number of letters mailed						
29	Was a skip trace performed by the primary collections program?	Yes or No						
30	Is the SSN known?	Yes or No						
Related Cases								
31	Additional fines, fees and assessments, on other cases for this debtor, as of the initial referral date to the primary collections program.	Enter the total amount of fines, fees and assessments on other cases since the date this case was referred to the primary collections program.						
32	Collections on other cases, for this debtor, as of the initial referral date to the primary collections program.	Enter the total amount of collections received on other cases since the date this case was referred to the primary collections program.						
33	Total adjustments on other cases, for this debtor, as of the initial referral date to the primary collections program.	Enter the total amount of adjustments on other cases since the date this case was referred to the primary collections program.						
34	Total amount outstanding on other cases, for this debtor, at the end of the period.	The total amount outstanding on other cases at the end of the period.						

Supplemental Data Gathering Questionnaire

	Sample Case #	Sample Case #	Sample Case #	Sample Case #	Sample Case #	Sample Case #	Sample Case #
	7	8	9	10	11	12	13
Basic Case Information							
1	Date when traffic ticket was issued						
2	Date debt was originally due						
3	Date of original referral to primary collections program						
4	Ticket/case identifier (must be unique and will be used for reference purpose only)						
5	Traffic infraction case						
6	Total dollar amount assessed on this case, including fees, fines, forfeitures, penalties and assessments						
7	Total dollar amount suspended, dismissed, waived or other adjustments						
8	Total dollar amount paid to date on this case						
9	Total dollar amount referred to secondary collection program, if applicable						
10	Payments attributable to secondary collections program						
11	Adjustments attributable to secondary collections program						
12	Has the debtor agreed to pay the debt in installments?						
13	If there is an installment plan, what is the duration in months?						
14	Date debt was paid in full, if applicable						
15	Number of payments to date						
People and Sourcing Approach							
16	Collections program to which the delinquent debt was initially referred						
17	Collections program to which the debt was referred for secondary collection efforts, if applicable						
18	Date debt was referred to secondary collections program						
Process							
19	Was driver's license revoked or suspended?						
20	Was a DMV hold placed?						
21	Was the VC40903 process used?						
Collection of Debt							
22	Was address on the citation valid?						
23	Where does the debtor currently reside?						
Quantity of Effort							
24	Number of attempted calls to date where contact was made by primary collections program						
25	Number of attempted calls in first 60 days after referral to primary collections program						
26	Number of completed calls to date where contact was made by primary collections program						
27	Number of completed calls in first 60 days of referral to primary collections program						
28	Number of letters mailed to date by primary collections program						
29	Was a skip trace performed by the primary collections program?						
30	Is the SSN known?						
Related Cases							
31	Additional fines, fees and assessments, on other cases for this debtor, as of the initial referral date to the primary collections program.						
32	Collections on other cases, for this debtor, as of the initial referral date to the primary collections program.						
33	Total adjustments on other cases, for this debtor, as of the initial referral date to the primary collections program.						
34	Total amount outstanding on other cases, for this debtor, at the end of the period.						

Supplemental Data Gathering Questionnaire

	Sample Case #	Sample Case #	Sample Case #	Sample Case #	Sample Case #	Sample Case #	Sample Case #
	14	15	16	17	18	19	20
Basic Case Information							
1	Date when traffic ticket was issued						
2	Date debt was originally due						
3	Date of original referral to primary collections program						
4	Ticket/case identifier (must be unique and will be used for reference purpose only)						
5	Traffic infraction case						
6	Total dollar amount assessed on this case, including fees, fines, forfeitures, penalties and assessments						
7	Total dollar amount suspended, dismissed, waived or other adjustments						
8	Total dollar amount paid to date on this case						
9	Total dollar amount referred to secondary collection program, if applicable						
10	Payments attributable to secondary collections program						
11	Adjustments attributable to secondary collections program						
12	Has the debtor agreed to pay the debt in installments?						
13	If there is an installment plan, what is the duration in months?						
14	Date debt was paid in full, if applicable						
15	Number of payments to date						
People and Sourcing Approach							
16	Collections program to which the delinquent debt was initially referred						
17	Collections program to which the debt was referred for secondary collection efforts, if applicable						
18	Date debt was referred to secondary collections program						
Process							
19	Was driver's license revoked or suspended?						
20	Was a DMV hold placed?						
21	Was the VC40903 process used?						
Collection of Debt							
22	Was address on the citation valid?						
23	Where does the debtor currently reside?						
Quantity of Effort							
24	Number of attempted calls to date where contact was made by primary collections program						
25	Number of attempted calls in first 60 days after referral to primary collections program						
26	Number of completed calls to date where contact was made by primary collections program						
27	Number of completed calls in first 60 days of referral to primary collections program						
28	Number of letters mailed to date by primary collections program						
29	Was a skip trace performed by the primary collections program?						
30	Is the SSN known?						
Related Cases							
31	Additional fines, fees and assessments, on other cases for this debtor, as of the initial referral date to the primary collections program.						
32	Collections on other cases, for this debtor, as of the initial referral date to the primary collections program.						
33	Total adjustments on other cases, for this debtor, as of the initial referral date to the primary collections program.						
34	Total amount outstanding on other cases, for this debtor, at the end of the period.						



Gross Recovery Rate & Success Rate Tables

ATTACHMENT D



JUDICIAL COUNCIL
OF CALIFORNIA

Attachment D

Statewide Collection Programs Gross Recovery Rate and Success Rate FY 2008–2009 and 2009–2010

Table 1

Fiscal Year 2008–2009 and 2009–2010 Individual Program Comparison															
Gross Recovery Rate (34% benchmark) by County															
	Fiscal Year				Fiscal Year				Fiscal Year				Fiscal Year		
	08-09	09-10	Variance		08-09	09-10	Variance		08-09	09-10	Variance		08-09	09-10	Variance
Alameda	37	28	-9	Kings	41	65	24	Placer	30	100	70	Sierra	74	68	-6
Alpine	46	82	36	Lake	52	56	4	Plumas	24	58	34	Siskiyou	44	45	1
Amador	50	28	-22	Lassen	65	57	-8	Riverside	43	80	37	Solano	48	61	13
Butte	68	87	19	Los Angeles	92	90	-2	Sacramento	37	39	2	Sonoma	53	46	-7
Calaveras	52	42	-10	Madera	44	97	53	San Benito	52	37	-15	Stanislaus	54	45	-9
Colusa	14	70	56	Marin	76	58	-18	San Bernardino	36	89	53	Sutter	54	56	2
Contra Costa	28	26	-2	Mariposa	29	58	29	San Diego	58	120	62	Tehama	48	27	-21
Del Norte ¹	0	8	N/A	Mendocino	66	70	4	San Francisco	14	32	18	Trinity ²	0	52	N/A
El Dorado	19	26	7	Merced	62	58	-4	San Joaquin	70	86	16	Tulare	44	42	-2
Fresno	31	48	17	Modoc	50	41	-9	San Luis Obispo	56	58	2	Tuolumne	54	74	20
Glenn	45	49	4	Mono	26	35	9	San Mateo	74	47	-27	Ventura	51	59	8
Humboldt	68	36	-32	Monterey	46	55	9	Santa Barbara	25	101	76	Yolo	62	43	-19
Imperial	54	61	7	Napa	55	37	-18	Santa Clara	53	49	-4	Yuba	53	73	20
Inyo ¹	0	47	N/A	Nevada	56	49	-7	Santa Cruz	6	9	3				
Kern	79	69	-10	Orange ³	0	40	N/A	Shasta	52	53	1				

¹ Collections Program Report submitted by program in FY 2008–2009 contained a data error.

² Collections Reporting Template not submitted by program in FY 2008–2009.

³ Program submitted a Collections Reporting Template in FY 2008–2009 but did not agree with the methodology used to establish the performance measures.

Figures in the variance column represent the percentage point decrease or increase in the SR between FY 2008–2009 and FY 2009–2010.

Attachment D

Statewide Collection Programs Gross Recovery Rate and Success Rate FY 2008–2009 and 2009–2010

Table 2

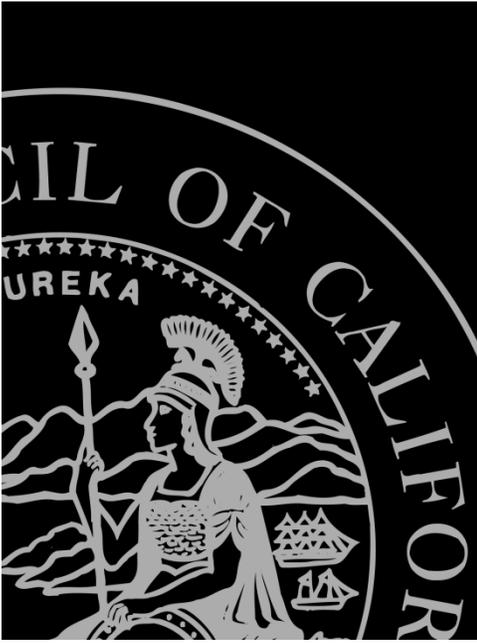
Fiscal Year 2008–2009 and 2009–2010 Individual Program Comparison of Success Rate (31% benchmark) by County															
	Fiscal Year				Fiscal Year				Fiscal Year				Fiscal Year		
	08-09	09-10	Variance		08-09	09-10	Variance		08-09	09-10	Variance		08-09	09-10	Variance
Alameda	35	27	-8	Kings	37	51	14	Placer	38	100	62	Sierra	71	62	-9
Alpine	46	82	36	Lake	53	47	-6	Plumas	18	53	35	Siskiyou	39	41	2
Amador	50	21	-29	Lassen	63	57	-6	Riverside	28	51	23	Solano	48	54	6
Butte	59	81	22	Los Angeles	74	68	-6	Sacramento	35	37	2	Sonoma	37	34	-3
Calaveras	48	36	-12	Madera	50	97	47	San Benito	48	36	-12	Stanislaus	54	45	-9
Colusa	14	66	52	Marin	61	48	-13	San Bernardino	33	83	50	Sutter	51	59	8
Contra Costa	30	21	-9	Mariposa	29	50	21	San Diego	45	147	102	Tehama	41	18	-23
Del Norte ¹	0	7	N/A	Mendocino	57	60	3	San Francisco	18	32	14	Trinity ²	0	52	N/A
El Dorado	19	23	4	Merced	54	53	-1	San Joaquin	29	56	27	Tulare	44	42	-2
Fresno	16	34	18	Modoc	41	32	-9	San Luis Obispo	56	50	-6	Tuolumne	49	59	10
Glenn	45	49	4	Mono	23	31	8	San Mateo	72	56	-16	Ventura	50	59	9
Humboldt	68	34	-34	Monterey	43	51	8	Santa Barbara	20	102	82	Yolo	58	35	-23
Imperial	45	60	15	Napa	51	41	-10	Santa Clara	47	41	-6	Yuba	34	70	36
Inyo ¹	0	47	N/A	Nevada	41	39	-2	Santa Cruz	5	7	2				
Kern	78	69	-9	Orange ³	0	33	N/A	Shasta	52	49	-3				

¹ Collections Program Report submitted by program in FY 2008–2009 contained a data error.

² Collections Reporting Template not submitted by program in FY 2008–2009.

³ Program submitted a Collections Reporting Template in FY 2008–2009 but did not agree with the methodology used to establish the performance measures.

Figures in the variance column represent the percentage point decrease or increase in the SR between FY 2008–2009 and FY 2009–2010.



Court and County Collection Program Reports

ATTACHMENT E



JUDICIAL COUNCIL
OF CALIFORNIA

County of Alameda and Superior Court of Alameda County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 1,574,857

Judges/Commissioners: 70/15

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Alameda County and the Superior Court of Alameda County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 10 and 13 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$15,058,269 from 431,432 delinquent cases, with a total collection cost of \$3,881,251. The ending balance of \$154,267,308 in delinquent court-ordered debt still owing represents 227,459 delinquent cases, of which 97,889 were established in the current reporting period. The total revenue collected represents a .1 percent decrease from the prior fiscal year. The program has a 28 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 9 percentage points less than the prior year. The program’s Success Rate of 27 percent does not meet the recommended 31 percent benchmark, and is 8 percentage points less than the prior year. According to the Alameda collection program, “regarding the gross recovery rate, the collections reported last year by the Superior Court of Alameda County was incorrectly stated on Row 3, Column E. This year, although we are below the percentage benchmarks, we are confident that our revenue dollars reported are accurate. The state economy has had, and continues to have, a significant impact on the revenues in all areas.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 1,201

Judges/Commissioners: 2/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Alpine County and the Superior Court of Alpine County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 23 of the 27 recommended collections best practices; numbers 1, 2, 7, and 23 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$266,250 from 156 delinquent cases, with a total collection cost of \$5,363. The ending balance of \$74,714 in delinquent court-ordered debt still owing represents 74 delinquent cases, of which 82 were established in the current reporting period. The total revenue collected represents a 1 percent increase from the prior fiscal year. The program has an 82 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 36 percentage points more than the prior year. The program’s Success Rate of 82 percent exceeds the recommended 31 percent benchmark, and is 36 percentage points more than the prior year. According to the Alpine collection program, “the Gross Recovery rate and Success Rate increases are due to the accounting discrepancies with Access Capital Services Inc., the court’s collection agency. The court will be implementing a program that will be consistent in the accounting of all cases to Access Capital Services for a more reliable form of reporting. Therefore, the report for future surveys will be more accurate.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Amador and Superior Court of Amador County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 38,022

Judges/Commissioners: 2/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Amador County and the Superior Court of Amador County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 12 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 27 recommended collections best practices; numbers 9, 10, 12, 13, 18, 20, 21, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$249,465 from 10,053 delinquent cases, with a total collection cost of \$84,267. The ending balance of \$5,275,586 in delinquent court-ordered debt still owing represents 8,460 delinquent cases, of which 2,004 were established in the current reporting period. The total revenue collected represents a 19 percent increase from the prior fiscal year. The program has a 28 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 22 percentage points less than the prior year. The program’s Success Rate of 21 percent does not meet the recommended 31 percent benchmark, and is 29 percentage points less than the prior year. According to the Amador collection program, “the Gross Recovery Rate has decreased in the last year because more criminal cases (misdemeanor) have been sent to collections. In the past, the only cases referred to collections were traffic/infraction matters. The decline in the rate of Gross Recovery is likely the result of the addition of criminal matters to the collections case-type mix. The decreased Success Rate is also probably related to the fact the inventory of cases now includes more criminal matters, which typically have lower rates of recovery. Furthermore, our inventory includes a number of very old traffic and infraction matters. As cases age, there is a corresponding decrease in collections. Older cases will be reviewed and a discharge of accountability sought when appropriate.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 220,748

Judges/Commissioners: 12/2

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Butte County and the Superior Court of Butte County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- A contract with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 18 of the 27 recommended collections best practices; numbers 1, 4, 5, 9, 14, 22, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$9,946,411 from 105,650 delinquent cases, with a total collection cost of \$796,646. The ending balance of \$67,446,964 in delinquent court-ordered debt still owing represents 85,931 delinquent cases, of which 19,028 were established in the current reporting period. The total revenue collected represents a 23 percent increase from the prior fiscal year. The program has an 87 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 19 percentage points more than the prior year. The program’s Success Rate of 81 percent exceeds the recommended 31 percent benchmark, and is 22 percentage points more than the prior year. According to the Butte collection program, “the increase in the Gross Recovery Rate and Success Rate during FY 2009–2010 is primarily due to increased revenue and adjustments against a relatively flat number of new cases. In FY 2008–2009 and FY 2009–2010, the values of established cases were similar. However, the collection efforts generated \$1.8 million more in delinquent fines and fees in FY 2009–2010. There are a couple of reasons for this. First, additional emphasis was placed on defendant contact through phone calls and late notice letters, which helped increase the collection volume. Secondly, in April 2009, the Court began collecting, up front, a minimum of 25 percent of the amount due on all vehicle code violations where the defendant requested an installment payment plan. This caused revenue to be collected sooner than normal. Additionally, the program reported \$1.6 million more in adjustments to cases in FY 2009–2010, compared to the previous reporting period. The combination of these factors significantly increased the program’s Gross Recovery Rate and Success Rate.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Calaveras and Superior Court of Calaveras County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 45,870

Judges/Commissioners: 2/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Calaveras County and the Superior Court of Calaveras County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program and a private debt collector;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 20 of the 27 recommended collections best practices; numbers 1, 2, 9, 13, 18, 21, and 23 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$523,214 from 12,522 delinquent cases, with a total collection cost of \$117,041. The ending balance of \$9,993,218 in delinquent court-ordered debt still owing represents 11,834 delinquent cases, of which 1,421 were established in the current reporting period. The total revenue collected represents a 3 percent decrease from the prior fiscal year. The program has a 42 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 10 percentage points less than the prior year. The program’s Success Rate of 36 percent exceeds the recommended 31 percent benchmark, and is 12 percentage points less than the prior year. According to the Calaveras collection program, “the Gross Recovery Rate and Success Rate decrease is due to the \$91,481 decline in revenue from the private agency’s efforts for FY 2009–2010. The rate decrease was actually minimized due to the recent implementation of the COD program offered by the Franchise Tax Board. FTB brought in \$68,270 to the Court during the last two quarters of the year. There is no question that the economic climate within Calaveras County is in great part the reason behind the decrease in collections for FY 2009–2010.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 21,997

Judges/Commissioners: 2/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Colusa County and the Superior Court of Colusa County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- A contract with a private debt collector;
- A comprehensive collection program that includes 10 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 27 recommended collections best practices; numbers 1, 2, 4, 7, 11, 13, 21, and 23 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$474,051 from 10,011 delinquent cases, with a total collection cost of \$81,372. The ending balance of \$8,349,645 in delinquent court-ordered debt still owing represents 9,453 delinquent cases, of which 9,318 were established in the current reporting period. The total revenue collected represents a 223 percent increase from the prior fiscal year. The program has a 70 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 66 percent exceeds the recommended 31 percent benchmark, and is 52 percentage points more than the prior year.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The program declined the opportunity to comment on the GRR and SR and did not speculate as to the possible reasons for the increase in revenue collected from the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Contra Costa and Superior Court of Contra Costa County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 1,073,055

Judges/Commissioners: 39/4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Contra Costa County and the Superior Court of Contra Costa County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 24 of the 27 recommended collections best practices; numbers 4, 9, and 11 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$10,082,676 from 302,293 delinquent cases, with a total collection cost of \$2,913,533. The ending balance of \$198,379,669 in delinquent court-ordered debt still owing represents 250,822 delinquent cases, of which 69,068 were established in the current reporting period. The total revenue collected represents a 4 percent decrease from the prior fiscal year. The program has a 26 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 2 percentage points less than the prior year. The program’s Success Rate of 21 percent does not meet the recommended 31 percent benchmark, and is 9 percentage points less than the prior year. According to the Contra Costa collection program, “FY 2009–2010 was a year of significant transition for the Court Collections Unit. In recognition of the decreased collections performance, Court Financial Services staff made a comprehensive review of collections procedures and practices and, in consultation with County Administration, implemented a new collections model that expedites that first, and most critical, contact with the client and increases the probability of collection. The new model places a greater emphasis on third party collection services and the use of sophisticated technology to improve collection rates. In the relatively short time since the new model was implemented, the collection rate has already improved significantly. The Court and the County are confident, based on current experience, that FY 2010–2011 will see material improvement in both the Gross Recovery Rate and the Success Rate. It is our continuing goal to meet or exceed the state benchmarks.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 29,547

Judges/Commissioners: 3/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Del Norte County and the Superior Court of Del Norte County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- A contract with a private debt collector;
- A comprehensive collection program that includes 10 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 24 of the 27 recommended collections best practices; numbers 4, 7, and 13 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$571,795 from 13,703 delinquent cases, with a total collection cost of \$105,785. The ending balance of \$9,356,773 in delinquent court-ordered debt still owing represents 12,715 delinquent cases, of which 11,007 were established in the current reporting period. The program has an 8 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark; but is 6 percentage points more than the prior year. The program’s Success Rate of 7 percent does not meet the recommended 31 percent benchmark, but is 7 percentage points more than the prior year. According to the Del Norte collection program, “it should be noted that this is the first fiscal year the program is able to report on delinquent revenue collected.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of El Dorado and Superior Court of El Dorado County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 182,019

Judges/Commissioners: 7/2

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between El Dorado County and the Superior Court of El Dorado County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 20 of the 27 recommended collections best practices; numbers 4, 14, 21, 22, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$2,939,233 from 61,827 delinquent cases, with a total collection cost of \$557,939. The ending balance of \$11,188,859 in delinquent court-ordered debt still owing represents 14,032 delinquent cases, of which 21,365 were established in the current reporting period. The total revenue collected represents an 88 percent increase from the prior fiscal year. The program has a 26 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, but is 6 percentage points more than the prior year. The program’s Success Rate of 23 percent does not meet the recommended 31 percent benchmark, but is 4 percentage points more than the prior year. According to the El Dorado collection program, “the Gross Recovery and Success Rate increase may be due to the Court’s assignment of dedicated staff to our court collection program and to County Revenue Recovery Department, which is a division of the El Dorado Department of Child Support Services, implementing new processes and best practices. The Gross Recovery and Success Rates not meeting the recommended benchmarks may be due to limitations in the case management system and collection management system, as they are unable to provide all required data for the collection financial report. The program estimates that a separation of the non-delinquent from delinquent revenue would increase the Gross Recovery Rate by 5 to 10 percent. The Court is unable to provide a breakdown of gross revenue collected for non-delinquent collections and the court collection program. The gross revenue collected of \$7,246,908 is a combined total for both non-delinquent collections and court collection program. Cases were transferred during the fiscal year from the County Collection Program to FTB Court-Ordered Debt. However, a breakdown of the debt transfers could not be obtained from the collection management program.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Fresno and Superior Court of Fresno County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 953,761

Judges/Commissioners: 45/8

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Fresno County and the Superior Court of Fresno County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector.
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 1, 4, 9, 11, and 18 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$14,531,105 from 489,978 delinquent cases, with a total collection cost of \$2,298,489. The ending balance of \$296,983,708 in delinquent court-ordered debt still owing represents 472,254 delinquent cases, of which 69,233 were established in the current reporting period. The total revenue collected represents a 32 percent increase from the prior fiscal year. The program has a 48 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 34 percent exceeds the recommended 31 percent benchmark, and is 18 percentage points more than the prior year. According to the Fresno collection program, “the Gross Recovery and Success Rate increase may be due to inventory referred late in the last fiscal year and successfully collected this fiscal year as well as newly implemented court procedures that have reduced inventory and increased revenue collected.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 29,434

Judges/Commissioners: 2/3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Glenn County and the Superior Court of Glenn County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- An MOU with the Superior Court of Shasta County to provide collection services, and contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 20 of the 27 recommended collections best practices; numbers 2, 4, 11, 13, 16, 20, and 21 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$849,633 from 11,652 delinquent cases, with a total collection cost of \$203,912. The ending balance of \$9,105,644 in delinquent court-ordered debt still owing and represents 11,652 delinquent cases, of which 883 were established in the current reporting period. The total revenue collected represents a 2 percent increase from the prior fiscal year. The program has a 49 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points more than the prior year. The program’s Success Rate of 49 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year. According to the Glenn collection program, “the Gross Recovery Rate and Success Rate increases may be due to the aggressive approach taken by Shasta to insure that delinquent fines are pursued to the maximum.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 132,755

Judges/Commissioners: 7/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Humboldt County and the Superior Court of Humboldt County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 21 of the 27 recommended collections best practices; numbers 1, 2, 4, 9, 11, and 16 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$2,787,086 from 124,905 delinquent cases, with a total collection cost of \$501,759. The ending balance of \$74,093,171 in delinquent court-ordered debt still owing represents 136,358 delinquent cases, of which 8,936 were established in the current reporting period. The total revenue collected represents a 30 percent decrease from the prior fiscal year. The program has a 36 percent Gross Recovery Rate, which meets the recommended 34 percent benchmark, but is 32 percentage points less than the prior year. The program’s Success Rate of 34 percent meets the recommended 31 percent benchmark, but is 34 percentage points less than the prior year. According to the Humboldt collection program, “the Gross Recovery Rate and Success Rate decrease may be due to several underlying factors. In FY 2008–2009, Humboldt County was in the midst of the Franchise Tax Board’s SWIFT reconciliation. Once the reconciliation was completed in FY 2009–2010 and all accounts were properly routed, a large temporary influx of accounts previously rejected or returned were re-routed to the Franchise Tax Board’s collection program. Another underlying factor was the unclear understanding of the new reporting template. Information was supplied to the best of our understanding and ability. Humboldt County did not have a prior year report to make a comprehensive comparison of reporting numbers. FY 2009–2010 reporting numbers are based on extractions from Humboldt’s CUBS system with a much clearer understanding of the reporting template.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Imperial and Superior Court of Imperial County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 183,029

Judges/Commissioners: 9/2

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Imperial County and the Superior Court of Imperial County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- An MOU with the Superior Court of Ventura County and contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 27 of the 27 recommended collections best practices (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$ 4,107,162 from delinquent cases, with a total collection cost of \$1,181,335. The ending balance of \$40,226,727 in delinquent court-ordered debt still owing represents 22,178 cases established in the current reporting period (total case inventory not provided due to limitations in the program’s case management system). The total revenue collected represents a 17 percent increase from the prior fiscal year. The program has a 61 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 7 percentage points more than the prior year. The program’s Success Rate of 60 percent exceeds the recommended 31 percent benchmark, and is 15 percentage points more than the prior year. According to the Imperial collection program, “the court continues to see a positive impact on the referral of current and aged cases to external collection agencies. The Gross Recovery Rate and Success Rate increase may be due to the external agency’s continuous efforts to collect on the estimated \$12 million in current and aged cases referred in FY 2008–2009, as well as an estimated \$5 million referred in FY 2009–2010.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Inyo and Superior Court of Inyo County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 18,110

Judges/Commissioners: 2/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Inyo County and the Superior Court of Inyo County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 27 of the 27 recommended collections best practices (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$581,800 from 8,415 delinquent cases, with a total collection cost of \$71,571. The ending balance of \$6,480,443 in delinquent court-ordered debt still owing represents 6,590 delinquent cases, of which 2,212 were established in the current reporting period. The total revenue collected represents a 29 percent increase from the prior fiscal year. The program has a 47 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 46 percentage points more than the prior year. The program’s Success Rate of 47 percent exceeds the recommended 31 percent benchmark, and is 46 percentage points more than the prior year. According to the Inyo collection program, “the Gross Recovery Rate and Success Rate increase may be due to programming solutions that provided data for the current year that was not available in the prior year. The revenue increase is due to the continued growth of the collections program.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Kern and Superior Court of Kern County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 839,587

Judges/Commissioners: 39/7

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Kern County and the Superior Court of Kern County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and phone credit and debit card payment options; and
- Compliance with 16 of the 27 recommended collections best practices; numbers 1, 2, 9, 11, 14, 20, 22, 23, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$19,981,003 from 197,863 delinquent cases, with a total collection cost of \$3,232,272. The ending balance of \$74,701,251 in delinquent court-ordered debt still owing represents 138,819 delinquent cases, of which 72,768 were established in the current reporting period. The total revenue collected represents a 15 percent decrease from the prior fiscal year. The program has a 69 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 10 percentage points less than the prior year. The program’s Success Rate of 69 percent exceeds the recommended 31 percent benchmark, but is 9 percentage points less than the prior year. According to the Kern collection program, “the Gross Recovery Rate decrease and the Success Rate decrease may be due to the collection time missed due to furlough days and a court wide hiring freeze. Collection efforts have also been affected by the dire economic climate. Kern County’s unemployment rate is 15.1 percent, which is significantly higher than the statewide rate of 12.2 percent. Additionally, the county collections were incorrectly reported in FY 2008–2009. Our actual rates should have been 76 percent Gross Recovery Rate and 75 percent Success Rate. The correct decrease should only be 7 percent and 6 percent.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Kings and Superior Court of Kings County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 154,743

Judges/Commissioners: 8/1.6

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Kings County and the Superior Court of Kings County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program and a private debt collector;
- A comprehensive collection program that includes 11 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 1, 2, 13, 16, and 20 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$2,127,286 from 50,176 delinquent cases, with a total collection cost of \$443,899. The ending balance of \$28,253,670 in delinquent court-ordered debt still owing represents 42,069 delinquent cases, of which 7,696 were established in the current reporting period. The total revenue collected represents a 24 percent increase from the prior fiscal year. The program has a 65 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 24 percentage points more than the prior year. The program’s Success Rate of 51 percent exceeds the recommended 31 percent benchmark, and is 14 percentage points more than the prior year. According to the Kings collection program, “the Gross Recovery Rate and Success Rate increase may be due to the fact that GC Services, third party vendor, made a prior year adjustment \$1,532,562, which represents an inventory balance adjustment from \$23,983,676 that should have been \$22,451,114; and the number of accounts should have been 34,008 versus 38,816 in FY 2008–2009. The actual adjustments for FY 2009–2010 are \$87,234. GC Services is working on correcting this error.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Lake and Superior Court of Lake County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 64,053

Judges/Commissioners: 4/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Lake County and the Superior Court of Lake County. The court and county have not entered into an updated written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 1, 9, 14, 24, and 25 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$1,715,961 from 39,687 delinquent cases, with a total collection cost of \$219,913. The ending balance of \$28,174,944 in delinquent court-ordered debt still owing represents 32,840 delinquent cases, of which 9,114 were established in the current reporting period. The total revenue collected represents an 11 percent decrease from the prior fiscal year. The program has a 56 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points more than the prior year. The program’s Success Rate of 47 percent exceeds the recommended 31 percent benchmark, but is 6 percentage points less than the prior year. According to the Lake collection program, “the Gross Recovery Rate increase is most likely due to improved and automated case transfer procedures resulting in more immediate contact with debtors. It may also be affected by discharge adjustments from Probation of \$1,013,555, where the cases either termed out or the offender went to prison. The Success Rate decrease is likely due to poor economic conditions and high unemployment, which affects revenue. There was also a \$471,000 increase over the prior year in non-cash adjustments, which reflects a significant number of new civil assessments related to the 5,246 new cases transferred to the County in the fiscal year.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 35,550

Judges/Commissioners: 2/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Lassen County and the Superior Court of Lassen County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- An MOU with the Superior Court of Shasta County to provide collection services and a contract with a private debt collector;
- A comprehensive collection program that includes 12 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 21 of the 27 recommended collections best practices; numbers 1, 4, 7, 11, 13, and 18 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$714,093 from 15,733 delinquent cases, with a total collection cost of \$174,058. The ending balance of \$14,323,769 in delinquent court-ordered debt still owing represents 15,702 delinquent cases, of which 1,192 were established in the current reporting period. The total revenue collected represents an 18 percent decrease from the prior fiscal year. The program has a 57 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 8 percentage points less than the prior year. The program’s Success Rate of 57 percent exceeds the recommended 31 percent benchmark, but is 6 percentage points less than the prior year. According to the Lassen collection program, “the slight decrease in the Gross Recovery Rate and Success Rate may be due to the court’s transition to a cost recovery program/new collection service provider mid-year and the current state of the economy and the unemployment crisis.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 10,441,080

Judges/Commissioners: 455/111

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Los Angeles County and the Superior Court of Los Angeles County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 23 of the 27 recommended collections best practices; numbers 9, 11, 20, and 21 currently are not being met (see Attachment A). The Los Angeles Superior Court and LA County Probation department are separate stand alone collections programs.

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$108,135,171 from 2,739,228 delinquent cases, with a total collection cost of \$21,547,096. The ending balance of \$1,949,302,424 in delinquent court-ordered debt still owing represents 1,939,786 delinquent cases, of which 528,697 were established in the current reporting period. The total revenue collected represents a 7 percent decrease from prior fiscal year. The program has a 90 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 2 percentage points less than the prior year. The program’s Success Rate of 68 percent exceeds the recommended 31 percent benchmark, but is 6 percentage points less than the prior year. According to the Los Angeles collection program, “the overall Gross Recovery Rate and Success Rate decrease is due to the reporting information excluded from the Probation program submitted FY 2008–2009, which has been included in this current reporting period. Based on the financial data provided by the Probation program in FY 2008–2009, the Gross Recovery Rate for Probation was 66 percent, and the Success Rate was 47 percent. For the reporting period FY 2009–2010, the Gross Recovery Rate reflects 34 percent, which is 32 percentage points less than the prior year; and the Success Rate reflects 16 percent, which is 31 percentage points less than the prior year.

In contrast, the Los Angeles Superior Court collection program reflected an overall increase in performance in comparison to FY 2008–2009. In FY 2008–2009, LASC’s Gross Recovery Rate was 97 percent, and the Success Rate was 88 percent. For the reporting period FY 2009–2010, LASC’s Gross Recovery rate reflects 99 percent, which is 2 percentage points greater than the prior year; and the Success Rate reflects 98 percent, which is 10 percentage points greater than the prior year.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Madera and Superior Court of Madera County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 153,655

Judges/Commissioners: 10/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Madera County and the Superior Court of Madera County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and two private debt collectors;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 24 of the 27 recommended collections best practices; numbers 4, 13, and 23 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$3,437,468 from 138,229 delinquent cases, with a total collection cost of \$453,128. The ending balance of \$80,968,081 in delinquent court-ordered debt still owing represents 138,229 delinquent cases, of which 21,470 were established in the current reporting period. The total revenue collected represents a 7 percent increase from the prior fiscal year. The program has a 97 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 53 percentage points more than the prior year. The program’s Success Rate of 97 percent exceeds the recommended 31 percent benchmark, and is 47 percentage points more than the prior year. According to the Madera collection program, “the Gross Recovery Rate increase may be due to the FTB reported figures skewing the reports built-in calculations. Without the FTB reported figures, the court’s Gross Recovery Rate is 20 percent and the county’s rate is 50 percent, according to the built-in calculations of the template. Overall rate without the FTB figures is 30 percent according to the built-in calculations of the template. The Success Rate increase may be due to the FTB reported figures skewing the report’s built-in calculations. Without the FTB reported figures, the court’s Gross Recovery Rate is 18 percent and the county’s rate is 50 percent, according to the built-in calculations of the template. Overall rate without the FTB figures is 29 percent, according to the built-in calculations of the template.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Marin and Superior Court of Marin County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 260,651

Judges/Commissioners: 10/4.5

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Marin County and the Superior Court of Marin County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 16 of the 27 recommended collections best practices; numbers 9, 11, 12, 14, 19, 20, 21, 22, 24, 25, and 27 currently are not being met (see Attachment A). Marin expects to add 7 best practices during FY 2010–2011, for a total of 23.

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$3,010,019 from 23,780 delinquent cases, with a total collection cost of \$1,057,793. The ending balance of \$13,338,752 in delinquent court-ordered debt still owing represents 17,314 delinquent cases, of which 10,174 were established in the current reporting period. The total revenue collected represents a 32 percent increase from the prior fiscal year. The program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 18 percentage points less than the prior year. The program’s Success Rate of 48 percent exceeds the recommended 31 percent benchmark, but is 13 percentage points less than the prior year. According to the Marin collection program, “the Gross Recovery Rate and Success Rate decrease is due to the addition to the caseload in September 2009, for the first time, of a backlog of 3,238 criminal cases, totaling \$2,897,750, with cases as old as 1989. The old assignments can have a significant impact on the Gross Recovery Rate and Success Rate. It is estimated that recovery and success rates would be approximately 80 percent if the report covered only traffic cases, compared to the recovery and success rates of 58 percent and 48 percent, respectively, in this report. FTB-COD cost of collections is 16 percent of collections instead of 15 percent because FTB charges for overpayments collected. Marin backs out these overpayments from the monthly revenue because they are not revenue. For example, FTB reported gross collections of \$369,607.18 and cost of collections of \$55,441.08. With overpayments removed from the total revenue, reported collections are \$355,821. However, FTB charges do not change.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Mariposa and Superior Court of Mariposa County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 18,192

Judges/Commissioners: 2/2

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Mariposa County and the Superior Court of Mariposa County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components; and
- Compliance with 24 of the 27 recommended collections best practices; numbers 1, 2, and 9 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$248,687 from 2,229 delinquent cases, with a total collection cost of \$91,893. The ending balance of \$2,849,314 in delinquent court-ordered debt still owing represents 2,202 delinquent cases, of which 552 were established in the current reporting period. The total revenue collected represents a 5 percent increase from the prior fiscal year. The program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 29 percentage points more than the prior year. The program’s Success Rate of 50 percent exceeds the recommended 31 percent benchmark, and is 21 percentage points more than the prior year. According to the Mariposa collection program, “the Gross Recovery Rate increase may be due to the program’s effort to work with debtors to arrange reasonable payment plans. The Success Rate increase may be due to an earlier referral of delinquent accounts to Revenue and Recovery.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Mendocino and Superior Court of Mendocino County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 90,206

Judges/Commissioners: 8/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Mendocino County and the Superior Court of Mendocino County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 1 and 11 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$4,401,805 from 40,986 delinquent cases, with a total collection cost of \$747,357. The ending balance of \$31,891,267 in delinquent court-ordered debt still owing represents 31,075 delinquent cases, of which 11,783 were established in the current reporting period. The total revenue collected represents a 4 percent decrease from the prior fiscal year. The program has a 70 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points more than the prior year. The program’s Success Rate of 60 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year. According to the Mendocino collection program, “the Gross Recovery Rate and Success Rate increase is largely due to an increase in adjustments due to a discharge of accountability in the amount of \$571,942.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Merced and Superior Court of Merced County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 258,495

Judges/Commissioners: 11/3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Merced County and the Superior Court of Merced County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and phone credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 2, 9, 11, 13, and 24 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$7,281,933 from 130,034 delinquent cases, with a total collection cost of \$2,411,673. The ending balance of \$76,658,538 in delinquent court-ordered debt still owing represents 109,832 delinquent cases, of which 25,985 were established in the current reporting period. The total revenue collected represents a 14 percent increase from the prior fiscal year. The program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 4 percentage points less than the prior year. The program’s Success Rate of 53 percent exceeds the recommended 31 percent benchmark, but is 1 percentage point less than the prior year. According to the Merced collection program, “the Gross Recovery Rate decrease and the Success Rate decrease may be due to the fact that Merced County has one of the highest unemployment and foreclosure rates in the country which greatly impacts the ability to collect court-ordered debt. Even in these adverse economic times, the County of Merced and the Superior Court of Merced possess the knowledge, experience, and cooperation that have allowed them to achieve a Gross Recovery Rate and a Success Rate well above the benchmarks, although there has been a slight decrease from the prior year.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Modoc and Superior Court of Modoc County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 9,777

Judges/Commissioners: 2/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Modoc County and the Superior Court of Modoc County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 24 of the 27 recommended collections best practices; numbers 2, 9, and 13 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$178,141 from 2,144 delinquent cases, with a total collection cost of \$63,691. The ending balance of \$1,924,598 in delinquent court-ordered debt still owing represents 1,831 delinquent cases, of which 837 were established in the current reporting period. The total revenue collected represents an 11 percent increase from the prior fiscal year. The program has a 41 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 9 percentage points less than the prior year. The program’s Success Rate of 32 percent meets the recommended 31 percent benchmark, but is 9 percentage points less than the prior year. According to the Modoc collection program, “the Gross Recovery Rate decrease and Success Rate decrease may be due to a lack of effort on behalf of the prior collection agency, as well as staffing limitations within the court collection program.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Mono and Superior Court of Mono County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 13,617

Judges/Commissioners: 2/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is currently being handled by the Superior Court of Mono County. The court and county have not entered into a written memorandum of understanding (MOU) for the collection of delinquent court-ordered debt. The program has not implemented a comprehensive collections program. However, the program currently satisfies 5 of the 17 collection activity components and is in compliance with 6 of the 27 best practices; numbers 1, 2, 3, 4, 7, 9, 11, 12, 13, 14, 15, 16, 17, 18, 20, 21, 22, 23, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$125,369. The ending balance of \$358,156 in delinquent court-ordered debt still owing represents 711 delinquent cases, of which 962 were established in the current reporting period. The total revenue collected represents a 459 percent increase from the prior fiscal year. The program has a 35 percent Gross Recovery Rate, which meets the recommended 34 percent benchmark, and is 9 percentage points more than the prior year. The program’s Success Rate of 31 percent meets the recommended 31 percent benchmark, and is 8 percentage points more than the prior year. According to the Mono collection program, “the Gross Recovery Rate and Success Rate increase is due to the program having only been in existence for 4.5 months at the time of last fiscal years’ report, and feels the increase is a natural progression and anticipates more of an increase in the upcoming fiscal years. The program also cites revisions to its collection notice which includes stronger terminology and has been generating more revenue and results than the previous notice.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Monterey and Superior Court of Monterey County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 435,878

Judges/Commissioners: 19/2

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Monterey County and the Superior Court of Monterey County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 24 of the 27 recommended collections best practices; numbers 2, 9, and 11 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$10,675,056 from 302,602 delinquent cases, with a total collection cost of \$2,987,379. The ending balance of \$123,597,279 in delinquent court-ordered debt still owing represents 301,320 delinquent cases, of which 52,105 were established in the current reporting period. The total revenue collected represents a 24 percent increase from the prior fiscal year. The program has a 55 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 51 percent exceeds the recommended 31 percent benchmark, and is 8 percentage points more than the prior year. According to the Monterey collection program, “the increase in both the Gross Recovery Rate and Success Rate are related to the increase in inventory now that the delinquent traffic collection program has been in effect for a year and a half, resulting in an increase in the number of payment plans and related payments received. The development of both the criminal and traffic file transfer interfaces between the court and the county has enabled the county to receive cases in an efficient and cost effective manner. Additionally, the court and county have improved their communication processes enabling the county to resolve issues quickly and proceed with collections on questionable accounts. This has also contributed to the increased recovery rates.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Napa and Superior Court of Napa County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 138,917

Judges/Commissioners: 6/2

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Napa County and the Superior Court of Napa County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit card payment options; and
- Compliance with 26 of the 27 recommended collections best practices; number 9 currently is not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$3,311,305 from 42,342 delinquent cases, with a total collection cost of \$413,913. The ending balance of \$40,290,748 in delinquent court-ordered debt still owing represents 46,366 delinquent cases, including some of the 7,341 cases established in the current reporting period. The total revenue collected represents a 14 percent increase from the prior fiscal year. The program has a 37 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 18 percentage points less than the prior year. The program’s Success Rate of 41 percent exceeds the recommended 31 percent benchmark, but is 10 percentage points less than the prior year. According to the Napa collection program, “although Napa has and will continue to make all reasonable efforts to recover court-ordered debts, the worsening economic climate in California and the rest of the nation has made it increasingly difficult to collect such funds. Obviously, the increasing unemployment rates of our defendants are an important factor in their ability to pay. In addition, it is important to note that the actual amount collected in FY 2009–2010 is approximately equal to that collected in FY 2008–2009 and, in light of the current very difficult economic times, the program considers this to be a sign of a successful collections program. To a large degree, the decrease in the collections rate may be more of a function of increasing fine numbers and amounts rather than decreasing collection effectiveness.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 98,718

Judges/Commissioners: 6/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Nevada County and the Superior Court of Nevada County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 26 of the 27 recommended collections best practices; number 11 currently is not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$1,439,143 from 32,034 delinquent cases, with a total collection cost of \$267,849. The ending balance of \$19,959,009 in delinquent court-ordered debt still owing represents 29,189 delinquent cases, of which 5,538 were established in the current reporting period. The total revenue collected represents a 14 percent increase from the prior fiscal year. The program has a 49 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 7 percentage points less than the prior year. The program’s Success Rate of 39 percent meets the recommended 31 percent benchmark, but is 2 percentage points less than the prior year. According to the Nevada collection program, “the Gross Recovery Rate decrease may be due to the current economy and debtors’ reduced ability to pay. Additionally, last year’s reported inventory did not include the total number of accounts in collection for victim restitution and attorney fees – those accounts are now included and have reduced the Gross Recovery Rate. The Success Rate decrease is likely also due to the current economy.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Orange and Superior Court of Orange County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 3,166,441

Judges/Commissioners: 115/29

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Orange County and the Superior Court of Orange County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and three private debt collectors;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 11 and 13 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$35,604,743 from 359,342 delinquent cases, with a total collection cost of \$4,902,604. The ending balance of \$297,620,661 in delinquent court-ordered debt still owing represents 355,547 delinquent cases, of which 79,029 were established in the current reporting period. The program has a 40 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark. The program’s Success Rate of 33 percent meets the recommended 31 percent benchmark.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. Program did not agree with the methodology used to establish performance measures in FY 2008–2009; therefore a comment on the GRR and SR was not provided.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 347,102

Judges/Commissioners: 12/4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Placer County and the Superior Court of Placer County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 26 of the 27 recommended collections best practices; number 9 currently is not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$9,404,403 from 128,809 delinquent cases, with a total collection cost of \$1,817,019. The ending balance of \$72,561,265 in delinquent court-ordered debt still owing represents 102,726 delinquent cases, of which 35,629 were established in the current reporting period. The total revenue collected represents a 17 percent increase from the prior fiscal year. The program has a 100 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 70 percentage points more than the prior year. The program’s Success Rate of 100 percent exceeds the recommended 31 percent benchmark, and is 62 percentage points more than the prior year. According to the Placer collection program, “the Gross Recovery Rate and Success Rate increase is largely due to the initiation of suspension of collection efforts on cases greater than ten years old. This suspension program was initiated during the reporting period and resulted in a write-off of \$13 million, which is reflected as an adjustment to inventory. It is anticipated that the Gross Recovery Rate and Success Rate will return to more traditional levels in the next reporting period.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Plumas and Superior Court of Plumas County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 20,428

Judges/Commissioners: 2/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Plumas County and the Superior Court of Plumas County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 18 of the 27 recommended collections best practices; numbers 2, 4, 5, 9, 11, 13, 17, 21, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$374,618, with a total collection cost of \$26,759. The ending balance is \$2,742,058. The total revenue collected represents a 113 percent increase from the prior fiscal year. The program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 34 percentage points greater than the prior year. The program’s Success Rate of 53 percent exceeds the recommended 31 percent benchmark, and is 35 percentage points greater than the prior year.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The corresponding number of delinquent cases to the ending balance is unknown as the number of cases was not provided because of limitations in the program’s case management system. The program declined the opportunity to comment on the GRR and SR and did not speculate as to the possible reasons for the increase in revenues collected over from the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Riverside and Superior Court of Riverside County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 2,139,535

Judges/Commissioners: 58/18

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Riverside County and the Superior Court of Riverside County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 4 and 7 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$47,229,174 from 693,846 delinquent cases, with a total collection cost of \$6,247,956. The ending balance of \$285,565,766 in delinquent court-ordered debt still owing represents 377,547 delinquent cases, of which 363,320 were established in the current reporting period. The total revenue collected represents a 140 percent increase from the prior fiscal year. The program has an 80 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark and is 37 percentage points more than the prior year. The program’s Success Rate of 51 percent exceeds the recommended 31 percent benchmark, and is 23 percentage points more than the prior year. According to the Riverside collection program, “the Gross Recovery Rate increase is due to improved computer programming completed in FY 2009–2010 that more accurately captures true delinquent collection totals. In prior years, faulty programming precluded the court from reporting any collections efforts and successes prior to the 30-day mark, so the full collection period devoted to delinquent collection amounts was underreported, resulting in an artificially low recovery rate.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Sacramento and Superior Court of Sacramento County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 1,433,187

Judges/Commissioners: 66/6

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sacramento County and the Superior Court of Sacramento County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 9 and 13 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$27,533,711 from 806,259 delinquent cases, with a total collection cost of \$6,849,527. The ending balance of \$566,696,675 in delinquent court-ordered debt still owing represents 774,629 delinquent cases, of which 118,117 were established in the current reporting period. The total revenue collected represents a 3 percent decrease from the prior fiscal year. The program has a 39 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 37 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points more than the prior year.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The program declined the opportunity to comment on the GRR and SR and did not speculate as to the possible reasons for the decrease in revenues collected from the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 58,016

Judges/Commissioners: 2/3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Benito County and the Superior Court of San Benito County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program and a private debt collector;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 16 of the 27 recommended collections best practices; numbers 1, 2, 4, 5, 9, 11, 13, 18, 20, 21, and 23 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$360,998 from 14,453 delinquent cases, with a total collection cost of \$60,668. The ending balance of \$12,306,804 in delinquent court-ordered debt still owing represents 13,659 delinquent cases, of which 956 were established in the current reporting period. The total revenue collected represents a 14 percent decrease from the prior fiscal year. The program has a 37 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 15 percentage points less than the prior year. The program’s Success Rate of 36 percent exceeds the recommended 31 percent benchmark, but is 12 percentage points less than the prior year. According to the San Benito collections program, “the Gross Recovery Rate decrease as well as the Success Rate decrease is due to a one-time reclassification of accounts during FY 2008–2009 that resulted in a one-time surge in reported collections for FY 2008-2009. Since a reclassification of accounts did not occur during FY 2009–2010, the amount of reported collections for FY 2009–2010 returned to their normal trend level.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of San Bernardino and Superior Court of San Bernardino County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 2,073,149

Judges/Commissioners: 71/13

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Bernardino County and the Superior Court of San Bernardino County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 27 recommended collections best practices; numbers 9, 11, 14, 21, 22, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$41,533,321 from 493,891 delinquent cases, with a total collection cost of \$5,197,961. The ending balance of \$235,420,005 in delinquent court-ordered debt still owing represents 418,861 delinquent cases, of which 111,754 were established in the current reporting period. The total revenue collected represents an 11 percent increase from the prior fiscal year. The program has an 89 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 53 percentage points more than the prior year. The program’s Success Rate of 83 percent exceeds the recommended 31 percent benchmark, and is 50 percentage points more than the prior year. According to the San Bernardino collection program, “the Gross Recovery and Success Rate increase is due to an 11 percent increase in collections along with more than \$27 million in adjustments, which include current period adjustments; and, prior period adjustments attributable to the reconciliation of older cases. The significant increase in collection rates is also a result of the collaborative efforts which include previous year system reconciliation between the Court and County. Additional consideration is attributed to the dedication of staff to continual improvement of collection procedures including the development of additional programming to the collection system to ensure more accurate reporting. The program also cites reducing its cost of collections by 3 percent from the previous fiscal year. Inasmuch as the \$27 million “adjustment” cannot be broken down as between current year collections and collections attributable to older cases, it cannot be confirmed that the stated Gross Recovery and Success Rate increases are attributable solely to current collection practices.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 3,173,407

Judges/Commissioners: 130/24

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Diego County and the Superior Court of San Diego County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 11 and 20 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$58,945,827 from 1,430,456 delinquent cases, with a total collection cost of \$8,475,028. The ending balance of \$619,885,778 in delinquent court-ordered debt still owing represents 1,088,048 delinquent cases, of which 426,131 were established in the current reporting period. The total revenue collected represents a 4 percent decrease from the prior fiscal year. The program has a 120 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 62 percentage points more than the prior year. The program’s Success Rate of 147 percent exceeds the recommended 31 percent benchmark, and is 102 percentage points more than the prior year.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. Program declined the opportunity to comment on the GRR and SR.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of San Francisco and Superior Court of San Francisco County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 856,095

Judges/Commissioners: 52/12

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Francisco County and the Superior Court of San Francisco County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with two private debt collectors;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 4, 5, 7, 9, and 11 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$8,431,571 from 112,400 delinquent cases, with a total collection cost of \$2,574,681. The ending balance of \$93,336,222 in delinquent court-ordered debt still owing represents 106,877 delinquent cases, of which 21,242 were established in the current reporting period. The total revenue collected represents an 82 percent increase from the prior fiscal year. The program has a 32 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, but is 18 percentage points more than the prior year. The program’s Success Rate of 32 percent meets the recommended 31 percent benchmark and is 14 percentage points more than the prior year. According to the San Francisco collection program, “the Gross Recovery Rate and Success Rate increase may be due to the limitations of the traffic case management system. They reported data only on traffic cases where collections could be confirmed. Thus, the Success Rate and Gross Recovery Rate may be skewed because they could not confirm the number and value of established traffic cases.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The program did not speculate as to the possible reasons for the increase in revenues collected from the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of San Joaquin and Superior Court of San Joaquin County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 694,293

Judges/Commissioners: 32/4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Joaquin County and the Superior Court of San Joaquin County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 27 recommended collections best practices; numbers 4, 5, 9, 13, 14, 18, 20, and 21 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$8,712,892 from 381,076 delinquent cases, with a total collection cost of \$1,337,048. The ending balance of \$181,094,905 in delinquent court-ordered debt still owing represents 281,171 delinquent cases, of which 96,333 were established in the current reporting period. The total revenue collected represents a 4 percent increase from the prior fiscal year. The program has an 86 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 16 percentage points more than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark, and is 27 percentage points more than the prior year. According to the San Joaquin collection program, “the Gross Recovery Rate and Success Rate increase may be due to the fact that Court program does not have a case management system that tracks referrals and adjustments.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 270,429

Judges/Commissioners: 12/3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Luis Obispo County and the Superior Court of San Luis Obispo County. The court and county entered into a written memorandum of understanding (MOU) in 2004 and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- Delinquent cases would be referred to the San Luis Obispo County’s Revenue Recovery Unit for collection efforts;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 14, 22, 24, 25, and 27 currently are not being met (see Attachment A). The Superior Court of San Luis Obispo County entered into a new agreement with GC Services, a third party vendor, in May 2010 to collect delinquent court-ordered debt. The first cases were sent to GS Services in August 2010.

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$5,152,352 from 66,341 delinquent cases, with a total collection cost of \$967,359. The ending balance of \$53,616,880 in delinquent court-ordered debt still owing represents 42,112 delinquent cases, of which 21,343 were established in the current reporting period. The total revenue collected represents a 32 percent decrease from the prior fiscal year. The program has a 58 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 50 percent exceeds the recommended 31 percent benchmark, but is 6 percentage points less than the prior year. According to the San Luis Obispo collection program, “the Gross Recovery Rate increase may be due to there being no values inserted into the adjustments column in the FY 2008–2009 report. The Success Rate increase may be due to improvements in holding offenders more accountable.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of San Mateo and Superior Court of San Mateo County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 754,285

Judges/Commissioners: 26/7

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Mateo County and the Superior Court of San Mateo County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 14, 22, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$8,323,017 from 118,151 delinquent cases, with a total collection cost of \$910,323. The ending balance of \$62,251,278 in delinquent court-ordered debt still owing represents 126,450 delinquent cases, of which 17,977 were established in the current reporting period. The total revenue collected represents a 0.3 percent decrease from the prior fiscal year. The program has a 47 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 27 percentage points less than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark, but is 16 percentage points less than the prior year. According to the San Mateo collection program, “the Gross Recovery Rate decrease and the Success Rate decrease may be due to the approximately \$38 million in accounts that have been returned to the program or rejected from FTB-COD, but have not yet been forwarded to a private collection agency. The collaborative collection program of the Superior Court of San Mateo County and San Mateo County selection process of a private collection vendor is in progress.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 431,312

Judges/Commissioners: 21/3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Santa Barbara County and the Superior Court of Santa Barbara County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 27 recommended collections best practices; numbers 1, 2, 9, 13, and 18 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$7,489,548 from 141,642 delinquent cases, with a total collection cost of \$1,032,659. The ending balance of \$54,489,249 in delinquent court-ordered debt still owing represents 76,267 delinquent cases, of which 56,389 were established in the current reporting period. The total revenue collected represents a 130 percent increase from the prior fiscal year. The program has a 101 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 76 percentage points more than the prior year. The program’s Success Rate of 102 percent exceeds the recommended 31 percent benchmark, and is 82 percentage points more than the prior year. According to the Santa Barbara collection program, “the Gross Recovery Rate increased because the Court dismissed certain Failure to Appear cases that were seven years or older, the defendant had never appeared in court, and that the Collections Unit had diligently attempted to contact the defendant. These dismissals allowed the Santa Barbara Superior Court to accurately report the true collections inventory. In addition, our Success Rate increase was due to increased collections of delinquent revenue by using a predictive dialer, the implementation of the Trial by Declaration process per VC40903, and better reporting within the Case Management System. Representatives from the County CEO’s office, the County Treasurer-Tax Collector’s Office, and the Superior Court will meet in January 2011 to start the process to complete a written MOU between the County and the Court for the collection program.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Santa Clara and Superior Court of Santa Clara County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 1,880,876

Judges/Commissioners: 79/10

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Santa Clara County and the Superior Court of Santa Clara County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 20 of the 27 recommended collections best practices; numbers 13, 14, 17, 18, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$39,757,820 from 617,024 delinquent cases, with a total collection cost of \$3,931,900. The ending balance of \$263,607,513 in delinquent court-ordered debt still owing represents 603,971 delinquent cases, of which 140,728 were established in the current reporting period. The total revenue collected represents a 6 percent increase from the prior fiscal year. The program has a 49 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 4 percentage points less than the prior year. The program’s Success Rate of 41 percent exceeds the recommended 31 percent benchmark, but is 6 percentage points less than the prior year. According to the Santa Clara collection program, “the Gross Recovery Rate decrease and Success Rate decrease may be due to the court’s programming for traffic being undertaken, resulting in a 6–8 week delay of referral of accounts to the Department of Revenue. It is believed that the Gross Recovery Rate and Success Rate were affected by the systems reporting problems. It is not yet possible to provide the specific impact from this problem; however, the department will re-run the report following a full data reconstruction for June 30, 2010, and will then have more precise information. In addition, the lack of a full relief of accountability process in FY 2009–2010 may have some effect on the rates, though they were unable to identify to what detailed extent.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Santa Cruz and Superior Court of Santa Cruz County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 272,201

Judges/Commissioners: 10/4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Santa Cruz County and the Superior Court of Santa Cruz County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs; and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 9 and 11 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$1,823,143 from 61,356 delinquent cases, with a total collection cost of \$456,062. The ending balance of \$50,308,069 in delinquent court-ordered debt still owing represents 60,803 delinquent cases, of which 24,463 were established in the current reporting period. The total revenue collected represents a 184 percent increase from the prior fiscal year. The program has a 9 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, but is 3 percentage points more than the prior year. The program’s Success Rate of 7 percent does not meet the recommended 31 percent benchmark, but is 2 percentage points more than the prior year.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The program declined the opportunity to comment on the GRR and SR and did not speculate as to the possible reasons for the increase in revenues collected from the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 184,247

Judges/Commissioners: 11/2

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Shasta County and the Superior Court of Shasta County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 4 and 16 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$6,447,074 from 105,185 delinquent cases, with a total collection cost of \$958,418. The ending balance of \$68,362,947 in delinquent court-ordered debt still owing represents 105,185 delinquent cases, of which 6,381 were established in the current reporting period. The total revenue collected represents a 1 percent increase from the prior fiscal year. The program has a 53 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 49 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points less than the prior year. According to the Shasta collections program, “the Gross Recovery Rate increase may be due to increased efforts on the part of the collection’s unit (in light of the economic downturn) to aggressively explore alternative options for the resolving of delinquent debts. These options could include converting fines to community service or work furloughs, possible suspensions or a dismissal in the interest of justice. The Success Rate decrease may be due to installment payment plans were down from prior year and delinquent cases increased. The program reported that these factors are all indicative of the economy and large fine amounts forcing people to set up installment accounts with the court and prolongs as long as possible the settlement of accounts.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Sierra and Superior Court of Sierra County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 3,303

Judges/Commissioners: 2/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sierra County and the Superior Court of Sierra County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A successful, comprehensive collection program that includes 11 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 21 of the 27 recommended collections best practices; numbers 9, 14, 22, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$85,838 from 615 delinquent cases, with a total collection cost of \$29,002. The ending balance of \$263,788 in delinquent court-ordered debt still owing represents 501 delinquent cases, of which 128 were established in the current reporting period. The total revenue collected represents a 5 percent increase from the prior fiscal year. The program has a 68 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 6 percentage points less than the prior year. The program’s Success Rate of 62 percent meets the recommended 31 percent benchmark, but is 9 percentage points less than the prior year. According to the Sierra collection program, “the Gross Recovery Rate decrease and Success Rate decrease may be due primarily to increased value of debts added and insufficient staff to perform collections duties and general poor economic circumstances of many of our debtors.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Siskiyou and Superior Court of Siskiyou County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 46,010

Judges/Commissioners: 4/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Siskiyou County and the Superior Court of Siskiyou County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 24 of the 27 recommended collections best practices; numbers 5, 9, and 11 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$2,212,129 from 36,383 delinquent cases, with a total collection cost of \$385,451. The ending balance of \$26,558,371 in delinquent court-ordered debt still owing represents 33,459 delinquent cases, of which 5,863 were established in the current reporting period. The total revenue collected represents a 12 percent increase from the prior fiscal year. The program has a 45 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 41 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points more than the prior year. According to the Siskiyou collections program, “the Gross Recovery Rate increase and Success Rate increase are due to an experienced, diligent and trained court collection staff and a capable outside collection agency.

The Auditor-Controller Elect is unable to verify, certify and reconcile any of the numbers that were provided in the Annual Financial Report for the Court/County of Siskiyou. At this time, the Auditor-Controller Elect will not be signing the Annual Financial Report for fiscal year 2009–2010.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Solano Superior Court of Solano County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 427,837

Judges/Commissioners: 21/3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Solano County and the Superior Court of Solano County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- A contract with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 17 of the 27 recommended collections best practices; numbers 1, 5, 9, 11, 13, 14, 23, 24, 25, and 26 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$10,143,636 from 237,706 delinquent cases, with a total collection cost of \$925,321. The ending balance of \$145,846,036 in delinquent court-ordered debt still owing represents 258,455 delinquent cases, of which 28,704 were established in the current reporting period. The total revenue collected represents a 2 percent increase from the prior fiscal year. The program has a 61 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 54 percent exceeds the recommended 31 percent benchmark, and is 6 percentage points more than the prior year. According to the Solano collection program, “the Gross Recovery Rate increase and the Success Rate increase may be due to the cleaning up of old accounts in the county’s and collection agency’s accounts receivable system, which include court-ordered reduced fines, judicial order to community service or jail time in lieu of fine, and non-cash adjustments that should have been cleared in the system in the past years. The increase may also be due to the more aggressive approach by the county in enforcing clients to pay their financial obligations, which include taking them to court for order and entry of judgment when they ignore their notices.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Sonoma and Superior Court of Sonoma County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 493,285

Judges/Commissioners: 19/5

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sonoma County and the Superior Court of Sonoma County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 11 and 24 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$6,435,371 from 122,807 delinquent cases, with a total collection cost of \$1,252,910. The ending balance of \$67,355,020 in delinquent court-ordered debt still owing represents 81,928 delinquent cases, of which 45,581 were established in the current reporting period. The total revenue collected represents a 9 percent increase from the prior fiscal year. The program has a 46 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 7 percentage points less than the prior year. The program’s Success Rate of 34 percent exceeds the recommended 31 percent benchmark, but is 3 percentage points less than the prior year. According to the Sonoma collection program, “the Gross Recovery Rate decrease and the Success Rate decrease may be due to the fact that fewer accounts were transferred to them this year from last fiscal year and the hard economic times California is in.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Stanislaus Superior Court of Stanislaus County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 530,584

Judges/Commissioners: 22/4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Stanislaus County and the Superior Court of Stanislaus County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 16 of the 27 recommended collections best practices; numbers 1, 4, 9, 14, 20, 21, 22, 23, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$3,610,207 from 418,616 delinquent cases, with a total collection cost of \$1,215,028. The ending balance of \$79,478,147 in delinquent court-ordered debt still owing represents 201,929 delinquent cases, of which 107,772 were established in the current reporting period. The total revenue collected represents a 43 percent decrease from the prior fiscal year. The program has a 45 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 9 percentage points less than the prior year. The program’s Success Rate of 45 percent exceeds the recommended 31 percent benchmark, but is 9 percentage points less than the prior year. According to the Stanislaus collection program, “the Gross Recovery Rate and Success Rate decrease are due to the economic downturn; and high unemployment rates have decreased voluntary payments. As a result, involuntary payments have increased, which in turn increases the cost of collection. Despite the decrease, the program feels the collection rates are favorable due to the county and court continuing with a more aggressive approach with collections as well as referring the delinquent accounts to the Franchise Tax Board. In addition, effective June 2010 the court began accepting third party payments. The current process for payments made through the Franchise Tax Board takes six to eight weeks before the court receives and distributes those funds. Allowing payments to be made at the court will expedite the distribution for all agencies.”

According to the county’s chief executive officer, “Stanislaus County is unable to approve the report as is. Numbers included in the report requested to be approved are a combination of amounts received from the Franchise Tax Board Court-Ordered Debt Program and County of Stanislaus collected amounts. The numbers that were used from the Franchise Tax Board do not reconcile with the amounts within the County of Stanislaus Collection System.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 96,554

Judges/Commissioners: 5/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sutter County and the Superior Court of Sutter County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to defendants by providing credit and debit card payment options; and
- Compliance with 18 of the 27 recommended collections best practices; numbers 1, 2, 4, 9, 14, 22, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$3,309,242 from 18,371 delinquent cases, with a total collection cost of \$176,377. The ending balance of \$7,615,324 in delinquent court-ordered debt still owing represents 9,849 delinquent cases, of which 8,066 were established in the current reporting period. The total revenue collected represents a 14 percent decrease from the prior fiscal year. The program has a 56 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 59 percent exceeds the recommended 31 percent benchmark, and is 8 percentage points more than the prior year.

This report contains information reviewed by the authorized by the court representative in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The program declined the opportunity to comment on the GRR and SR and did not speculate as to the possible reasons for the decrease in revenues collected from the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Tehama and Superior Court of Tehama County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 62,836

Judges/Commissioners: 4/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Tehama County and the Superior Court of Tehama County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- A contract with a private debt collector;
- A comprehensive collection program that includes 10 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 16 of the 27 recommended collections best practices; numbers 1, 2, 4, 7, 9, 11, 13, 14, 18, 20, and 21 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$439,934 from 21,824 delinquent cases, with a total collection cost of \$82,284. The ending balance of \$18,718,261 in delinquent court-ordered debt still owing represents 20,471 delinquent cases, of which 2,614 were established in the current reporting period. The total revenue collected represents a 7 percent increase from the prior fiscal year. The amount collected represents a 27 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 21 percentage points less than the prior year. The program’s Success Rate of 18 percent does not meet the recommended 31 percent benchmark, and is 23 percentage points less than the prior year. According to the Tehama collection program, “the decrease in the Gross Recovery Rate and Success Rate is due to the fact that the initial report from FY 2008–2009 did not include the full amount of the collection agency referred cases. Tehama relied on reports from the CMS system, which were found to be inaccurate due to report rendering limitations. It was determined after testing that the report the collection agency submitted contained more reliable data. Revised calculations for FY 2008–2009 would actually indicate an increase in the Gross Recovery Rate of 10 percentage points and an increase in the Success Rate of 4 percentage points from FY 2008–2009 to FY 2009–2010. Although Tehama is not yet meeting prescribed benchmarks, the Court is working toward implementing an enhanced collection program to improve the Gross Recovery and Success rates in the future. This program will include referring collection cases to the Franchise Tax Board.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Trinity and Superior Court of Trinity County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 13,898

Judges/Commissioners: 2/0.3

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Trinity County and the Superior Court of Trinity County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 11 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 15 of the 27 recommended collections best practices; numbers 4, 9, 11, 13, 14, 16, 17, 21, 22, 24, 25, and 27 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$269,493 from 1,750 delinquent cases, with a total collection cost of \$223,511. The ending balance of \$3,686,383 in delinquent court-ordered debt still owing represents 2,533 delinquent cases, of which 569 were established in the current reporting period. The program has a 52 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark. The program’s Success Rate of 52 percent meets the recommended 31 percent benchmark.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The program did not submit a *Collections Reporting Template* last fiscal year; therefore a comparison of the program’s performance is not available.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 441,481

Judges/Commissioners: 21/4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Tulare County and the Superior Court of Tulare County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 27 of the 27 recommended collections best practices (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$7,756,320 from 207,204 delinquent cases, with a total collection cost of \$2,188,730. The ending balance of \$72,633,530 in delinquent court-ordered debt still owing represents 196,208 delinquent cases, of which 51,741 were established in the current reporting period. The total revenue collected represents a 5 percent decrease from the prior fiscal year. The program has a 42 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 2 percentage points less than the prior year. The program’s Success Rate of 42 percent exceeds the recommended 31 percent benchmark, but is 2 percentage points less than the prior year.

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The program declined the opportunity to comment on the GRR and SR and did not speculate as to the possible reasons for the decrease in revenues collected from the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 56,086

Judges/Commissioners: 4/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Tuolumne County and the Superior Court of Tuolumne County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 27 of the 27 recommended collections best practices (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$1,455,001 from 33,595 delinquent cases, with a total collection cost of \$270,148. The ending balance of \$24,179,516 in delinquent court-ordered debt still owing represents 22,872 delinquent cases, of which 5,969 were established in the current reporting period. The total revenue collected represents a 6 percent increase from the prior fiscal year. The program has a 74 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 20 percentage points more than the prior year. The program’s Success Rate of 59 percent exceeds the recommended 31 percent benchmark, and is 10 percentage points more than the prior year. According to the Tuolumne collection program, “the Gross Recovery Rate increase may be due to an increase in the number of accounts that were discharged. In addition, more time was spent on court accounts due to the closure of the county hospital and the subsequent decrease of hospital accounts. The Success Rate increase may be due to an increase in the number of accounts that were discharged. In addition, more time was spent on court accounts due to the closure of the county hospital and the subsequent decrease of hospital accounts.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Ventura and Superior Court of Ventura County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 844,713

Judges/Commissioners: 29/4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Ventura County and the Superior Court of Ventura County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs; and three private debt collectors;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options, and
- Compliance with 26 of the 27 recommended collections best practices; number 11 currently is not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$23,991,550 from 398,830 delinquent cases, with a total collection cost of \$4,588,589. The ending balance of \$181,864,720 in delinquent court-ordered debt still owing represents 362,107 delinquent cases, of which 111,886 were established in the current reporting period. The total revenue collected represents an 8 percent increase from the prior fiscal year. The program has a 59 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 59 percent exceeds the recommended 31 percent benchmark, and is 9 percentage points more than the prior year. According to the Ventura collection program, “the Gross Recovery Rate and Success Rate increase may be attributed to the Collection Unit’s hours of operation, which are Monday through Friday from 8:00 a.m. to 7:00 p.m. and Saturday and Sunday from 8:00 a.m. to 6:30 p.m.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.

County of Yolo and Superior Court of Yolo County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 202,953

Judges/Commissioners: 11/2.4

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Yolo County and the Superior Court of Yolo County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to defendants by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 27 recommended collections best practices; numbers 2 and 21 currently are not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$6,216,115 from 84,997 delinquent cases, with a total collection cost of \$708,776. The ending balance of \$73,494,721 in delinquent court-ordered debt still owing represents 8,977 delinquent cases, of which 16,906 were established in the current reporting period. The total revenue collected represents a 6 percent decrease from the prior fiscal year. The program has a 43 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 19 percentage points less than the prior year. The program’s Success Rate of 35 percent exceeds the recommended 31 percent benchmark, and is 23 percentage points less than the prior year. According to the Yolo collection program, “the overall Gross Recover Rate and Success Rate decrease is due to the increase in dollar volume of cases in the collection programs. Fewer defendants are able to pay their obligation forthwith and they’re setting up payment plans, which is likely due to the poor economy. The court collection program collected roughly the same dollar amount as in the prior year. However, the ending value of cases in the program increased 32 percent from the end of the prior year. The county collection program collections were just 53 percent of the prior year total, and the county ending value of cases in the program increased 40 percent. The private agency program collections were 70 percent of the prior year total, while the private agency ending value of cases in the program increased 18 percent. The FTB court-ordered debt appears to be our greatest success for the year, collecting 136 percent of the prior year total, with the FTB ending value of cases dropping by 58 percent.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, under Penal Code section 1463.010. The total number of outstanding delinquent cases was not provided by the program due to systems limitations.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2009 and 2010.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2009–2010 Collections Reporting Template

County Population: 72,900

Judges/Commissioners: 5/1

Program Overview

As reported in the fiscal year 2009–2010 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Yuba County and the Superior Court of Yuba County. The court and county have entered into a written memorandum of understanding (MOU) and its collection program includes the following:

- An MOU with the Superior Court of Shasta County to provide collection services; contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to defendants by providing credit and debit card payment options; and
- Compliance with 26 of the 27 recommended collections best practices; number 16 currently is not being met (see Attachment A).

Performance

Based on the financial data reported in FY 2009–2010, the program collected \$2,883,468 from 31,132 delinquent cases, with a total collection cost of \$304,781. The ending balance of \$19,834,620 in delinquent court-ordered debt still owing represents 25,904 delinquent cases, of which 6,643 were established in the current reporting period. The total revenue collected represents a 15 percent increase from the prior fiscal year. The program has a 73 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 20 percentage points more than the prior year. The program’s Success Rate of 70 percent exceeds the recommended 31 percent benchmark, and is 36 percentage points more than the prior year. According to the Yuba collection program, “the Gross Recovery Rate and Success Rate increase may be due to ongoing efforts by the collection program and Shasta collections to identify and work delinquent accounts to the fullest extent possible. The program has made collections a top priority.”

This report contains information reviewed by the authorized county designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2009–2010, 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, 2009 and 2010.