



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

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

STEVEN JAHR
Administrative Director of the Courts

December 31, 2012

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
California State Senate
State Capitol, Room 400
Sacramento, California 95814

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

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 fiscal year 2011–2012 *Report to the Legislature on Statewide Collection of Court-Ordered Debt*, as required by Penal Code section 1463.010(c). This is the fourth annual report submitted to the Legislature and provides information about court and county collections programs.

Diane F. Boyer-Vine
Gregory P. Schmidt
E. Dotson Wilson
December 31, 2012
Page 2

If you have any questions related to this report, please contact Zlatko Theodorovic, Chief Financial Officer, Administrative Office of the Courts, and Director, Fiscal Services Office, at 916-263-1397, or collections@jud.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven Jahr', with a long horizontal flourish extending to the right.

Steven Jahr
Administrative Director of the Courts

SJ /MBM/lcc
Attachment

cc: Members of the Judicial Council

Margie Estrada, Policy Consultant, Office of Senate President pro Tempore Darrell Steinberg

Fredericka McGee, General Counsel, Office of Assembly Speaker John Pérez

Joe Stephenshaw, Consultant, Senate Committee on Budget and Fiscal Review

Matt Osterli, Senate Republican Fiscal Office

Marvin Deon II, Consultant, Assembly Committee on Budget

Allan Cooper, Consultant, Republican Fiscal Office

Curt Soderlund, AOC Chief Administrative Officer

Curtis L. Child, AOC Chief Operating Officer

Donna Hershkowitz, Assistant Director, AOC Office of Governmental Affairs

Zlatko Theodorovic, AOC Chief Financial Officer and Director, Fiscal Services Office

Margie Borjon-Miller, Assistant Director, AOC Fiscal Services Office, Enhanced Collections Unit

Peter Allen, Senior Manager, AOC Office of Communications



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Administrative Director of the Courts

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

Statutory citation: Penal Code section 1463.010(c)

Date of report: November 19, 2012

The Judicial Council has submitted a report to the Legislature on the collection of court-ordered debt in California for fiscal year 2011–2012 in accordance with Penal Code section 1463.010.

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

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

In FY 2011–2012, statewide collections programs collected a total of \$710 million in delinquent court-ordered debt. This amount is a 0.003 percent decrease from the amount collected in FY 2009–2010. Total outstanding delinquent debt at the end of FY 2011–2012 was \$7.9 billion. This figure represents a 6 percent increase over the \$7.5 billion reported for FY 2010–2011. Detailed information about each court or county collections program is included in the full report.

A one-time amnesty program was offered to the public in FY 2011–2012 and allowed individuals to pay outstanding delinquent debt at a 50 percent reduction if the debt met specified eligibility criteria. The results of that program are described as part of each court or county's collections efforts and success during the fiscal year. A separate report with details about the

November 13, 2012

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amnesty program has been submitted to the Legislature, pursuant to Vehicle Code section 42008.7.

The full report on the collection of court-ordered debt for FY 2011–2012 is available at www.courts.ca.gov/7466.htm.

A printed copy of the report can be requested by calling 818-558-3221. For more information on this report, please contact Zlatko Theodorovic, Chief Financial Officer, Administrative Office of the Courts, and Director, Fiscal Services Office, at 916-263-1397, or collections@jud.ca.gov.

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Robinson Calcagnie Robinson
Shapiro Davis, Inc.

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ADMINISTRATIVE OFFICE OF THE COURTS

Hon. Steven Jahr
Administrative Director of the Courts
and Secretary of the Judicial Council

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

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

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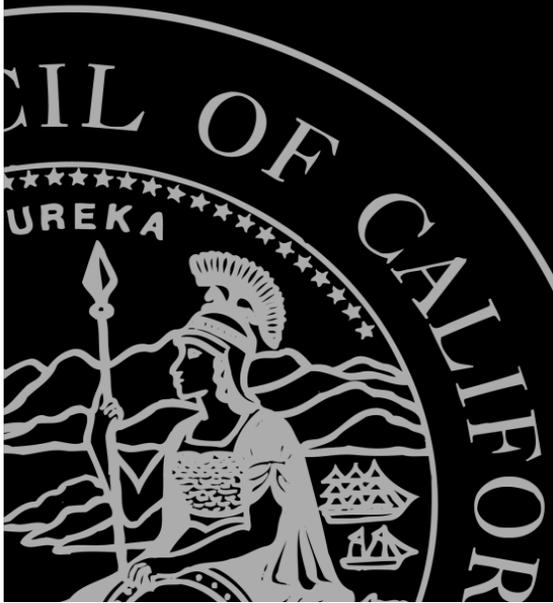
Curt Soderlund
Chief Administrative Officer

**JUDICIAL AND COURT
ADMINISTRATIVE SERVICES DIVISION**

FISCAL SERVICES OFFICE

Zlatko Theodorovic
Director and Chief Financial Officer

Primary Author
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*Assistant Director, Fiscal Services Office,
Enhanced Collections Unit*



Report to the Legislature on Statewide Collection of Court- Ordered Debt FY 2011-2012

AS REQUIRED BY PENAL CODE
SECTION 1463.010

DECEMBER 2012



JUDICIAL COUNCIL
OF CALIFORNIA

ADMINISTRATIVE OFFICE
OF THE COURTS

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

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

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

Overview

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

This report also contains a brief summary about the one-time amnesty program, which was offered to the public for a six-month period in FY 2011–2012 to encourage individuals to pay off outstanding delinquent debt, as authorized under Vehicle Code section 42008.7. A separate report containing more details about the statewide amnesty program has been submitted to the Legislature, titled *Report to Legislature on the Statewide Amnesty Program*, and is available at www.courts.ca.gov/7466.htm.

Findings

Based on data reported by the 58 court and county collections programs in the FY 2011–2012 *Collections Reporting Template*, statewide collections programs collected a total of \$707,966,677 in delinquent court-ordered debt. This number is \$2,441,724 less than the \$710,408,401 collected in FY 2010–2011. The outstanding total debt of \$7.9 billion that was reported by the courts and counties represents a 6 percent increase over the \$7.5 billion reported in FY 2010–2011. The collectability of delinquent debt is primarily determined by the age of the account from the date it becomes delinquent. The likelihood of collecting delinquent court-ordered debt drops as the account ages. Information about the age of accounts included in the \$7.9 billion of outstanding debt is unavailable; therefore, the collectability of that debt is difficult to determine.

Individual collections programs reported a number of factors that adversely affected collections and should be considered in assessing the overall statewide collectability of delinquent court-ordered debt:

- Unemployment and the poor economic health of the state of California continue to contribute to decreased collections;
- Deficient case management and accounting systems continue to hinder the ability of the court and county programs to report accurately, resulting in overstated or understated figures; and
- Budget constraints that led to workforce reductions and shifting of resources to other mission-critical operations may have affected collections.

Chart 1 depicts the amount of delinquent revenue collected and the percentages of the total for each of the entities involved in the collection of court-ordered debt.

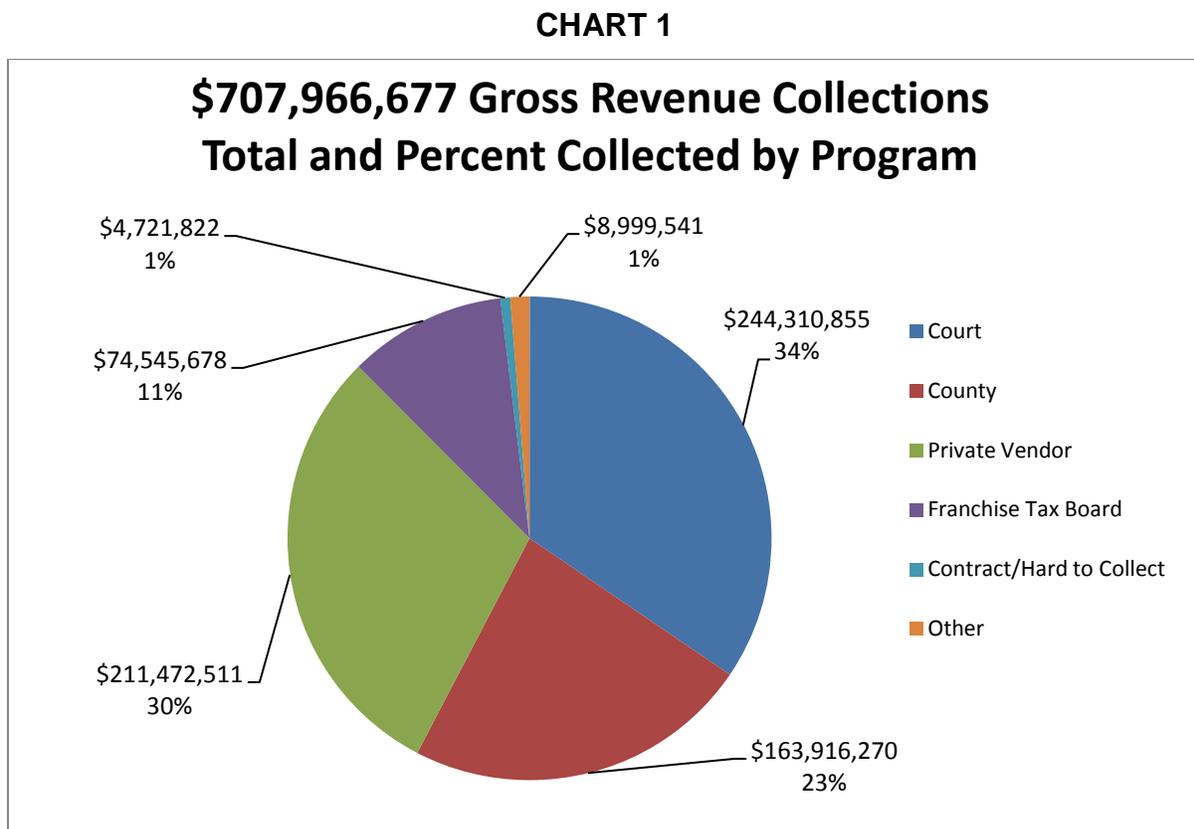


Chart 2 shows revenues collected and program costs for each type of entity involved in the collection of court-ordered debt. The total gross amount collected by each entity is shown in dollars; program costs are shown as a percentage. For example, the courts collected

\$244,310,855, and 17 percent of that amount was used to offset program operating costs and commission fees charged by private collections vendors or the Franchise Tax Board.

CHART 2

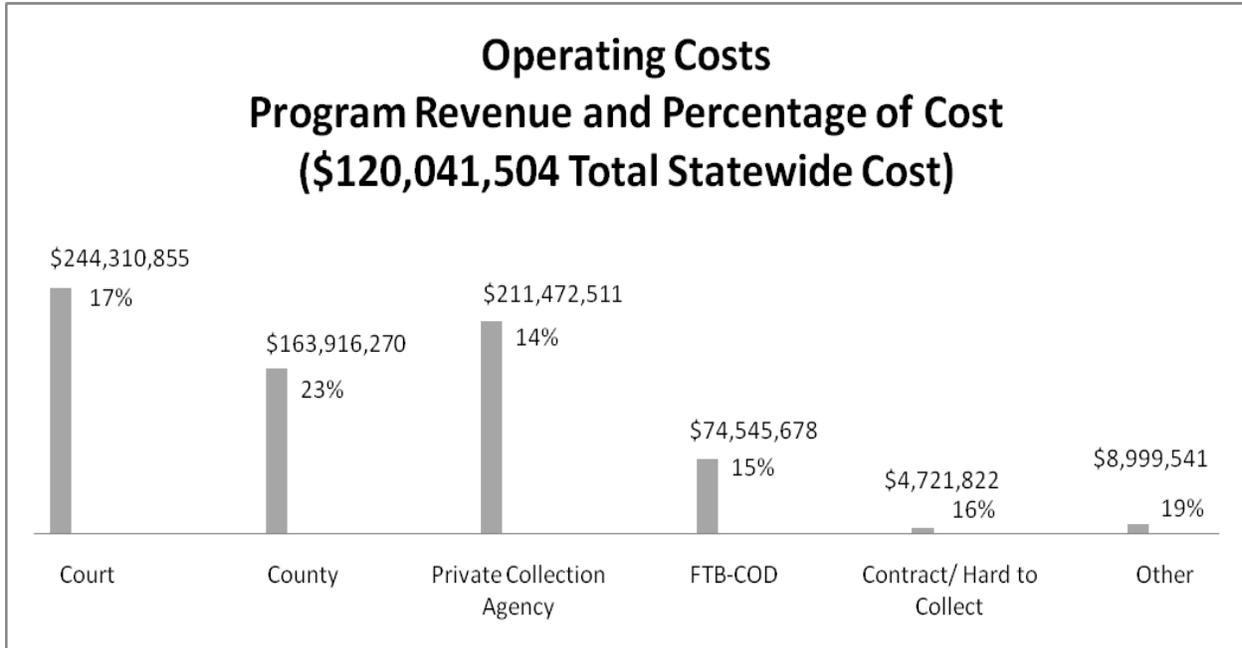
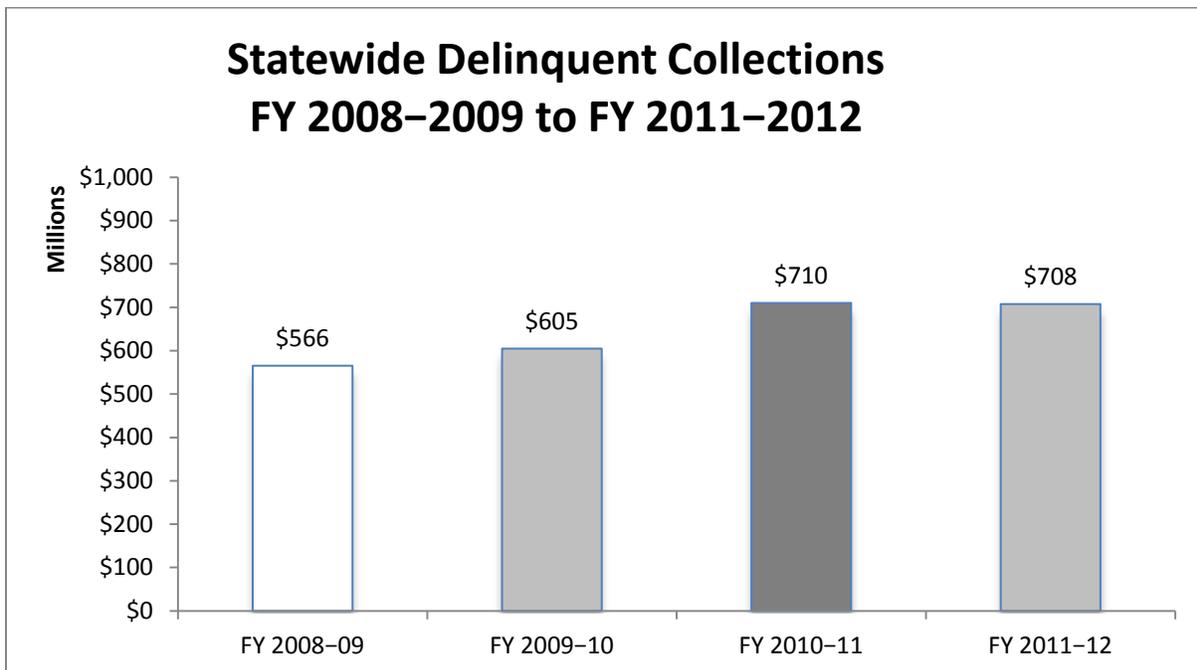


Chart 3 shows statewide collections totals for delinquent court-ordered revenue over a four-year period.

CHART 3



Statewide Amnesty Program

The data reported in the FY 2011–2012 Annual Financial Report section of the *Collections Reporting Template* includes 42,245 resolved cases, \$14,920,872 in revenue, and \$2,868,379 in program costs resulting from the one-time statewide amnesty program.

Vehicle Code section 42008.7 authorized the one-time statewide amnesty program for bail and fines for delinquent debt meeting certain eligibility requirements. The six-month program was conducted from January 1, 2012—June 30, 2012, and was implemented locally by the court or county responsible for the collection of delinquent court-ordered debt. The amnesty program allowed individuals with outstanding delinquent infraction or specified misdemeanor cases to fully satisfy their payment obligations by making a lump-sum payment of 50 percent of the outstanding balance.

More information about the amnesty program is provided in a separate report to the Legislature and is available at www.courts.ca.gov/7466.htm.

Collections Best Practices

The Judicial Council adopted Collections Best Practices in 2008. Subsequent revisions were made in 2011 (Attachment 3). The best practices establish a variety of tools designed to improve the collection of delinquent court-ordered debt and include enforcement tactics such as placing a hold on a driver's license and/or vehicle registration through the Department of Motor Vehicles and imposing a civil assessment on delinquent debt. The Collections Best Practices also provides the methods for offsetting operating costs and contracting the services of third-party collections vendors. To enhance collections efforts and increase revenues, the courts and counties are encouraged to use as many of the best practices as possible. The individual collections program reports contain a list of the practices that are not being met (Attachment 1).

The table lists the number of best practices used by each court and county collections program, as reported in FY 2011–2012.

Number of Collections Best Practices by Collections Program for FY 2011–2012							
Alameda	24	Kings	23	Placer	24	Sierra	25
Alpine	25	Lake	24	Plumas	20	Siskiyou	22
Amador	19	Lassen	21	Riverside	23	Solano	17
Butte	19	Los Angeles	22	Sacramento	23	Sonoma	23
Calaveras	22	Madera	23	San Benito	16	Stanislaus	20
Colusa	24	Marin	22	San Bernardino	17	Sutter	16
Contra Costa	24	Mariposa	23	San Diego	25	Tehama	15
Del Norte	22	Mendocino	24	San Francisco	23	Trinity	21
El Dorado	23	Merced	23	San Joaquin	20	Tulare	25
Fresno	23	Modoc	22	San Luis Obispo	22	Tuolumne	25
Glenn	19	Mono	8	San Mateo	25	Ventura	24
Humboldt	24	Monterey	24	Santa Barbara	22	Yolo	24
Imperial	25	Napa	25	Santa Clara	24	Yuba	25
Inyo	25	Nevada	23	Santa Cruz	23		
Kern	20	Orange	25	Shasta	24		

In FY 2011–2012, 49 of the 58 programs met 20 or more of the practices. Collections programs are not required to meet a certain number of the best practices, yet courts and counties continue to implement additional best practices. For example, of the 58 programs that submitted a report, 19 implemented one or more additional best practices during the reporting period.

The Superior Court of Ventura County is providing collections services for the Superior Court of Imperial County. The Superior Court of Shasta County has been providing collections services for the Superior Courts of Colusa, Glenn, Lassen, Sierra, and Yuba Counties for the past few years. In FY 2012–2013, the Enhanced Collections Unit of the Administrative Office of the Courts (AOC) will review the effectiveness of collections services provided by the Superior Courts of Ventura and Shasta Counties to other courts to determine if the practice should be considered for inclusion in the Collections Best Practices.

Performance Measures

In FY 2008–2009, performance measures and benchmarks were developed to review the effectiveness of collections programs statewide (Attachment 5). The two performance measures established and approved by the Judicial Council are the Gross Recovery Rate (GRR) and the Success Rate (SR).

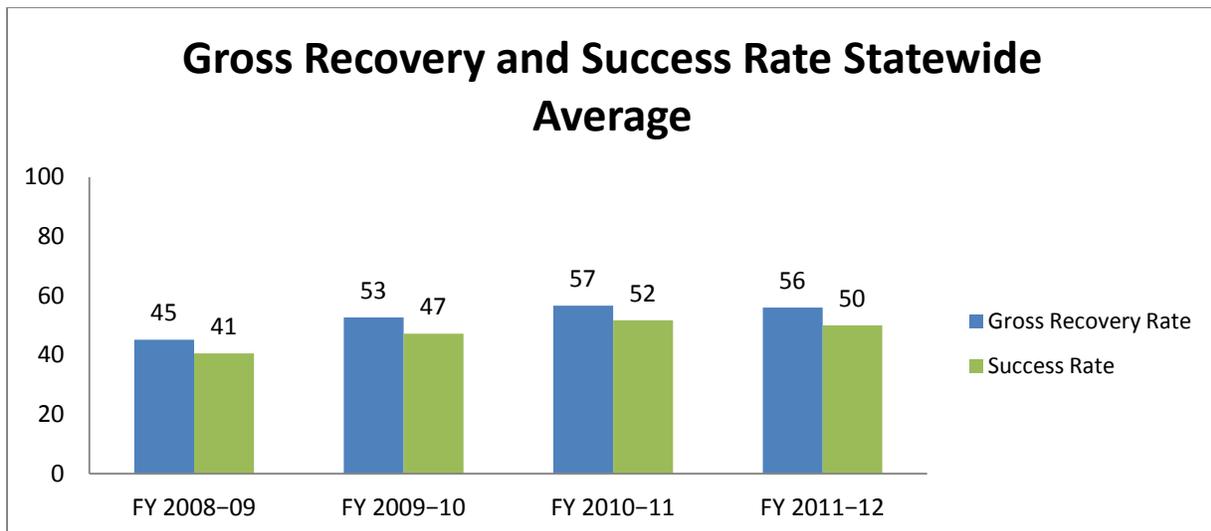
- The Gross Recovery Rate measures a program’s ability to resolve delinquent court-ordered debt; a benchmark of 34 percent was established. The GRR analyzes the program’s adjustments and discharges against total referrals for the period.

- The Success Rate measures the amount of delinquent revenue collected by a program; a benchmark of 31 percent was established. The SR examines revenue collected based on total delinquent accounts referred after adjustments and discharges are made.

In FY 2011–2012, 50 of the 58 programs exceeded the Gross Recovery Rate benchmark, which is 1 less than in the preceding year. Of the 58 programs, 50 exceeded the Success Rate benchmark, 2 less than in the preceding year. The drop in the number of programs meeting or exceeding the benchmarks may result from various factors, including increased adjustments, changes in operations, and reporting errors. An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of the outstanding delinquent debt. Operational changes include the methods used to refer and transfer cases between the collecting entities, new practices such as Trials by Declaration, and additional payment options. Reporting errors may be caused by limitations with some case management and accounting systems and have been an issue for programs statewide for the past several reporting periods. The performance of each individual collections program from the FY 2008–2009 base year to the current FY 2011–2012 reporting period is detailed in Attachment 4. Comments regarding the increase or decrease from the previous year’s Gross Recovery Rate and Success Rate, provided by the program, are located in the individual program reports in Attachment 1.

Chart 4 shows statewide averages for Gross Recovery Rates and Success Rates and represents 56 programs. (Two programs with rates over 100 percent were excluded from the calculation to avoid skewing the data.)

CHART 4



Update on Improving Statewide Collections

In 2009, the AOC's Enhanced Collections Unit, in collaboration with the California State Association of Counties, convened an informal group of court and county subject-matter experts to make recommendations to improve the performance of collections programs statewide. Since 2009, a range of changes were identified across the full spectrum of collections efforts, from providing new enforcement tools to focusing efforts on collectible debt. During this reporting period, the following accomplishments were achieved:

- Penal Code section 1463.007 was amended to change the criteria necessary to allow a court or county to be classified as a comprehensive collections program. The *Guidelines and Standards for Cost Recovery* and the *Collections Reporting Template* were also revised to be consistent with changes to the statute and were approved by the Judicial Council in June 2012. The documents are located at www.courts.ca.gov/partners/collections.htm.
- Penal Code section 1214(d) was amended to clarify the authority to enforce all criminal fines, fees, and penalties and to clarify that such judgments do not expire after 10 years. An information sheet was developed to explain how the 10-year limitation period affects the collection of delinquent court-ordered debt and was made available to court and county collections programs on the internet at www.courts.ca.gov/partners/collections.htm.
- As required by Vehicle Code section 42008.7, amnesty program guidelines were developed and adopted by the Judicial Council in August 2011. Amnesty guidelines and Frequently Asked Questions were provided to the collections programs. Funding provided by the Department of Finance was distributed to participating courts and counties to offset the cost of vendor commission fees. Webinar training sessions on the implementation process were conducted. Media advertising tools were developed in collaboration with the AOC's Office of Communications and released for use by the courts and counties to advertise their local amnesty programs. These advertising tools included media packets, multilingual news releases, and a YouTube video. The Judicial Council is submitting a report to the Legislature summarizing the information provided by each court or county on the results of its amnesty program by December 31, 2012. The report will be available at www.courts.ca.gov/7466.htm.
- In collaboration with the Collections Informal Working Group, the Enhanced Collections Unit developed an information sheet about how to discharge uncollectible debt from accountability. The information sheet is available on request by contacting collections@jud.ca.gov.

Discharge from Accountability

Court and county collections programs are authorized, under Government Code sections 25257–25259.95, to cease collections efforts on outstanding debt where the amount of the debt is less than the cost of collections or the debt has been designated uncollectible.

The amnesty program provided an opportunity to determine realistic figures about what portion of the outstanding debt is truly “collectible.” The courts and counties identified 1,881,665 accounts eligible for amnesty, with a total value of \$1,857,179,067. However, before any portion of the outstanding debt amount can be discharged from accountability, the criteria established in Government Code sections 25257 and 25259.7 must be met, and all reasonable collections efforts must be exhausted.

In FY 2012–2013, the Enhanced Collections Unit will continue to work with the Collections Informal Working Group and court and county collections programs to ensure statewide consistency in the discharge of debt from accountability.

Conclusion

The performance of statewide collections continues to be affected by the poor economic health of the State of California. The last several fiscal years have seen historically high unemployment rates, declining real estate markets, and limited job opportunities. These factors will continue to adversely affect an individual’s ability to pay court-ordered debt.

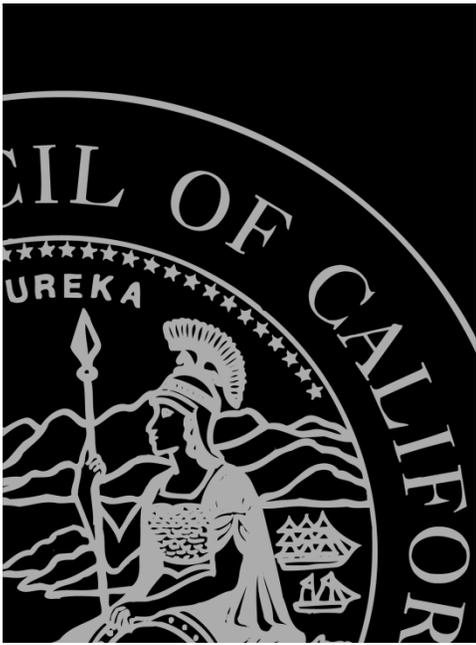
The \$2,441,724 drop in revenue from the preceding fiscal year represents a 0.003 percent decrease in this reporting period. Although this decrease is small, it is the first drop in the past four years and occurs when collections programs are using the majority of the Collections Best Practices and have implemented new enforcement tools, including amnesty. For example, more than 53 collections programs participate in one or both collections programs offered by the Franchise Tax Board. Of those 53 participating programs, 42 also transfer debt to private vendors for additional collections efforts.

According to the court and county collections programs, the most significant factors that have adversely affected the collection of delinquent court-ordered debt during this reporting cycle are courthouse closures, reduced business hours, staff reductions, and furloughs. The state’s economic challenges and the fiscal constraints faced by the collections programs will continue for the next several years. Individuals who owe court-ordered debt will continue to struggle to pay, and the collection of delinquent court-ordered debt will continue to compete with mission-critical priorities of court and county operations.

For more information about this report, please contact Zlatko Theodorovic, Chief Financial Officer, Administrative Office of the Courts, and Director, Fiscal Services Office, 916-263-1397, or send questions to the Enhanced Collections Unit at collections@jud.ca.gov.

Attachments

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



Court and County Collections Program Reports

ATTACHMENT 1



JUDICIAL COUNCIL
OF CALIFORNIA

County of Alameda and Superior Court of Alameda Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 1,532,137
Authorized Judges/Commissioners: 72/13

Gross Recovery Rate: 40%
Success Rate: 39%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Alameda and the County of Alameda. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 11 is currently not being met (see Attachment 3).

Performance

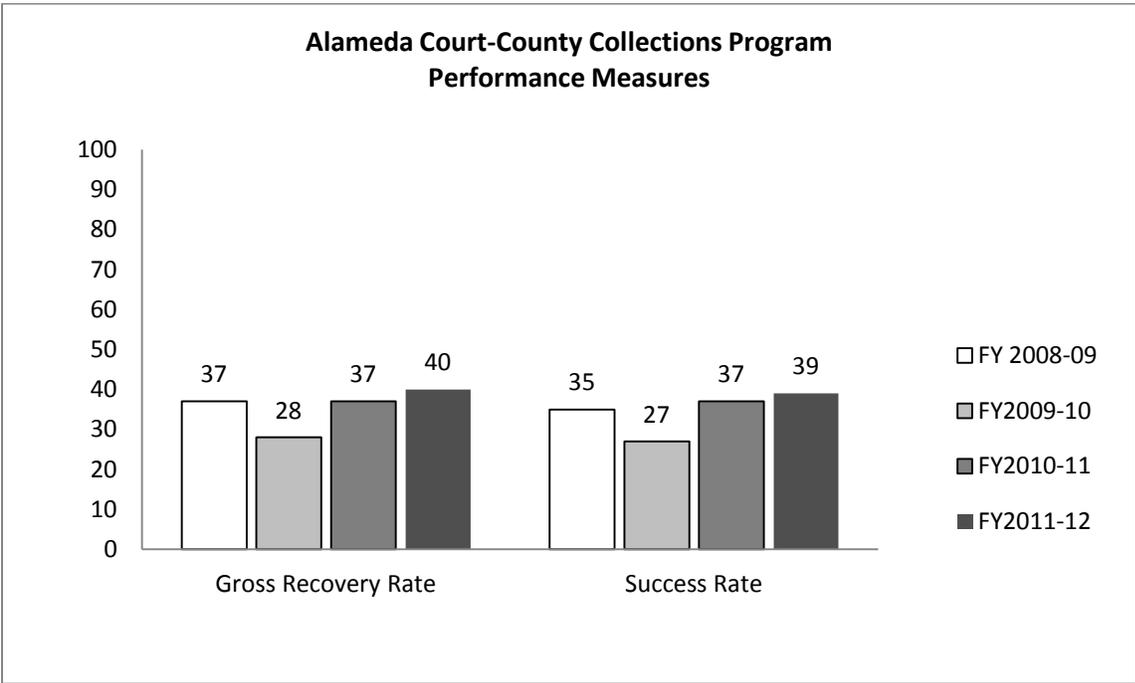
Based on the financial data reported for FY 2011–2012, the program collected a total of \$18,001,914 from 601,175 delinquent cases, with collection costs of \$3,823,545. These totals include 541 resolved cases, \$141,412 in revenue, and no program costs as a result of the one-time statewide amnesty program. The ending balance of \$211,331,915 in delinquent court-ordered debt represents 601,750 delinquent cases, of which 182,106 were established in the reporting period.

For FY 2011–2012, the program has a 40 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 3 percentage points more than the prior year. The program’s Success Rate of 39 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points more than the prior year.

According to the Alameda collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the court’s increasing reliance on receivables from third party collections services providers.

County of Alameda and Superior Court of Alameda Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 1,097

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 39%

Success Rate: 39%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Alpine and the County of Alpine. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 13 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

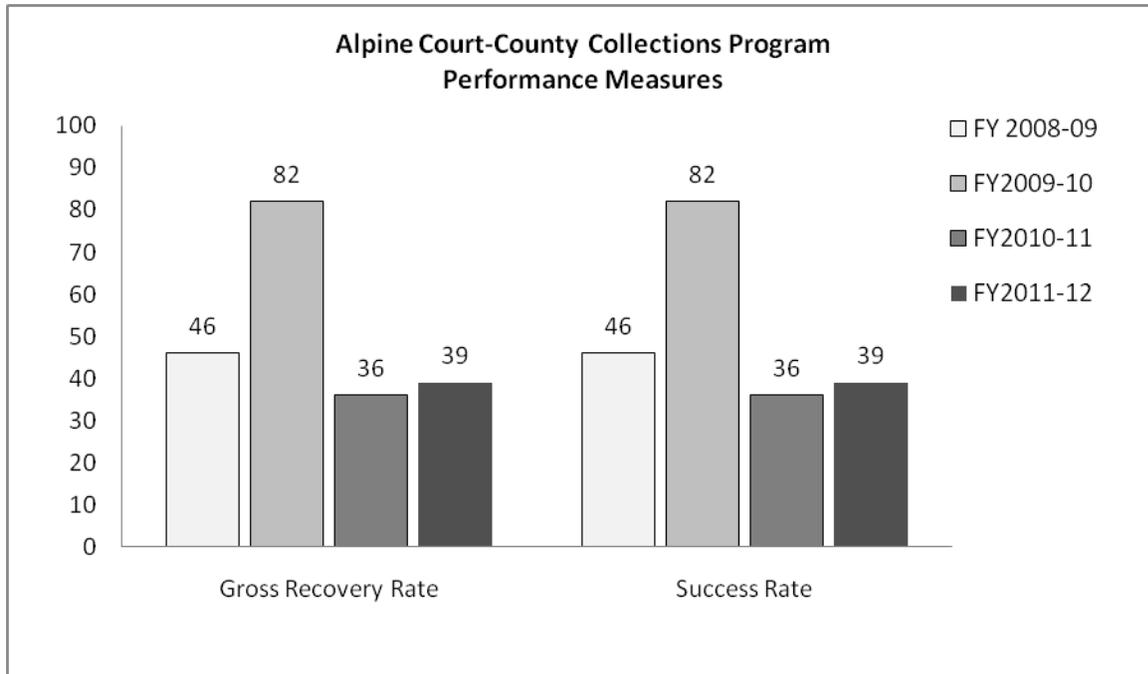
Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$36,353 from 283 delinquent cases, with collection costs of \$9,651. These totals include 1 resolved case, \$431 in revenue, and no program costs as a result of the one-time statewide amnesty program. The ending balance of \$310,635 in delinquent court-ordered debt represents 110 delinquent cases, all of which were established in the reporting period.

For FY 2011–2012, the program has a 39 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 3 percentage points more than the prior year. The program’s Success Rate of 39 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, under Penal Code section 1463.010. The program did not provide an explanation related to the increase of the Gross Recovery Rate and Success Rate as a comparison to last 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, 2011 and 2012.

County of Amador and Superior Court of Amador Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 37,120

Authorized Judges / Commissioners: 2/3

Gross Recovery Rate: 28%

Success Rate: 27%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Amador and the County of Amador. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 10, 11, 17, 18, 19, and 21 are currently not being met (see Attachment 3).

Performance

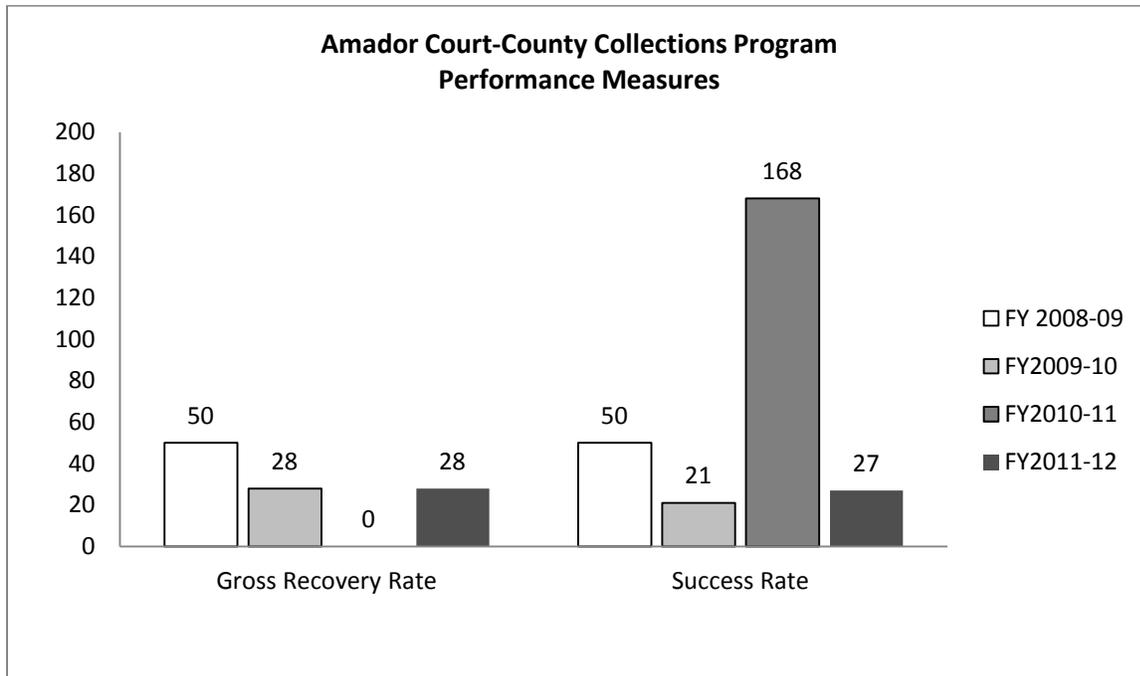
Based on the financial data reported for FY 2011–2012, the program collected a total of \$210,658 from 9,108 delinquent cases, with collection costs of \$31,299. These totals include 5 resolved cases, \$1,532 in revenue, and \$62 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$5,738,948 in delinquent court-ordered debt represents 7,630 delinquent cases, of which 904 were established in the reporting period.

For FY 2011-2012, the program has a 28 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark. The Program’s Success Rate of 27 percent does not meet the recommended 31 percent benchmark.

According to the Amador collections program, during the FY 2010–2011 reporting period the performance measures were overstated due to the limitations of the court’s case management system. This resulted in a reporting error that skewed the performance measures. If not for last year’s reporting error, the program’s Gross Recovery Rate of 28 percent and the Success Rate of 27 percent would be in line with the FY 2009–2010 collection rates.

County of Amador and Superior Court of Amador Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



Note: There is a zero percent Gross Recovery Rate in FY 2009–2010 due to a reporting error.

This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 221,273
Authorized Judges/Commissioners: 12/2

Gross Recovery Rate: 89%
Success Rate: 82%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Butte and the County of Butte. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) program;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 10, 19, 21, 22, 23, 25, are not currently being met (see Attachment 3).

Performance

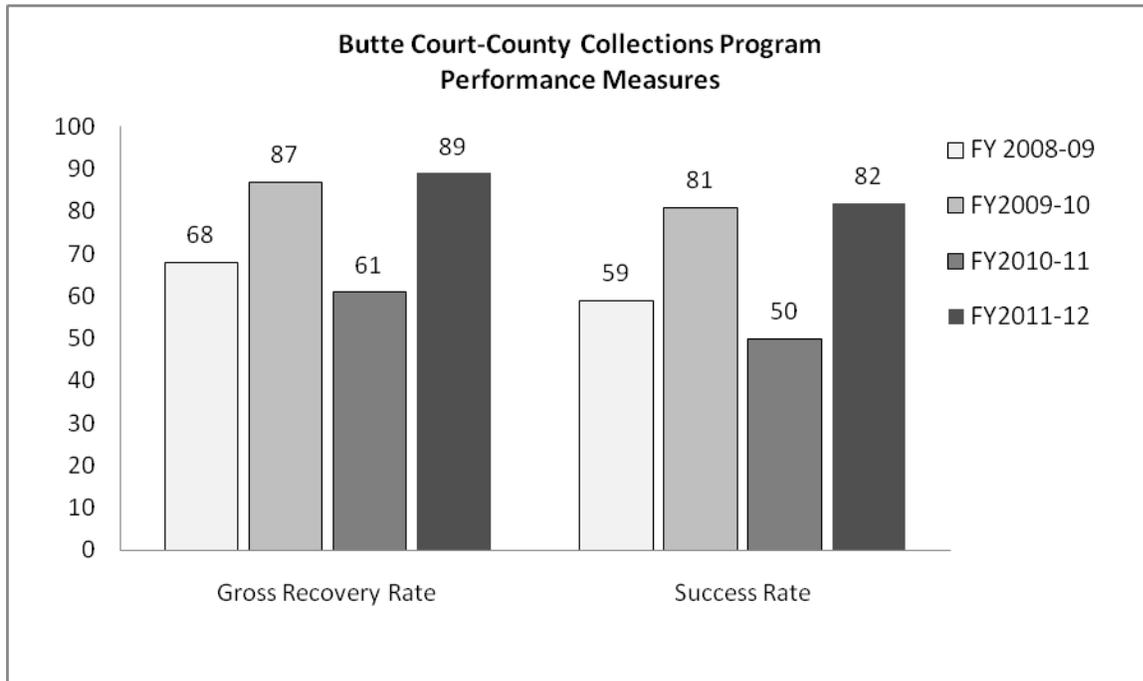
Based on the financial data reported for FY 2011–2012, the program collected a total of \$8,847,265 from 116,977 delinquent cases, with collection costs of \$893,575. These totals include 182 resolved cases, \$96,761 in revenue, and \$14,838 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$78,051,995 in delinquent court-ordered debt represents 92,021 delinquent cases, of which 25,424 were established in the reporting period.

For FY 2011–2012, the program has an 89 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 28 percentage points more than the prior year. The program’s Success Rate of 82 percent exceeds the recommended 31 percent benchmark, and is 32 percentage points more than the prior year.

According to the Butte collections program, the increase in the overall Gross Recovery Rate and Success Rate is attributable to a decrease in the number of delinquent cases established during the reporting period and a slight increase in delinquent collections due to more focused contact with defendants. Limitations in retrieving information from the case management system have impacted collections reporting because financial numbers are not broken out as requested on the Collections Reporting Template. For example, "delinquent" vs "non-delinquent debt" cannot be separated in the case management system as requested on the Collections Reporting Template. This causes some "non-delinquent" debt to be reported. The reporting of non-delinquent collections includes payments that were not related to an accounts receivable/installment plan (closer in nature to a forthwith payment). In addition, victim restitution and justice-related fees cannot be separated in the case management system from other case types and are included in reports of delinquent and non-delinquent collections.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Calaveras and Superior Court of Calaveras Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 41,088

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 57%

Success Rate: 53%

Program Overview

The Superior Court of Calaveras and the County of Calaveras do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 1, 2, and 18 are currently not being met (see Attachment 3).

Performance

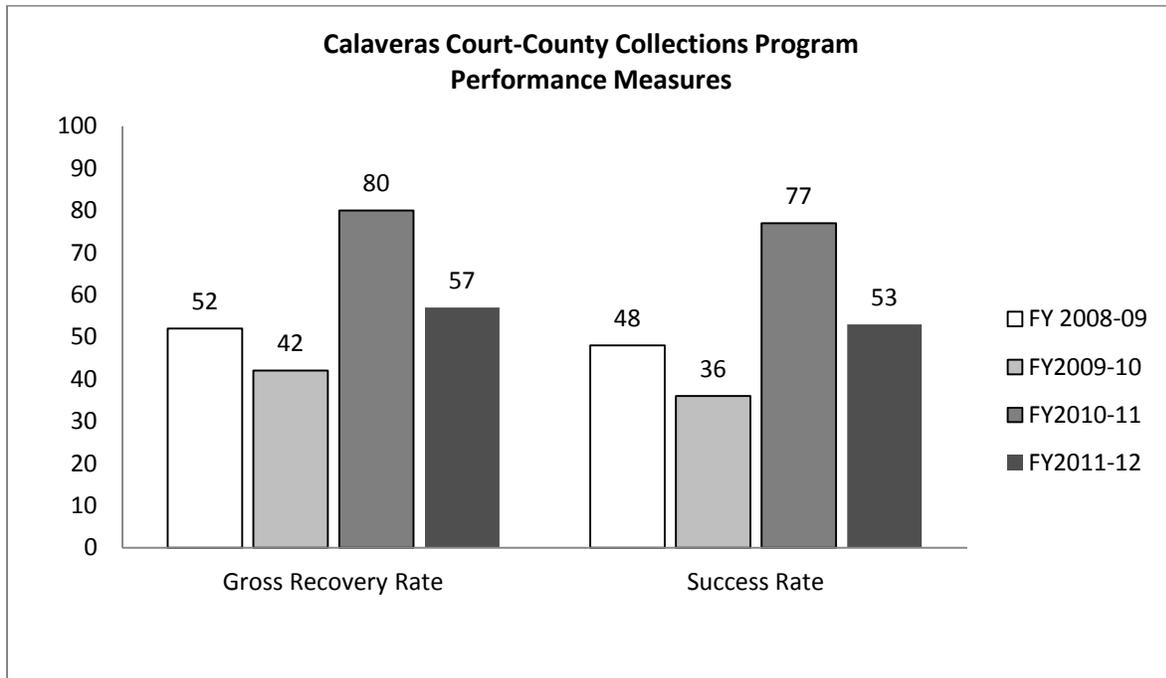
Based on the financial data reported for FY 2011–2012, the program collected a total of \$540,970 from 9,603 delinquent cases, with collection costs of \$144,791. These totals include 36 resolved cases, \$14,521 in revenue, and \$1,496 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$9,286,597 in delinquent court-ordered debt represents 6,632 delinquent cases, of which 1,105 were established in the reporting period.

For FY 2011–2012, the program has a 57 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 23 percentage points less than the prior year. The program’s Success Rate of 53 percent exceeds the recommended 31 percent benchmark, and is 24 percentage points less than the prior year.

According to the Calaveras collections program, the decrease in the overall Gross Recovery Rate and Success Rate is attributable to the private collection agency’s performance, which has been hampered by the economy. The efforts on the amnesty program also diverted the collections staff at the private collection agency during the first two quarters of the fiscal year.

County of Calaveras and Superior Court of Calaveras Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2011–2012*, 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, 2011 and 2012.

County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 21,690

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 98%

Success Rate: 98%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Colusa and the County of Colusa. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- 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;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 4 is not currently being met (see Attachment 3).

Performance

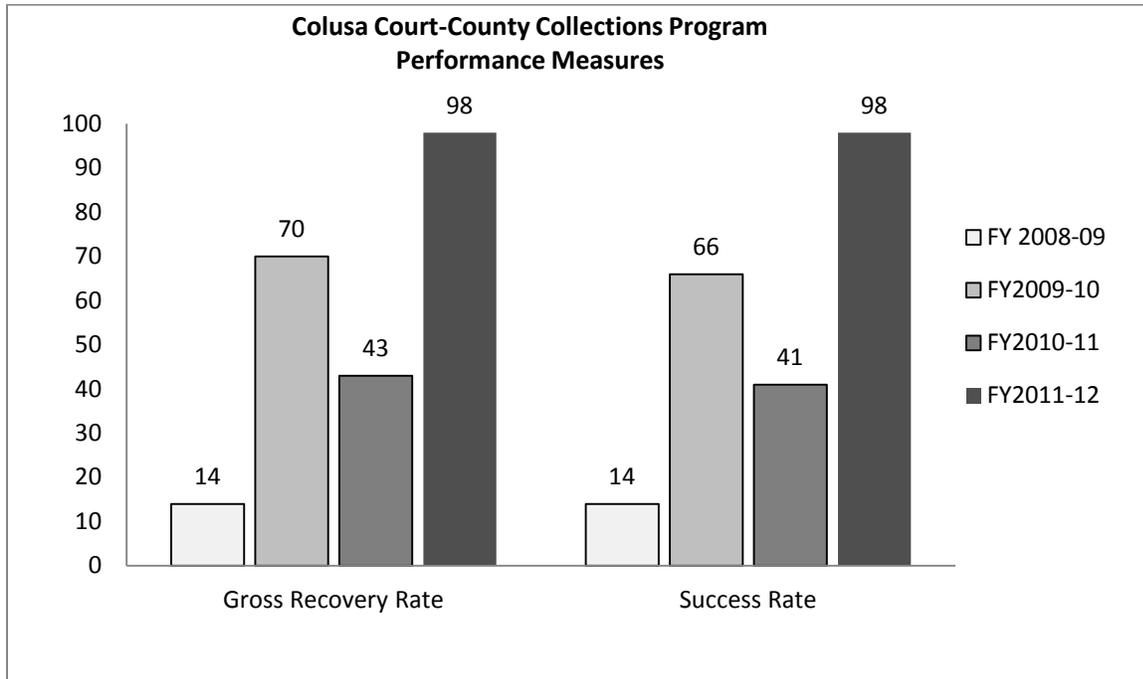
Based on the financial data reported for FY 2011–2012, the program collected a total of \$816,028 from 9,121 delinquent cases, with collection costs of \$193,769. These totals include 188 resolved cases, \$84,931 in revenue, and \$23,154 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$9,431,860 in delinquent court-ordered debt represents 9,121 delinquent cases, of which 8,909 were established in the reporting period.

For FY 2011–2012, the program has a 98 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 55 percentage points more than the prior year. The program’s Success Rate of 98 percent exceeds the recommended 31 percent benchmark, and is 57 percentage points more than the prior year.

According to the Colusa collection program, the increase in the Gross Recovery Rate and Success Rate is attributable to due diligence in exploring all collection options prior to writing-off uncollectable accounts, as practiced by the Shasta enhanced collections program.

County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Contra Costa and Superior Court of Contra Costa Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 1,065,117
Authorized Judges/Commissioners: 38/8

Gross Recovery Rate: 29%
Success Rate: 28%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Contra Costa and the County of Contra Costa. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 10 is currently not being met (see Attachment 3).

Performance

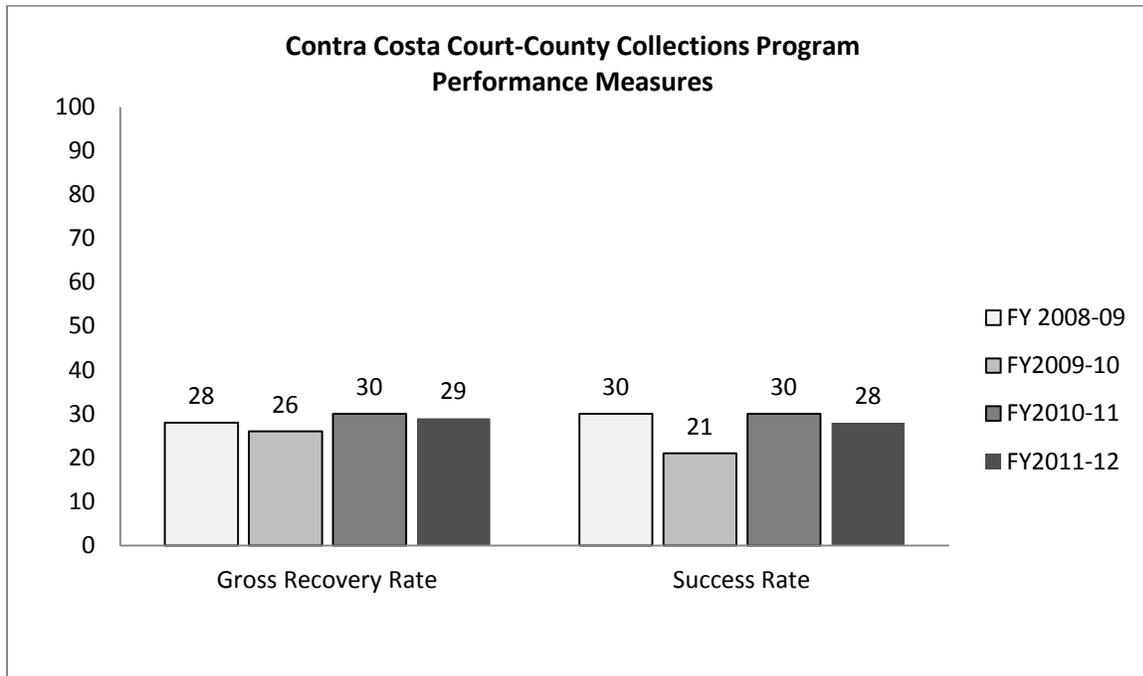
Based on the financial data reported for FY 2011–2012, the program collected a total of \$27,159,703 from 398,513 delinquent cases, with collection costs of \$4,126,790. These totals include 2,591 resolved cases, \$962,879 in revenue, and \$283,013 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$255,268,606 in delinquent court-ordered debt represents 284,950 delinquent cases, of which 176,266 were established in the reporting period.

For FY 2011–2012, the program has a 29 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 1 percentage point less than the prior year. The program’s Success Rate of 28 percent does not meet the recommended 31 percent benchmark, and is 2 percentage points less than the prior year.

According to the Contra Costa collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the age of the cases referred to collections. During the reporting period, the court adjudicated and referred an estimated 70,000 aged traffic citations, some dating back to 2005. Although the private vendor and the FTB are making efforts to collect, it will take a couple years to collect on the backlog of cases.

County of Contra Costa and Superior Court of Contra Costa Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 28,429
Authorized Judges/Commissioners: 3/0.8

Gross Recovery Rate: 33%
Success Rate: 11%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Del Norte and the County of Del Norte. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- A contract with a private debt collector;
- A comprehensive collections program that includes 12 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 8, 9, and 21 are currently not being met.

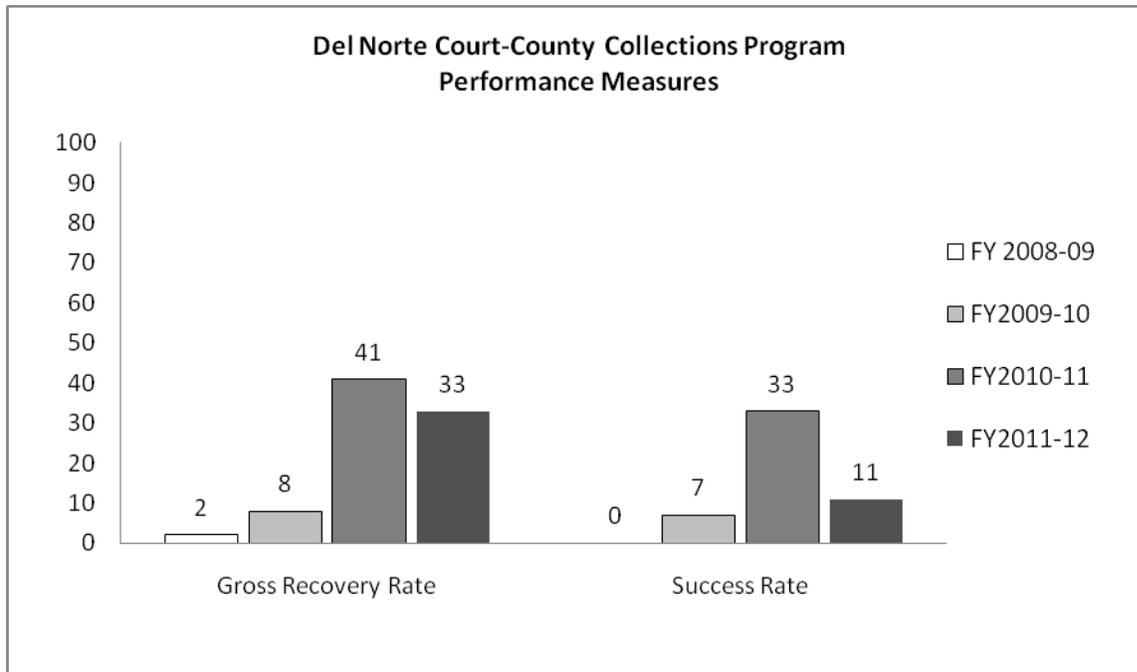
Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$1,946 from 2,508 delinquent cases, with collection costs of \$329. The program was unable to resolve any cases, and had no program costs related to the one-time statewide amnesty program. The ending balance of \$1,299,140 in delinquent court-ordered debt represents 2,478 delinquent cases, of which 2,395 were established in the reporting period.

For FY 2011–2012, the program has a 33 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 8 percentage points less than the prior year. The program's Success Rate of 11 percent does not meet the recommended 31 percent benchmark, and is 22 percentage points less than the prior year.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, under Penal Code section 1463.010. The program did not provide an explanation related to the decrease in the Gross Recovery Rate and Success Rate as compared with 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, 2011 and 2012.

County of El Dorado and Superior Court of El Dorado Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 180,712

Authorized Judges/Commissioners: 8/1

Gross Recovery Rate: 57%

Success Rate: 54%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of El Dorado and the County of El Dorado. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 4 and 21 are currently not being met (see Attachment 3).

Performance

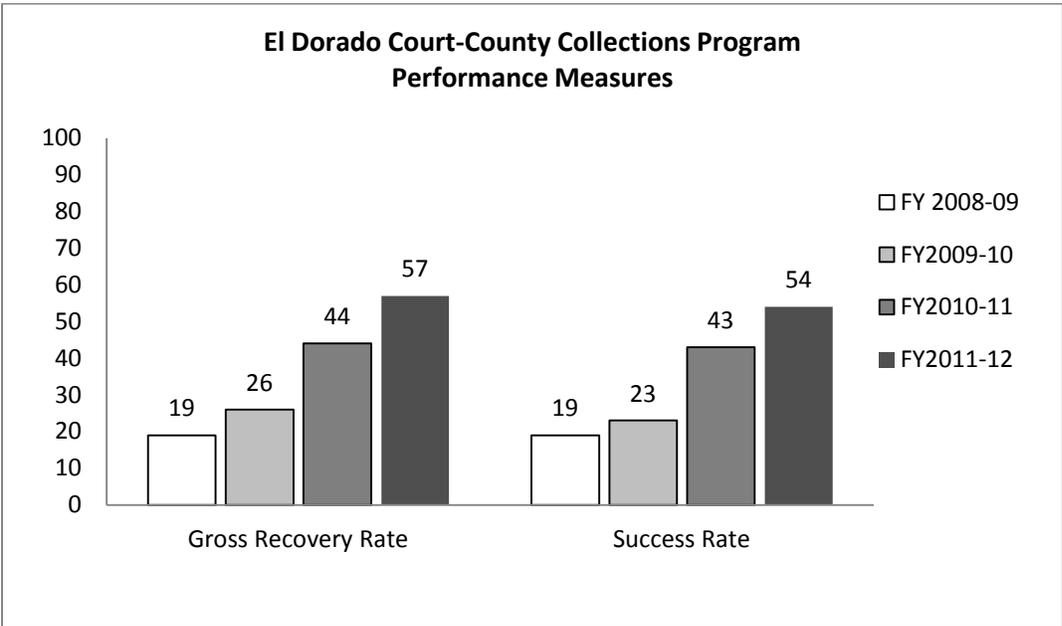
Based on the financial data reported for FY 2011–2012, the program collected a total of \$2,813,211 from 35,487 delinquent cases, with collection costs of \$831,455. These totals include 108 resolved cases, \$44,465 in revenue, and \$10,184 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$25,810,644 in delinquent court-ordered debt represents 27,731 delinquent cases, of which 9,144 were established in the reporting period.

For FY 2011–2012, the program has a 57 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 11 percentage points more than the prior year.

According to the El Dorado collections program, the increase in the Gross Recovery and Success Rate is attributable to the court’s continued efforts to review cases that have had little to no collection activity for several years and submitting these older cases to the county for collection. The Gross Recovery Rate and Success Rate have increased significantly due to the county’s collection program enhancements and leadership, as well as the success of the FTB collection program.

County of El Dorado and Superior Court of El Dorado Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Fresno and Superior Court of Fresno Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 945,711

Authorized Judges/Commissioners: 46/7

Gross Recovery Rate: 56%

Success Rate: 44%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Fresno and the County of Fresno. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 10 and 18 are currently not being met (see Attachment 3).

Performance

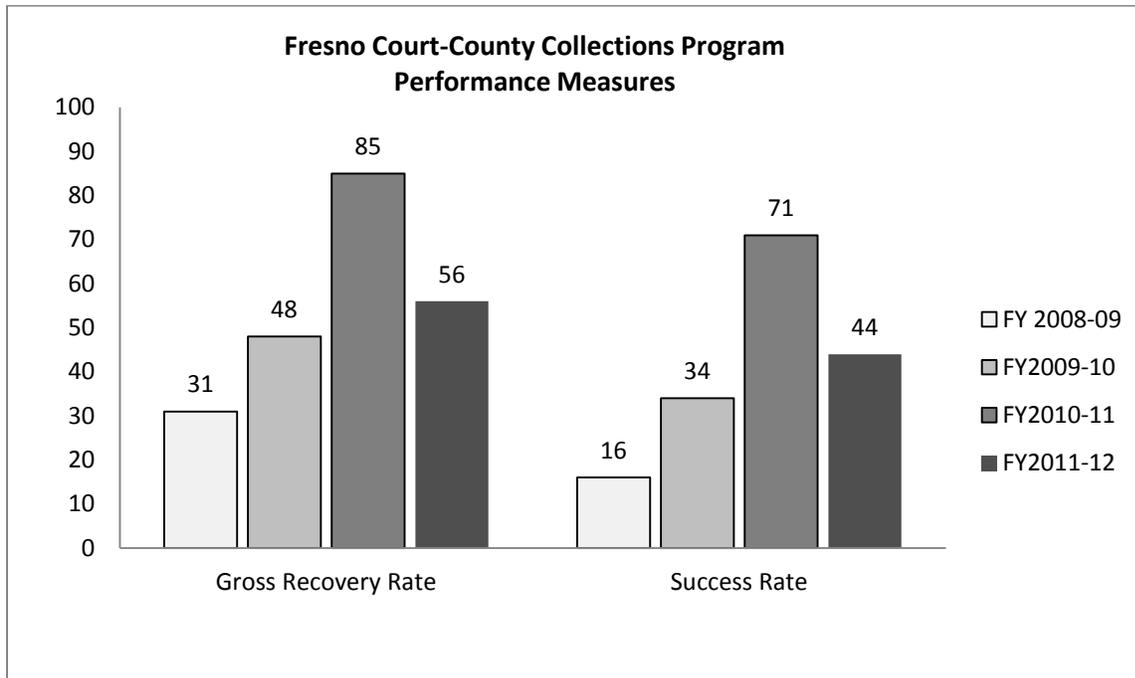
Based on the financial data reported for FY 2011–2012, the program collected a total of \$18,451,826 from 607,329 delinquent cases, with collection costs of \$2,783,667. These totals include 449 resolved cases, \$157,606 in revenue, and \$66,027 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$327,140,022 in delinquent court-ordered debt represents 561,553 delinquent cases, of which 68,682 were established in the reporting period.

For FY 2011–2012, the program has a 56 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 29 percentage points less than the prior year. The program’s Success Rate of 44 percent exceeds the recommended 31 percent benchmark, and is 27 percentage points less than the prior year.

According to the Fresno collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to a reporting error made by the county in FY 2010–2011. This reporting error skewed the performance measures. If not for last year’s reporting error, the program’s Gross Recovery Rate of 56 percent and the Success Rate would be in line with the FY 2009–2010 collection rates. The error was corrected and is not reflected in this year’s calculations.

County of Fresno and Superior Court of Fresno Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 28,122

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 28%

Success Rate: 29%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Glenn and the County of Glenn. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- 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;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 4, 12, 16, 19, 20 and 21 are not currently being met (see Attachment 3).

Performance

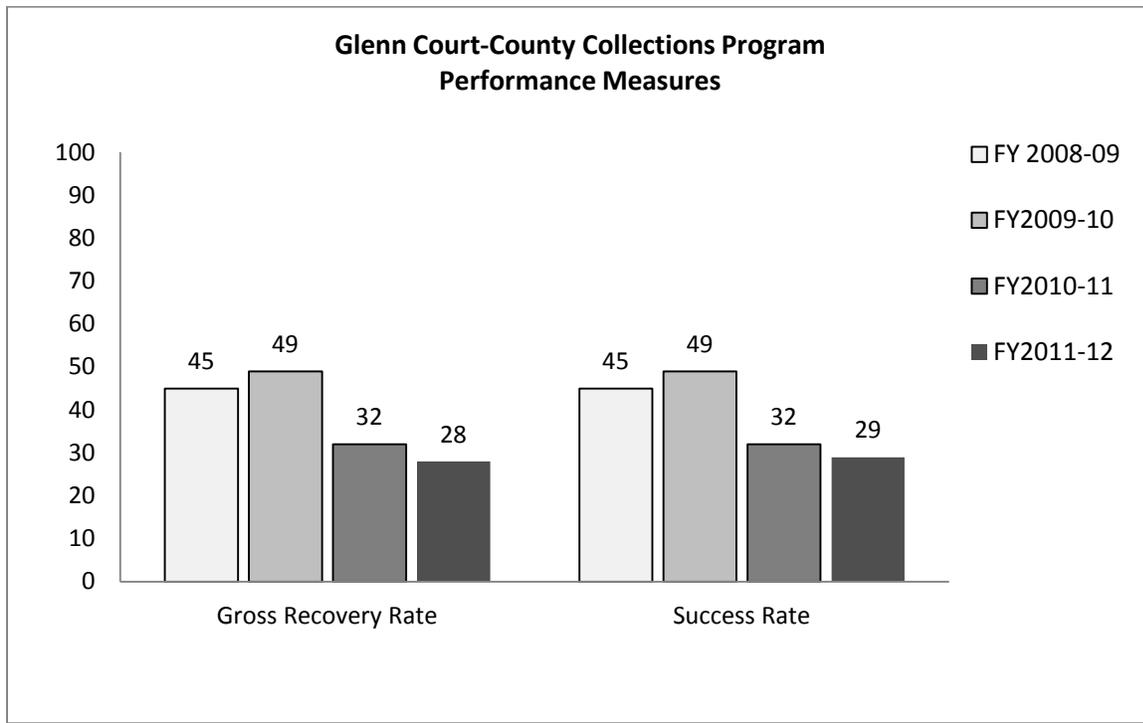
Based on the financial data reported for FY 2011–2012, the program collected a total of \$1,575,357 from 18,198 delinquent cases, with collection costs of \$440,434. These totals include 254 resolved cases, \$81,468 in revenue, and \$23,063 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$14,812 in delinquent court-ordered debt represents 16,872 delinquent cases, of which 5,106 were established in the reporting period.

For FY 2011–2012, the program has a 28 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 4 percentage points less than the prior year. The program’s Success Rate of 29 percent does not meet the recommended 31 percent benchmark, and is 3 percentage points less than the prior year.

According to the Glenn collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the significant volume of hard to collect delinquent fines being transferred to Superior Court of Shasta with a limited chance of collecting on the accounts. The philosophy of doing due diligence in exploring all collection options prior to writing off uncollectable accounts is practiced by the enhanced collection program in the Superior Court of Shasta. The total revenue collected actually experienced an 11 percent increase over the prior year revenue collection, which demonstrates that, even in these tough economic times, delinquent fine collection revenue has increased.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 135,587
Authorized Judges/Commissioners: 7/1

Gross Recovery Rate: 65%
Success Rate: 33%

Program Overview

The Superior Court of Humboldt and the County of Humboldt do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 1 is not currently being met (see Attachment 3).

Performance

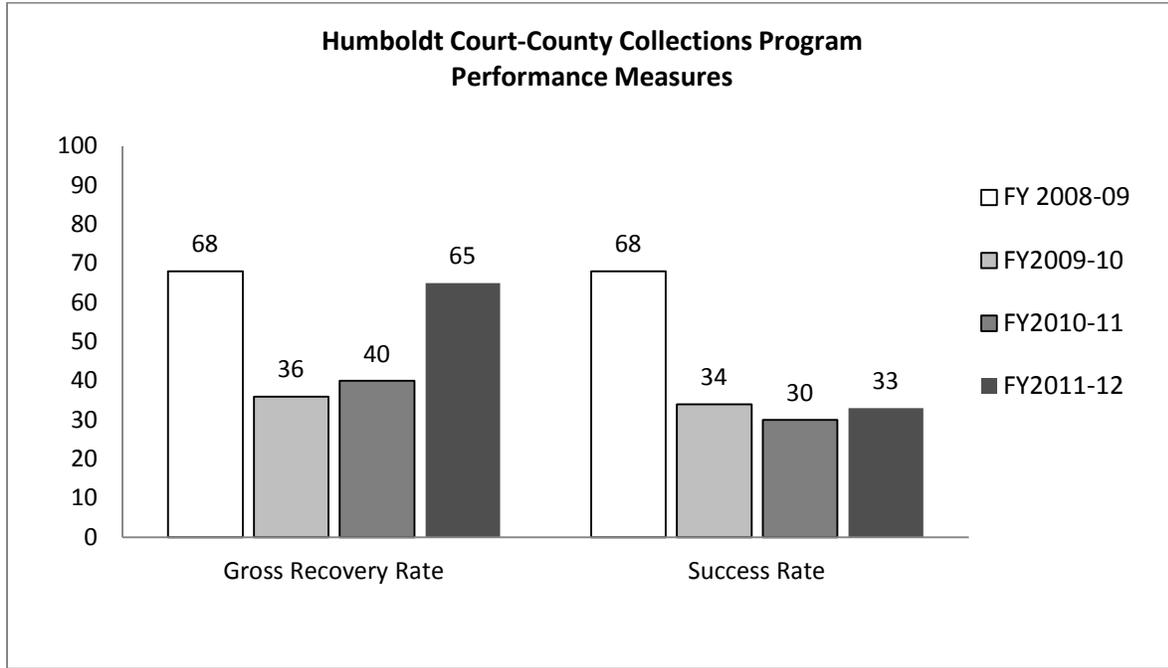
Based on the financial data reported for FY 2011–2012, the program collected a total of \$5,040,731 from 130,802 delinquent cases, with collection costs of \$738,326. These totals include 189 resolved cases, \$52,364 in revenue, and \$39,122 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$98,809,781 in delinquent court-ordered debt represents 123,955 delinquent cases, of which 34,377 were established in the reporting period.

For FY 2011–2012, the program has a 65 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 25 percentage points more than the prior year. The program’s Success Rate of 33 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year.

According to the Humboldt collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to increased total collections. Contributing factors include the statewide amnesty program, an increased number of cases referred in FY 2011–2012, implementation of a DMV license hold process for Failure to Appear and Failure to Pay cases, and Discharge of Accountability. Discharge of Accountability was completed for uncollectible cases more than 10 years old and for deceased defendants with no attachable assets. A total of \$14,811,303 in uncollectible debt was discharged.

County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Imperial and Superior Court of Imperial Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 177,441
Authorized Judges/Commissioners: 10/1.4

Gross Recovery Rate: 69%
Success Rate: 67%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Imperial and the County of Imperial. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- MOU with the Superior Court of Ventura County for collection services;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices.

Performance

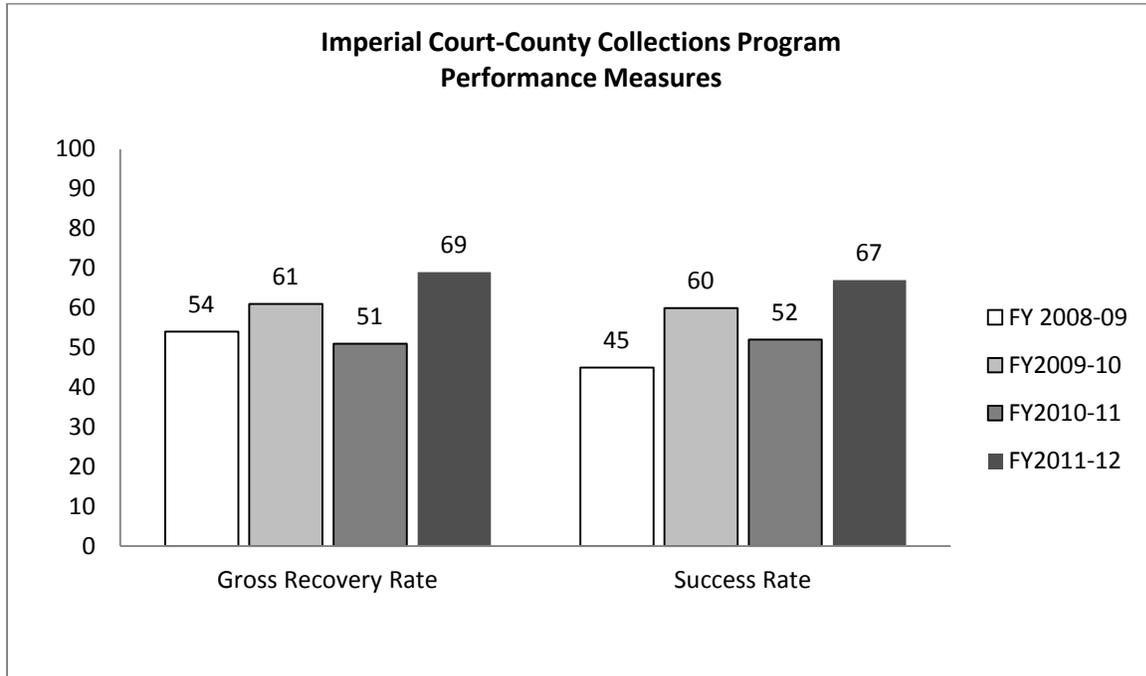
Based on the financial data reported for FY 2011–2012, the program collected a total of \$5,308,711 from 143,604 delinquent cases, with collection costs of \$1,128,402. These totals include 544 resolved cases, \$184,238 in revenue, and \$32,736 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$47,438,106 in delinquent court-ordered debt represents 79,688 delinquent cases, of which 51,787 were established in the reporting period.

For FY 2011–2012, the program has a 69 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 18 percentage points more than the prior year. The program’s Success Rate of 67 percent exceeds the recommended 31 percent benchmark, and is 15 percentage points more than the prior year.

According to the Imperial collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to a consistent failure-to-pay process that has been in place for nearly 5 years. The court is consistent about sending notices and placing driver’s license holds, which has resulted in improved collections. In addition, the court has contracted with a private vendor who is collecting older delinquent debt.

County of Imperial and Superior Court of Imperial Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2011–2012*, 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, 2011 and 2012.

County of Inyo and Superior Court of Inyo Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 18,461
Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 98%
Success Rate: 98%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Inyo and the County of Inyo. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

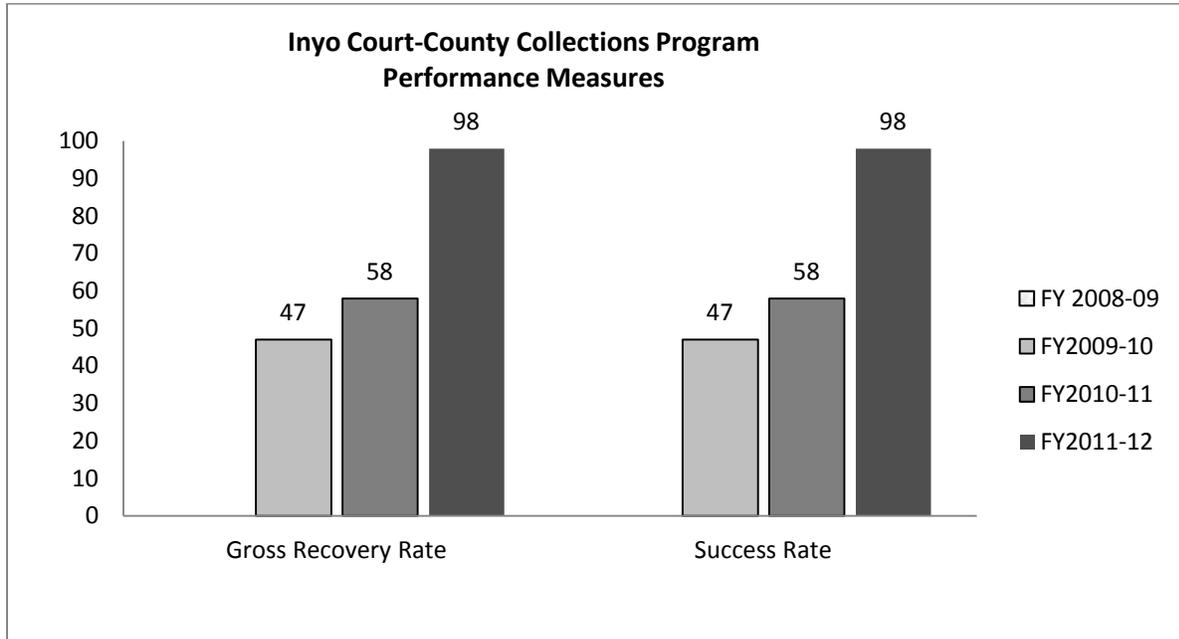
Based on the financial data reported for FY 2011–2012, the program collected a total of \$602,731 from 7,846 delinquent cases, with collection costs of \$107,152. These totals include 30 resolved cases, \$10,141 in revenue, and \$8,859 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$6,932,675 in delinquent court-ordered debt represents 6,864 delinquent cases, of which 1,126 were established in the reporting period.

For FY 2011–2012, the program has a 98 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 40 percentage points more than the prior year. The program’s Success Rate of 98 percent exceeds the recommended 31 percent benchmark, and is 40 percentage points more than the prior year.

According to the Inyo collection program, the increase in the Gross Recovery Rate and Success Rate is attributable to the discharge of accountability of uncollectable debt totaling \$208,187.

County of Inyo and Superior Court of Inyo Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



The FY 2008-2009 Gross Recovery Rate and Success Rate were less than 1 percent due to limitations in the program’s case management system.

This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2011–2012, 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, 2011 and 2012.

County of Kern and Superior Court of Kern Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 850,006
Authorized Judges/Commissioners: 39/7

Gross Recovery Rate: 84%
Success Rate: 84%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Kern and the County of Kern. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with two private debt collectors;
- A comprehensive collections program that includes 15 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 20 of the 25 recommended collections best practices; numbers 2, 10, 12, 14, and 16 are currently not being met (see Attachment 3).

Performance

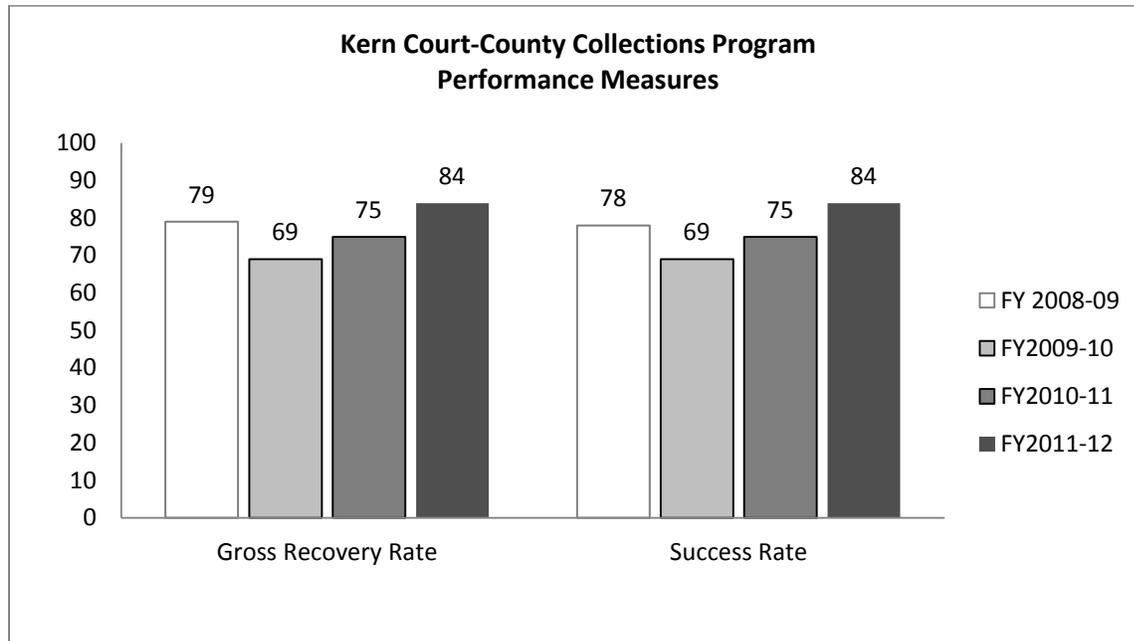
Based on the financial data reported for FY 2011–2012, the program collected a total of \$24,276,354 from 202,177 delinquent cases, with collection costs of \$4,104,323. These totals include 895 resolved cases, \$284,886 in revenue, and \$170,383 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$78,694,938 in delinquent court-ordered debt represents 159,089 delinquent cases, of which 49,283 were established in the reporting period.

For FY 2011–2012, the program has an 84 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 84 percent exceeds the recommended 31 percent benchmark, and is 9 percentage points more than the prior year.

According to the Kern collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the implementation of two new programs: 1) The predictive dialer and interactive voice response systems, which allow hundreds more defendants to be contacted each day. Also, it enables defendants to get information through the automated system rather than speaking with an agent, which allows agents to spend more time pursuing delinquent debt. 2) The Failure to Pay Civil Assessment Program includes automatic driver’s license suspensions 45 days after the due date, and has proven to be effective in getting customers to pay their debt in order to get the hold released on a license.

County of Kern and Superior Court of Kern Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2011–2012, 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, 2011 and 2012.

County of Kings and Superior Court of Kings County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 152,419
Authorized Judges/Commissioners: 8/1.5

Gross Recovery Rate: 46%
Success Rate: 43%

Program Overview

The Superior Court of Kings and the County of Kings do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 1 and 2 are not currently being met (see Attachment 3).

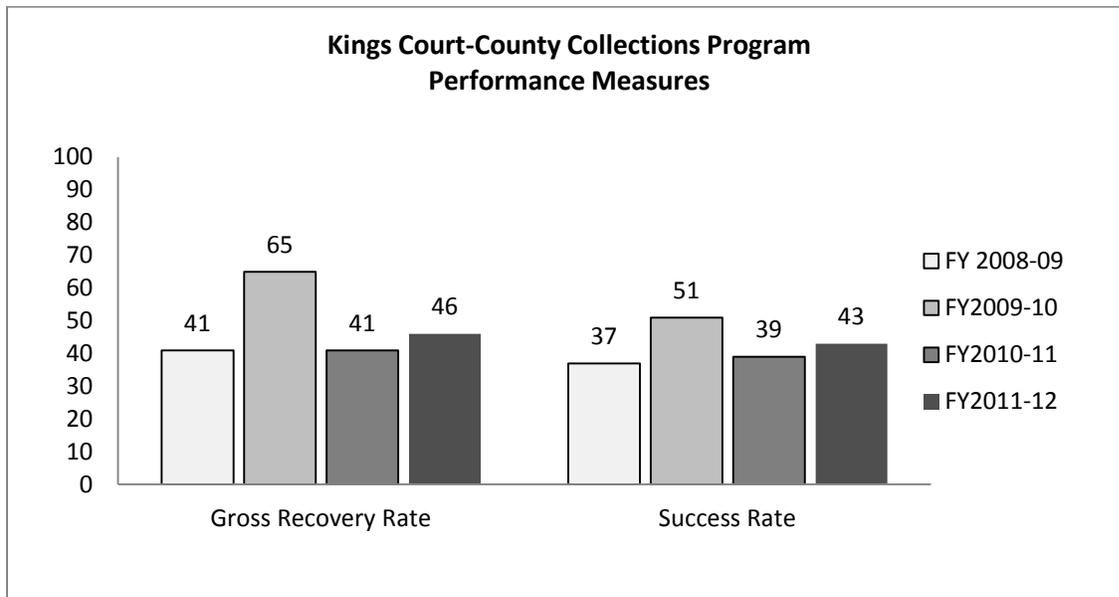
Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$2,235,323 from 53,659 delinquent cases, with collection costs of \$364,588. These totals include 499 resolved cases, \$141,504 in revenue, and \$14,984 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$34,840,050 in delinquent court-ordered debt represents 50,407 delinquent cases, of which 7,133 were established in the reporting period.

For FY 2011–2012, the program has a 46 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 5 percentage points more than the prior year. The program’s Success Rate of 43 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

County of Kings and Superior Court of Kings County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, under Penal Code section 1463.010. The program did not provide an explanation related to the increase of the Gross Recovery Rate and Success Rate as a comparison to last 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, 2011 and 2012.

County of Lake and Superior Court of Lake Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 63,266

Authorized Judges/Commissioners: 4/6

Gross Recovery Rate: 61%

Success Rate: 57%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Lake and the County of Lake. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 10 is currently not being met (see Attachment 3).

Performance

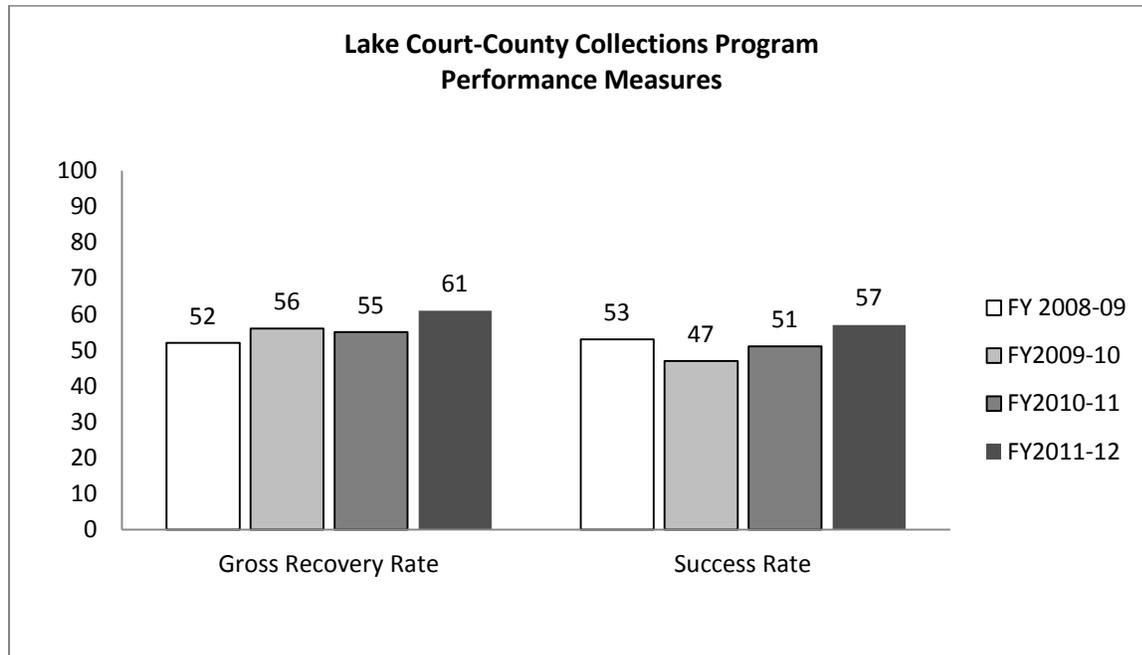
Based on the financial data reported for FY 2011–2012, the program collected a total of \$1,788,801 from 39,653 delinquent cases, with collection costs of \$251,409. These totals include 207 resolved cases, \$99,792 in revenue, and \$30,369 in program costs resulting from the one-time statewide amnesty program. The ending balance of \$31,054,621 in delinquent court-ordered debt represents 34,815 delinquent cases, of which 3,896 were established in the reporting period.

For FY 2011–2012, the program has a 61 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points more than the prior year. The program’s Success Rate of 57 percent exceeds the recommended 31 percent benchmark, and is 6 percentage points more than the prior year.

According to the Lake collections program, the increase in the overall Gross Recovery Rate and Success Rate is attributable to continuity and efficiency in the exchange of case information between agencies and collection processes.

County of Lake and Superior Court of Lake Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 34,167
Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 85%
Success Rate: 84%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Lassen and the County of Lassen. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collection services;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 21 of the 25 recommended collections best practices; numbers 16, 19, 20, and 21 currently are not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$969,015 from 11,725 delinquent cases, with collection costs of \$263,697. These totals include 256 resolved cases, \$86,047 in revenue, and \$25,786 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$9,560,080 in delinquent court-ordered debt represents 10,357 delinquent cases, of which 1,258 were established in the reporting period.

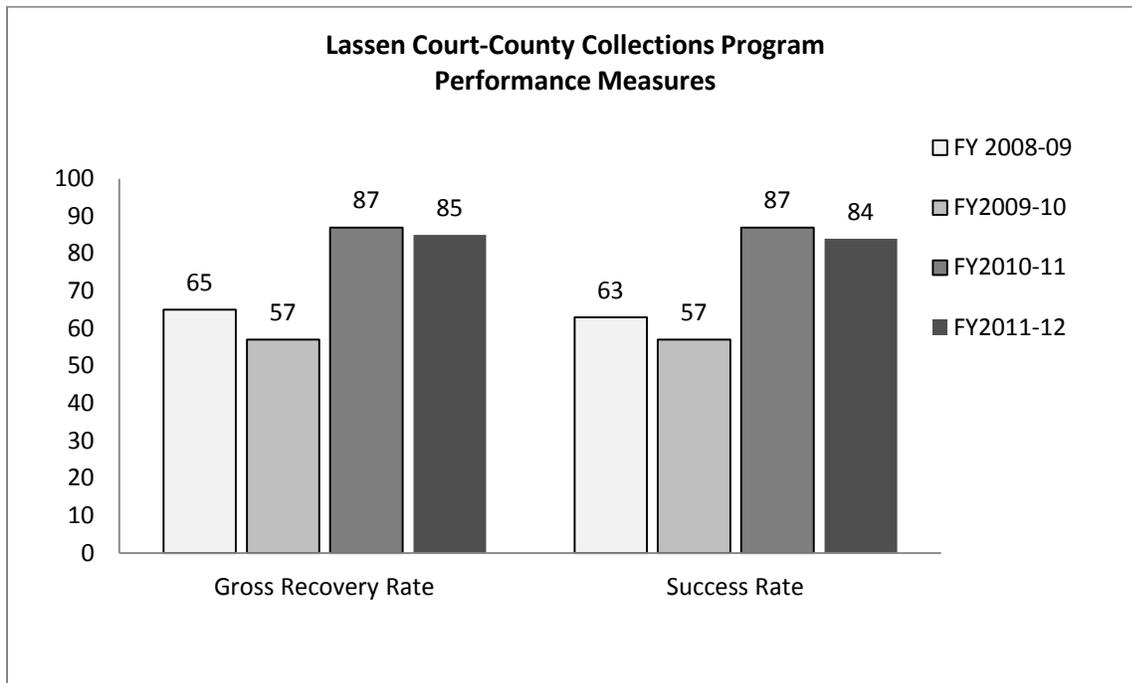
For FY 2011–2012, the program has an 85 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 2 percentage points less than the prior year. The program's Success Rate of 84 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points less than the prior year.

According to the Lassen collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the hard to collect delinquent fines being transferred to Shasta, which have a limited chance of collection. Shasta's philosophy of doing due diligence in exploring all collection options prior to writing off uncollectable accounts is practiced by their enhanced collection program. The total revenue collected actually experienced a 98.5 percent increase over the prior year, demonstrating that even in these tough economic times delinquent fine collection revenue has increased.

The County Office of Revenue and Recovery is working with their computer programmers to correct reporting issues, which created errors in last year's balance and this year's balance, making the program unable to capture accurate numbers at this time for reporting purposes. Additionally, the program discharged \$186,730 in FY 2011–2012.

County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 9,889,056
Authorized Judges/Commissioners: 463/103

Gross Recovery Rate: 72%
Success Rate: 36%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Los Angeles and the County of Los Angeles. The Los Angeles County Probation Department operates a separate, stand alone collections program not associated with the court and county collections program. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 12, 19, and 21 are currently not being met (see Attachment 3).

Performance

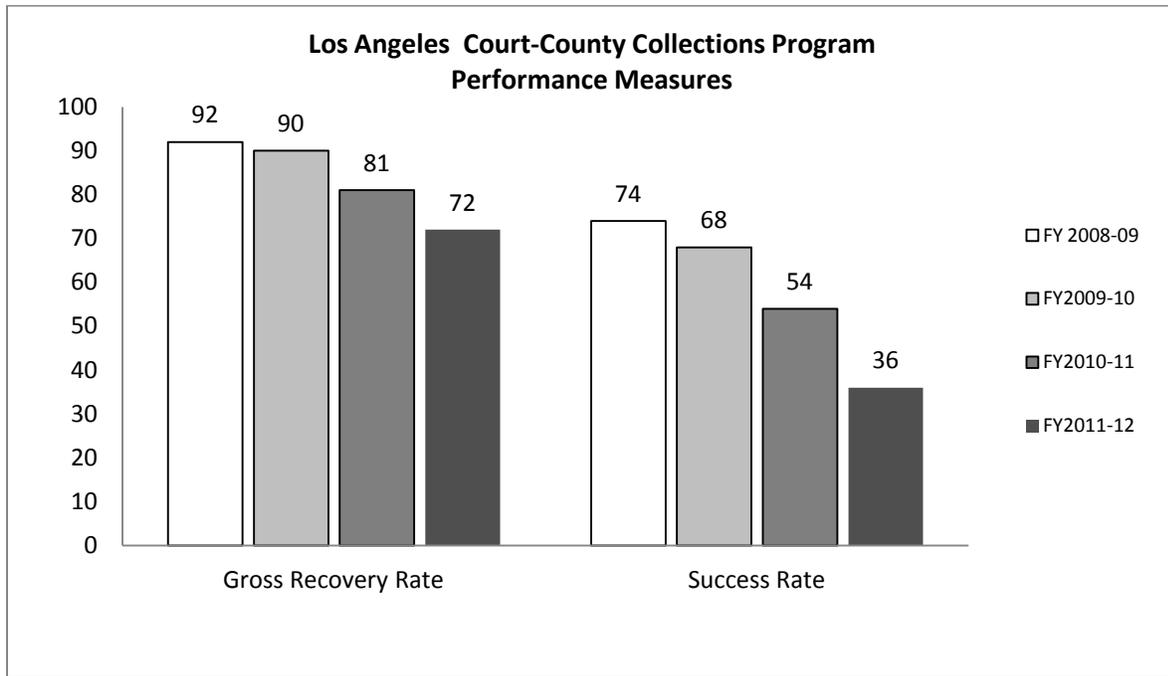
Based on the financial data reported for FY 2011–2012, the program collected a total of \$104,515,646 from 2,789,096 delinquent cases, with collection costs of \$22,099,947. These totals include 14,328 resolved cases, \$5,821,722 in revenue, and \$464,045 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$2,229,552,303 in delinquent court-ordered debt represents 2,122,152 delinquent cases, of which 812,428 were established in the reporting period.

For FY 2011–2012, the program has a 72 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 9 percentage points less than the prior year. The program’s Success Rate of 36 percent exceeds the recommended 31 percent benchmark, and is 18 percentage points less than the prior year.

As noted by the County of Los Angeles and Superior Court collections program, the decrease in the Gross Recovery Rate and Success Rate are attributable to a decline in collections and a decrease in adjustments as reported by the County Probation Department. Probation’s overall collections decreased by 70 percent between FY 2010–2011 and FY 2011–2012. In contrast, the Los Angeles Superior Court collections overall decrease was 2 percent for the same period. Also, the amount of adjustments reported by the Probation Department reflects a decrease of \$42.7 million in comparison to the prior fiscal year. The amount of adjustments for the Los Angeles Superior Court is \$115 million more than the prior fiscal year.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Madera and Superior Court of Madera Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 152,074
Authorized Judges/Commissioners: 10/0.3

Gross Recovery Rate: 33%
Success Rate: 29%

Program Overview

The Superior Court of Madera and the County of Madera do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011-2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 1 and 2 are currently not being met (see Attachment 3).

Performance

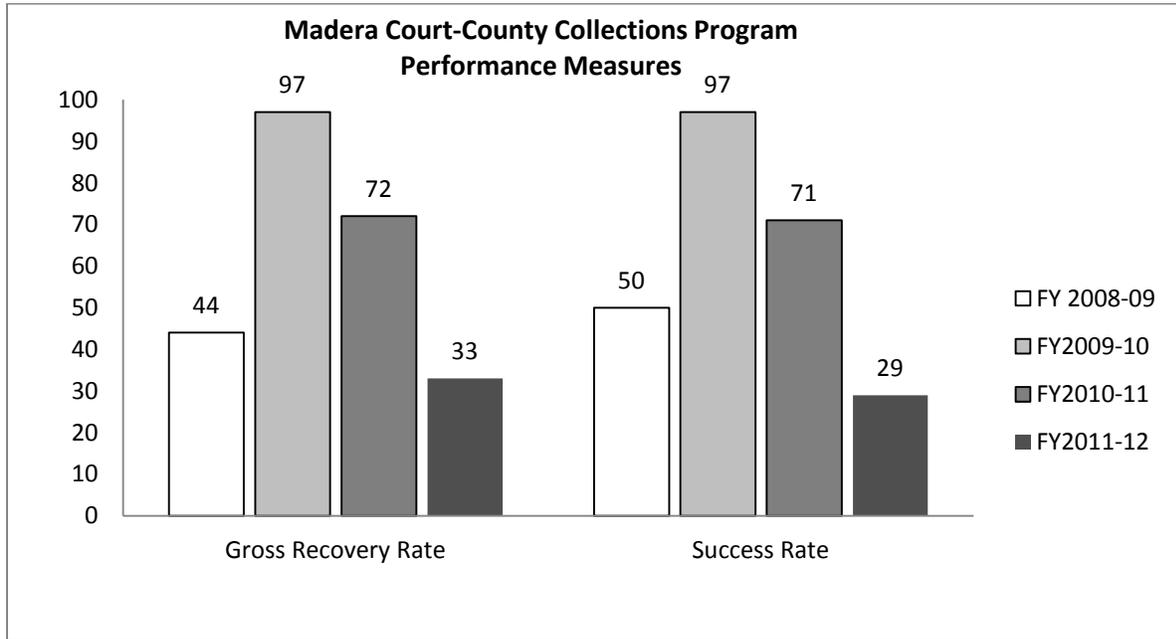
Based on the financial data reported for FY 2011–2012, the program collected a total of \$1,646,580 from 135,101 delinquent cases, with collection costs of \$107,993. These totals include 91 resolved cases, \$28,105 in revenue, and \$2,895 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$78,834,567 in delinquent court-ordered debt represents 117,825 delinquent cases, of which 13,611 were established in the reporting period.

For FY 2011–2012, the program has a 33 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 39 percentage points less than the prior year. The program’s Success Rate of 29 percent does not meet the recommended 31 percent benchmark, and is 42 percentage points less than the prior year.

According to the Madera collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the economy and high unemployment rate. Also, furlough days have resulted in fewer days to perform collection activities. Court collections as a whole are down over 18 percent from last fiscal year. In addition, the Madera County Probation Revenue-Division, which is the primary collecting entity, does not discharge uncollectible debt.

County of Madera and Superior Court of Madera Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Marin and Superior Court of Marin Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 254,790
Authorized Judges/Commissioners: 11/3.8

Gross Recovery Rate: 81%
Success Rate: 74%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Marin and the County of Marin. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 13 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 9, 10, and 19 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$3,448,802 from 25,413 delinquent cases, with collection costs of \$1,103,092. These totals include 80 resolved cases, \$22,755 in revenue, and \$5,002 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$17,305,058 in delinquent court-ordered debt represents 20,491 delinquent cases, of which 7,024 were established in the reporting period.

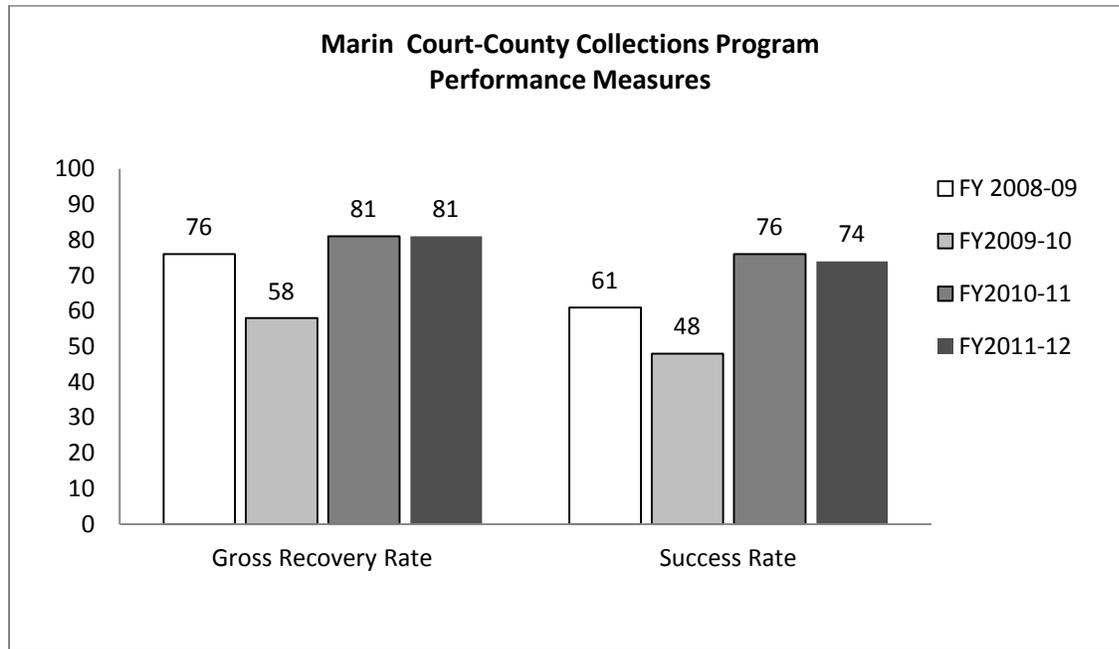
For FY 2011–2012, the program has an 81 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is the same as the prior year. The program’s Success Rate of 74 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points less than the prior year.

According to the Marin collections program, although the Gross Recovery Rate and Success Rate are virtually unchanged from the prior year, the court has implemented changes that have resulted in fewer referrals for collection of traffic fines. In January 2012, the court eliminated the open arraignment traffic calendar and allows defendants to set up 12-month payment plans. Also, as defendants have become more aware of the imposition of civil assessment penalties that started in July 2010, the court is experiencing fewer delinquencies. In FY 2011–2012, the decrease in referral of traffic cases was offset by the one-time referral of a backlog of older criminal cases.

The Enhanced Court Collections program collected \$122,416 more than the previous year. This is the highest fiscal year annual revenue collected since the inception of the ECC program in May 2007.

County of Marin and Superior Court of Marin Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Mariposa and Superior Court of Mariposa Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 17,716

Authorized Judges/Commissioners: 2/1

Gross Recovery Rate: 24%

Success Rate: 24%

Program Overview

The Superior Court of Mariposa and the County of Mariposa do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 1 and 5 are currently not being met (see Attachment 3).

Performance

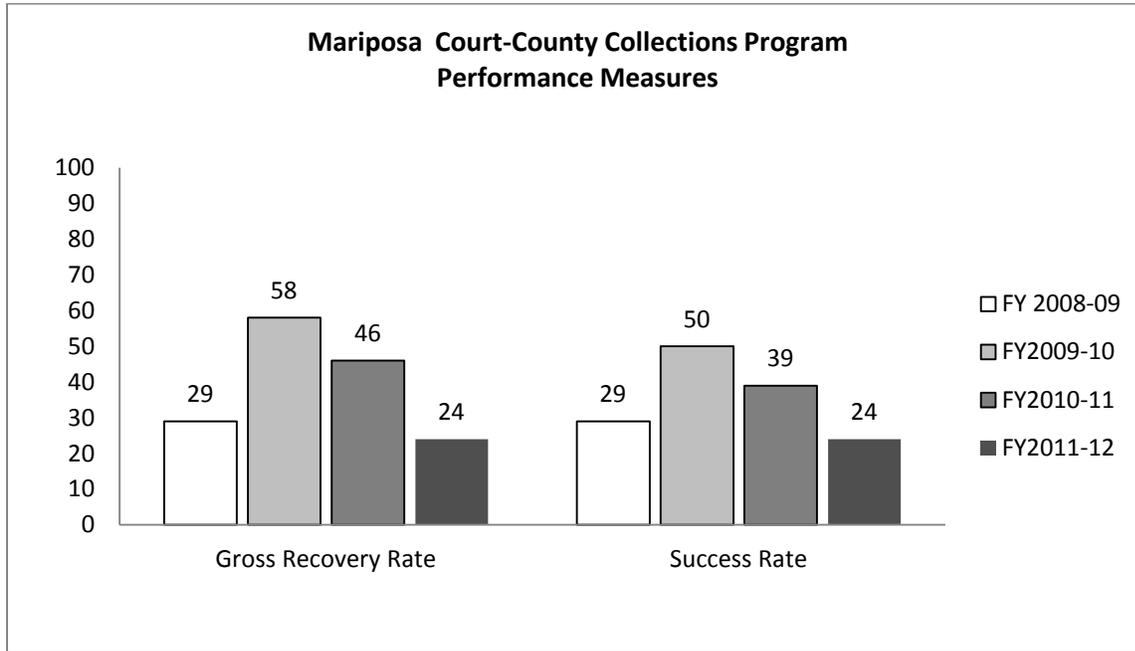
Based on the financial data reported for FY 2011–2012, the program collected a total of \$262,245 from 2,938 delinquent cases, with collection costs of \$113,594. These totals include 14 resolved cases, \$5,260 in revenue, and \$998 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$4,128,655 in delinquent court-ordered debt represents 3,426 delinquent cases, of which 1,173 were established in the reporting period.

For FY 2011–2012, the program has a 24 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 24 percent also does not meet the recommended 31 percent benchmark, and is 15 percentage points less than the prior year.

According to the Mariposa collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to a significant increase in the referral of old cases, which required significant effort to set up in the accounts receivable system. Due to the age of the cases and prior payments, staff was required to record payment distributions and enter case balances by individual fund codes rather than total fine amounts. Time spent by staff processing referrals did not leave enough time to pursue collection on these accounts.

County of Mariposa and Superior Court of Mariposa Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Mendocino and Superior Court of Mendocino County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 87,572
Authorized Judges/Commissioners: 8/0.4

Gross Recovery Rate: 85%
Success Rate: 72%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mendocino and the County of Mendocino. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 4 is not currently being met (see Attachment 3).

Performance

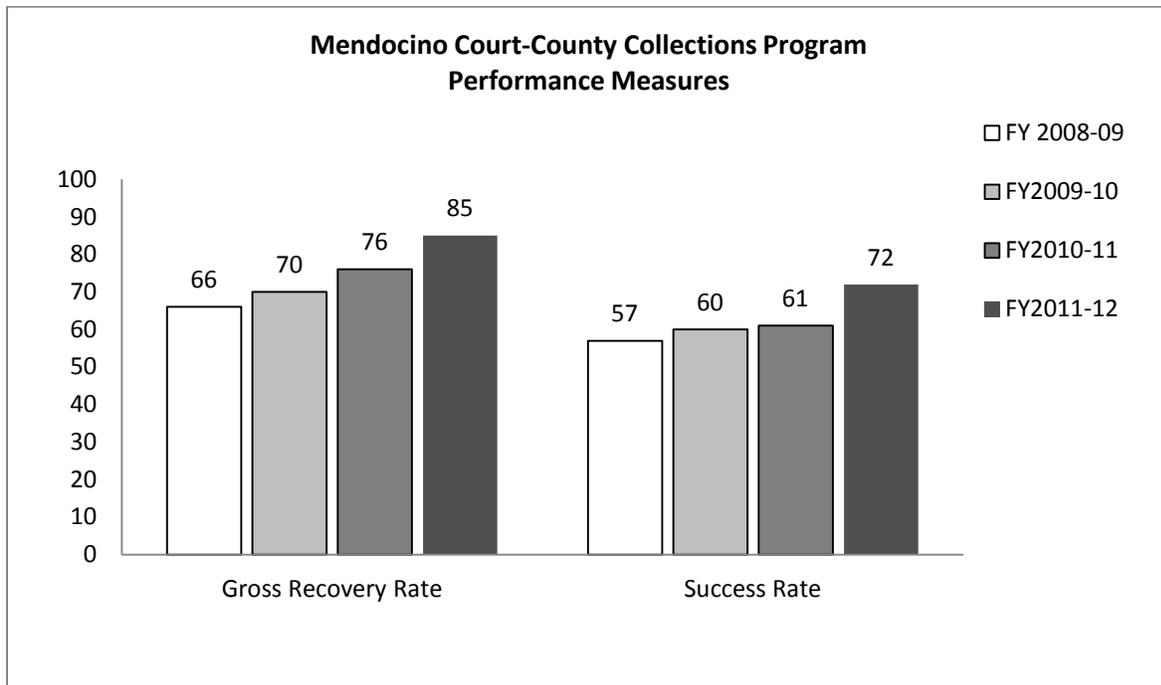
Based on the financial data reported for FY 2011–2012, the program collected a total of \$4,019,428 from 41,506 delinquent cases, with collection costs of \$551,692. These totals include 114 resolved cases, \$44,129 in revenue, and \$2,527 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$36,183,875 in delinquent court-ordered debt represents 31,912 delinquent cases, of which 9,138 were established in the reporting period.

For FY 2011–2012, the program has an 85 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 72 percent exceeds the recommended 31 percent benchmark, and is 11 percentage points more than the prior year.

According to the Mendocino collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the amount of adjustments in the fiscal year. Approximately \$1.3 million in discharges are included in the adjustments for FY 2011–2012. Other adjustments include court reductions to or waivers of the original debt, resolution of the fine through alternative sentences such as community service, adjustment to victim restitution due to summary probation termination, and adjustment to fines, fees, and restitution due to formal probation termination. In addition, the number of court case filings decreased in FY 2011–2012, which contributed to the decrease in the amount of revenue collected. While adjustments are slightly increased over prior years, the combination of decreased filings and a higher level of adjustments caused an increase in the program’s overall Gross Recovery Rate and Success Rate for FY 2011–2012.

County of Mendocino and Superior Court of Mendocino County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Merced and Superior Court of Merced Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 258,736

Gross Recovery Rate: 45%

Authorized Judges/Commissioners: 12/2

Success Rate: 41%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Merced and the County of Merced. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 10 and 12 are currently not being met (see Attachment 3).

Performance

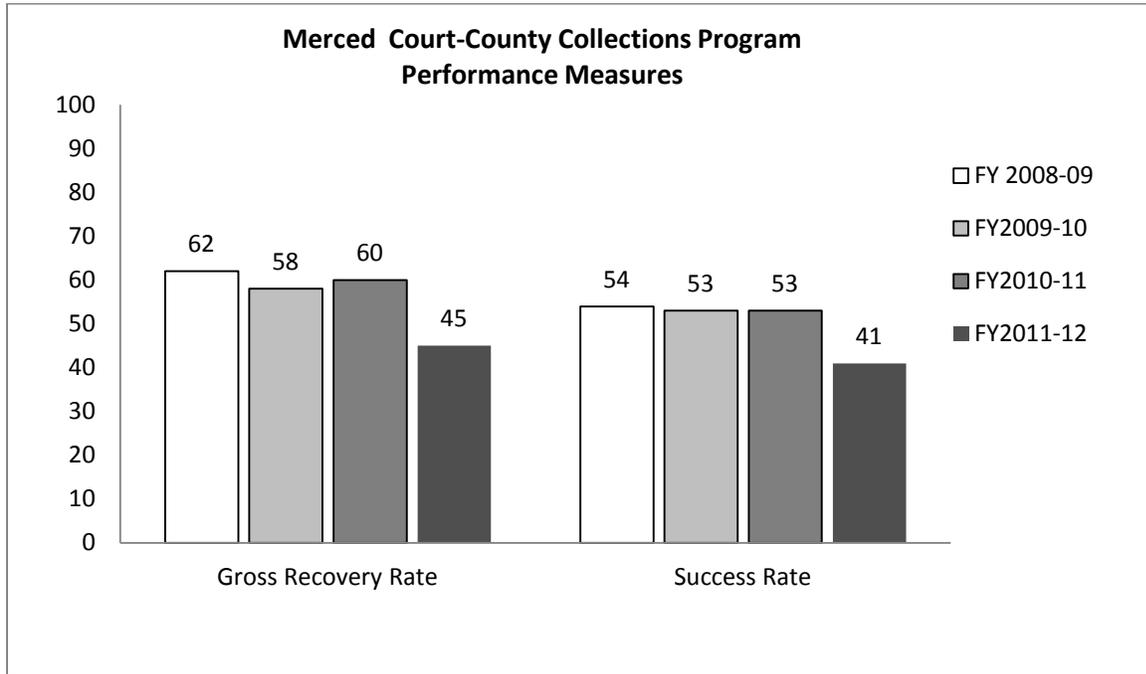
Based on the financial data reported for FY 2011–2012, the program collected a total of \$6,635,367 from 137,856 delinquent cases, with collection costs of \$2,070,229. These totals include 404 resolved cases, \$134,921 in revenue, and \$22,547 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$92,306,316 in delinquent court-ordered debt represents 127,037 delinquent cases, of which 23,651 were established in the reporting period.

For FY 2011–2012, the program has a 45 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 15 points less than the prior year. The program’s Success Rate of 41 percent exceeds the recommended 31 percent benchmark, and is 12 percentage points less than the prior year.

According to the Merced collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to an increase in defendants who are transient or unemployed, as well as cases taking more time and effort to resolve. Additionally, Merced County Revenue & Reimbursement has been negatively impacted by lack of collection staff resources.

County of Merced and Superior Court of Merced Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2011–2012, 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, 2011 and 2012.

County of Modoc and Superior Court of Modoc Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 9,566

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 44%

Success Rate: 34%

Program Overview

The Superior Court of Modoc and the County of Modoc do not have a written memorandum of understanding (MOU) for their collections program; however the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 1, 2, and 4 are currently not being met (see Attachment 3).

Performance

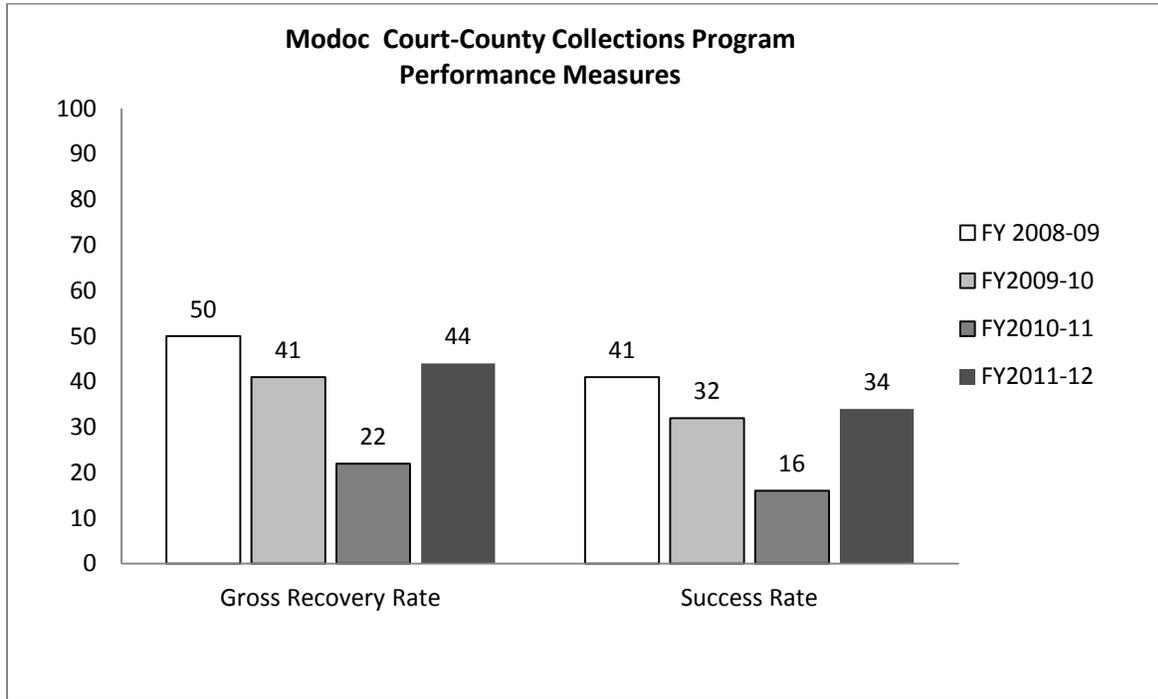
Based on the financial data reported for FY 2011–2012, the program collected a total of \$149,661 from 2,046 delinquent cases, with collection costs of \$72,220. These totals include 14 resolved cases, \$3,379 in revenue, and \$161 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$2,234,341 in delinquent court-ordered debt represents 1,836 delinquent cases, of which 589 were established in the reporting period.

For FY 2011–2012, the program has a 44 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 22 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 Modoc collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the creation of spreadsheets to keep better track of past due cases. The court created the spreadsheets in order to make phone calls and send letters to delinquent debtors in a more timely manner. When collections cases have been delinquent for a period of time and are difficult to collect, they are forwarded to the private collection agency. The court determined that the new processes work very well and that they contributed to outstanding improvements in the collection of court-ordered debt.

County of Modoc and Superior Court of Modoc Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Mono and Superior Court of Mono Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 14,391
Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 53%
Success Rate: 50%

Program Overview

The Superior Court of Mono and the County of Mono do not have a written memorandum of understanding (MOU) for their collections program. The collection of delinquent court-ordered debt is a concentrated effort of the Superior Court of Mono. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- An enhanced collection program that includes 4 of the 17 collection activity components; and
- Compliance with 8 of the 25 recommended collections best practices; numbers 1, 2, 3, 7, 8, 9, 10, 12, 13, 14, 17, 18, 19, 21, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

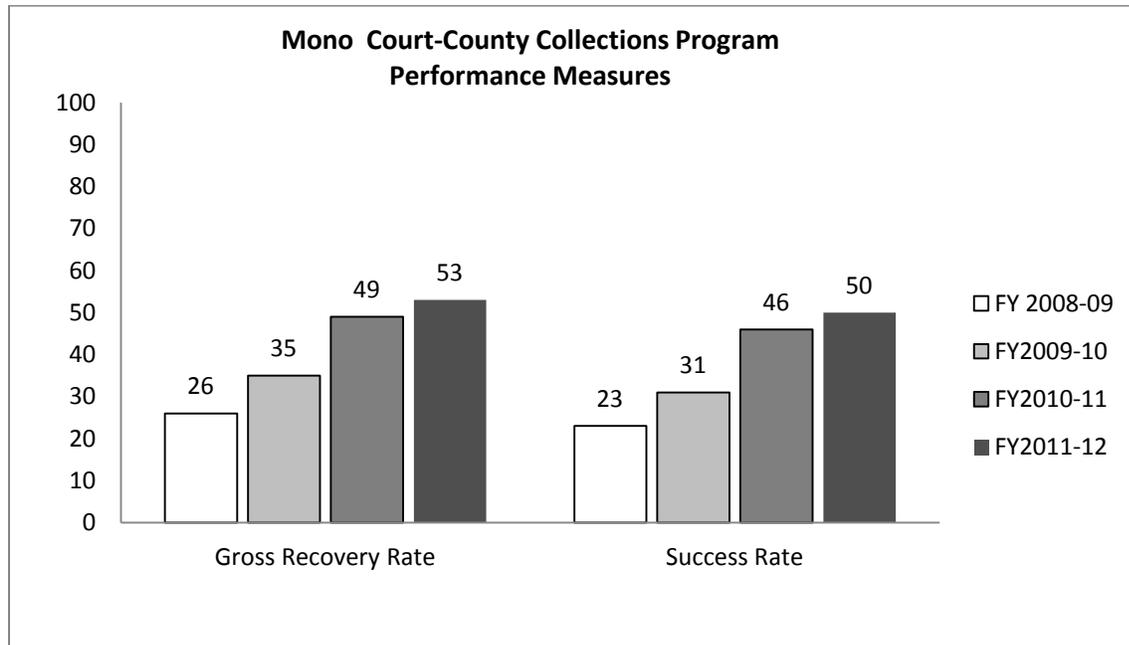
Based on the financial data reported for FY 2011–2012, the program collected a total of \$217,561 from 2,140 delinquent cases, with collection costs of \$24,028. These totals include 30 resolved cases, \$7,260 in revenue, and \$1,767 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$814,396 in delinquent court-ordered debt represents 1,397 delinquent cases, of which 1,022 were established in the reporting period.

For FY 2011–2012, the program has a 53 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 50 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

According to the Mono collections program, the increase in the overall Gross Recovery Rate and Success Rate is attributable to the payment of older cases with DMV holds.

County of Mono and Superior Court of Mono Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Monterey and Superior Court of Monterey Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 420,668

Authorized Judges/Commissioners: 20/2

Gross Recovery Rate: 64%

Success Rate: 62%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Monterey and the County of Monterey. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 19 is currently not being met (see Attachment 3).

Performance

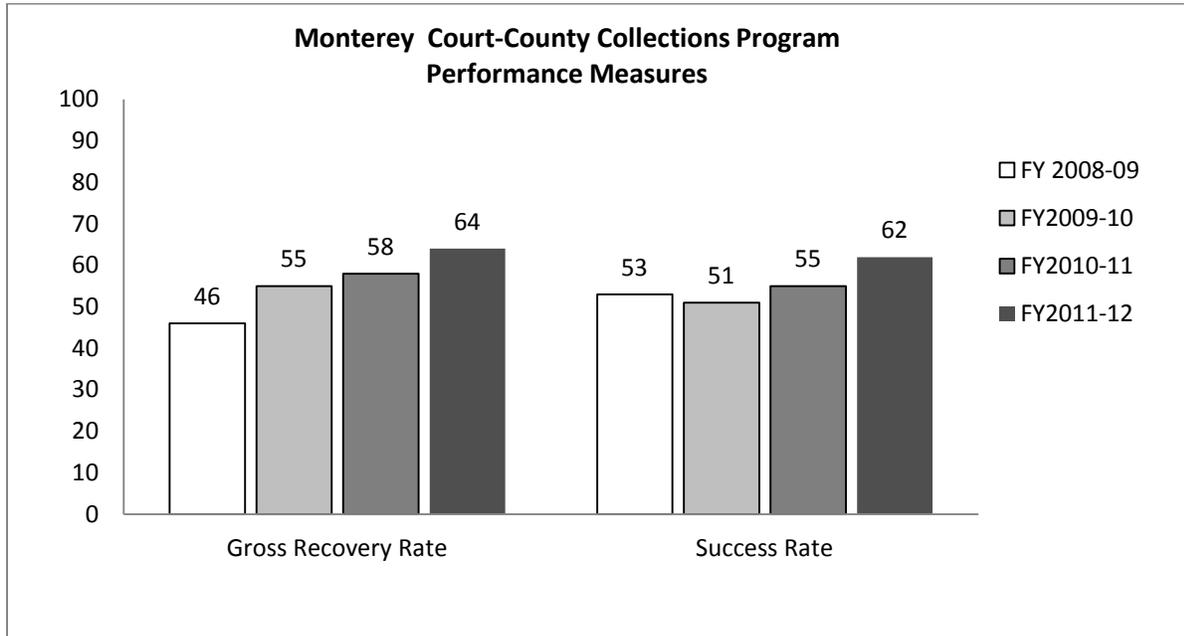
Based on the financial data reported for FY 2011–2012, the program collected a total of \$12,547,027 from 495,410 delinquent cases, with collection costs of \$3,336,365. These totals include 1,661 resolved cases, \$480,588 in revenue, and \$56,860 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$135,563,432 in delinquent court-ordered debt represents 252,023 delinquent cases, of which 158,099 were established in the reporting period.

For FY 2011–2012, the program has a 64 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points more than the prior year. The program’s Success Rate of 62 percent exceeds the recommended 31 percent benchmark, and is 7 percentage points more than the prior year.

According to the Monterey collections program, the increase of the Gross Recovery Rate and the Success Rate is attributable to an increase in traffic collection cases and the implementation of the one-time amnesty program. The increase in traffic collections is directly related to the county’s excellent skip tracing services. The improved rates are also related to the continuous review and enhancement of current business processes. Additionally, Monterey County Revenue Division hired a tertiary collection agency for hard-to-collect accounts.

County of Monterey and Superior Court of Monterey Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Napa and Superior Court of Napa Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 138,255
Authorized Judges/Commissioners: 6/2

Gross Recovery Rate: 56%
Success Rate: 58%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Napa and the County of Napa. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$3,821,981 from 55,224 delinquent cases, with collection costs of \$617,172. These totals include 535 resolved cases, \$160,020 in revenue, and \$31,897 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$46,603,406 in delinquent court-ordered debt represents 52,897 delinquent cases, of which 6,214 were established in the reporting period.

For FY 2011–2012, the program has a 56 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points more than the prior year. The program’s Success Rate of 58 percent exceeds the recommended 31 percent benchmark, and is 6 percentage points more than the prior year.

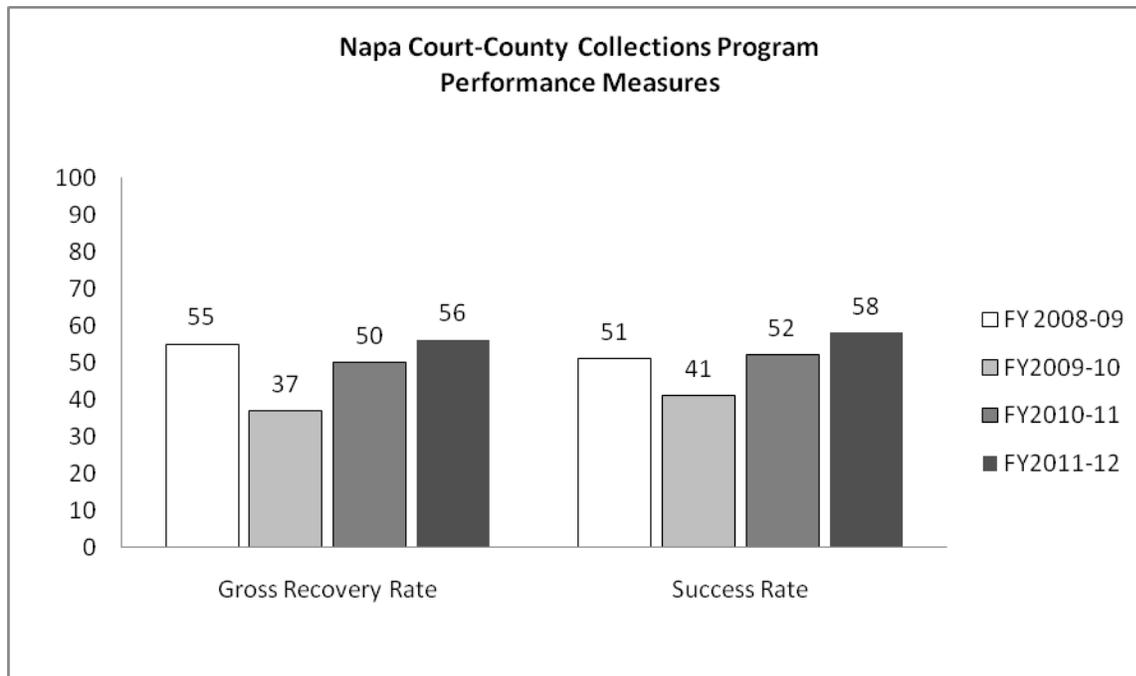
According to the Napa collections programs, the increase in the Gross Recovery Rate and Success Rate is attributable to several factors, including the ability to maintain the amount of delinquent collections, even though referrals to the private collection agency dropped by 9 percent. Additionally, Napa’s private collection agency increased skip tracing efforts, which resulted in an increased number of writs.

Napa was able to maintain its delinquent collection rate due to the success of the amnesty program. Napa court staff, private collection agency, and IT vendors built a very successful program for amnesty collections. The program was publicized and advertised through a variety of media and local agency partners.

There were also increased collections through the FTB-IIC program.

County of Napa and Superior Court of Napa Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 97,182
Authorized Judges/Commissioners: 6/1.6

Gross Recovery Rate: 42%
Success Rate: 33%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Nevada and the County of Nevada. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 9 and 12 are currently not being met (see Attachment 3).

Performance

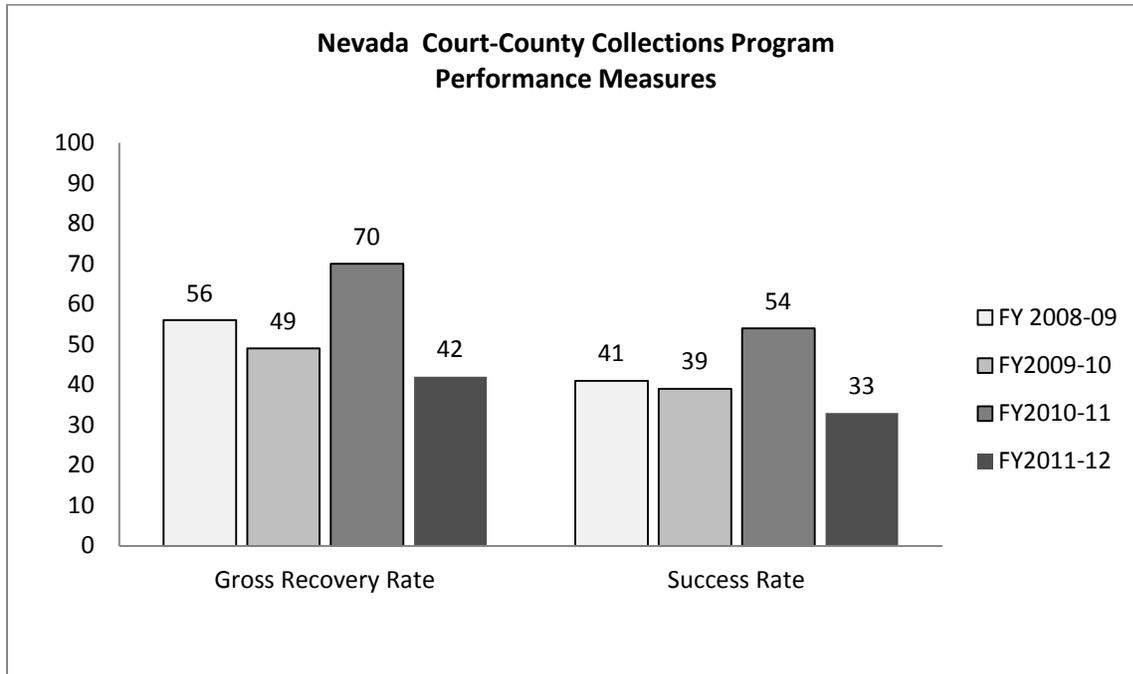
Based on the financial data reported for FY 2011–2012, the program collected a total of \$1,164,216 from 40,640 delinquent cases, with collection costs of \$202,725. These totals include 121 resolved cases, \$11,361 in revenue, and \$4,494 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$34,124,935 in delinquent court-ordered debt represents 33,566 delinquent cases, of which 8,798 were established in the reporting period.

For FY 2011–2012, the program has a 42 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 28 percentage points less than the prior year. The program’s Success Rate of 33 percent exceeds the recommended 31 percent benchmark, and is 21 percentage points less than the prior year.

According to the Nevada collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the bad economy and reductions in staffing.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Orange and Superior Court of Orange Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 3,055,792
Authorized Judges/Commissioners: 121/23

Gross Recovery Rate: 84%
Success Rate: 74%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Orange and the County of Orange. The court and county have a written memorandum of understanding (MOU) for the collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

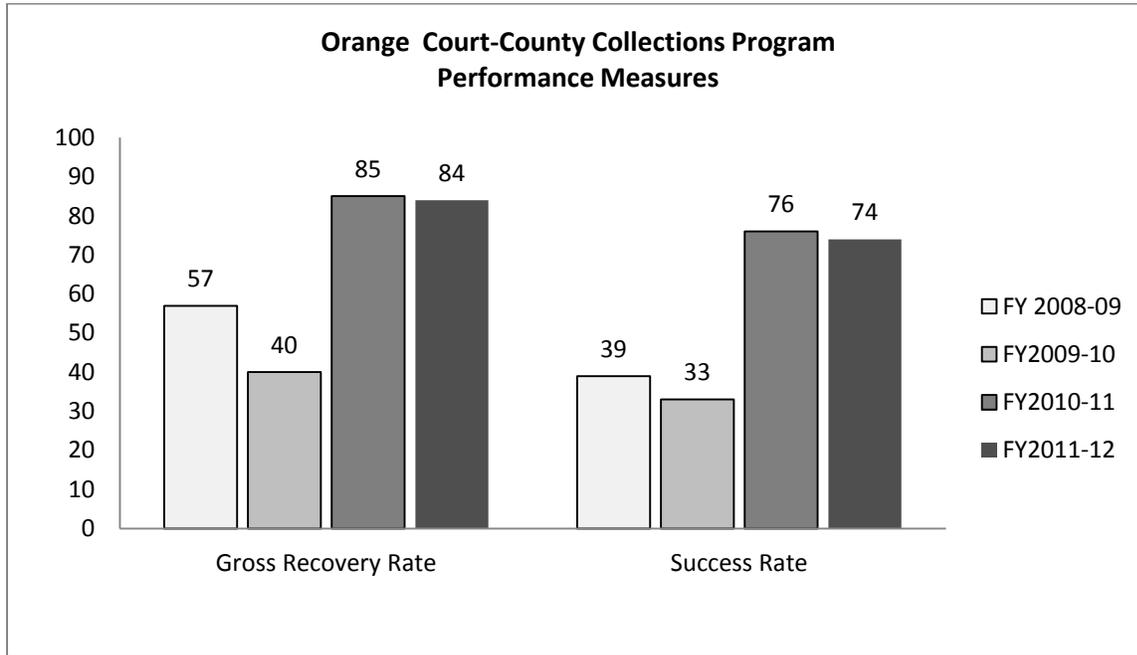
Based on the financial data reported for FY 2011–2012, the program collected a total of \$40,454,112 from 533,644 delinquent cases, with collection costs of \$4,971,714. These totals include 2,662 resolved cases, \$900,772 in revenue, and \$166,372 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$338,526,611 in delinquent court-ordered debt represents 360,931 delinquent cases, of which 156,566 were established in the reporting period.

For FY 2011–2012, the program has an 84 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point less than the prior year. The program’s Success Rate of 74 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points less than the prior year.

According to the Orange collection program, the minimal decrease in the Gross Recovery Rate and Success Rate is attributable to limitations in the court’s case management system. Nevertheless, the court was successful in implementing additional notices.

County of Orange and Superior Court of Orange Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2011–2012, 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, 2011 and 2012.

County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 355,328
Authorized Judges/Commissioners: 12/4.5

Gross Recovery Rate: 59%
Success Rate: 64%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Placer and the County of Placer. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 10 is not currently being met (see Attachment 3).

Performance

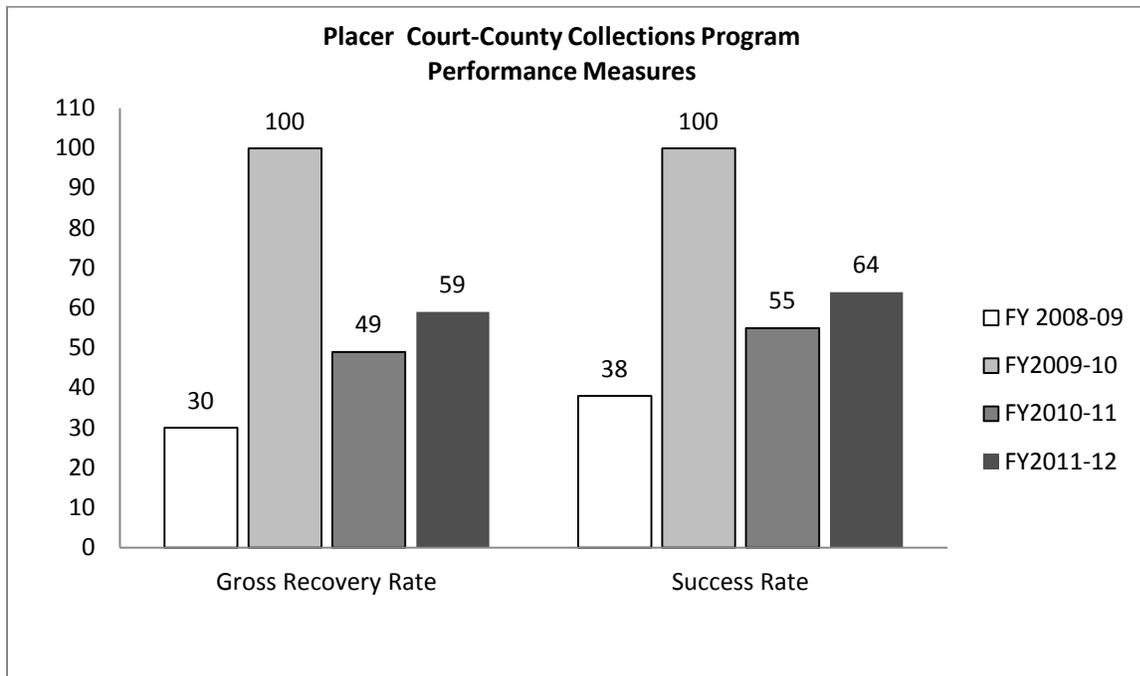
Based on the financial data reported for FY 2011–2012, the program collected a total of \$8,939,456 from 141,753 delinquent cases, with collection costs of \$1,959,751. These totals include 202 resolved cases, \$73,314 in revenue, and \$16,970 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$87,499,301 in delinquent court-ordered debt represents 120,583 delinquent cases, of which 21,621 were established in the reporting period.

For FY 2011–2012, the program has a 59 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 10 percentage points more than the prior year. The program’s Success Rate of 64 percent exceeds the recommended 31 percent benchmark, and is 9 percentage points more than the prior year.

According to the Placer collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the commitment of the Administrative Services Department/Revenue Services Division to continue to automate collection practices. This automation includes a process to obtain social security numbers for delinquent accounts from the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program. The social security numbers are used for further collection enforcement and have resulted in an increase of approximately \$800,000 in payments. In addition, the Revenue Services Division implemented the *Consumer View* web application that provides defendants a secure access to view up-to-date information pertaining to their case, and provides the ability to process online payments.

County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Plumas and Superior Court of Plumas Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 19,718

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 67%

Success Rate: 64%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Plumas and the County of Plumas. The court and county have entered into a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 20 of the 25 recommended collections best practices; numbers 5, 14, 17, 19, and 21 are currently not being met (see Attachment 3).

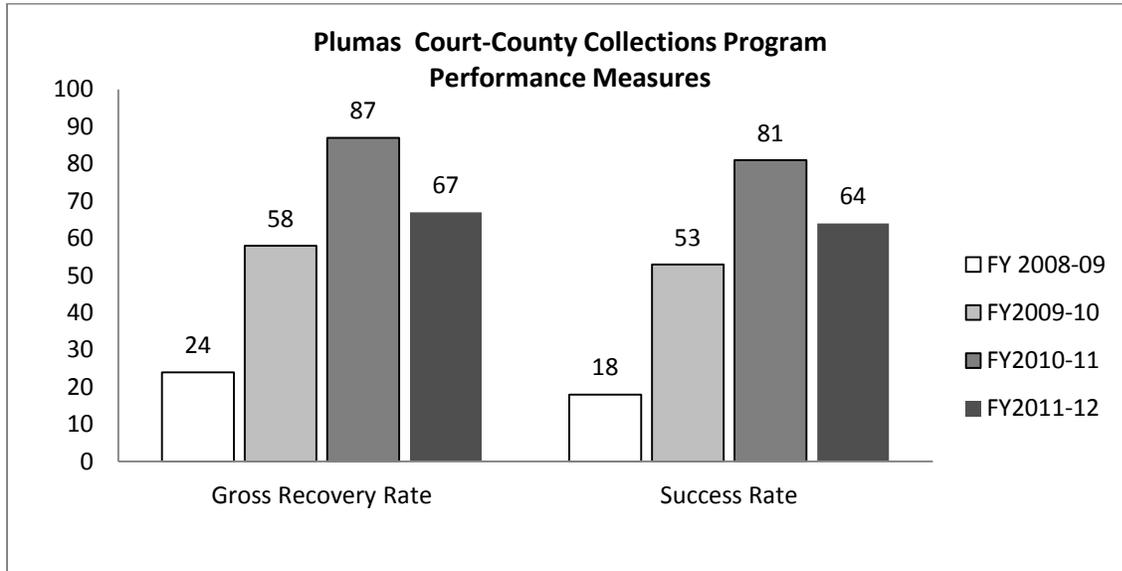
Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$568,866 from 1,768 reported delinquent cases, with collection costs of \$57,418. These totals include 16 resolved cases, \$5,028 in revenue, and \$754 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$3,208,668 in delinquent court-ordered debt represents 461 reported delinquent cases, of which 1,073 were established in the reporting period.

For FY 2011–2012, the program has a 67 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 20 percentage points less than the prior year. The program’s Success Rate of 64 percent exceeds the recommended 31 percent benchmark, and is 17 percentage points less than the prior year.

County of Plumas and Superior Court of Plumas Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, under Penal Code section 1463.010. The program did not provide an explanation related to the decrease of the Gross Recovery Rate and Success Rate as a comparison to last 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, 2011 and 2012.

County of Riverside and Superior Court of Riverside Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 2,227,577

Gross Recovery Rate: 51%

Authorized Judges/Commissioners: 68/15

Success Rate: 40%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Riverside and the County of Riverside. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and telephone credit and debit card payment options; as well as alternative payment locations in addition to court locations; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 22 and 23 are currently not being met (see Attachment 3).

Performance

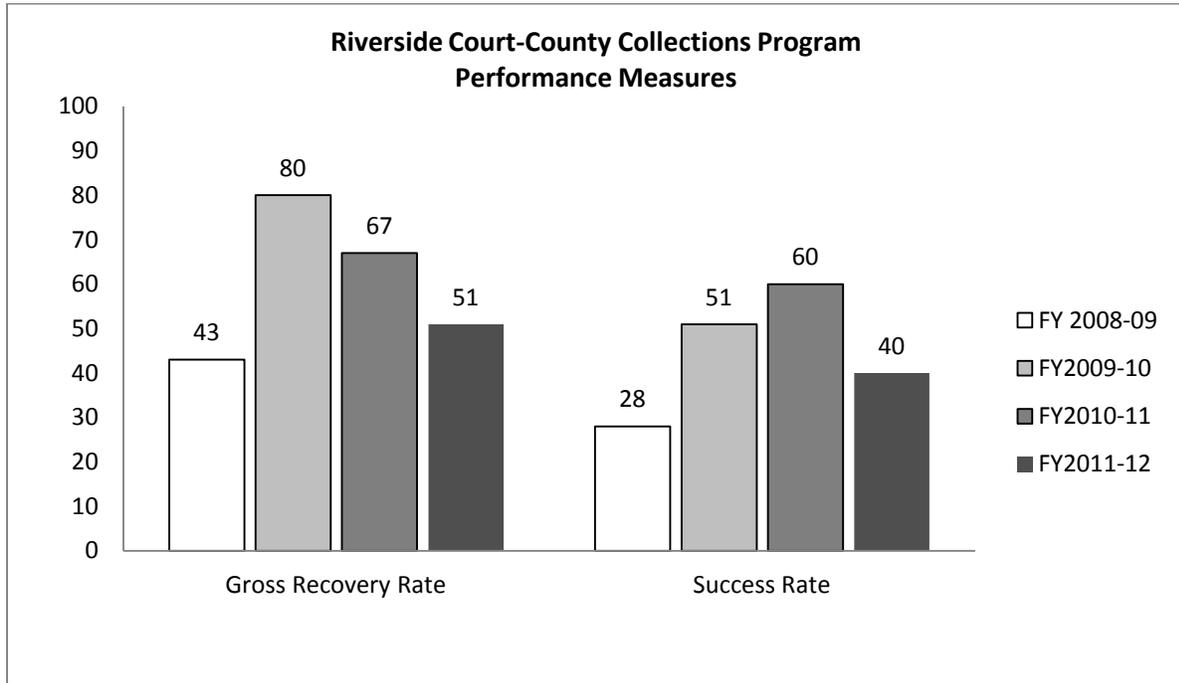
Based on the financial data reported for FY 2011–2012, the program collected a total of \$52,348,972 from 599,995 delinquent cases, with collection costs of \$7,460,572. These totals include 1,907 resolved cases, \$483,111 in revenue, and \$80,633 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$402,025,024 in delinquent court-ordered debt represents 465,651 delinquent cases, of which 175,504 were established in the reporting period.

For FY 2011–2012, the program has a 51 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 16 percentage points less than the prior year. The program’s Success Rate of 40 percent exceeds the recommended 31 percent benchmark, but is 20 percentage points less than the prior year.

According to the Riverside collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the Inland Empire’s high unemployment rates and dismal local economy. The Inland Empire, of which Riverside County is a part, has one of the highest unemployment rates in the state and nation. Riverside’s unemployment rate for July 2012, according to the State Employment Development Department (EDD), was 13 percent and the state of California was 10.9 percent for the same month. The national unemployment rate in July 2012 was 8.3 percent. As a result, the court has been forced to set up more payment plans at lower monthly payment amounts, and judicial officers are using community service as an alternative for defendants to pay their fines.

County of Riverside and Superior Court of Riverside Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2011–2012*, 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, 2011 and 2012.

County of Sacramento and Superior Court of Sacramento County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 1,428,355
Authorized Judges/Commissioners: 68/11.5

Gross Recovery Rate: 87%
Success Rate: 80%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sacramento and the County of Sacramento. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- A contract with the Franchise Tax Board's Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 5 and 10 are not currently being met (see Attachment 3).

Performance

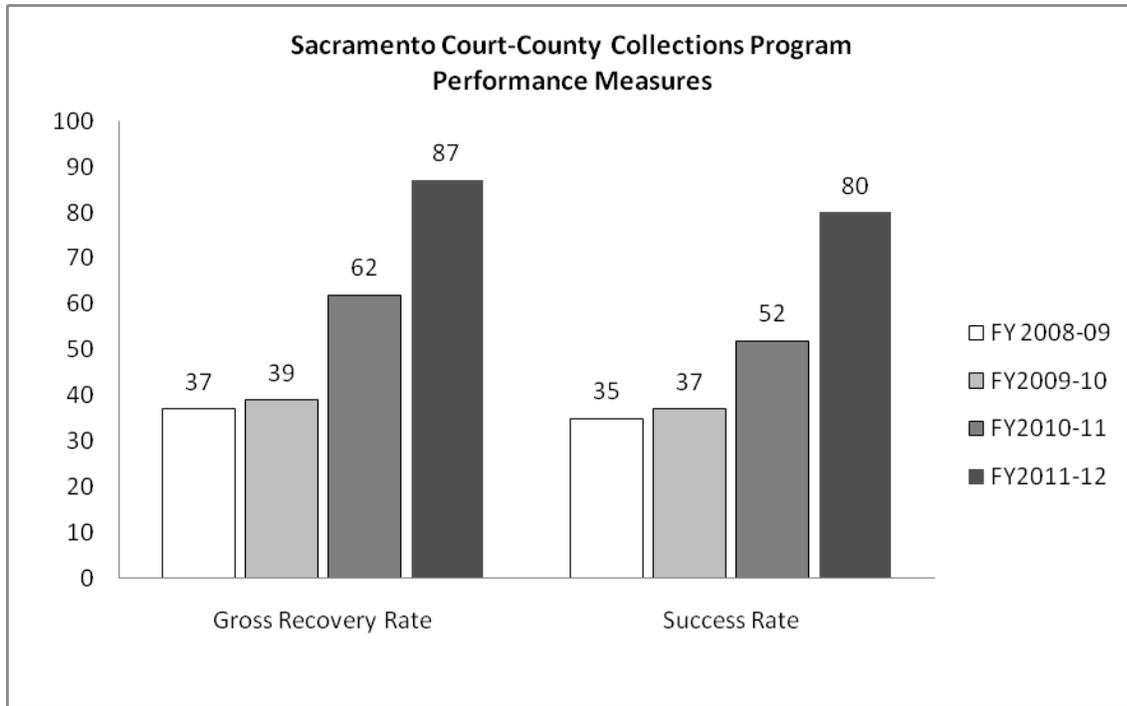
Based on the financial data reported for FY 2011–2012, the program collected a total of \$29,216,733 from 417,492 delinquent cases, with collection costs of \$6,656,255. These totals include 695 resolved cases, \$308,915 in revenue, and \$31,533 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$299,369,651 in delinquent court-ordered debt represents 308,007 delinquent cases, of which 84,683 were established in the reporting period.

For FY 2011–2012, the program has an 87 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 25 percentage points more than the prior year. The program's Success Rate of 80 percent exceeds the recommended 31 percent benchmark, and is 28 percentage points more than the prior year.

According to the Sacramento collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to general program efficiencies that resulted in the acceleration of the entire collection process and funds collected. Cases are transferred to the Franchise Tax Board's Court-Ordered Debt (FTB-COD) program at 90 days delinquent instead of 180 days delinquent, and they stay at the program for no more than 8 months, compared to the two-year maximum program limit. The cases are then returned to the court for license suspension and the addition of the civil assessment before being transferred to the private collection agency.

County of Sacramento and Superior Court of Sacramento County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 55,815
Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 46%
Success Rate: 42%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Benito and the County of San Benito. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 16 of the 25 recommended collections best practices; numbers 2, 5, 9, 10, 12, 13, 14, 19, and 21 are not currently being met (see Attachment 3).

Performance

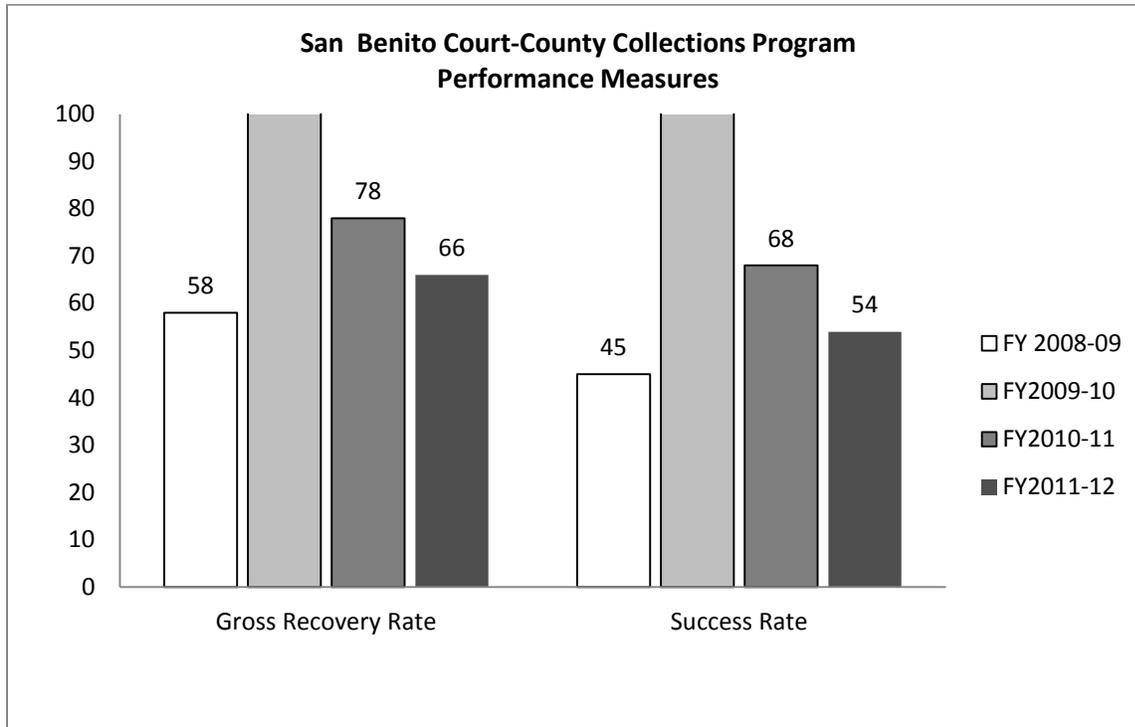
Based on the financial data reported for FY 2011–2012, the program collected a total of \$408,394 from 14,737 delinquent cases, with collection costs of \$59,069. These totals include 59 resolved cases, \$19,696 in revenue, with no program costs as a result of the one-time statewide amnesty program. The ending balance of \$12,809,861 in delinquent court-ordered debt represents 13,552 delinquent cases, of which 844 were established in the reporting period.

For FY 2011–2012, the program has a 46 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 42 percent exceeds the recommended 31 percent benchmark, and is 13 percentage points more than the prior year.

According to the San Benito collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to a decrease in the value of cases established with the FTB-COD. In addition, the court began accepting credit card and debit card payments during this reporting period, which resulted in fewer cases becoming delinquent and being referred to the primary collection agency.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of San Bernardino and Superior Court of San Bernardino Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 2,063,919
Authorized Judges/Commissioners: 78/13

Gross Recovery Rate: 68%
Success Rate: 56%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Bernardino and the County of San Bernardino. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 17 of the 25 recommended collections best practices; number 8, 10, 12, 14, 21, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$33,740,843 from 531,913 delinquent cases, with collection costs of \$6,648,311. These totals include 827 resolved cases, \$531,913 in revenue, and \$134,460 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$275,296,284 in delinquent court-ordered debt represents 473,645 delinquent cases, of which 118,054 were established in the reporting period.

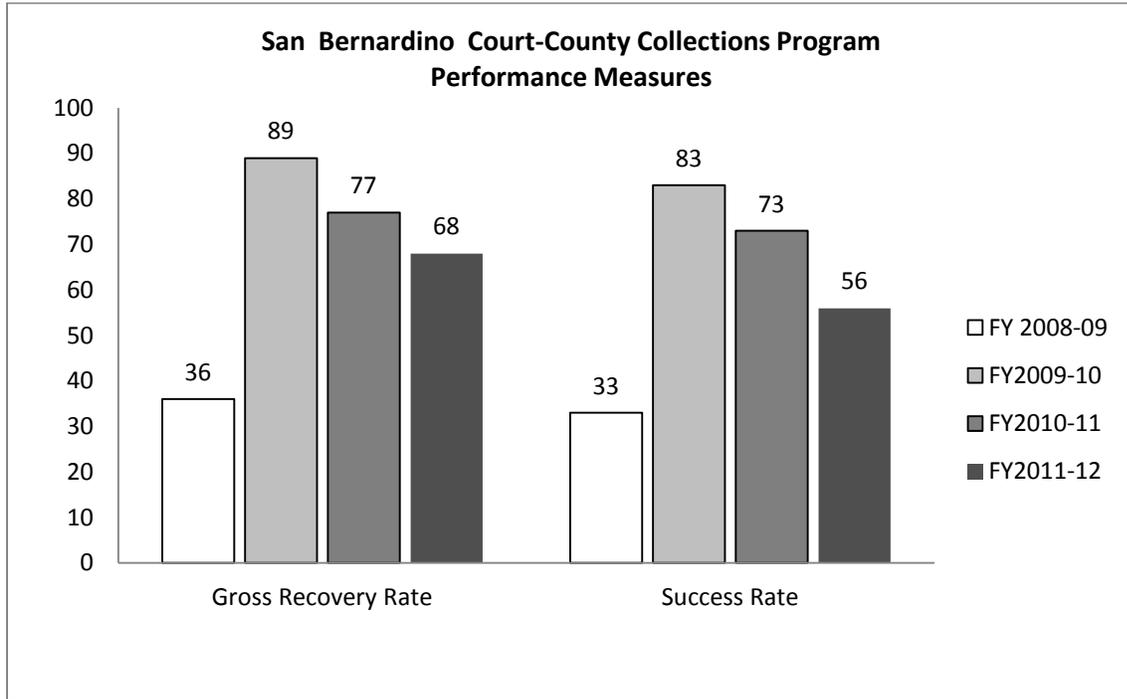
For FY 2011–2012, the program has a 68 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 9 percentage points less than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark, and is 17 percentage points less than the prior year.

According to the San Bernardino collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to a reduction in collections due to a downward trend in delinquent accounts over the past three years. The most significant change is a 23 percent decline of infraction cases from FY 2008–2009 to FY 2011–2012. This is due to a reduction in the annual issuance of citations in San Bernardino County, which influenced the volume of cases and resulting delinquencies. There was also a reduction in misdemeanor cases. In late 2011, the court installed a new version of software, which appears to have corrected a suspected flaw regarding the assignment of misdemeanor cases. In November 2011, the county received an abnormally large assignment of delinquent misdemeanor cases. The following months showed average monthly assignments trending higher than prior months; although, it is not certain how this will continue to trend over time. Annual assignments of cases ordered payable to the county significantly increased this year, primarily due to Public Defender Registration Fees and Appointed Counsel Fees. However, the dollar amounts of these fees are relatively small and create

County of San Bernardino and Superior Court of San Bernardino Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

an increased workload for staff with a relatively small return. Overall, there was a general downward trend in collections while there were unusual increases with assignments. This combination of factors caused a decrease in the Gross Recovery Rate and Success Rate.

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 3,143,429
Authorized Judges/Commissioners: 130/24

Gross Recovery Rate: 66%
Success Rate: 54%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Diego and the County of San Diego. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collection program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

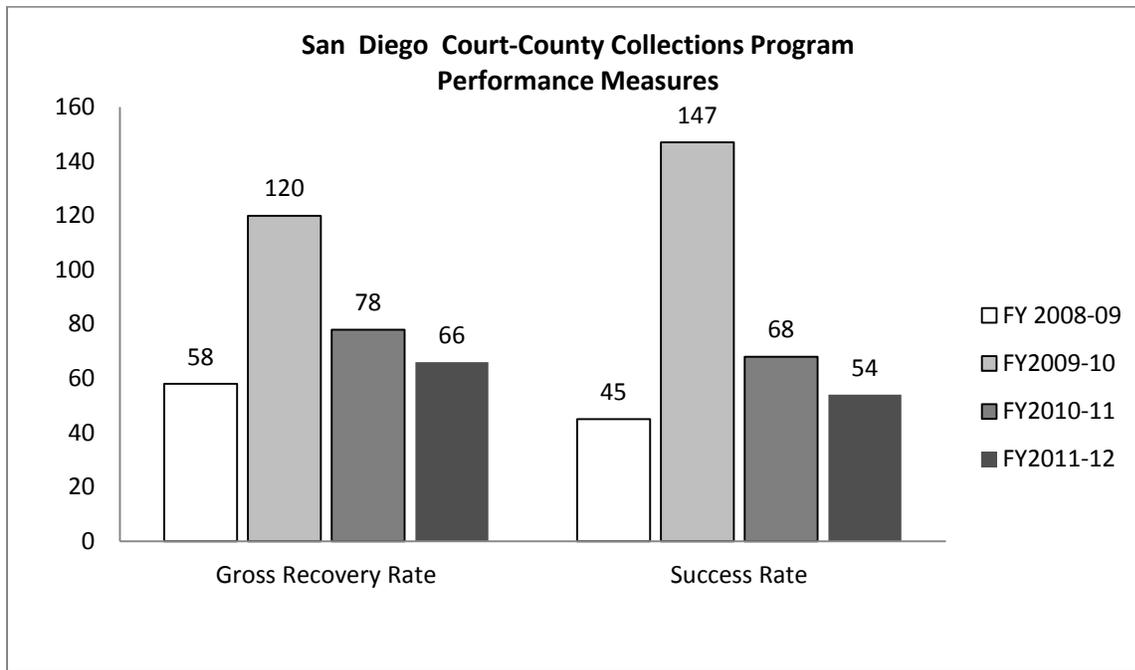
Based on the financial data reported for FY 2011–2012, the program collected a total of \$102,486,507 from 1,740,439 delinquent cases, with collection costs of \$12,777,385. These totals include 2,021 resolved cases, \$553,633 in revenue, and \$166,477 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$736,855,932 in delinquent court-ordered debt represents 1,387,040 delinquent cases, of which 442,581 were established in the reporting period.

For FY 2011–2012, the program has a 66 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage points less than the prior year. The program’s Success Rate of 54 percent exceeds the recommended 31 percent benchmark, and is 14 percentage points less than the prior year.

According to the San Diego collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the economic downturn; however, there was a slight increase of 2.2 percent in gross collections this year. For this reporting period, there was no discharge of accountability completed for debts over 10 years old to allow the amnesty program to bring in additional accounts to be settled prior to performing discharge of accountability.

County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of San Francisco and Superior Court of San Francisco Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 812,538
Authorized Judges/Commissioners: 52/13

Gross Recovery Rate: 40%
Success Rate: 38%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Francisco and the County of San Francisco. The court and county have entered into a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 5 and 10 are currently not being met (see Attachment 3).

Performance

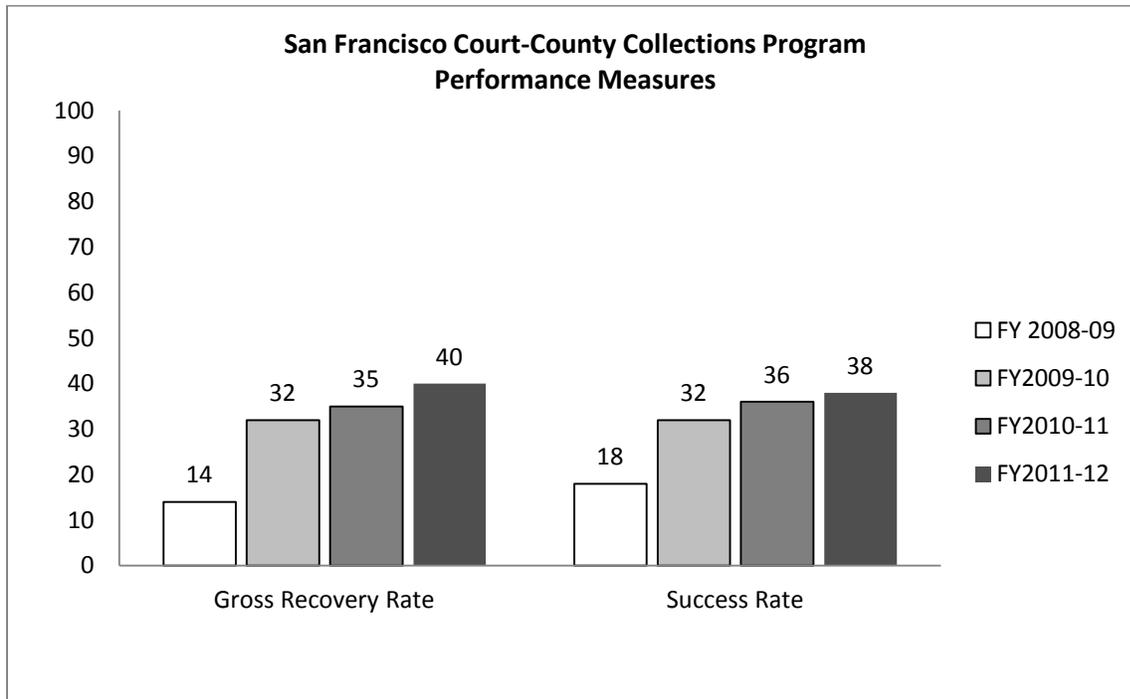
Based on the financial data reported for FY 2011–2012, the program collected a total of \$12,293,441 from 138,930 delinquent cases, with collection costs of \$2,159,768. These totals include 989 resolved cases, \$305,293 in revenue, and \$71,251 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$122,567,888 in delinquent court-ordered debt represents 129,651 delinquent cases, of which 22,077 were established in the reporting period.

For FY 2011–2012, the program has a 40 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 5 percentage points more than the prior year. The program’s Success Rate of 38 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points more than the prior year.

According to the San Francisco collections program, the increase in the Gross Recovery Rate and Success Rate are attributable to changes made to the process for imposing civil assessments, the tightening of compliance timeframes for failure to appear and failure to pay cases, and the implementation of a trial by written declaration process under Vehicle Code section 40903.

County of San Francisco and Superior Court of San Francisco Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of San Joaquin and Superior Court of San Joaquin Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 695,750
Authorized Judges/Commissioners: 32/4.5

Gross Recovery Rate: 73%
Success Rate: 41%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Joaquin and the County of San Joaquin. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 20 of the 25 recommended collections best practices; numbers 5, 10, 14, 19, and 21 are currently not being met (see Attachment 3).

Performance

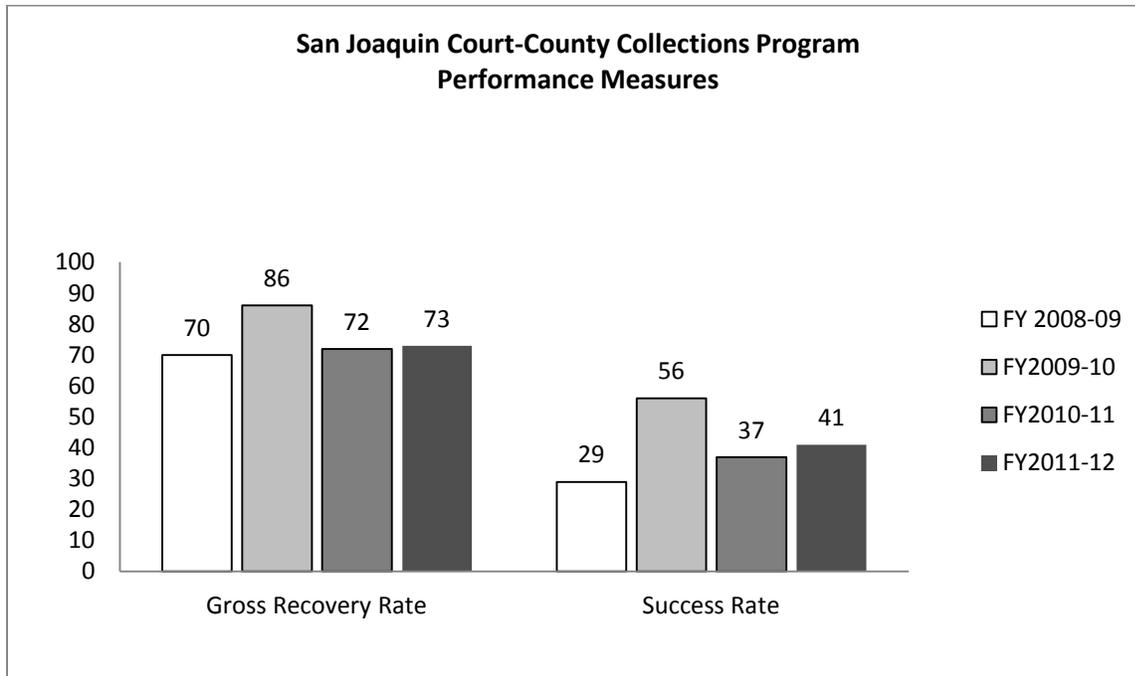
Based on the financial data reported for FY 2011–2012, the program collected a total of \$9,904,759 from 420,280 delinquent cases, with collection costs of \$2,104,525. These totals include 520 resolved cases, \$155,304 in revenue, and \$45,583 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$210,135,284 in delinquent court-ordered debt represents 284,843 delinquent cases, of which 129,797 were established in the reporting period.

For FY 2011–2012, the program has a 73 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage points more than the prior year. The program’s Success Rate of 41 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

According to the San Joaquin collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the amnesty program.

County of San Joaquin and Superior Court of San Joaquin Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 270,966

Gross Recovery Rate: 82%

Authorized Judges/Commissioners: 12/3

Success Rate: 77%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Luis Obispo and the County of San Luis Obispo. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- Delinquent cases referred to San Luis Obispo County’s Revenue Recovery Unit for collection;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 2, 9, and 18 are currently not being met (see Attachment 3).

Performance

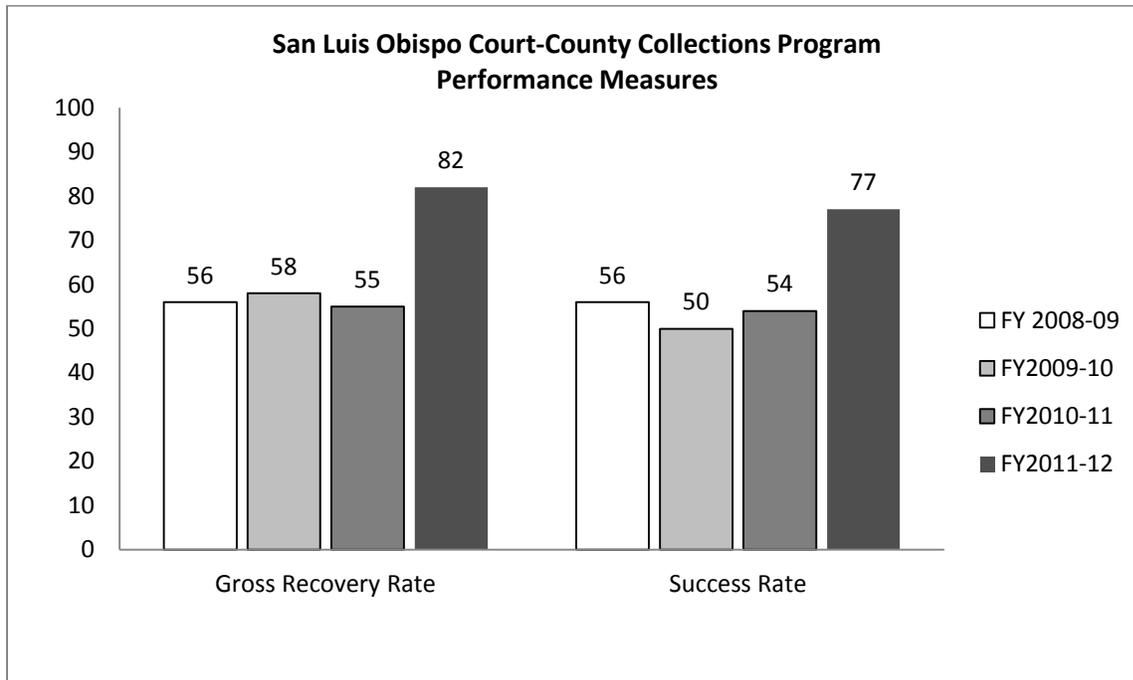
Based on the financial data reported for FY 2011–2012, the program collected a total of \$4,575,937 from 58,689 delinquent cases, with collection costs of \$1,024,689. These totals include 106 resolved cases, \$37,834 in revenue, and \$11,350 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$61,058,932 in delinquent court-ordered debt represents 48,949 delinquent cases, of which 19,141 were established in the reporting period.

For FY 2011–2012, the program has an 82 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 27 percentage points more than the prior year. The program’s Success Rate of 77 percent exceeds the recommended 31 percent benchmark, and is 23 percentage points more than the prior year.

According to the San Luis Obispo collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to a sharp increase in the value of new accounts and the amount of debt transferred this year. During FY 2011–2012, the court recalled \$623,297 from the FTB-COD program and referred them to the collection agency vendor. Additionally, a backlog of \$2,611,608 in outstanding delinquent traffic cases was transferred to the collection agency that resulted in the increase of the Gross Recovery Rate and Success Rate.

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of San Mateo and Superior Court of San Mateo Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 729,443
Authorized Judges/Commissioners: 26/7

Gross Recovery Rate: 52%
Success Rate: 51%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Mateo and the County of San Mateo. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

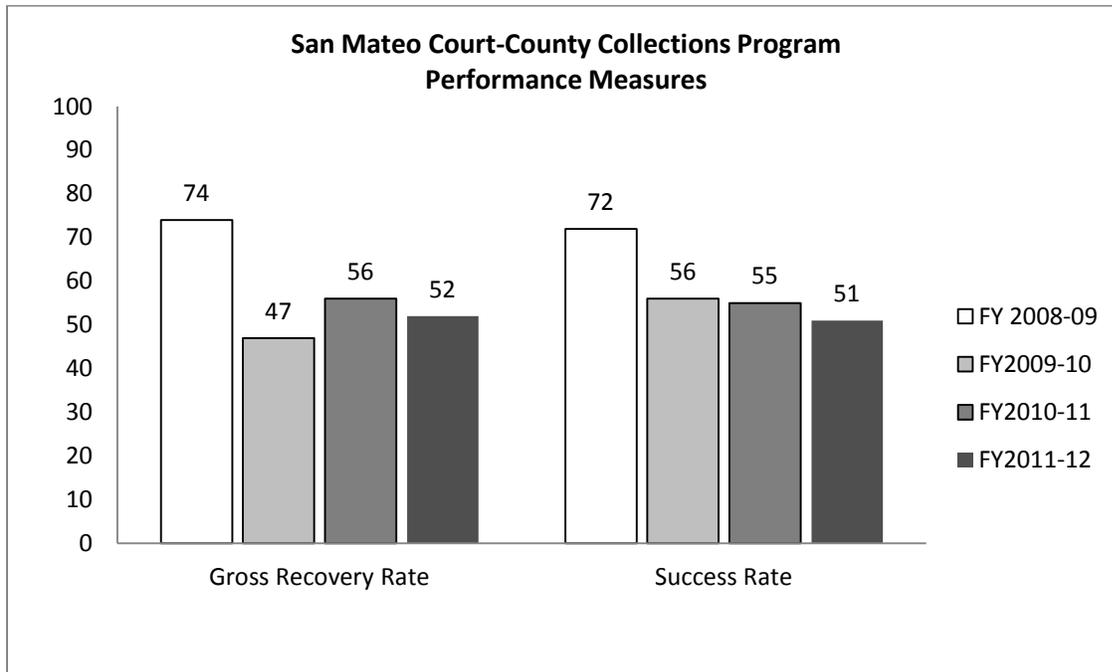
Based on the financial data reported for FY 2011–2012, the program collected a total of \$9,640,245 from 158,922 delinquent cases, with collection costs of \$951,530. These totals include 77 resolved cases, \$31,351 in revenue, and \$49,150 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$78,282,449 in delinquent court-ordered debt represents 473,645 delinquent cases, of which 24,554 were established in the reporting period.

For FY 2011–2012, the program has a 52 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points less than the prior year. The program’s Success Rate of 51 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points less than the prior year.

According to the San Mateo collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the economy, high unemployment rate, and the increased number and value of referred cases. San Mateo County Revenue Services division reports that more people are unable to repay their court-ordered debt and have requested smaller installment payments and longer periods in which to pay.

County of San Mateo and Superior Court of San Mateo Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 427,267

Authorized Judges/Commissioners: 21/3

Gross Recovery Rate: 89%

Success Rate: 87%

Program Overview

The Superior Court of Santa Barbara and the County of Santa Barbara do not have a written memorandum of understanding (MOU) for their collections program. There is not a cooperative effort between the court and county for the collection of delinquent court-ordered debt. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 1, 2 and 10 are currently not being met (see Attachment 3).

Performance

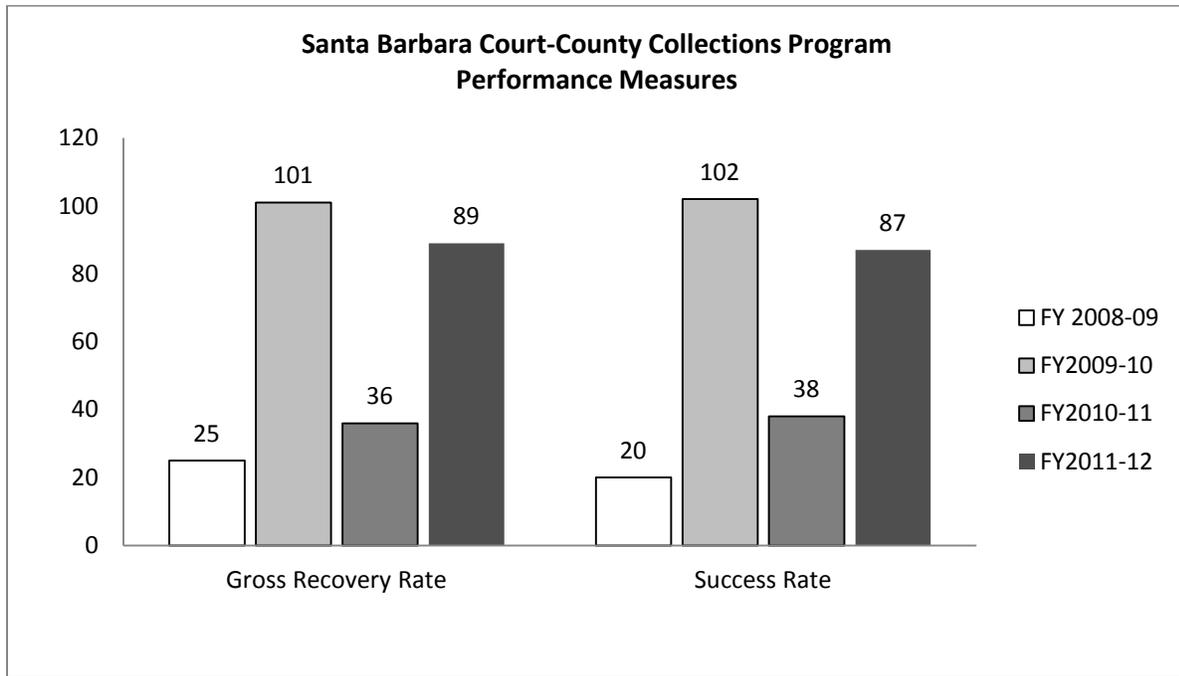
Based on the financial data reported for FY 2011–2012, the program collected a total of \$14,913,045 from 164,341 delinquent cases, with collection costs of \$1,127,427. These totals include 174 resolved cases, \$55,445 in revenue, and \$64,863 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$74,814,175 in delinquent court-ordered debt represents 109,404 delinquent cases, of which 55,392 were established in the reporting period.

For FY 2011–2012, 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 87 percent exceeds the recommended 31 percent benchmark, and is 49 percentage points more than the prior year.

According to the Santa Barbara Superior Court, the court achieved a 97 percent Gross Recovery Rate in FY 2011–2012. When combined with the county’s collections, the Gross Recovery Rate and Success Rate dropped to 89 percent and 87 percent respectively. The court has collected almost as much delinquent debt as referred.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Santa Clara and Superior Court of Santa Clara Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 1,816,486
Authorized Judges/Commissioners: 79/10

Gross Recovery Rate: 79%
Success Rate: 76%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Clara and the County of Santa Clara. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 23 is currently not being met (see Attachment 3).

Performance

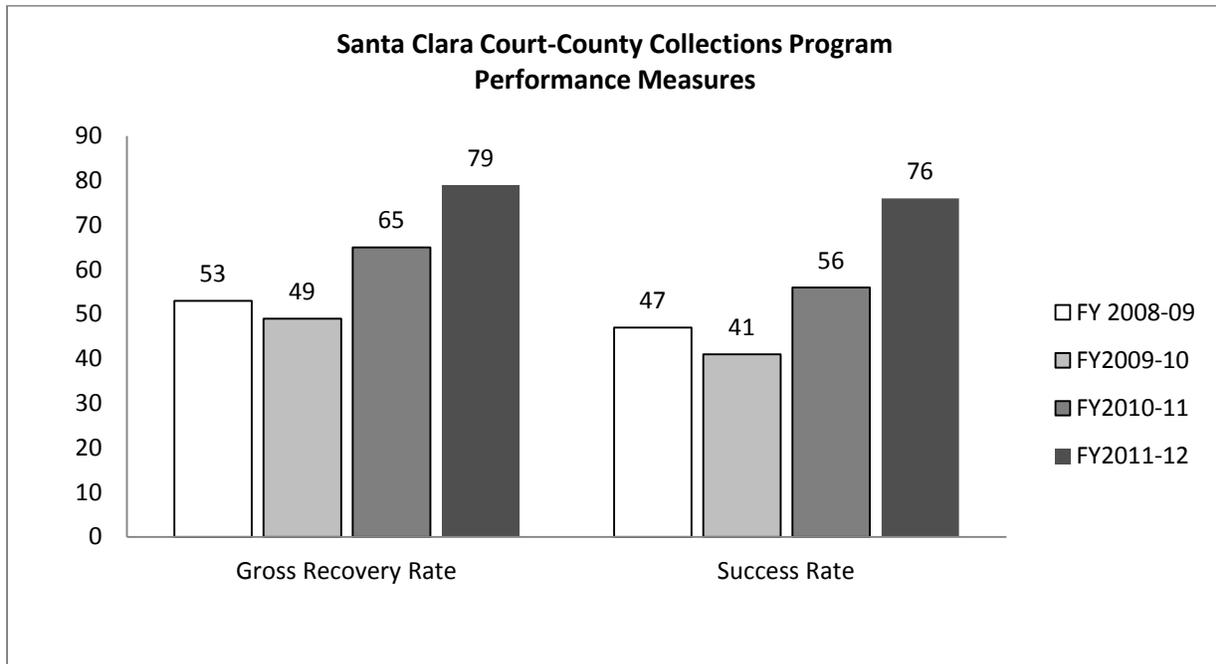
Based on the financial data reported for FY 2011–2012, the program collected a total of \$39,168,839 from 829,779 delinquent cases, with collection costs of \$4,429,501. These totals include 629 resolved cases, \$220,563.74 in revenue, and \$91,232.59 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$287,768,613 in delinquent court-ordered debt represents 780,370 delinquent cases, of which 136,114 were established in the reporting period.

For FY 2011–2012, the program has a 79 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 14 percentage points more than the prior year. The program’s Success Rate of 76 percent exceeds the recommended 31 percent benchmark, and is 20 percentage points more than the prior year.

According to the Santa Clara collections programs, the increase in the Gross Recovery Rate and Success Rate is attributable to a decrease in delinquent account referrals and the invaluable partnership between the court and county in working together to improve processes, monitor progress, and enhance the collection of court-ordered debt. Additionally, the Santa Clara collection processes have become consistent, resulting in the improvement of collection rates. The amnesty program had little impact on the collection rate and was not cost effective.

County of Santa Clara and Superior Court of Santa Clara Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Santa Cruz and Superior Court of Santa Cruz Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 265,981
Authorized Judges/Commissioners: 10/3.5

Gross Recovery Rate: 38%
Success Rate: 36%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Cruz and the County of Santa Cruz. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 10 and 12 are currently not being met (see Attachment 3).

Performance

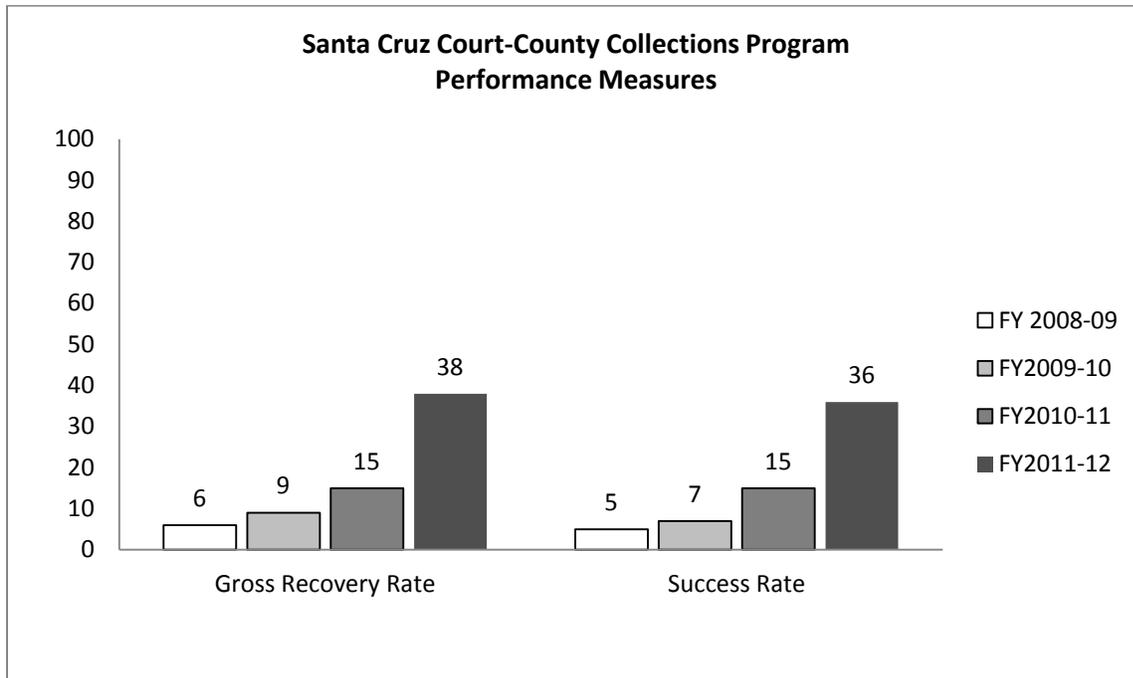
Based on the financial data reported for FY 2011–2012, the program collected a total of \$4,897,733 from 122,418 delinquent cases, with collection costs of \$890,171. These totals include 105 resolved cases, \$32,412 in revenue, and \$12,514 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$84,799,830 in delinquent court-ordered debt represents 93,827 delinquent cases, of which 27,083 were established in the reporting period.

For FY 2011–2012, the program has a 38 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 23 percentage points more than the prior year. The program’s Success Rate of 36 percent exceeds the recommended 31 percent benchmark, and is 21 percentage points more than the prior year.

According to the Santa Cruz collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the implementation of the FTB-COD program in FY 2010–2011, which has resulted in increased revenues for the past two years.

County of Santa Cruz and Superior Court of Santa Cruz Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 177,823
Authorized Judges/Commissioners: 11/2

Gross Recovery Rate: 50%
Success Rate: 49%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Shasta and the County of Shasta. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 16 is not currently being met (see Attachment 3).

Performance

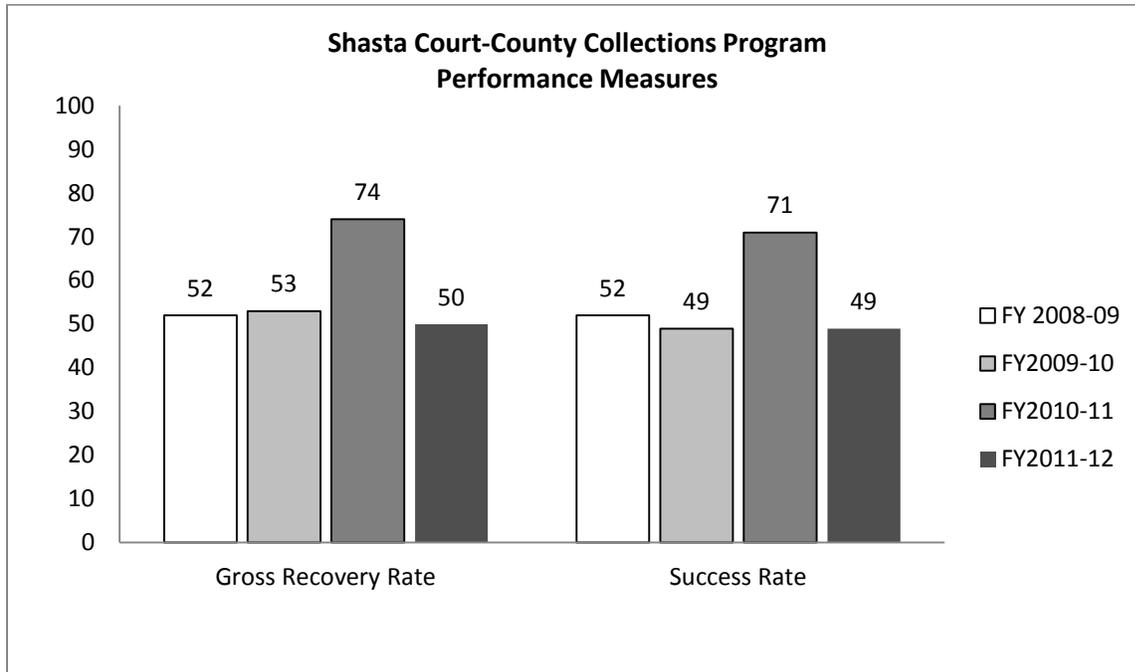
Based on the financial data reported for FY 2011–2012, the program collected a total of \$5,488,239 from 110,813 delinquent cases, with collection costs of \$1,029,686. These totals include 912 resolved cases, \$205,414 in revenue, and \$56,056 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$76,453,883 in delinquent court-ordered debt represents 110,813 delinquent cases, of which 1,748 were established in the reporting period.

For FY 2011–2012, the program has a 50 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 24 percentage points less than the prior year. The program’s Success Rate of 49 percent exceeds the recommended 31 percent benchmark, and is 22 percentage points less than the prior year.

According to the Shasta collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the economy and increased fine amounts. The increased fine amounts have forced people to set up installment accounts with the court and have resulted in prolonged settlement of accounts.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

The chart below shows the program’s performance measure for the past four fiscal years:



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Sierra and Superior Court of Sierra Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 3,152

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 8%

Success Rate: 9%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sierra and the County of Sierra. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- An MOU with Shasta Superior Court for collections;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$65,248 from 1,491 delinquent cases, with collection costs of \$20,115. These totals include 42 resolved cases, \$14,895.50 in revenue, and \$6,912.54 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$979,883 in delinquent court-ordered debt represents 1,447 delinquent cases, of which 943 were established in the reporting period.

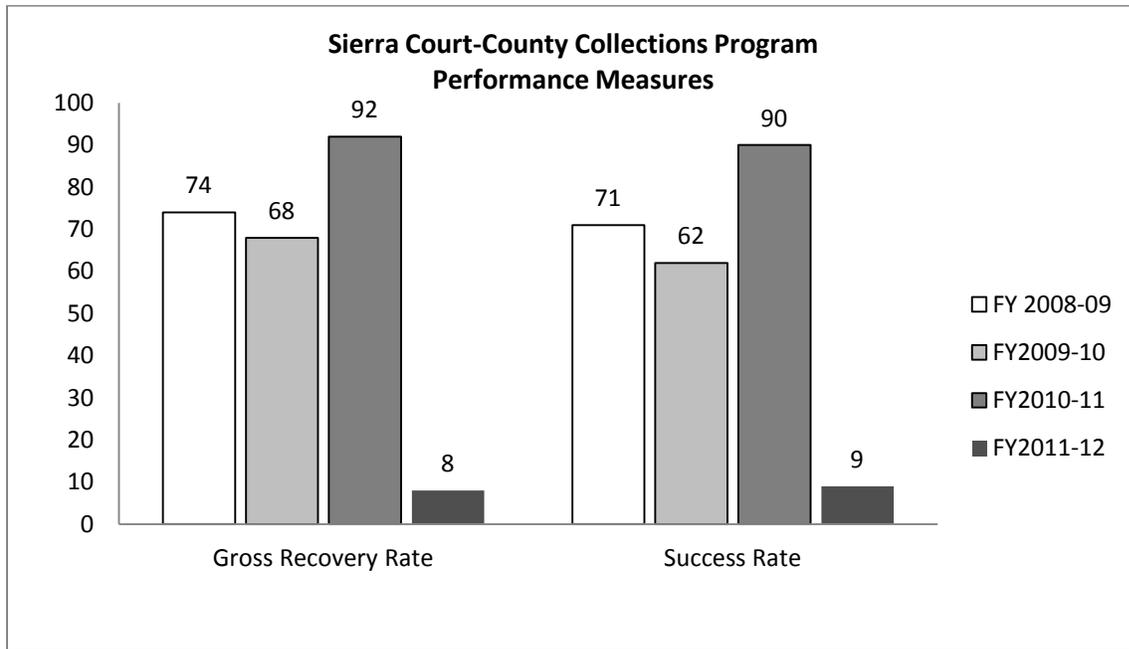
For FY 2011–2012, the program has an 8 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 84 percentage points less than the prior year. The program’s Success Rate of 9 percent does not meet the recommended 31 percent benchmark, and is 81 percentage points less than the prior year.

According to the Sierra collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to a large volume of the Sierra court’s hard to collect delinquent fines being transferred to Shasta Court Collections Division in March, so the revenue generated only reflects 3 1/2 months of active collection on these accounts. The county has forwarded all delinquent court-ordered fees due the county to Shasta as well.

The initial collection, evaluation and forwarding of the cases for collection were time consuming and costly; however, the potential for collection revenue is high.

County of Sierra and Superior Court of Sierra Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2011–2012, 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, 2011 and 2012.

County of Siskiyou and Superior Court of Siskiyou Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 44,639

Authorized Judges/Commissioners: 4/1

Gross Recovery Rate: 48%

Success Rate: 43%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Siskiyou and the County of Siskiyou. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; number 4, 10, and 12 are currently not being met (see Attachment 3).

Performance

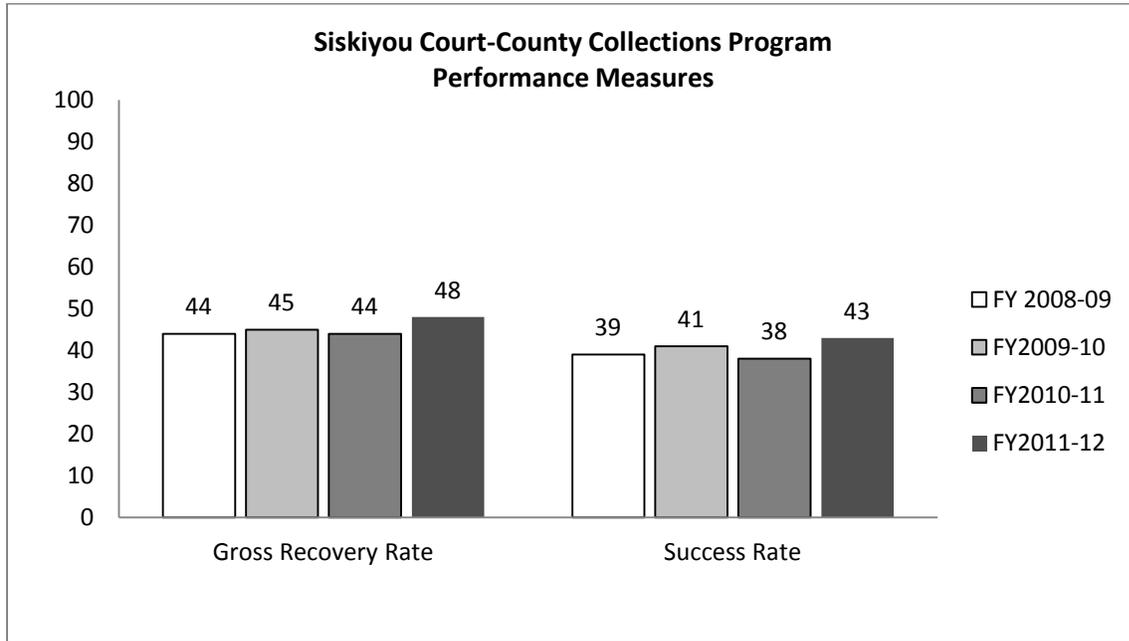
Based on the financial data reported for FY 2011–2012, the program collected a total of \$2,202,572 from 41,295 delinquent cases, with collection costs of \$340,013. These totals include 80 resolved cases, \$35,423 in revenue, and \$9,275 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$33,155,391 in delinquent court-ordered debt represents 38,118 delinquent cases, of which 5,224 were established in the reporting period.

For FY 2011–2012, the program has a 48 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 43 percent exceeds the recommended 31 percent benchmark, and is 5 percentage points more than the prior year.

According to the Siskiyou collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the amnesty program, the diligence of court staff, and the third party collection agency.

County of Siskiyou and Superior Court of Siskiyou Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Solano and Superior Court of Solano Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 413,786
Authorized Judges/Commissioners: 21/3

Gross Recovery Rate: 59%
Success Rate: 53%

Program Overview

The Superior Court of Solano and the County of Solano do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 13 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 17 of the 25 recommended collections best practices; number 1, 5, 8, 10, 11, 14, 23, and 24 are currently not being met (see Attachment 3).

Performance

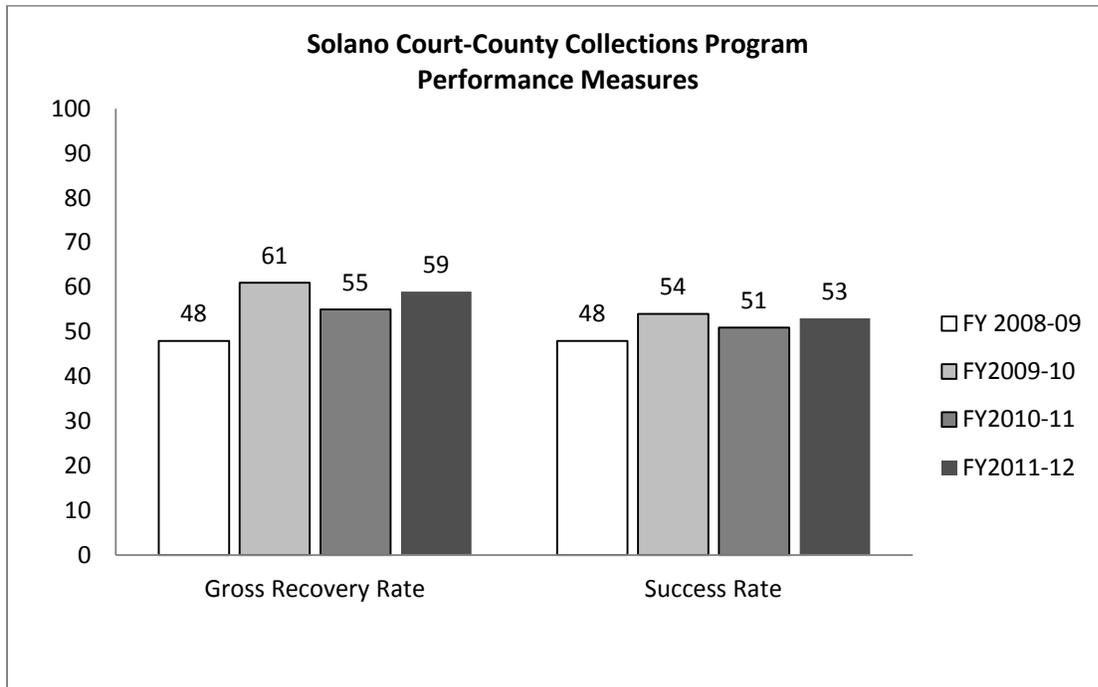
Based on the financial data reported for FY 2011–2012, the program collected a total of \$8,098,848 from 288,545 delinquent cases, with collection costs of \$842,104. These totals include 1,305 resolved cases, \$465,965 in revenue, and \$47,680 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$161,617,665 in delinquent court-ordered debt represents 276,489 delinquent cases, of which 20,707 were established in the reporting period.

For FY 2011–2012, the program has a 59 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 53 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points more than the prior year.

According to the Solano collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the county instituting and proactively collecting newly statutorily authorized fees. The county conducted a cleanup of their receivables and discharged uncollectible accounts, and returned delinquent cases to the court for revocation and entry of civil judgment. The court contracted with a collection agency to collect on accounts that are eligible for the amnesty program, which also contributed to the increases in the Gross Recovery Rate and Success Rate.

County of Solano and Superior Court of Solano Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Sonoma and Superior Court of Sonoma Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 487,011

Authorized Judges/Commissioners: 21/3

Gross Recovery Rate: 85%

Success Rate: 78%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sonoma and the County of Sonoma. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 12 and 19 are currently not being met (see Attachment 3).

Performance

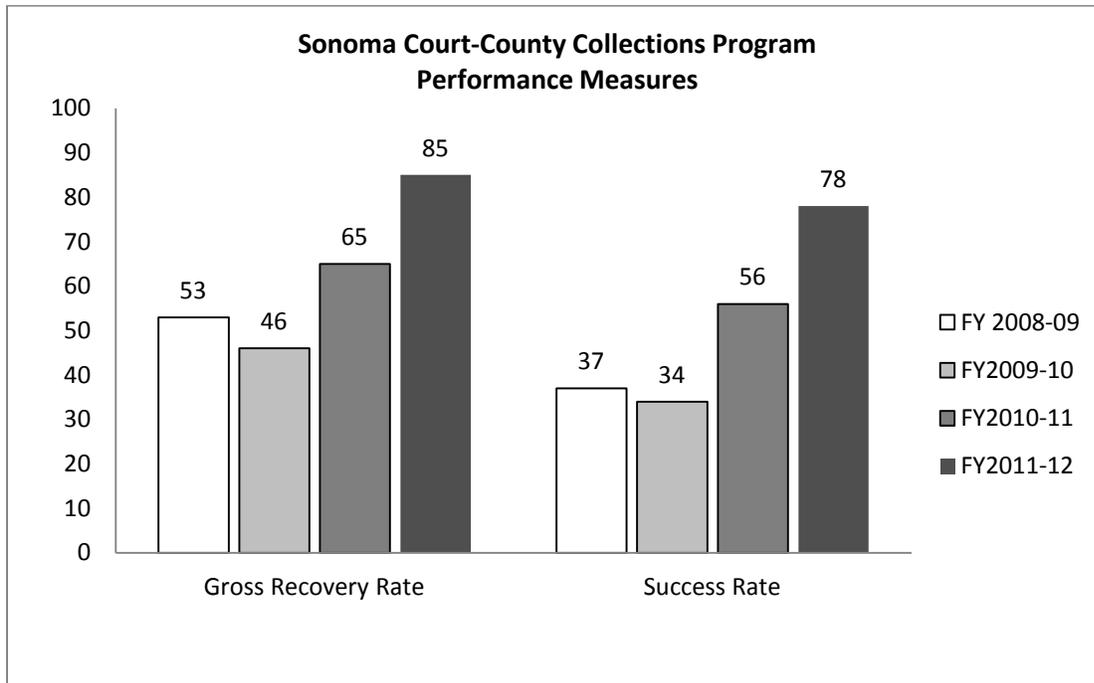
Based on the financial data reported for FY 2011–2012, the program collected a total of \$8,469,331 from 125,989 delinquent cases, with collection costs of \$1,880,501. These totals include 535 resolved cases, \$152,745 in revenue, and \$161,734 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$91,767,679 in delinquent court-ordered debt represents 84,820 delinquent cases, of which 41,429 were established in the reporting period.

For FY 2011–2012, the program has an 85 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 78 percent exceeds the recommended 31 percent benchmark, and is 22 percentage points more than the prior year.

According to the Sonoma collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the continuous expansion of the Court Collections Division and the utilization of the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program.

County of Sonoma and Superior Court of Sonoma Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2011–2012*, 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, 2011 and 2012.

County of Stanislaus and Superior Court of Stanislaus Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 519,940
Authorized Judges/Commissioners: 23/3

Gross Recovery Rate: 59%
Success Rate: 59%

Program Overview

The Superior Court of Stanislaus and the County of Stanislaus do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 20 of the 25 recommended collections best practices; numbers 1, 4, 10, 21, and 25 are currently not being met (see Attachment 3).

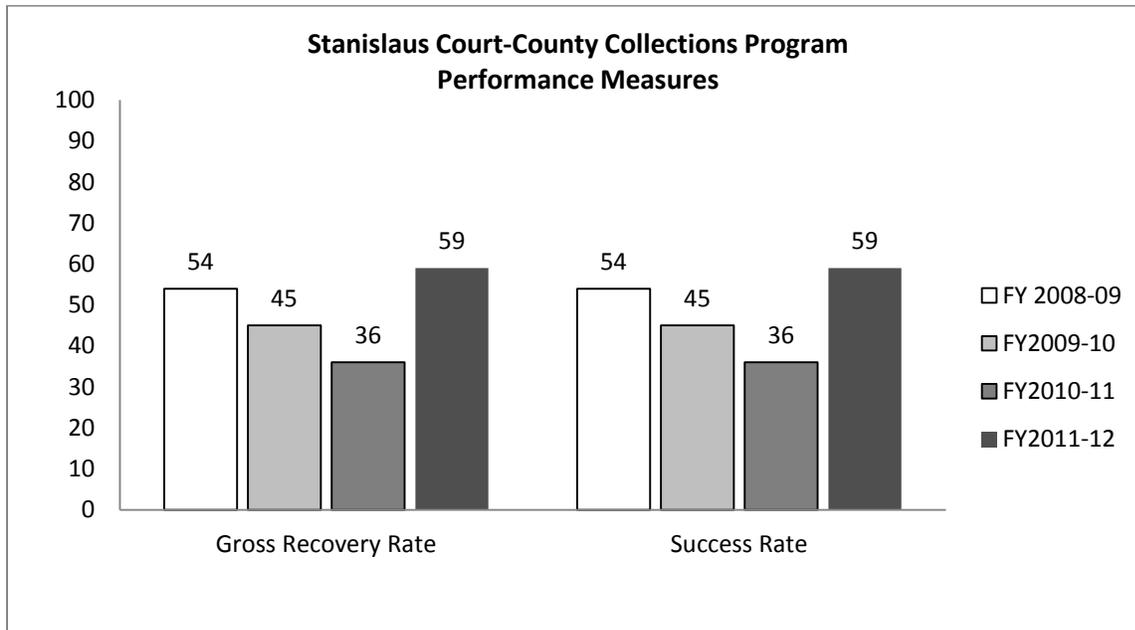
Performance

Based on the financial data reported for FY 2011–2012, the program collected a total of \$6,971,241 from 303,504 delinquent cases, with collection costs of \$1,173,804. These totals include 1,140 resolved cases, \$400,372 in revenue, and \$102,210 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$97,452,368 in delinquent court-ordered debt represents 212,597 delinquent cases, of which 102,883 were established in the reporting period.

For FY 2011–2012, the program has a 59 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 23 percentage points more than the prior year. The program’s Success Rate of 59 percent exceeds the recommended 31 percent benchmark, and is 31 percentage points more than the prior year.

County of Stanislaus and Superior Court of Stanislaus Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, under Penal Code section 1463.010. The program did not provide an explanation related to the increase of the Gross Recovery Rate and Success Rate as a comparison to last 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, 2011 and 2012.

County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 95,065

Authorized Judges/Commissioners: 5/0.3

Gross Recovery Rate: 40%

Success Rate: 38%

Program Overview

The Superior Court of Sutter and the County of Sutter do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 16 of the 25 recommended collections best practices; numbers 1, 2, 12, 14, 18, 22, 23, 24, and 25 are not currently being met (see Attachment 3).

Performance

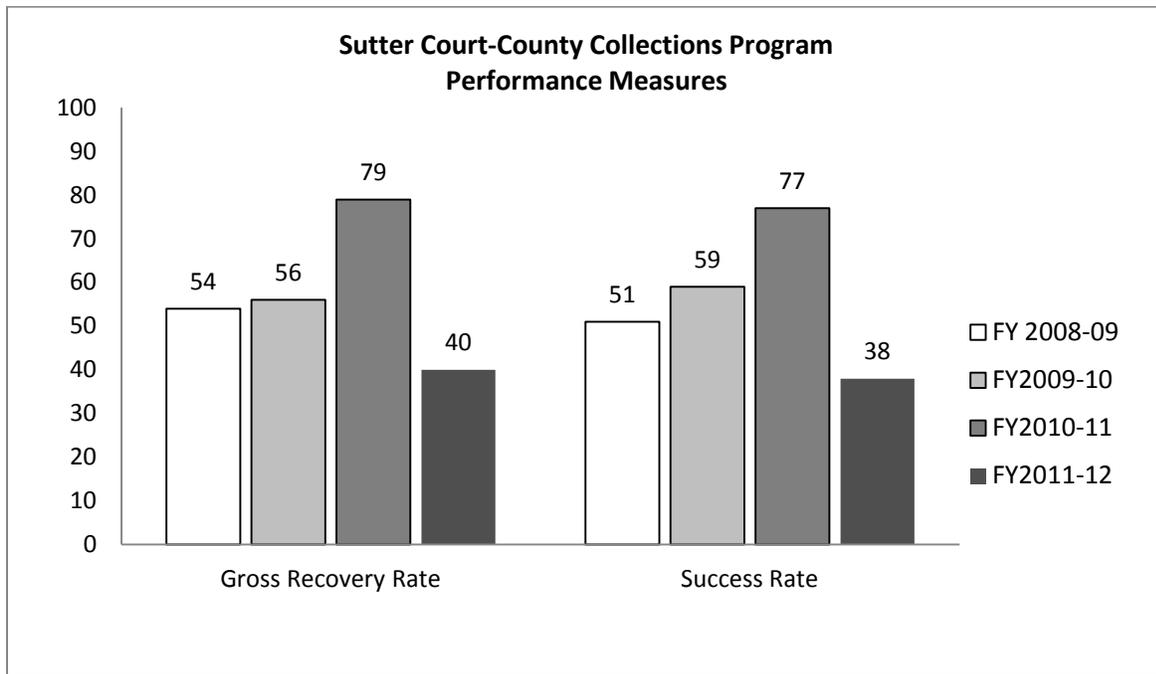
Based on the financial data reported for FY 2011–2012, the program collected a total of \$2,820,213 from 35,585 delinquent cases, with collection costs of \$243,487. These totals include 108 resolved cases, \$39,771 in revenue, and \$4,568 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$20,214,800 in delinquent court-ordered debt represents 25,629 delinquent cases, of which 11,509 were established in the reporting period.

For FY 2011–2012, the program has a 40 percent Gross Recovery Rate, which meets the recommended 34 percent benchmark, and is 39 percentage points less than the prior year. The program’s Success Rate of 38 percent meets the recommended 31 percent benchmark, and is 39 percentage points less than the prior year. This year the court and county are submitting combined data. Consequently, the 40 percent Gross Recovery Rate and the 38 percent Success Rate are combined figures for the Court and the County performance measures. The Gross Recovery Rate for court-only collections is 60 percent and the Success Rate for court-only collections is 57 percent.

According to the Sutter collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to combining data from the court with information from the County Office of Revenue Collections, which was not included in prior years.

County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Tehama and Superior Court of Tehama County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 63,950

Authorized Judges/Commissioners: 4/0.3

Gross Recovery Rate: 28%

Success Rate: 21%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tehama and the County of Tehama. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- A contract with a private debt collector;
- A comprehensive collections program that includes 8 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 15 of the 25 recommended collections best practices; numbers 2, 3, 7, 8, 9, 10, 18, 21, 22, and 23 are currently not being met (see Attachment 3).

Performance

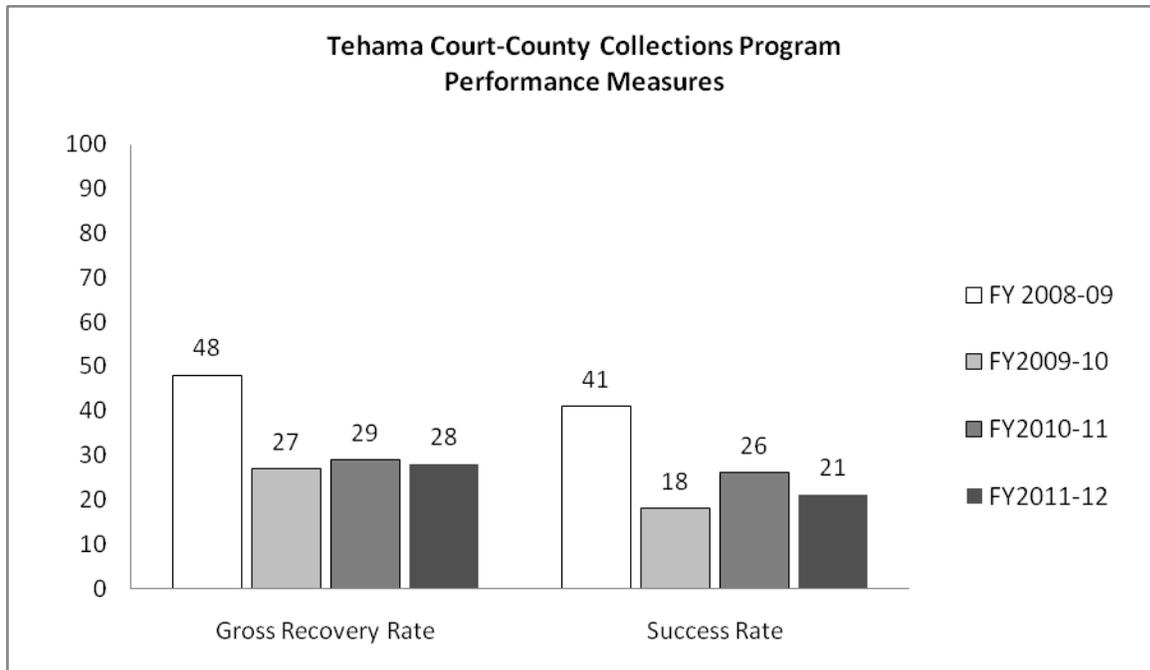
Based on the financial data reported for FY 2011–2012, the program collected a total of \$476,917 from 23,941 delinquent cases, with collection costs of \$78,232. These totals include 160 resolved cases, \$64,514 in revenue, and \$8,215 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$22,171,837 in delinquent court-ordered debt represents 22,720 delinquent cases, of which 2,322 were established in the reporting period.

For FY 2011–2012, the program has a 28 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 1 percentage point less than the prior year. The program's Success Rate of 21 percent does not meet the recommended 31 percent benchmark, and is 5 percentage points less than the prior year.

According to the Tehama collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to the lack of staff resources needed for collections. In FY 2012–2013, the court contracted with the Superior Court of Shasta County to increase collections of delinquent court-ordered debt.

County of Tehama and Superior Court of Tehama County Collections Program Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Trinity and Superior Court of Trinity Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 13,722

Authorized Judges/Commissioners: 2/0.3

Gross Recovery Rate: 128%

Success Rate: 128%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Trinity and the County of Trinity. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 11 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 20 of the 25 recommended collections best practices; numbers 10, 16, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

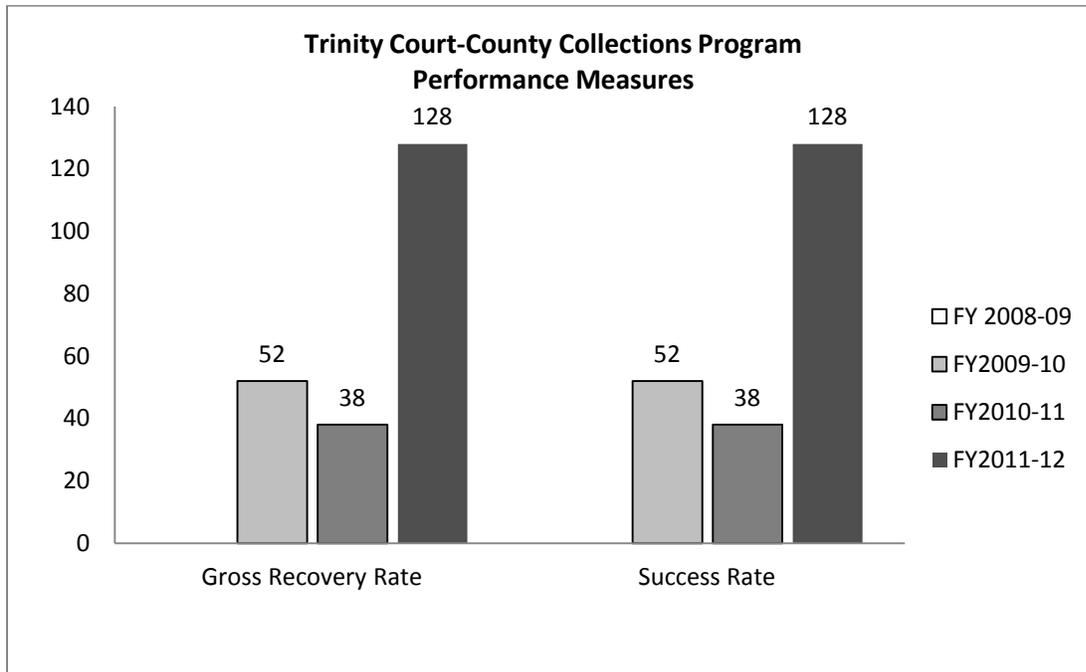
Based on the financial data reported for FY 2011–2012, the program collected a total of \$382,799 from 4,979 delinquent cases, with collection costs of \$192,609. These totals include 3 resolved cases, \$907 in revenue, and \$275 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$4,095,269 in delinquent court-ordered debt represents 4,270 delinquent cases, of which 374 were established in the reporting period.

For FY 2011–2012, the program has a 128 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 90 percentage points more than the prior year. The program’s Success Rate of 128 percent exceeds the recommended 31 percent benchmark, and is 90 percentage points more than the prior year.

According to the Trinity collections program, the significant increase in the Gross Recovery Rate and Success Rate is attributable to identifying delinquent cases as quickly as possible so that collection efforts can begin sooner. There is a direct correlation between how much time elapses before collection efforts begin and the rate of successful collections.

County of Trinity and Superior Court of Trinity Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 450,840
Authorized Judges/Commissioners: 21/4

Gross Recovery Rate: 38%
Success Rate: 36%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tulare and the County of Tulare. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

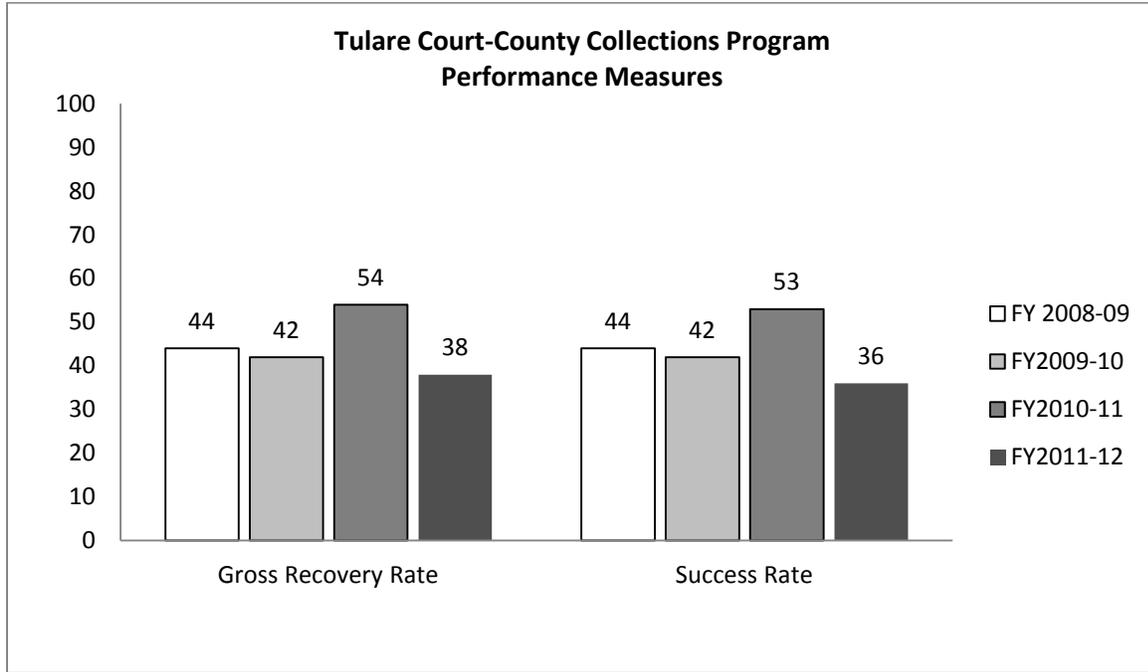
Based on the financial data reported for FY 2011–2012, the program collected a total of \$10,512,071 from 308,177 delinquent cases, with collection costs of \$2,768,995. These totals include 1,035 resolved cases, \$448,651 in revenue, and \$40,753 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$106,415,666 in delinquent court-ordered debt represents 285,301 delinquent cases, of which 67,657 were established in the reporting period.

For FY 2011–2012, the program has a 38 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 16 percentage points less than the prior year. The program’s Success Rate of 36 percent exceeds the recommended 31 percent benchmark, and is 17 percentage points less than the prior year.

According to the Tulare collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to an increase in the accounts returned from the FTB-COD program because of an insufficient address and no social security number. Amnesty cases resulted in a 2 percent increase in Tulare’s overall Gross Recovery Rate and a 2 percent increase in the Success Rate.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 53,834

Authorized Judges/Commissioners: 4/0.8

Gross Recovery Rate: 105%

Success Rate: 111%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tuolumne and the County of Tuolumne. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

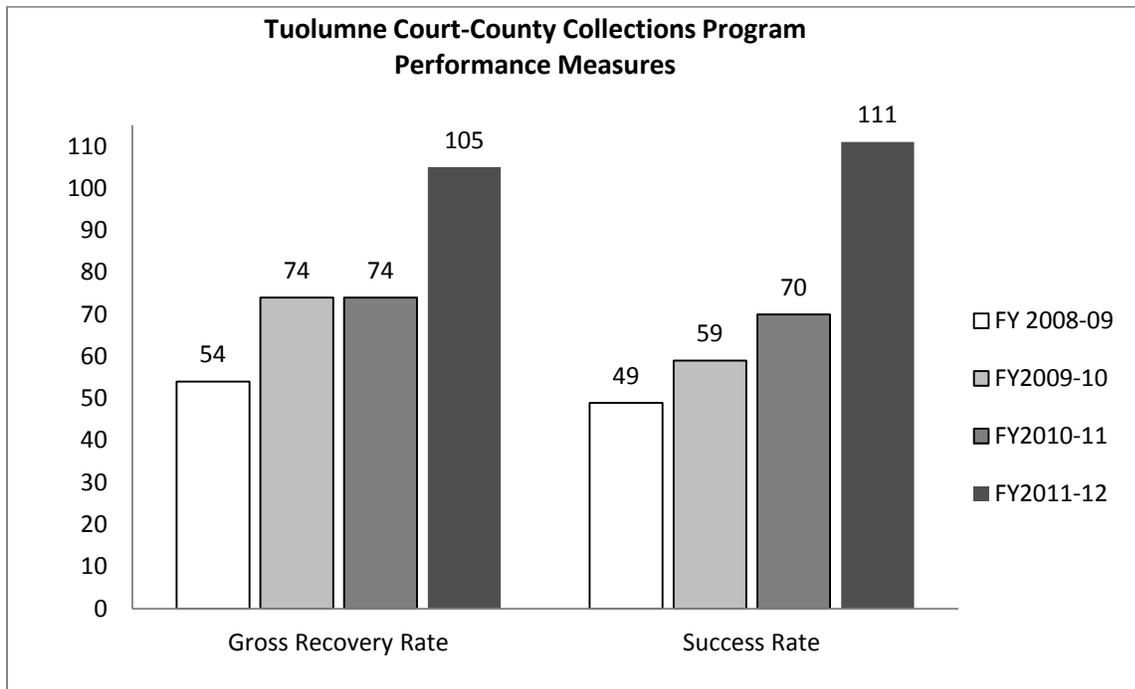
Based on the financial data reported for FY 2011–2012, the program collected a total of \$1,543,392 from 31,640 delinquent cases, with collection costs of \$303,490. These totals include 69 resolved cases, \$30,963 in revenue, and \$3,627 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$24,859,557 in delinquent court-ordered debt represents 25,971 delinquent cases, of which 3,485 were established in the reporting period.

For FY 2011–2012, the program has a 105 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 31 percentage points more than the prior year. The program’s Success Rate of 111 percent exceeds the recommended 31 percent benchmark, and is 41 percentage points more than the prior year.

According to the Tuolumne collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to writing-off and adjusting accounts related to amnesty payoffs, dismissals, discharges, and other non-cash adjustments which decreased the ending balance and value of cases. In addition, a long-standing error between accounts receivable software and the FTB-COD program occurred in which incorrect account balances were being reported. Once the error was corrected and balances were reconciled, the ending value of cases was decreased.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Ventura and Superior Court of Ventura Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 832,970
Authorized Judges/Commissioners: 29/4

Gross Recovery Rate: 77%
Success Rate: 76%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Ventura and the County of Ventura. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- Contracts with three private debt collectors;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 2 is currently not being met (see Attachment 3).

Performance

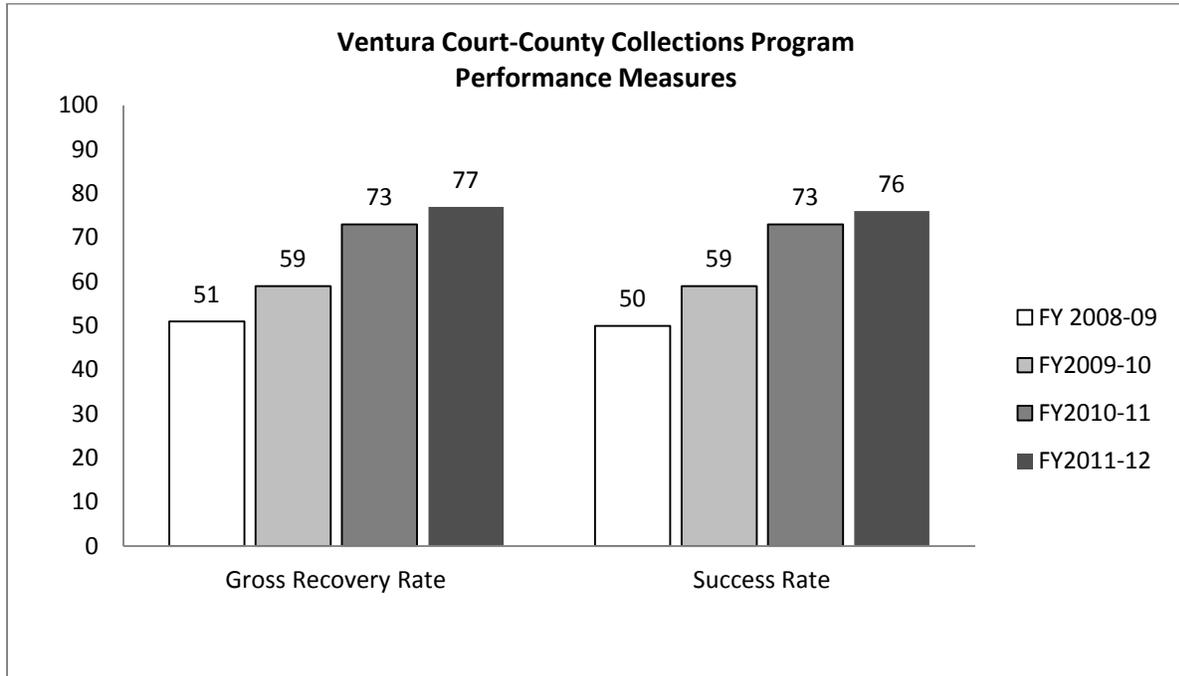
Based on the financial data reported for FY 2011–2012, the program collected a total of \$30,046,915 from 437,331 delinquent cases, with collection costs of \$6,009,383. These totals include 834 resolved cases, \$246,171 in revenue, and \$49,234 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$204,276,604 in delinquent court-ordered debt represents 420,037 delinquent cases, of which 44,535 were established in the reporting period.

For FY 2011–2012, the program has a 77 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 76 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year.

According to the Ventura collections program, the increase of the Gross Recovery Rate and the Success Rate is attributable 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 from 8:00 a.m. to 4:30 p.m.

County of Ventura and Superior Court of Ventura Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2011–2012*, 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, 2011 and 2012.

County of Yolo and Superior Court of Yolo Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 202,133
Authorized Judges/Commissioners: 11/2.4

Gross Recovery Rate: 49%
Success Rate: 44%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Yolo and the County of Yolo. The court and county have a written memorandum of understanding (MOU) for the collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 16 of the 17 collection activity components;
- Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 21 is currently not being met (see Attachment 3).

Performance

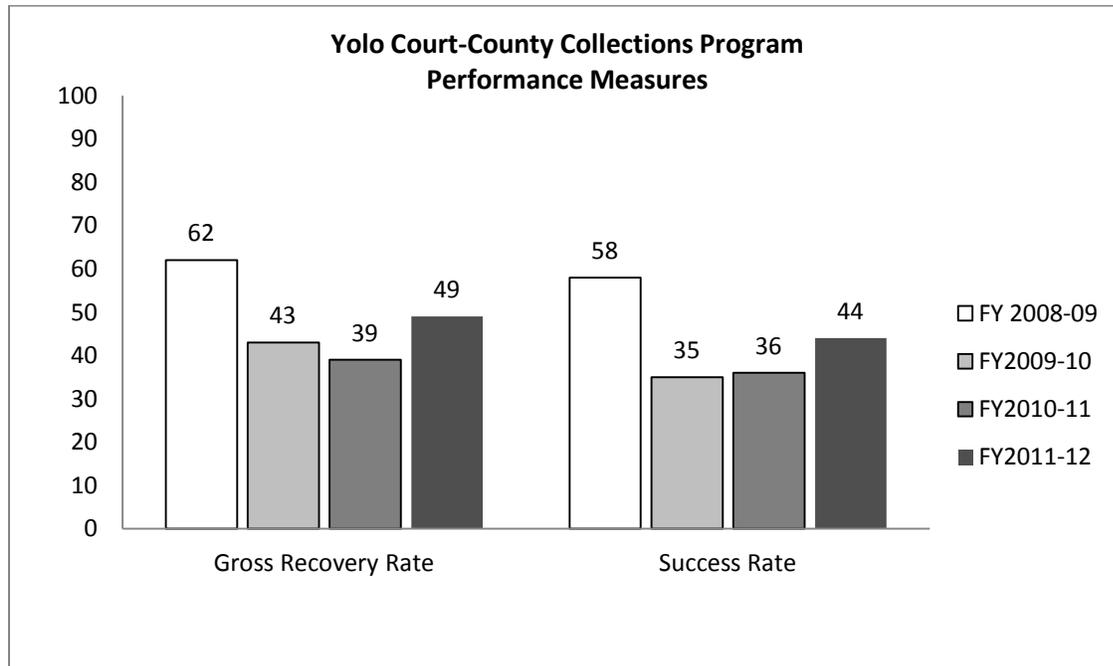
Based on the financial data reported for FY 2011–2012, the program collected a total of \$6,848,060 from 27,811 delinquent cases, with collection costs of \$815,617. These totals include 61 resolved cases, \$28,456 in revenue, and \$4,245 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$86,066,807 in delinquent court-ordered debt represents 158,711 delinquent cases, of which 16,319 were established in the reporting period.

For FY 2011–2012, the program has a 49 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 10 percentage points more than the prior year. The program’s Success Rate of 44 percent exceeds the recommended 31 percent benchmark, and is 8 percentage points more than the prior year.

According to the Yolo collections program, the increase in the Gross Recovery Rate and Success Rate is attributable to the court implementing the collections best practices approved by the Judicial Council. In particular, the program is being effective in communicating the consequences of failure to pay with the delinquent debtor to encourage them to become current on their court-ordered debt (i.e. license holds by the Department of Motor Vehicles and FTB-IIC program).

County of Yolo and Superior Court of Yolo Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

County Population: 72,615
Authorized Judges/Commissioners: 5/0.3

Gross Recovery Rate: 56%
Success Rate: 53%

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Yuba and the County of Yuba. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2011–2012 *Collections Reporting Template*:

- 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;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 17 of the collection activity components;
- Credit and debit card payment options; and
- Compliance with all 25 of the recommended collections best practices (see Attachment 3).

Performance

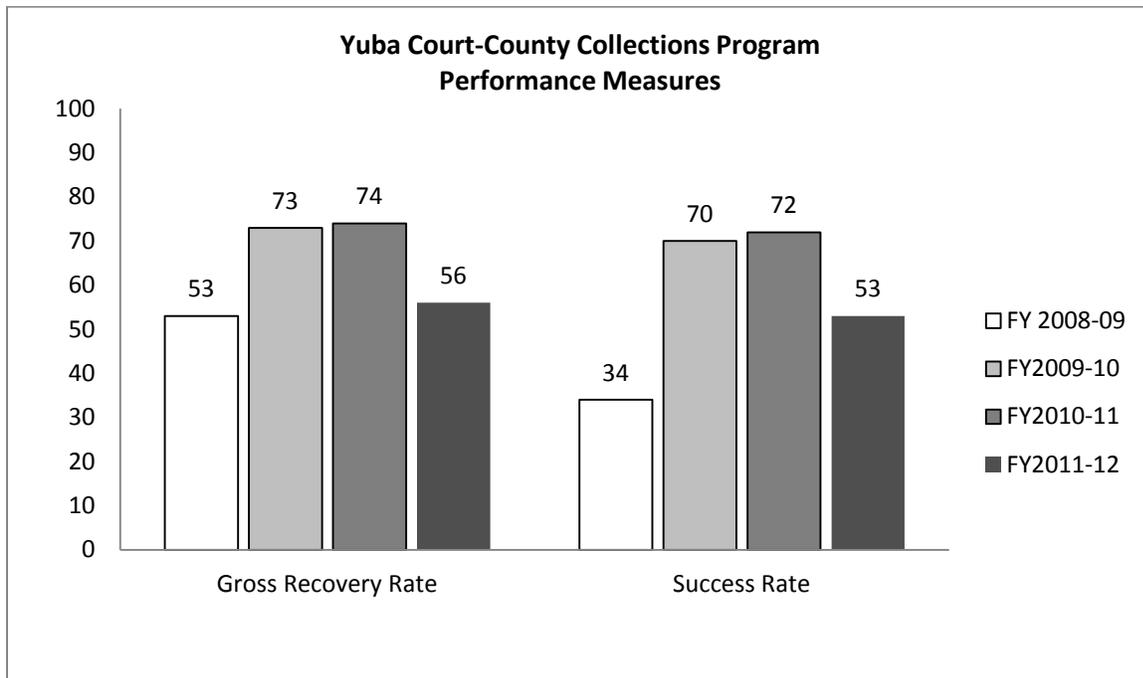
Based on the financial data reported for FY 2011–2012, the program collected a total of \$3,377,640 from 35,571 delinquent cases, with collection costs of \$529,124. These totals include 438 resolved cases, \$143,329 in revenue, and \$39,538 in program costs as a result of the one-time statewide amnesty program. The ending balance of \$24,348,680 in delinquent court-ordered debt represents 29,571 delinquent cases, of which 13,818 were established in the reporting period.

For FY 2011–2012, the program has a 56 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 18 percentage points less than the prior year. The program’s Success Rate of 53 percent exceeds the recommended 31 percent benchmark, and is 19 percentage points less than the prior year.

According to the Yuba collections program, the decrease in the Gross Recovery Rate and Success Rate is attributable to transferring a significant volume of hard to collect delinquent fines to the Shasta Superior Court. The transferred cases had not been collected when the County of Yuba was managing the collections program. The Yuba Superior Court and the Shasta Superior Court share the philosophy of exploring all collection options prior to writing off uncollectable accounts, even if there is a limited chance of collecting the old debt. The court believes the formulas used to calculate the Gross Recovery Rate and Success Rate do not capture the exhaustive work done by Shasta's court collections to collect these old delinquent cases, many which are 3 to 10 years old.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2011–2012 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2011–2012, 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, 2011 and 2012.

Collections Reporting Template Instructions

1. About the Collections Reporting Template

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

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

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

2. Due Date

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

3. Reporting Period

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

4. What Should Be Reported

The following should be reported in the Collections Reporting Template:

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

Fees collected in non-criminal cases (e.g., civil, probate, family, mental health, and juvenile dependency) should not be reported in the template.

5. **Worksheet 1: Contact and Other Information**

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

6. **Worksheet 2: Program Report**

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

7. **Worksheet 3: Performance Report**

Programs should provide a summary of the collection program’s performance during the reporting period. If additional space is required, please submit the information as an attachment in Microsoft Word format.

8. **Worksheet 4: Annual Financial Report**

The Annual Financial Report worksheet captures the total revenue collected, court-ordered adjustments, discharged debt, and cost of collections. Note: this worksheet is protected and data entry is permitted only in unshaded cells. (Refer to sections that follow for instructions on how to complete this worksheet.)

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

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

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

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

Column B: Number of Cases Established/ Referred in Period

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

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

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

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

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

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

Column D: Gross Revenue Collected During the Period

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

Column E: Cost of Collections

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

Column F: Adjustments

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

Column G: Discharge from Accountability

Enter the total dollar value of discharged accounts, under Government Code sections 25257–25259.95 that occurred during the reporting period. This should be entered as a positive number as the net effect is to reduce the amount of debt outstanding.

For example, if a \$600 debt being collected by the county is discharged, +\$600 would be entered in column G, row 5.

Rows 11–23, Quality Checklist

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

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

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

Column H, Number of Cases—Beginning Balance

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

Column I, Value of Cases—Beginning Balance

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

Column J, Change in Value

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

Column K, Number of Cases—Ending Balance

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

Column L, Value of Cases—Ending Balance

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

Column M, Error Messages

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

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

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

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

Rows 31–37, Quality Checklist

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

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

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

Column N: Number of Cases Established/ Referred in Period

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

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

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

Rows 46–49, Quality Checklist

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

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

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

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

Column X

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

Row 57, Quality Checklist

Confirm that the reported data complies with the stated specifications.

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

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

Rows 60–61, Error/Warning Messages

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

9. Signature Block

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

10. Submitting the Collections Reporting Template

After you have completed the Collections Reporting Template:

- Print all completed worksheets in the Collections Reporting Template;
- Obtain the authorized court representative *and* county representative signatures;
- Fax or mail the original signed report to the AOC Enhanced Collections Unit; and
- E-mail all worksheets listed in section 1 to collections@jud.ca.gov.

Contact Information

Administrative Office of the Courts
Finance Division, Enhanced Collections Unit

2255 North Ontario Street, Suite 200
Burbank, California 91504-3188
Phone: 818-558-3221 Fax: 818-558-3112
E-mail: collections@jud.ca.gov

If You Have Questions

If you have any questions about the Collections Reporting Template, please contact the AOC Enhanced Collections Unit at 818-558-3221 or collections@jud.ca.gov.

**Collections Reporting Template
Glossary**

Accounts Receivable (A/R): An accounts receivable is a set of account receivables if paid in installments, pursuant to Penal Code section 1205(d) or that are not paid forthwith.

Adjustments: An adjustment is any change in the total of debt due after the initial determination of the amount of outstanding delinquent debt. Non-cash adjustments include the suspension of all or a portion of bail, fines, fees, penalties, forfeitures, or assessments. Alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt. Cash adjustments include fees added for payment by an insufficient funds check (NSF) or a correction to the initial assessment amount. The imposition of a civil assessment is not considered an adjustment.

Alternative Sentence: This refers to a different option for resolving court-ordered debt, such as community service in lieu of bail or fines, designed for an individual who demonstrates an inability to pay.

Case: For the purposes of the Collections Reporting Template, a case is a set of official court documents filed in connection with an infraction, misdemeanor, or felony violation.

Community Service: This refers to the hours of service that are converted to a monetary value and applied to the fines, fees, forfeitures, penalties, and assessments and reduce the imposed amount.

Comprehensive Collection Program: A program that collects eligible delinquent court-ordered fines, fees, forfeitures, penalties, and assessments on infraction, misdemeanor, and felony cases, as authorized by Penal Code section 1463.007.

Continuance: A continuance is the postponement of a hearing, trial, or other scheduled court proceeding at the request of either or both parties in a court dispute, or by the judge. For purposes of the Collections Reporting Template, a continuance is the postponement, stay, or withholding of payment under certain conditions for a temporary period of time.

Cost of Collections: The costs of operating a collections program that are allowed to be offset against collected delinquent revenues prior to distribution under Penal Code section 1463.007.

County Collection Program: A collection program administered by the county.

Court Collection Program: A collection program administered by the local superior court.

Delinquent Account: A delinquent account results when an individual has not appeared in court as promised or has not complied with a court order for payment of fines, fees, penalties, forfeitures, and assessments or with the terms and conditions of a payment plan or accounts

receivable (A/R) plan. Once the debt becomes delinquent, it continues to be delinquent and may be subject to collection by a comprehensive collection program.

Discharged Account: An account that has been deemed uncollectible and discharged from accountability. The actual discharge is based on established criteria by an authorized body, pursuant to Government Code sections 25257–25259.95.

Dismissal: A judgment that disposes a matter in a case. For the purposes of the Collections Reporting Template, this term refers to a criminal action dropped without settling the involved issues. The initial court-ordered debt no longer exists.

Enhanced Collections: Enhanced collections are non-forthwith collection activities related to enhancing collection programs where costs are incurred and paid directly by or reimbursed by the county, and are not cost recoverable. These collections are also included in the Collections Reporting Template.

Forthwith Payments: Full payment of court-ordered fines, fees, forfeitures, penalties, and assessments on or before the due date. Installment and accounts receivable plans are not forthwith payments.

Franchise Tax Board Court-Ordered Debt (FTB-COD) Program: The Franchise Tax Board collection program authorized under Revenue and Taxation Code section 19280.

Franchise Tax Board Interagency Intercept Collections (FTB-IIC) Program: A program of the Franchise Tax Board authorized by Government Code section 12419.10(a)(1) to collect court-ordered fines, fees, forfeitures, assessments, and penalties from Franchise Tax Board refunds, unclaimed property, or California State Lottery winnings.

Gross Revenue Collected: Monies collected toward the satisfaction of a court-ordered debt by collection programs prior to any reductions.

Installment Payment: A scheduled payment agreed upon by the defendant and the court or county collection program, as established in Penal Code section 1205(d).

Intra-branch Program: An Intra-branch Program is a court or a county collection service provided under a written Memorandum of Understanding (MOU) to another court or county.

Net Revenue: Gross revenue collected less any reductions (i.e., allowable cost offsets pursuant to Penal Code section 1463.007).

Non-delinquent Collections: All non-delinquent revenue collected during the reporting period, including bail forfeitures, forthwith payments, and current payments made on accounts receivables and installment payment plans; recorded on row 3, column D of the Annual Financial Report worksheet.

Other Justice-Related Reimbursements: Monies owed to entities other than state, counties, cities, or local governments, such restitution to a victim.

“Other” Program: This refers to the “Other” row, row 9, of the Annual Financial Report worksheet and captures revenue that cannot be broken out or attributed to a single collecting entity (e.g., court, county, private agency, the FTB or an Intra-branch Program). Any amount reported on this row should be explained in the Program Report worksheet.

Penal Code section 1463.007: This statute specifies the criteria for a comprehensive collection program and allows the county and/or court to deduct, and deposit in the county treasury or trial court operations fund, the cost of operating a comprehensive collection program prior to distributing revenues to other governmental entities.

Private Agency: A private entity employed or contracted to collect court-ordered fines, fees, forfeitures, assessments, and penalties.

Referral: A referral is a newly established delinquent court-ordered debt submitted to a collection program during the reporting period.

Suspensions: Amounts that are reduced or eliminated as a result of a judicial order.

Value of Cases: The value of a case is the amount of court-ordered debt that is owed and is deemed collectible. For closed cases, the value is the sum of (gross) debt collected, dismissals, alternative payments, suspensions, and discharged accounts.

Victim Restitution: Victim restitution is an amount that is owed to a victim who incurs any economic loss as a result of a crime and that is payable directly from a defendant convicted of the crime as a condition of probation; see Penal Code section 1202.4(f). The restitution fine under Penal Code section 1202.4(b) is also court-ordered, but is not paid directly to the victim.

Contact and Other Information

1	Court/County	SELECT COURT/COUNTY ▼
2	Court Contact:	
3	Telephone Number:	
4	E-mail Address:	
5	County Contact:	
6	Telephone Number:	
7	E-mail Address:	

8 9 10	List collection agencies or programs used by order in which debt is referred:	1. ▼
		2. ▼
		3. ▼
		4. ▼
		5. ▼

11	Does your court/county have a comprehensive collections program pursuant to Penal Code 1463.007? ▼				
12	Which of the comprehensive collection program components, pursuant to Penal Code 1463.007, does your court/county currently use? If you indicated YES to question #11, you must check all in section I and at least 5 components in section II.	Components used by Court	Components used by County	Components used by Private Agency	Components used by FTB	Components used by Intra-branch
I.	a. Attempts telephone contact with delinquent debtors for whom the program has a phone number to inform them of their delinquent status and payment options.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Uses Department of Motor Vehicles information to locate delinquent debtors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e. Accepts payment of delinquent debt by credit card.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.	a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Initiates driver's license suspension or hold actions when appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Contracts with one or more private debt collectors to collect delinquent debt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e. Sends monthly bills or account statements to all delinquent debtors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g. Coordinates with the probation department to locate debtors who may be on formal or informal probation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h. Uses Employment Development Department employment and wage information to collect delinquent debt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	i. Establishes wage and bank account garnishments where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	j. Places liens on real property owned by delinquent debtors when appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	k. Uses an automated dialer or automatic call distribution system to manage telephone calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13	Does the court impose a civil assessment for failure to appear on infraction cases? ▼
14	Does the court impose civil assessment for failure to pay on infraction cases? ▼
15	Does the court impose a civil assessment for failure to pay on misdemeanor cases? ▼
16	Does the court impose a civil assessment for failure to pay on felony cases? ▼
17	Does the court impose a civil assessment on any other case type? If yes, explain in the Program Report worksheet. ▼
18	Collection program to which the majority of delinquent debt is initially referred. ▼

Program Report

Select court/county (see Contact Information worksheet #1)

Use the space below to describe your collection program.

Describe the extent to which your collection program is meeting the Judicial Council approved Collections Best Practices and identify any obstacles or problems that prevent the collections program from meeting those objectives. In the description please identify which of the twenty-five (25) Best Practices your collection program has not been implemented. Also, identify any new or additional practices that have improved your collections program.

Type here.

Please identify areas in collections (check all that apply) in which program staff would like to receive training, assistance, or additional information.

- | | | |
|---|--|--|
| <input type="checkbox"/> Civil Assessment | <input type="checkbox"/> Revenue Distribution | <input type="checkbox"/> Private Collection Vendor Selection |
| <input type="checkbox"/> Cost Recovery | <input type="checkbox"/> Discharge from Accountability | <input type="checkbox"/> Other Collections-Related Issues |

Additional comments:

Performance Report

Select court/county (see Contact Information worksheet #1)
Use the space below to discuss your collection program.

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

Type here.

Additional operational information about your collection program for this Reporting Period.

Annual Financial Report

SELECT COURT/COUNTY

REPORTING PERIOD			
Row	Program	Reporting Period	Col. A
1	Beginning Date	01-Jul-12	First day of Reporting Period
2	Ending Date	30-Jun-13	Last day of Reporting Period

FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS							
Row	Program	Number of Cases Established/Referred/Transferred in Period	Value of Cases Established/Referred/Transferred in Period	Gross Revenue Collected During the Period	Cost of Collections (pursuant to Penal Code 1463.007)	Adjustments	Discharge from Accountability
		Col. B	Col. C	Col. D	Col. E	Col. F	Col. G
3	Non-Delinquent Collections						
4	Court Collection Program						
5	County Collection Program						
6	Private Agency						
7	FTB Court-Ordered Debt						
8	Intra-branch Program						
9	Other						
10	Total	-	-	-	-	-	-

Row	Quality Checklist	Quality Criteria
11	<input type="checkbox"/>	Rows 3-9 include all fines, fees, forfeitures, penalties, and assessments except victim restitution and other justice related fees (see Row 46 for more information).
12	<input type="checkbox"/>	Rows 3-9 include traffic, criminal, and juvenile delinquency case types.
13	<input type="checkbox"/>	Rows 3-9 include infractions, misdemeanors and felonies.
14	<input type="checkbox"/>	Row 3 includes all collections for cases that were paid in full on or before the due date, or current installment or accounts receivable (A/R) payment plan.
15	<input type="checkbox"/>	Row, 3, Column D, includes all revenue collected for non-delinquent infraction, misdemeanor and felony cases.
16	<input type="checkbox"/>	Rows 3-9 include cases referred/established, revenue collected, adjustments, or discharges posted during the reporting period.
17	<input type="checkbox"/>	Rows 4-9, Columns B and C, represents new debt established or referred to collection programs.
18	<input type="checkbox"/>	Column C also includes debt that is transferred or returned from one collection program to another during the reporting period.
19	<input type="checkbox"/>	Rows 4-9 include all cases that were not paid in full on or before the due date.
20	<input type="checkbox"/>	Rows 4-9, Column D includes all monies received towards the satisfaction of delinquent court-ordered debts.
21	<input type="checkbox"/>	Column E includes the cost of collections that, pursuant to PC 1463.007, is allowable to offset revenue prior to distribution to other governmental entities. Cost of collections is entered in Column E as a negative number unless posting a reversal.
22	<input type="checkbox"/>	Value reported in Column F includes all court-ordered suspensions, alternative sentences, dismissals, or other non-cash adjustments that decrease or increase the amount outstanding for individual debt items.
23	<input type="checkbox"/>	Value reported in Column G includes all debt deemed uncollectible that has been discharged, per Government Code section 25257-25259.95.

FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS: BEGINNING AND ENDING BALANCES							
Row	Program	Number of Cases - Beginning Balance	Value of Cases - Beginning Balance	Change in Value (from above)	Number of Cases - Ending Balance	Value of Cases - Ending Balance	Error Messages
		Col. H	Col. I	Col. J	Col. K	Col. L	Col. M
24	Court Collection Program			-			
25	County Collection Program			-			
26	Private Agency			-			
27	FTB Court-Ordered Debt			-			
28	Intra-branch Program			-			
29	Other			-			
30	Total	-	-	-	-	-	

Row	Quality Checklist	Quality Criteria
31	<input type="checkbox"/>	Rows 24-29 include fines, fees, forfeitures, penalties, and assessments except victim restitution and other justice related fees.
32	<input type="checkbox"/>	Rows 24-29 include cases that have been referred to a collection program.
33	<input type="checkbox"/>	Columns I and L includes traffic, criminal, and juvenile delinquency case types.
34	<input type="checkbox"/>	Number of cases and value reported in Columns I and L reconcile to figures reported from underlying systems and vendors.
35	<input type="checkbox"/>	Number of cases and value reported in columns H and I match ending value reported in prior year.
36	<input type="checkbox"/>	Value of cases at end of period (Column L) balances to value of cases at beginning of period (Column I), plus change in value reported in Column J (which is the sum of Column C less the amounts shown in Columns D, F, and G).
37	<input type="checkbox"/>	No error messages shown in Column M. Note: An error message in Column M indicates that the beginning balance in Column I, plus the value of transactions reported in Column J (J = C- D - F- G) does not equal the ending balance reported in Column L.

Annual Financial Report

VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS							
Row	Program	Number of Cases Established/ Referred/ Transferred in Period Col. N	Value of Cases Established/ Referred/ Transferred in Period Col. O	Gross Revenue Collected During the Period Col. P	Adjustments Col. Q	Victim Restitution (PC1202.4 (f)) Col. R	Change in Value Col. S
38	Non-Delinquent Collections						
39	Court Collection Program						-
40	County Collection Program						-
41	Private Agency						-
42	FTB Court-Ordered Debt						-
43	Intra-branch Program						-
44	Other						-
45	Total	-	-	-	-	-	-

Row	Quality Checklist	Quality Criteria
46	<input type="checkbox"/>	Rows 38-44 include victim restitution and other justice related fees owed to other entities that were not included in Rows 4-9.
47	<input type="checkbox"/>	Rows 38-44 include only cases referred/established, revenue collected, or adjustment posted during the reporting period.
48	<input type="checkbox"/>	Column P includes gross revenue collected on other justice related fees and should be entered as a positive number unless posting reversal. Adjustments in Column Q are entered as a positive number if it causes the outstanding balance to decrease or as a negative number if it causes the outstanding balance to increase.
49	<input type="checkbox"/>	Column R includes revenue collected on restitution owed to a victim by court order under Penal Code section 1202.4 (f).

VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS: BEGINNING AND ENDING BALANCES							
Row	Program	Number of Cases - Beginning Balance Col. T	Value of Cases - Beginning Balance Col. U	Number of Cases - Ending Balance Col. V	Value of Cases - Ending Balance Col. W	Description of Items Included Col. X	Error Messages Col. Y
50	Court Collection Program						
51	County Collection Program						
52	Private Agency						
53	FTB Court-Ordered Debt						
54	Intra-branch Program						
55	Other						
56	Total	-	-	-	-		

Row	Quality Checklist	Quality Criteria
57	<input type="checkbox"/>	Rows 50-55 include any victim restitution and other justice related fees owed to other entities that were not included in rows 24-29.

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

ERROR/WARNING MESSAGES	
60	
61	

Reviewed by Court

Printed Name

Signature

Date

Title (Court Executive or Presiding Judge)

Reviewed by County

Printed Name

Signature

Date

Title (County Auditor-Controller or other)

Judicial Council Approved Collections Best Practices

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 Web site: <http://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 the components of a comprehensive collection program as required under Penal Code section 1463.007 in order that the costs of operating the program can be recovered.
4. Complete all data components in the Collections Reporting Template.
5. Reconcile amounts placed in collection to the supporting case management and/or accounting systems.
6. Retain the joint court/county collection reports and supporting documents for at least three years.
7. Take appropriate steps to collect court-ordered debt locally before referring it to the Franchise Tax Board for collection.
8. Participate in the Franchise Tax Board Court-Ordered Debt (COD) collection program.
9. Participate in the Franchise Tax Board Interagency Intercept Collections (IIC) program.
10. Establish a process for handling the discharge of accountability for uncollectible court-ordered debt.
11. Participate in any program that authorizes the Department of Motor Vehicles to suspend or refuse to renew driver's licenses for individuals with unpaid fees, fines, or penalties.
12. Conduct trials by written declaration under Vehicle Code section 40903 and, as appropriate in the context of such trials, impose a civil assessment.

13. Implement a civil assessment program and follow the Criteria for a Successful Civil Assessment Program. (See Enhanced Collections websites listed above.)
14. Evaluate the effectiveness and efficiency of external collection agencies or companies to which court-ordered debt is referred for collection.
15. Accept payments via credit and debit card.
16. Accept payments via the Internet.
17. Include in a collection program all court-ordered debt and monies owed to the court under a court order.
18. Include financial screening to assess each individual's ability to pay prior to processing installment payment plans and account receivables.
19. Charge fees as authorized by Penal Code section 1202.4(l).
20. Charge fees as authorized by Penal Code section 1205(d).
21. Use restitution rebate, as authorized by Government Code section 13963(f), to further efforts for the collection of funds owed to the Restitution Fund.
22. Participate in the statewide master agreement for collection services or renegotiate existing contracts, where feasible, to ensure appropriate levels of services are provided at an economical cost.
23. Require private vendors to remit the gross amount collected as agreed and submit invoices for commission fees to the court or county on a monthly basis.
24. Use collection terminology (as established in the glossary, instructions, or other documents approved for use by courts and counties) for the development or enhancement of a collection program.
25. Require private vendors to complete the components of the Collections Reporting Template that corresponds to their collection programs.

Attachment 4

Statewide Collection Programs Gross Recovery Rate and Success Rate FY 2008–2009 to 2011–2012 Comparison

Table 1

Fiscal Year 2008–2009 to 2011–2012 Individual Program Comparison Gross Recovery Rate (34% benchmark) by County																			
	Fiscal Year					Fiscal Year					Fiscal Year					Fiscal Year			
	08-09	09-10	10-11	11-12		08-09	09-10	10-11	11-12		08-09	09-10	10-11	11-12		08-09	09-10	10-11	11-12
Alameda	37	28	37	40	Kings	41	65	41	46	Placer	30	100	49	59	Sierra	74	68	92	6
Alpine	46	82	36	39	Lake	52	56	55	61	Plumas	24	58	87	67	Siskiyou	44	45	44	48
Amador	50	28	0	28	Lassen	65	57	87	85	Riverside	43	80	67	51	Solano	48	61	55	59
Butte	68	87	61	89	Los Angeles	92	90	81	72	Sacramento	37	39	62	87	Sonoma	53	46	65	85
Calaveras	52	42	80	57	Madera	44	97	72	33	San Benito	52	37	29	46	Stanislaus	54	45	36	59
Colusa	14	70	43	98	Marin	76	58	81	81	San Bernardino	36	89	77	68	Sutter	54	56	79	40
Contra Costa	28	26	30	29	Mariposa	29	58	46	24	San Diego	58	120	78	66	Tehama	48	27	29	28
Del Norte	0	8	41	33	Mendocino	66	70	76	85	San Francisco	14	32	35	40	Trinity	0	52	38	128
El Dorado	19	26	44	57	Merced	62	58	60	45	San Joaquin	70	86	72	73	Tulare	44	42	54	38
Fresno	31	48	85	56	Modoc	50	41	22	44	San Luis Obispo	56	58	55	82	Tuolumne	54	74	74	105
Glenn	45	49	32	28	Mono	26	35	49	53	San Mateo	74	47	56	52	Ventura	51	59	73	77
Humboldt	68	36	40	65	Monterey	46	55	58	64	Santa Barbara	25	101	36	89	Yolo	62	43	39	49
Imperial	54	61	51	69	Napa	55	37	50	56	Santa Clara	53	49	65	79	Yuba	53	73	74	56
Inyo	0	47	58	98	Nevada	56	49	70	42	Santa Cruz	6	9	15	38					
Kern	79	69	75	84	Orange	0	40	85	84	Shasta	52	53	74	50					

Attachment 4

Statewide Collection Programs Gross Recovery Rate and Success Rate FY 2008–2009 to 2011–2012 Comparison

Table 2

Fiscal Year 2008–2009 to 2011–2012 Individual Program Comparison Success Rate (31% benchmark) by County																			
	Fiscal Year					Fiscal Year					Fiscal Year					Fiscal Year			
	08-09	09-10	10-11	11-12		08-09	09-10	10-11	11-12		08-09	09-10	10-11	11-12		08-09	09-10	10-11	11-12
Alameda	35	27	37	39	Kings	37	51	39	43	Placer	38	100	55	64	Sierra	71	62	90	8
Alpine	46	82	36	39	Lake	53	47	51	57	Plumas	18	53	81	64	Siskiyou	39	41	38	43
Amador	50	21	168	27	Lassen	63	57	87	84	Riverside	28	51	60	40	Solano	48	54	51	53
Butte	59	81	50	82	Los Angeles	74	68	54	36	Sacramento	35	37	52	80	Sonoma	37	34	56	78
Calaveras	48	36	77	53	Madera	50	97	71	29	San Benito	48	36	29	42	Stanislaus	54	45	36	59
Colusa	14	66	41	98	Marin	61	48	76	74	San Bernardino	33	83	73	56	Sutter	51	59	72	38
Contra Costa	30	21	30	28	Mariposa	29	50	39	24	San Diego	45	147	68	54	Tehama	41	18	26	21
Del Norte ¹	0	7	33	11	Mendocino	57	60	61	72	San Francisco	18	32	36	38	Trinity ¹	0	52	38	128
El Dorado	19	23	43	54	Merced	54	53	53	41	San Joaquin	29	56	37	41	Tulare	44	42	53	36
Fresno	16	34	71	44	Modoc	41	32	16	34	San Luis Obispo	56	50	54	77	Tuolumne	49	59	70	111
Glenn	45	49	32	29	Mono	23	31	46	50	San Mateo	72	56	55	51	Ventura	50	59	73	76
Humboldt	68	34	30	33	Monterey	43	51	55	62	Santa Barbara	20	102	38	87	Yolo	58	35	36	44
Imperial	45	60	52	67	Napa	51	41	52	58	Santa Clara	47	41	56	76	Yuba	34	70	72	53
Inyo	0	47	58	98	Nevada	41	39	54	33	Santa Cruz	5	7	15	36					
Kern	78	69	75	84	Orange ²	0	33	76	74	Shasta	52	49	71	49					

¹ Collections Reporting Template not submitted by program in FY 2008–2009.

² Program submitted a Collections Reporting Template in FY 2008–2009, but did not agree with the methodology used to establish the performance measures.

Attachment 5

Collections Performance Measures and Benchmarks

Performance Measure	Definition	Formula	Benchmark
Gross Recovery Rate (GRR)	Measures a collection program's ability to resolve delinquent court-ordered debt, including alternative sentences, community service, suspended sentences and discharges.	Delinquent collections for the fiscal year + Adjustments + Discharges / Referrals	34%
Success Rate (SR)	Measures the amount of revenue collected on delinquent court-ordered debt based on total delinquent accounts referred after adjustments and discharges, including non-sufficient funds (NSF) checks.	Delinquent collections for the fiscal year / Referrals - Adjustments - Discharges	31%

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.

For FY 2008–09, 80 percent of statewide collection programs met or exceeded the percentages identified above. That percent increased to 88 and 90 percent for FYs 2009–2010 and 2010–2011, respectively. 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.