Collections Reporting Template Training

Judicial Council, Funds and Revenues Unit

1

Training Goals

Review reporting requirement

Provide walk-through of Collections Reporting Template (CRT)

Discuss 2024-25 reporting process

2

Collections Reporting Requirement

3

Penal Code § 1463.010

Penal Code § 1463.010 (c): Each superior court and county to jointly report to the Judicial Council, information requested, on reporting template (CRT) on or before September 1.

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

4

GC § 68514(a)

(1) Total non-delinquent revenue collected, and the number of cases associated with those collections.

(2) Total delinquent revenue collected, and the number of cases associated with those collections, as reported by each superior court and county pursuant to section 1463.010 of the Penal Code.

(3) Total amount of fines and fees dismissed, discharged, or satisfied by means other than payment.

(4) A description of the collection activities used pursuant to section 1463.007 of the Penal Code.

(5) The total amount collected per collection activity.

(6) The total number of cases by collection activity and the total number of individuals associated with those cases.

(7) Total operating costs per collection activity.

(8) The percentage of fines or fees that are defaulted on.

(9) The extent to which each court or county is meeting the collections best practices and **performance measures and benchmarks,** developed pursuant to subdivision (c) of Section 1463.010 of the Penal Code, for its collection program.

(10) Any changes necessary to improve the performance of collection program statewide.

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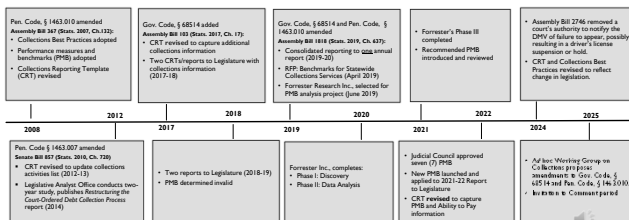## STATEWIDE COLLECTIONS PROGRAM
2008 to 2025

Pen. Code, § 1463.010 amended
Assembly Bill 367 (Stats. 2007, Ch.132):
- Collections Best Practices adopted
- Performance measures and benchmarks (PMB) adopted
- Collections Reporting Template (CRT) revised

Gov. Code, § 68514 added
Assembly Bill 103 (Stats. 2017, Ch. 17):
- CRT revised to capture additional collections information
- Two CRTs/reports to Legislature with collections information (2017-18)

Gov. Code, § 68514 and Pen. Code, § 1463.010 amended
Assembly Bill 1816 (Stats. 2019, Ch. 637):
- Consolidated reporting to one annual report (2019-20)
- RFP: Benchmarks for Statewide Collections Services (April 2019)
- Forrester Research Inc., selected for PMB analysis project (June 2019)

- Forrester's Phase III completed
- Recommended PMB introduced and reviewed

- Assembly Bill 2746 removed a court's authority to notify the DMV of failure to appear, possibly resulting in a driver's license suspension or hold.
- CRT and Collections Best Practices revised to reflect change in legislation.

2008	2012	2017	2018	2019	2020	2021	2022	2024	2025

Pen. Code § 1463.007 amended
Senate Bill 857 (Stats. 2010, Ch. 720)
- CRT revised to update collections activities list (2012-13)
- Legislative Analyst Office conducts two-year study, publishes *Restructuring the Court-Ordered Debt Collection Process* report (2014)

- Two reports to Legislature (2018-19)
- PMB determined invalid

Forrester Inc., completes:
- Phase I: Discovery
- Phase II: Data Analysis

- Judicial Council approved seven (7) PMB
- New PMB launched and applied to 2021-22 Report to Legislature
- CRT **revised** to capture PMB and Ability to Pay information

- Ad hoc Working Group on Collections propose amendment to Gov. Code, § 68514 and Pen. Code, § 1463.010
- Invitation to Comment period

6

2

Update: Collections Working Group

- Collections Best Practices updated
- Proposed amendments to Gov. Code § 68514 and Pen. Code § 1463.007
- Standardize discharge process
- Review and update collections practices and procedures

7

Collections Reporting Template (CRT) Review and Approval Process

July-August — Draft Collections Reporting Template (CRT) submitted for review.

October — CRT Contacts review and approve Individual Program Report (IPR)

December 31, 2025 — Final report submitted to Legislature and Department of Finance

September 1 — Final, signed CRT submitted.

November — CEO/CAO review and approve final IPR

February 19, 2026 — Final report submitted to the Judicial Council

8

CRT Workbook

9

Eight Worksheets:

1. Collections Activities
2. Program Report
3. Performance Report
4. Annual Financial Report (AFR)
5. Performance Metrics tab
6. Transfers
7. Categories
8. Quality Checklist

10

Collections Activities Sheet

- Court/county Contacts
- Case referral process
- Pen. Code, § 1463.007 components
- Collections information

11

Program Report

- 21 practices
- No benchmark

12

Performance Report

Comments summarized in Individual Program Report

13

Annual Financial Report

- Current Period
- Prior Period
- Combined Total
- Ability to Pay
- Victim Restitution

14

Transfers

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

- Use of this form is optional.
- Use form to calculate the *net values of case* transfer between programs.
- Values in yellow highlighted columns, should be reported in Columns and N of the 2024-25 template.

15

Categories

16 The number of collections activities required under Pen. Code, § 1463.007.

9 The number of categories created to simplify Gov. Code, § 68514 reporting requirements.

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

16

Quality Checklist

- Use of checklist is recommended to reduce reporting omissions/errors.

- Each section of Annual Financial Report represented.

- Useful self-auditing tool.

17

Performance Metrics

- Table is formula driven except for comments box.

- Space in comments box is limited. Provide brief explanation of low/high numbers.

Table displays individual program averages for each metric. Cluster averages are displayed on dashboard.

Provide brief comment on performance. Use space to explain "questionable" numbers, (e.g., 0 or 100+ score, percent, or ratio)

18

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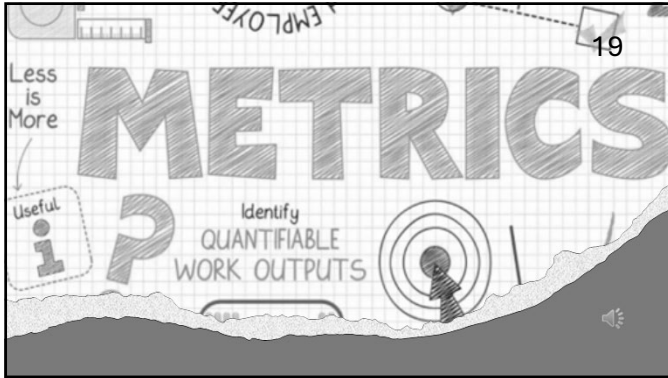
19

Performance Metrics:

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

20

Normalizing Metrics:

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

21

Performance Metrics and Benchmarks (PMB)Takeaways

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

22

Metrics and Dashboard

23

Clusters and Dashboard

24

Individual Program Report (sample)

Summary:

Dashboard:

Data Elements

Collections Activities Sheet

Court/County Contact: Who should we contact for additional information and/or clarifications?

Case referral process: Tell us the order by which delinquent debt referred/transferred between collection program.

Penal Code, § 1463.007 components

Collections Information: Report amount collected, number of cases, number of individuals associated with those cases, and costs **per collection activity.**

Collections Activities Sheet (cont'd)

28

Program Report

- Check best practices met by program
- Reporting on the extent to which programs are meeting best practices.
- There is no benchmark or set number of practices that must be met.

29

Performance Report

- Keep comments concise and to the point.
- Limit narrative to 2-3 short sentences.
- Include changes that may have impacted program performance.

30

Annual Financial Report:

31

Annual Financial Report:
Current Period Section

Include activity and transactions for cases that became delinquent during the current reporting period: July 1 to June 30

32

Column B:
Number of Cases Established Delinquent

DO:
- Report the number of cases assigned to each program where an activity occurred.
- Report the outstanding number of cases assigned to each program at year's end (June 30).

DON'T:
- Report a number *less than* value reported in Column D.

33

Column C:
Value of Cases Established Delinquent

Value of Cases Established or Referred as Delinquent

Col. C

DO:
- Report the value of cases assigned to each program for cases reported in Column B.
- Report the value of cases reported in Column B assigned to each program at year's end (June 30).

DON'T:
- Report an amount *less than* value reported in Column J.

34

Column D:
Cases w/Payments Received

Number of Cases with Payment(s) Received (Items 1 and 2)

Col. D

DO:
- In Row 3, report the number of **nondelinquent cases** associated to revenue reported in Column E.
- In Rows 4-10 report the number of **delinquent cases** associated with revenue in Column E.

DON'T:
- Report the number of **payments** received.

35

Column E:
Gross Revenue Collected

Gross Revenue Collected

Col. E

DO:
- Report revenue collected from **nondelinquent cases,** in Row 3.
- Report revenue collected from **delinquent cases** by program, in Rows 4-10.

DON'T:
- Include revenue from cases referred to collections in prior periods.

36

Column F:
Cost of Collections

Cost of Collections
(Penal Code 1463.007)
enter as negative number

Col. F

DO:
- Refer to authority: Penal Code, § 1463.007
- Recover costs for **delinquent** collections only.
- Track nondelinquent case activity separate from delinquent.
- Report recovered costs as a negative (-) number.
- Refer to *Guidelines and Standards for Cost Recovery*

DON'T:
- Report costs in lump sum. Prorate costs by program, if necessary .
- Report costs as a positive number.
- Report $35 claimed for nondelinquent ATP cases.

37

Column G:
Adjustments

Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence (Item 3)

Col. G

DO:
- Include value of court-ordered suspensions, dismissals, and/or alternative non-cash modifications to ordered amount.
- Report amount as a positive number.

DON'T:
- Use column for accounting adjustments; e.g., ending balance modifications.

38

Column H:
Discharge from Accountability

Discharge from Accountability (Item 3)

Col. H

DO:
- Refer to authority: Gov. Code, § 25257 to § 25259.7.
- Report discharged amount as a positive number.
- Discharge debt annually to avoid residual outstanding balance.
- Refer discharged cases to FTB-IIC.
- Report collections transaction on a discharged case as any standard.

DON'T:
- Discharge victim restitution, unless the victim is deceased.
- Include delinquent debt that has not been approved for discharge during the reporting period.

39

Slide 40

Column J:
Value of Cases on Installment Plan

Value of Cases on Installment Agreement (Item 8)
Col. J

DO:
- Track delinquent installment plans.
- Report the value of all newly established delinquent cases placed on an installment agreement.
- Report the value on plans until paid in full.

DON'T:
- Track nondelinquent installment plans.

40

Slide 41

Column K:
Default Balance

Default Balance Installment Agreement (Item 8)
Col. K

DO:
- Track all delinquent payment plans.
- Report cases that are in default on June 30, 2025 (i.e., at year end installment plan was ended/not reinstated, because of non-payment).
- Report the case value on installment plans until paid in full.

DON'T:
- Include cases set up on installment plans before July 1, 2024.

41

Slide 42

Annual Financial Report:
Prior Period Section

- Include activity and transactions for cases established as delinquent *before* July 1.
- Columns O, P, Q, R, S mirror data captured in Current Period, Columns D, E, F, G, H.
- Columns M, N, U, and V capture different data.

42

14

Slide 43

Columns M and N:
Value of Cases on Installment Agreements

- Column M: include the ending case count from the prior year (Column AE)
- Column N: include the ending balance from the prior year (Column AF)

43

Slide 44

Columns U and V:
Value of Cases on Installment Agreements

- Column U: include cases on installment agreement as of July 1, **plus** previously-delinquent cases (i.e., reported in Column N) put on installments during the reporting period.
- Column V: include value of cases reported in Column U that defaulted during the reporting period **only**.
- Balance on defaulted cases (Columns K and V) should not be carried forward year-to-year.

44

Slide 45

Annual Financial Report:
Combined Section

- Yellow highlighted cells are formula driven, no data entry required.
- Columns AE and AF include formulas that can be replaced with actuals.
- If Column AG displays an error message, but amounts reported in Columns AE and AF reconcile to case management/accounting systems, explain error in Performance Report.

45

Combined Section: Crosswalk

Data Element:	Current Period Section	Prior Period Section	Combined Section
Case Number	B	M	X
Case Value	C	N	Y
Cases w/Payment received	D	O	-
Gross Revenue	E	P	Z
Cost of Collections	F	Q	AA
Adjustments	G	R	AB
Discharge from Accountability	H	S	AC
Value of Cases on Installment Agreements	J	U	-
Default Balance	K	V	-

46

Annual Financial Report:
Ability to Pay (ATP) Section

COLLECTIONS FROM CASES SUBJECT TO ABILITY TO PAY DETERMINATION

Period	Online ATP Revenue: Nondelinquent	Online ATP Revenue: Delinquent	Online ATP Revenue: Combined	In-Person ATP Revenue: Nondelinquent	In-Person ATP Revenue: Delinquent	In-Person ATP Revenue: Combined	Online ATP Cases w/ Installment Payments: Nondelinquent	Online ATP Installment Costs Claimed: Nondelinquent	In-Person ATP Cases w/ Installment Payments: Nondelinquent	In-Person ATP Installment Costs Claimed: Nondelinquent
	Col. AH	Col. AI	Col. AJ	Col. AK	Col. AL	Col. AM	Col. AN	Col. AO	Col. AP	Col. AQ
Current Period						-				
Prior Period						-				
Combined Periods						-				

- Columns AH, AI, AK, AL: Report nondelinquent, delinquent, and combined revenue totals collected from ALL online and in-person (paper form) ATP determination requests.

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

- Delinquent costs recoverable, up to actual, per standard collections practices (Penal Code, § 1463.007)

47

Reporting ATP Costs:
Cost Recovery Report Template (CRRT)

- Recover *actual* costs for collecting on delinquent ATP approved cases.

- Cost is pre-populated at the maximum $35 rate. Adjust to *actual* claimed cost.

- CRRT is a different report, submitted monthly to Branch Accounting and Procurement (BAP).

- NOTE: All activity for cost recovery should be posted to Phoenix Fund 120007 Enhanced Collections

48

Annual Financial Report:
Victim Restitution Section

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

- Report victim restitution (VR) **only** in this section of AFR.
- Costs related to the collection of VR are <u>not</u> recoverable under Pen. Code, § 1463.007.
- Distribution of VR payments is **first** priority, under Pen. Code, § 1203.1(d).
- Collection of VR is typically the responsibility of County Probation Dept. or court.

49

CRT: Data Errors

50

Common Mistakes:

- Missing data
- Incorrect data
- Repeated (carry over) balance
- Dated (old) information
- No comments on Performance

51

Collection Activities

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

52

Annual Financial Report

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

53

Performance Report

Comments are:

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

54

Data Error Solutions

Develop required report(s)

Double-check all entries

Reprogram system(s)

Request accurate data from third-party

Use available tools

55

Reminders and Resources

56

Collections Resources Webpage

https://courts.ca.gov/partners/funds-and-revenue/collections-resources

57

Questions?

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58

- If data cannot be separated by Period, report it all in Prior Period section.

- If costs by program are unavailable, prorate total against all collection programs.

- If the reported data does not reconcile to accounting systems, the adjustments column should <u>not</u> be used to balance the numbers.

- If a discharged case includes victim restitution and court-ordered fines, payments received must be distributed to the victim first.

- If an error message pops up, check for use of cents and round to the nearest whole number.

- If FTB and the program's total do not reconcile, report the program's total.

WHAT IF ?

59

Other reminders…

June 26: Q&A session

September 1: CRT due

August 8: Draft CRT due

<u>Evaluation</u>

60