



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

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

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

RONALD G. OVERHOLT
Interim Administrative Director of the Courts

CHRISTINE PATTON
Interim Chief Deputy Director

December 30, 2011

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

Mr. Gregory P. Schmidt
Secretary of the Senate
State Capitol, Room 400
Sacramento, California 95814

Mr. E. Dotson Wilson
Chief Clerk of the Assembly
State Capitol, Room 3196
Sacramento, California 95814
amy.leach@asm.ca.gov

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

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

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

Ms. Diane F. Boyer-Vine
Mr. Gregory P. Schmidt
Mr. E. Dotson Wilson
December 30, 2011
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1463.010, and it builds on the baseline performance analysis identified in the first report. This report reviews the extent to which each court or county is following best practices for its collection program, the performance of each collection program, and any changes necessary to improve the performance of collection programs statewide.

If you have any questions related to this report, please contact Jody Patel, Regional Administrative Director, at 916-263-1333, or collections@jud.ca.gov.

Sincerely,



Ronald G. Overholt
Interim Administrative Director of the Courts

RGO/JBS/lcc
Attachment

cc: Members of the Judicial Council
Christine Patton, AOC Interim Chief Deputy Director
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
Jody Patel, Regional Administrative Director
Curtis L. Child, Director, AOC Office of Governmental Affairs
Donna Hershkowitz, Assistant Director, AOC Office of Governmental Affairs



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

Statutory Citation: Penal Code section 1463.010(c)

Date of Report: December 30, 2011

The Judicial Council has submitted a report to the Legislature addressing the subject of the collection of court-ordered debt in accordance with Penal Code section 1463.010(c).

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 collection program, (2) the performance of each collection program, and (3) any changes necessary to improve the performance of collection programs statewide.

This report provides information on the progress achieved by individual collection programs in the last fiscal year and details the progress made toward implementing the recommendations for improving the statewide collection of delinquent court-ordered debt that were identified in the report submitted in December 2010.

Statewide collection programs collected a total of \$710 million in delinquent court-ordered debt in fiscal year 2010–2011. This is a 17 percent increase from the amount collected in fiscal year 2009–2010. Total delinquent debt at the end of fiscal year 2010–2011 was \$7.5 billion; this represents a 7 percent increase over the \$7 billion reported for fiscal year 2009–2010. Additionally, 51 of the 58 programs met or exceeded the performance benchmarks established by the Judicial Council.

December 30, 2011

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The full report is available at <http://www.courts.ca.gov/7466.htm>.

A printed copy of the report can be obtained by calling 818-558-3221. For more information on this report, please contact Regional Administrative Director Jody Patel at 916-263-1333 or send questions to collections@jud.ca.gov.

Judicial Council of California

(as of December 14, 2011)

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(as of December 14, 2011)

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**ADMINISTRATIVE OFFICE OF THE
COURTS**

Mr. Ronald G. Overholt

*Interim Administrative Director of the Courts
and Secretary of the Judicial Council*

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

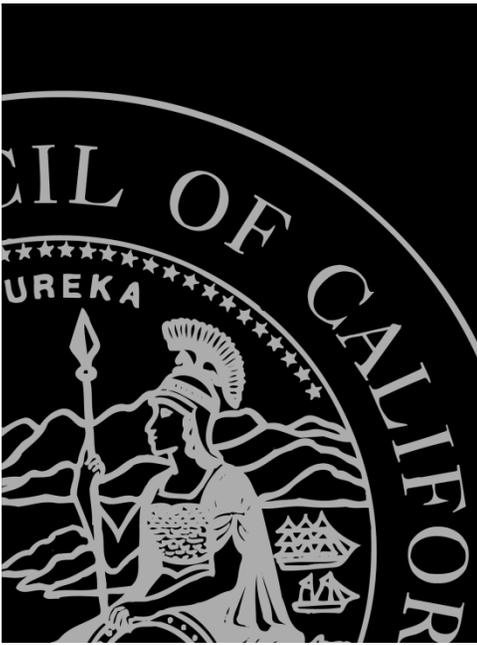
Hon. Tani Cantil-Sakauye
*Chief Justice of California and
Chair of the Judicial Council*

Ronald G. Overholt
Interim Administrative Director of the Courts

Christine Patton
Interim Chief Deputy Director

REGIONAL OFFICE
Jody Patel
Regional Administrative Director

Primary Author
Jessica Sanora
*Senior Manager
Enhanced Collections Unit
Regional Office*



Statewide Collection of Court- Ordered Debt for Fiscal Year **2010-2011**

REPORT TO THE LEGISLATURE,
AS REQUIRED BY PENAL CODE
SECTION 1463.010
DECEMBER 2011



JUDICIAL COUNCIL
OF CALIFORNIA

ADMINISTRATIVE OFFICE
OF THE COURTS

**Report to the Legislature on
Statewide Collection of Court-Ordered Debt
as Required by Penal Code section 1463.010
December 2011**

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 cooperative superior court and county programs in the collection of delinquent court-ordered debt, and to report annually to the Legislature on:

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

The first report, for fiscal year 2008–2009, established the method to measure and report the effectiveness of collection programs statewide. It provided the baseline from which future performance and proposed changes to improve the performance of collection programs would be measured.

Each annual report to the Legislature includes the statewide collection data as reported by individual court and county collection programs for that fiscal year in a Collections Reporting Template submitted to the Judicial Council. Attachment 1 is a summary of each program and includes a self-reported assessment of the program’s collections performance and progress and the challenges encountered. An update on the current status of the proposed recommendations made in last year’s report is also provided.

In addition, in 2010, the Judicial Council and the California State Association of Counties cosponsored a package of legislative reforms to improve the performance of collection programs statewide. These changes were enacted as part of a budget trailer bill, Senate Bill 857 (Stats. 2010, ch.720).

The following details the progress that has been made in accomplishing the recommendations provided in the FY 2008–2009 report to the Legislature, as well as the statutory requirements enacted in Senate Bill 857:

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

This year, all 58 collection programs submitted a completed Judicial Council–approved Collections Reporting Template (Attachment 2) as required by Penal Code section 1463.010. All statewide cooperative court and county collection programs are collecting delinquent court-ordered debt, either internally or through a third party. However, some programs continue to have limited tracking and reporting capabilities because of technical systems limitations.

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

In FY 2010–2011, revisions to the Collections Best Practices were approved by the Judicial Council, effective February 2011.

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

A draft workflow process was developed that incorporated Collections Best Practices and included recommended time frames for the referral and transfer of delinquent cases between collecting entities. The flowchart was developed to assist the collection programs in determining time frames based on their individual operational needs. The flowchart was provided to a few courts, at their request, and tailored to their needs; one program has implemented the process. The AOC will continue to review and revise workflow processes and provide assistance to collection programs to tailor and implement these processes to meet their needs.

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

The following changes to collection practices were implemented under Senate Bill 857 (Com. on Budget; Stats. 2010, ch. 720):

- Provided authority, under Government Code section 12419.10, to intercept unclaimed property held by the State Controller for payment of delinquent court-ordered debt.
 - The Franchise Tax Board Interagency Intercept Collections program developed a process in February 2011 for intercepting cash designated as unclaimed. Cases submitted beginning November 2011 to the Franchise Tax Board-Interagency Intercept Collections program are now checked against the list of individuals with unclaimed cash property owing to them. Any unclaimed money is intercepted to pay delinquent fines, fees, penalties and assessments on infraction, misdemeanor and felony cases.
- Revised the criteria necessary to allow a court or county collection program to be defined as a comprehensive collection program under Penal Code section 1463.007.

- Guidelines and standards for cost recovery will be updated and submitted to the Judicial Council for approval in spring 2012; with changes to become effective July 1, 2012.
- Clarified the authority, under Penal Code section 1214, to enforce all fines, fees, and penalties issued as part of criminal judgments until paid, further establishing that such judgments do not expire after 10 years.
 - An information or fact sheet will be developed and posted on the collections website in summer 2012.
- Authorized a six-month amnesty program for eligible Vehicle Code and non-Vehicle Code traffic infractions. Under the amnesty program, individuals who meet the eligibility criteria will have the opportunity to satisfy a court obligation in full by paying 50 percent of the total amount due.¹
 - In FY 2011–2012, program guidelines were adopted, training webinars were conducted, and a master agreement for private collection vendors was put in place.
 - As required by statute, a report on amnesty collections will be submitted in December 2012.
- Clarified the authority, under Government Code sections 25257–25259.95, of court and county collection programs to cease collection efforts on outstanding debt determined to be uncollectible.
 - The AOC Enhanced Collection Unit is considering the need for proposing a Rule of Court as authorized under Government Code sections 25257-25257.95.

5. *Establish an annual collections training program to assist courts and counties in improving individual performance.*

Although an annual training collection program was not conducted, presentations were made to two justice partners and the Judicial Council’s Court Executive Advisory Committee. Additionally, assistance was provided upon request to eight court and county collection programs. The AOC Enhanced Collections Unit will continue to provide training as needed on emerging issues.

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

The Enhanced Collections Unit provided professional and technical assistance on standardizing communication processes for the collection of delinquent court-ordered debt to three programs.

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

During this reporting period, one collection program sought the assistance of the Enhanced Collections Unit concerning the selection of a private vendor. Forty-five of the 58 collection programs have agreements with a private vendor for collection services. The Enhanced Collections Unit has informed all collection programs of its availability to provide this assistance on request.

Findings

Based on data reported by the cooperative court and county collection programs in the Collections Reporting Template for FY 2010–2011, statewide collection programs collected a total of \$710,408,401 in delinquent court-ordered debt. This is a 17 percent increase, or \$104,966,445 over the \$605,441,956 collected in FY 2009–2010. The outstanding total debt of \$7.5 billion represents a 7 percent increase over the \$7 billion reported in FY 2009–2010, but is 11 percentage points less than the increase from FY 2008–2009 to FY 2009–2010.

Chart 1 below shows statewide delinquent court-ordered revenue collections totals over a three-year period.

CHART 1

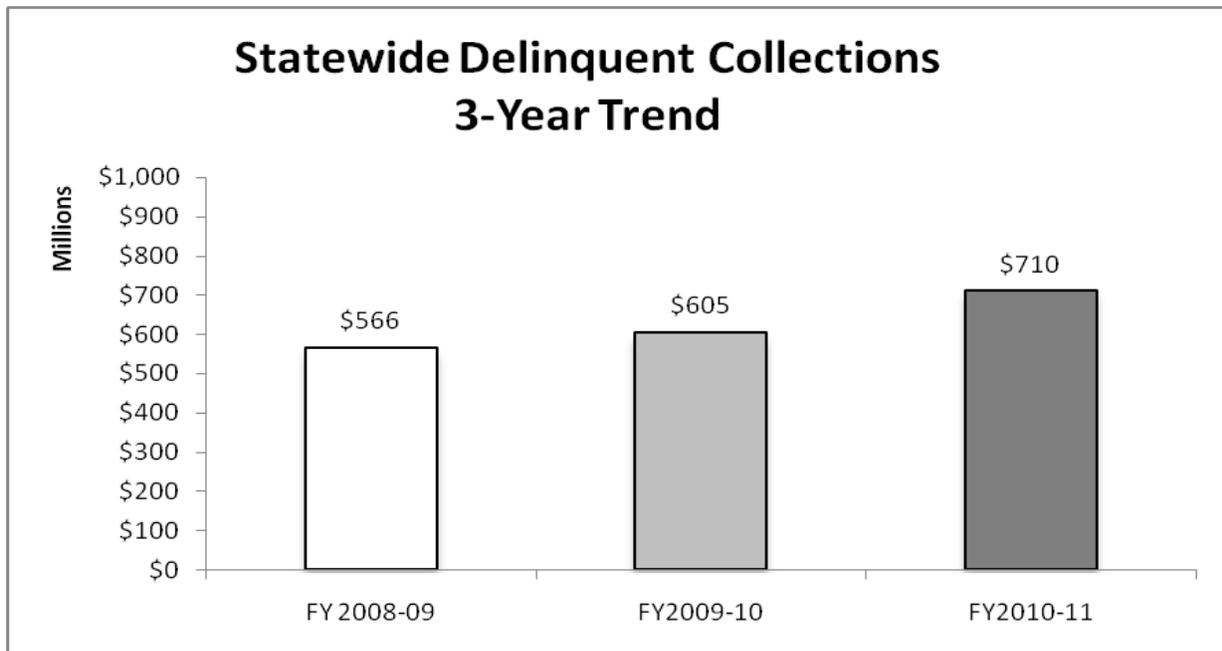


Chart 2 below shows revenues collected by each entity involved in court and county collection programs and the program costs for undertaking the activities that resulted in the total \$710 million collected (shown as a percentage of the total amount collected). The cost represents expenses recovered, including all operating costs and commission fees.

CHART 2

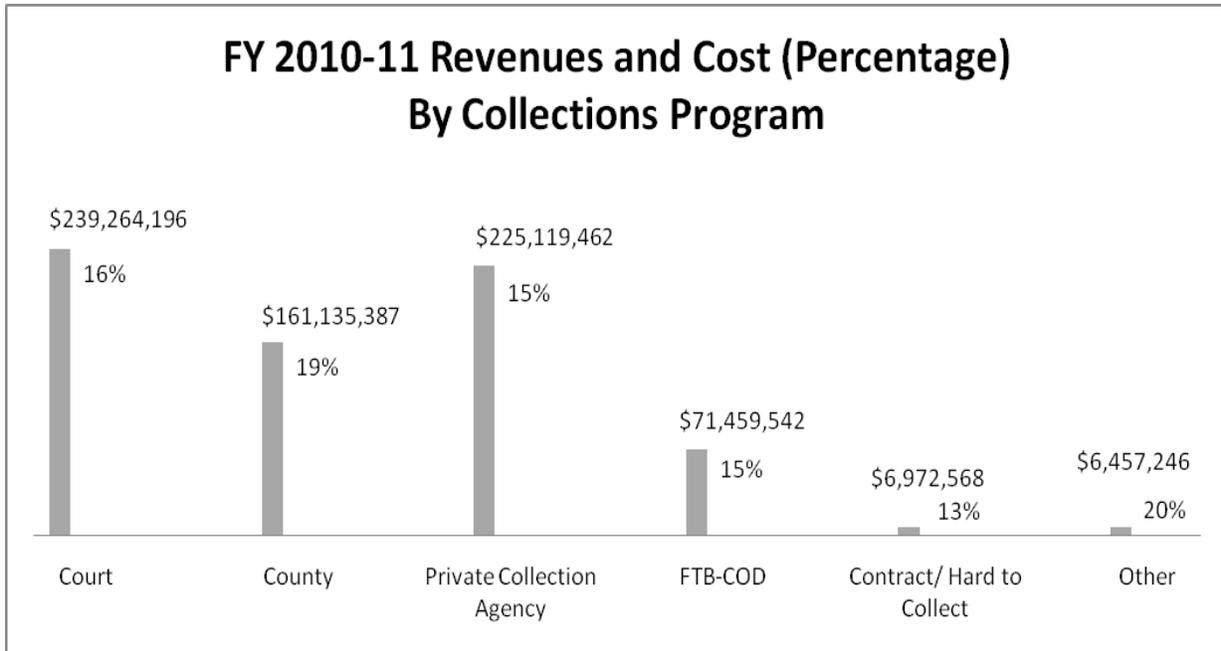
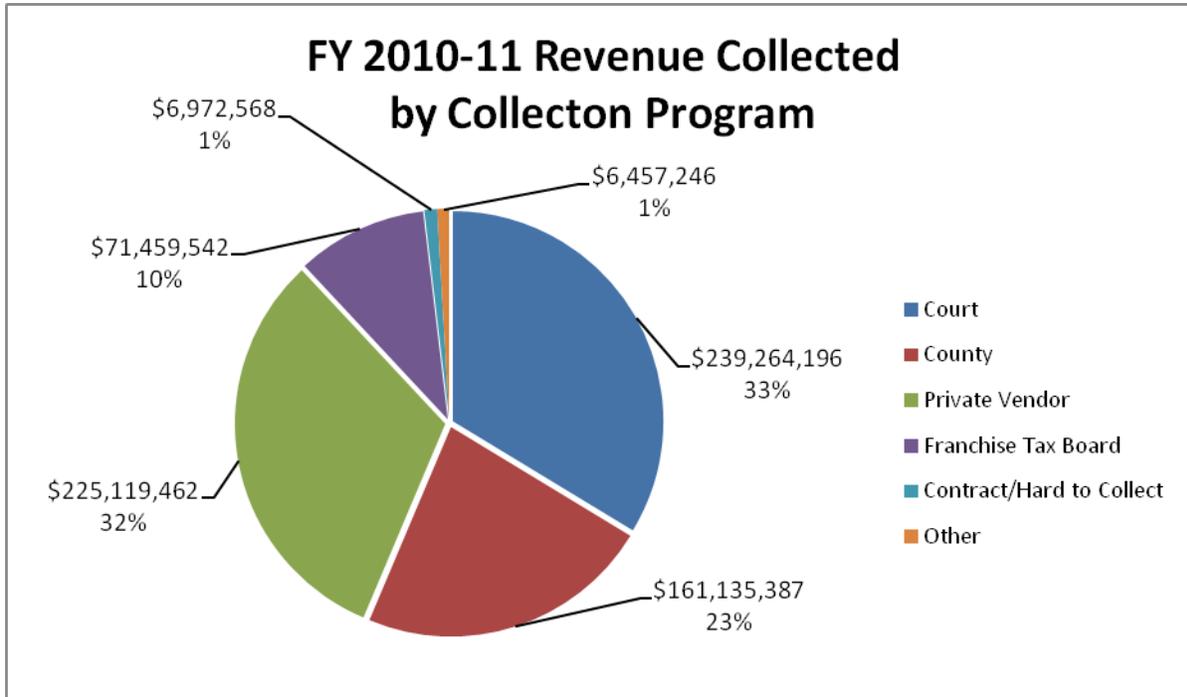


Chart 3 below shows the amount of delinquent revenue collected, and respective percentages of the total, by each individual collecting entity in court and county collection programs.

CHART 3



Although the outstanding debt amount for FY 2010–2011 is more than the previous year, the potential collectability of the debt must be considered. The following factors identified in the individual collection program reports continue to adversely affect the overall collectability of delinquent court-ordered debt:

- Outdated case management and accounts receivable systems result in overreported or underreported outstanding debt amounts that affect statewide outstanding debt totals; and
- Unemployment and the economy continue to contribute to the difficulty of collecting delinquent court-ordered debt.

The individual performance and progress achieved by each of the 58 collection programs, along with their assessment of reasons for changes in performance, is detailed in Attachments 1 and 4.

Collections Best Practices

Penal Code section 1463.010 requires the Judicial Council to report the extent to which each court or county is following best practices for its collection program. In February 2011, the Judicial Council amended the 27 Collections Best Practices by deleting two practices—

requesting mediation and the collection of attorney sanctions—because they were not applicable to day-to-day collection practices. The 25 Collections Best Practices are effective for FY 2010–2011 (Attachment 3).

Because the number of Collections Best Practices has changed, a year-over-year comparison of the extent to which each collection program is following the recommended best practices would be misleading.

The table below lists the number of Collections Best Practices followed by each court and county collection program, as reported in the FY 2010–2011 Collections Reporting Template.

Number of Collections Best Practices by Collection program for FY 2010–2011							
Alameda	24	Kings	23	Placer	25	Sierra	18
Alpine	25	Lake	23	Plumas	20	Siskiyou	23
Amador	19	Lassen	21	Riverside	23	Solano	19
Butte	19	Los Angeles	22	Sacramento	24	Sonoma	21
Calaveras	21	Madera	23	San Benito	16	Stanislaus	19
Colusa	18	Marin	22	San Bernardino	18	Sutter	19
Contra Costa	24	Mariposa	24	San Diego	25	Tehama	14
Del Norte	22	Mendocino	24	San Francisco	23	Trinity	20
El Dorado	20	Merced	24	San Joaquin	19	Tulare	25
Fresno	21	Modoc	25	San Luis Obispo	20	Tuolumne	25
Glenn	18	Mono	8	San Mateo	25	Ventura	24
Humboldt	23	Monterey	24	Santa Barbara	22	Yolo	23
Imperial	25	Napa	24	Santa Clara	24	Yuba	25
Inyo	25	Nevada	23	Santa Cruz	23		
Kern	19	Orange	24	Shasta	24		

Detailed information on the extent to which each individual program is following the best practices can be found in Attachment 1.

Last year’s report stated that the Collections Best Practices would be analyzed and changes would be considered based on practices currently used by the innovative and top-performing programs. At that time, it was determined that two years of data was not sufficient to recommend changes to practices.

Based on the analysis of the current three years of data available, it has been determined that direct correlations cannot be made between a given practice and revenue collected. However, the AOC will continue working with the Judicial Council’s Court-Ordered Debt Task Force and the

Court/County Informal Working Group to determine which practices are most effective in the collection of delinquent court-ordered debt.

While further analysis has not been conducted at this time of the innovative programs, such as the collection services offered by the Superior Court of Ventura County and the Superior Court of Shasta County to four collection programs, a performance evaluation of the four collection programs using the services will be conducted in FY 2012–2013.

Performance Measures

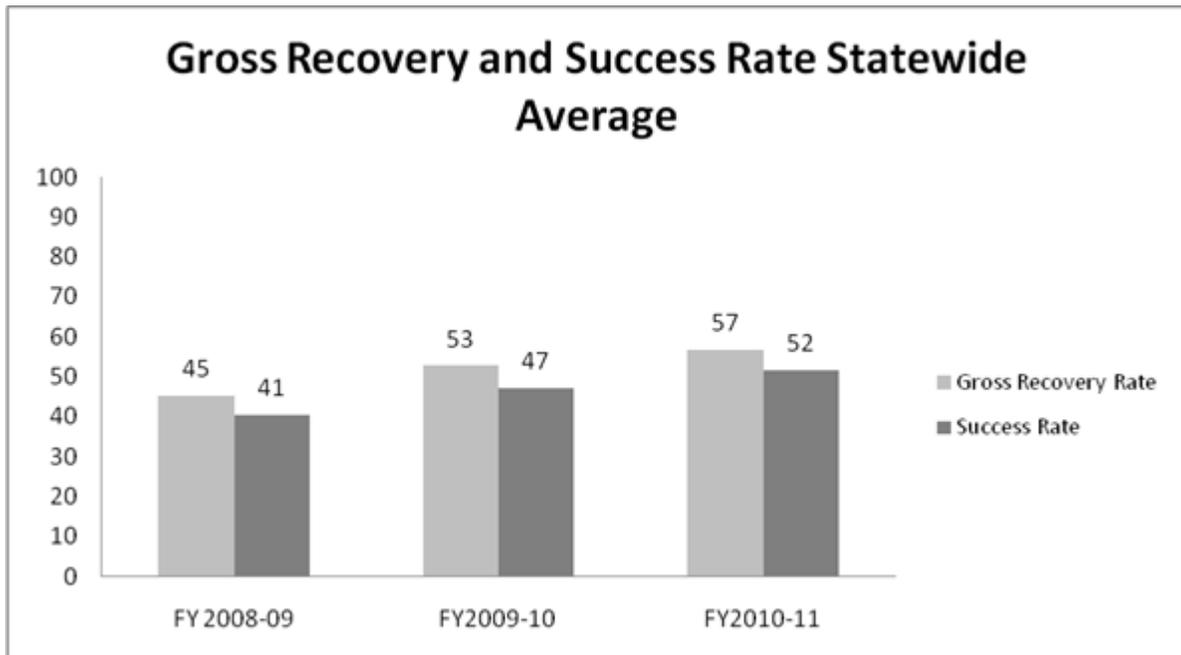
Penal Code section 1463.010 requires the Judicial Council to report on the performance of each court or county collection program. In FY 2008–2009, performance measures and benchmarks were implemented to review the effectiveness of cooperative collection programs statewide (Attachment 5). The two performance measures established were the Gross Recovery Rate and the Success Rate.

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

Based on information reported in the FY 2010–2011 Collections Reporting Template, 51 of the 58 programs that submitted a reporting template exceeded the established GRR benchmark, an increase of 1 program from last year; and 52 of the 58 programs exceeded the SR benchmark, 1 program more than last year.

Chart 4 below shows statewide averages for Gross Recovery Rate and Success Rate. Programs with rates over 100 percent were excluded from the calculation to avoid skewing the data.

CHART 4



Tables 1 and 2 in Attachment 4 show the performance of individual collection programs from the FY 2008–2009 base year to the current FY 2010–2011 reporting period. The programs’ comments on their GRR and SR increase or decrease can be found in Attachment 1.

Conclusion

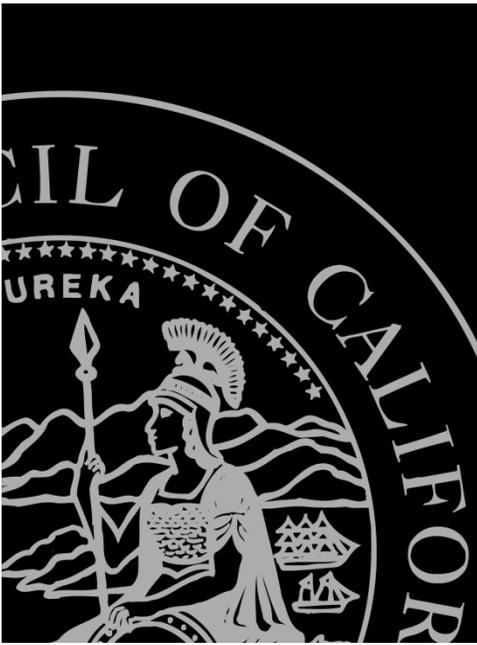
The Administrative Office of the Courts and the California State Association of Counties continue to explore the development of tools to improve the effective collection of court-ordered debt. The overall performance of statewide collections continues to be affected by differing operational processes, information technology limitations, the high unemployment rate, and the health of the state’s economy. Despite these challenges, the collection of delinquent court-ordered debt in FY 2010–2011 grew by \$104 million over the previous year, an increase of 17 percent. The Judicial Council, with the assistance of the AOC Enhanced Collections Unit, continues to monitor and identify changes to improve the performance of collection programs statewide. In FY 2010–2011, these efforts included ongoing assistance to cooperative court and county collection programs.

For more information about this report, please contact Jody Patel, AOC Regional Administrative Director, at jody.patel@jud.ca.gov, or send questions to the Enhanced Collections Unit at collections@jud.ca.gov.

Attachments

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

ⁱ Assembly Bill 1358, Stats. 2011, ch. 662, authorizes courts and counties to also implement an amnesty program for specified vehicle code misdemeanor violations, to be conducted at the same time and under the same processes and procedures as the infraction amnesty program.



Court and County Collection Program Reports

ATTACHMENT 1



JUDICIAL COUNCIL
OF CALIFORNIA

County of Alameda and Superior Court of Alameda County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 1,521,157

Judges/Commissioners: 72/13

Program Overview

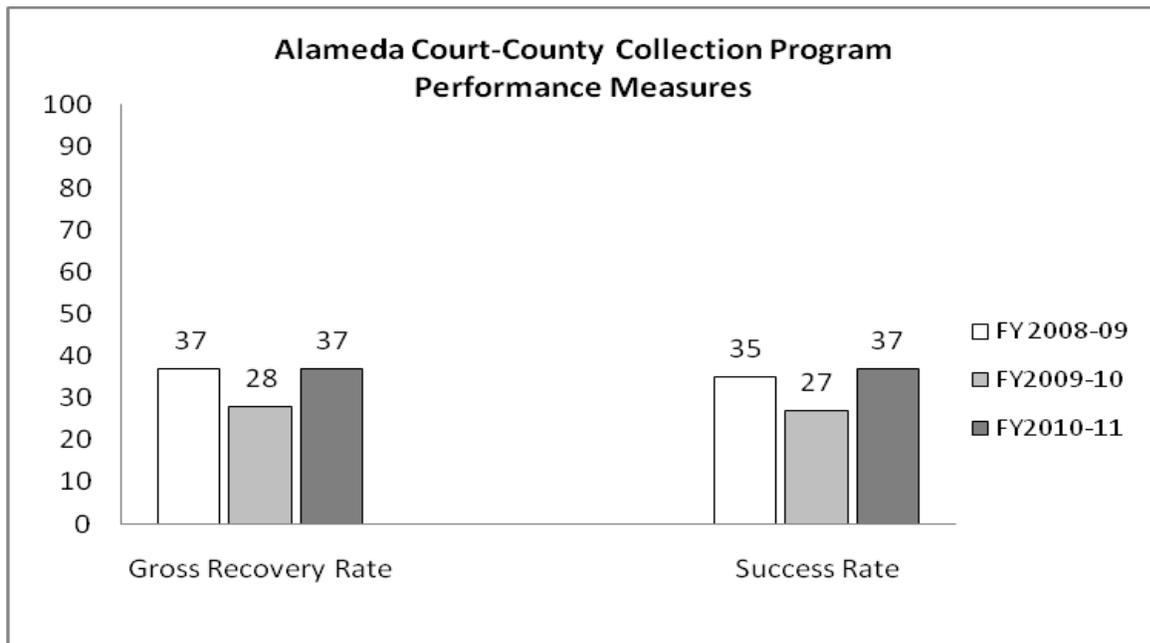
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Alameda County and the Superior Court of Alameda County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$17,135,395 from 472,440 delinquent cases, with a total collection cost of \$3,310,236. The ending balance of \$183,321,837 in delinquent court-ordered debt represents 419,069 delinquent cases.

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



County of Alameda and Superior Court of Alameda County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 37 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 37 percent, which exceeds the recommended 31 percent benchmark, and is 10 percentage points more than the prior year.

According to the Alameda collection program, the increase in the Gross Recovery Rate and Success Rate is due to the Superior Court of Alameda County and the County of Alameda Central Collection Division's comprehensive collections program continually working to improve collections. The increase in the Gross Recovery Rate and Success Rate is also attributable to (1) the court taking decisive action to address the high level of unadjudicated cases by implementing the Trial By Declaration program, per Vehicle Code section 40902, (2) the court's cessation of dismissing large volumes of civil assessments and sending them directly to the court's private debt collector, (3) more aggressive collection tactics including a significant rise in wage garnishments in connection with the Franchise Tax Board's Court-Ordered Debt program, and (4) a somewhat higher amount of cases reported to the credit bureau.

In the past year, Alameda County Central Collections has implemented a new automatic dialer system that has increased outgoing and incoming collection calls. The department also purchased a new interactive voice response system that allows individuals to make credit card and debit card payment by phone 24 hours per day/7 days per week. Another upgrade last year was to the WEBPAY system that allows individuals to pay via the internet. The improvement is much more user friendly and allows for easier access to account information and making payment. These new and upgraded features along with an improvement in the job market in Alameda County are contributing factors seen in the collection percentages.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 1,176

Judges/Commissioners: 2/0.3

Program Overview

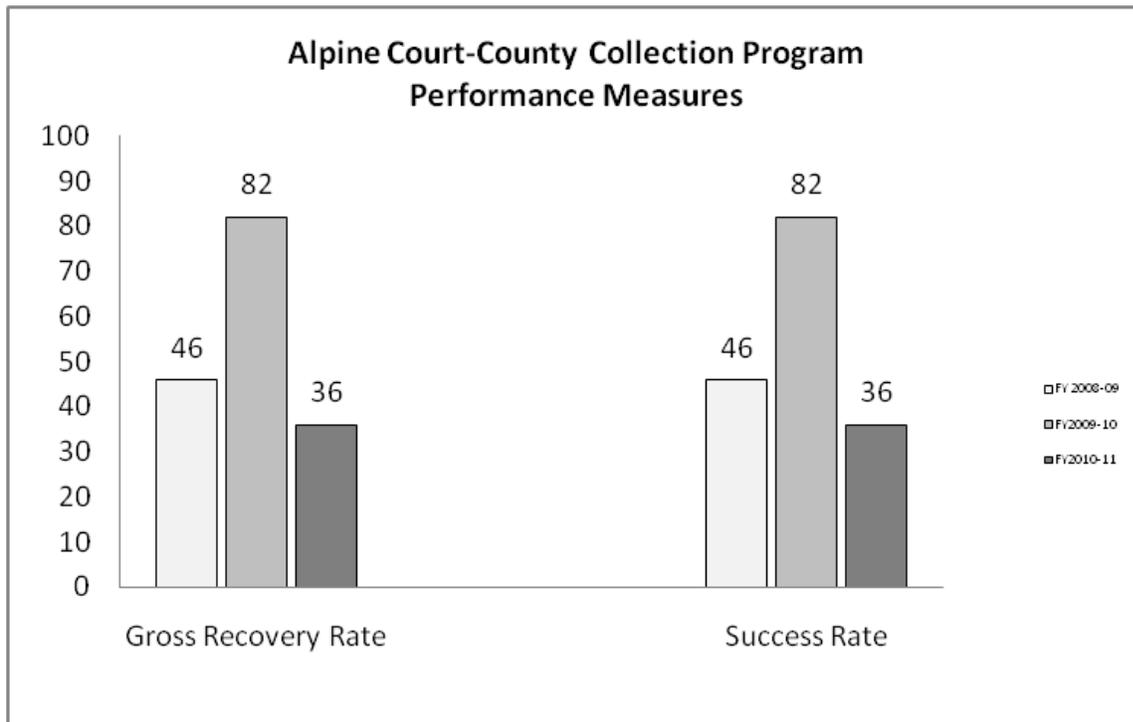
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Alpine County and the Superior Court of Alpine County. The court and county have entered into a written memorandum of understanding (MOU), and the collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program, and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$54,946 from 346 delinquent cases, with a total collection cost of \$15,016. The ending balance of \$253,866 in delinquent court-ordered debt represents 173 delinquent cases.

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



County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 36 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 46 percentage points less than the prior year. The program's Success Rate of 36 percent exceeds the recommended 31 percent benchmark, but is 46 percentage points less than the prior year.

According to the Alpine collection program, the reason for the decrease in collection performance is because of the failing economy. More and more individuals are unemployed and are not able to pay-in-full or make payments on their collection accounts. The program attributes the decrease in the collection program's performance entirely on the economic situation.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Amador and Superior Court of Amador County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 37,911

Judges/Commissioners: 2/.3

Program Overview

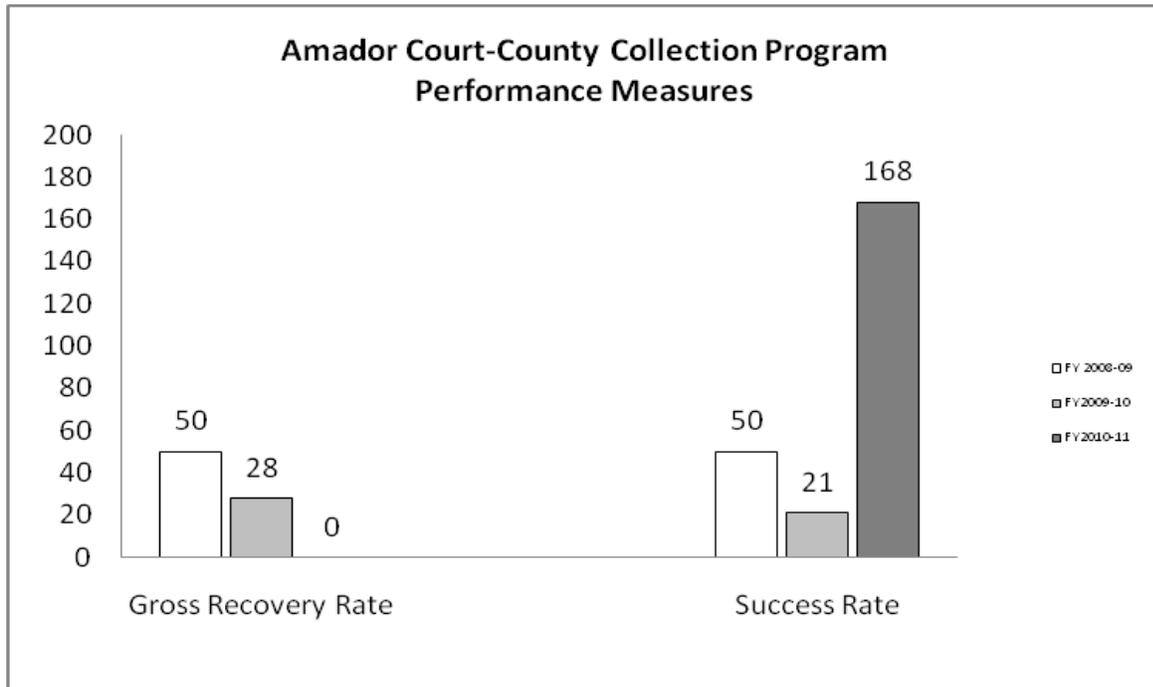
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Amador County and the Superior Court of Amador County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 12 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 10, 11, 13, 18, 19, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$231,058 from 9,463 delinquent cases, with a total collection cost of \$35,532. The ending balance of \$5,181,883 in delinquent court-ordered debt represents 8,204 delinquent cases.

The chart below shows the programs performance for the past three fiscal years:



County of Amador and Superior Court of Amador County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 0 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 28 percentage points less than the prior year. The program’s Success Rate of 168 percent exceeds the recommended 31 percent benchmark, and is 147 percentage points more than the prior year.

The significant change may be due to the incomplete Collections Reporting Template submitted by the collection program, as well as the increased cost recovery amounts and the large amount of adjustments¹ compared to the amount of collected debt.

This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 221,388

Judges/Commissioners: 12/2

Program Overview

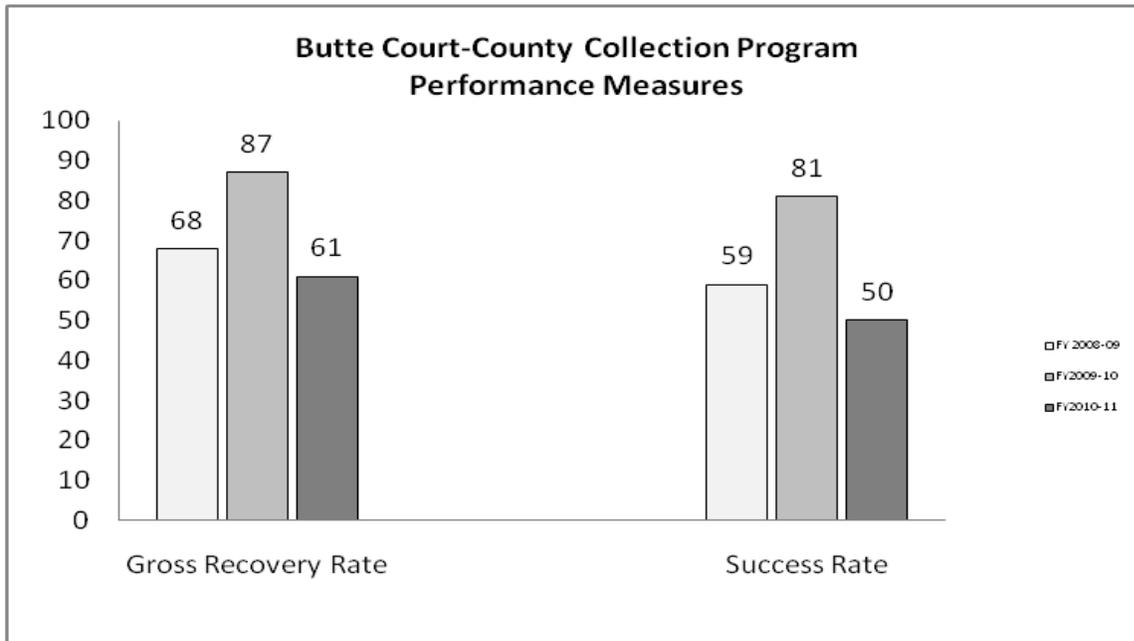
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Butte County and the Superior Court of Butte County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing 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, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$8,752,646 from 113,817 delinquent cases, with a total collection cost of \$807,719. The ending balance of \$76,066,113 in delinquent court-ordered debt represents 107,099 delinquent cases.

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



County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 61 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 26 percentage points less than the prior year. The program’s Success Rate of 50 percent exceeds the recommended 31 percent benchmark, but is 31 percentage points less than the prior year.

The Butte collection program acknowledges that both the Gross Recovery and Success Rate have decreased this fiscal year over the prior fiscal year. According to the program, this is due to a large increase in cases established during the reporting period, with a decrease in delinquent collections. It should be noted that the court’s financial numbers are not broken out as requested on the Collections Reporting Template due to limitations with retrieving information from the court’s case management system. For example, “delinquent” vs. “non-delinquent debt” cannot accurately be separated in the court’s case management system. This leads to some “non-delinquent” debt being reported in areas of the reporting template where only delinquent debt is requested. In addition, victim restitution and other justice related reimbursements cannot be separated from other payments.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Calaveras and Superior Court of Calaveras County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 45,602

Judges/Commissioners: 2/0.3

Program Overview

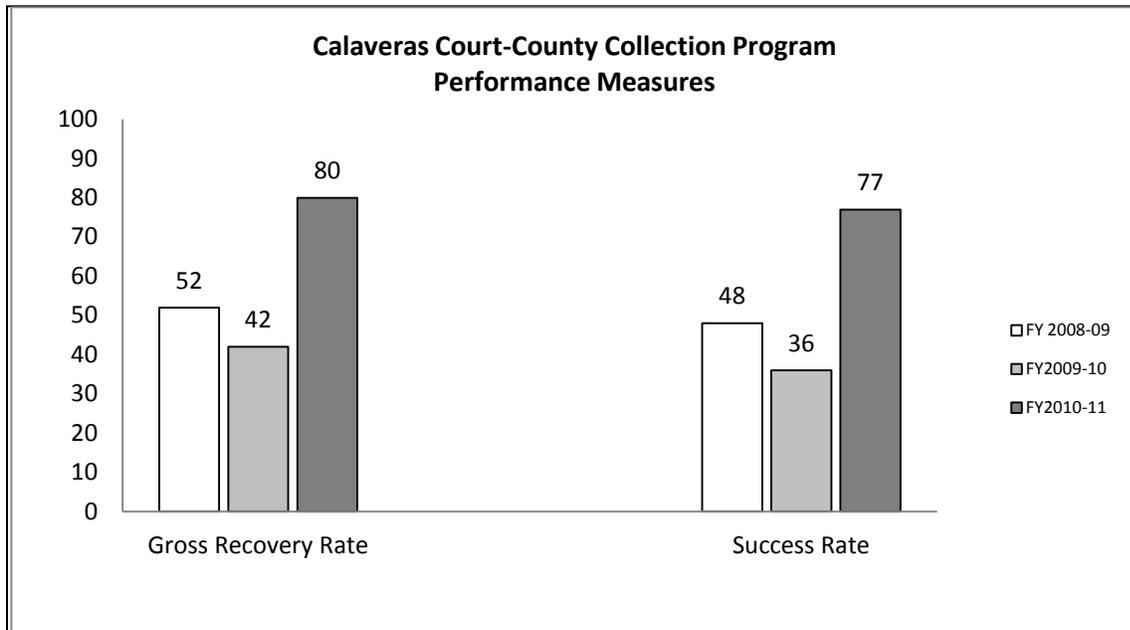
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Calaveras County and the Superior Court of Calaveras County. The court and county have not entered into a written memorandum of understanding (MOU), but its collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 21 of the 25 recommended collections best practices; numbers 1, 2, 9, and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$567,091 from 11,039 delinquent cases, with a total collection cost of \$142,327. The ending balance of \$8,811,336 in delinquent court-ordered debt represents 8,498 delinquent cases.

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



County of Calaveras and Superior Court of Calaveras County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has an 80 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 38 percentage points more than the prior year. The program's Success Rate of 77 percent exceeds the recommended 31 percent benchmark, and is 41 percentage points more than the prior year.

According to the Calaveras collection program, the increase in the Gross Recovery and Success Rates are due to successful collection efforts on older debt by the Franchise Tax Board.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 21,593

Judges/Commissioners: 2/0.3

Program Overview

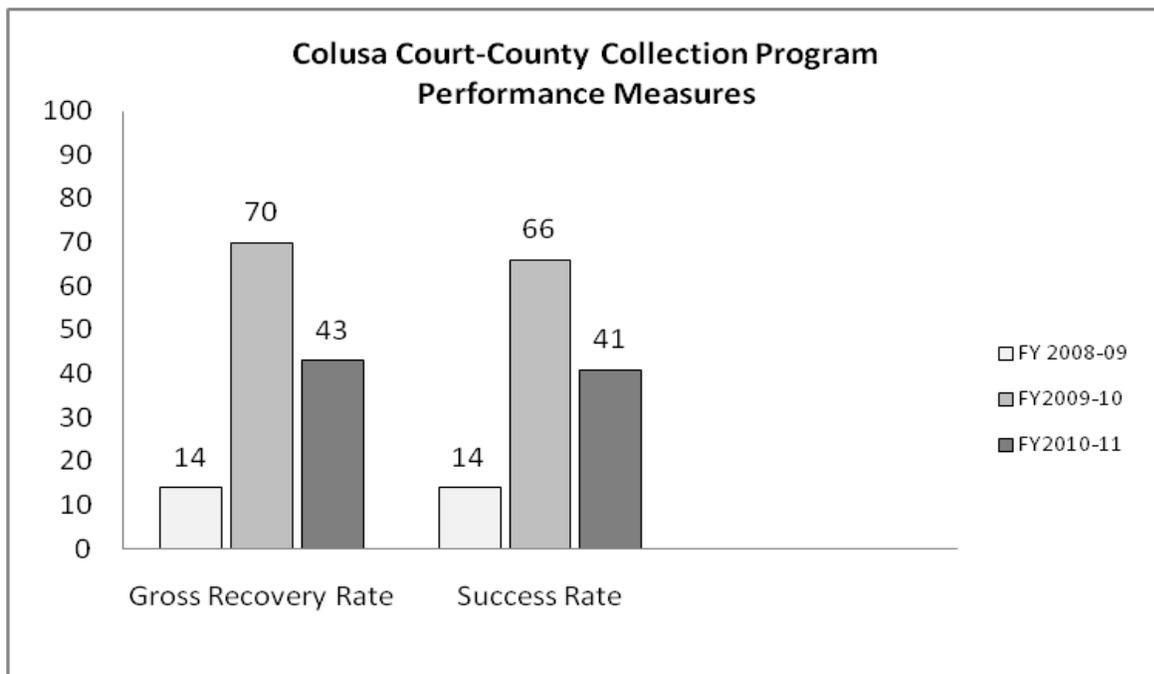
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Colusa County and the Superior Court of Colusa County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

- A contract with a private debt collector;
- A comprehensive collection program that includes 10 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 18 of the 25 recommended collections best practices; numbers 1, 2, 4, 7, 8, 9, and 12 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$557,802 from 10,662 delinquent cases, with a total collection cost of \$94,292. The ending balance of \$9,159,169 in delinquent court-ordered debt represents 10,104 delinquent cases.

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



County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 43 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 27 percentage points less than the prior year. The program's Success Rate of 41 percent exceeds the recommended 31 percent benchmark, but is 25 percentage points less than the prior year.

According to the Colusa collection program, beginning in FY 2011–2012, the court will participate in the Franchise Tax Board Court-Ordered Debt Collection Program via its agreement with Shasta Superior Court Collections. The program change will allow the court to utilize additional collections best practices to bolster both the Gross Recovery Rate (GRR) and Success Rate (SR).

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Contra Costa and Superior Court of Contra Costa County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 1,056,064

Judges/Commissioners: 39/8

Program Overview

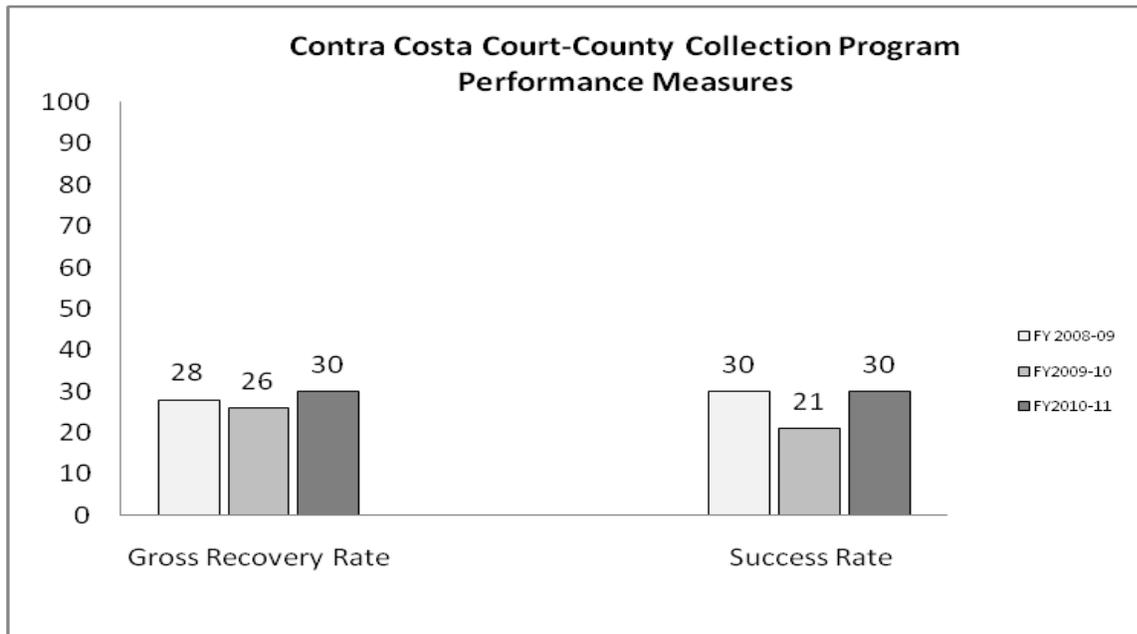
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Contra Costa County and the Superior Court of Contra Costa County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$17,806,993 from 334,907 delinquent cases, with a total collection cost of \$2,388,716. The ending balance of \$185,867,560 in delinquent court-ordered debt represents 261,734 delinquent cases.

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



County of Contra Costa and Superior Court of Contra Costa County Collections Program Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY2010–2011, the program has a 30 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, but is 4 percentage points more than the prior year. The program's current Success Rate is 30 percent. The program made strides in reaching the recommended 31 percent benchmark and believes it will reach 34 percent in FY 2011–2012. The rate is 9 percentage points more than the prior year.

In FY 2010–2011, the Contra Costa County Superior Court restructured Criminal procedures to ensure that proper collection efforts could be taken.

In FY 2010–2011, the Court implemented a civil assessment program that includes a *Trial by Declaration*, per Vehicle Code section 40902. The Court has also implemented an accounts receivable program managed by a private debt collector to allow more timely and effective communication.

In FY 2010–2011, the Court moved to a private debt collector for all collection efforts. The transition to this vendor has enhanced resources and improved the collection of court-ordered debt.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 28,594

Judges/Commissioners: 3/0.8

Program Overview

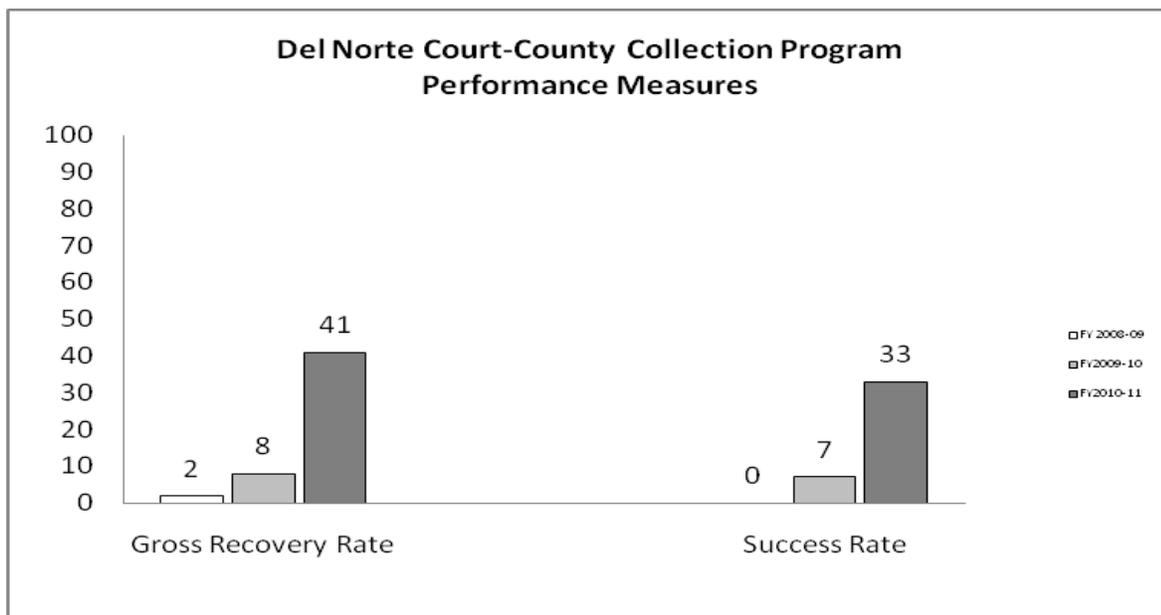
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Del Norte County and the Superior Court of Del Norte County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- A contract with a private debt collector;
- A comprehensive collection program that includes 10 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 22 of the 25 recommended collections best practices; numbers 4, 7, and 13 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$502,336 from 14,787 delinquent cases, with a total collection cost of \$92,935. The ending balance of \$10,376,889 in delinquent court-ordered debt represents 13,936 delinquent cases.

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



County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 41 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 33 percentage points more than the prior year. The program's Success Rate of 33 percent also exceeds the recommended 31 percent benchmark, and is 26 percentage points more than the prior year.

This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of El Dorado and Superior Court of El Dorado County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 180,682

Judges/Commissioners: 8/1

Program Overview

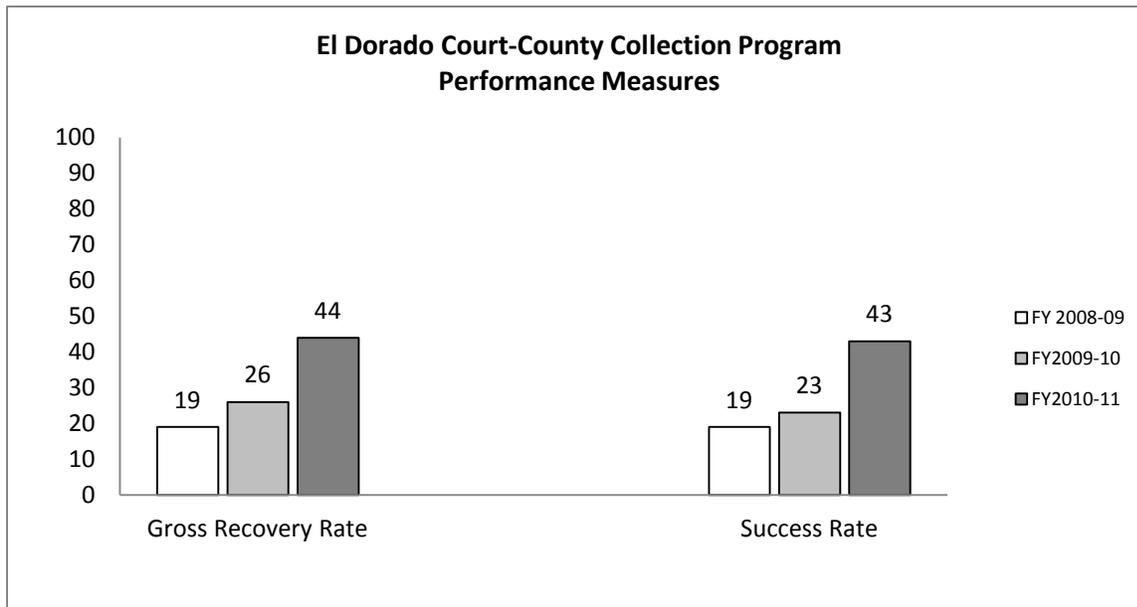
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between El Dorado County and the Superior Court of El Dorado County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 20 of the 25 recommended collections best practices; numbers 14, 21, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$2,945,599 from 29,936 delinquent cases, with a total collection cost of \$658,950. The ending balance of \$23,408,868 in delinquent court-ordered debt represents 26,343 delinquent cases.

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



County of El Dorado and Superior Court of El Dorado County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 44 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 43 percent exceeds the recommended 31 percent benchmark, and is 20 percentage points more than the prior year. The Court has been actively reviewing cases that have had little to no collection activity for several years and submitting these cases to the County to re-initiate collections on these debts. The Gross Recovery Rate and Success Rate have increased significantly due to increased referrals and success of the FTB collection programs for cases that have been referred over the past 2 years.

According to the El Dorado collection program, the court is unable to provide a breakdown of gross revenue collected for non-delinquent collections in the Court collection program, as their case management system is not able to identify delinquent amounts prior to referral to County Revenue Recovery. The court and county are currently considering the use of a private debt collector and will be exploring new techniques for data gathering, best practices and cost recovery to improve the collection program.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Fresno and Superior Court of Fresno County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 940,220

Judges/Commissioners: 46/7

Program Overview

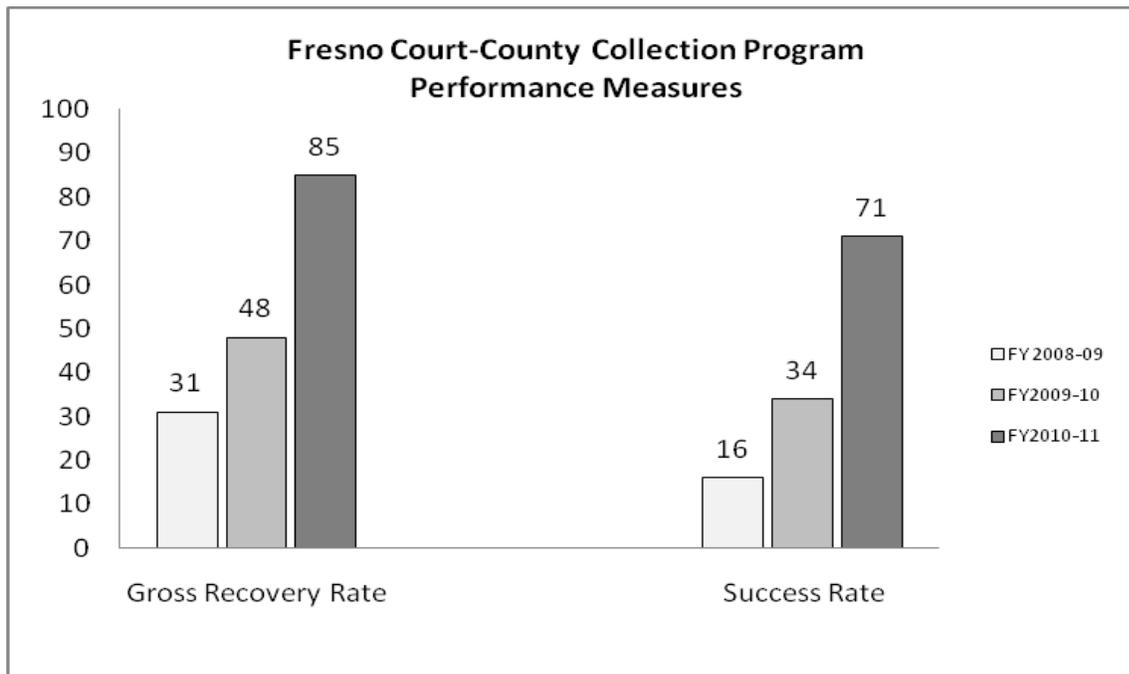
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Fresno County and the Superior Court of Fresno County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 21 of the 25 recommended collections best practices; numbers 1, 10, 12, and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$15,363,361 from 541,975 delinquent cases, with a total collection cost of \$2,153,349. The ending balance of \$303,228,560 in delinquent court-ordered debt represents 538,647 delinquent cases.

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



County of Fresno and Superior Court of Fresno County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has an 85 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 37 percentage points more than the prior year. The program’s Success Rate of 71 percent exceeds the recommended 31 percent benchmark, and is 37 percentage points more than the prior year. Due to an error in reporting in the case management system, resulted in the Gross Recovery Rate and the Success Rate being skewed. In order to accurately reflect the courts performance rates, adjustments¹ need to be subtracted to reflect an accurate Gross Recovery Rate of 53 percent and a Success Rate of 44 percent, as compared to last year's rates of 48 percent and 34 percent respectively.

According to the Fresno collection program, the court indicates that it has made major strides in increasing both the Gross Recovery Rate and the Success Rate. The court continues to increase gross collections over the previous fiscal year during a difficult economy. Improvement is attributed to the following: (1) a program implemented in May of 2009 allowing individuals to demonstrate good cause to waive the civil assessment while requiring that they first post the original bail amount and file a trial by written declaration to contest the underlying charges; (2) increased activity through placing driver’s license holds through the DMV and utilizing the Franchise Tax Board programs; (3) an increase in the number of cases referred to collections during the court’s transition to the new case management system; and (4) many cases that are ten years and older are being successfully collected through the court’s private debt collector and the Franchise Tax Board.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ - An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 28,273

Judges/Commissioners: 2/0.3

Program Overview

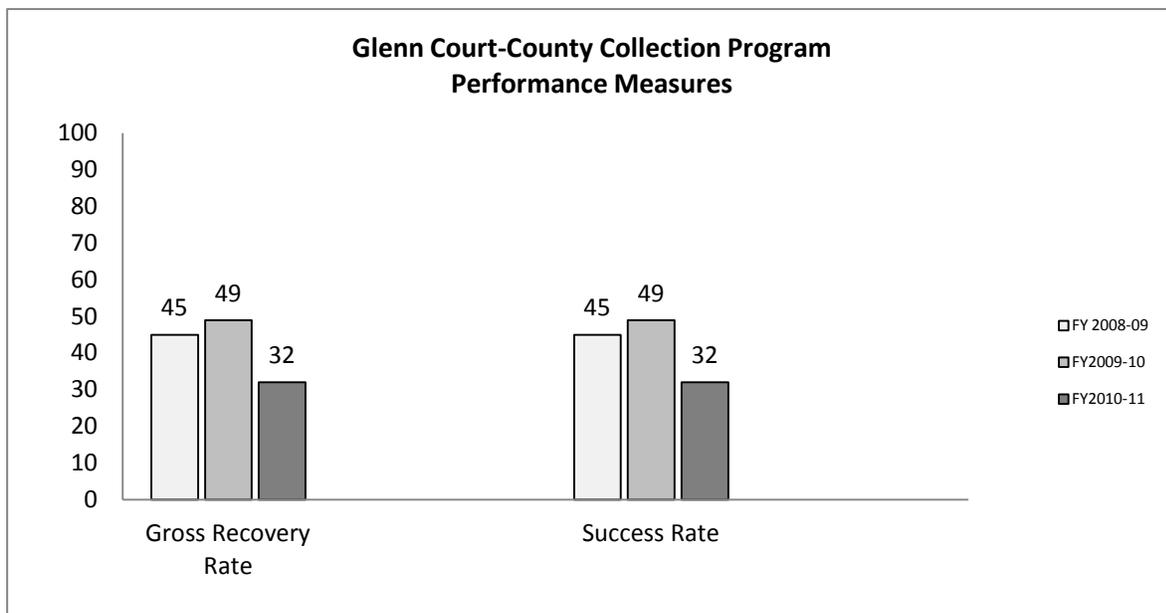
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Glenn County and the Superior Court of Glenn County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- An MOU with the Superior Court of Shasta County to provide collection services, and contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 4 and 16 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$896,609 from 13,103 delinquent cases, with a total collection cost of \$209,980. The ending balance of \$11,018,025 in delinquent court-ordered debt and represents 13,092 delinquent cases.

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



County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010-2011, the program has a 32 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 17 percentage points less than the prior year. The program's Success Rate of 32 percent, which exceeds the recommended 31 percent benchmark, but is 17 percentage points less than the prior year.

According to the Glenn collection program, the decrease is due in part to a significant amount of hard to collect delinquent fines being transferred to Shasta Superior Court's collections program. The collection program conducted in Shasta explores all collection options prior to writing off uncollectable accounts. The total revenue collected is a 5.5 percent increase over the revenue collected in the prior year, which is an accomplishment in these tough economic times.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 135,263

Judges/Commissioners: 7/1

Program Overview

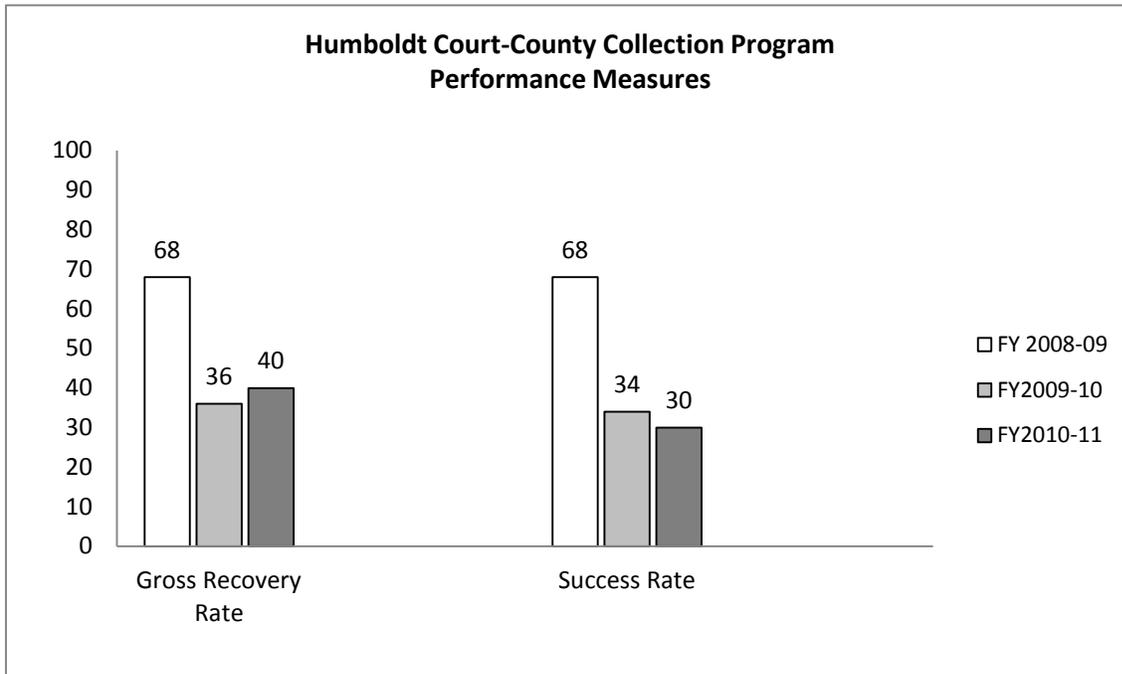
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Humboldt County and the Superior Court of Humboldt County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$3,624,697 from 150,713 delinquent cases, with a total collection cost of \$564,763. The ending balance of \$87,770,211 in delinquent court-ordered debt represents 96,425 delinquent cases.

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



County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 40 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 30 percent does not meet the recommended 31 percent benchmark, and is 4 percentage points less than the prior year.

According to the Humboldt collection program, of the 8,902 new cases established in FY 2010–2011, 4347 were not submitted to either FTB or a private debt collector. These cases date back as far as 2008. The majority of these cases were previously referred to Humboldt County Revenue Recovery late in the fiscal year and, therefore, impact the program's Success Rate. The status regarding the collection of these cases will be reported in the next years report.

The Humboldt collection program's Gross Recovery Rate increase was attributable to activities relating to the Discharge of Accountability and the removal of cases that were paid in full. The collection program reported \$1,938,908 as adjustments¹. \$1,333,499 was attributable to cases in which there was a Discharge of Accountability. Cases for which errors were previously reported totaled \$536,278, which may be also attributable to the increase in the Gross Recovery Rate. Humboldt County's program also removed paid in full accounts from its case counts in FY 2010–2011, which have attributed to an increase in the program's Gross Recovery Rate.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Imperial and Superior Court of Imperial County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 176,258

Judges/Commissioners: 10/1.4

Program Overview

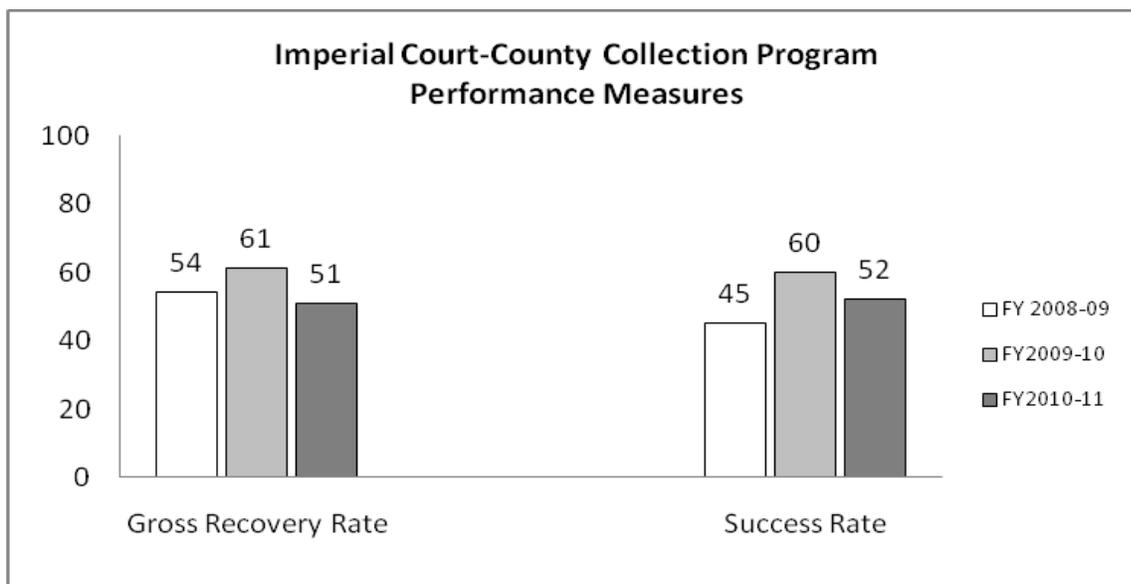
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Imperial County and the Superior Court of Imperial County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- An 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, and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$4,949,773 from 112,248 delinquent cases, with a total collection cost of \$1,154,813. The ending balance of \$44,812,165 in delinquent court-ordered debt represents 91,817 delinquent cases.

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



County of Imperial and Superior Court of Imperial County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 51 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 10 percentage points less than the prior year. The program's Success Rate of 52 percent exceeds the recommended 31 percent benchmark, but is 8 percentage points less than the prior year.

According to the Imperial collection program, the decrease in the Gross Recovery Rate was expected, as the court referred a large volume of aged cases to collection agencies resulting in high FY 2009–2010 collections. This spiked the recovery rate in FY 2009–2010. The current year recovery rate is similar to FY 2008–2009.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Inyo and Superior Court of Inyo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 18,525

Judges/Commissioners: 2/0.3

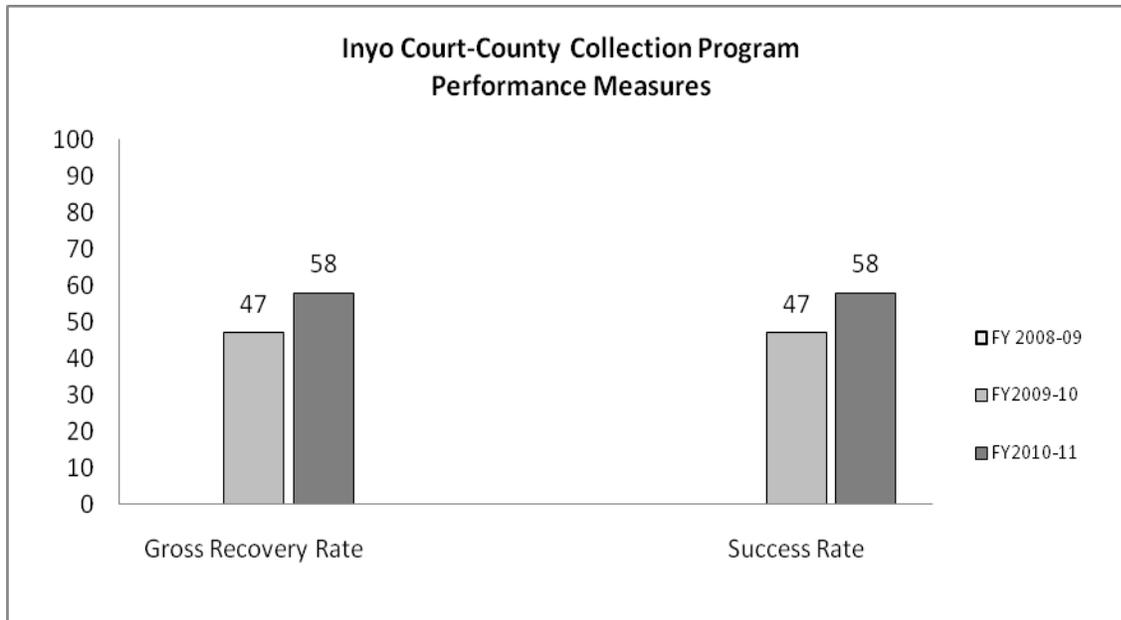
Program Overview

As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Inyo County and the Superior Court of Inyo County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$606,614 from 8,335 delinquent cases, with a total collection cost of \$69,192. The ending balance of \$6,918,897 in delinquent court-ordered debt represents 1,364 delinquent cases.



The Inyo collection program’s Gross Recovery Rate and Success Rate were less than 1 percent in FY 2008–2009; however, the chart above shows the program’s performance for the past two fiscal years.

County of Inyo and Superior Court of Inyo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 11 percentage points more than the prior year. The program's Success Rate of 58 percent exceeds the recommended 31 percent benchmark, and is 11 percentage points more than the prior year.

According to the Inyo collection program, the Gross Recovery Rate and Success Rate are likely to increase in the future due to planned actions to improve collections. The program will soon include a procedure for discharge of accountability of qualifying cases. In addition, old criminal cases that were not previously included in the accounts receivable system for collection action are being reviewed and will be transferred to the Court Collections program.

This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Kern and Superior Court of Kern County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 846,883

Judges/Commissioners: 39/7

Program Overview

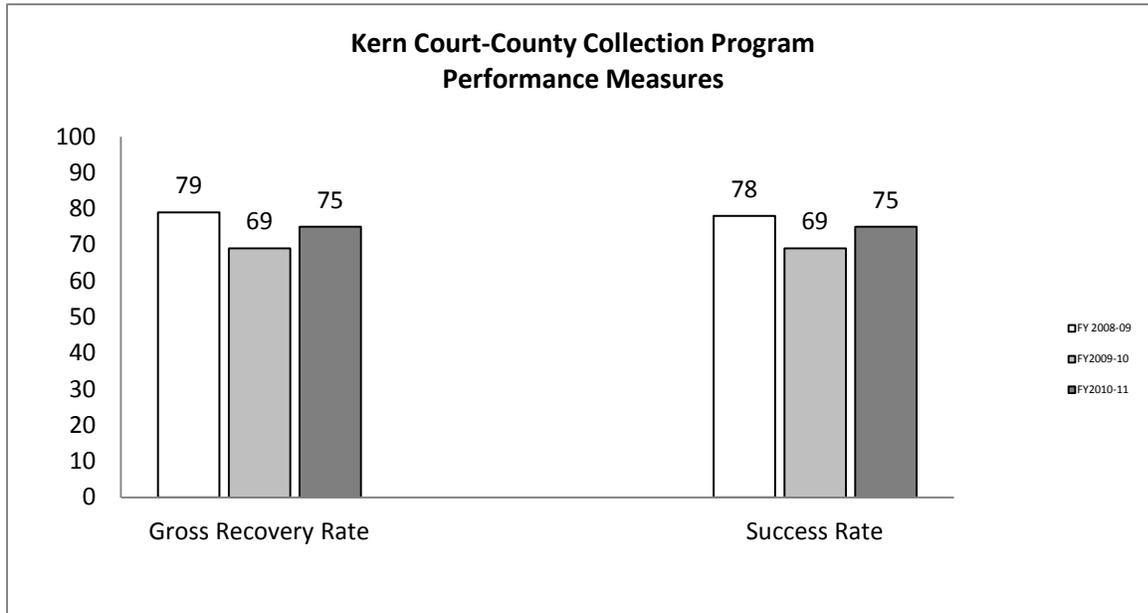
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Kern County and the Superior Court of Kern County. The court and county have entered into a written memorandum of understanding (MOU), and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and phone credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 10, 12, 14, 23, 24, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$22,350,731 from 191,542 delinquent cases, with a total collection cost of \$3,825,221. The ending balance of \$74,134,779 in delinquent court-ordered debt represents 152,894 delinquent cases.

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



County of Kern and Superior Court of Kern County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 75 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 75 percent exceeds the recommended 31 percent benchmark, and is 6 percentage points more than the prior year.

According to the Kern collection program, even though it would appear from the percentage rates over the last few years that the Collections Program has experienced significant decreases and increases in the Gross Recovery Rate and Success Rate, the revenue (payments) shows a different pattern.

The revenue collected in FY 2009–2010 was 7 percent higher than FY 2008–2009, and FY 2010–2011 was 12 percent higher than FY 2009–2010. However, because the collection program experienced a 14 percent increase in cases established in FY 2009–2010, due to legislatively mandated fee increases and an increase in traffic filings, the Gross Recovery Rate and Success Rate decreased in FY 2009–2010, but increased in FY 2010–2011.

This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Kings and Superior Court of Kings County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 153,365

Judges/Commissioners: 8/1.5

Program Overview

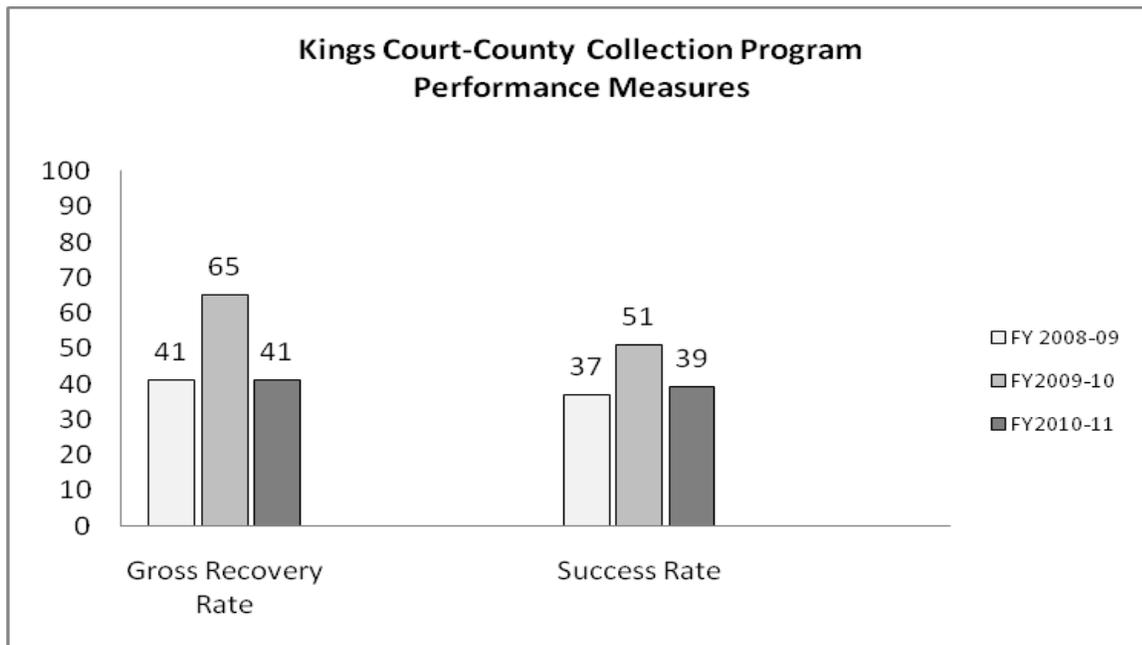
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Kings County and the Superior Court of Kings County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program, and a private debt collector;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$ 2,254,528 from 49,698 delinquent cases, with a total collection cost of \$379,421. The ending balance of \$31,818,128 in delinquent court-ordered debt represents 46,526 delinquent cases.

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



County of Kings and Superior Court of Kings County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010-2011, the program has a 41 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 24 percentage points less than the prior year. The program's Success Rate of 39 percent also exceeds the recommended 31 percent benchmark, and is 12 percentage points less than the prior year.

This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Lake and Superior Court of Lake County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 64,784

Judges/Commissioners: 4/08

Program Overview

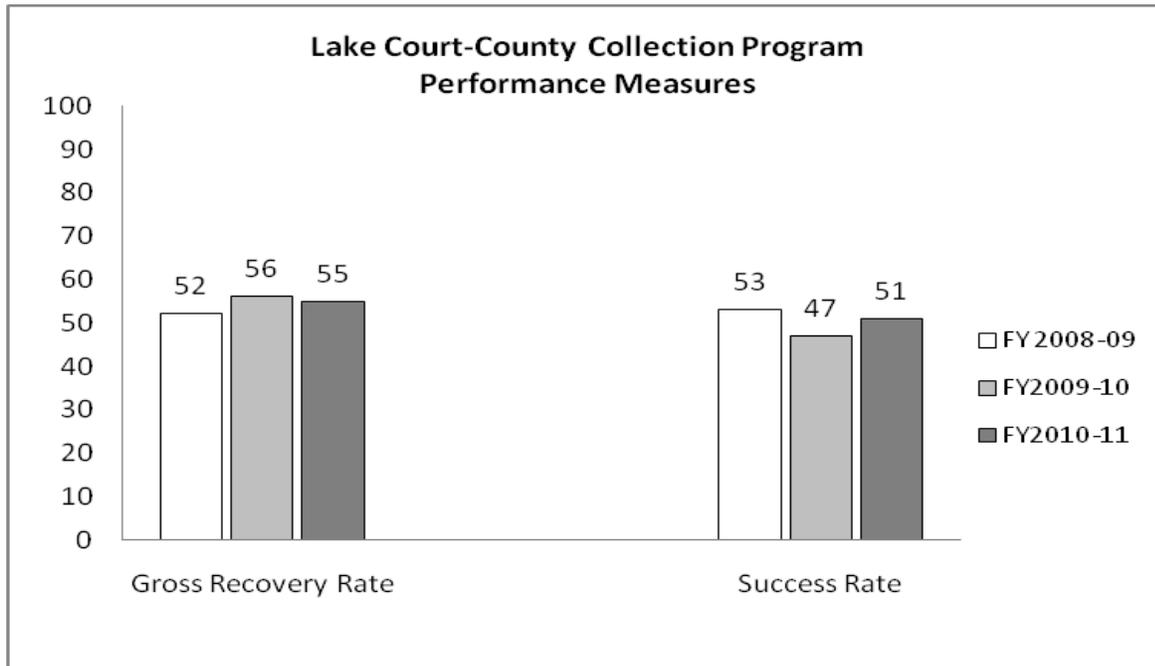
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Lake County and the Superior Court of Lake County. The court and county have not entered into an updated written memorandum of understanding (MOU), but the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 1 and 10 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$1,633,092 from 55,535 delinquent cases, with a total collection cost of \$214,949. The ending balance of \$29,723,082 in delinquent court-ordered debt represents 35,757 delinquent cases.

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



County of Lake and Superior Court of Lake County Collections Program Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 55 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 1 percentage point less than the prior year. The program's Success Rate of 51 percent also exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

According to the Lake collection program, both the Gross Recovery Rate and Success Rate are influenced by a reduction in court referrals and adjustments¹ over the prior year. Specifically, the value of cases referred to the county in FY 2010–2011 declined by 30 percent, or \$889,000 over FY 2009–2010, due to a catch-up effort by the court following the implementation of the case management interface. There was also a \$487,000 decline in adjustments associated with fewer probation write-offs. Overall, revenues remained stable over the prior year. In addition, the collection program engaged a private debt collector to actively address old and hard-to-collect accounts.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 34,557

Judges/Commissioners: 2/0.3

Program Overview

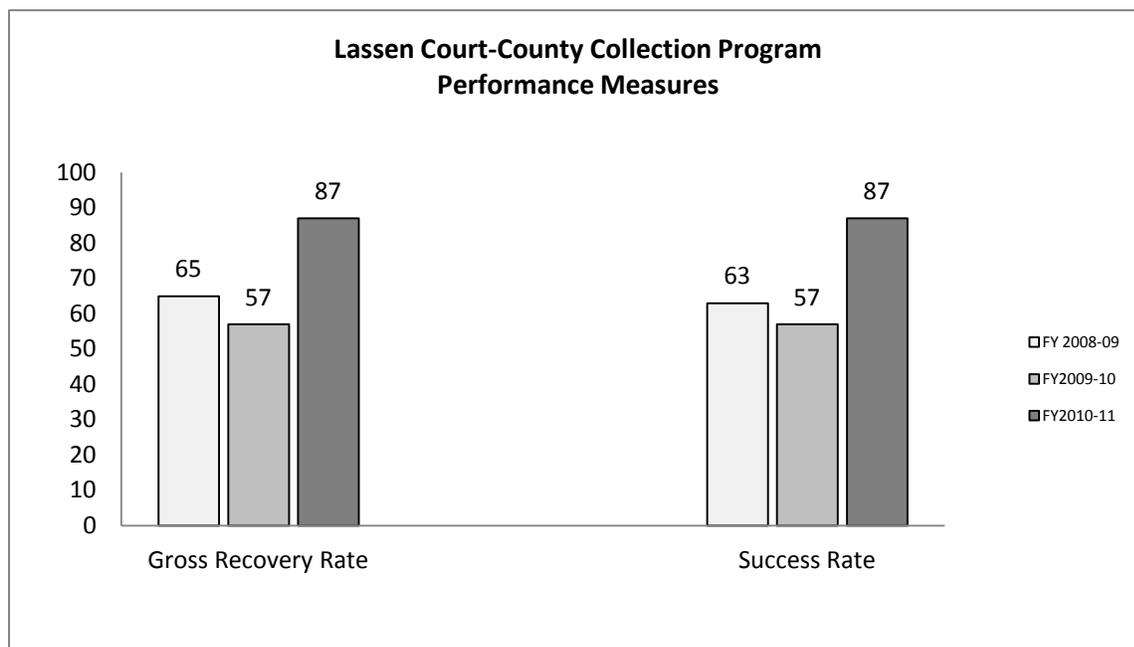
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Lassen County and the Superior Court of Lassen County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- An MOU with the Superior Court of Shasta County to provide collection services, a contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program, and with a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 21 of the 25 recommended collections best practices; numbers 4, 8, 11, and 12 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$721,673 from 12,443 delinquent cases, with a total collection cost of \$215,119. The ending balance of \$9,401,290 in delinquent court-ordered debt represents 10,461 delinquent cases.

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



County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has an 87 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 30 percentage points more than the prior year. The program's Success Rate of 87 percent also exceeds the recommended 30 percent benchmark, and is 30 percentage points more than the prior year.

According to the Lassen collection program, the court had a full year of operation with the Shasta Superior Court Collections Program. The partnership with Shasta Superior Court Collections program resulted in the Lassen Superior Court's increase in the Gross Recovery Rate as well as its implementation of the Franchise Tax Board-Court Ordered Debt program. The county program experienced some difficulty in reporting restitution collection fees last year, resulting in incorrect balances carried forward from FY 2009–2010. The county reports an increased budget should assist with improved programming to meet the reporting requirements.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 9,858,989

Judges/Commissioners: 455/131.3

Program Overview

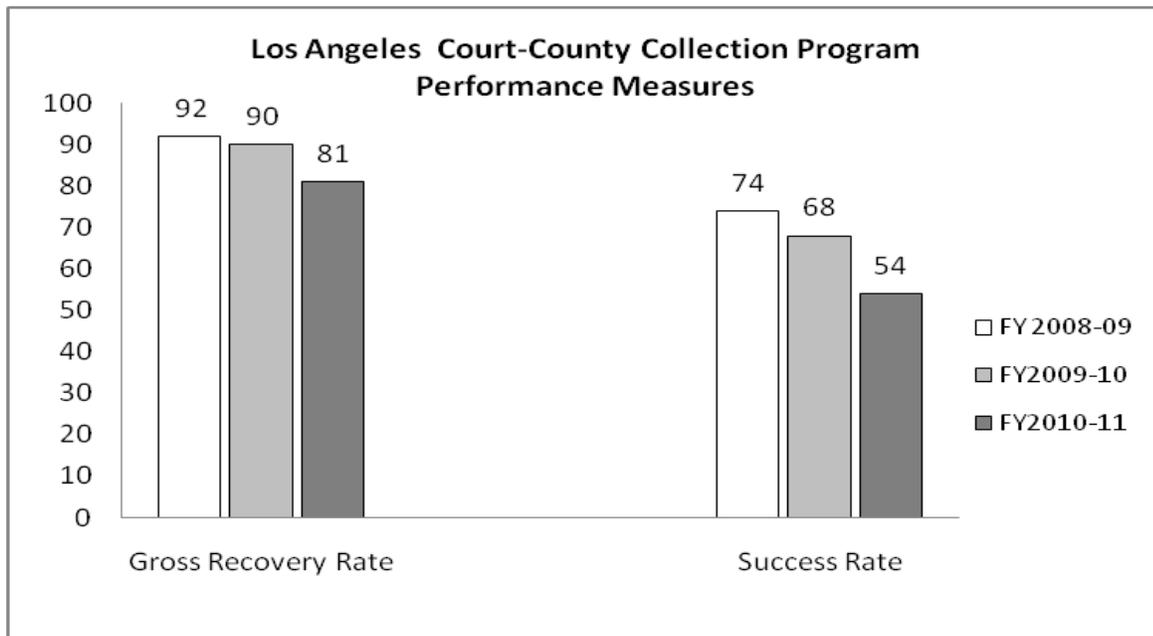
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Los Angeles County and the Superior Court of Los Angeles County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing 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). The Los Angeles Superior Court and Los Angeles County Probation department are separate stand alone collections programs.

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$111,653,529 from 2,435,315 delinquent cases, with a total collection cost of \$22,996,088. The ending balance of \$2,045,564,531 in delinquent court-ordered debt represents 1,976,668 delinquent cases.

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



County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has an 81 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 9 percentage points less than the prior year. The program's Success Rate of 54 percent exceeds the recommended 31 percent benchmark, but is 14 percentage points less than the prior year.

According to the Los Angeles collection program, the decrease in the overall Gross Recovery Rate and Success Rate is primarily attributable to a decrease in adjustments¹ and a decrease in Probation Department collections. The amount of adjustments reported reflects a decrease of 19 percent in comparison to the prior fiscal year. Probation collections have trended to an overall decrease of 68 percent from FY 2008–2009 through FY 2010–2011. In contrast, the Los Angeles Superior Court collections have trended to an overall increase of 13 percent from FY 2008–2009 through FY 2010–2011.

This report contains information jointly reported by the court and county in the Judicial Council's Collections Reporting Template, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Madera and Superior Court of Madera County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 150,749

Judges/Commissioners: 10/0.3

Program Overview

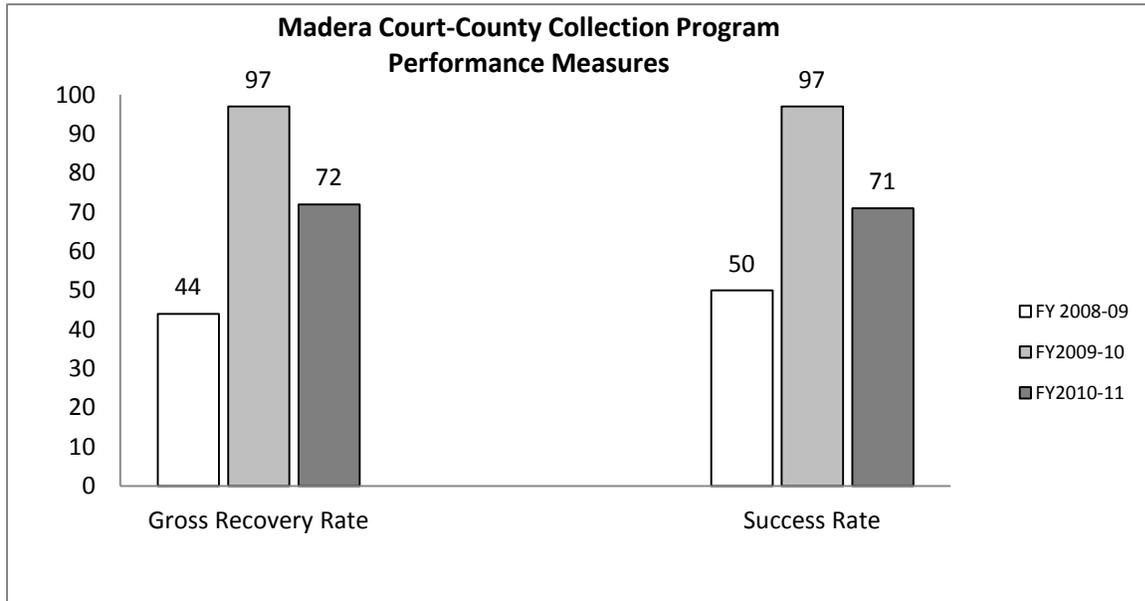
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Madera County and the Superior Court of Madera County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$2,856,159, from 141,868 delinquent cases, with a total collection cost of \$176,575. The ending balance of \$81,480,976 in delinquent court-ordered debt represents 128,616 delinquent cases.

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



County of Madera and Superior Court of Madera County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 72 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 25 percentage points less than the prior year. The program's Success Rate of 71 percent exceeds the recommended 31 percent benchmark, but is 26 percentage points less than the prior year.

According to the Madera collection program, the decline in revenue could be attributed to the economy and old accounts.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Marin and Superior Court of Marin County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 252,279

Judges/Commissioners: 10/4.5

Program Overview

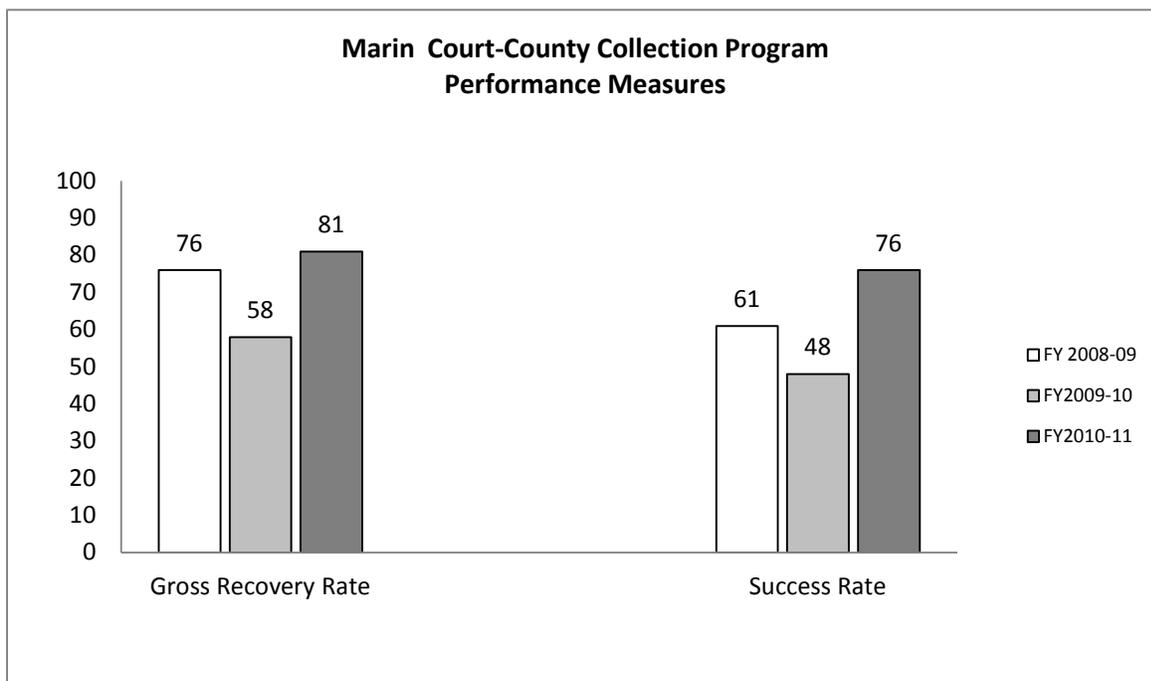
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Marin County and the Superior Court of Marin County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$3,326,386 from 24,341 delinquent cases, with a total collection cost of \$1,112,118. The ending balance of \$16,103,261 in delinquent court-ordered debt represents 18,389 delinquent cases. The ending balance excludes adjustments of \$1,196,858.

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



County of Marin and Superior Court of Marin County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has an 81 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 76 percent exceeds the recommended 31 percent benchmark, and is 28 percentage points more than the prior year.

According to the Marin collection program, the Gross Recovery Rate and Success Rate increase reflects a return to normal from FY 2009–2010, when an abnormal decrease in rates was caused by the first-time addition of a backlog of 3,238 criminal cases, totaling \$2,897,750, with cases as old as 1989. Previously, the collections program included only traffic cases. Marin's collection program is in its fourth full year of operation and has experienced a 10 percent increase in collections from the prior fiscal year. The court implemented a new case management system for traffic cases and a civil assessment program. The collection program recently contracted with a private debt collector, which will be reported next fiscal year.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Mariposa and Superior Court of Mariposa County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 18,261

Judges/Commissioners: 2/3

Program Overview

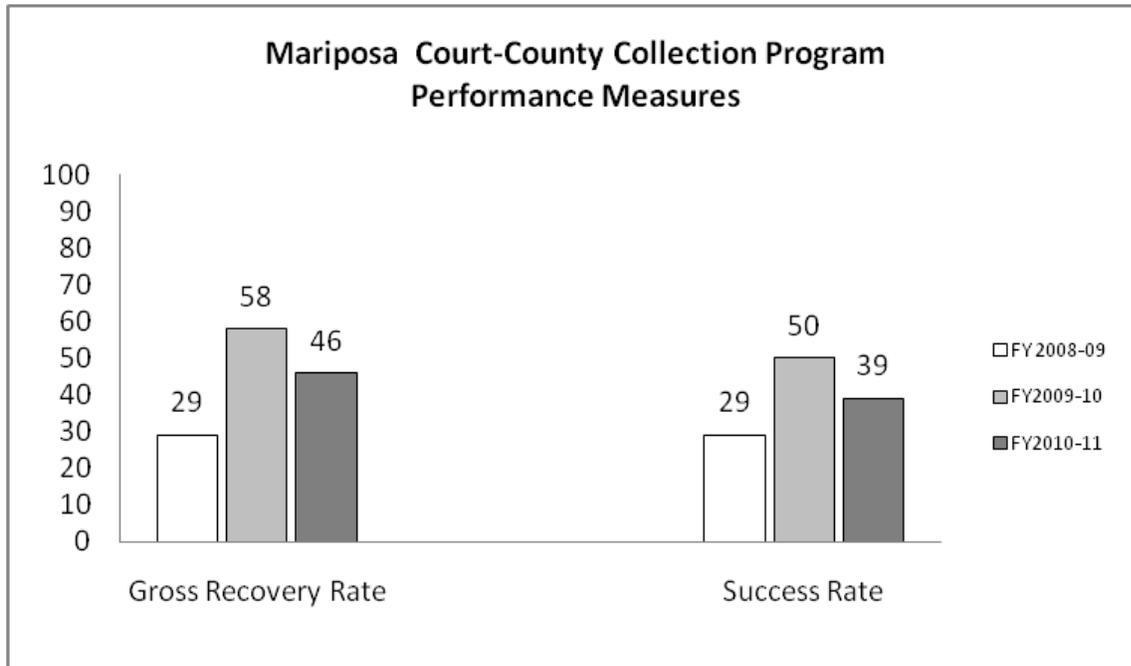
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Mariposa County and the Superior Court of Mariposa County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$274,402 from 3,501 delinquent cases, with a total collection cost of \$98,579. The ending balance of \$3,275,844 in delinquent court-ordered debt represents 2,486 delinquent cases.

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



County of Mariposa and Superior Court of Mariposa County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 46 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 12 percentage points less than the prior year. The program's Success Rate of 39 percent exceeds the recommended 31 percent benchmark, but is 11 percentage points less than the prior year.

According to the Mariposa collection program, they are continuing to enhance collection efforts. In FY 2009–2010, the County Revenue and Recovery completed its first year of participation in the Franchise Tax Board's Court-Ordered Debt program. In addition, the court instituted a collection program for failure-to-pay cases and submitted cases to the County Revenue and Recovery program for collections. The decrease in the Success Rate and Gross Recovery Rate, as reflected in the bar chart, are due to the increasing high volume of referrals, creating a backlog in which system processing is unable to keep up with demand.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Mendocino and Superior Court of Mendocino County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 88,197

Judges/Commissioners: 8/0.4

Program Overview

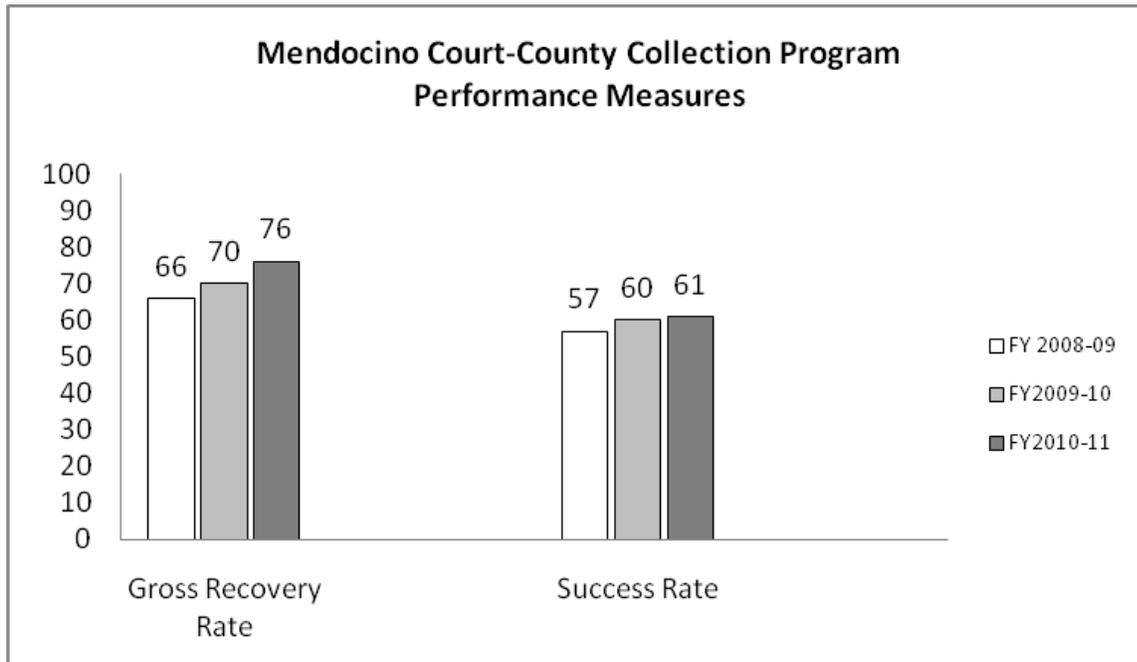
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Mendocino County and the Superior Court of Mendocino County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$4,375,946 from 42,857 delinquent cases, with a total collection cost of \$777,931. The ending balance of \$34,633,803 in delinquent court-ordered debt represents 32,368 delinquent cases.

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



County of Mendocino and Superior Court of Mendocino County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 76 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 61 percent exceeds the recommended 31 percent benchmark, and is 1 percentage point more than the prior year.

According to the Mendocino collection program, the Gross Recovery Rate and Success Rate show an increase over the prior fiscal year due to a net increase in adjustments¹ of \$561,594 from discharge of accountability.

This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Merced and Superior Court of Merced County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 255,399

Judges/Commissioners: 11/3

Program Overview

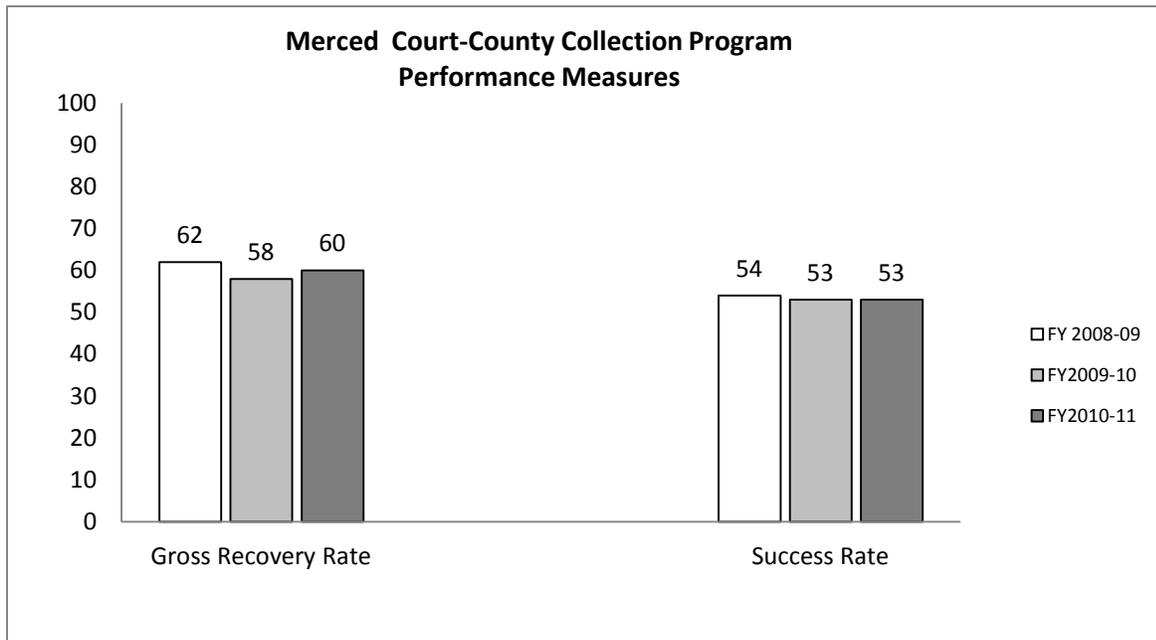
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Merced County and the Superior Court of Merced County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$6,893,049 from 134,092 delinquent cases, with a total collection cost of \$2,237,008. The ending balance of \$82,700,256 in delinquent court-ordered debt represents 114,205 delinquent cases.

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



County of Merced and Superior Court of Merced County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 60 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 2 percentage points more than the prior year. The program's Success Rate of 53 percent exceeds the recommended 31 percent benchmark, and is unchanged from the prior year.

According to the Merced collection program, they are continually refining their business process to ensure best practices are used to enhance timely collection of court-ordered debt. The program works closely with justice partners to identify areas of improvement. On July 1, 2010, the Court began collecting on all newly-delinquent traffic cases, which resulted in fewer cases being referred to the County Revenue and Recovery. The program also cites high unemployment and foreclosure rates as hindrances to collecting court-ordered debt.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Modoc and Superior Court of Modoc County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 9,666

Judges/Commissioners: 2/0.3

Program Overview

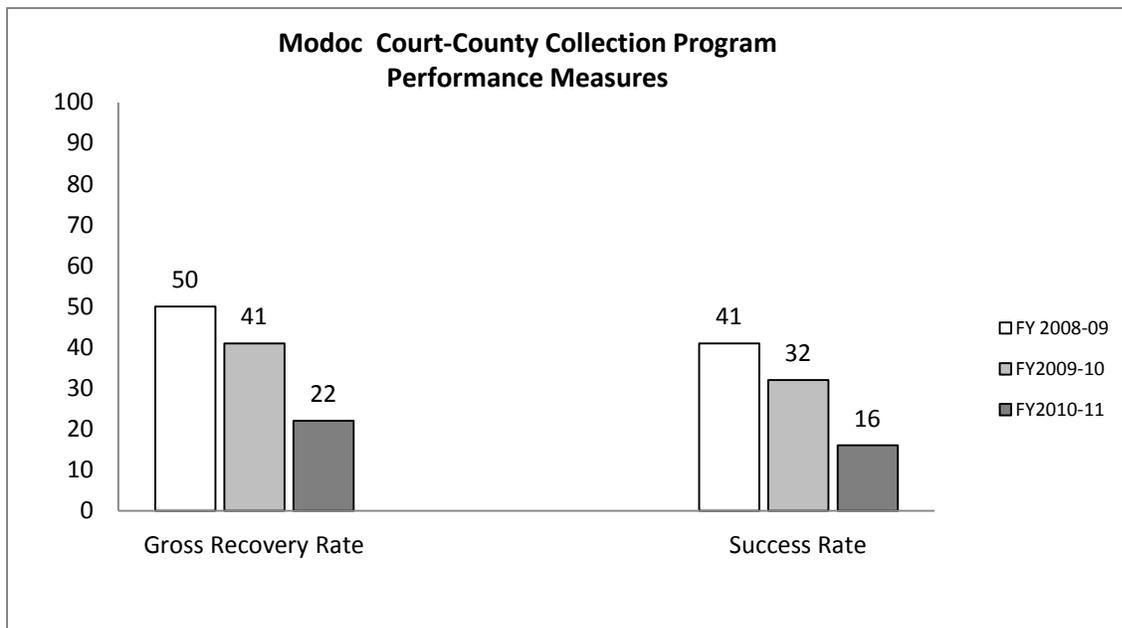
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Modoc County and the Superior Court of Modoc County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$145,983 from 2,382 delinquent cases (\$136,763 by the Court; \$7,731 by the vendor; and \$1,489 by FTB), with a total collection cost of \$68,347. The ending balance of \$1,888,360 in delinquent court-ordered debt represents 1,396 delinquent cases.

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



County of Modoc and Superior Court of Modoc County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 22 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 19 percentage points less than the prior year. The program's Success Rate of 16 percent does not meet the recommended 31 percent benchmark, and is 16 percentage points less than the prior year.

According to the Modoc collection program, despite the decrease in the Gross Recovery Rate and Success Rate, the program is running well. In April 2010, the court entered into an MOU with a new private debt collector and all cases were transferred to the new vendor at the beginning of the fiscal year. However, the transfer of cases to the new vendor may have impacted the ability to collect. The court will continue to monitor the effectiveness of the vendor and, if necessary, make changes next year. The court recently began negotiations with the county to begin collecting victim restitution and is in the process of establishing collection procedures with their new private debt collector.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Mono and Superior Court of Mono County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 14,160

Judges/Commissioners: 2/0.3

Program Overview

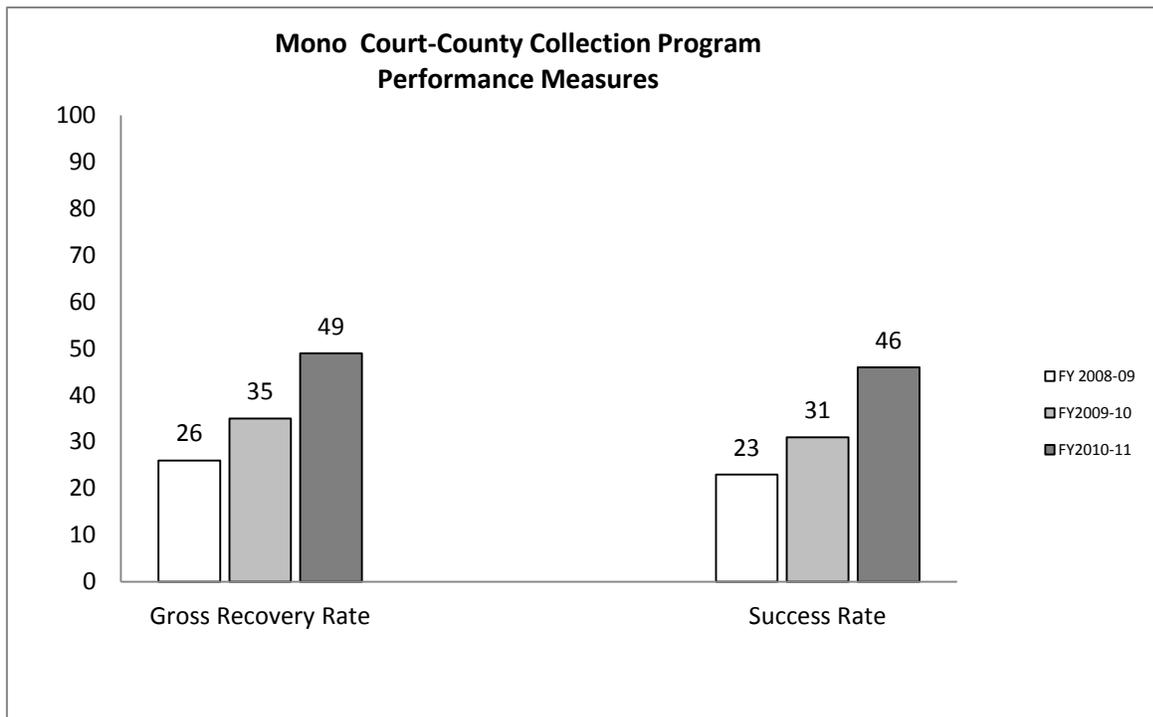
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is currently being handled by the Superior Court of Mono County. The court and county have not entered into a written memorandum of understanding (MOU) for the collection of delinquent court-ordered debt and have not implemented a comprehensive collections program. The collection program includes the following:

- Compliance with 8 of the 25 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 2010–2011, the program collected \$206,147 from 1,840 delinquent cases. The ending balance of \$598,884 in delinquent court-ordered debt represents 1,118 delinquent cases.

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



County of Mono and Superior Court of Mono County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 49 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 46 percent exceeds the recommended 31 percent benchmark, and is 15 percentage points more than the prior year.

This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Monterey and Superior Court of Monterey County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 415,108

Judges/Commissioners: 21/3

Program Overview

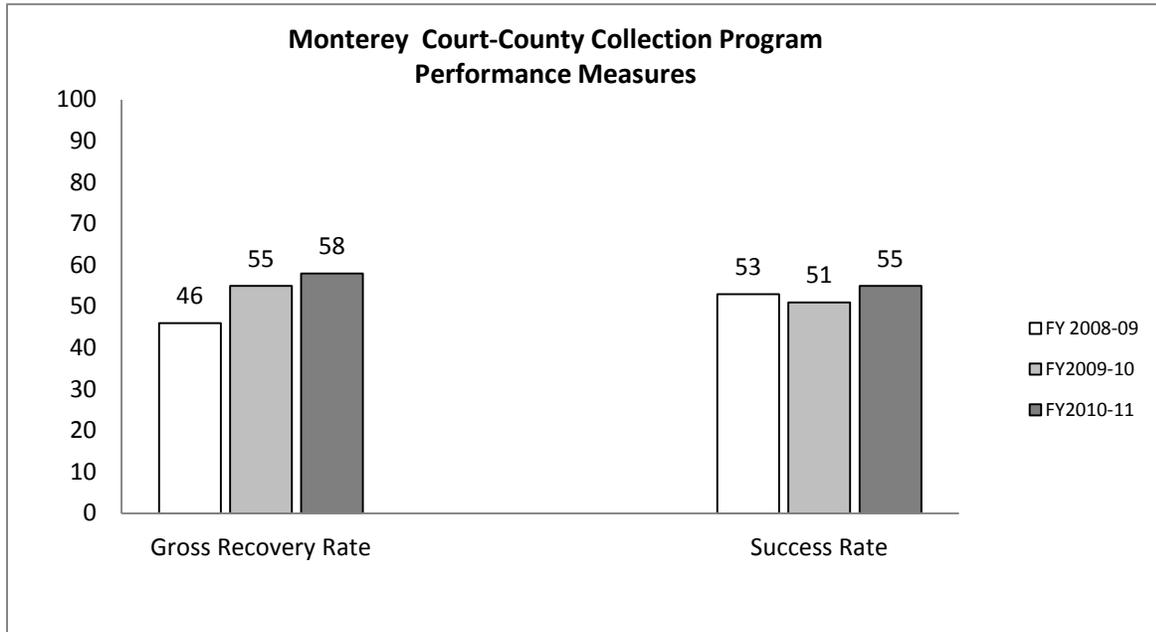
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Monterey County and the Superior Court of Monterey County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$12,050,910, from 362,511 delinquent cases, with a total collection cost of \$2,812,400. The ending balance of \$128,014,516 in delinquent court-ordered debt represents 337,312 delinquent cases.

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



County of Monterey and Superior Court of Monterey County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 58 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 55 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

According to the Monterey collection program, the County Revenue Division experienced a significant increase in its traffic inventory due to excellent skip tracing, and as a result increased collections by over \$1.6 million from the previous fiscal year. It also decreased its cost of collections. The County reports the increase in the Gross Recovery Rate and Success Rate are due to the increase in traffic inventory.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Napa and Superior Court of Napa County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 137,639

Judges/Commissioners: 6/2

Program Overview

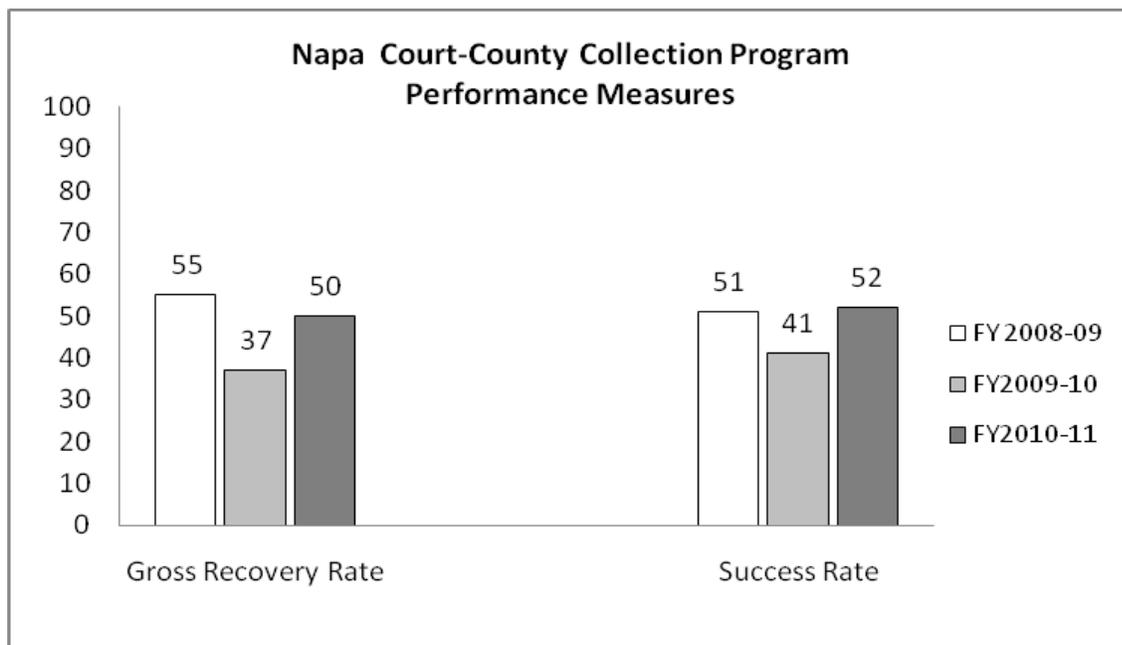
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Napa County and the Superior Court of Napa County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program, and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 8 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$3,828,668 from 53,445 delinquent cases, with a total collection cost of \$642,996. The ending balance of \$43,806,640 in delinquent court-ordered debt represents 49,010 delinquent cases.

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



County of Napa and Superior Court of Napa County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 50 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 52 percent exceeds the recommended 31 percent benchmark, and is 11 percentage points more than the prior year.

According to the Napa collection program, the Gross Recovery Rate and Success Rate increases are due to fewer referrals, more delinquent payments, and fewer adjustments¹.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 99,111

Judges/Commissioners: 6/1.6

Program Overview

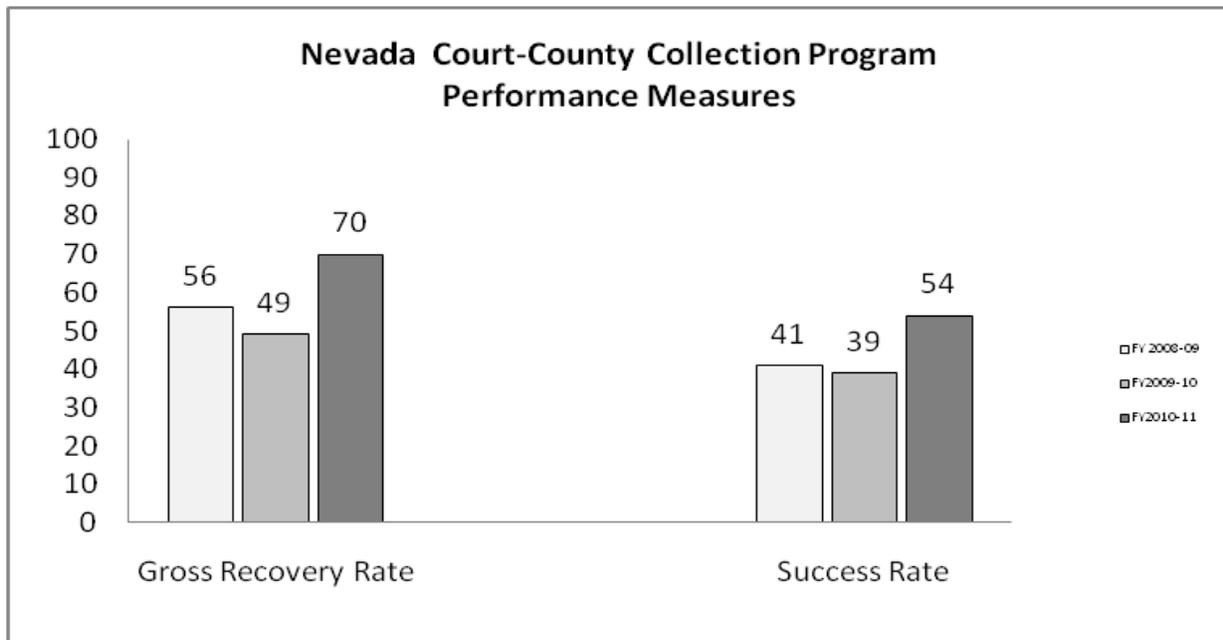
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Nevada County and the Superior Court of Nevada County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$1,397,127 from 35,895 delinquent cases, with a total collection cost of \$252,156. The ending balance of \$21,667,672 in delinquent court-ordered debt represents 31,842 delinquent cases.

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



County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 70 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 21 percentage points more than the prior year. The program's Success Rate of 54 percent exceeds the recommended 31 percent benchmark, and is 15 percentage points more than the prior year.

According to the Nevada collection program, the program's effectiveness has improved even though the court has reduced staff. The total number and value of cases referred to collections decreased during the year, and the gross recovery of delinquent accounts remained somewhat flat; however, the success rate improved.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Orange and Superior Court of Orange County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 3,008,855

Judges/Commissioners: 118/27

Program Overview

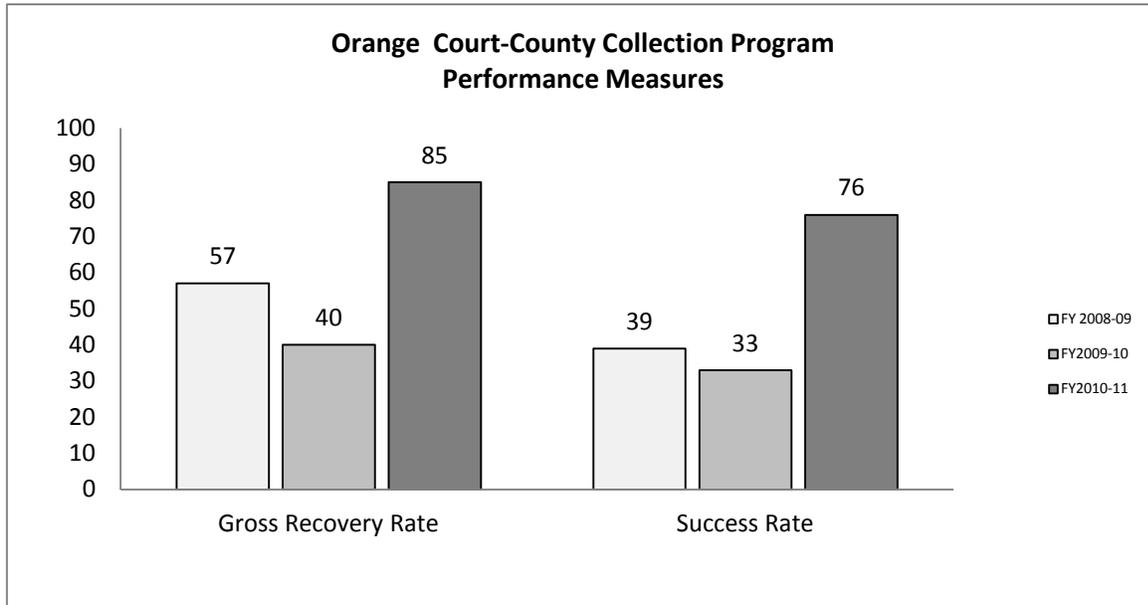
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Orange County and the Superior Court of Orange County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and two private debt collectors;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 24 of the 25 recommended collections best practices; number 12 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$42,930,202 from 503,499 delinquent cases, with a total collection cost of \$5,043,174. The ending balance of \$311,047,127 in delinquent court-ordered debt represents 358,882 delinquent cases.

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



County of Orange and Superior Court of Orange County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has an 85 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 45 percentage points more than the prior year. The program's Success Rate of 76 percent also exceeds the recommended 31 percent benchmark, and is 43 percentage points more than the prior year.

According to the Orange collection program, in FY 2010–2011, referrals to Collections decreased 56 percent, while the amount collected increased 26 percent, as compared to FY 2009–2010. The program attributes this success to improvements in noticing, increases in dialer campaigns, its new practice of contacting debtors directly in a more timely manner, and its ability to collect on cases prior to becoming delinquent. This has allowed them to close out cases more quickly and reduce referrals.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 352,380

Judges/Commissioners: 12/4.5

Program Overview

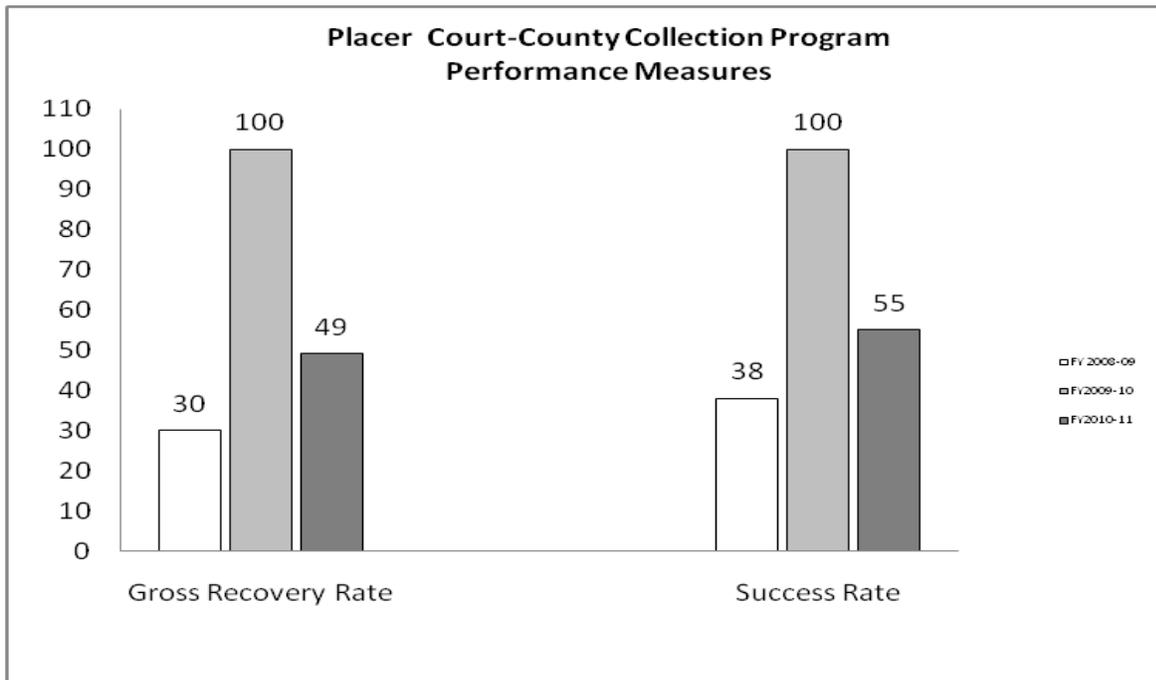
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Placer County and the Superior Court of Placer County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$9,791,054 from 139,142 delinquent cases, with a total collection cost of \$1,923,309. The ending balance of \$82,843,902 in delinquent court-ordered debt represents 114,397 delinquent cases.

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



County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 49 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 51 percentage points less than the prior year. The program's Success Rate of 55 percent exceeds the recommended 31 percent benchmark, but is 45 percentage points less than the prior year.

According to the Placer collection program, the decrease to the Gross Recovery Rate and Success Rate this fiscal year were influenced by changes related to the automation and streamlining of system and processes to increase revenue. Once staff has become accustomed to the new processes, there should be an increase in the Gross Recovery Rate and Success Rate. To further enhance the collection program, Revenue Services works closely with the Probation Department to locate debtors on formal probation, determine the ability to pay, and establish monthly payments. In addition, the program entered into a written MOU with the District Attorney's Office that allows the collections program to make inquiries to verify further information.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Plumas and Superior Court of Plumas County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 20,045

Judges/Commissioners: 2/0.3

Program Overview

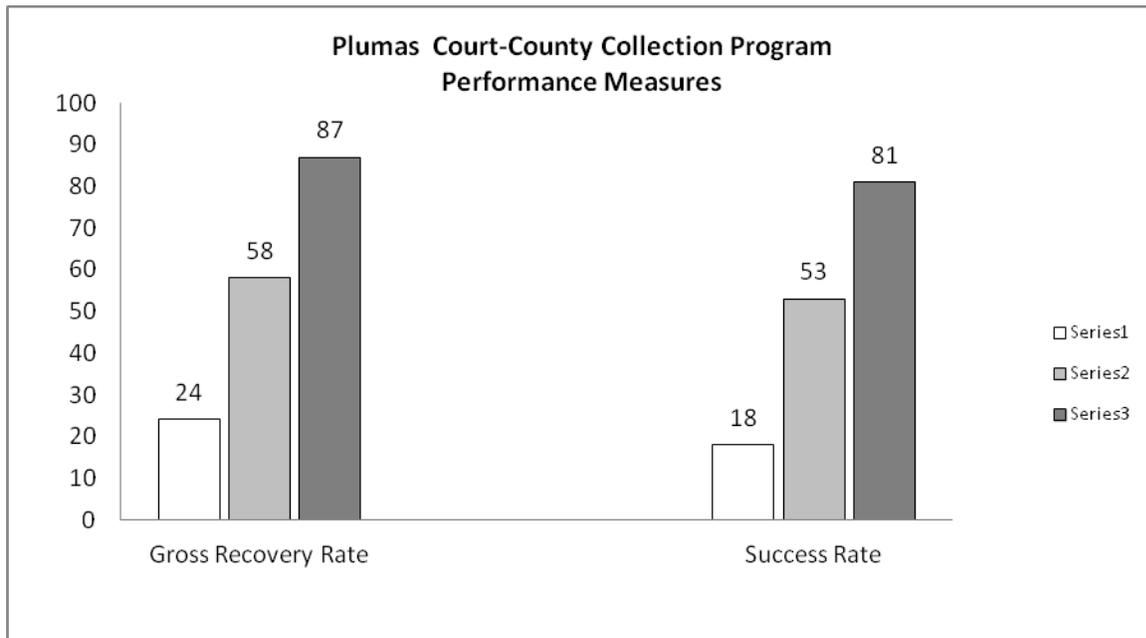
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Plumas County and the Superior Court of Plumas County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$634,216, from 2,110 delinquent cases, with a total collection cost of \$34,530. The ending balance of \$2,887,636 in delinquent court-ordered debt represents 695 delinquent cases.

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



County of Plumas and Superior Court of Plumas County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has an 87 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 29 percentage points more than the prior year. The program's Success Rate of 81 percent exceeds the recommended 31 percent benchmark, and is 28 percentage points more than the prior year.

According to the Plumas collection program, the Court and County have worked together in the past year to ensure that all delinquent cases are moved through the process in a regular and expeditious manner.

The Court has established procedures for sending civil assessment notices on delinquent cases, and trained court staff to understand the options that are available to defendants with delinquent accounts. The County has also streamlined its processes for the collection of delinquent accounts. Regular bi-weekly meetings between the Court and County have enhanced communication and cooperation and allowed both agencies to deliver a clear and consistent message to defendants with delinquent cases.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, under Penal Code section 1463.010. The corresponding number of delinquent cases to the ending balance is unknown as the number of cases was not provided because of limitations in the County program's case management system.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2010 and 2011.

County of Riverside and Superior Court of Riverside County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 2,217,778

Judges/Commissioners: 65/18

Program Overview

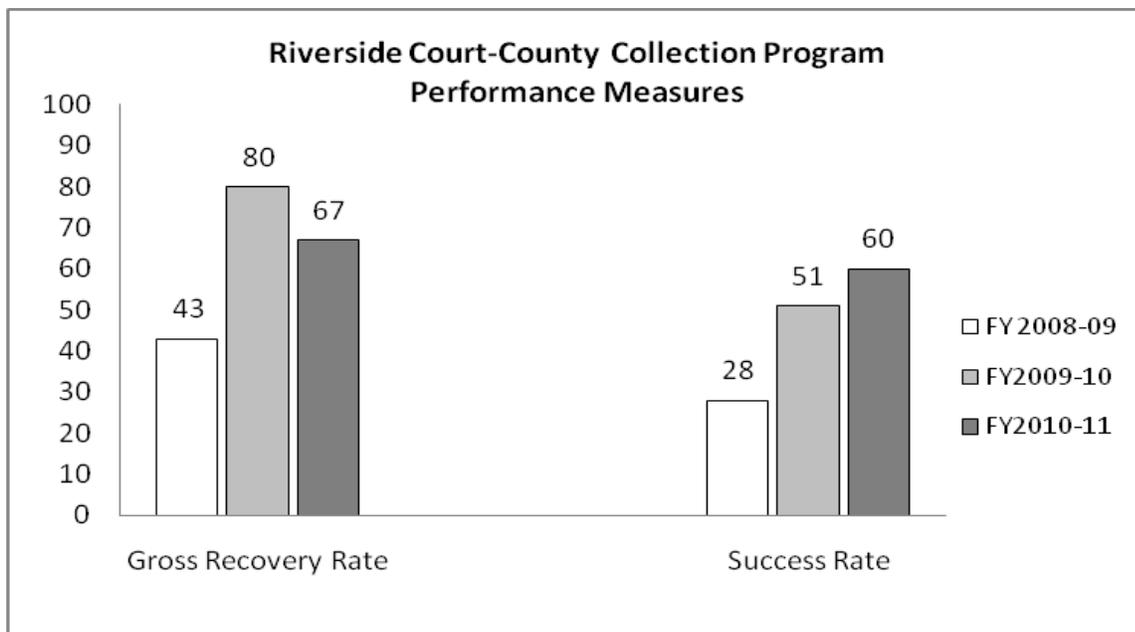
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Riverside County and the Superior Court of Riverside County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and telephone payment 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 2010–2011, the program collected \$66,823,713 from 585,707 delinquent cases, with a total collection cost of \$7,305,140. The ending balance of \$329,291,552 in delinquent court-ordered debt represents 424,491 delinquent cases.

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



County of Riverside and Superior Court of Riverside County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 67 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 13 percentage points less than the prior year. The program's Success Rate of 60 percent exceeds the recommended 31 percent benchmark, and is 9 percentage points more than the prior year.

According to the Riverside collection program, even though the state's current fiscal crisis has negatively impacted court collections, the Court remains both proactive and creative in its collection efforts to automate system processes whenever possible to maximize efficiency, enhance services, and reduce the overall cost of collections. When appropriate, judicial officers allow defendants who do not have the ability to pay, the option of performing community service to pay down or pay off the debt. Payment plans are offered to those who have the ability to pay, but need more time. Numerous payment options are provided without having to go to court: online, by phone, by mail, and at local retail stores offering payment services. Other technologies used by the collections unit include streamlined calling systems, software to quickly track payments and the status of cases, as well as numerous collection tools to locate delinquent debtors and attach their assets. In summary, these are some of the ways the court maintains the level of collection revenues for court-ordered fines and fees, in spite of high default rates in the private sector.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Sacramento and Superior Court of Sacramento County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 1,428,355

Judges/Commissioners: 66/12.5

Program Overview

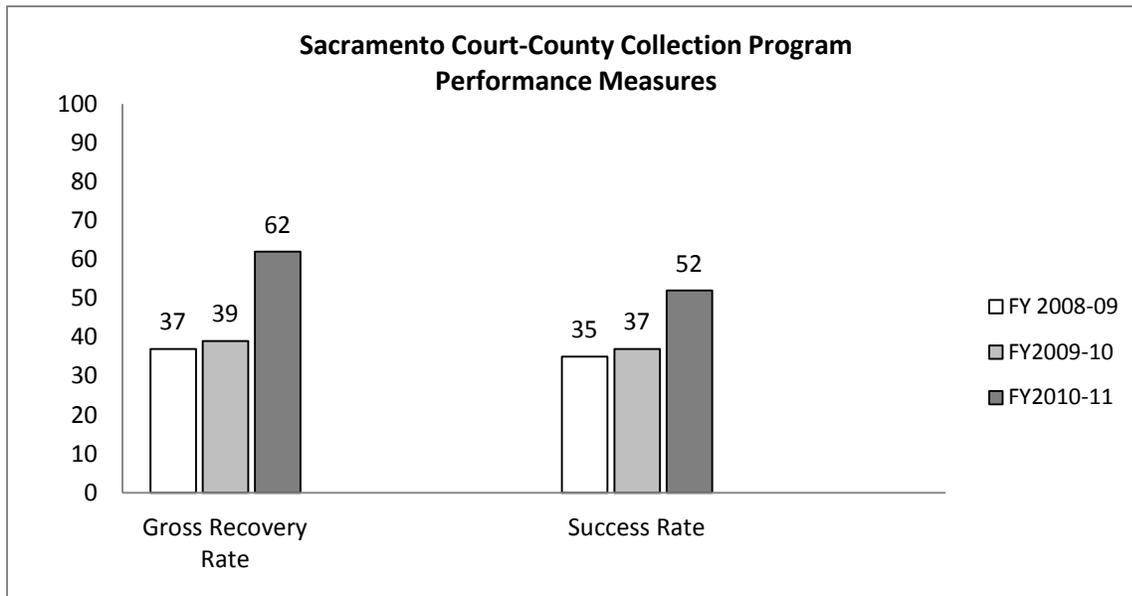
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sacramento County and the Superior Court of Sacramento County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$30,533,735 from 881,740 delinquent cases, with a total collection cost of \$6,955,920. The ending balance of \$594,480,185 in delinquent court-ordered debt represents 853,928 delinquent cases.

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



County of Sacramento and Superior Court of Sacramento County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 62 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 52 percent exceeds the recommended 31 percent benchmark, and is 15 percentage points more than the prior year.

According to the Sacramento collection program, in FY 2010–2011, the collection program improved its Gross Recovery Rate by 23 points from 39 percent to 62 percent and improved its Success Rate by 15 percent from 37 percent to 52 percent. The increases are a result of automation improvements and the diligent effort of Court and County staff working jointly on processes to resolve cases in a manner that minimizes cases going through the system several times. The number of referrals made to FTB-COD were about the same as the prior fiscal year at \$3.9 million, yet FTB-COD collected 10 percent more; from \$3.7 million to \$4 million.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 55,619

Judges/Commissioners: 2/0.3

Program Overview

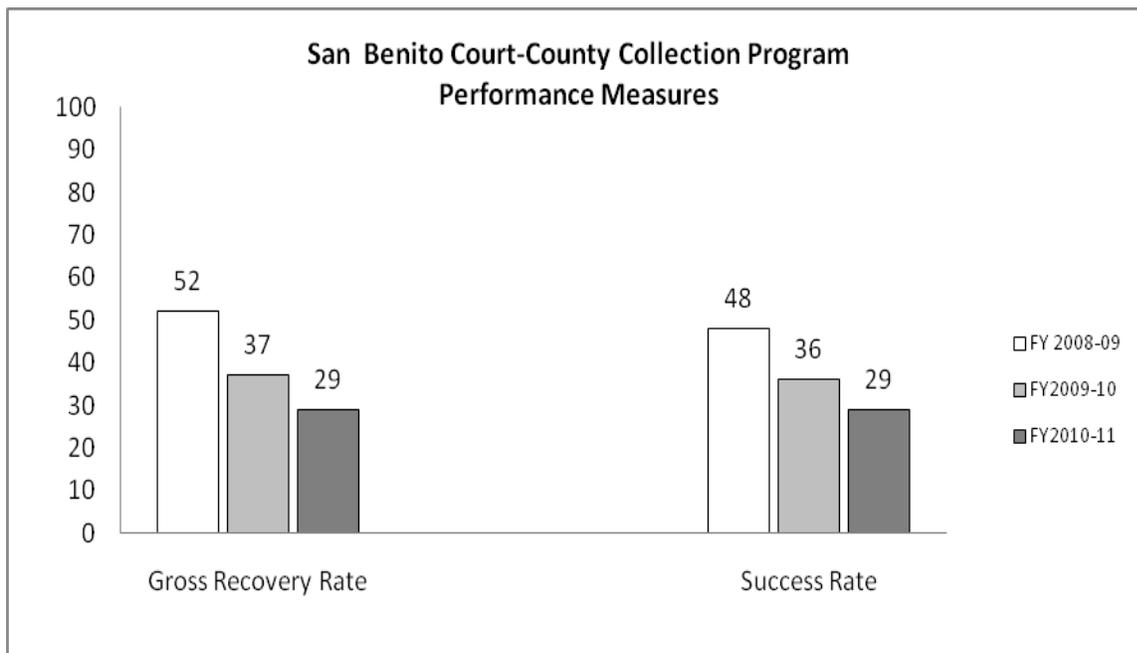
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Benito County and the Superior Court of San Benito County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program, and a private debt collector;
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to individuals by providing 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, 14, 18, 19, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$412,116 from 15,040 delinquent cases, with a total collection cost of \$64,523. The ending balance of \$12,928,780 in delinquent court-ordered debt represents 13,893 delinquent cases.

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



County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 29 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 29 percent does not meet the recommended 31 percent benchmark, and is 7 percentage points less than the prior year.

According to the San Benito collections program, the decrease in the Gross Recovery Rate and the Success Rate is due to an increase in cases being transferred back to the program from its private debt collector. The Superior Court has reviewed the reasons for the increase and is in the process of developing cost-neutral strategies to reduce the volume of transfers from the private debt collector.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of San Bernardino and Superior Court of San Bernardino County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 2,052,397

Judges/Commissioners: 78/13

Program Overview

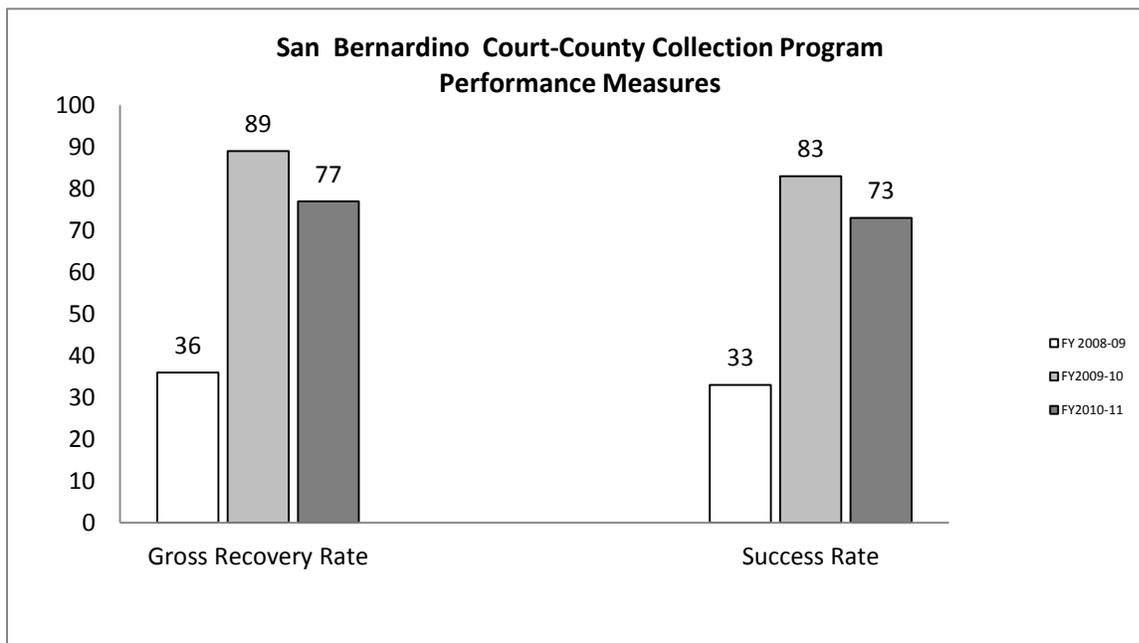
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Bernardino County and the Superior Court of San Bernardino County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 18 of the 25 recommended collections best practices; numbers 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 2010–2011, the program collected \$37,203,174 from 512,143 delinquent cases, with a total collection cost of \$5,440,957. The ending balance of \$248,960,245 in delinquent court-ordered debt represents 413,859 delinquent cases.

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



County of San Bernardino and Superior Court of San Bernardino County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 77 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 12 percentage points less than the prior year. The program's Success Rate of 73 percent exceeds the recommended 31 percent benchmark, but is 10 percentage points less than the prior year.

According to the San Bernardino collections program, the trend in steady increases in collections over the past years stopped this year. The County attributes this to the economy. The rate of unemployment has severely impacted the public's ability to pay. Many of those who were living on unemployment benefits are seeing the benefits run out, leaving them with no income. There have also been delays in getting Earnings Withholding Orders (EWO) served due to staff reductions in the Sheriff's department. Delays are reported to be so significant that the EWOs are expiring before they are served, requiring the EWO's to be re-processed.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 3,118,876

Judges/Commissioners: 130/24

Program Overview

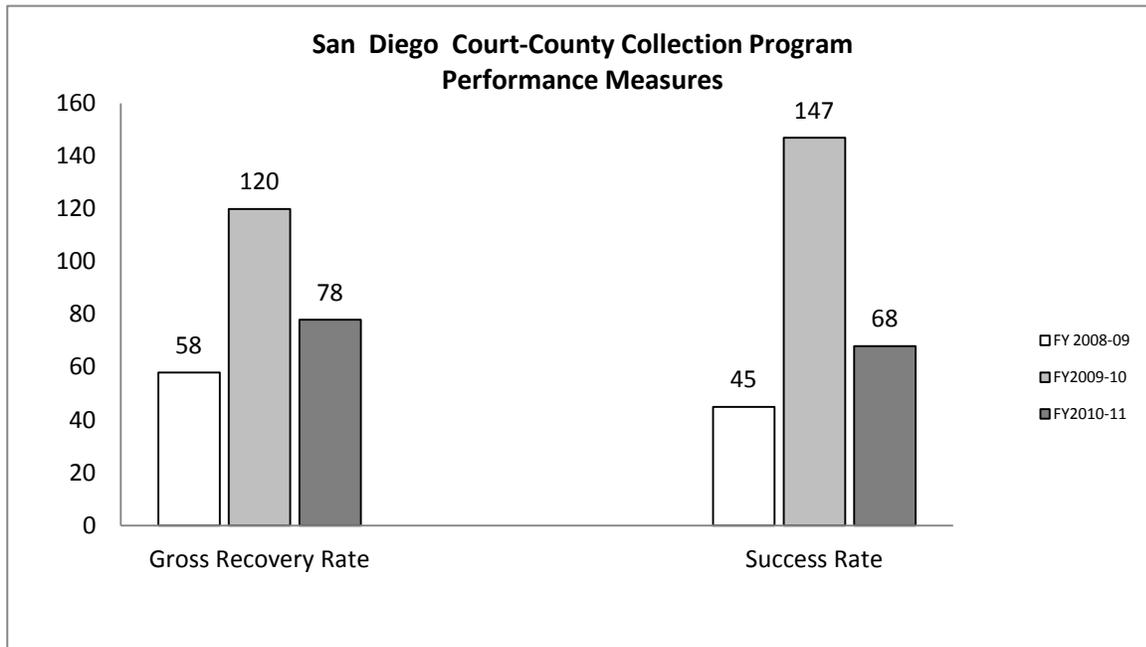
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Diego County and the Superior Court of San Diego County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$101,554,792 from 1,541,775 delinquent cases, with a total collection cost of \$13,054,309. The ending balance of \$658,874,722 in delinquent court-ordered debt represents 1,297,858 delinquent cases.

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



County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 78 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 42 percentage points less than the prior year. The program's Success Rate of 68 percent exceeds the recommended 31 percent benchmark, but is 79 percentage points less than the prior year.

According to the San Diego collection program, despite the economic downturn, there is a slight increase of 5.5 percent in gross collections this year. However, the high Success Rate is due to a 28.5 percent increase in non-cash adjustments¹ that decreased the total amount of outstanding items. Contributing to these adjustments is a 46.5 percent decline in NSF payments this fiscal year.

For this reporting period, there was no discharge of accountability completed. The project to discharge old and uncollectable accounts that are more than 10 years old is held in abeyance until after the completion of the Amnesty Program, per Vehicle Code section 42008.7. Likewise, the revised requirements on discharge of accountability, per GC § 25259.7, are under consideration.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge from accountability. Cash adjustments included fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of San Francisco and Superior Court of San Francisco County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 812,820

Judges/Commissioners: 52/13

Program Overview

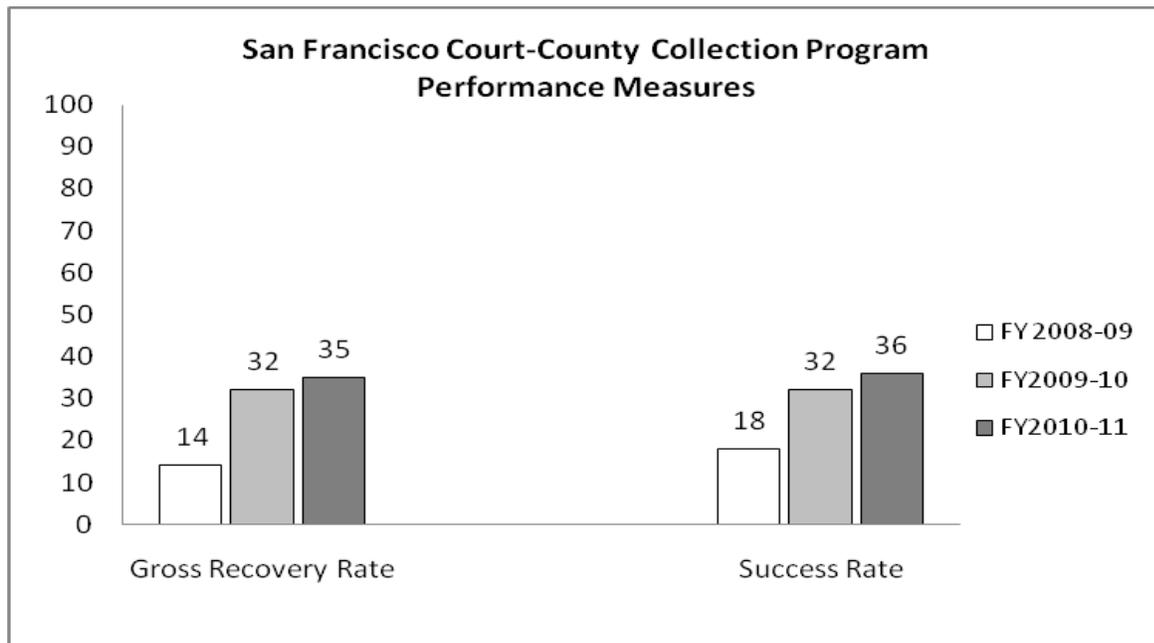
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Francisco County and the Superior Court of San Francisco County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and two private debt collectors;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$9,274,398 from 126,365 delinquent cases, with a total collection cost of \$2,592,198. The ending balance of \$102,579,787 in delinquent court-ordered debt represents 116,853 delinquent cases.

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



County of San Francisco and Superior Court of San Francisco County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 35 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 36 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

According to the San Francisco collection program, the improvement in the Gross Recovery Rate and Success Rate is due to ongoing training for internal staff and judges about the collection of fines and fees. There has also been increased collaboration between the Adult Probation Department and the Comprehensive Collections Unit (CCU), and increased staffing, particularly in senior collectors. The CCU staff have ongoing dialog with the Adult Probation Department to identify probationers who have not paid and to discuss court-ordered debt in their case management conferences. This coordination provides an additional tool to collect court-ordered debt.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of San Joaquin and Superior Court of San Joaquin County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 690,899

Judges/Commissioners: 32/4.5

Program Overview

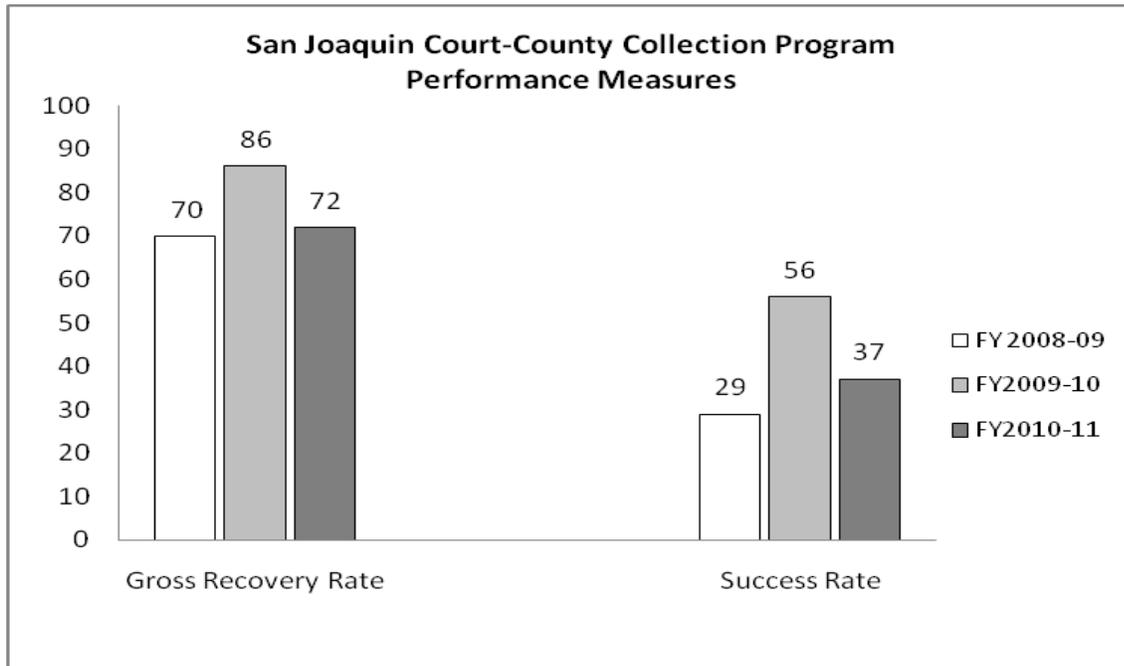
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Joaquin County and the Superior Court of San Joaquin County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 5, 10, 14, 18, 19, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$8,769,614 from 351,613 delinquent cases, with a total collection cost of \$1,515,734. The ending balance of \$195,885,138 in delinquent court-ordered debt represents 290,483 delinquent cases.

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



County of San Joaquin and Superior Court of San Joaquin County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 72 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 14 percentage points less than the prior year. The program's Success Rate of 37 percent exceeds the recommended 31 percent benchmark, but is 19 percentage points less than the prior year.

According to the San Joaquin collection program, the Court does not have a case management system to track referrals and adjustments¹ and must rely on the numbers provided by the County's Revenue & Recovery Division and the Court's private debt collector. The decline in the Gross Recovery and Success Rate from the prior year is due to the 51 percent decrease in private agency collections. Also, the private vendor's caseload is made up of extremely old cases, which the County's Revenue and Recovery Division and the Franchise Tax Board have considered uncollectible.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010-2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 270,966

Judges/Commissioners: 12/3

Program Overview

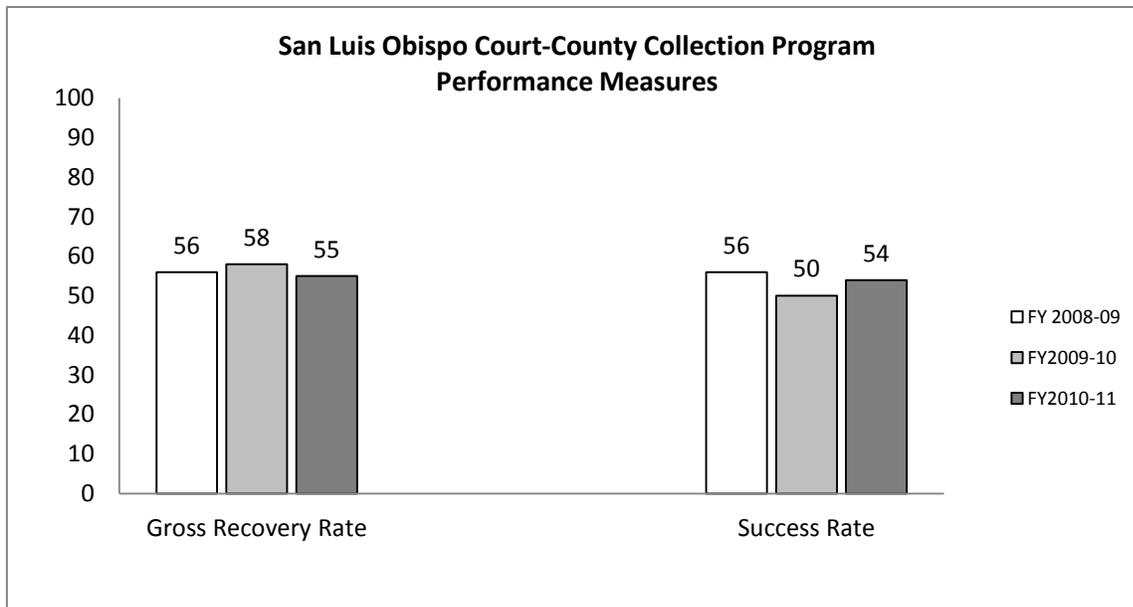
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Luis Obispo County and the Superior Court of San Luis Obispo County. The court and county entered into a written memorandum of understanding (MOU) in 2004 and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- Delinquent cases to be referred to the San Luis Obispo County’s Revenue Recovery Unit for collection;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 20 of the 25 recommended collections best practices; numbers 14, 20, 22, 24, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$4,928,959 from 61,052 delinquent cases, with a total collection cost of \$1,116,740. The ending balance of \$58,883,903 in delinquent court-ordered debt represents 39,566 delinquent cases.

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



County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 55 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 3 percentage points less than the prior year. The program's Success Rate of 54 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

According to the San Luis Obispo collection program, the Gross Recovery Rate increase from the 34 percent benchmark and the Success Rate increase from the 31 percent benchmark may be due to the court referring delinquent cases to a private debt collector; the Probation Department referring delinquent cases to the Franchise Tax Board at an earlier stage than was previously done; and both the Court and the Probation Departments in San Luis Obispo County holding offenders more accountable.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of San Mateo and Superior Court of San Mateo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 718,614

Judges/Commissioners: 26/7

Program Overview

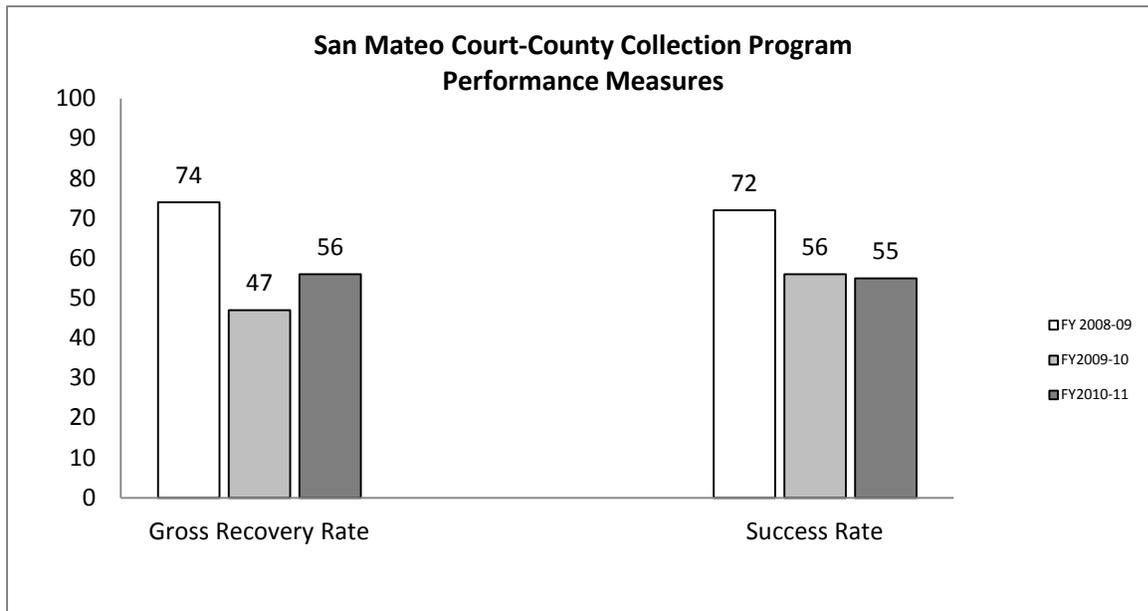
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between San Mateo County and the Superior Court of San Mateo County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$8,210,288 from 145,976 delinquent cases, with a total collection cost of \$846,838. The ending balance of \$68,836,519 in delinquent court-ordered debt represents 134,368 delinquent cases.

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



County of San Mateo and Superior Court of San Mateo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 56 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 55 percent exceeds the recommended 31 percent benchmark, but is 1 percentage point less than the prior year. The collections Success Rate has remained steady considering the disappointing economy.

According to the San Mateo collection program, the keys to collection success are a collection staff that averages over 18 years of collection experience; efficient legal support (writs, garnishments, bank levies, etc.); and an Information Technology department that is informed and aggressive in integrating the latest technology into existing platforms. The program also credits the work of Revenue Services, which has provided quality collection services at a rate lower than most private debt collectors.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 426,189

Judges/Commissioners: 21/3

Program Overview

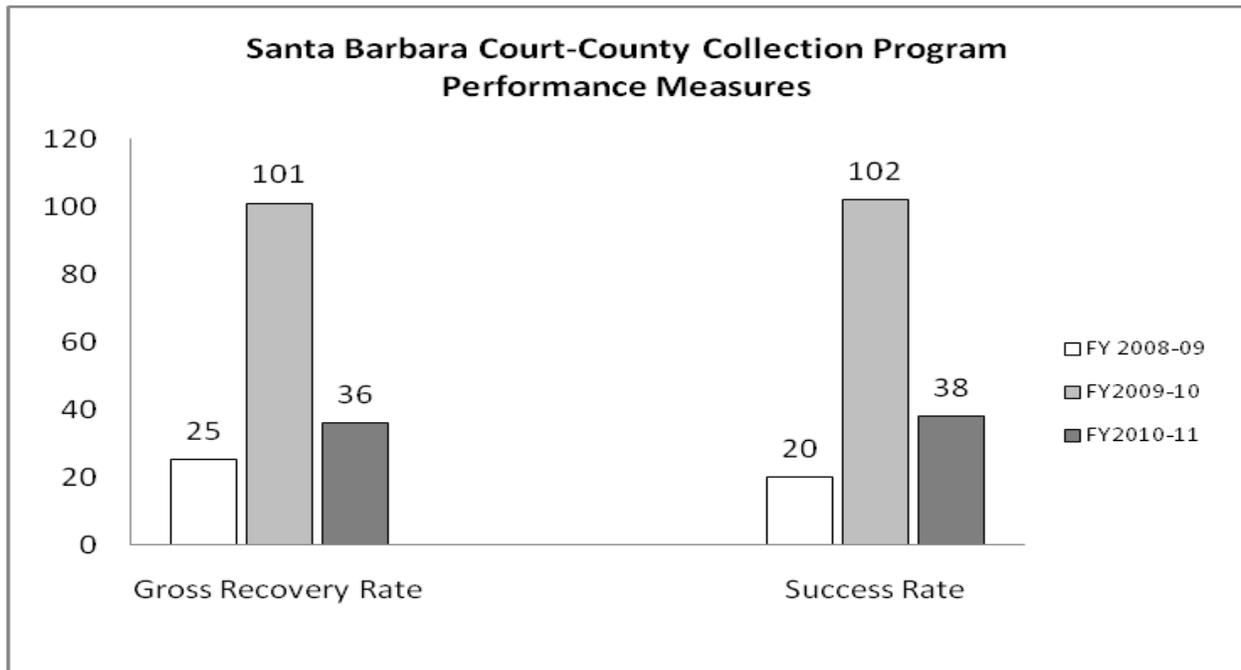
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Santa Barbara County and the Superior Court of Santa Barbara County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$9,799,759 from 134,134 delinquent cases, with a total collection cost of \$1,213,944. The ending balance of \$70,207,597 in delinquent court-ordered debt represents 108,401 delinquent cases.

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



County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 36 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 65 percentage points less than the prior year. The program's Success Rate of 38 percent exceeds the recommended 31 percent benchmark, but is 64 percentage points less than the prior year. The extraordinary prior year's Gross Recovery Rate (101 percent) and Success Rate (102 percent) were the result of the Court dismissing certain cases that were seven years or older, where the defendant had never appeared in court and that the Collections Unit had diligently attempted to contact the defendant.

According to the Santa Barbara collection program, the collection program has achieved a high level of success with its current collection program. As a result of public awareness of the imposition of civil assessment, the collection program, and Trial by Declaration per Vehicle Code 40902, the failure-to-appear rate has dropped significantly. The Trial by Declaration started on August 30, 2010. As of June 30, 2011, the Trial by Declaration program has assessed \$2.2 million and collected \$1.2 million, which is 52 percent of the amount assessed.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template, FY 2010–2011*, 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, 2010 and 2011.

County of Santa Clara and Superior Court of Santa Clara County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 1,797,375

Judges/Commissioners: 79/10

Program Overview

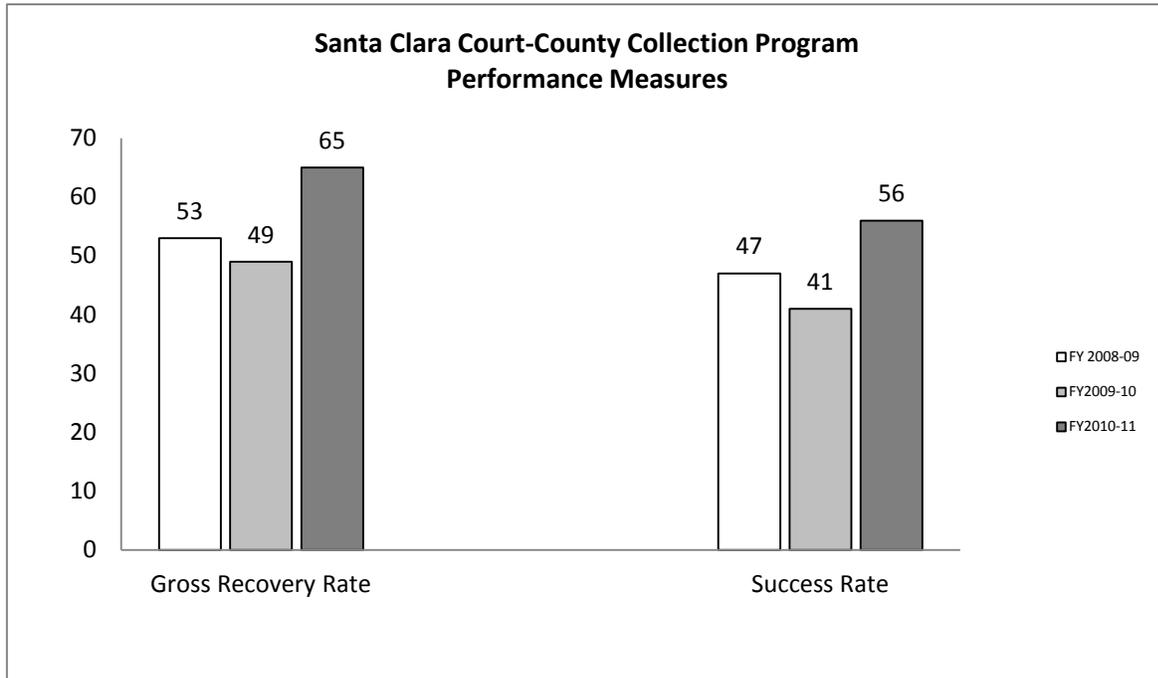
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Santa Clara County and the Superior Court of Santa Clara County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and two private debt collectors;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$44,091,692 from 732,550 delinquent cases, with a total collection cost of \$4,388,557. The ending balance of \$275,355,912 in delinquent court-ordered debt represents 693,665 delinquent cases.

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



County of Santa Clara and Superior Court of Santa Clara County Collections Program Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 65 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 16 percentage points more than the prior year. The program's Success Rate of 56 percent exceeds the recommended 31 percent benchmark, and is 15 percentage points more than the prior year.

According to the Santa Clara collection program, the collection rates continue to surpass the State benchmark rates, and the current collection levels are expected to continue as long as referrals remain constant. The Court's collection program consists of a separate agreement with a private debt collector and continues to demonstrate success with the County as they work collaboratively to develop and improve processes, monitor progress, and enhance court-ordered debt collections, including victim restitution.

Each entity collects a very specific group of cases and, as a result, the private debt collector collected \$1.5 million in the final 6 months of the reported fiscal year, at a cost of \$205,000. The program also cites an increase in adjustments¹ and numerous program changes that have resulted in the collection process becoming stabilized, with fewer referrals resulting in more concentrated collection efforts on older cases.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

¹ An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of outstanding delinquent debt. Noncash adjustments include the suspension of all or a portion of a bail, fine, fee, penalty or assessment; alternative payments may include community service in lieu of a fine; dismissals include dismissing all or a portion of the debt and discharge of accountability. Cash adjustments include fees added for payment by insufficient funds checks or a correction to the initial assessment amount.

County of Santa Cruz and Superior Court of Santa Cruz County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 264,430

Judges/Commissioners: 10/3.5

Program Overview

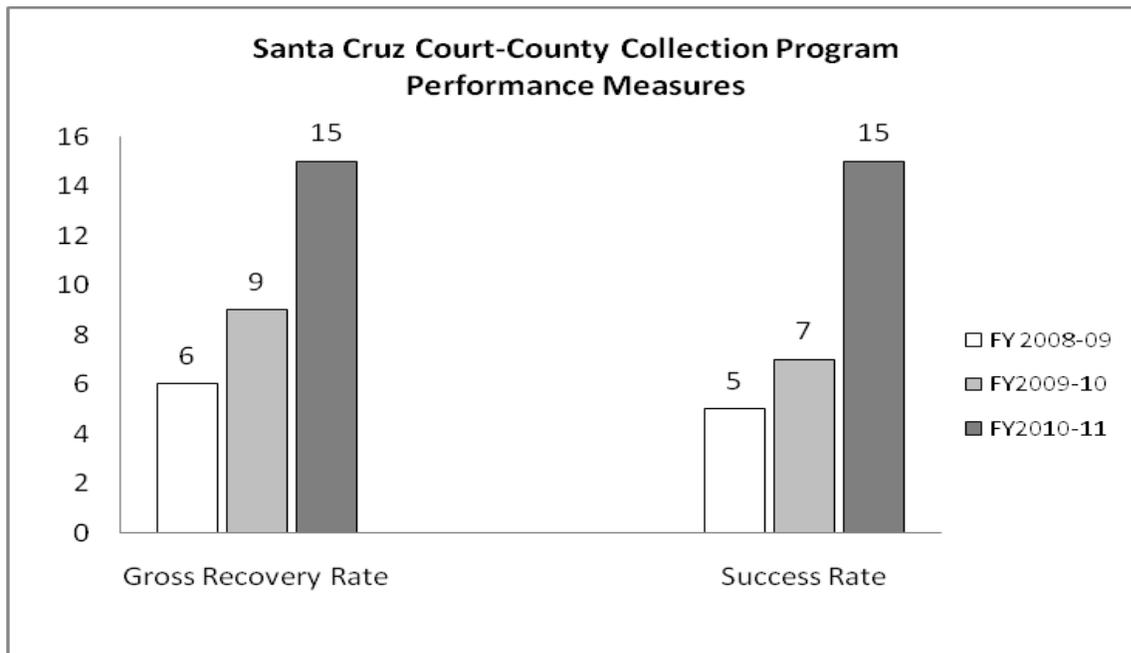
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Santa Cruz County and the Superior Court of Santa Cruz County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$4,589,021 from 86,248 delinquent cases, with a total collection cost of \$1,157,813. The ending balance of \$76,137,396 in delinquent court-ordered debt represents 95,335 delinquent cases.

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



County of Santa Cruz and Superior Court of Santa Cruz County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 15 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, but is 6 percentage points more than the prior year. The program's Success Rate of 15 percent does not meet the recommended 31 percent benchmark, but is 8 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 due to the large volume of cases referred to the FTB-COD program in the prior fiscal year.

This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 177,924

Judges/Commissioners: 11/2

Program Overview

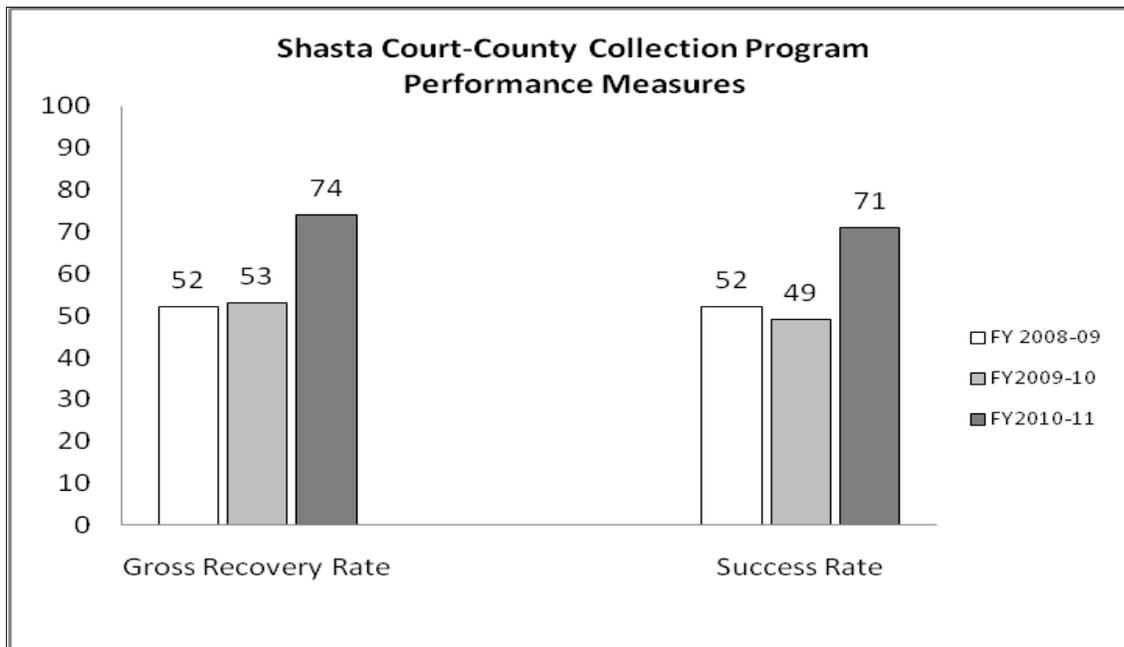
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Shasta County and the Superior Court of Shasta County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$5,613,547 from 116,183 delinquent cases, with a total collection cost of \$1,041,840. The ending balance of \$70,685,875 in delinquent court-ordered debt represents 109,065 delinquent cases.

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



County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 74 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 21 percentage points more than the prior year. The program's Success Rate of 71 percent exceeds the recommended 31 percent benchmark, and is 22 percentage points more than the prior year.

According to the Shasta collections program, the rate increases may be due to increased efforts on the part of the collections unit to aggressively explore all alternative options for the resolving of delinquent debts. The Gross Recovery Rate and Success Rate may be indicative of the economy and large fine amounts forcing people to set up installment accounts with the court, which prolong the settlement of accounts.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Sierra and Superior Court of Sierra County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 3,248

Judges/Commissioners: 2/0.3

Program Overview

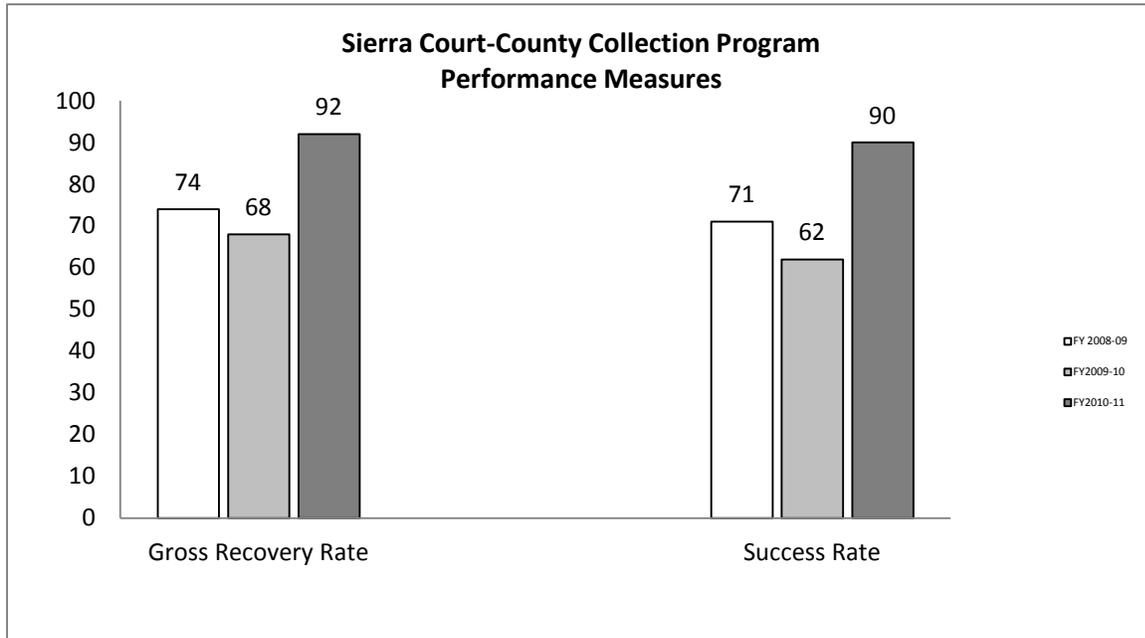
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sierra County and the Superior Court of Sierra County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A successful, comprehensive collection program that includes 10 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 18 of the 25 recommended collections best practices; numbers 8, 10, 14, 21, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$66,244, from 582 delinquent cases, with a total collection cost of \$20,316. The ending balance of \$271,313 in delinquent court-ordered debt represents 548 delinquent cases.

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



County of Sierra and Superior Court of Sierra County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 92 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 24 percentage points more than the prior year. The program's Success Rate of 90 percent exceeds the recommended 31 percent benchmark, and is 28 percentage points more than the prior year.

According to the Sierra collection program, since the implementation of a Cost Recovery program in January 2005, the program has collected \$470,621 in delinquent fines and has reduced their collections-to-cost ratio to an average of 34 percent in FY 2010–2011 from 40 percent the prior fiscal year.

The Court collections percentage is down by approximately 27 percent from last year, even though the gross recovery and success rates are higher. The Court attributes the decrease to the economy, unemployment, and reduction of criminal prosecutions in the jurisdiction.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template, FY 2010–2011*, 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, 2010 and 2011.

County of Siskiyou and Superior Court of Siskiyou County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 44,962

Judges/Commissioners: 4/1

Program Overview

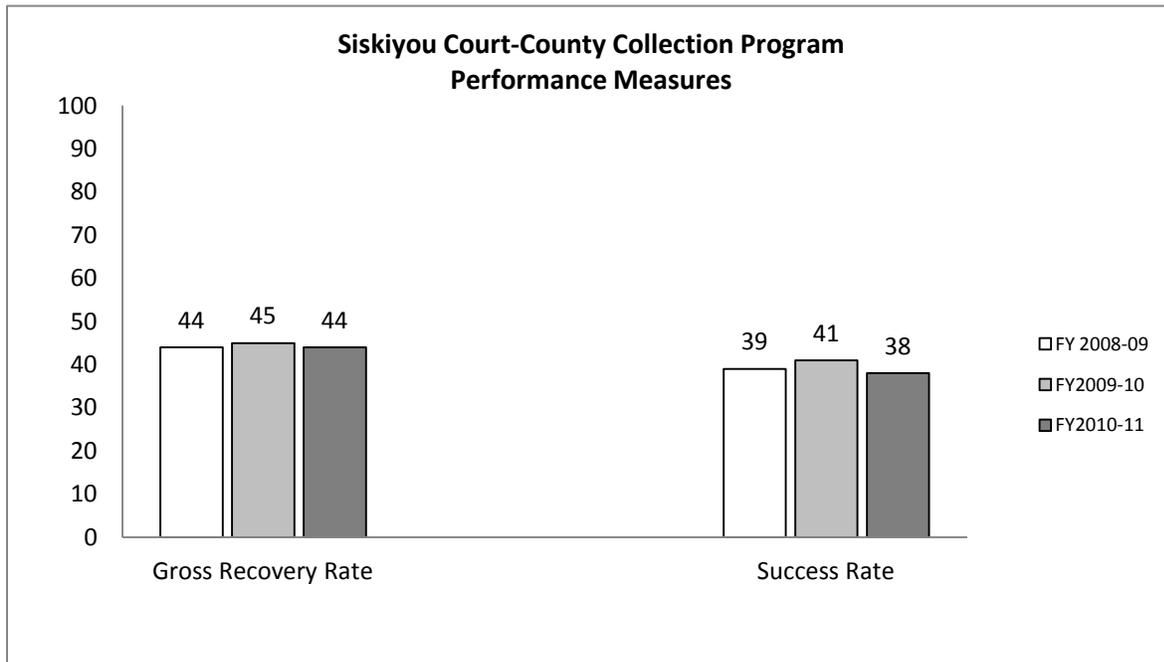
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Siskiyou County and the Superior Court of Siskiyou County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$2,245,665 from 40,151 delinquent cases, with a total collection cost of \$389,580. The ending balance of \$30,229,857 in delinquent court-ordered debt represents 36,073 delinquent cases.

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



County of Siskiyou and Superior Court of Siskiyou County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 44 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 1 percentage point less than the prior year. The program's Success Rate of 38 percent exceeds the recommended 31 percent benchmark, but is 3 percentage points less than the prior year.

According to the Siskiyou collection program, the outdated Case Management System does not properly report accounts receivables and has hindered collection efforts.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Solano Superior Court of Solano County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 413,268

Judges/Commissioners: 21/3

Program Overview

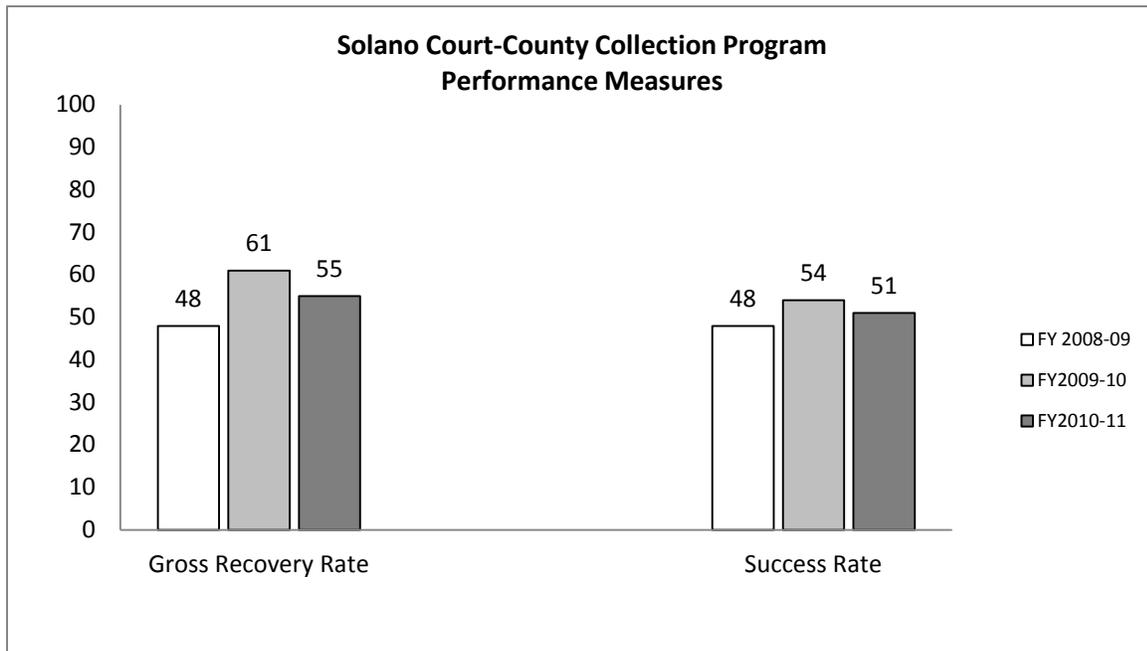
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Solano County and the Superior Court of Solano County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

- A contract with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program, and a private debt collector;
- A comprehensive collection program that includes 14 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 1, 5, 10, 14, 23, and 24 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$8,911,155 from 280,938 delinquent cases, with a total collection cost of \$940,797. The ending balance of \$154,401,165 in delinquent court-ordered debt represents 267,838 delinquent cases.

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



County of Solano Superior Court of Solano County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 55 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 6 percentage points less than the prior year. The program's Success Rate of 51 percent exceeds the recommended 31 percent benchmark, but is 3 percentage points less than the prior year.

According to the Solano collection program, they do not have sufficient staff to monitor the efficiency of the collection program and the case management system has limited functionality.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Sonoma and Superior Court of Sonoma County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 487,125

Judges/Commissioners: 21/3

Program Overview

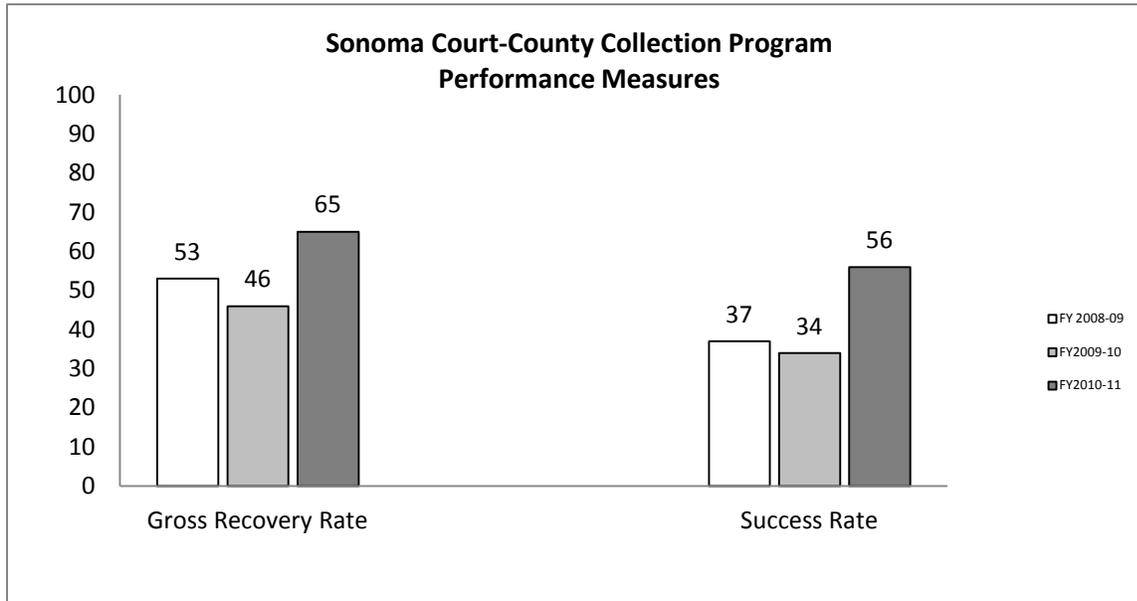
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sonoma County and the Superior Court of Sonoma County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 21 of the 25 recommended collections best practices; numbers 4, 12, 19, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$8,837,866 from 132,924 delinquent cases, with a total collection cost of \$1,607,147. The ending balance of \$90,998,470 in delinquent court-ordered debt represents 91,505 delinquent cases.

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



County of Sonoma and Superior Court of Sonoma County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 65 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 19 percentage points more than the prior year. The program's Success Rate of 56 percent exceeds the recommended 31 percent benchmark, and is 22 percentage points more than the prior year.

According to the Sonoma collection program, the Court continues to successfully collect delinquent traffic citations and criminal installment payment accounts.

During FY 2010–2011, collections increased and the court's program successfully collected over \$6.8 million. The Court Collections Division was able to utilize additional space obtained at the Hall of Justice during FY 2009–2010 and hire an additional collection agent to assist with delinquent cases. The Collections Division currently has four full-time collection agents to assist with the collection of outstanding citations and account receivables.

During FY 2010-2011, the Collections Division also expanded its utilization of the Franchise Tax Board's Court Ordered Debt (FTB-COD) program, and approximately 5,000 delinquent accounts were forwarded for collection. In FY 2011–2012 the Court plans to transfer several thousand more accounts to this program that were not successfully collected through the Franchise Tax Board's Tax Intercept Program.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Stanislaus Superior Court of Stanislaus County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 514,003

Judges/Commissioners: 23/3

Program Overview

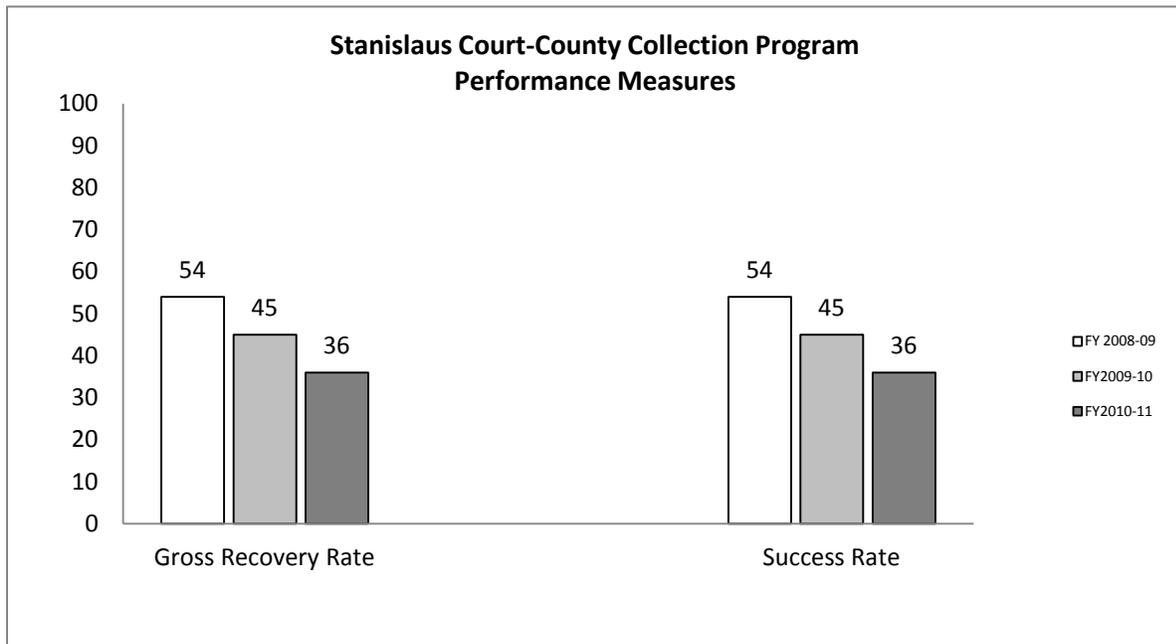
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Stanislaus County and the Superior Court of Stanislaus County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$7,700,898 from 247,122 delinquent cases, with a total collection cost of \$1,237,327. The ending balance of \$92,915,062 in delinquent court-ordered debt represents 200,621 delinquent cases.

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



County of Stanislaus Superior Court of Stanislaus County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 36 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 9 percentage points less than the prior year. The program's Success Rate of 36 percent exceeds the recommended 31 percent benchmark, but is 9 percentage points less than the prior year.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 95,800

Judges/Commissioners: 5/0.3

Program Overview

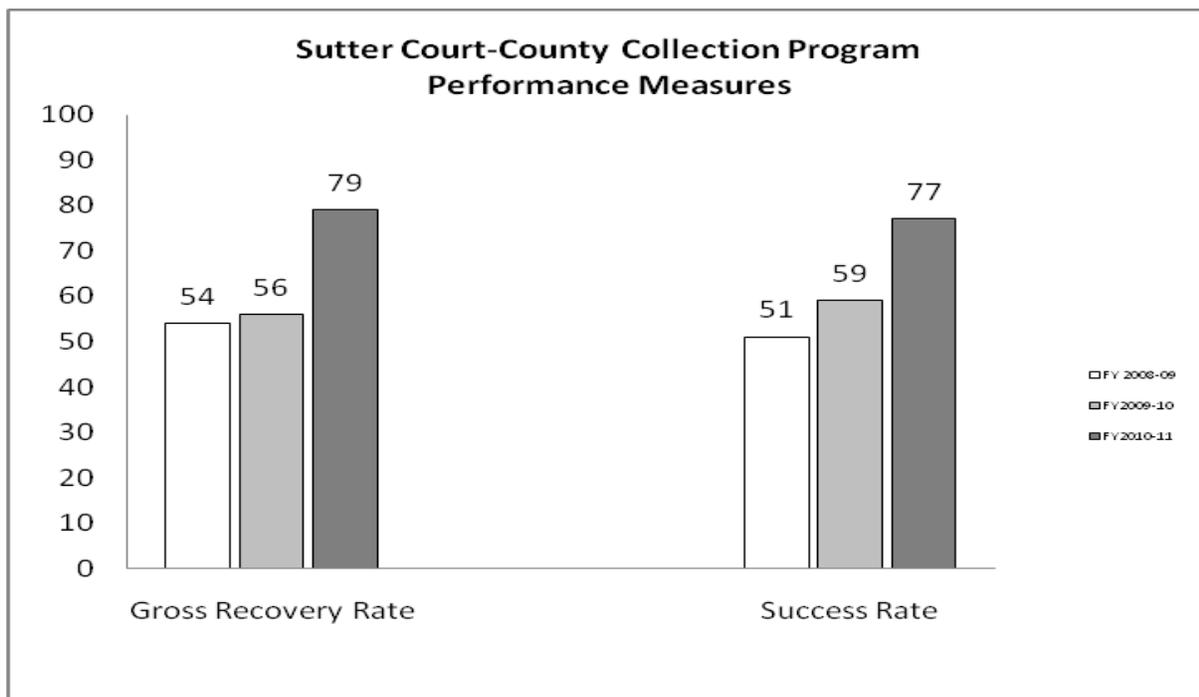
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Sutter County and the Superior Court of Sutter County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

- Contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD);
- A comprehensive collection program that includes 13 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 19 of the 25 recommended collections best practices; numbers 1, 2, 4, 10, 12, and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$2,267,772 from 16,758 delinquent cases, with a total collection cost of \$211,257. The ending balance of \$11,348,976 in delinquent court-ordered debt represents 13,152 delinquent cases.

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



County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 79 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 77 percent exceeds the recommended 31 percent benchmark, and is 18 percentage points more than the prior year.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Tehama and Superior Court of Tehama County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 63,950

Judges/Commissioners: 4/0.3

Program Overview

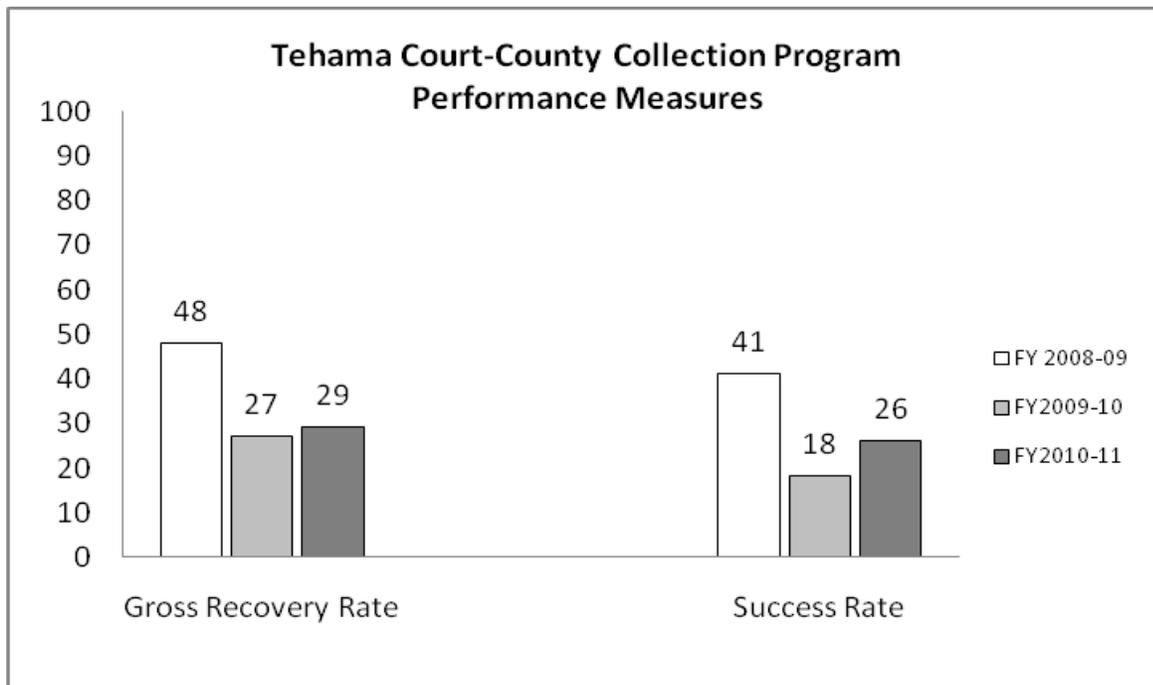
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Tehama County and the Superior Court of Tehama County. The court and county have not entered into a written memorandum of understanding (MOU), but the collection program includes the following:

- A contract with a private debt collector;
- A comprehensive collection program that includes 10 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 14 of the 25 recommended collections best practices; numbers 1, 2, 4, 7, 9, 11, 13, 14, 18, 20, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$595,677 from 22,645 delinquent cases, with a total collection cost of \$97,099. The ending balance of \$20,385,863 in delinquent court-ordered debt represents 21,619 delinquent cases.

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



County of Tehama and Superior Court of Tehama County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the amount collected represents a 29 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, but is 2 percentage points more than the prior year. The program’s Success Rate of 26 percent does not meet the recommended 31 percent benchmark, but is 8 percentage points more than the prior year.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Trinity and Superior Court of Trinity County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 13,811

Judges/Commissioners: 2/0.3

Program Overview

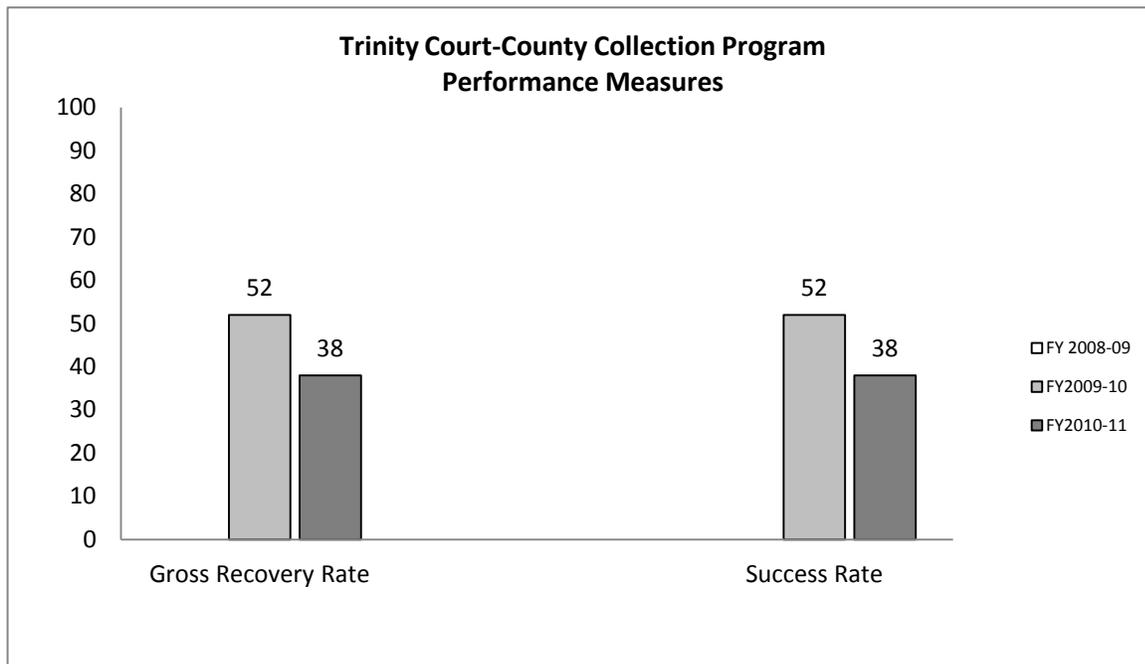
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Trinity County and the Superior Court of Trinity County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collection program that includes 11 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$301,378 from 5,089 delinquent cases, with a total collection cost of \$229,207. The ending balance of \$4,178,037 in delinquent court-ordered debt represents 4,605 delinquent cases.

In FY 2008–2009, the collection program did not submit a Collections Reporting Template; however the chart below shows the program’s performance for the past two fiscal years:



County of Trinity and Superior Court of Trinity County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 38 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 14 percentage points less than the prior year. The program's Success Rate of 38 percent exceeds the recommended 31 percent benchmark, but is 14 percentage points less than the prior year.

According to the Trinity collection program, the decline in collections revenue is largely the result of the County's high unemployment rate. Trinity's unemployment rate is approximately 22 percent, which is more than double the national rate at 9.1 percent. In addition, one of the County's largest private employers suffered a devastating fire, which burned down the local timber mill leaving a large number of local residents unemployed. The program is hopeful that the local economy will return to prior year levels now that the timber mill has been rebuilt and people are returning to the work force.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 446,837

Judges/Commissioners: 21/4

Program Overview

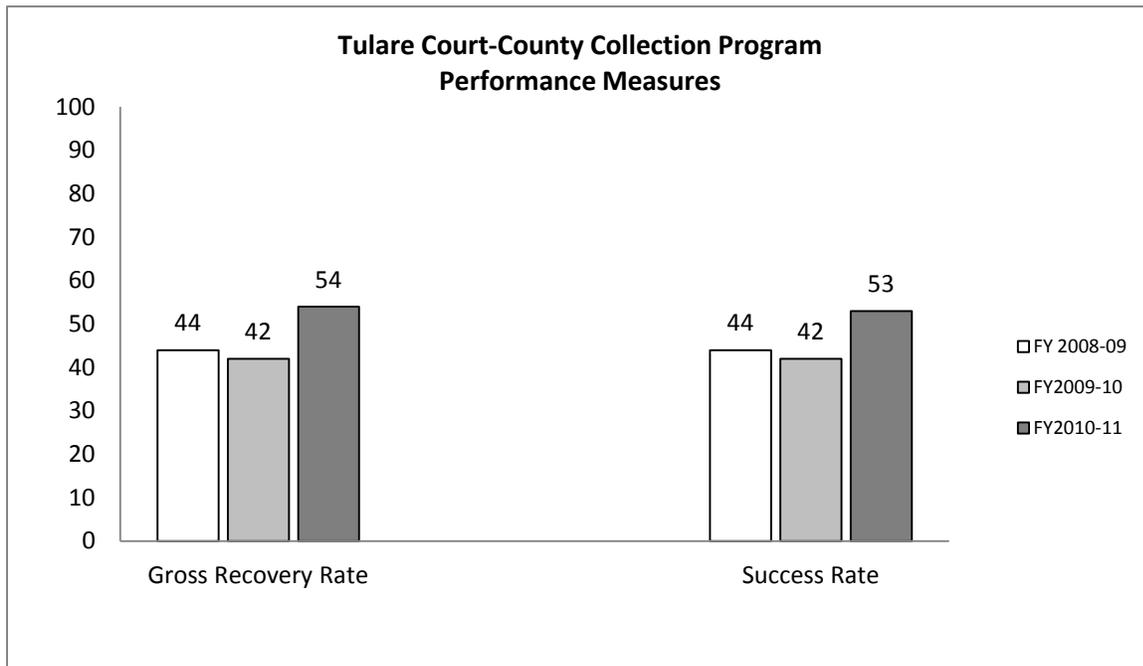
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Tulare County and the Superior Court of Tulare County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 15 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 25 of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$9,130,864 from 253,971 delinquent cases, with a total collection cost of \$2,570,525. The ending balance of \$81,868,158 in delinquent court-ordered debt represents 240,520 delinquent cases.

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



County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 54 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage points more than the prior year. The program's Success Rate of 53 percent exceeds the recommended 31 percent benchmark, and is 11 percentage points more than the prior year.

According to the Tulare collection program, during this period the Court increased collections by \$1,183,882.00 over last period. In June 2011, the court completed two collection projects. The first was to send warning notices on eligible past due Failure-to-Appear and Failure-to-Pay cases filed in the Juvenile Division and refer those accounts to a private debt collector. The second was to work with a second vendor to enhance in-house collections. During this reporting period, the County increased collections by \$161,446.80 for fines and fees and increased victim restitution collections by \$90,374.05 over the last reporting period. Credit card payments have increased by 50 percent and the County has implemented a program to monitor the effectiveness of each collecting entity.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 55,256

Judges/Commissioners: 4/0.8

Program Overview

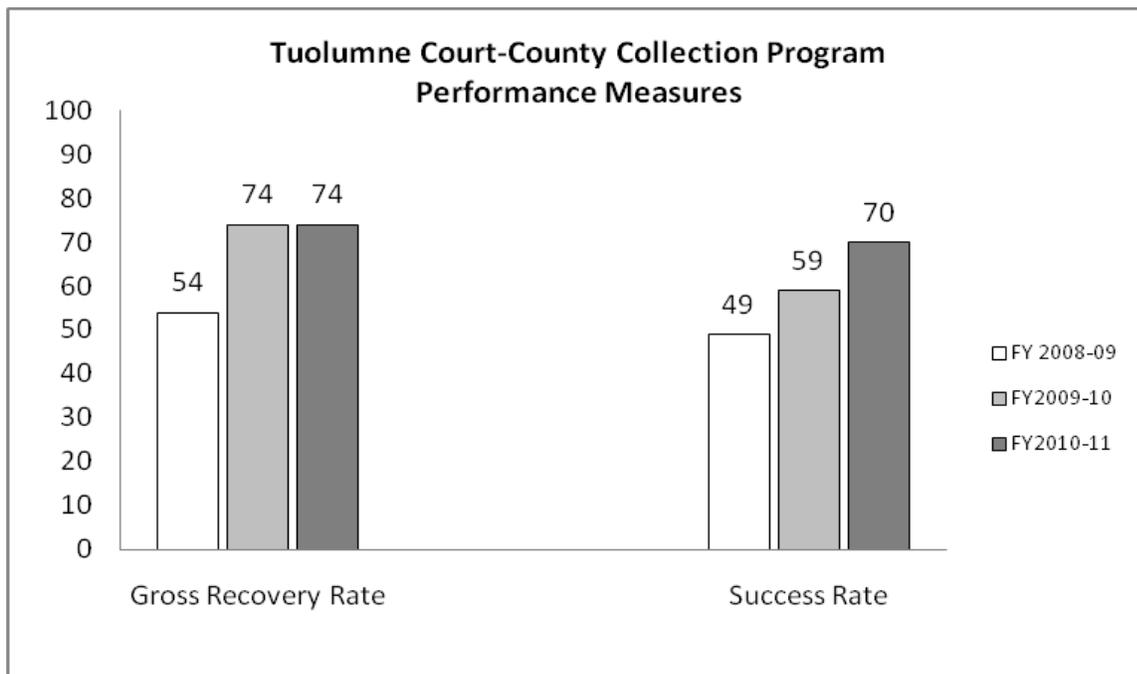
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Tuolumne County and the Superior Court of Tuolumne County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

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

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$1,921,594 from 25,019 delinquent cases, with a total collection cost of \$301,904. The ending balance of \$25,007,324 in delinquent court-ordered debt represents 28,155 delinquent cases.

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



County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 74 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and remains the same as the prior year. The program's Success Rate of 70 percent exceeds the recommended 31 percent benchmark, and is 11 percentage points more than the prior year.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Ventura and Superior Court of Ventura County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 828,383

Judges/Commissioners: 29/4

Program Overview

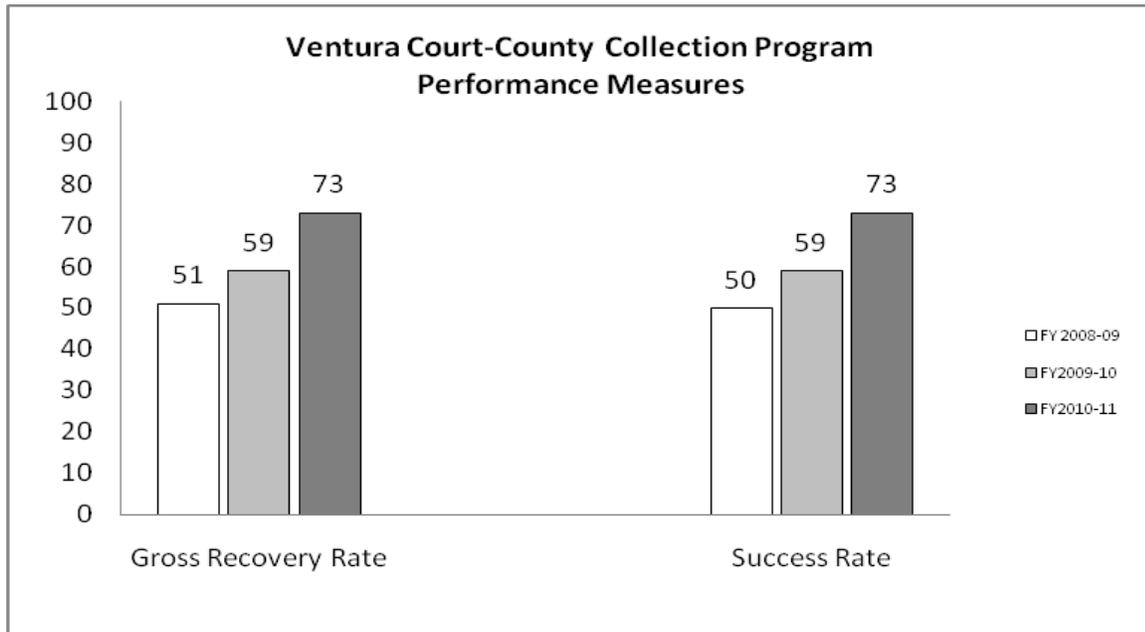
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Ventura County and the Superior Court of Ventura County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and three private debt collectors;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing 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 2010–2011, the program collected \$25,162,632 from 440,488 delinquent cases, with a total collection cost of \$5,032,526. The ending balance of \$195,027,061 in delinquent court-ordered debt represents 378,779 delinquent cases.

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



County of Ventura and Superior Court of Ventura County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 73 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 73 percent exceeds the recommended 31 percent benchmark, and is 14 percentage points more than the prior year.

According to the Ventura collection program, the Gross Recovery Rate and Success Rate increases may be due to an increase in staff (6) and extended hours of operation, which are Monday through Friday from 8:00 a.m. to 7:00 p.m. and Saturday and Sunday from 8:00 a.m. to 6:30 p.m.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.

County of Yolo and Superior Court of Yolo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 200,484

Judges/Commissioners: 11/2.4

Program Overview

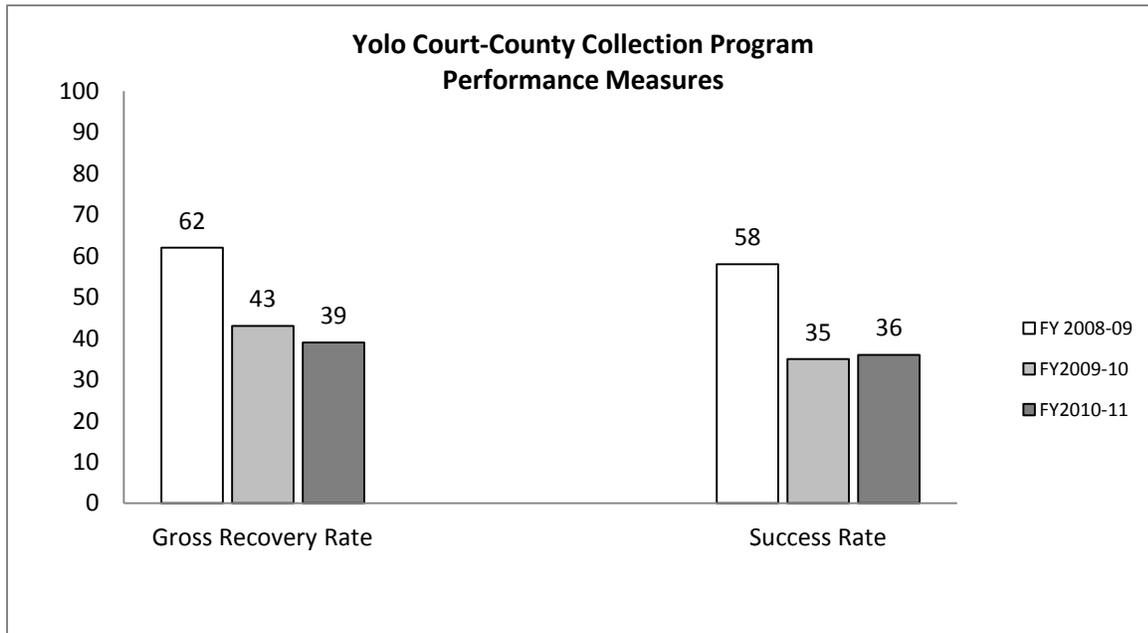
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Yolo County and the Superior Court of Yolo County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 16 of the 17 collection activity components;
- Accessibility to individuals by providing Internet and credit and debit card payment options; and
- Compliance with 23 of the 25 recommended collections best practices; numbers 2 and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$6,886,807 from 26,096 delinquent cases, with a total collection cost of \$741,780. The ending balance of \$77,384,937 in delinquent court-ordered debt represents 13,756 delinquent cases.

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



County of Yolo and Superior Court of Yolo County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010–2011, the program has a 39 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 4 percentage points less than the prior year. The program's Success Rate of 36 percent exceeds the recommended 31 percent benchmark, and is 1 percentage point more than the prior year.

According to the Yolo collection program, the Court has implemented collection activities beyond the Best Practices, including final courtesy calls prior to turning delinquent debts over to a private debt collector, and participation in the USPS National Change of Address Program to update mailing addresses for those debtors who fail to notify the court directly of address changes.

The Court communicates the consequences of failing to pay by withholding a driver's license through the DMV and utilizing the Franchise Tax Board Interagency Intercept program to intercept state refunds and lottery winnings.

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, under Penal Code section 1463.010. The total number of outstanding delinquent cases was not provided by the program due to systems limitations.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2010 and 2011.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

County Population: 72,479

Judges/Commissioners: 5/0.3

Program Overview

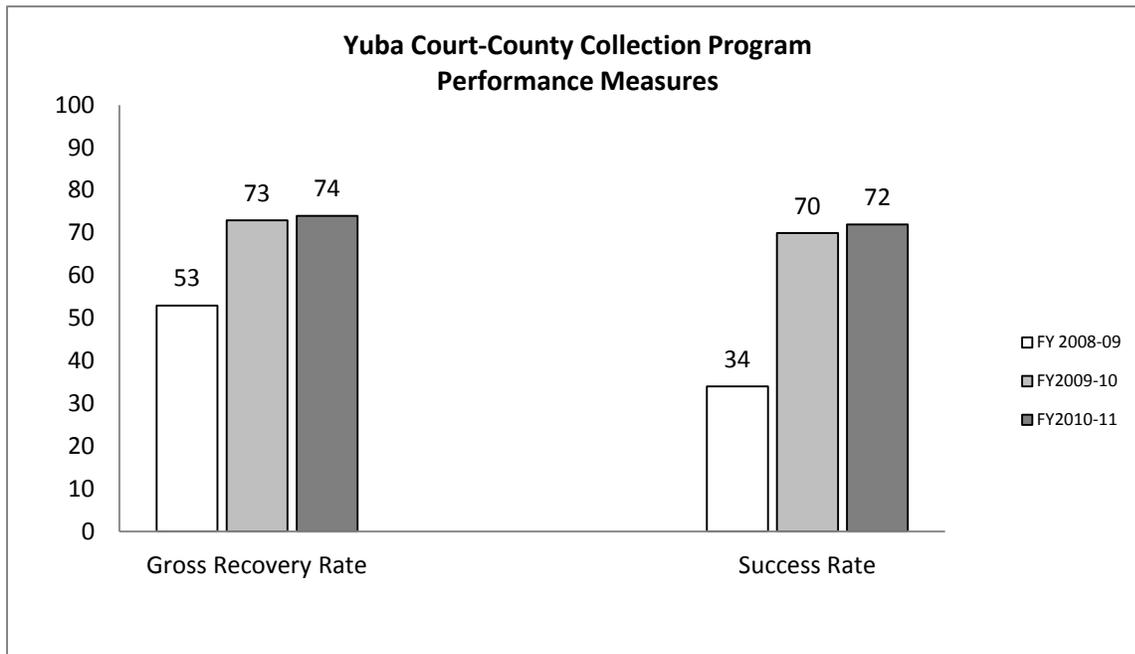
As reported in the fiscal year 2010–2011 Judicial Council–approved *Collections Reporting Template*, the prompt, efficient, and effective collection of delinquent court-ordered debt is a cooperative effort between Yuba County and the Superior Court of Yuba County. The court and county have entered into a written memorandum of understanding (MOU) and the collection program includes the following:

- An MOU with the Superior Court of Shasta County to provide collection services, contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, and a private debt collector;
- A comprehensive collection program that includes 17 of the 17 collection activity components;
- Accessibility to individuals by providing credit and debit card payment options; and
- Compliance with 25 of the 25 recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2010–2011, the program collected \$3,256,319 from 32,247 delinquent cases, with a total collection cost of \$313,157. The ending balance of \$21,352,967 in delinquent court-ordered debt represents 21,769 delinquent cases.

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



County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2010–2011 Collections Reporting Template

For FY 2010-2011, the program has a 74 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 72 percent exceeds the recommended 31 percent benchmark, and is 2 percentage points more than the prior year.

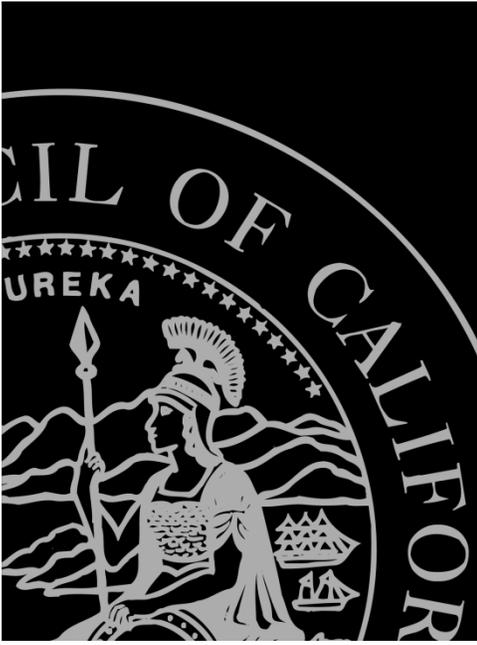
According to the Yuba collection program, collections efforts begin at the Yuba Superior Court Collections Division (CCD). The Court assumed responsibility for collections from the County of Yuba on July 1, 2010. During the first year, the Court revamped and streamlined many existing processes. Within the next few months, the CCD will begin accepting credit card payments, which they believe will further enhance local collections efforts.

If the CCD is unsuccessful in its attempts to collect a debt, delinquent cases will be referred to Shasta Superior Court's Collection Division for more intensive efforts. Shasta accepts credit cards on behalf of the Yuba Superior Court

This report contains information reviewed by an authorized designee and jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2010–2011, 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, 2010 and 2011.



Collections Reporting Template

ATTACHMENT 2



JUDICIAL COUNCIL
OF CALIFORNIA

Annual Financial Report

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

REPORTING PERIOD			
Row	Program	Reporting Period	
		Col. A	
1	Beginning Date	01-Jul-11	First day of Reporting Period
2	Ending Date	30-Jun-12	Last day of Reporting Period

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

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

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

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

VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS							
		Number of Cases Established/ Referred in Period	Value of Cases Established/ Referred in Period	Debt Transfers	Gross Revenue Collected During the Period	Adjustments	Change in Value
Row	Program	Col. N	Col. O	Col. P	Col. Q	Col. R	Col. S
38	Non-Delinquent Collections						
39	Court Collection Program						-
40	County Collection Program						-
41	Private Agency						-
42	FTB Court-Ordered Debt						-
43	Contract/Hard to Collect						-
44	Other						-
45	Total	-	-	-	-	-	-

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

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

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

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

ERROR/WARNING MESSAGES	
60	
61	

Reviewed by Court

Printed Name

Signature

Date

Title (Court Executive or Presiding Judge)

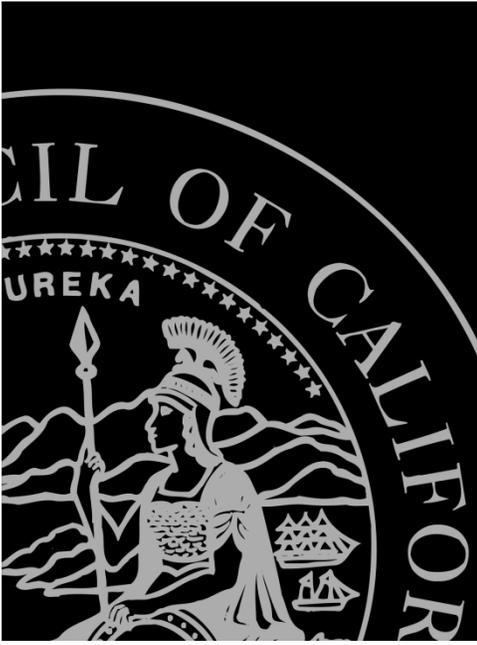
Reviewed by County

Printed Name

Signature

Date

Title (County Auditor-Controller or other)



Collections Best Practices

ATTACHMENT 3



JUDICIAL COUNCIL
OF CALIFORNIA

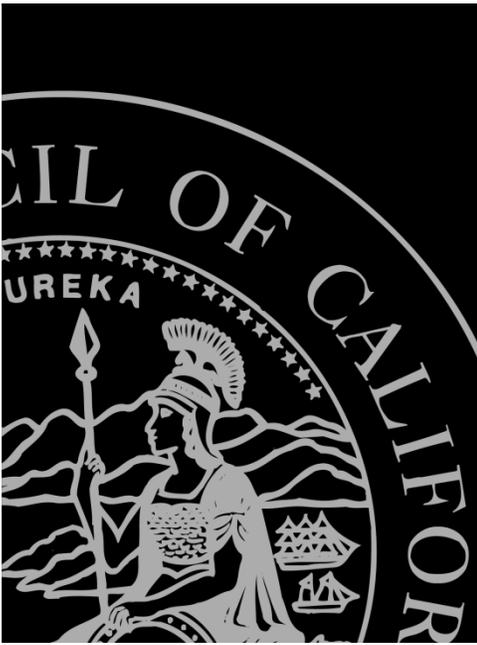
Judicial Council Approved Collections Best Practices

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.



Gross Recovery Rate & Success Rate Tables

ATTACHMENT 4



JUDICIAL COUNCIL
OF CALIFORNIA

Attachment 4

Statewide Collection Programs Gross Recovery Rate and Success Rate FY 2008–2009 and 2010–2011 Comparison

Table 1

**Fiscal Year 2008–2009 to 2010–2011 Individual Program Comparison
Gross Recovery Rate (34% benchmark) by County**

Fiscal Year 2008–2009 to 2010–2011 Individual Program Comparison Gross Recovery Rate (34% benchmark) by County																			
	Fiscal Year					Fiscal Year					Fiscal Year					Fiscal Year			
	08-09	09-10	10-11	Variance*		08-09	09-10	10-11	Variance		08-09	09-10	10-11	Variance		08-09	09-10	10-11	Variance
Alameda	37	28	37	0	Kings	41	65	41	0	Placer	30	100	49	+19	Sierra	74	68	92	+18
Alpine	46	82	36	-10	Lake	52	56	55	+3	Plumas	24	58	87	+63	Siskiyou	44	45	44	0
Amador	50	28	0	-50	Lassen	65	57	87	+22	Riverside	43	80	67	+24	Solano	48	61	55	+7
Butte	68	87	61	-7	Los Angeles	92	90	81	-11	Sacramento	37	39	62	+25	Sonoma	53	46	65	+12
Calaveras	52	42	80	+28	Madera	44	97	72	+28	San Benito	52	37	29	-23	Stanislaus	54	45	36	-18
Colusa	14	70	43	+29	Marin	76	58	81	+5	San Bernardino	36	89	77	+41	Sutter	54	56	79	+25
Contra Costa	28	26	30	+2	Mariposa	29	58	46	+17	San Diego	58	120	78	+20	Tehama	48	27	29	-19
Del Norte ¹	0	8	41	+41	Mendocino	66	70	76	+10	San Francisco	14	32	35	+21	Trinity ²	0	52	38	+38
El Dorado	19	26	44	+25	Merced	62	58	60	-2	San Joaquin	70	86	72	+2	Tulare	44	42	54	+10
Fresno	31	48	85	+54	Modoc	50	41	22	-28	San Luis Obispo	56	58	55	-1	Tuolumne	54	74	74	+20
Glenn	45	49	32	-13	Mono	26	35	49	+23	San Mateo	74	47	56	-18	Ventura	51	59	73	+22
Humboldt	68	36	40	-28	Monterey	46	55	58	+12	Santa Barbara	25	101	36	+11	Yolo	62	43	39	+23
Imperial	54	61	51	-3	Napa	55	37	50	-5	Santa Clara	53	49	65	+12	Yuba	53	73	74	+21
Inyo ¹	0	47	58	+58	Nevada	56	49	70	+14	Santa Cruz	6	9	15	+9					
Kern	79	69	75	-4	Orange ³	0	40	85	+85	Shasta	52	53	74	+22					

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

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

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

*Variance reflects percentage change from base year (FY2008-09) and current fiscal year 2010-11.

Attachment 4

Statewide Collection Programs Gross Recovery Rate and Success Rate FY 2008–2009 and 2010–2011 Comparison

Table 2

Fiscal Year 2008–2009 to 2010–2011 Individual Program Comparison Success Rate (31% benchmark) by County

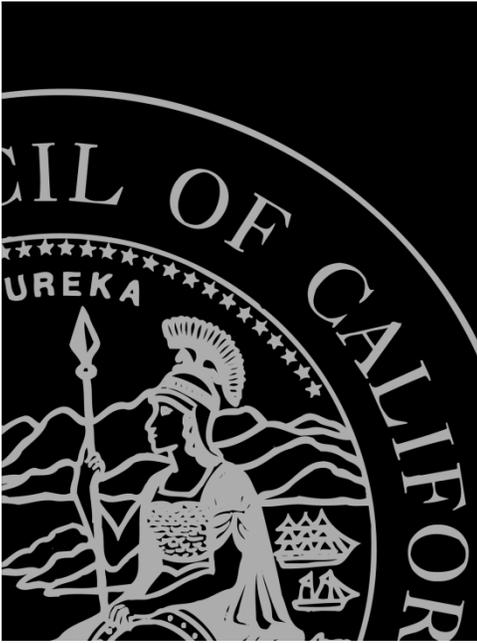
	Fiscal Year					Fiscal Year					Fiscal Year					Fiscal Year			
	08-09	09-10	10-11	Variance*		08-09	09-10	10-11	Variance		08-09	09-10	10-11	Variance		08-09	09-10	10-11	Variance
Alameda	35	27	37	+2	Kings	37	51	39	+2	Placer	38	100	55	+17	Sierra	71	62	90	+19
Alpine	46	82	36	-10	Lake	53	47	51	-2	Plumas	18	53	81	+63	Siskiyou	39	41	38	-1
Amador	50	21	168	+118	Lassen	63	57	87	+24	Riverside	28	51	60	+32	Solano	48	54	51	+3
Butte	59	81	50	-9	Los Angeles	74	68	54	-20	Sacramento	35	37	52	+17	Sonoma	37	34	56	+19
Calaveras	48	36	77	+29	Madera	50	97	71	+21	San Benito	48	36	29	-19	Stanislaus	54	45	36	-18
Colusa	14	66	41	+27	Marin	61	48	76	+15	San Bernardino	33	83	73	+40	Sutter	51	59	72	+26
Contra Costa	30	21	30	0	Mariposa	29	50	39	+10	San Diego	45	147	68	+23	Tehama	41	18	26	-15
Del Norte ¹	0	7	33	+33	Mendocino	57	60	61	+4	San Francisco	18	32	36	+18	Trinity	0	52	38	+38
El Dorado	19	23	43	+24	Merced	54	53	53	-1	San Joaquin	29	56	37	+8	Tulare	44	42	53	+9
Fresno	16	34	71	+55	Modoc	41	32	16	-25	San Luis Obispo	56	50	54	-2	Tuolumne	49	59	70	+21
Glenn	45	49	32	-13	Mono	23	31	46	+23	San Mateo	72	56	55	-17	Ventura	50	59	73	+23
Humboldt	68	34	30	-38	Monterey	43	51	55	+12	Santa Barbara	20	102	38	+18	Yolo	58	35	36	-22
Imperial	45	60	52	+7	Napa	51	41	52	+1	Santa Clara	47	41	56	+9	Yuba	34	70	72	+38
Inyo ¹	0	47	58	+58	Nevada	41	39	54	+13	Santa Cruz	5	7	15	+10					
Kern	78	69	75	-3	Orange ³	0	33	76	+76	Shasta	52	49	71	+19					

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

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

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

*Variance reflects percentage change from base year (FY2008-09) and current fiscal year 2010-11.



Collections Performance Measures and Benchmarks

ATTACHMENT 5



JUDICIAL COUNCIL
OF CALIFORNIA

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

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

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.