



Judicial Council of California · Administrative Office of the Courts

455 Golden Gate Avenue · San Francisco, California 94102-3688

www.courts.ca.gov

REPORT TO THE JUDICIAL COUNCIL

For business meeting on December 13, 2013

Title	Agenda Item Type
Judicial Council Report to the Legislature: Statewide Collection of Court-Ordered Debt	Action Required
Rules, Forms, Standards, or Statutes Affected	Effective Date
None	December 13, 2013
Recommended by	Date of Report
Administrative Office of the Courts Zlatko Theodorovic, Director Fiscal Services Office	November 21, 2013
	Contact
	Enhanced Collections Unit, Bob Fleshman, 415-865-7531 bob.fleshman@jud.ca.gov

Executive Summary

The Enhanced Collections Unit of the Administrative Office of the Courts (AOC) Fiscal Services Office recommends approving the fiscal year (FY) 2012–2013 annual *Report to the Legislature on the Statewide Collection of Court-Ordered Debt*, as required by Penal Code section 1463.010.

Recommendation

The Administrative Office of the Courts recommends that the Judicial Council approve the annual *Report to the Legislature on the Statewide Collection of Court-Ordered Debt*, as required by Penal Code section 1463.010.

A copy of the report is attached.

Previous Council Action

The *Report to the Legislature on the Statewide Collection of Court-Ordered Debt*, as required by Penal Code section 1463.010(c), provides information to the Legislature on the effectiveness of

the statewide cooperative superior court and county programs for the collection of court-ordered debt. This is the fifth report that the Judicial Council has submitted to the Legislature under Penal Code section 1463.010, and it builds on the baseline performance measures submitted in the last five reporting periods. The analysis conducted with this report reviews the extent to which each court or county is following best practices for its collections program, the performance of each collections program, and any changes necessary to improve the performance of collections programs statewide.

Rationale for Recommendation

Penal Code section 1463.010 requires that a report be submitted to the Legislature annually to provide information about the collection of delinquent court-ordered debt. Each court and county collections program is required to submit its data on the Judicial Council–approved *Collections Reporting Template*. Pursuant to Penal Code section 1463.010, court and county collections programs must submit their annual reports to the AOC’s Enhanced Collections Unit no later than September 1 for the previous fiscal year. The *Report to the Legislature on the Statewide Collection of Court-Ordered Debt* is due to the Legislature annually by December 31.

Highlights of the FY 2012–2013 report include the following information:

- Statewide collection programs collected a total of \$668.8 million in delinquent court-ordered debt.
- Since reporting began in FY 2008–2009, a total of \$3.3 billion in delinquent court-ordered debt has been collected by court and county collections programs.
- The outstanding total debt of \$8.3 billion that was reported by the courts and counties represents a 5 percent increase over the \$7.9 billion reported in FY 2011–2012.

Comments, Alternatives Considered, and Policy Implications

Because this report is mandated by law, no alternatives were considered; there are no policy implications related to submitting this report to the Legislature.

Implementation Requirements, Costs, and Operational Impacts

There are no anticipated costs or operational impacts related to the approval of this report.

Relevant Strategic Plan Goals and Operational Plan Objectives

The *Report to the Legislature on the Statewide Collection of Court-Ordered Debt* supports the following Judicial Council strategic goals:

- Goal II, Independence and Accountability: Because this report helps to plan for, direct, monitor, and support the business of the branch and to account to the public for the branch’s performance, specifically in the area of collections.

- Goal III, Modernization of Management and Administration: Justice will be administered by using modern management practices that implement and sustain innovative ideas and effective practices.

Attachments

Attachment A: *Report to the Legislature on the Statewide Collection of Court-Ordered Debt*



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

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

STEVEN JAHR
Administrative Director of the Courts

December 31, 2013

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

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

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

Re: *Report to the Legislature on the Statewide Collection of Court-Ordered Debt: FY 2012–2013*, as required by Penal Code section 1463.010

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

Attached is the fiscal year 2012–2013 *Report to the Legislature on the Statewide Collection of Court-Ordered Debt*, as required by Penal Code section 1463.010(c). This is the fifth annual report submitted to the Legislature and provides information about court and county collections programs.

Diane F. Boyer-Vine
Gregory P. Schmidt
E. Dotson Wilson
December 31, 2013
Page 2

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

Sincerely,

Steven Jahr
Administrative Director of the Courts

SJ /REF/lcc
Attachment

cc: Members of the Judicial Council

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

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

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

Matt Osterli, Senate Republican Fiscal Office

Marvin Deon II, Consultant, Assembly Committee on Budget

Allan Cooper, Consultant, Republican Fiscal Office

Curt Soderlund, AOC Chief Administrative Officer

Curtis L. Child, AOC Chief Operating Officer

Andi Liebenbaum, Senior Governmental Affairs Analyst, AOC Office of Governmental Affairs

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

Bob Fleshman, Supervisor, AOC Fiscal Services Office, Enhanced Collections Unit

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

STEVEN JAHR
Administrative Director of the Courts

Report title: *Report to the Legislature on the Statewide Collection of Court-Ordered Debt: FY 2012–2013*, as required by Penal Code section 1463.010

Statutory citation: Penal Code section 1463.010(c)

Date of report: December 2013

The Judicial Council has submitted a report to the Legislature on the collection of court-ordered debt in California for fiscal year (FY) 2012–2013 in accordance with Penal Code section 1463.010.

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

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

In FY 2012–2013, statewide collections programs collected a total of \$668.8 million in delinquent court-ordered debt. Since reporting began in FY 2008–2009, a total of \$3.3 billion in delinquent court-ordered debt has been collected by court and county collections programs. Total outstanding delinquent debt at the end of FY 2012–2013 was \$8.3 billion. This figure represents a 5 percent increase over the \$7.9 billion reported for FY 2011–2012. Detailed information about each court or county collections program is included in the full report. This year's report also contains a review summary of the effectiveness of the intra-branch collections services program, in which one court provides collection services for another.

The full report on the collection of court-ordered debt for FY 2012–2013 is available at www.courts.ca.gov/7466.htm. A printed copy of the report can be requested by calling 818-558-3221. For more information on this report, please contact Zlatko Theodorovic, Director, Fiscal Services Office, Administrative Office of the Courts, at 916-263-1397, or the Enhanced Collections Unit at collections@jud.ca.gov.

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*Chief Justice of California and
Chair of the Judicial Council*

Hon. Steven Jahr
Administrative Director of the Courts

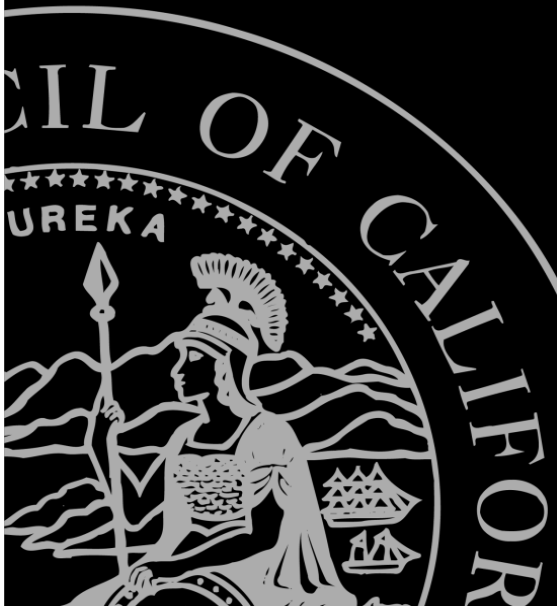
Curt Soderlund
Chief Administrative Officer

**JUDICIAL AND COURT
ADMINISTRATIVE SERVICES DIVISION**

FISCAL SERVICES OFFICE

Zlatko Theodorovic
Director and Chief Financial Officer

Bob Fleshman
*Supervisor, Fiscal Services Office,
Enhanced Collections Unit
and Primary Author of Report*



Report to the Legislature on the Statewide Collection of Court- Ordered Debt FY 2012–2013

AS REQUIRED BY PENAL CODE
SECTION 1463.010

DECEMBER 2013



JUDICIAL COUNCIL
OF CALIFORNIA

ADMINISTRATIVE OFFICE
OF THE COURTS

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

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

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

Overview

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

This year’s report also contains a review summary of the effectiveness of the intra-branch collections services program, in which one court provides collection services for another court under a written memorandum of understanding (MOU) between the courts. The Superior Court of Shasta County collects court-ordered debt for six superior courts (as well as various county departments/agencies) and the Superior Court of Ventura County collects for one superior court.

Findings

Based on data reported by the 58 court and county collections programs for the FY 2012–2013 reporting period, statewide collections programs collected a total of \$668.8 million in delinquent court-ordered debt. Delinquent accounts are defined as non-forthwith collections except for installment payment accounts which have not met the agreed upon terms and conditions of installment payment agreements. Since FY 2008–2009, when the Administrative Office of the Courts (AOC) began tracking statewide performance, a total of \$3.3 billion in delinquent court-ordered debt has been collected by court and county collections programs. The outstanding total debt of \$8.3 billion reported by courts and counties represents a 5 percent increase over the \$7.9 billion reported in FY 2011–2012. The collectability of delinquent debt is primarily determined by the age of the account from the date it becomes delinquent. The likelihood of collecting

delinquent court-ordered debt drops as the account ages. Information about the age of accounts included in the \$8.3 billion of outstanding debt is unavailable; therefore, the collectability of that debt is difficult to determine. (Refer to page 8, Discharge from Accountability, for more detailed information.)

Individual collections programs reported a number of factors that adversely affected collections this fiscal year and should be considered in assessing the overall collectability of delinquent court-ordered debt on a statewide basis.

These adverse factors include the following:

- California unemployment rates higher than the national average and uneven regional economic recovery within the state, resulting in increased hardships for debtors to pay; thereby, decreasing revenues;
- Deficient court case management systems and county accounting systems continue to hinder the ability of some court and county programs to separate account types for accurate reporting, resulting in overstated or understated figures; and
- Successive years of statewide budget reductions have led to staff furloughs, layoffs, and other attrition, as well as a reduction in operating hours and the shifting of existing resources to other mission-critical operations.

Chart 1 depicts the total delinquent revenue collected in FY 2012–2013 and the percentages collected by each of the collecting entities involved in the statewide collection of court-ordered debt.

It should be noted that all revenue from delinquent court-ordered debt (except for civil assessments collected from traffic and criminal cases) is deposited in each respective county treasury and distributed, as mandated, to the various city, county, and state agencies.

CHART 1

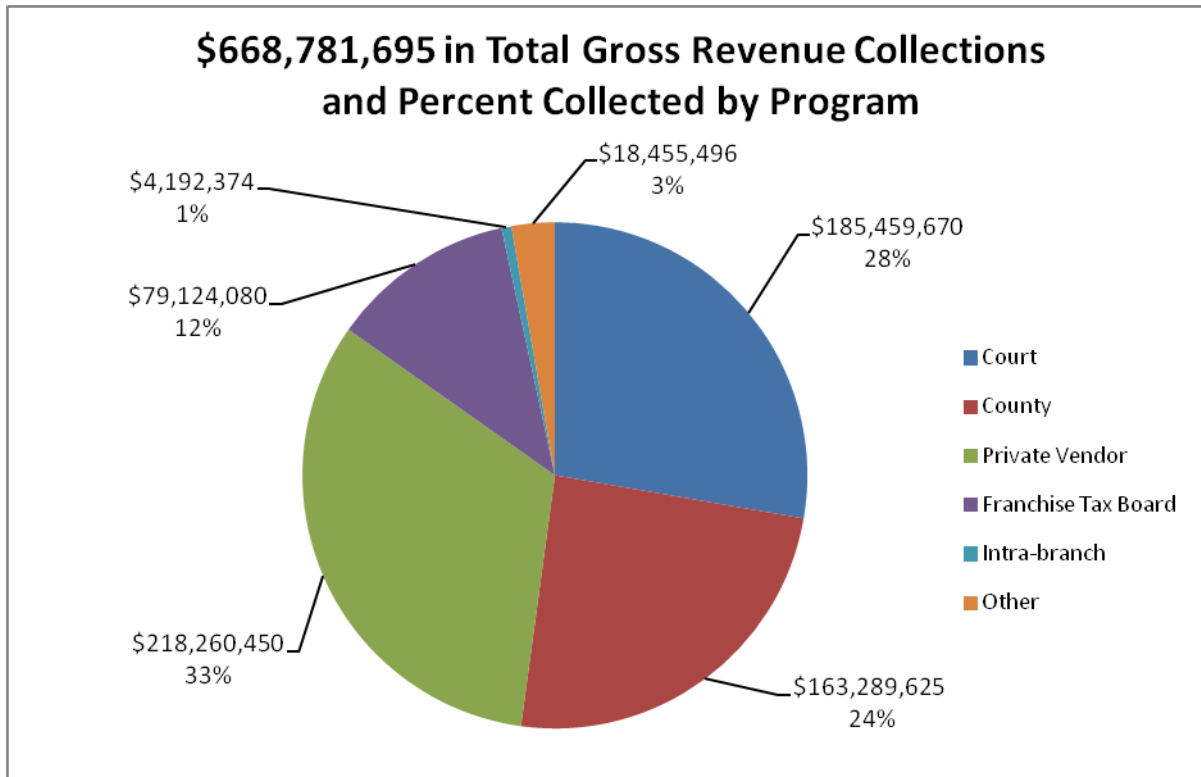


Chart 2 shows revenues collected and program costs for each type of entity involved in the collection of court-ordered debt. The total gross amount collected by each entity is shown in dollars; program costs are shown as percentages. For example, the courts collected a total of \$185,459,670 of which 19 percent was used to offset program operating costs and commission fees charged by each collections entity (private vendor, intra-branch, Franchise Tax Board). Notable variances in operating costs represent economies of scale and court-specific factors. The relatively low commission costs reported by private vendors is one example related to efficiencies (larger collections programs make tens of thousands of referrals a month to private collection vendors). While the intra-branch programs report a higher level of operating costs, this is tied to the fact that these services are provided to small courts with a much lower volume of cases referred.

CHART 2

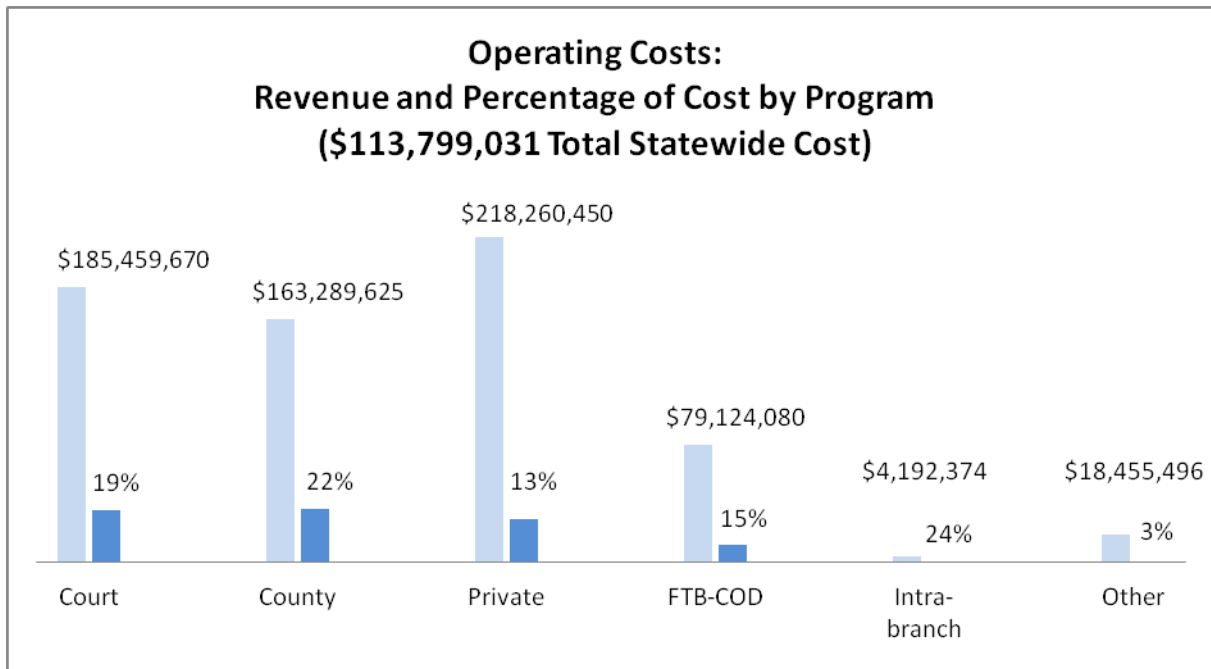
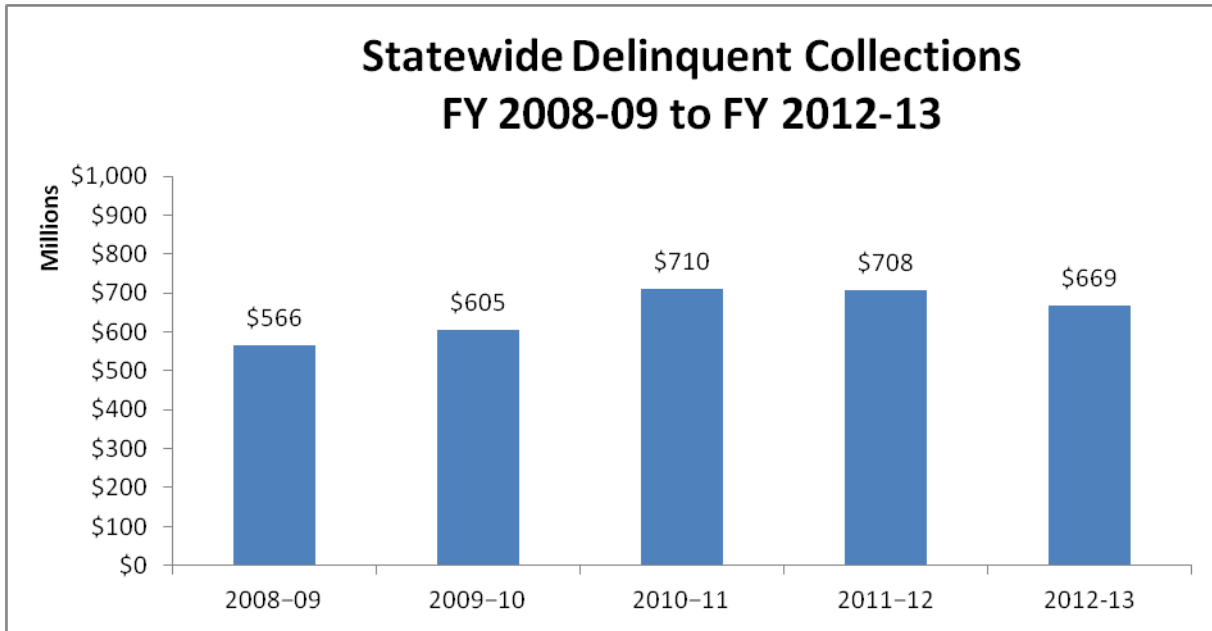


Chart 3 shows statewide collections totals for delinquent court-ordered revenue over a five-year period.

CHART 3



Collections Best Practices

The Judicial Council adopted Collections Best Practices in 2008, with subsequent revisions made in 2011 (Attachment 3). The best practices establish a variety of tools designed to improve the collection of delinquent court-ordered debt and include enforcement tactics such as placing a hold on a driver's license through the Department of Motor Vehicles and imposing a civil assessment on delinquent debt. Other tools within the best practices include the adjudication of cases where defendants are absent, methods for offsetting operating costs, and contracting the services of third-party collections vendors. Statewide collections programs are encouraged to follow as many best practices as possible in an effort to enhance collections efforts, resolve accounts in a timelier manner, and increase revenue collected.

The following table lists the number of best practices used by each court and county collections program, as reported in FY 2012–2013.

Number of Collections Best Practices by Collections Program for FY 2012–2013							
Alameda	25	Kings	21	Placer	24	Sierra	25
Alpine	25	Lake	24	Plumas	20	Siskiyou	24
Amador	19	Lassen	24	Riverside	23	Solano	17
Butte	19	Los Angeles	22	Sacramento	23	Sonoma	20
Calaveras	22	Madera	23	San Benito	16	Stanislaus	24
Colusa	24	Marin	23	San Bernardino	19	Sutter	16
Contra Costa	24	Mariposa	24	San Diego	25	Tehama	22
Del Norte	22	Mendocino	24	San Francisco	23	Trinity	21
El Dorado	23	Merced	23	San Joaquin	19	Tulare	25
Fresno	23	Modoc	22	San Luis Obispo	22	Tuolumne	25
Glenn	24	Mono ¹	8	San Mateo	25	Ventura	24
Humboldt	24	Monterey	24	Santa Barbara	22	Yolo	24
Imperial	25	Napa	25	Santa Clara	24	Yuba	25
Inyo	25	Nevada	23	Santa Cruz	20		
Kern	22	Orange	25	Shasta	24		

In FY 2012–2013, 50 of the 58 programs met 20 or more of the 25 practices. Collections programs are not required to meet a specified number of best practices, yet courts and counties continue to implement additional practices in efforts to improve revenue collection in a crippling fiscal environment in which the judicial branch has experienced nearly a half a billion dollars in cumulative, ongoing budget reductions. For example, of the 58 program reports, 9 programs implemented one or more additional best practices since the prior reporting period.

Intra-Branch Collections Services Program

The AOC Enhanced Collections Unit performed a review of the effectiveness of the intra-branch collections services program, in which one court provides collection services for delinquent court-ordered debt to another court under a written MOU. Two courts, the Superior Courts of Shasta and Ventura Counties, provide these collection services to participating courts. Site visits were made to the provider courts to gather firsthand information about their operations and collection methods. Information and feedback were gathered from the participating court(s) as to their satisfaction with the intra-branch services and why they selected another court to handle their collections in conjunction with a private vendor and/or the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program.

¹ Mono Superior Court and Mono County recently agreed to establish a collaborative collections program.

The Superior Court of Shasta County began providing intra-branch collections services in 2003 to one court and now provides services to six superior courts: Colusa, Glenn, Lassen, Sierra, Tehama, and Yuba. The Superior Court of Ventura County began providing services to the Superior Court of Imperial County in 2006.

The information gathered for the review process included: range of collections services and tools, preparation and transfer of cases, type and age of cases, accounting and activity reports, performance data, commission rates, and related operating costs.

Intra-Branch Review Summary

- Participating courts are satisfied overall with the intra-branch collections services program and feel a court services program may be more effective than a private vendor for the collection of court-ordered debt because they know court operations and business, share the same mission, and are motivated to enforce the rule of law.
- Intra-branch collections services provide customized services and tools to each participating court, depending on the individual court's varied collections needs. Ventura offers a predictive dialer and extended evening and weekend hours of operation, which are key factors to its successful intra-branch program. Shasta uses its deputized clerks to impose civil assessments and to place and release holds on driver's licenses with the Department of Motor Vehicles.
- Shasta's commission rate of 24 percent and Ventura's commission rate of 20 percent—though higher than the average rate of some private vendors—are the result of start-up costs to develop an interface with the case management systems, the staff resources to support the participating program(s) and the time consideration necessary to work on a case (especially hard to collect cases), and the customized and specialized services and tools offered. The success of collection efforts usually depends on the volume of referrals and the age of accounts. Both Shasta and Ventura are dedicated to exhausting all collection efforts before a hard to collect case is discharged from accountability.
- A comparison of the collections methods and tools used by the provider courts to those used by private vendors and the Franchise Tax Board cannot be made. While all collecting entities make phone calls and send out notices, there are significant differences in the approaches used by a private vendor and the FTB-COD, which tend to have a more aggressive approach and less flexibility to offer alternative payment options. The intra-branch services can accommodate daily, weekly, and/or monthly activity reports, other collections reporting, revenue distribution, and court-to-court interface capabilities between case management systems.

Based on this review of each participating court's operational procedures and amount of revenue collected, the intra-branch collections services program represents an effective tool for California's trial courts. Although the commission rates may not appear to be the most competitive, they are within the range of the private vendors' commission rates, and are outweighed by the value of contracting with an entity that understands court business and the importance of enforcing the rule of law. While resource issues currently prevent many courts from enhancing existing collections programs, the intra-branch program provides a viable alternative for small and medium-sized courts as well as those courts with severe budget and staffing challenges.

Performance Measures

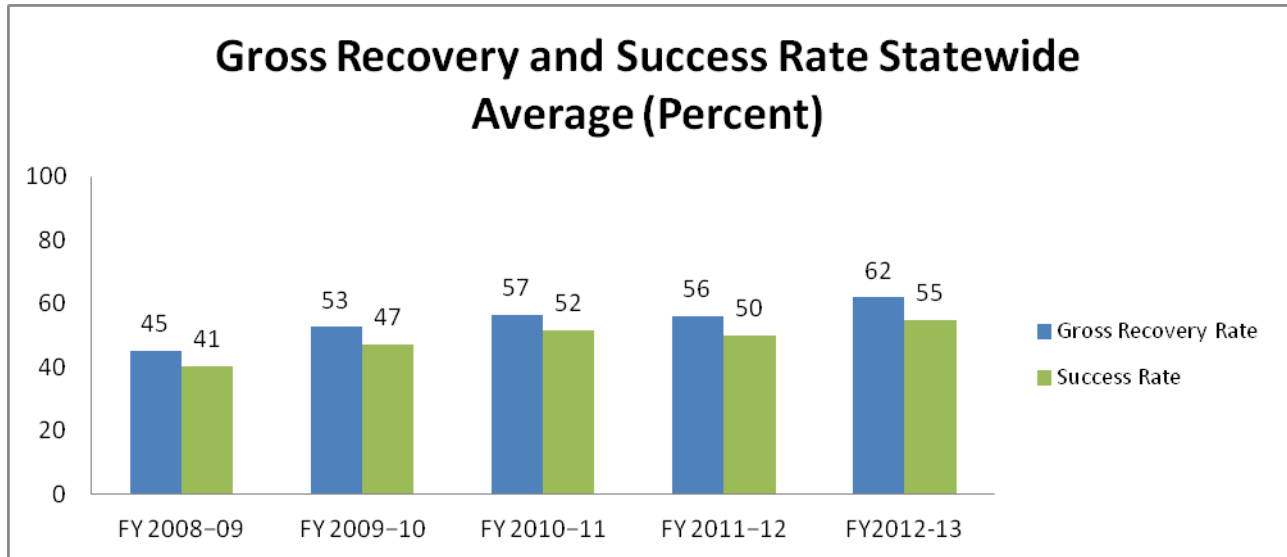
In FY 2008–2009, performance measures and benchmarks were developed to review the effectiveness of collections programs statewide. The two performance measures established and approved by the Judicial Council are the Gross Recovery Rate (GRR) and the Success Rate (SR).

- The Gross Recovery Rate measures a program's ability to resolve delinquent court-ordered debt, and includes alternative sentence, community service, suspended sentences, and discharges. The GRR calculates revenue, adjustments, and discharges against total referrals for the period. A benchmark of 34 percent was established.
- The Success Rate measures the amount of delinquent revenue collected by a program; a benchmark of 31 percent was established. The SR calculates revenue against total referrals for the period after adjustments and discharges are made.

In FY 2012–2013, 55 of the 58 programs exceeded the Gross Recovery Rate benchmark, an improvement of 5 more programs than the preceding year. Of the 58 programs, 53 exceeded the Success Rate benchmark—3 more than the preceding year. The increase in the number of programs meeting or exceeding the benchmarks may result from various factors, including increased adjustments, discharged debt, changes in operations, and reporting errors. An adjustment is defined as any change in the total amount of debt due after the initial determination of the amount of the outstanding delinquent debt. Debt may be discharged from accountability by the court or county collecting entity, as authorized by statute. Operational changes include the methods used to refer and transfer cases between the collecting entities, as well as the implementation of new practices such as trials by written declaration and additional payment options. Reporting errors may be caused by limitations with some case management and accounting systems, which have been an issue for programs statewide for the past several reporting periods. The performance of each individual collections program from the FY 2008–2009 base year to the current FY 2012–2013 reporting period is detailed in Attachment 4. Comments on the increase or decrease from the previous year's Gross Recovery Rate and Success Rate, provided by the program, are located in the individual program reports in Attachment 1.

Chart 4 shows statewide averages for Gross Recovery Rates and Success Rates and represents 55 programs. (Three programs with rates over 100 percent were excluded from the calculation to avoid skewing the data.)

CHART 4



Discharge from Accountability

It is important to distinguish the difference between court-ordered debt that is past due and delinquent court-ordered debt that is uncollectible and meets the recommended eligibility criteria to be discharged from accountability by the collecting entity. Court and county collections programs are authorized, under Government Code sections 25257–25259.95, to discharge outstanding debt from accountability if the outstanding amount is too small to justify the cost of collections or the likelihood of collection does not warrant the expense involved. Additional criteria for determining when debt may be considered uncollectible include:

- All the required reasonable collection efforts, including Penal Code section 1463.007, have been performed;
- The debtor is deceased, has no assets, and a copy of the death certificate has been submitted; and
- At least 5 years for infractions or 10 years for misdemeanors and felonies has elapsed from the date the debt became delinquent.

During the one-time amnesty program, offered in FY 2011–2012, the courts and counties identified 1,881,665 delinquent accounts eligible for amnesty, totaling \$1,857,179,067. As a result of the amnesty program and the \$83,030,464 discharged by the collections programs in FY

2012–2013, an estimated \$1.7 billion may be eligible for discharge from accountability based on age.

The \$83 million discharged is a small amount compared to the balance of \$5.2 billion in outstanding debt reported at the beginning of FY2008–2009, the base year established for measuring statewide performance. The limitations reported within the case management and accounting systems continue to prevent programs from having the ability to identify uncollectible accounts. Therefore, it is impossible to accurately determine what amount of the current outstanding court-ordered debt is truly collectable.

Improving Statewide Collections

In 2009, the AOC’s Enhanced Collections Unit, in collaboration with the California State Association of Counties, convened an informal group of court and county subject-matter experts to make recommendations to improve the performance of collections programs statewide. Since 2009, a range of changes have been identified across the full spectrum of collections efforts, from providing new enforcement tools to focusing efforts on collectible debt. The diverse group meets as needed throughout the year to address statewide collections issues, provide expertise on contracts and collections operations, and serve as a forum for discussing and sharing ideas on issues affecting court and county collections.

Other efforts in this reporting period to improve collections by the AOC Enhanced Collections Unit include:

- In collaboration with other AOC offices, developed and helped facilitate the request for proposal process for a new statewide master agreement with multiple private vendors to provide third party collection services to courts and counties. The selection of new vendors is expected to be announced by January 2014.
- Increased outreach and partnering with county representatives to address a variety of current issues, including the lack of collections procedures and complexities relating to inter-jurisdictional probation transfers.
- Enhanced existing services provided by the AOC’s Enhanced Collections Unit to court and county collections programs by providing direct assistance and information on collection issues, such as cost recovery, reducing operating costs, increasing revenue, etc.

Conclusion

In FY 2012–2013, a total of \$668.8 million in delinquent court-ordered debt was collected by court and county collections programs. Over the past five years, since the reporting of statewide performance began, a total of \$3.3 billion has been collected in delinquent court-ordered debt. It should be noted that the current outstanding balance of \$8.3 billion in statewide delinquent debt includes a beginning balance of \$5.2 billion, as reported in FY 2008–2009, which dates back to

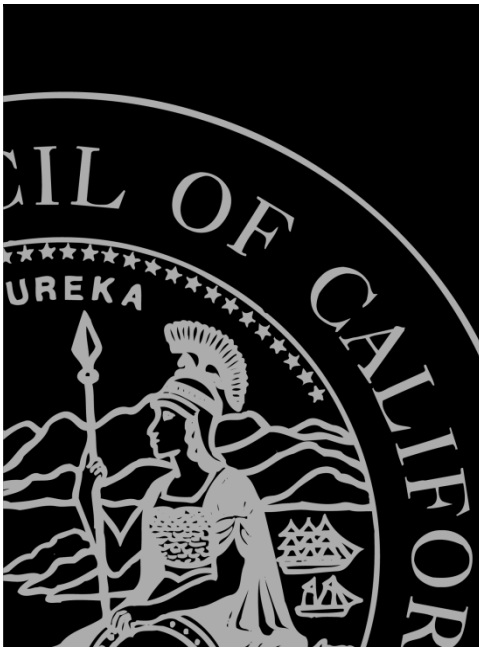
2003. Therefore, it is impossible to determine how much of the total outstanding debt is truly collectible.

Although revenues in FY 2012–2013 have remained steady from the prior year, individual collections programs throughout the state have been dealing with the difficult challenges of reduced budgets and resources, limitations in case management systems that inhibit accurate reporting, and debtors who are dealing with the hardships of varied regional economic conditions and high unemployment rates. While these factors will continue to affect collections, the collections programs have been meeting these challenges by stepping up efforts to enhance their programs to improve performance by implementing best practices, adding new collections activities and tools, and streamlining court and county operations.

For more information about this report, please contact Zlatko Theodorovic, Director of the AOC Fiscal Services Office, 916-263-1397, or the Enhanced Collections Unit at collections@jud.ca.gov.

Enclosures

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



Court and County Collections Program Reports

ATTACHMENT 1



JUDICIAL COUNCIL
OF CALIFORNIA

County of Alameda and Superior Court of Alameda Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 1,548,681

Authorized Judges/Commissioners: 71/9

Total Revenue Collected: \$22,984,921

Gross Recovery Rate: 63%

Success Rate: 47%

Ending Balance:¹ \$237,547,755

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Alameda County and the County of Alameda. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$22,984,921 from 911,989 delinquent cases, with collection costs of \$4,267,720. The Ending Balance of \$237,547,755 in delinquent court-ordered debt represents 708,272 delinquent cases, of which 310,239 were established in the reporting period.

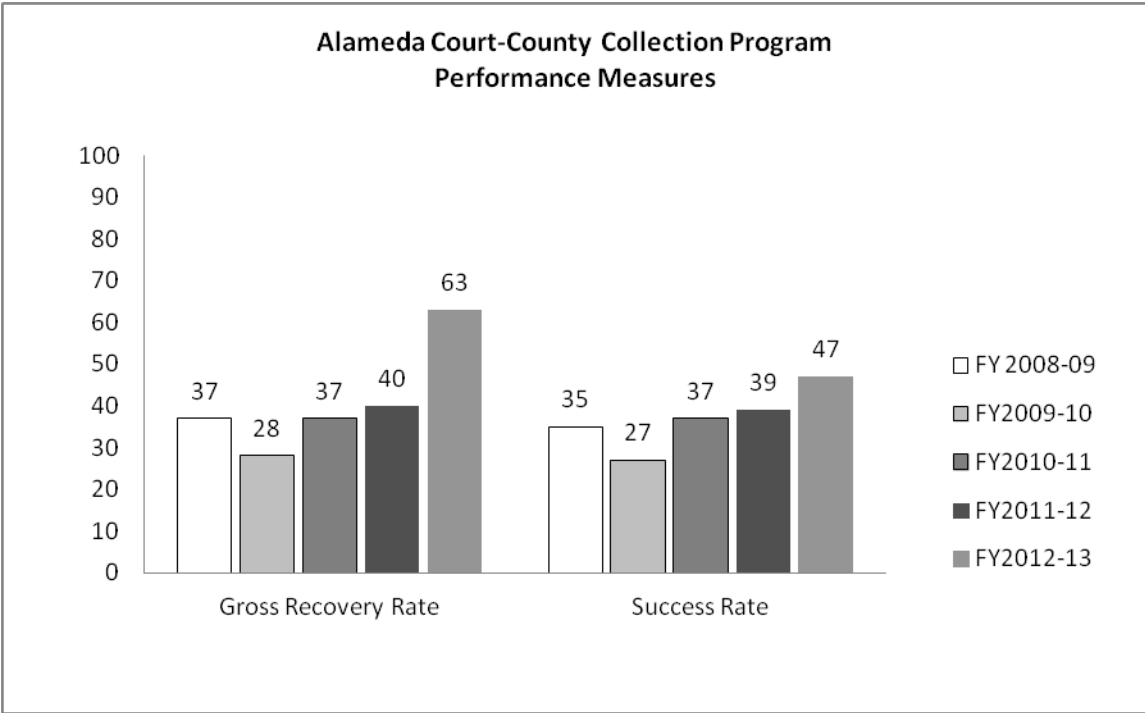
For FY 2012–2013, the program has a 63 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 23 percentage points more than the prior year. The program’s Success Rate of 47 percent exceeds the recommended 31 percent benchmark and is 8 percentage points more than the prior year.

According to the Alameda collections program, the increases in the Gross Recovery Rate and Success Rate are partially attributable to two events that increased the percentages: the return of over \$28.8 million in traffic fines to the Court and over \$10 million in fines discharged from accountability by the Court, as authorized by statute and recommended by AOC collections best practices. Beginning FY 2012–2013, collections increased in part due to the Court authorizing the use of DMV holds and credit bureau reporting. These tools contributed to increases in the Gross Recovery Rate and Success Rate on collections from the private vendor. While the County’s Central Collections Division was capable of providing DMV holds and credit bureau reporting, it was never implemented.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Alameda and Superior Court of Alameda Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:
Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 1,087

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$27,466

Gross Recovery Rate: 61%

Success Rate: 61%

Ending Balance:¹ \$328,164

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Alpine County and the County of Alpine. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$27,466 from 202 delinquent cases, with collection costs of \$8,194. The Ending Balance of \$328,164 in delinquent court-ordered debt represents 92 delinquent cases, all of which were established in the reporting period.

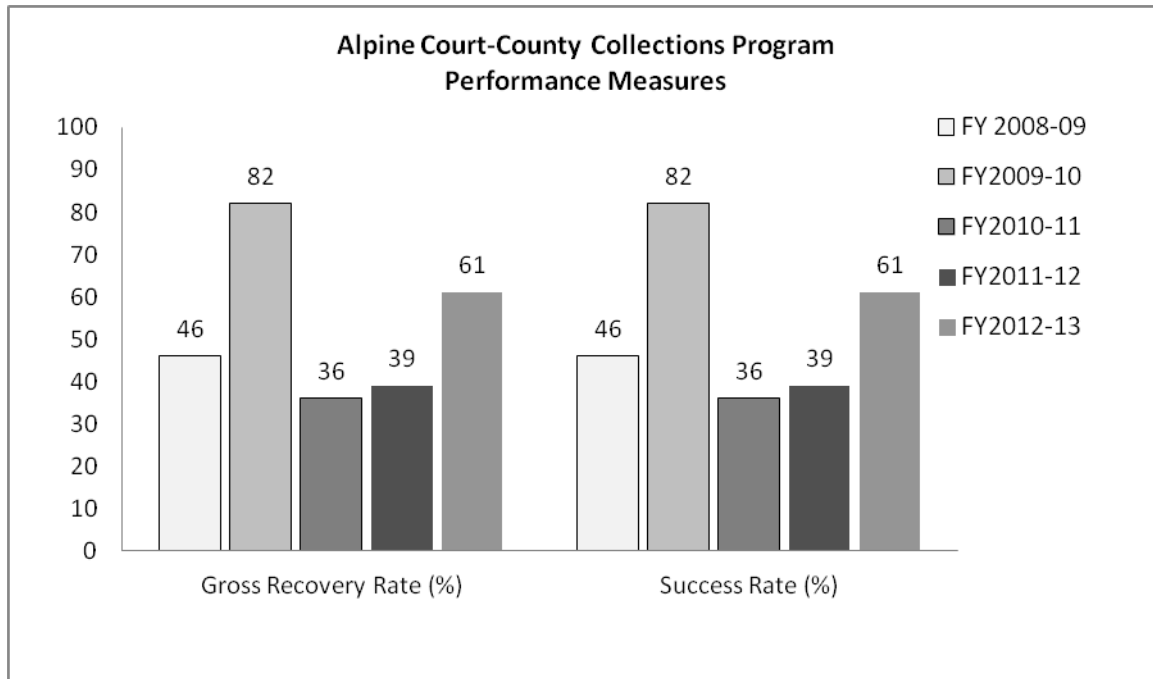
For FY 2012–2013, the program has a 61 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 22 percentage points more than the prior year. The program’s Success Rate of 61 percent exceeds the recommended 31 percent benchmark and is 22 percentage points more than the prior year.

According to the Alpine collections program, the increases in the Gross Recovery Rate and Success Rate are possibly attributable to the private collection agency’s hiring of new personnel and establishing new procedures. The Court has not made changes to procedures during this time.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Alpine and Superior Court of Alpine County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Amador and Superior Court of Amador Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 37,741

Authorized Judges / Commissioners: 2/3

Total Revenue Collected: \$191,255

Gross Recovery Rate: 15%

Success Rate: 15%

Ending Balance:¹ \$5,122,222

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Amador County and the County of Amador. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers, 18, 19, and 21 are currently not being met (see Attachment 3).

Based on the financial data reported for FY 2012–2013, the program collected a total of \$191,255 from 7,440 delinquent cases, with collection costs of \$58,948. The Ending Balance of \$5,121,222 in delinquent court-ordered debt represents 7,493 delinquent cases, of which (190) were established in the reporting period.

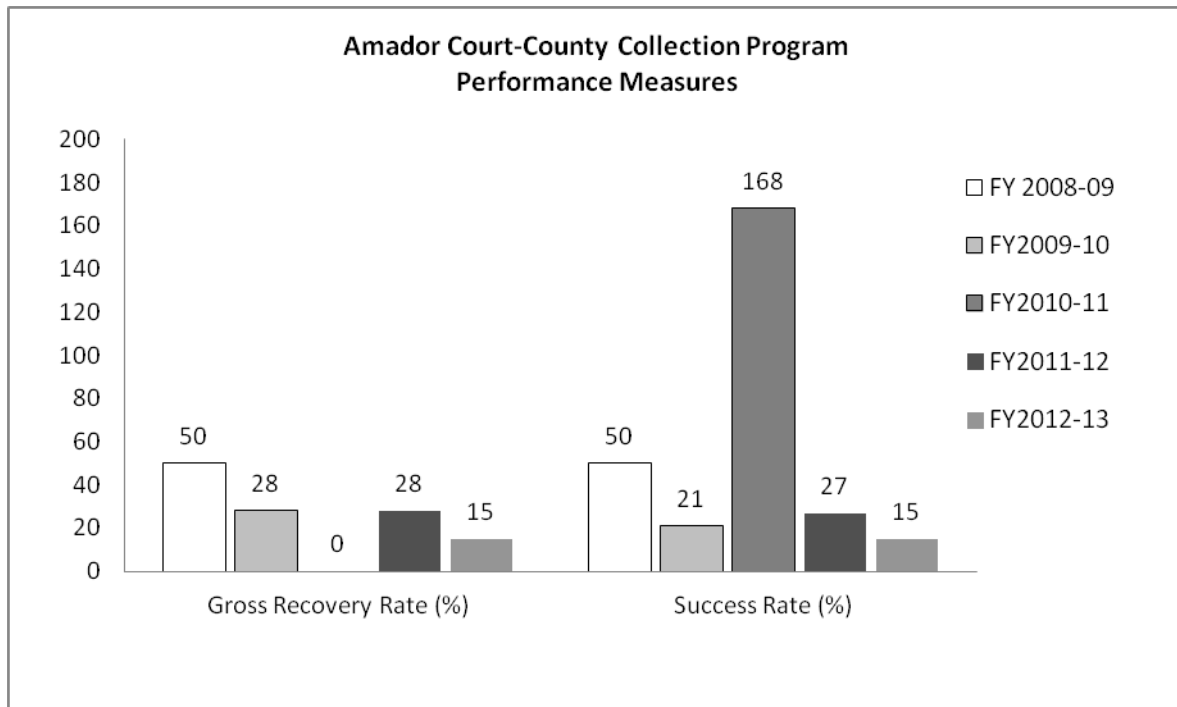
For FY 2012-2013, the program has a 15 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark; and is 13 percentage points less than the prior year. The Program’s Success Rate of 15 percent does not meet the recommended 31 percent benchmark and is 12 percentage points less than the prior year.

According to the Amador collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to limitations within the case management systems. The system does not have a mechanism to allow the tracking and classification of cases as they become delinquent. Consequently, the user is not aware that the case has not been referred to a collections program. The reported totals are court receipts for the private vendor’s collections. Also, the figures reported by the Franchise Tax Board in the adjustments column were not included in this report because the court is unable to determine what the figure represents and is unable to reconcile with the case management system.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Amador and Superior Court of Amador Collections Program
 Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



Note: The zero percent Gross Recovery Rate and 168 percent Success Rate for FY 2009–2010 was due to a reporting error.

This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 221,285

Authorized Judges/Commissioners: 12/2

Total Revenue Collected: \$8,425,176

Gross Recovery Rate: 75%

Success Rate: 61%

Ending Balance:¹ \$83,449,636

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Butte County and the County of Butte. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) program;
- A comprehensive collections program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$8,425,176 from 113,352 delinquent cases, with collection costs of \$930,905. The Ending Balance of \$83,449,636 in delinquent court-ordered debt represents 91,810 delinquent cases, of which 21,331 were established in the reporting period.

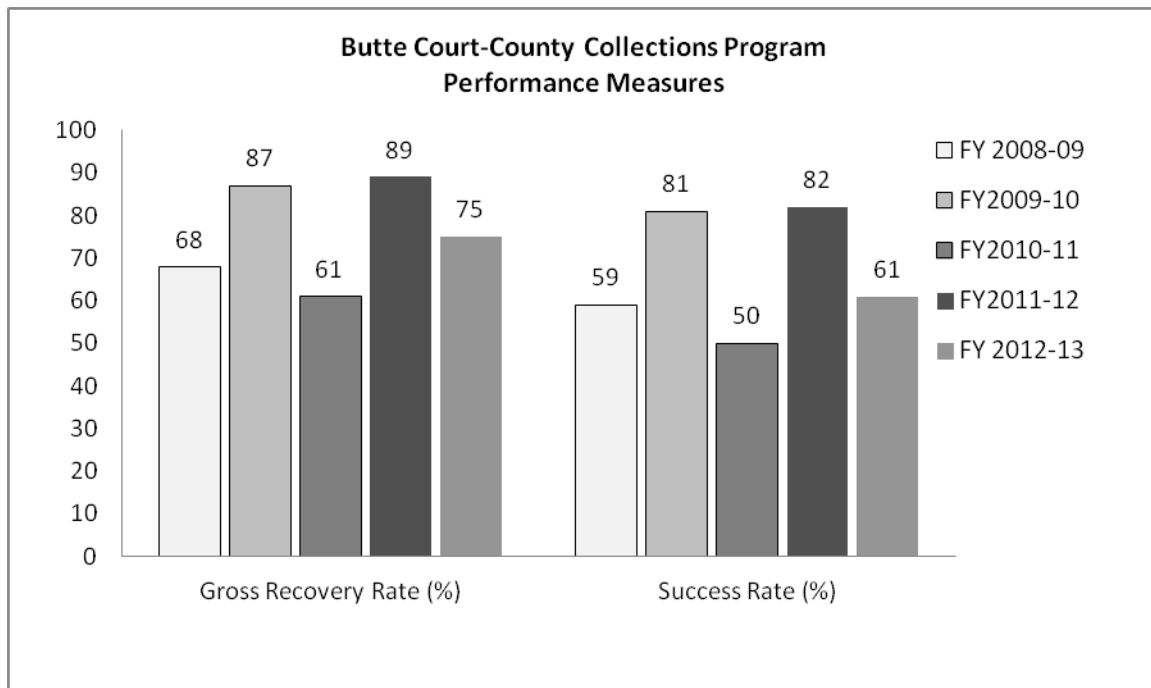
For FY 2012–2013, the program has a 75 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 14 percentage points less than the prior year. The program’s Success Rate of 61 percent exceeds the recommended 31 percent benchmark and is 21 percentage points less than the prior year.

According to the Butte collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to nearly \$4 million in debt returned from FTB-COD as uncollectable. Since the Butte collections program did not discharge the debt during the reporting period, it temporarily inflated the case value and reduced the overall recovery and success rates. Had the program discharged the debt during the reporting period, the performance rates would have been comparable to last year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Butte and Superior Court of Butte County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Calaveras and Superior Court of Calaveras County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 44,932

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$459,235

Gross Recovery Rate: 58%

Success Rate: 55%

Ending Balance:¹ \$9,660,335

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Calaveras County and the County of Calaveras. The court and county have not entered a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$459,235 from 7,560 delinquent cases, with collection costs of \$131,162. The Ending Balance of \$9,660,335 in delinquent court-ordered debt represents 5,502 delinquent cases, of which 928 were established in the reporting period.

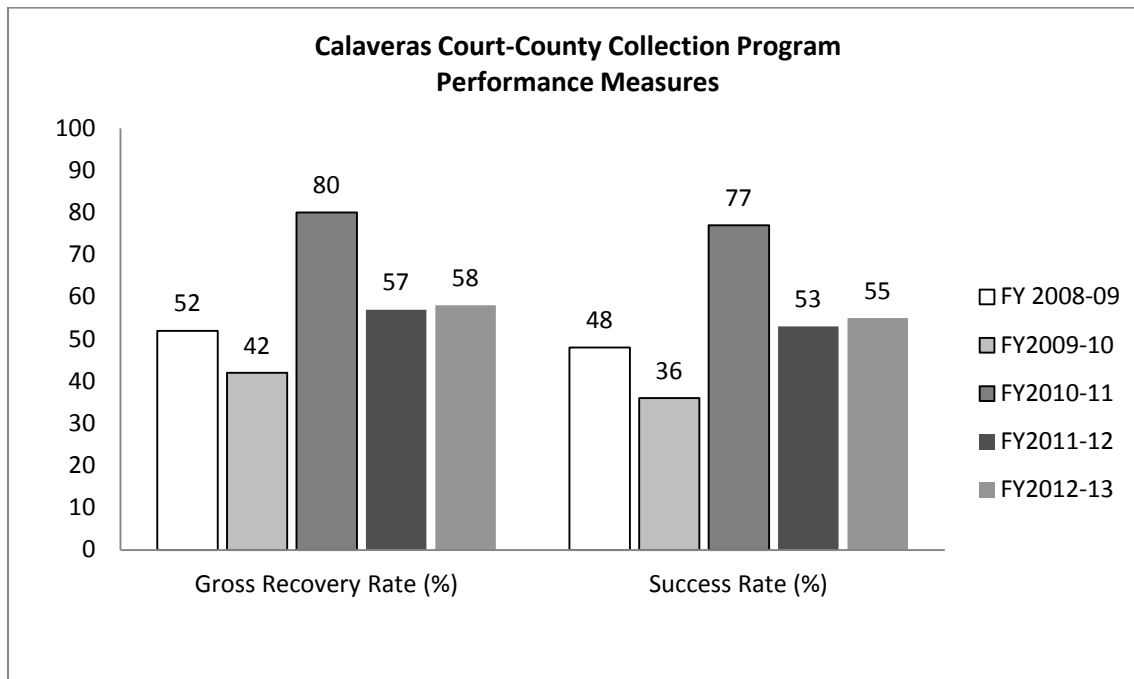
For FY 2012–2013, the program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 55 percent exceeds the recommended 31 percent benchmark and is 2 percentage points more than the prior year.

According to the Calaveras collections program, court collections have increased, but collections are down for the Franchise Tax Board’s Court-Order Debt (FTB–COD) program. The Gross Recovery Rate and Success Rate have maintained stability since the prior fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Calaveras and Superior Court of Calaveras County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 21,674

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$883,986

Gross Recovery Rate: 59%

Success Rate: 59%

Ending Balance:¹ \$8,380,058

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Colusa County and the County of Colusa. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collections services as part of an Intra-branch Collections Services Program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 4 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$883,986 from 8,720 delinquent cases, with collection costs of \$239,122. The Ending Balance of \$8,380,058 in delinquent court-ordered debt represents 8,011 delinquent cases, of which 1,248 were established in the reporting period.

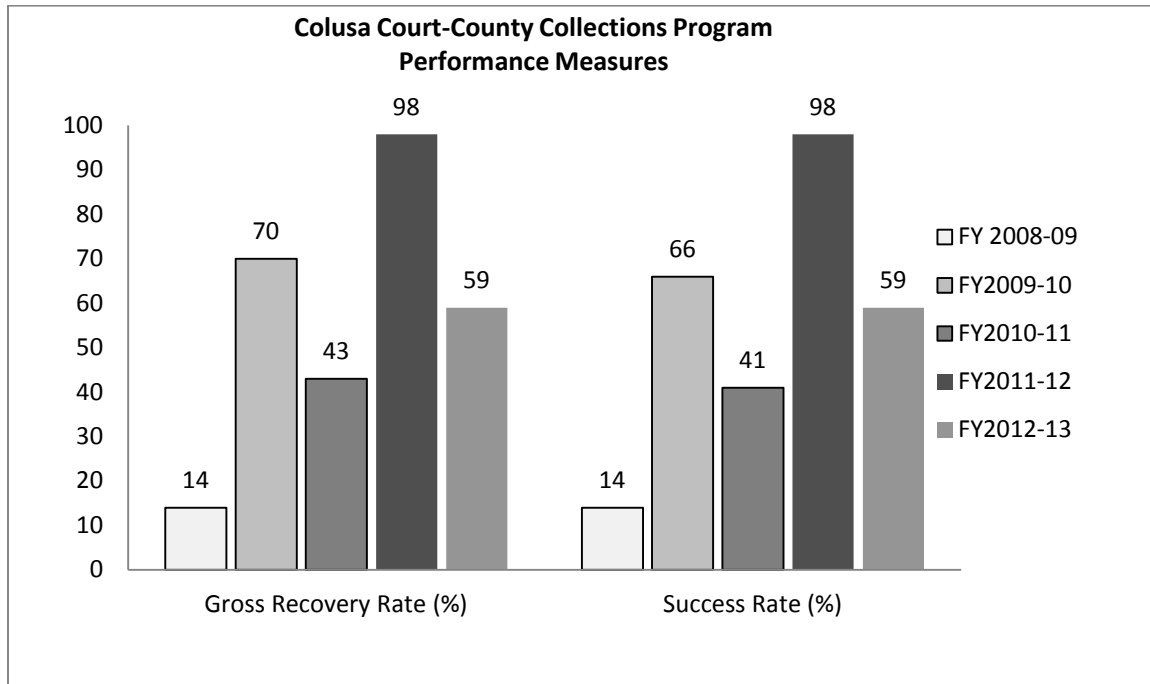
For FY 2012–2013, the program has a 59 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 39 percentage points less than the prior year. The program’s Success Rate of 59 percent exceeds the recommended 31 percent benchmark and is 39 percentage points less than the prior year.

According to the Colusa collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the practice of Shasta’s Intra-branch Collections Services Program not writing off old, uncollectable debt until due diligence has been exhausted to explore all collection options.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Colusa and Superior Court of Colusa County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Contra Costa and Superior Court of Contra Costa Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 1,074,702

Authorized Judges/Commissioners: 39/8

Total Revenue Collected: \$28,209,589

Gross Recovery Rate: 71%

Success Rate: 71%

Ending Balance:¹ \$272,695,576

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Contra Costa County and the County of Contra Costa. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$28,209,589 from 387,022 delinquent cases, with collection costs of \$4,685,438. The Ending Balance of \$272,695,576 in delinquent court-ordered debt represents 413,085 delinquent cases, of which 102,072 were established in the reporting period.

For FY 2012–2013, the program has a 71 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 42 percentage points more than the prior year. The program’s Success Rate of 71 percent exceeds the recommended 31 percent benchmark and is 43 percentage points more than the prior year.

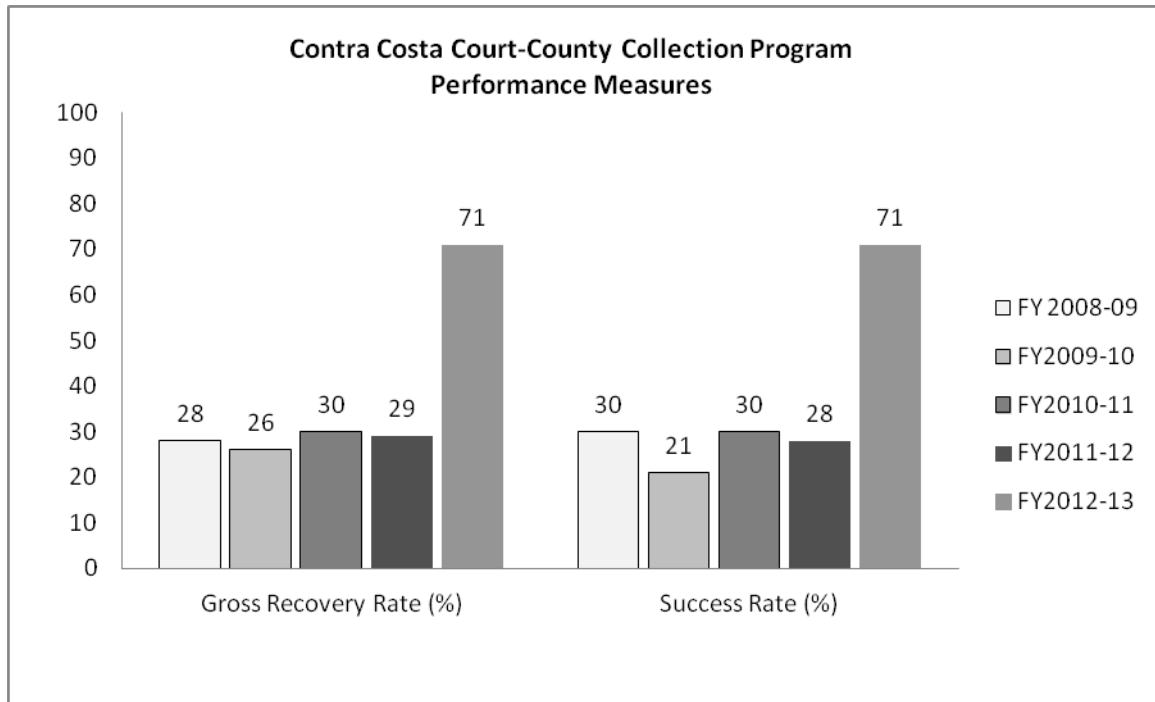
According to the Contra Costa collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the total reengineering of the traffic and criminal collections program by the court, which changed the lifecycle and processing of traffic cases. Major changes include the standardization of processing traffic cases in all four branch locations to alleviate bench officers from setting or extending payment plans, reducing repeat visits to traffic court, and allowing defendants to set up installment payments with the vendor within 48 hours of a hearing. Also, the court developed automated processes to streamline and reduce manual processes, which benefits all users of the traffic systems. Case information is now transferred seamlessly to three

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Contra Costa and Superior Court of Contra Costa Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

separate case management systems to provide up to date information to judicial officers, court staff, and defendants.

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



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2011–2012, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 28,380

Authorized Judges/Commissioners: 3/0.8

Total Revenue Collected: \$463,932

Gross Recovery Rate: 36%

Success Rate: 34%

Ending Balance:¹ \$12,061,676

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Del Norte County and the County of Del Norte. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- A contract with a private debt collector;
- A comprehensive collections program that includes 11 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 9, 11, and 21 are currently not being met (see Attachment 3).

Performance

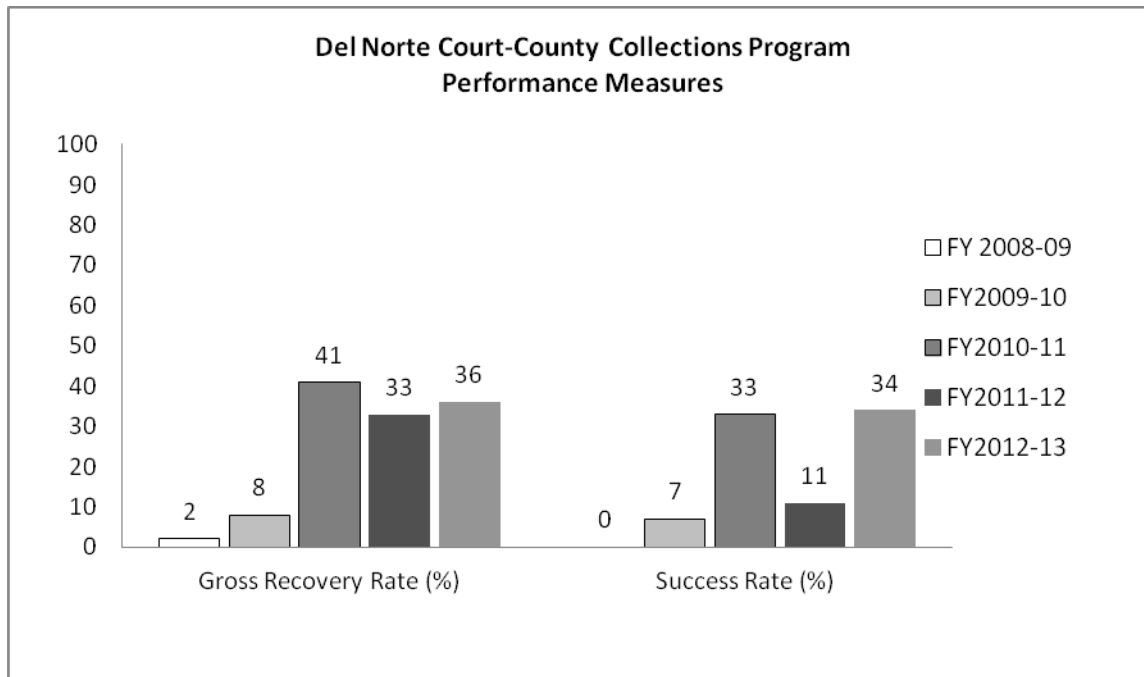
Based on the financial data reported for FY 2012–2013, the program collected a total of \$463,932 from 16,276 delinquent cases, with collection costs of \$80,962. The Ending Balance of \$12,061,676 in delinquent court-ordered debt represents 15,578 delinquent cases, of which 1,419 were established in the reporting period.

For FY 2012–2013, the program has a 36 percent Gross Recovery Rate, which meets the recommended 34 percent benchmark, and is 3 percentage points more than the prior year. The program's Success Rate of 34 percent meets the recommended 31 percent benchmark and is 23 percentage points more than the prior year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Del Norte and Superior Court of Del Norte County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010. The program did not provide an explanation related to the increases in the Gross Recovery Rate and Success Rate as compared with the prior fiscal year.

Data Source:

Population data from State of California, Department of Finance, E-1 City/County Population Estimates and Annual Percent Change—January 1, 2012 and 2013.

County of El Dorado and Superior Court of El Dorado Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 182,286

Authorized Judges/Commissioners: 8/1

Total Revenue Collected: \$2,992,336

Gross Recovery Rate: 81%

Success Rate: 70%

Ending Balance:¹ \$27,113,355

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of El Dorado County and the County of El Dorado. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 21 is currently not being met.

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$2,992,336 from 32,757 delinquent cases, with collection costs of \$792,888. The Ending Balance of \$27,113,355 in delinquent court-ordered debt represents 24,694 delinquent cases, of which 5,026 were established in the reporting period.

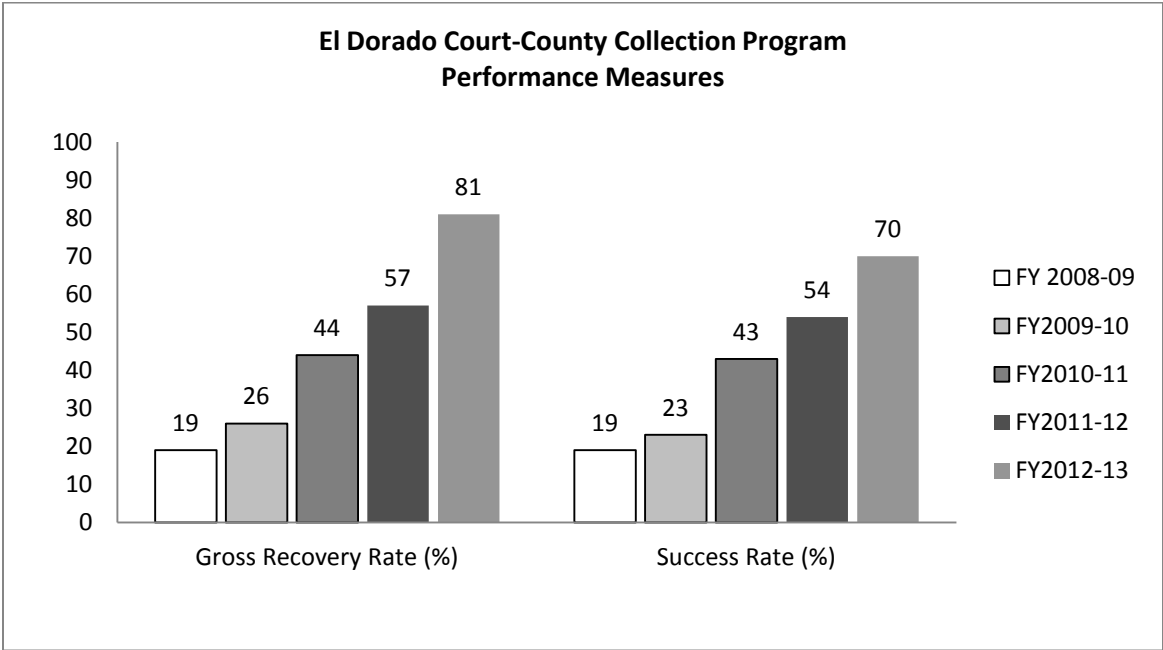
For FY 2012–2013, the program has an 81 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 24 percentage points more than the prior year. The program’s Success Rate of 70 percent exceeds the recommended 31 percent benchmark, and is 26 percentage points more than the prior year.

According to the El Dorado collections program, the increases in the Gross Recovery and Success Rates are attributable to the County Revenue Recovery Program (CRRP) adding an additional collector and discharging \$2.7 million in uncollectable debt. Excluding the \$2.7 million discharge, the El Dorado Collections program has a 43 percent Gross Recovery Rate, and 43 percent Success Rate for FY 2012–2013. Additionally, the court changed its referral process to sending notices when cases become 15 days delinquent, instead of 30 days. Also, the court started sending Active Felony Probation cases to CRRP instead of referring them to Probation for collection efforts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of El Dorado and Superior Court of El Dorado Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Fresno and Superior Court of Fresno Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 952,166

Authorized Judges/Commissioners: 46/7

Total Revenue Collected: \$16,637,854

Gross Recovery Rate: 45%

Success Rate: 41%

Ending Balance¹: \$351,248,724

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Fresno County and the County of Fresno. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 10 and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$16,637,854 from 624,099 delinquent cases, with collection costs of \$2,127,908. The Ending Balance of \$351,248,724 in delinquent court-ordered debt represents 597,659 delinquent cases, of which 62,546 were established in the reporting period.

For FY 2012–2013, the program has a 45 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 11 percentage points less than the prior year. The program’s Success Rate of 41 percent exceeds the recommended 31 percent benchmark and is 3 percentage points less than the prior year.

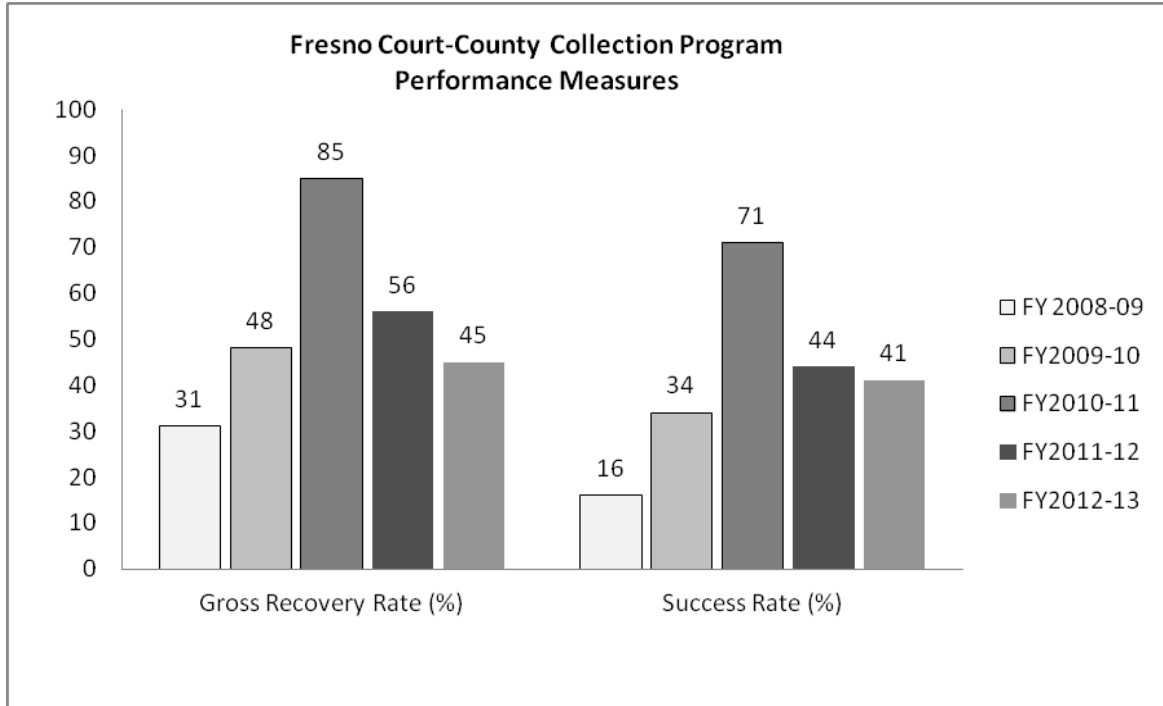
According to the Fresno collections program, the decreases in the Gross Recovery Rate and the Success Rate are attributable in part to the case management system failing to flag and resend cases to collections as well as their internal processes for failure to appear (FTA), which includes trial by written declaration and payment plan options. Part of the process for trial by written declaration is that defendants who have failed to appear can appear at the court’s counter and have their case recalled back into the court’s control, have driver’s license holds lifted, and have cases proceed to a trial by written declaration for disposition. In these instances, the civil assessment for the FTA remains owing on the case. The cases are back in the court’s control. The court’s case management system, V2, also does not allow them to identify any revenue collected on the above

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Fresno and Superior Court of Fresno Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

cases that are recalled from collections and the court begins accepting payments, even though they are still considered delinquent. Going forward, the court is working on putting a method in place to identify these payments in an effort to account for all delinquent debt.

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



Note: The high FY 2010–2011 GRR and SR were due to an adjustment reported by the county in FY 2011–2012. The adjusted GRR and SR was 53 percent and 44 percent, respectively.

This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 28,349

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$2,420,072

Gross Recovery Rate: 62%

Success Rate: 62%

Ending Balance:¹ \$16,269,075

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Glenn County and the County of Glenn. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County for collection services under the Intra-branch Collections Services program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$2,420,072, with collection costs of \$652,898. The Ending Balance of \$16,269,075 in delinquent court-ordered debt represents 17,709 delinquent cases, of which 5,215 were established in the reporting period.

For FY 2012–2013, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 34 percentage points higher than the prior year. The program’s Success Rate of 62 percent exceeds the recommended 31 percent benchmark and is 33 percentage points higher than the prior year.

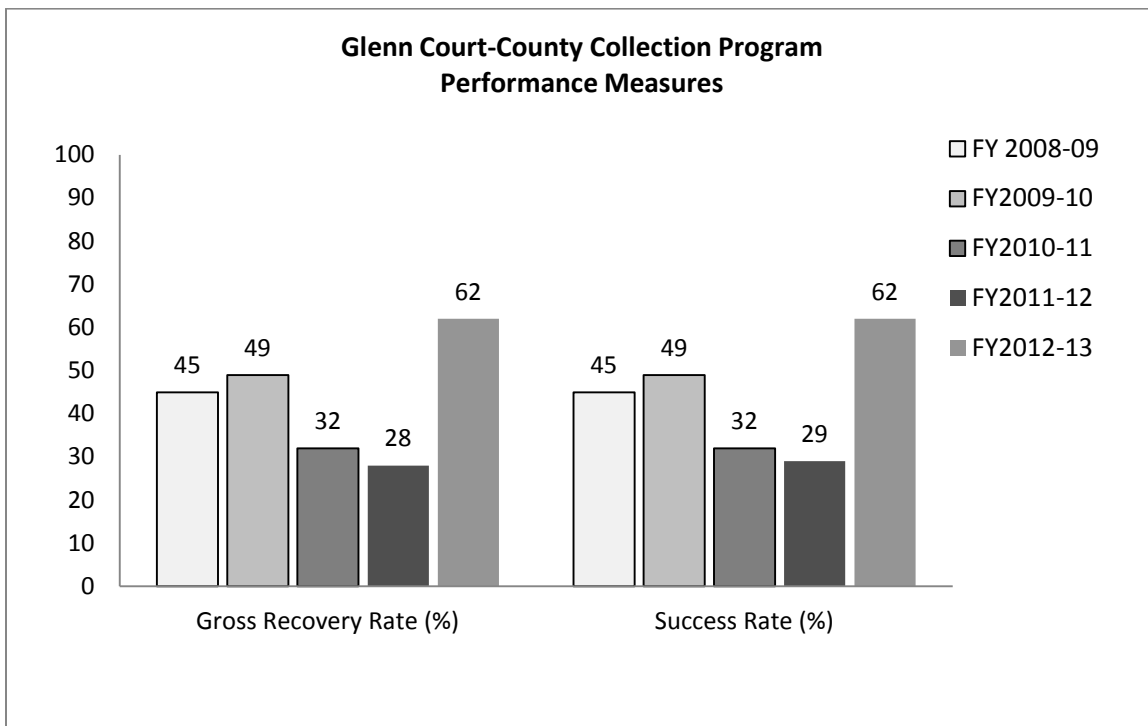
According to the Glenn collections program, Glenn Court Collections was implemented in February 2012 with the goal of working on past due accounts prior to sending them to Shasta Collections. FY 2012–2013 was the first complete fiscal year Glenn Court Collections was operational. During this period, Glenn Court Collections handled 7,367 cases; 3,418 cases valued at \$1,711, 974 were paid in full to Glenn Court Collections directly and 671 cases valued at \$520,650.28 were referred to Shasta Collections. The 3,418 cases that were paid in full represent

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Glenn and Superior Court of Glenn County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

46.4 percent of the total case inventory. Of the 3,418 cases which were paid in full, 2,591 were newly established during this fiscal year. Overall, 75.6 percent of all newly established delinquent cases were resolved within the fiscal year. The total gross revenue for Glenn Court Collections was \$1,583,501 in FY 2012–2013, and the total cost of collections was \$457,323, which is 28 percent. This percentage is anticipated to decrease moving forward as procedures are streamlined, startup costs diminish, and staff members master the processes involved more thoroughly. Likewise, continuing to expand the case inventory by reviewing old case files, in addition to the current referrals, will allow the Glenn Court Collections to maintain a steady stream of revenue.

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 135,209

Authorized Judges/Commissioners: 7/1

Total Revenue Collected: \$4,444,163

Gross Recovery Rate: 65%

Success Rate: 31%

Ending Balance:¹ \$90,654,123

Program Overview

The Superior Court of Humboldt County and the County of Humboldt do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$4,444,163 from 124,674 delinquent cases, with collection costs of \$814,433. The Ending Balance of \$90,654,123 in delinquent court-ordered debt represents 132,229 delinquent cases, of which 40,952 were established in the reporting period.

For FY 2012–2013, the program has a 65 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and remained the same as prior year. The program’s Success Rate of 31 percent meets the recommended 31 percent benchmark and is 2 percentage points less than the prior year.

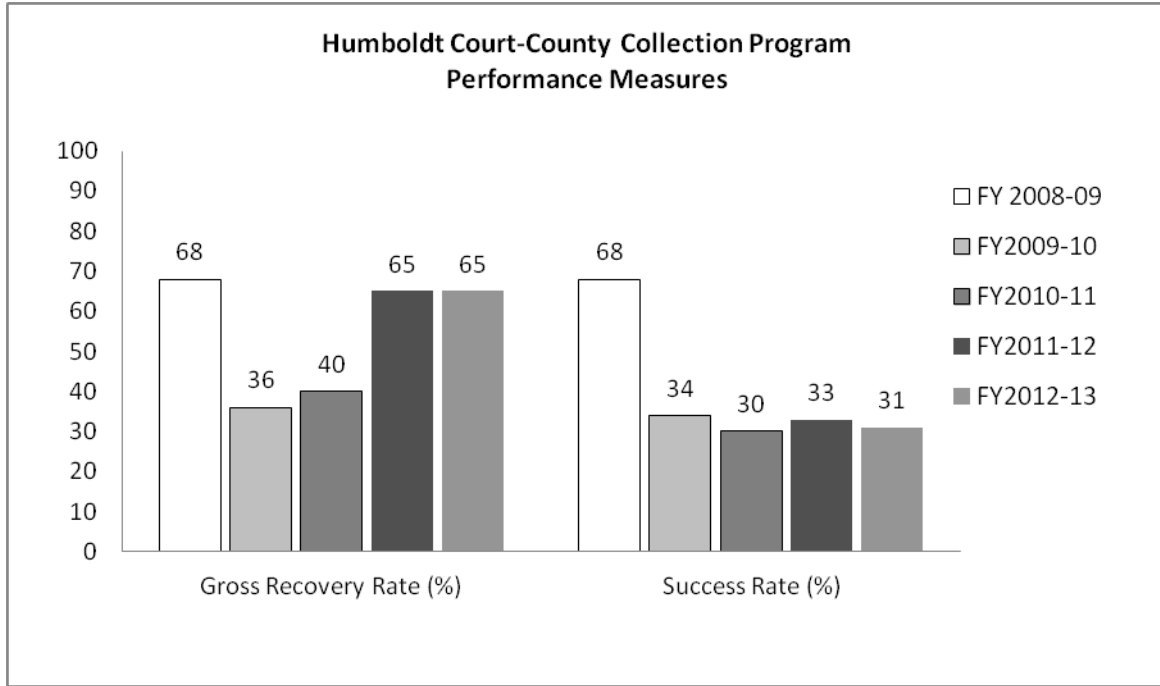
According to the Humboldt collection program, the decrease in the Success Rate for FY 2012–2013 is due to last year’s higher than usual figures related to the Statewide Amnesty Program (January–June 2012) as well as this year’s implementation of failure to appear license holds, which resolved a backlog of traffic infraction cases and resulted in a large amount of cases being discharged from accountability. The Humboldt County collection program was able to maintain fairly stable figures for FY 2012–2013 due to the cooperation between the Court and County in expanding the license hold process to place failure to pay holds on qualifying misdemeanors as well as a new referral process put in place by the Court. This has resulted in cases being referred

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Humboldt and Superior Court of Humboldt County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

earlier to the County, earlier imposed civil assessment, and earlier collection efforts in the life of the case. In addition, accounts totaling \$1,286,774 were discharged from accountability, as authorized by statute

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Imperial and Superior Court of Imperial Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 180,061

Authorized Judges/Commissioners: 10/1.4

Total Revenue Collected: \$4,827,628

Gross Recovery Rate: 62%

Success Rate: 62%

Ending Balance:¹ \$50,320,222

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Imperial County and the County of Imperial. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- MOU with the Superior Court of Ventura County for collection services under the Intra-branch Collections Services Program;
- Contracts with the Franchise Tax Board's Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$4,827,628 from 108,234 delinquent cases, with collection costs of \$1,056,504. The Ending Balance of \$50,320,222 in delinquent court-ordered debt represents 70,000 delinquent cases, of which 40,003 were established in the reporting period.

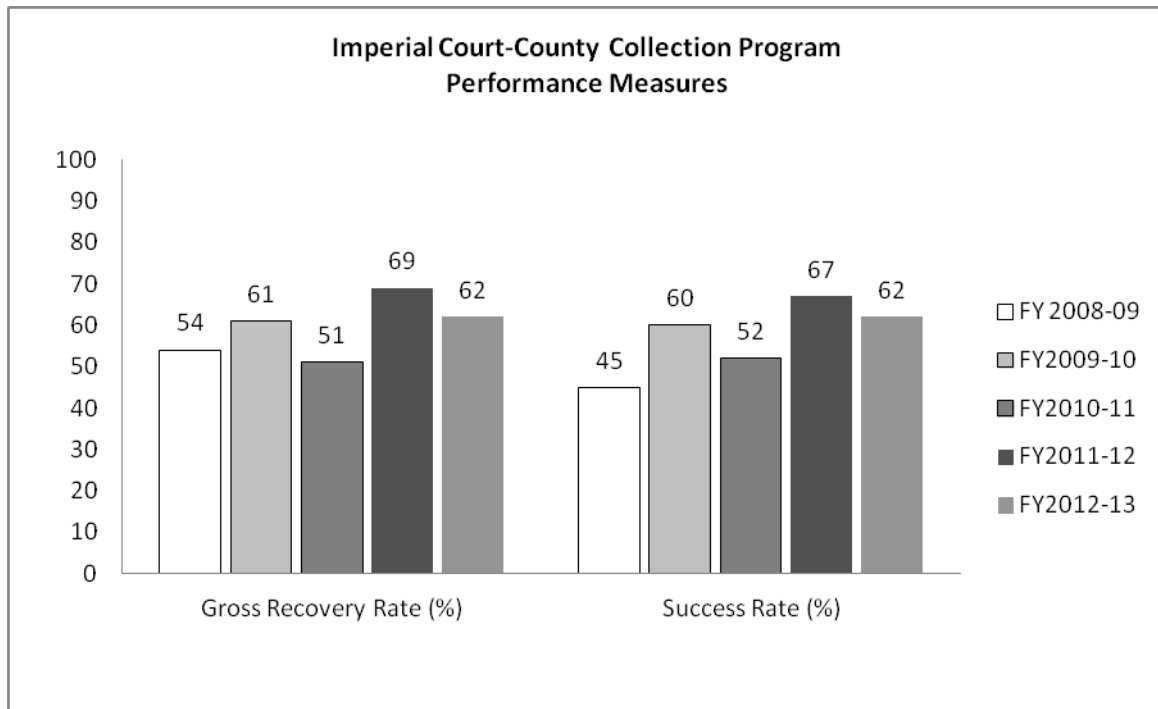
For FY 2012–2013, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 7 percentage points less than the prior year. The program's Success Rate of 62 percent exceeds the recommended 31 percent benchmark and is 5 percentage points less than the prior year.

According to the Imperial collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the overall drop in case filings, particularly infraction cases.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Imperial and Superior Court of Imperial Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Inyo and Superior Court of Inyo Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 18,573

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$623,982

Gross Recovery Rate: 94%

Success Rate: 91%

Ending Balance:¹ \$6,994,139

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Inyo County and the County of Inyo. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$623,982 from 8,564 delinquent cases, with collection costs of \$108,551. The Ending Balance of \$6,994,139 in delinquent court-ordered debt represents 7,030 delinquent cases, of which 1,700 were established in the reporting period.

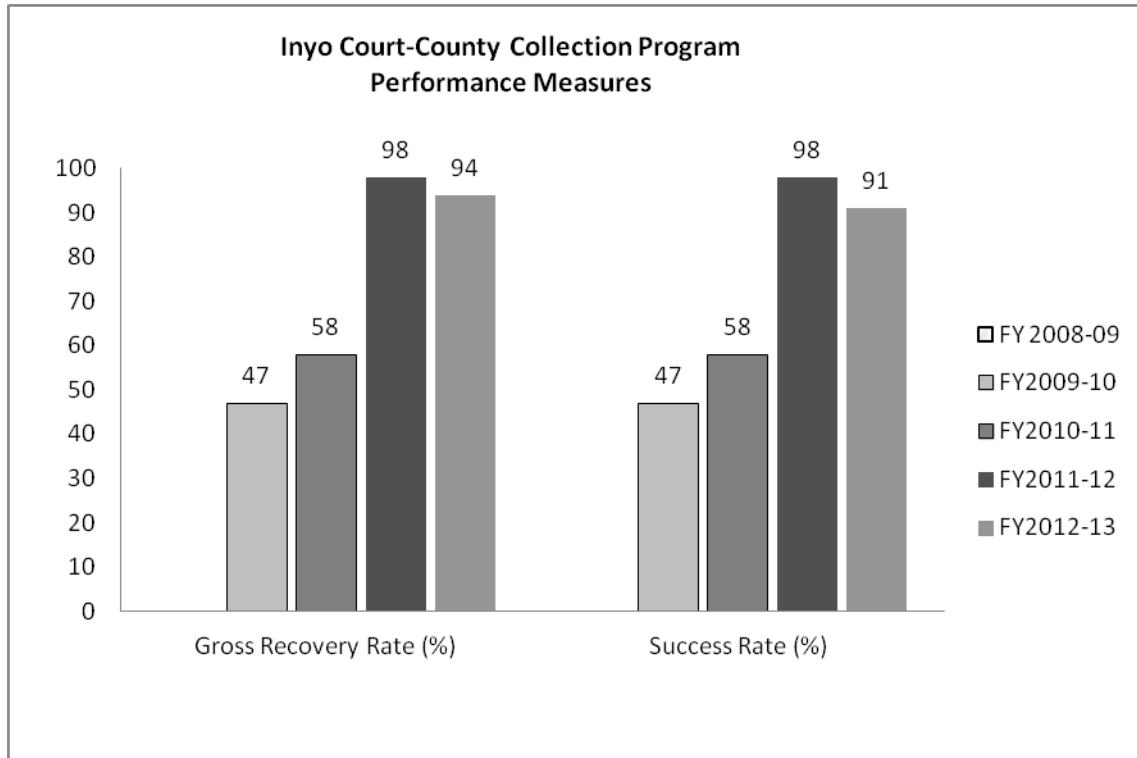
For FY 2012–2013, the program has a 94 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points less than the prior year. The program’s Success Rate of 91 percent exceeds the recommended 31 percent benchmark and is 7 percentage points less than the prior year.

According to the Inyo collections program, although the amounts have decreased slightly, the Gross Recovery Rate and Success Rate have maintained stability since the previous fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Inyo and Superior Court of Inyo Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



Note: In FY 2008–2009, the Gross Recovery Rate and Success Rate were less than 1 percent due to limitations in the program’s case management system.

This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, 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, 2012 and 2013.

County of Kern and Superior Court of Kern Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 857,882

Authorized Judges/Commissioners: 39/7

Total Revenue Collected: \$22,479,342

Gross Recovery Rate: 67%

Success Rate: 66%

Ending Balance:¹ \$95,478,211

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Kern County and the County of Kern. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with two private debt collectors;
- A comprehensive collections program that includes all 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 2, 10, and 12 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$22,479,342 from 209,988 delinquent cases, with collection costs of \$4,330,982. The Ending Balance of \$95,478,211 in delinquent court-ordered debt represents 170,105 delinquent cases, of which 50,899 were established in the reporting period.

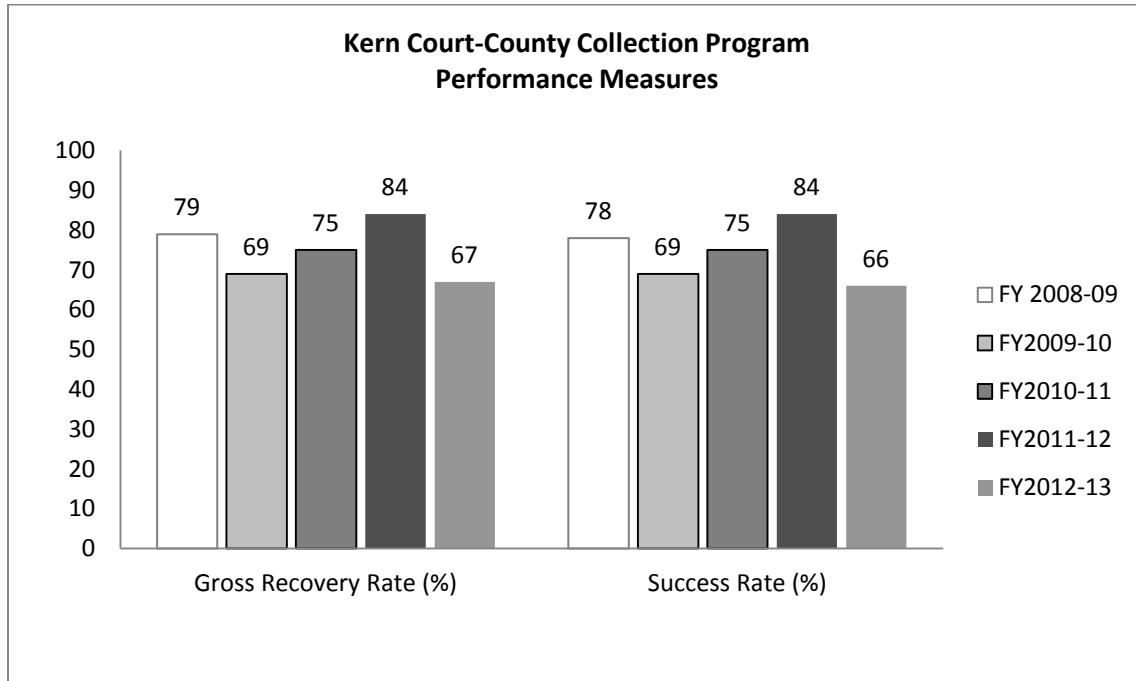
For FY 2012–2013, the program has a 67 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 17 percentage points less than the prior year. The program’s Success Rate of 66 percent exceeds the recommended 31 percent benchmark, and is 18 percentage points less than the prior year.

According to the Kern collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the increased value of referred cases. Additionally, Kern’s unemployment rate has reduced the size of payments defendants are able to pay.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Kern and Superior Court of Kern Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, 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, 2012 and 2013.

County of Kings and Superior Court of Kings County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 152,007

Authorized Judges/Commissioners: 8/1.5

Total Revenue Collected: \$10,286,164

Gross Recovery Rate: 32%

Success Rate: 26%

Ending Balance:¹ \$55,975,908

Program Overview

The Superior Court of Kings County and the County of Kings do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 21 of the 25 recommended collections best practices; numbers 1, 2, 3, and 4 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$10,286,164 from 73,067 delinquent cases, with collection costs of \$366,810. The Ending Balance of \$55,975,908 in delinquent court-ordered debt represents 67,956 delinquent cases, of which 12,352 were established in the reporting period.

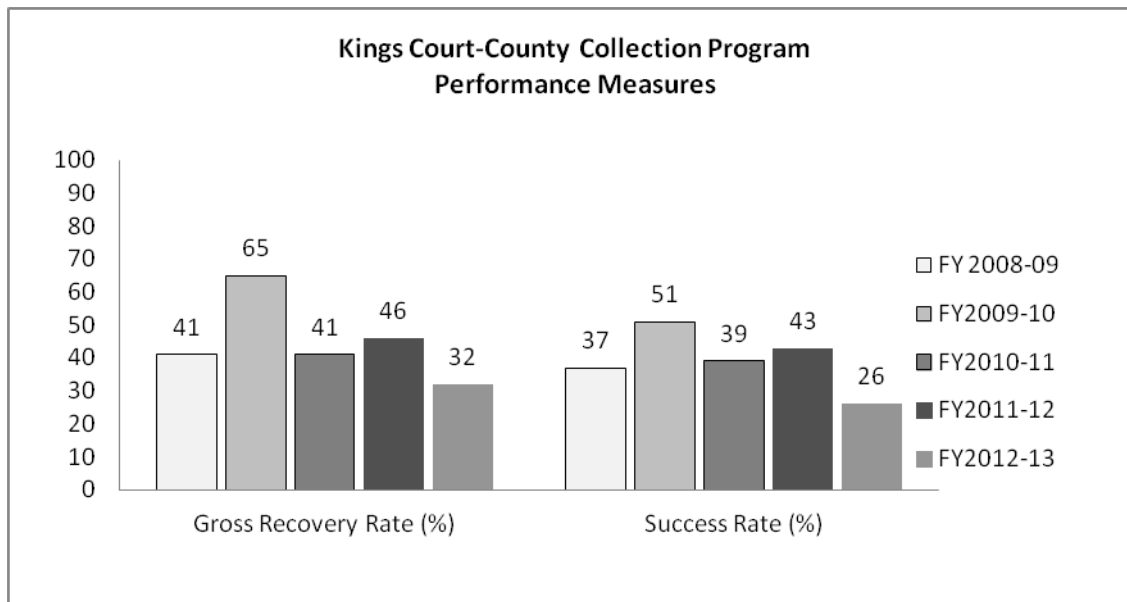
For FY 2012–2013, the program has a 32 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 14 percentage points less than the prior year. The program’s Success Rate of 26 percent, which does not meet the recommended 31 percent benchmark and is 17 percentage points less than the prior year.

According to the Kings collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the continued high unemployment and the combining of data with the County for the first time. Also, the FY 2011–2012 statewide amnesty program resulted in increased revenues compared to this fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Kings and Superior Court of Kings County Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Lake and Superior Court of Lake Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 64,531

Authorized Judges/Commissioners: 4/8

Total Revenue Collected: \$1,646,392

Gross Recovery Rate: 55%

Success Rate: 59%

Ending Balance:¹ \$32,192,179

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Lake County and the County of Lake. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$1,646,392 from 40,963 delinquent cases, with collection costs of \$240,655. The Ending Balance of \$32,192,179 in delinquent court-ordered debt represents 35,888 delinquent cases, of which 6,138 were established in the reporting period.

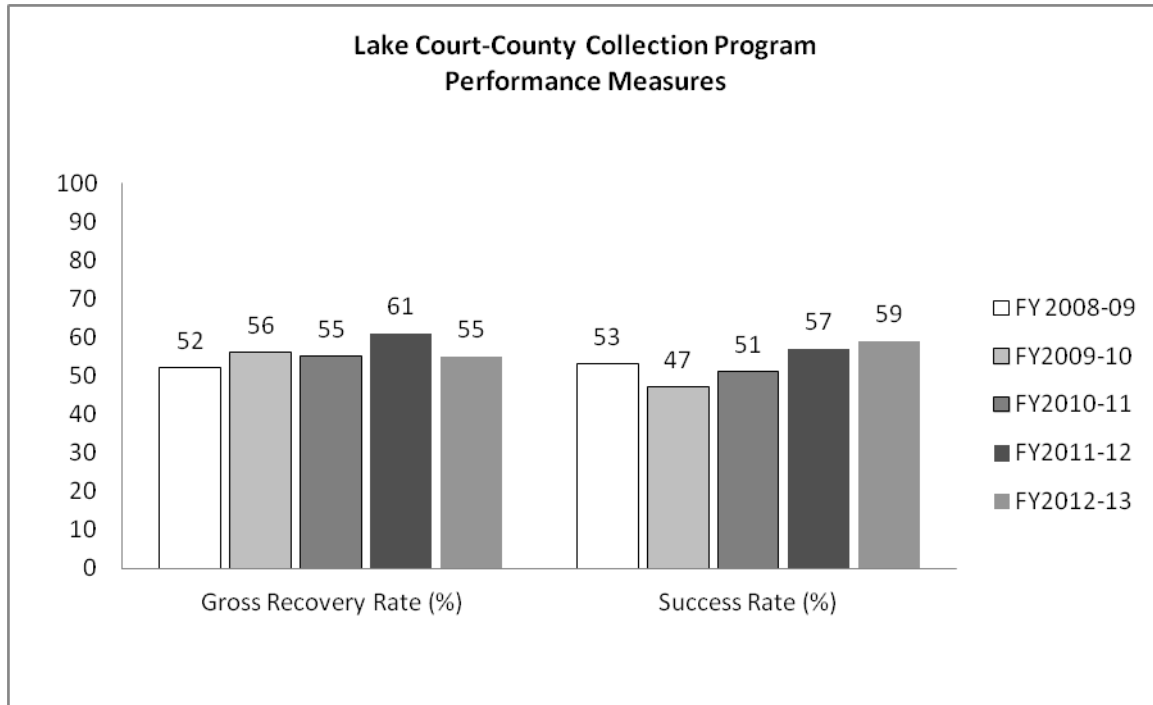
For FY 2012–2013, the program has a 55 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points less than the prior year. The program’s Success Rate of 59 percent exceeds the recommended 31 percent benchmark and is 2 percentage points more than the prior year.

According to the Lake collections program, the decrease in the Gross Recovery Rate is attributable to a slight decrease in collections; however, the value of new cases transferred to collections (even though still out-pacing revenue) for FY 2012–2013 shows the ratio declining by 13 percent from FY 2011–2012. Except for the 6-month Amnesty Program in FY 2011–2012, which caused an increase in transfers to private collection, there were no changes in the program’s overall collections process. The case value of \$15.9 million in FY 2011–2012 does not include fines transferred in the same period, as does the \$2.5 million case value for FY 2012–2013.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Lake and Superior Court of Lake Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Lassen and Superior Court of Lassen County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 33,422
Authorized Judges/Commissioners: 2/0.3
Total Revenue Collected: \$679,191

Gross Recovery Rate: 55%
Success Rate: 55%
Ending Balance:¹ \$9,400,938

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Lassen County and the County of Lassen. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collection services as part of an Intra-branch Collections Services Program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 16 currently is not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$679,191 from 11,674, with collection costs of \$161,572. The Ending Balance of \$9,400,938 in delinquent court-ordered debt represents 10,911 delinquent cases, of which 1,317 were established in the reporting period.

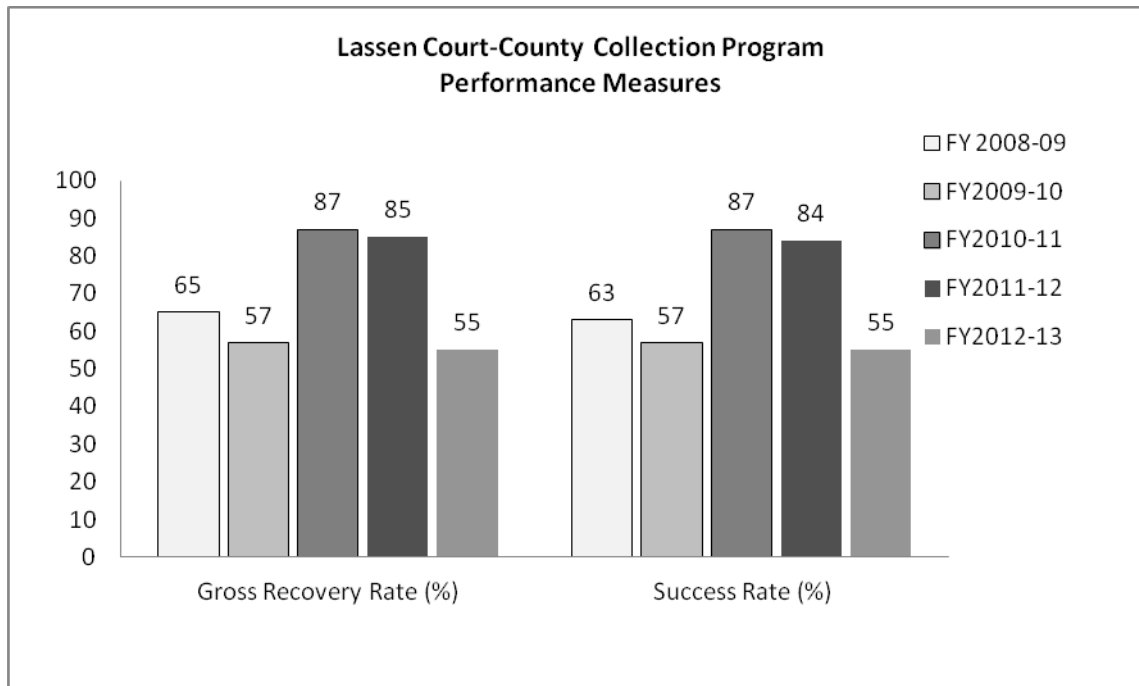
For FY 2012–2013, the program has a 55 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 30 percentage points less than the prior year. The program's Success Rate of 55 percent exceeds the recommended 31 percent benchmark and is 29 percentage points less than the prior year.

According to the Lassen collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to a huge volume of hard to collect delinquent fines, with a slight chance of collection, being transferred to the Shasta's Intra-branch Collections Services Program. The Intra-branch program has a collections practice of doing due diligence to explore all options prior to writing off uncollectible accounts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Lassen and Superior Court of Lassen County Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 9,958,091

Authorized Judges/Commissioners: 469/88

Total Revenue Collected: \$113,310,005

Gross Recovery Rate: 73%

Success Rate: 46%

Ending Balance:¹ \$2,362,456,974

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Los Angeles County and the County of Los Angeles. The Los Angeles County Probation Department operates a separate, stand alone collections program not associated with the court and county collections program. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 12, 19, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$113,310,005 from 2,593,065 delinquent cases, with collection costs of \$22,039,752. The Ending Balance of \$2,362,456,974 in delinquent court-ordered debt represents 2,057,401 delinquent cases, of which 470,913 were established in the reporting period.

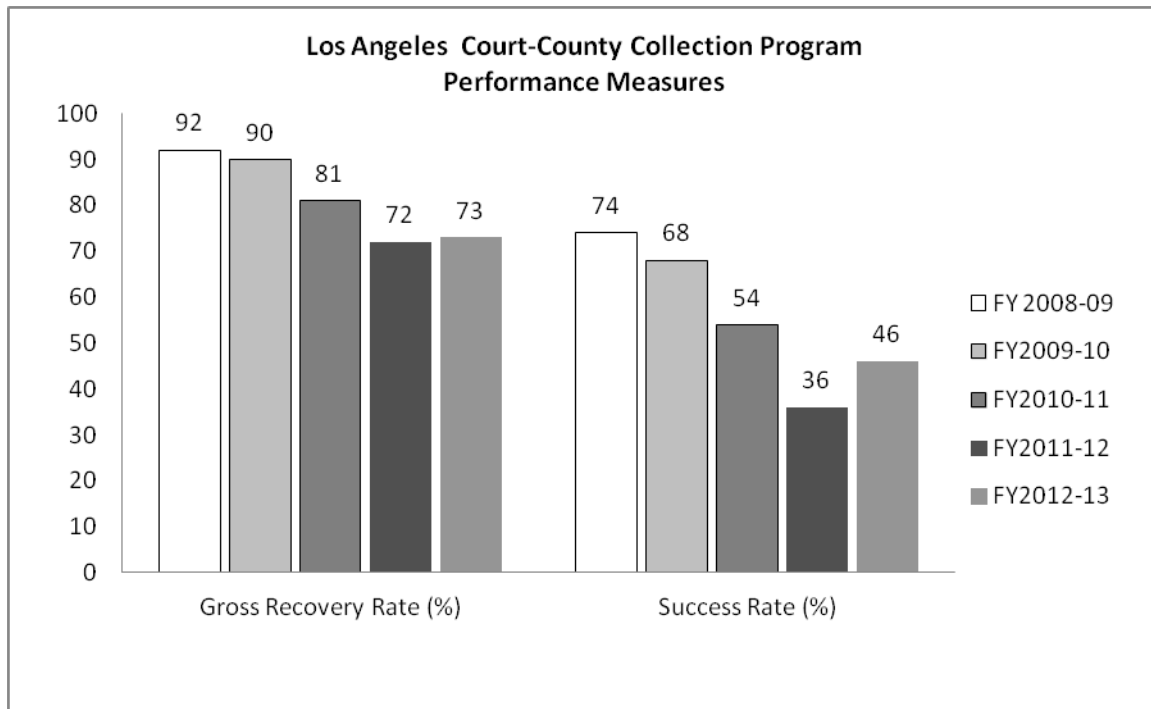
For FY 2012–2013, the program has a 73 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 46 percent exceeds the recommended 31 percent benchmark and is 10 percentage points more than the prior year.

According to the County of Los Angeles and the Superior Court of Los Angeles collections program, the increase in the Gross Recovery Rate is attributable to increased adjustments and discharged accounts. As a result of an audit, the County Probation Department purged \$68 million in expired and terminated probation accounts from their accounts receivable system. Accounts totaling \$51 million were discharged from accountability by the Los Angeles Superior Court, as authorized by statute.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Los Angeles and Superior Court of Los Angeles Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Madera and Superior Court of Madera Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 152,711

Authorized Judges/Commissioners: 10/0.3

Total Revenue Collected: \$2,574,248

Gross Recovery Rate: 50%

Success Rate: 33%

Ending Balance:¹ \$85,078,074

Program Overview

The Superior Court of Madera County and the County of Madera do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2012-2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$2,574,248 from 134,350 delinquent cases, with collection costs of \$263,766. The Ending Balance of \$85,078,074 in delinquent court-ordered debt represents 126,313 delinquent cases, of which 10,380 were established in the reporting period.

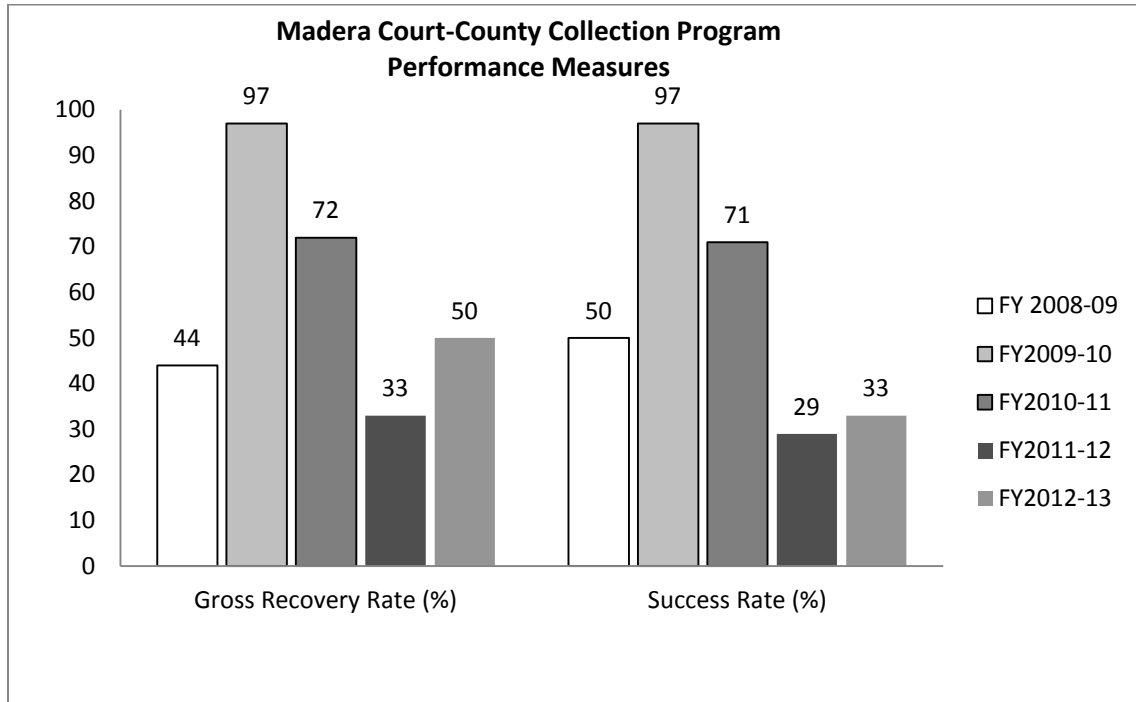
For FY 2012–2013, the program has a 50 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 17 percentage points more than the prior year. The program’s Success Rate of 33 percent exceeds the recommended 31 percent benchmark and is 4 percentage points more than the prior year.

According to the Madera collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to more cases being turned over to the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program in a timely manner. Although the county’s collection staff was reduced, collections have increased.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Madera and Superior Court of Madera Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Marin and Superior Court of Marin Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 254,007

Authorized Judges/Commissioners: 12/0.3

Total Revenue Collected: \$3,483,868

Gross Recovery Rate: 71%

Success Rate: 70%

Ending Balance:¹ \$18,819,789

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Marin County and the County of Marin. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 10 and 19 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$3,483,868 from 26,355 delinquent cases, with collection costs of \$1,082,714. The Ending Balance of \$18,819,789 in delinquent court-ordered debt represents 21,864 delinquent cases, of which 5,864 were established in the reporting period.

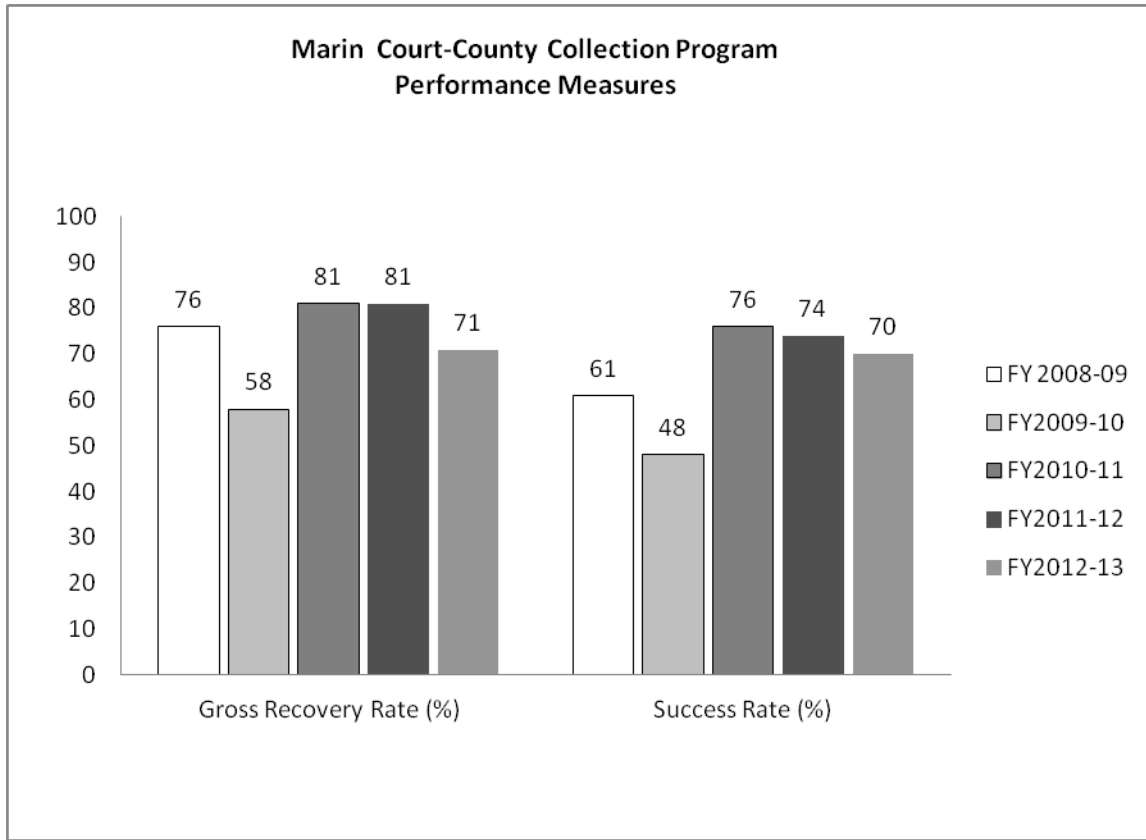
For FY 2012–2013, the program has a 71 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 10 percentage points less than the prior year. The program’s Success Rate of 70 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points less than the prior year.

According to the Marin collections program, the decreases in the Gross Recovery Rate and Success Rate are due to a decrease in delinquent traffic account referrals. Although, Marin’s Enhanced Court Collections received 1,160 fewer referrals than the prior fiscal year, the program collected \$35,066 more than the previous fiscal year.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Marin and Superior Court of Marin Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, 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, 2012 and 2013.

County of Mariposa and Superior Court of Mariposa Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 18,026

Authorized Judges/Commissioners: 2/3

Total Revenue Collected: \$501,340

Gross Recovery Rate: 41%

Success Rate: 13%

Ending Balance¹: \$7,575,950

Program Overview

The Superior Court of Mariposa County and the County of Mariposa do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$501,340 from 7,086 delinquent cases, with collection costs of \$156,624. The Ending Balance of \$7,575,950 in delinquent court-ordered debt represents 3,491 delinquent cases, of which 3,684 were established in the reporting period.

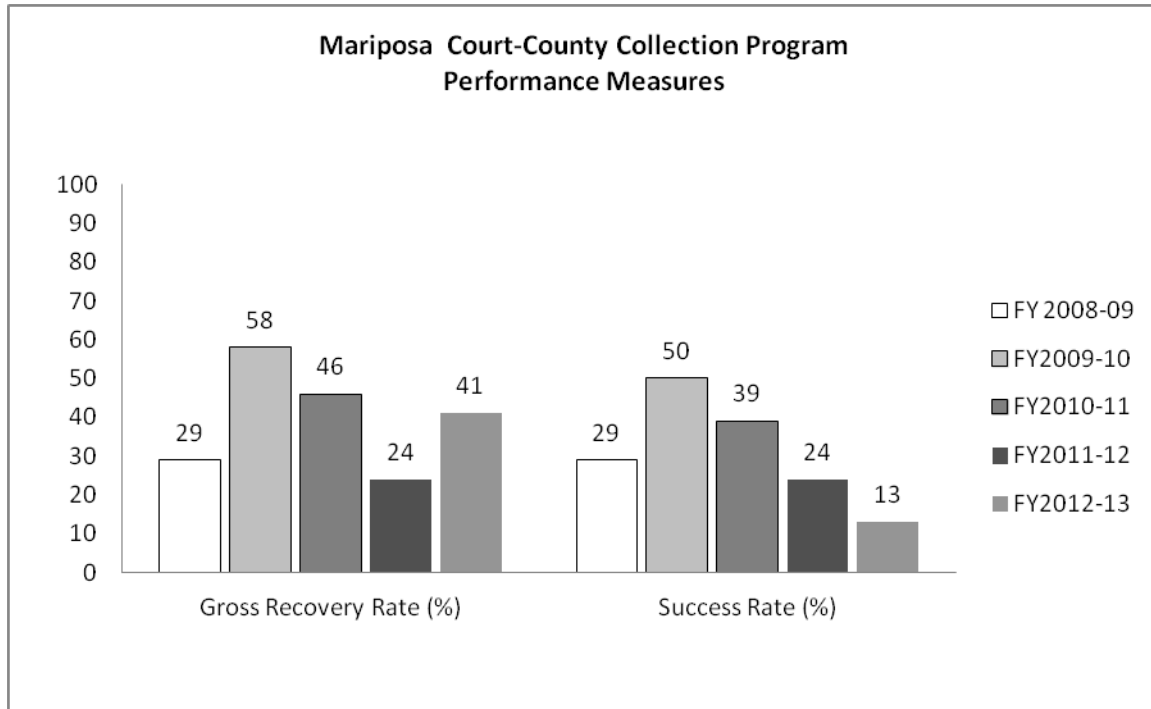
For FY 2012–2013, the program has a 41 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 17 percentage points more than the prior year. The program’s Success Rate of 13 percent does not meet the recommended 31 percent benchmark and is 11 percentage points less than the prior year.

According to the Mariposa collections program, the increase in the Gross Recovery Rate is due to increased adjustments. The steady decline of the program’s Success Rate in the past five years prompted a shift in collections responsibility from the county to the court. As of November 1, 2012, the Court Enhanced Collections Division assumed responsibility for the collection of all non-delinquent and delinquent accounts. The Probation Department’s Revenue and Recovery retained responsibility for the collection of formal probation and victim restitution.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Mariposa and Superior Court of Mariposa Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Mendocino and Superior Court of Mendocino County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 88,291

Authorized Judges/Commissioners: 8/0.4

Total Revenue Collected: \$3,452,879

Gross Recovery Rate: 86%

Success Rate: 72%

Ending Balance:¹ \$37,520,525

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mendocino County and the County of Mendocino. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 4 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$3,452,879 from 35,262 delinquent cases, with collection costs of \$484,722. The Ending Balance of \$37,520,525 in delinquent court-ordered debt represents 31,982 delinquent cases, of which 3,350 were established in the reporting period.

For FY 2012–2013, the program has an 86 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 72 percent exceeds the recommended 31 percent benchmark and remains the same as the prior year.

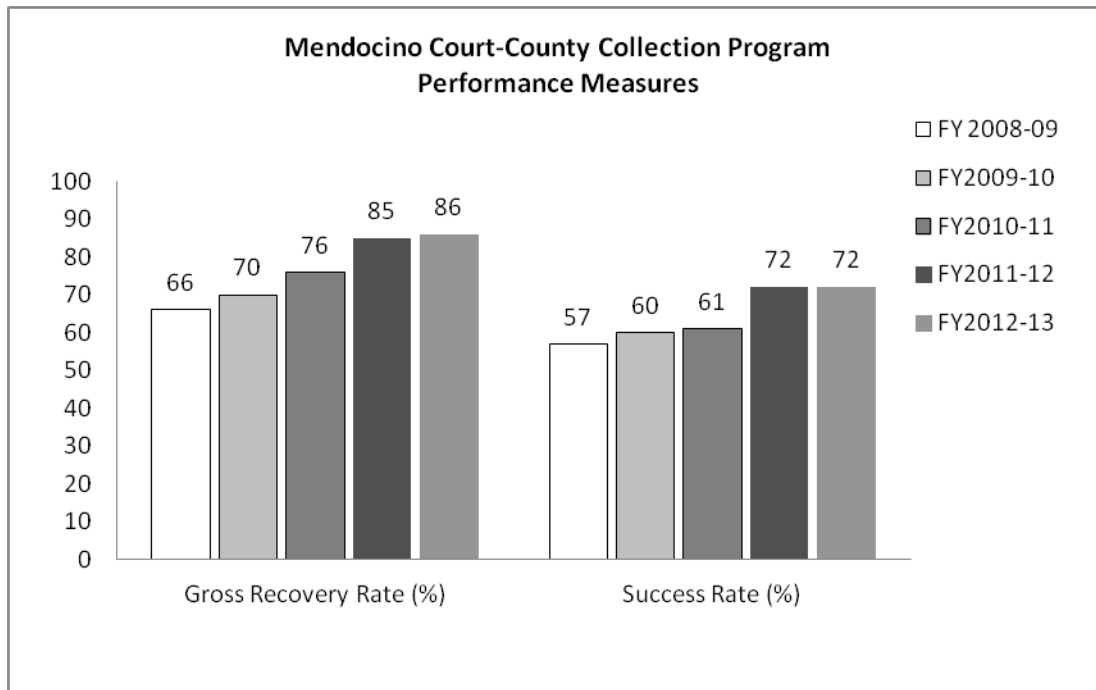
According to the Mendocino collection program, the Gross Recovery Rate and Success Rate remained the same as FY 2011–2012 due to steady efforts in collecting court-ordered debt. This consistency is viewed as a positive sign at a time when the overall economic conditions have affected debtors’ ability to pay and the County and Court struggle with reduced state funding, which has resulted in a reduction in staffing and available resources to the public, as well as an increased workload due to mandated legislation (such as realignment). It is anticipated that the local prison probations will continue to affect an increase in the amount of outstanding

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Mendocino and Superior Court of Mendocino County Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

uncollectible debt over the next few years. In addition, accounts totaling \$1,420,873 were discharged from accountability, as authorized by statute.

The chart below shows the program’s performance measures for the past five fiscal years.



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Merced and Superior Court of Merced Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 262,478

Authorized Judges/Commissioners: 12/2

Total Revenue Collected: \$5,777,266

Gross Recovery Rate: 60%

Success Rate: 57%

Ending Balance:¹ \$90,010,899

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Merced County and the County of Merced. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$5,777,266 from 147,513 delinquent cases, with collection costs of \$1,893,799. The Ending Balance of \$90,010,899 in delinquent court-ordered debt represents 138,469 delinquent cases, of which 22,639 were established in the reporting period.

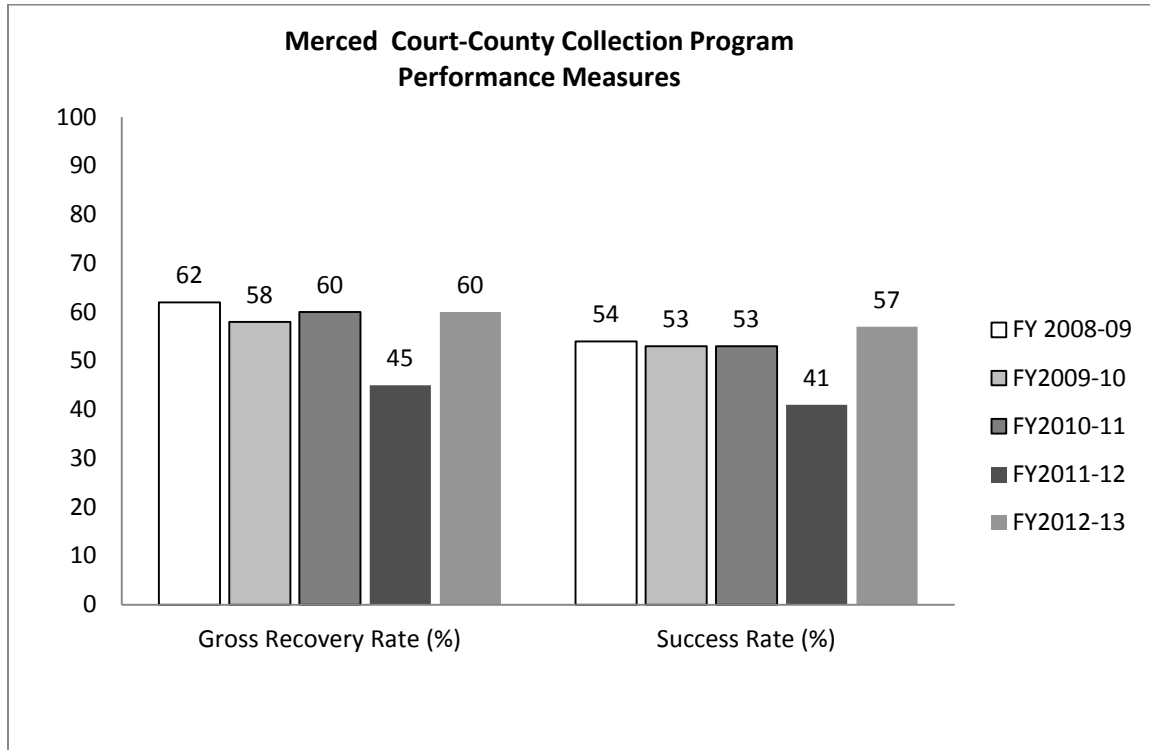
For FY 2012–2013, the program has a 60 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 15 points more than the prior year. The program’s Success Rate of 57 percent exceeds the recommended 31 percent benchmark and is 16 percentage points more than the prior year.

According to the Merced collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the success of the private collection agency and FTB-COD.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Merced and Superior Court of Merced Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2012–2013, 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, 2012 and 2013.

County of Modoc and Superior Court of Modoc Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 9,522

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$115,435

Gross Recovery Rate: 50%

Success Rate: 32%

Ending Balance:¹ \$2,347,009

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Modoc County and the County of Modoc. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 23 of the 25 recommended collections best practices; numbers 2 and 14 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$115,435 from 2,241 delinquent cases, with collection costs of \$75,845. The Ending Balance of \$2,347,009 in delinquent court-ordered debt represents 2,125 delinquent cases, of which 544 were established in the reporting period.

For FY 2012–2013, the program has a 50 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 32 percent exceeds the recommended 31 percent benchmark and is 2 percentage points less than the prior year.

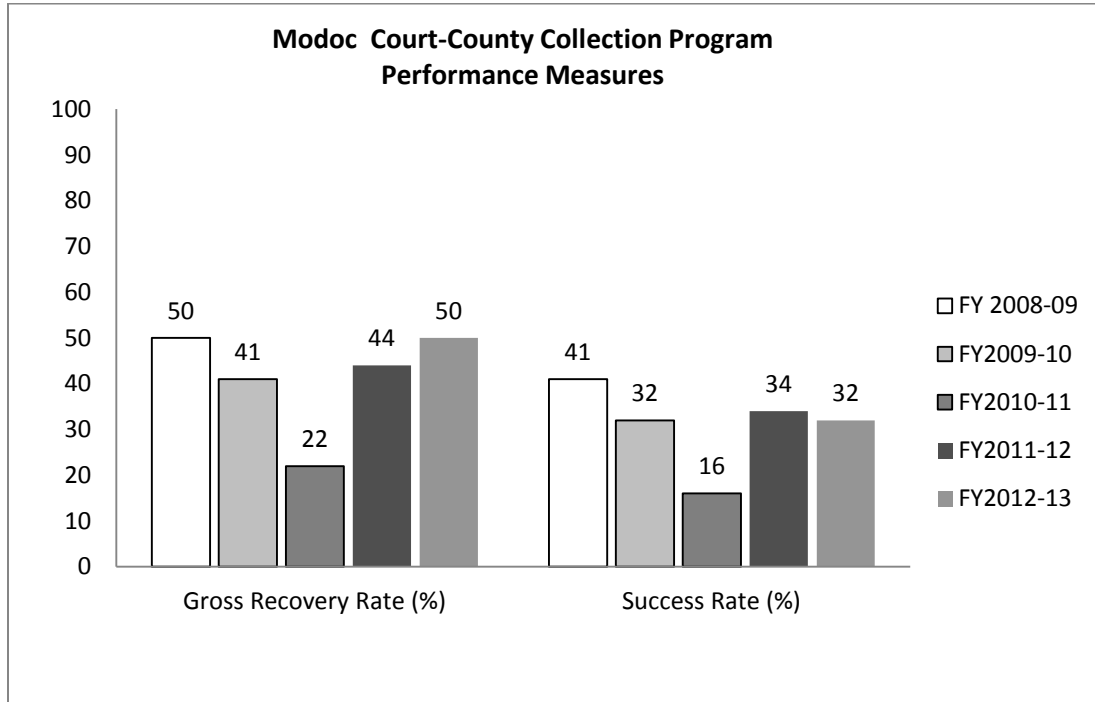
According to the Modoc collections program, the increase in the Gross Recovery Rate is attributable to an efficient and effective ongoing process that allowed the court to collect more revenue this reporting period with fewer resources than the previous fiscal year. However, the two point decrease in the Success Rate is attributable to the collections clerk being on medical leave for two months. Additionally, the court took over the collection of victim restitution in January 2013, which caused the program to focus most of its resources on this transition. This consisted of setting up new spreadsheets and issuing letters to those owing victim restitution to inform them of the new process and where to submit payments, and distributing this revenue. The program also

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Modoc and Superior Court of Modoc Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

believes their success rate was lower than last year due to the lower amounts collected by their private vendor and FTB-COD.

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, 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, 2012 and 2013.

County of Mono and Superior Court of Mono Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 14,493

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$205,128

Gross Recovery Rate: 48%

Success Rate: 47%

Ending Balance:¹ \$1,041,579

The Superior Court of Mono County and the County of Mono did not have a written memorandum of understanding (MOU) for their collections program for the reporting period, but entered an MOU effective July 1, 2013. The collection of delinquent court-ordered debt is a concentrated effort of the Superior Court of Mono County. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- An enhanced collection program that includes 6 of the 16 collection activity components; and
- Meets 8 of the 25 recommended collections best practices; numbers 1, 2, 3, 7, 8, 9, 10, 12, 13, 14, 17, 18, 19, 21, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$205,128 from 2,765 delinquent cases. The Ending Balance of \$1,041,579 in delinquent court-ordered debt represents 1,711 delinquent cases, of which 1,368 were established in the reporting period.

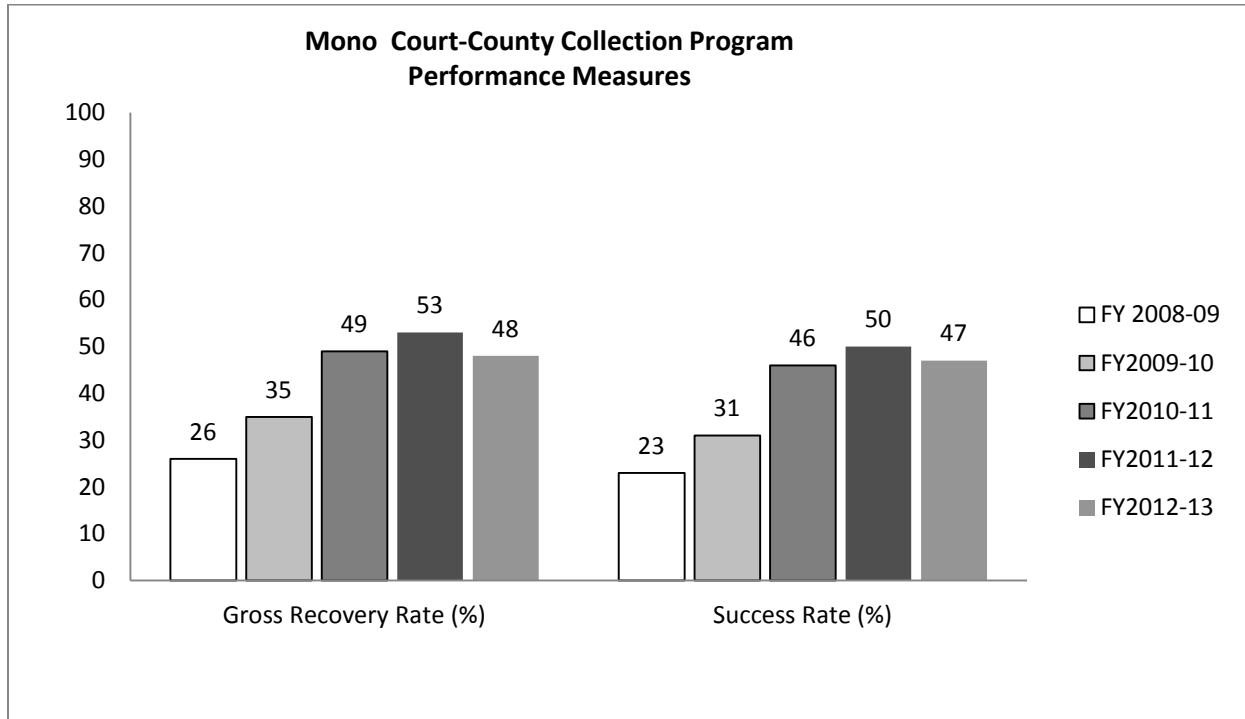
For FY 2012–2013, the program has a 48 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 5 percentage points less than the prior year. The program's Success Rate of 47 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points less than the prior year.

According to the Mono collections program, the decreases in the Gross Recovery Rate and Success Rate are minimal and performance rates have stabilized from the previous year. The program made significant changes in collections practices to transition to a comprehensive collection program. The program was able to refer cases at the end of the fiscal year, but the revenue will not be included until the next reporting period.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Mono and Superior Court of Mono Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, 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, 2012 and 2013.

County of Monterey and Superior Court of Monterey Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 421,494

Authorized Judges/Commissioners: 20/2.2

Total Revenue Collected: \$12,265,681

Gross Recovery Rate: 72%

Success Rate: 66%

Ending Balance:¹ \$141,990,180

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Monterey County and the County of Monterey. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$12,265,681 from 356,788 delinquent cases, with collection costs of \$3,289,510. The Ending Balance of \$141,990,180 in delinquent court-ordered debt represents 356,788 delinquent cases, of which 104,765 were established in the reporting period.

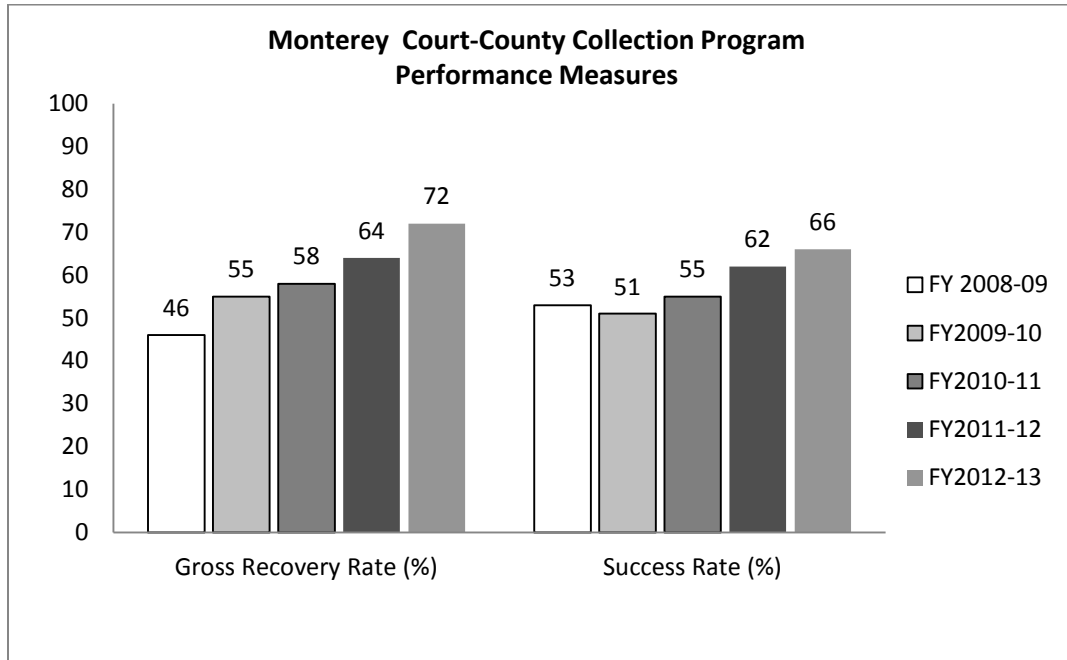
For FY 2012–2013, the program has a 72 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 8 percentage points more than the prior year. The program’s Success Rate of 66 percent exceeds the recommended 31 percent benchmark, and is 4 percentage points more than the prior year.

According to the Monterey collections program, the increases in the Gross Recovery Rate and the Success Rate are attributable to an increase in criminal and traffic collections, and the increased accuracy and efficiency of the County’s skip tracing services.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Monterey and Superior Court of Monterey Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Napa and Superior Court of Napa Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 138,383

Authorized Judges/Commissioners: 6/2

Total Revenue Collected: \$4,055,589

Gross Recovery Rate: 72%

Success Rate: 71%

Ending Balance:¹ \$48,685,478

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Napa County and the County of Napa. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$4,055,589 from 59,412 delinquent cases, with collection costs of \$507,152. The Ending Balance of \$48,685,478 in delinquent court-ordered debt represents 52,988 delinquent cases, of which 6,515 were established in the reporting period.

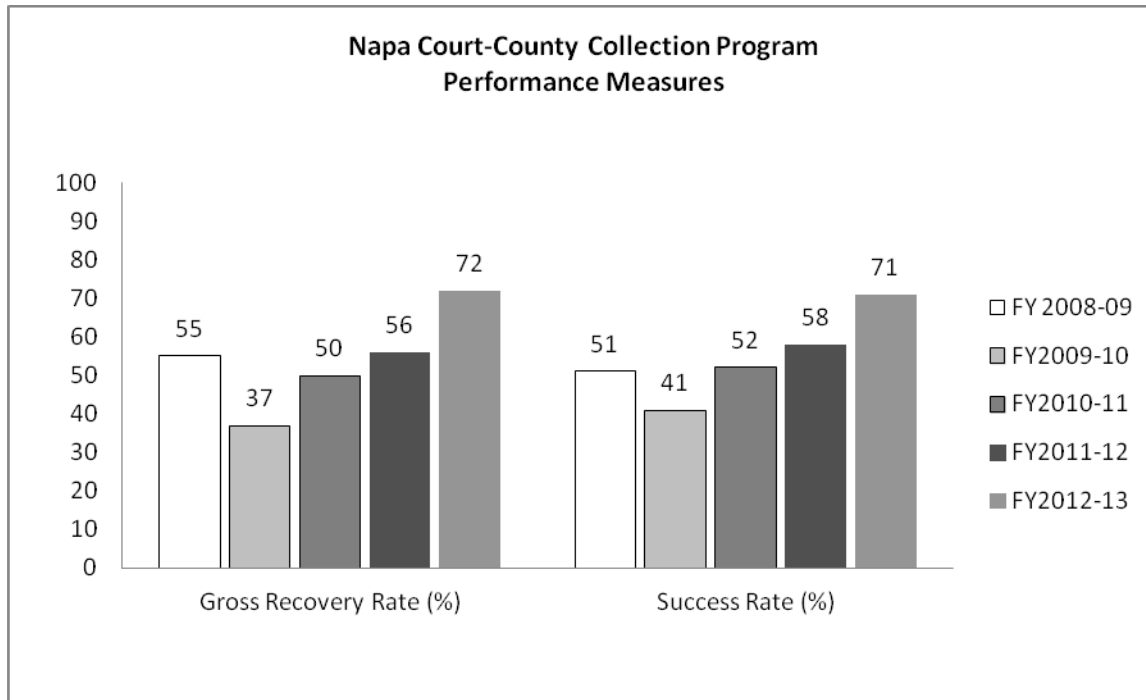
For FY 2012–2013, the program has a 72 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 16 percentage points more than the prior year. The program’s Success Rate of 71 percent exceeds the recommended 31 percent benchmark and is 13 percentage points more than the prior year.

According to the Napa collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to a combination of increased collections on all delinquent accounts in inventory, along with a reduction in the value of new cases referred in the period.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Napa and Superior Court of Napa Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 97,019

Authorized Judges/Commissioners: 6/1.6

Total Revenue Collected: \$1,385,103

Gross Recovery Rate: 60%

Success Rate: 56%

Ending Balance:¹ \$24,420,279

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Nevada County and the County of Nevada. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$1,385,103 from 37,106 delinquent cases, with collection costs of \$172,886. The Ending Balance of \$24,420,279 in delinquent court-ordered debt represents 35,524 delinquent cases, of which 3,540 were established in the reporting period.

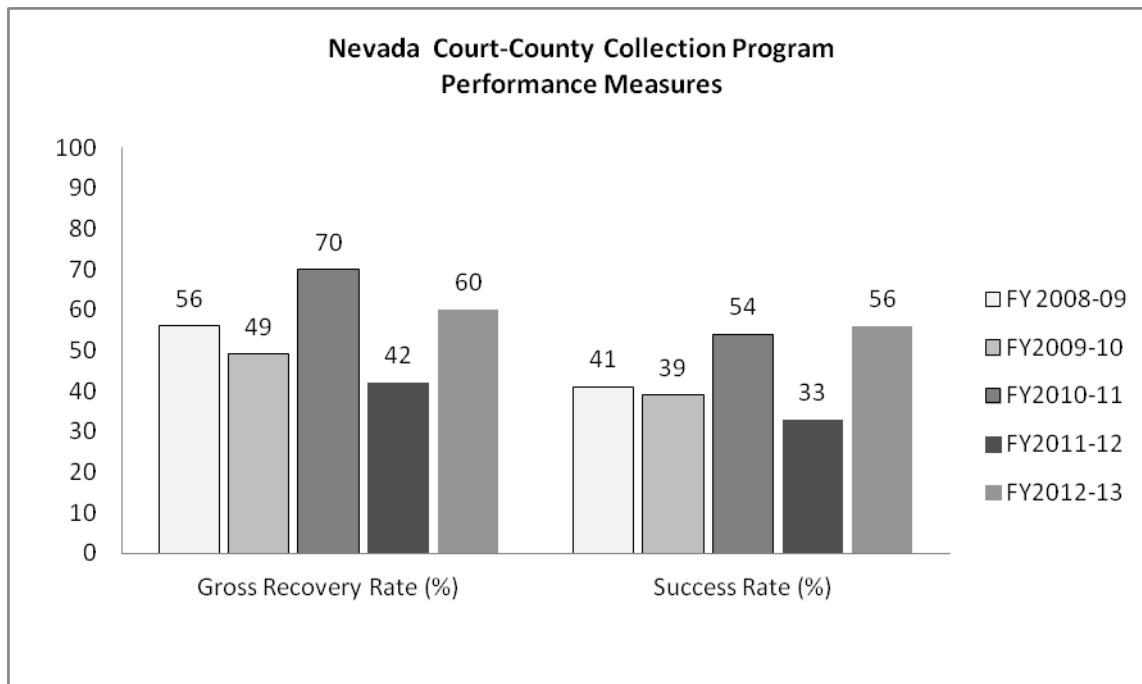
For FY 2012–2013, the program has a 60 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 18 percentage points more than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark and is 23 percentage points more than the prior year.

According to the Nevada collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the court’s implementation of a new case management system that includes a more robust accounts receivable module and a functional collection system interface. In addition, the County collections department has implemented a new collection system. The collection program is working collaboratively to leverage the new capabilities of these systems to improve the overall Gross Recovery Rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Nevada and Superior Court of Nevada County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Orange and Superior Court of Orange Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 3,081,804

Authorized Judges/Commissioners: 123/22

Total Revenue Collected: \$40,111,587

Gross Recovery Rate: 85%

Success Rate: 71%

Ending Balance:¹ \$355,045,771

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Orange County and the County of Orange. The court and county have a written memorandum of understanding (MOU) for the collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$40,111,587 from 510,371 delinquent cases, with collection costs of \$5,068,550. The Ending Balance of \$355,045,771 in delinquent court-ordered debt represents 381,515 delinquent cases, of which 149,440 were established in the reporting period.

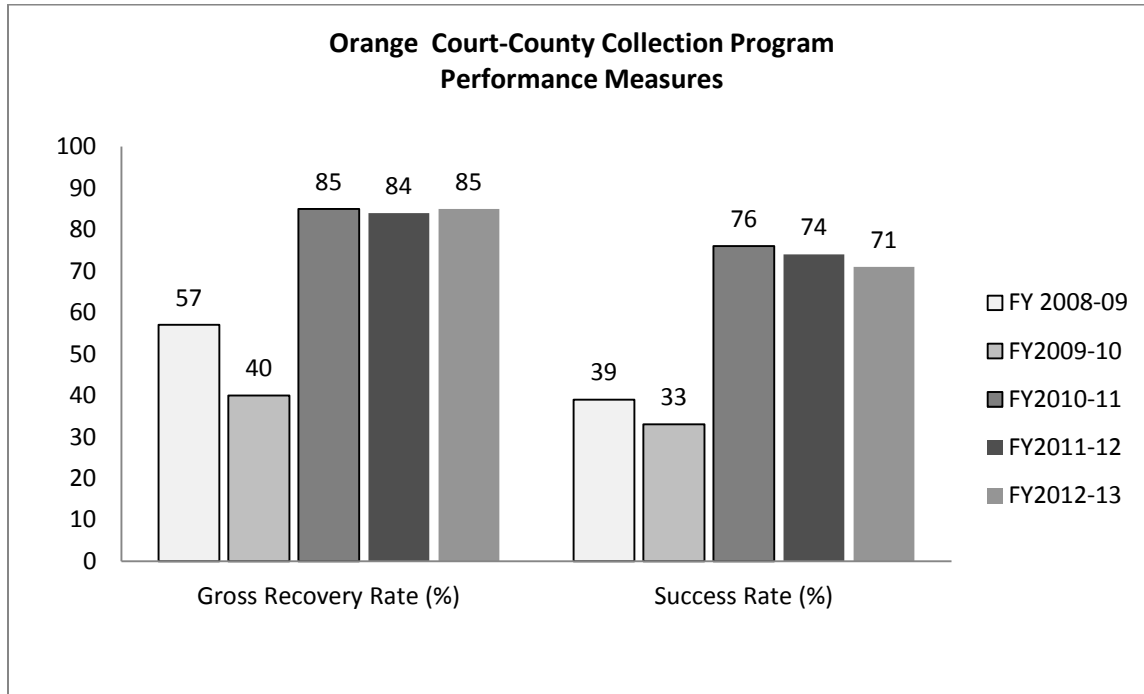
For FY 2012–2013, the program has an 85 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 71 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points less than the prior year.

According to the Orange collections program, the minimal increase in the Gross Recovery Rate and minimal decrease in the Success Rate is attributable to a considerable increase in the amount of payment plans established for the fiscal year. The collection program also credits the addition of a new “outstanding fees” notice, the continued use of the Predictive Dialer, and contracting with the Employment Development Department (EDD) to assist in finding debtors, as factors in the stabilization of the program’s collection rates from the previous fiscal year to the current.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Orange and Superior Court of Orange Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Placer and Superior Court of Placer County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 357,463

Authorized Judges/Commissioners: 12/4.5

Total Revenue Collected: \$8,716,165

Gross Recovery Rate: 49%

Success Rate: 56%

Ending Balance:¹ \$94,380,179

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Placer County and the County of Placer. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- A contract with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collection program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$8,716,165 from 146,175 delinquent cases, with collection costs of \$1,967,186. The Ending Balance of \$94,380,179 in delinquent court-ordered debt represents 128,575 delinquent cases, of which 25,592 were established in the reporting period.

For FY 2012–2013, the program has a 49 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 10 percentage points less than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark and is 8 percentage points less than the prior year.

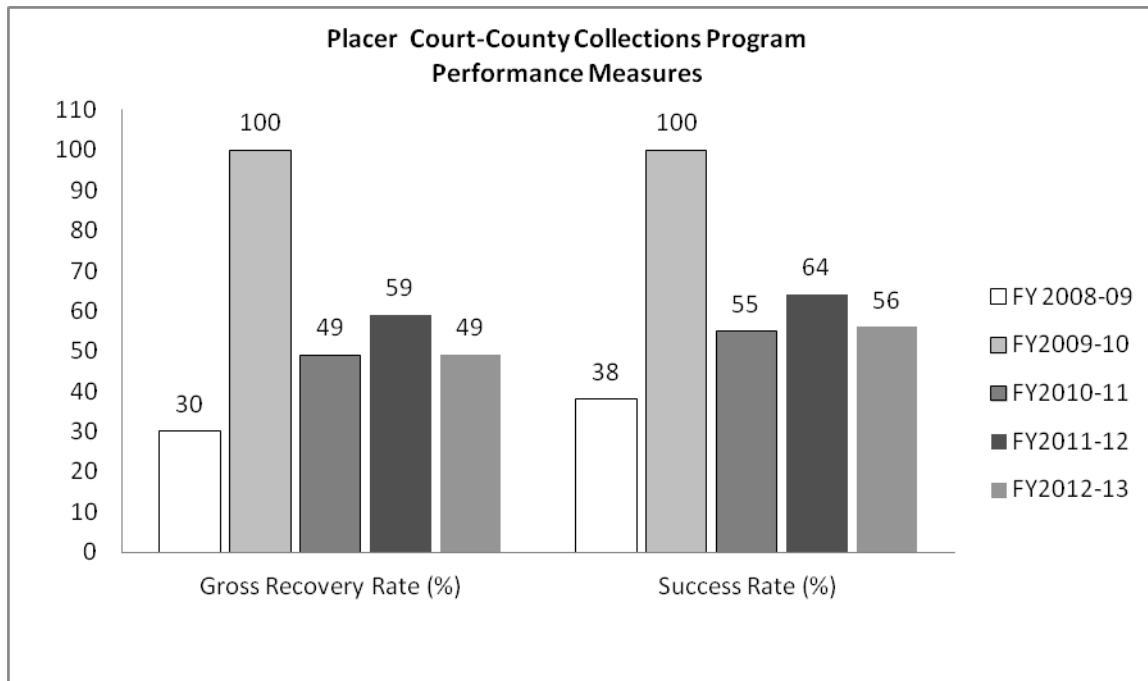
According to the Placer collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the decline in traffic citations since FY 2009–2010, which continues to negatively impact revenue. The Revenue Services Division of the Administrative Services Division is aware that automation is a key to the success of any collection program, and the program continues to use an automated process to obtain social security numbers to provide to the Franchise Tax Board’s Intercept program, which has resulted in a substantial increase from last fiscal year. Collection enforcement and contact with the defendant is more successful when the information is accurate and up to date. The Ability to Pay program has been successful

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Placer and Superior Court of Placer County Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

because the program can review the defendant's entire financial picture when establishing a repayment plan. The next goal is to implement a system where defendants can pay their bill via a mobile device.

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



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Plumas and Superior Court of Plumas Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 19,643

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$452,947

Gross Recovery Rate: 133%

Success Rate: 253%

Ending Balance:¹ \$2,934,812

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Plumas County and the County of Plumas. The court and county have entered into a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 20 of the 25 recommended collections best practices; numbers 5, 13, 14, 17, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$452,947 from 4,277 delinquent cases, with collection costs of \$57,014. The Ending Balance of \$2,934,812 in delinquent court-ordered debt represents 3,605 delinquent cases, of which 187 were established in the reporting period.

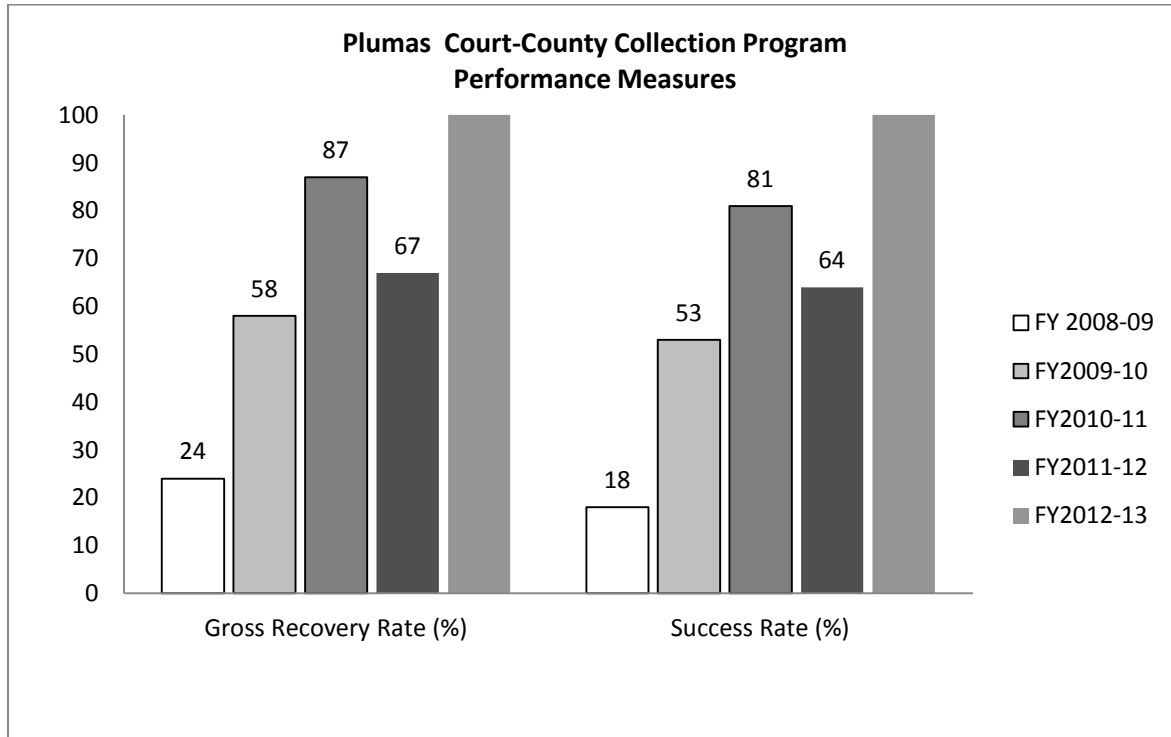
For FY 2012–2013, the program has a 133 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 66 percentage points more than the prior year. The program’s Success Rate of 253 percent exceeds the recommended 31 percent benchmark, and is 189 percentage points more than the prior year.

According to the Plumas collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the value of cases discharged from accountability exceeding the delinquent revenue collected. In FY 2011–2012, the program was unable to perform discharge from accountability; therefore, the discharge in this reporting period is significantly higher.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Plumas and Superior Court of Plumas Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Riverside and Superior Court of Riverside Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 2,255,059

Authorized Judges/Commissioners: 69/14

Total Revenue Collected: \$55,939,383

Gross Recovery Rate: 55%

Success Rate: 56%

Ending Balance:¹ \$445,769,879

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Riverside County and the County of Riverside. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and telephone credit and debit card payment options; as well as alternative payment locations in addition to court locations; and
- Meets 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 2012–2013, the program collected a total of \$55,939,383 from a possible pool of 789,286 delinquent cases, with collection costs of \$7,283,122. The Ending Balance of \$445,769,879 in delinquent court-ordered debt represents 496,539 delinquent cases, of which 323,635 were established in the reporting period.

For FY 2012–2013, the program has a 55 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 56 percent exceeds the recommended 31 percent benchmark, and is 16 percentage points more than the prior year.

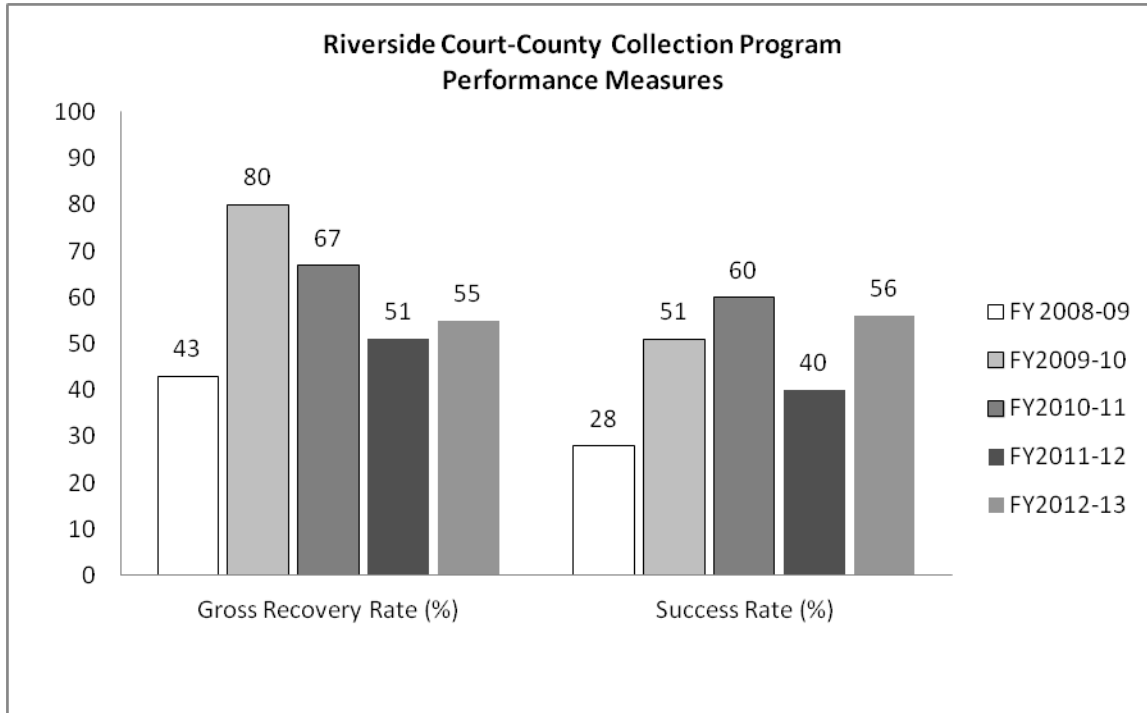
According to the Riverside collections program, the increase in the Success Rate is attributable, in large part, to the streamlining of processes in the collection of traffic payments, such as initiating earlier contact with debtors to increase the likelihood of payment, coupled with the promotion of flexible and convenient payment options. The reengineered strategy is supported by four new collections staff, a robust call center, and expanded service hours to include Saturdays. The discharge of old, uncollectible debt, in accordance with Government Code section 25257-

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Riverside and Superior Court of Riverside Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

25259.95, improved the program’s Gross Recovery Rate and increased efficiencies by allowing collections staff to concentrate on newer and more collectable debt.

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Sacramento and Superior Court of Sacramento County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 1,445,806
Authorized Judges/Commissioners: 68/10.5
Total Revenue Collected: \$31,262,364

Gross Recovery Rate: 59%
Success Rate: 56%
Ending Balance:¹ \$324,675,181

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sacramento County and the County of Sacramento. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$31,262,364 from 512,259 delinquent cases, with collection costs of \$6,646,454. The Ending Balance of \$324,675,181 in delinquent court-ordered debt represents 321,123 delinquent cases, of which 62,560 were established in the reporting period.

For FY 2012–2013, the program has a 59 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 28 percentage points less than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark and is 24 percentage points less than the prior year.

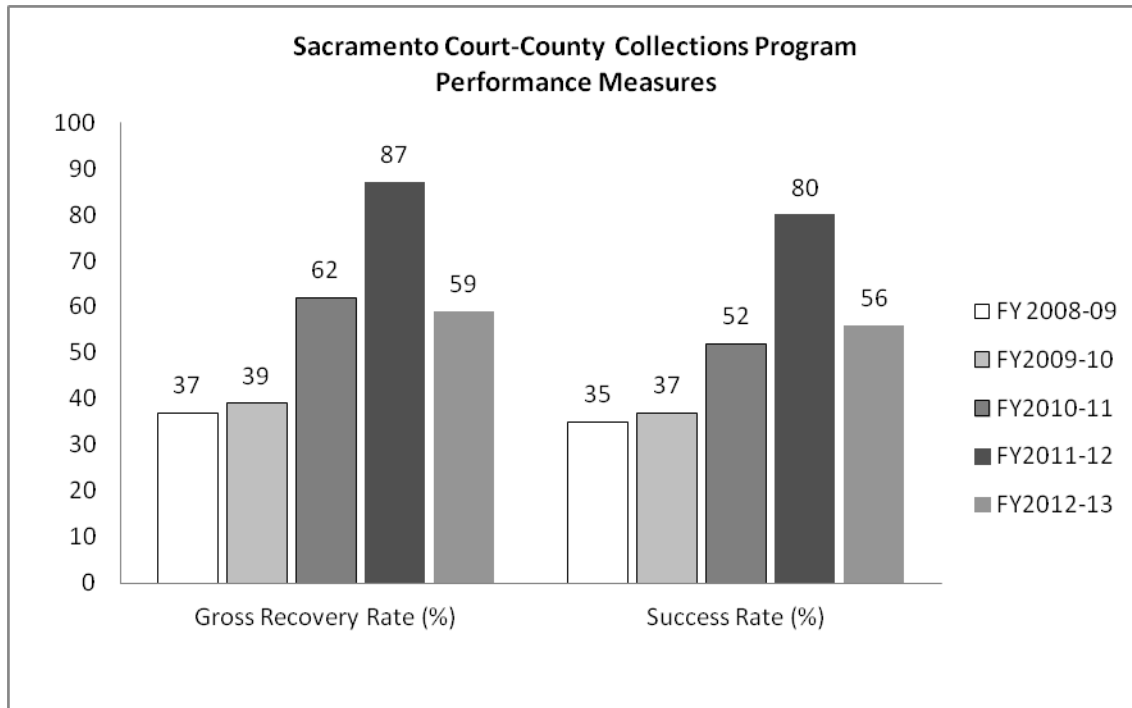
According to the Sacramento collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to a reduction in total collections corresponding to a reduction in citations issued by law enforcement. In FY 2011–2012, the Amnesty Program resulted in a significant number of older cases moved to the court’s private collection agency for further collection efforts, and contributed to the increased volume of cases last year. This resulted in the one-time spike in the GGR and SR for that year in the chart below. The Department of Revenue Recovery’s (DRR) FY 2012–2013 Gross Recovery Rate of 71 percent and Success Rate of 68

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sacramento and Superior Court of Sacramento County Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

percent will be used to evaluate the accelerated collection cycle implemented in FY 2012–2013, in which cases were transferred from DRR to the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program, and returned to the Court for license suspension and civil assessments. The DRR continued its pattern of efficiency by reducing program costs by an additional 2 percent this reporting period.

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 56,669

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$310,622

Gross Recovery Rate: 68%

Success Rate: 66%

Ending Balance:¹ \$12,972,671

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Benito County and the County of San Benito. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$310,622 from 13,735 delinquent cases, with collection costs of \$47,814. The Ending Balance of \$12,972,671 in delinquent court-ordered debt represents 3,717 delinquent cases, of which 183 were established in the reporting period.

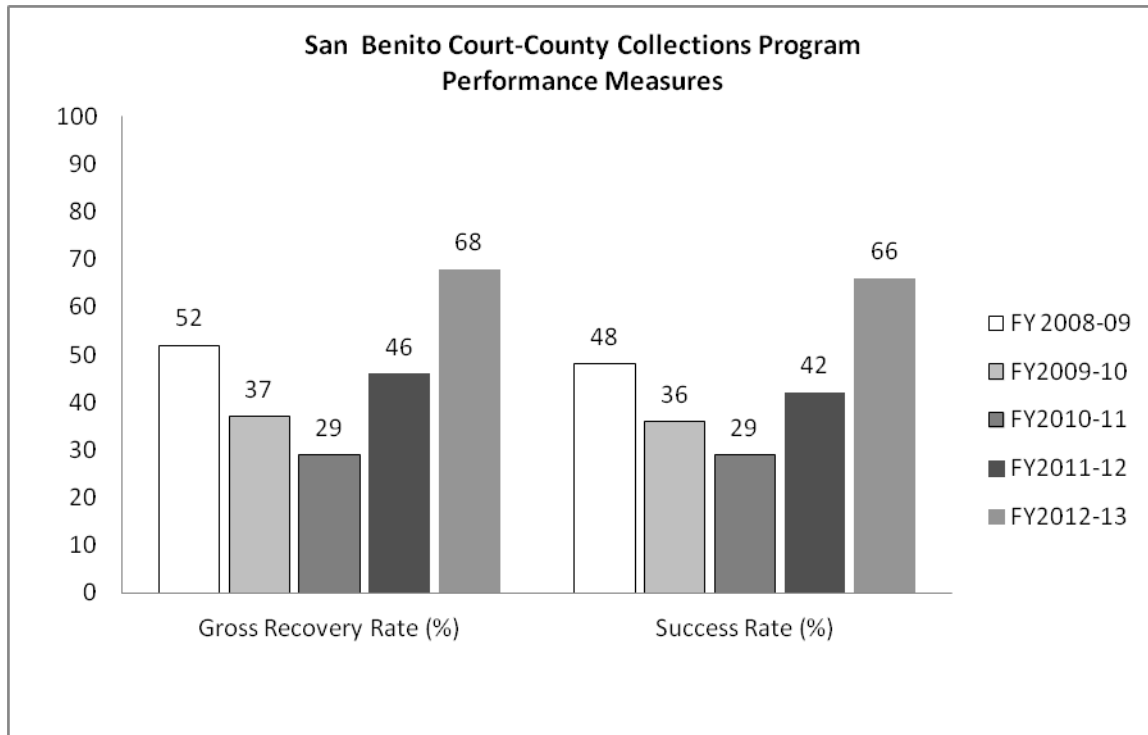
For FY 2012–2013, the program has a 68 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 22 percentage points more than the prior year. The program’s Success Rate of 66 percent exceeds the recommended 31 percent benchmark and is 24 percentage points more than the prior year.

According to the San Benito collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to forwarding delinquent cases to the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program as its primary collection agency, and no longer referring cases to the private vendor. Once an account reaches 90 days past the final appear or pay date, it is considered delinquent and forwarded to the FTB-COD. Delinquent accounts that have been sent to the private vendor will remain with the vendor for collection.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Benito and Superior Court of San Benito County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of San Bernardino and Superior Court of San Bernardino Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 2,076,274

Authorized Judges/Commissioners: 78/15

Total Revenue Collected: \$35,908,079

Gross Recovery Rate: 62%

Success Rate: 50%

Ending Balance:¹ \$310,604,351

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Bernardino County and the County of San Bernardino. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program;
- A comprehensive collection program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 19 of the 25 recommended collections best practices; number 10, 14, 21, 22, 23, and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$35,908,079 from 596,871 delinquent cases, with collection costs of \$7,124,495. The Ending Balance of \$310,604,351 in delinquent court-ordered debt represents 523,060 delinquent cases, of which 123,226 were established in the reporting period.

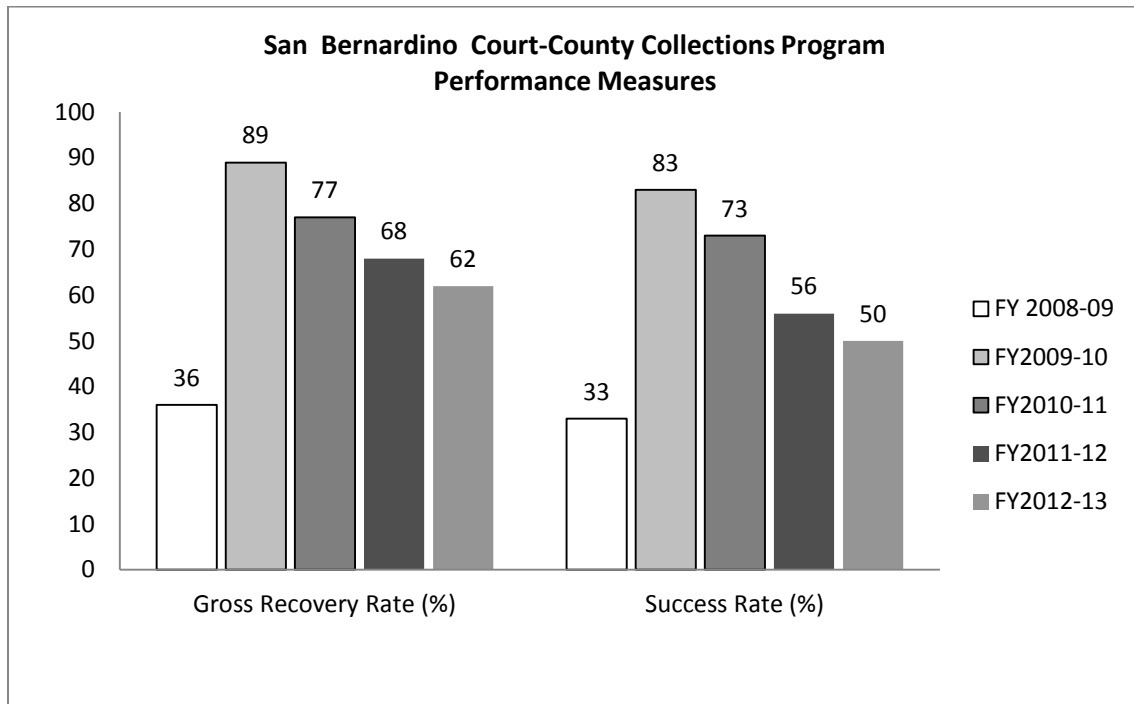
For FY 2012–2013, the program has a 62 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points less than the prior year. The program’s Success Rate of 50 percent exceeds the recommended 31 percent benchmark and is 6 percentage points less than the prior year.

According to the San Bernardino collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to a reduction in delinquent accounts and issued citations. Performance rates were also reduced by a temporary delay of referrals from delinquent cases due to the implementation of the trials by written declaration program. Additionally, collections increased for infraction cases, which helped offset the overall reduction in delinquent accounts and stabilized the collection of delinquent debt, resulting in minimal decreases in the Gross Recovery Rate and Success Rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Bernardino and Superior Court of San Bernardino Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 3,150,178
Authorized Judges/Commissioners: 131/23
Total Revenue Collected: \$52,635,647

Gross Recovery Rate: 67%
Success Rate: 53%
Ending Balance:¹ \$671,077,791

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Diego County and the County of San Diego. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$52,635,647 from 1,202,536 delinquent cases, with collection costs of \$8,441,373. The Ending Balance of \$671,077,791 in delinquent court-ordered debt represents 1,092,671 delinquent cases, of which 278,514 were established in the reporting period.

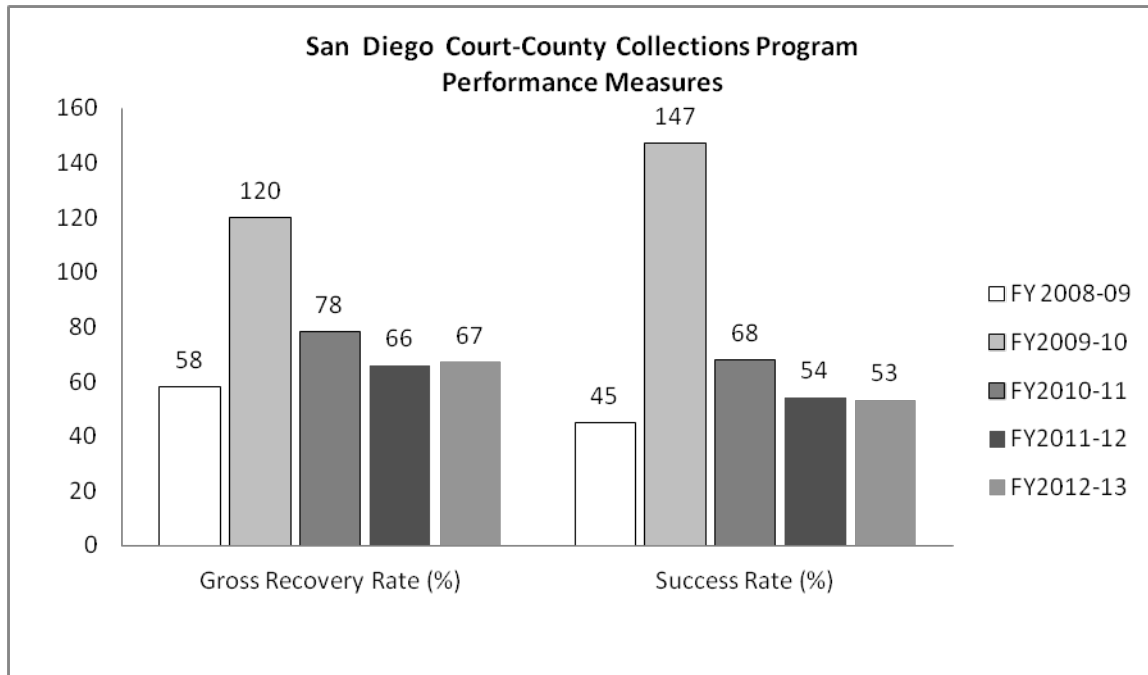
For FY 2012–2013, the program has a 67 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 53 percent exceeds the recommended 31 percent benchmark and is 1 percentage point less than the prior year.

According to the San Diego collections program, for FY 2012–2013, the Court initiated refinements in extracting data for purposes of this report. As a result, they have been able to segregate delinquent collections activity not processed by a third party private vendor as well as DMV collection activity. As a result of these refinements, the amount of gross collections are not comparable to previous years’ data since the FY 2012–2013 amount is limited to revenue collected on accounts receivables that are at least one day past due, but had not been referred to the third party vendor.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Diego and Superior Court of San Diego County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of San Francisco and Superior Court of San Francisco Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 825,111

Authorized Judges/Commissioners: 52/13

Total Revenue Collected: \$11,467,300

Gross Recovery Rate: 54%

Success Rate: 51%

Ending Balance:¹ \$133,804,170

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Francisco County and the County of San Francisco. The court and county have entered into a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$11,467,300 from 148,057 delinquent cases, with collection costs of \$1,385,628. The Ending Balance of \$133,804,170 in delinquent court-ordered debt represents 150,278 delinquent cases, of which 18,406 were established in the reporting period.

For FY 2012–2013, the program has a 54 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 51 percent exceeds the recommended 31 percent benchmark and is 13 percentage points more than the prior year.

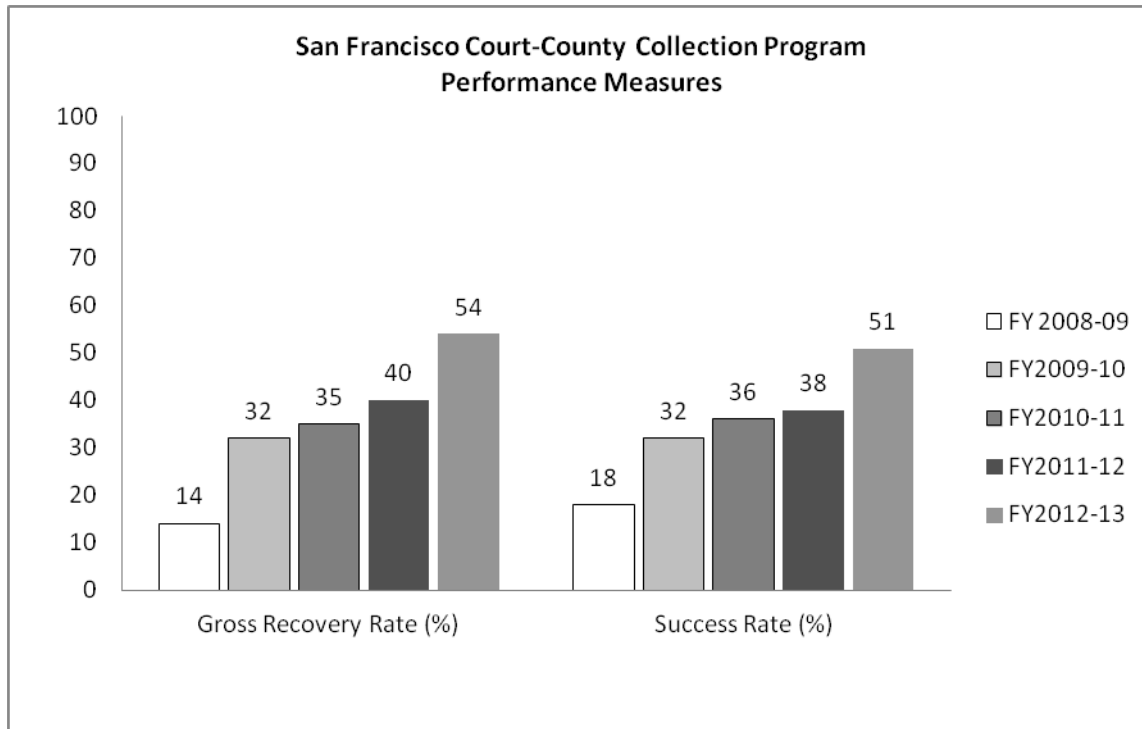
According to the San Francisco collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the implementation of the trial by written declaration process under Vehicle Code section 40903. The process expedited and streamlined processes for handling traffic citation hearings, which resulted in improved collections for traffic cases. In addition, the court continued streamlining the review process for civil assessment cases and reduced time frames within which debtors may request review. This has contributed significantly to the increased recovery rates. Also, the court and county made contractual changes to the collections

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Francisco and Superior Court of San Francisco Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

MOU to consolidate collections staff into one unit to work both traffic and criminal cases, which has maximized cost effectiveness and enhanced overall collection efforts.

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of San Joaquin and Superior Court of San Joaquin Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 698,414

Authorized Judges/Commissioners: 32/4.5

Total Revenue Collected: \$10,784,189

Gross Recovery Rate: 71%

Success Rate: 36%

Ending Balance:¹ \$170,707,682

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Joaquin County and the County of San Joaquin. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 19 of the 25 recommended collections best practices; numbers, 12, 13, 19, 21, 23 and 25 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$10,784,189 from 258,538 delinquent cases, with collection costs of \$1,674,166. The Ending Balance of \$170,707,682 in delinquent court-ordered debt represents 190,237 delinquent cases, of which 70,463 were established in the reporting period.

For FY 2012–2013, the program has a 71 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 2 percentage points less than the prior year. The program’s Success Rate of 36 percent exceeds the recommended 31 percent benchmark and is 5 percentage points less than the prior year.

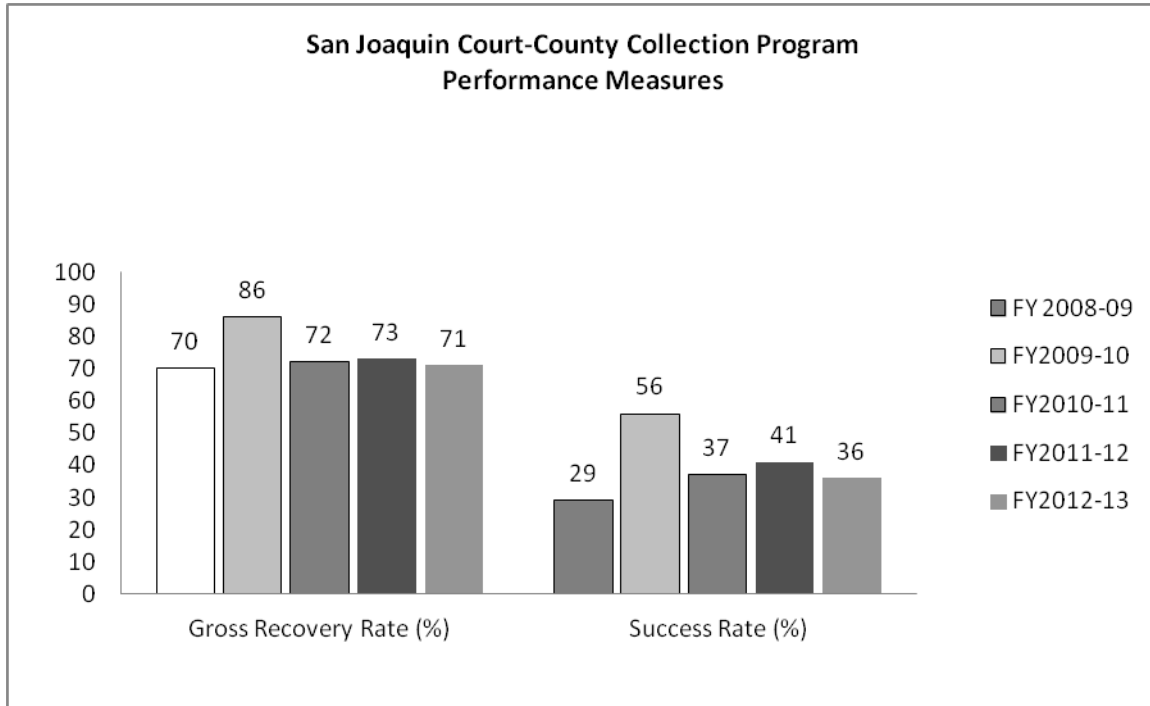
According to the San Joaquin collections program, the decreases in the Gross Recovery Rate and the Success Rate are attributable to a \$34.7 million decrease in debt transfers, which resulted in a \$14.4 million net increase in referrals from the prior year. This extraordinary adjustment for the state amnesty program in FY 2011–2012 only impacts the comparison of the Gross Recovery Rate and the Success Rate from last year to this year. Gross revenue collected during the period increased by \$879,430 or 7 percent compared to the prior year. This increase in revenue is primarily due to the increase in FTB’s Court-Ordered Debt collections. The cost of collections

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Joaquin and Superior Court of San Joaquin Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

decreased by approximately \$430,359 or 20 percent compared to the prior year. This decrease in cost is due primarily to changes made to the county’s collection practices.

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 272,177

Authorized Judges/Commissioners: 12/3

Total Revenue Collected: \$6,409,470

Gross Recovery Rate: 76%

Success Rate: 77%

Ending Balance:¹ \$63,610,224

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Luis Obispo County and the County of San Luis Obispo. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- Delinquent cases referred to San Luis Obispo County’s Revenue Recovery Unit for collection;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 2, 9, and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$6,409,470 from 55,545 delinquent cases, with collection costs of \$982,020. The Ending Balance of \$63,610,224 in delinquent court-ordered debt represents 51,306 delinquent cases, of which 6,596 were established in the reporting period.

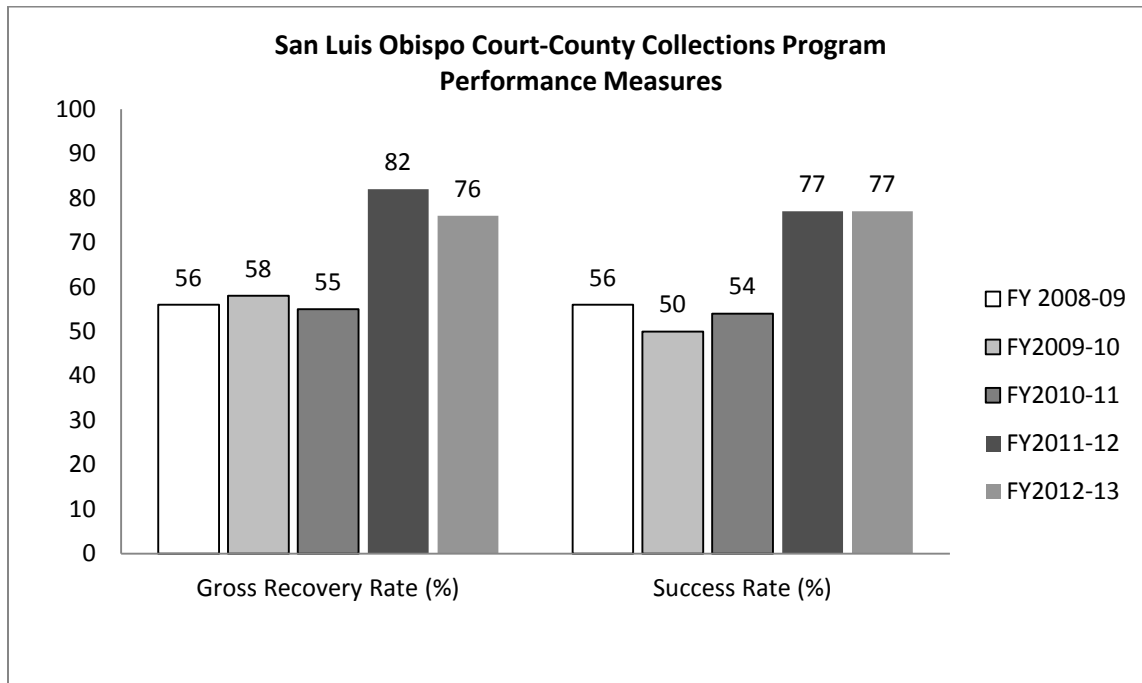
For FY 2012–2013, the program has a 76 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points less than the prior year. The program’s Success Rate of 77 percent exceeds the recommended 31 percent benchmark and remains the same percentage points as the prior year.

According to the San Luis Obispo collections program, the decrease in the Gross Recovery Rate is attributable to the court sending more accounts to the private collection agency, due to lower state funding and reduced staffing at the court. This has reduced the value of court managed in-house collection cases by 11 percent and increased the value of private collection cases by 36 percent.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Luis Obispo and Superior Court of San Luis Obispo County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of San Mateo and Superior Court of San Mateo Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 735,678

Authorized Judges/Commissioners: 26/7

Total Revenue Collected: \$9,311,679

Gross Recovery Rate: 53%

Success Rate: 57%

Ending Balance:¹ \$85,224,874

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of San Mateo and the County of San Mateo. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$9,311,679 from 163,825 delinquent cases, with collection costs of \$939,698. The Ending Balance of \$85,224,874 in delinquent court-ordered debt represents 128,639 delinquent cases, of which 18,218 were established in the reporting period.

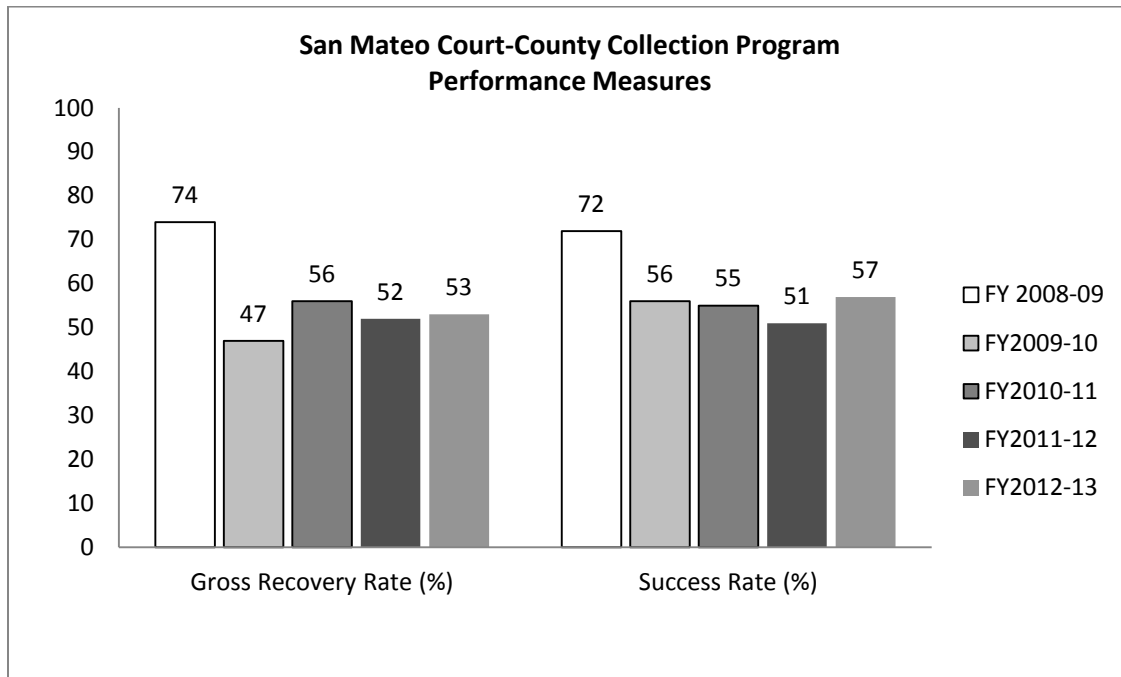
For FY 2012–2013, the program has a 53 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 57 percent exceeds the recommended 31 percent benchmark and is 6 percentage points more than the prior year.

According to the San Mateo collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to an experienced collections staff and convenient payment options such as e-pay and IVR system. Bank and wage garnishments are also factors in the increase.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of San Mateo and Superior Court of San Mateo Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2012–2013, 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, 2012 and 2013.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 429,200

Authorized Judges/Commissioners: 21/3

Total Revenue Collected: \$9,014,994

Gross Recovery Rate: 96%

Success Rate: 88%

Ending Balance:¹ \$72,957,724

Program Overview

The Superior Court of Santa Barbara County and the County of Santa Barbara do not have a written memorandum of understanding (MOU) for their collections program. There is not a cooperative effort between the court and county for the collection of delinquent court-ordered debt. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 1, 2, and 10 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$9,014,994 from 161,462 delinquent cases, with collection costs of \$1,173,635. The Ending Balance of \$72,957,724 in delinquent court-ordered debt represents 118,298 delinquent cases, of which 53,375 were established in the reporting period.

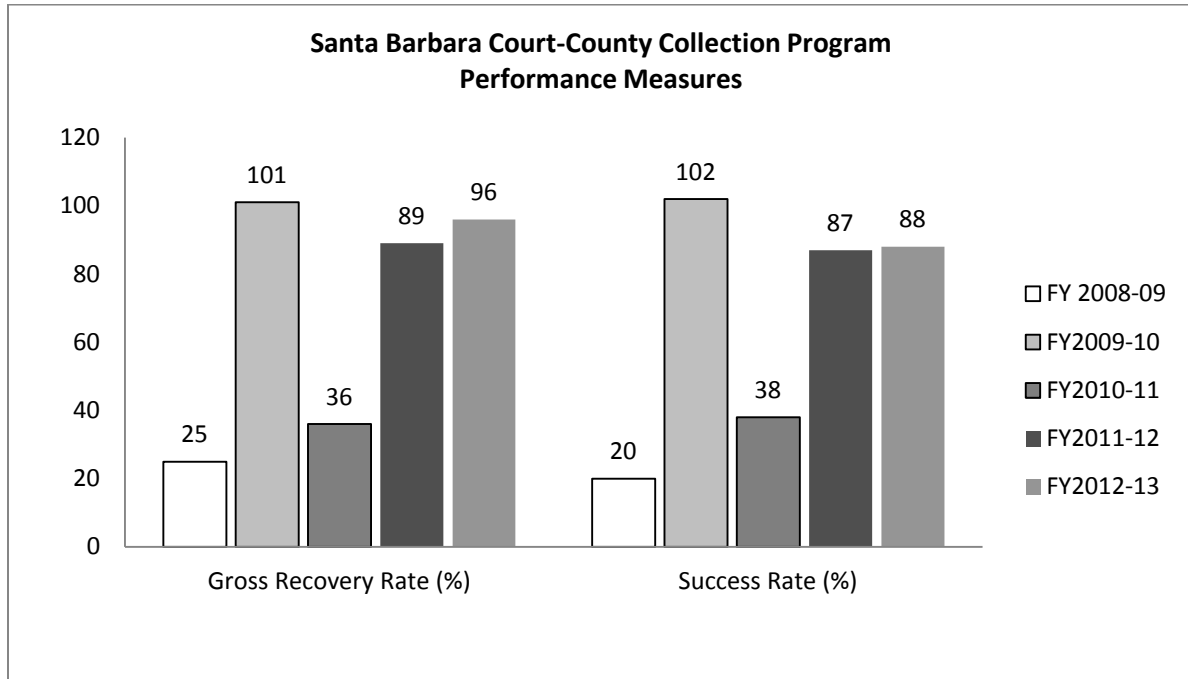
For FY 2012–2013, the program has a 96 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 7 percentage points more than the prior year. The program’s Success Rate of 88 percent exceeds the recommended 31 percent benchmark and is 1 percentage point more than the prior year.

According to the Santa Barbara collections program, the Court worked diligently to improve a defendant’s ability to stay current with court-ordered debt payments. The Court worked with judicial and supervisory staff to create procedures for when and how a delinquent defendant would be eligible for a fine extension, a court appearance, or an installment payment plan. The court defined how court staff would refer delinquent cases to the collections staff or outside collection agencies. The court website was updated to include Fine Information FAQ’s, which provides complete information on how to handle your delinquent account. These efforts increased the program’s ability to help defendants stay current.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Santa Barbara and Superior Court of Santa Barbara County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Santa Clara and Superior Court of Santa Clara Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 1,842,254

Authorized Judges/Commissioners: 79/10

Total Revenue Collected: \$40,541,302

Gross Recovery Rate: 72%

Success Rate: 64%

Ending Balance:¹ \$371,265,761

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Clara and the County of Santa Clara. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$40,541,302 from 875,593 delinquent cases, with collection costs of \$4,719,325. The Ending Balance of \$371,265,761 in delinquent court-ordered debt represents 868,690 delinquent cases, of which 95,223 were established in the reporting period.

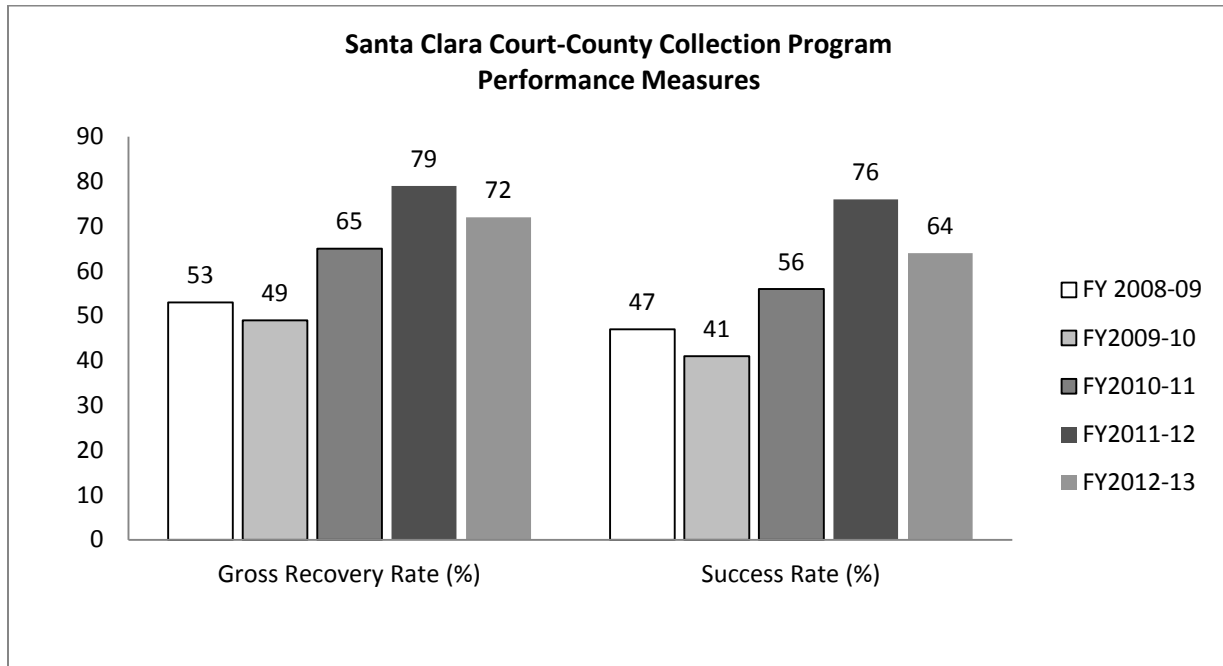
For FY 2012–2013, the program has a 72 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 7 percentage points less than the prior year. The program’s Success Rate of 64percent exceeds the recommended 31 percent benchmark, and is 12 percentage points less than the prior year.

According to the Santa Clara collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to a decrease in the collection of delinquent debt from the prior fiscal year; a continual drop in delinquent account referrals; and eligible accounts not being discharged from accountability this reporting period. Additionally, the decrease of the collection program performance rates are offset by adjustments of \$19,522,303, which increased the Gross Recovery Rate by 23 percentage points and increased the Success Rate by 15 percentage points.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Santa Clara and Superior Court of Santa Clara Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2012–2013, 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, 2012 and 2013.

County of Santa Cruz and Superior Court of Santa Cruz Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 266,662

Authorized Judges/Commissioners: 11/2.5

Total Amount Collected: \$5,269,944

Gross Recovery Rate: 53%

Success Rate: 50%

Ending Balance:¹ \$90,037,962

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Cruz County and the County of Santa Cruz. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 20 of the 25 recommended collections best practices; numbers 10, 12, 14, 17, and 18 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$5,269,944 from 115,818 delinquent cases, with collection costs of \$880,684. The Ending Balance of \$90,037,962 in delinquent court-ordered debt represents 101,505 delinquent cases, of which 21,991 were established in the reporting period.

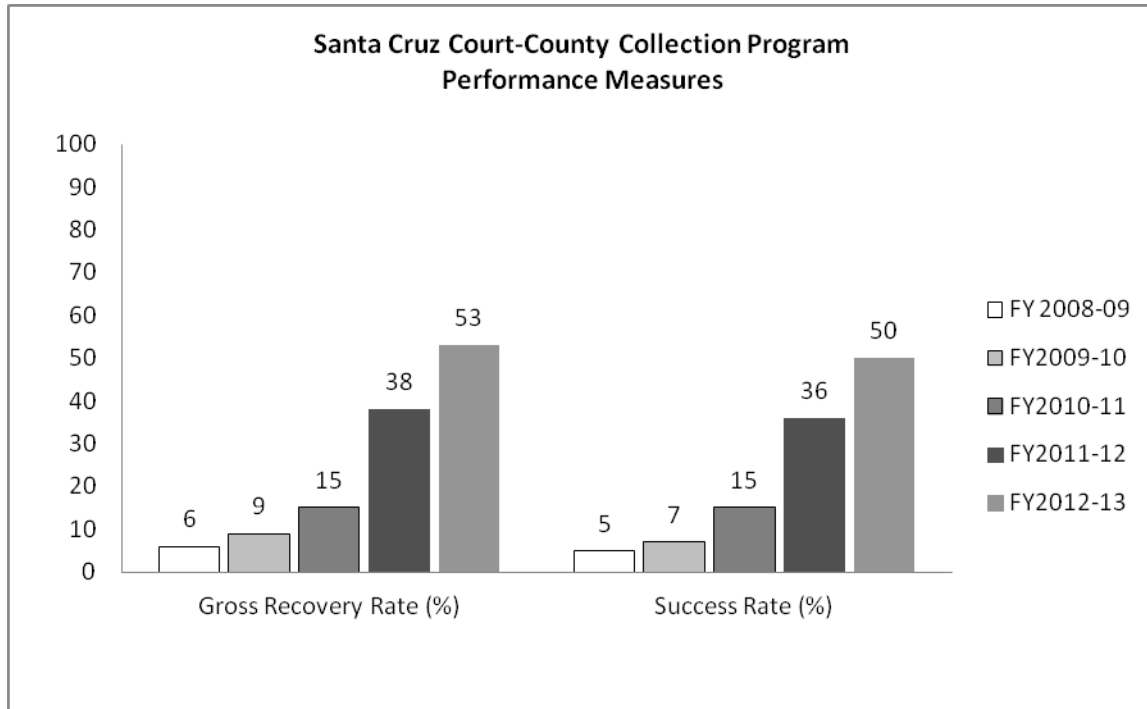
For FY 2012–2013, the program has a 53 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 15 percentage points more than the prior year. The program’s Success Rate of 50 percent exceeds the recommended 31 percent benchmark and is 14 percentage points more than the prior year.

According to the Santa Cruz collections program, the increases to the Gross Recovery Rate and Success Rate are attributable to the complete automation of the collections process for infraction cases. Also, the partial automation of misdemeanor and felony cases has helped expedite cases that qualify for collections.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Santa Cruz and Superior Court of Santa Cruz Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 178,601
Authorized Judges/Commissioners: 10/2
Total Revenue Collected: \$5,378,687

Gross Recovery Rate: 60%
Success Rate: 59%
Ending Balance:¹ \$80,141,003

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Shasta County and the County of Shasta. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 out of 16 collection activity components;
- Credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$5,378,687 from 113,672 delinquent cases, with collection costs of \$963,509. The Ending Balance of \$80,141,003 in delinquent court-ordered debt represents 113,672 delinquent cases, of which 2,859 were established in the reporting period.

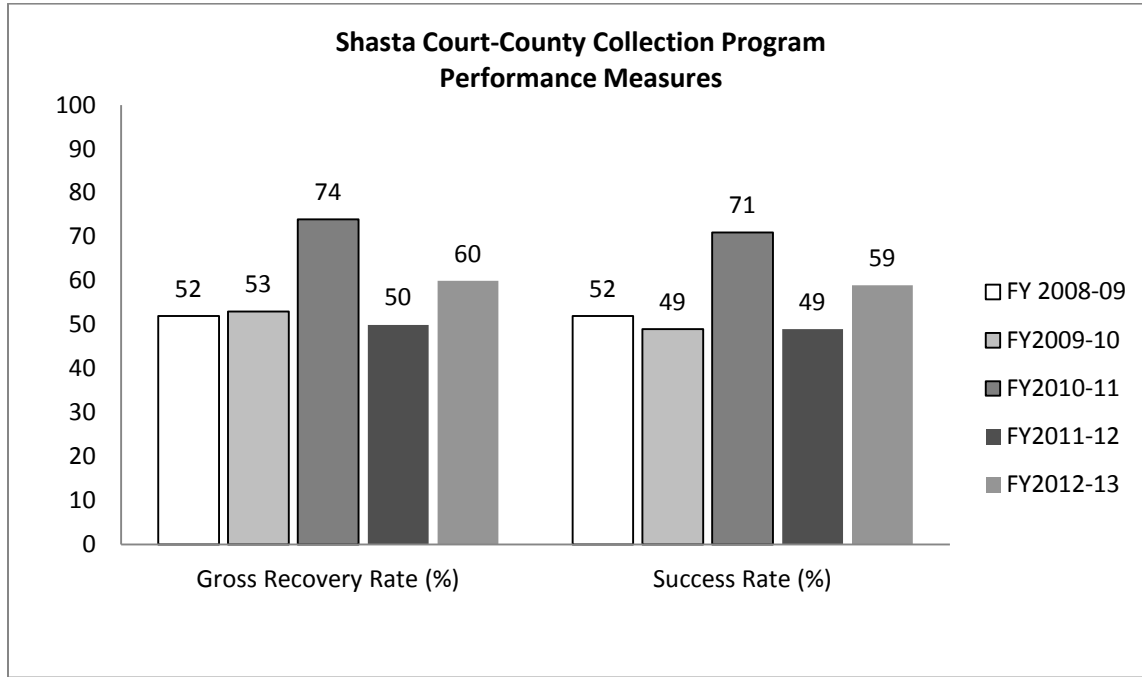
For FY 2012–2013, the program has a 60 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 10 percentage points more than the prior year. The program’s Success Rate of 59 percent exceeds the recommended 31 percent benchmark and is 10 percentage points more than the prior year.

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

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Shasta and Superior Court of Shasta County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Sierra and Superior Court of Sierra Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 3,166

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$143,578

Gross Recovery Rate: 66%

Success Rate: 64%

Ending Balance:¹ \$1,046,386

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sierra County and the County of Sierra. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County for collections services as part of an Intra-branch Collections Services program;
- Contracts with the Franchise Tax Board's Court-Ordered Debt (FTB-COD) and Interagency Intercept Collection (IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$143,578 from 1,640 delinquent cases, with collection costs of \$51,601. The Ending Balance of \$1,046,386 in delinquent court-ordered debt represents 1,605 delinquent cases, of which 193 were established in the reporting period.

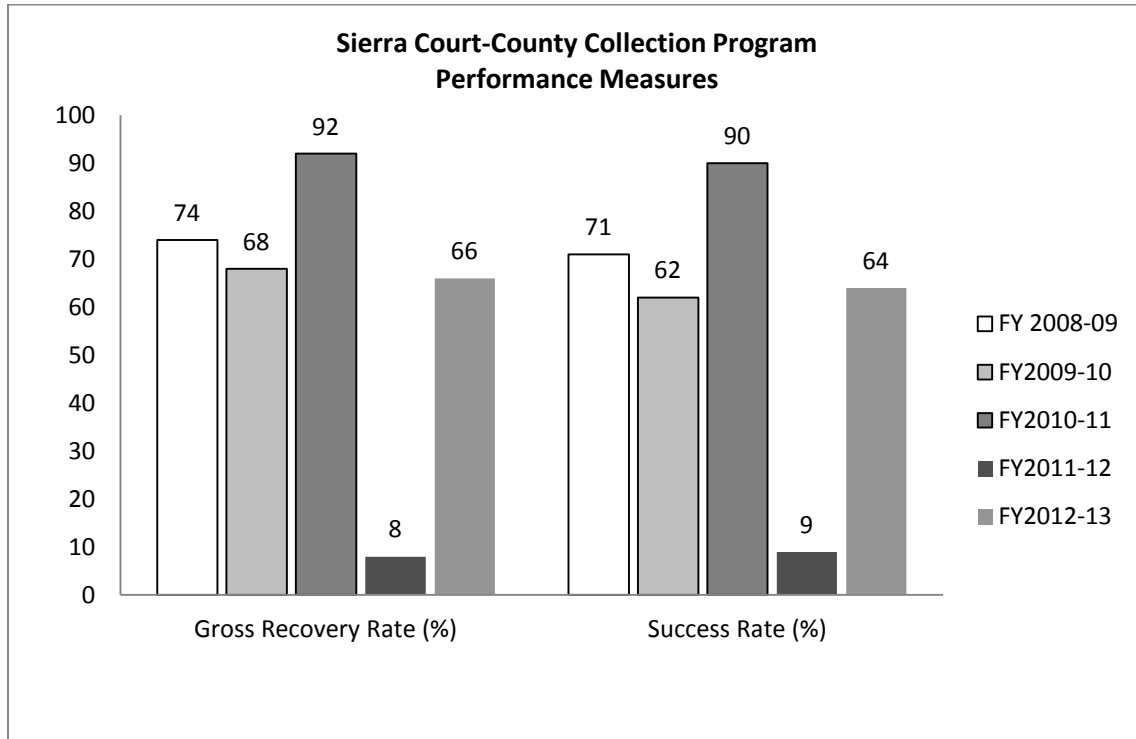
For FY 2012–2013, the program has a 66 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 58 percentage points more than the prior year. The program's Success Rate of 64 percent which exceeds the recommended 31 percent benchmark, and is 55 percentage points more than the prior year.

According to the Sierra collections program, the increases in the Gross Recovery Rate and Success Rates are attributable to the court's due diligence in exploring all collection options prior to discharging debt from accountability. Additionally, the court has had substantial success continuing to identify, collect, and transfer difficult to collect cases to outside collection vendors.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sierra and Superior Court of Sierra Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Siskiyou and Superior Court of Siskiyou Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 44,796

Authorized Judges/Commissioners: 4/1

Total Revenue Collected: \$2,086,089

Gross Recovery Rate: 52%

Success Rate: 46%

Ending Balance:¹ \$35,651,394

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Siskiyou and the County of Siskiyou. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 12 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$2,086,089 from 39,867 delinquent cases, with collection costs of \$354,155. The Ending Balance of \$35,651,394 in delinquent court-ordered debt represents 39,867 delinquent cases, of which 1,749 were established in the reporting period.

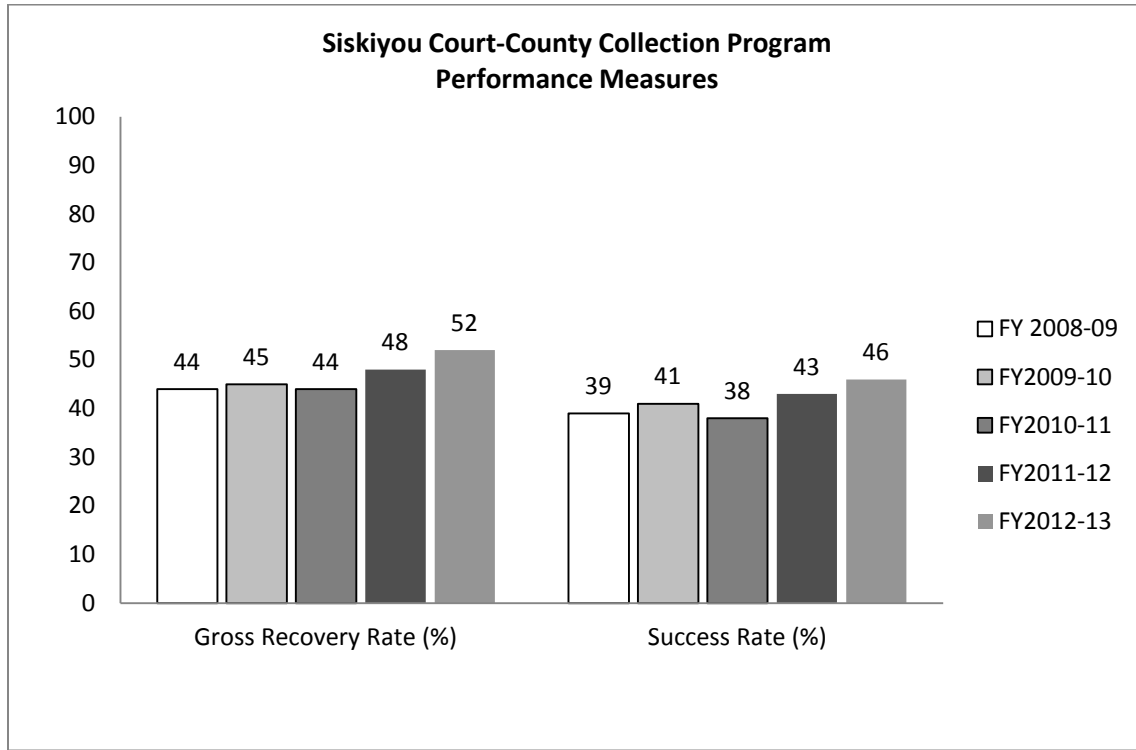
For FY 2012–2013, the program has a 52 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 4 percentage points more than the prior year. The program’s Success Rate of 46 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year.

According to the Siskiyou collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the hard-working staff of the court. Court collections staff has been consistently effective in delivering monthly statements and monitoring monthly orders to readily determine when accounts become past due. The diligence of the program’s private vendor in submitting delinquent notices, making phone calls, and their participation with the FTB programs are factors as well. Also, the program made adjustments in the amount of \$625,545, which contributed to the increase in performance rates.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Siskiyou and Superior Court of Siskiyou Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Solano and Superior Court of Solano Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 418,387

Authorized Judges/Commissioners: 21/3

Total Revenue Collected: \$7,273,371

Gross Recovery Rate: 60%

Success Rate: 56%

Ending Balance:¹ \$167,339,465

Program Overview

The Superior Court of Solano and the County of Solano do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Interagency Intercept Collections (FTB-IIC) program;
- A contract with a private debt collector;
- A comprehensive collections program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 17 of the 25 recommended collections best practices; number 1, 5, 8, 10, 11, 14, 23, and 24 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$7,273,371 from 293,546 delinquent cases, with collection costs of \$793,424. The Ending Balance of \$167,339,465 in delinquent court-ordered debt represents 283,151 delinquent cases, of which 17,057 were established in the reporting period.

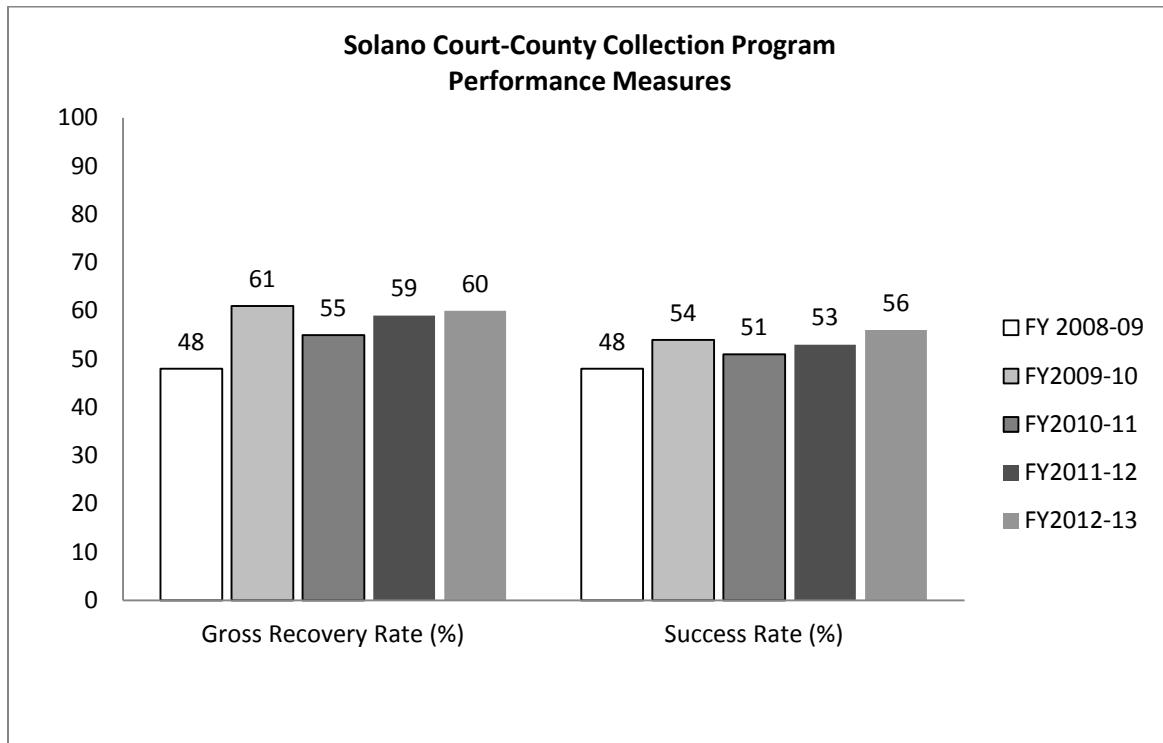
For FY 2012–2013, the program has a 60 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 1 percentage point more than the prior year. The program’s Success Rate of 56 percent exceeds the recommended 31 percent benchmark, and is 3 percentage points more than the prior year.

According to the Solano collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to an improved economy, more debtors paying their fines and fees, and the efforts of the private debt collector.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Solano and Superior Court of Solano Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s Collections Reporting Template, FY 2012–2013, 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, 2012 and 2013.

County of Sonoma and Superior Court of Sonoma Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 487,011

Authorized Judges/Commissioners: 21/3

Total Revenue Collected: \$7,643,967

Gross Recovery Rate: 102%

Success Rate: 105%

Ending Balance:¹ \$80,431,522

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sonoma County and the County of Sonoma. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 20 of the 25 recommended collections best practices; numbers 12, 13, 19, 23, and 24 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$7,643,967 from 102,904 delinquent cases, with collection costs of \$1,784,674. The Ending Balance of \$80,431,522 in delinquent court-ordered debt represents 86,593 delinquent cases, of which 18,084 were established in the reporting period.

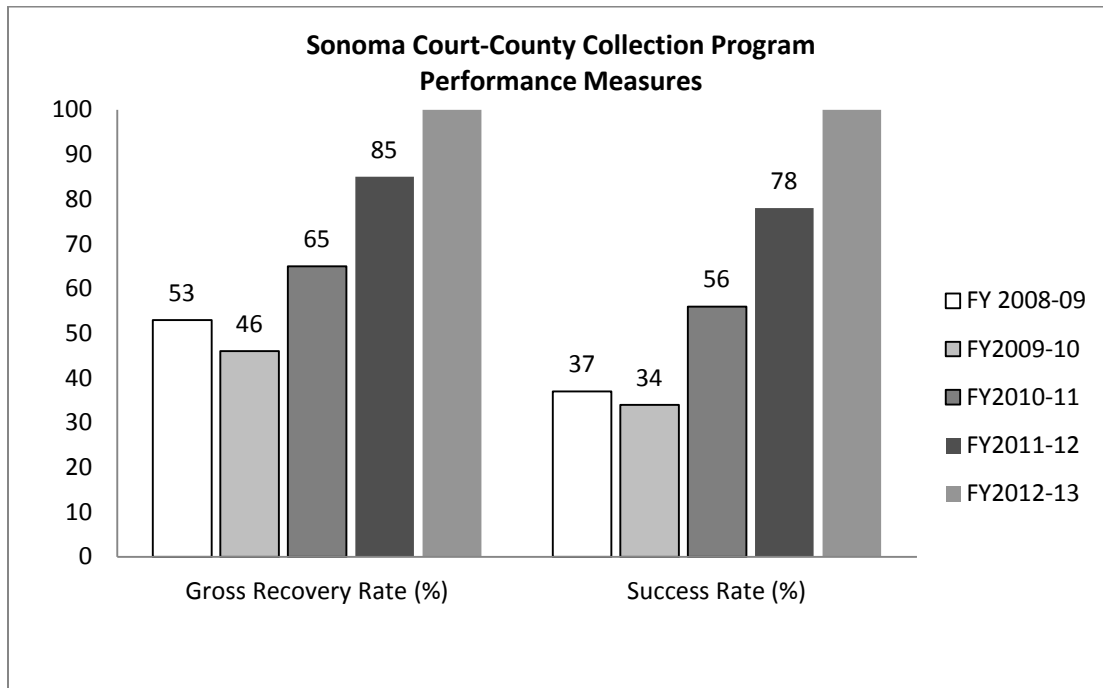
For FY 2012–2013, the program has a 102 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 17 percentage points more than the prior year. The program’s Success Rate of 105 percent exceeds the recommended 31 percent benchmark and is 27 percentage points more than the prior year.

According to the Sonoma collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the value of cases adjusted and discharged from accountability nearly equaling the amount of delinquent revenue collected in this reporting period. Moreover, the County referred only one delinquent case of \$804, but collected \$704,163 in delinquent revenue. This resulted in a significant increase of the Gross Recovery and Success Rates relating to the disproportionate amounts of delinquent revenue collected and established. Additionally, the County experienced a significant staff turnover, resulting in delinquent cases not being referred to the private collection vendor or FTB-COD.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sonoma and Superior Court of Sonoma Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Stanislaus and Superior Court of Stanislaus County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 524,124

Authorized Judges/Commissioners: 23/3

Total Revenue Collected: \$6,635,824

Gross Recovery Rate: 53%

Success Rate: 32%

Ending Balance:¹ \$84,079,236

Program Overview

The Superior Court of Stanislaus and the County of Stanislaus do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 21 of the 25 recommended collections best practices; numbers 1, 4, 10, and 21 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$6,635,824 from 206,445 delinquent cases, with collection costs of \$1,273,394. The Ending Balance of \$84,079,236 in delinquent court-ordered debt represents 175,827 delinquent cases, of which 69,730 were established in the reporting period.

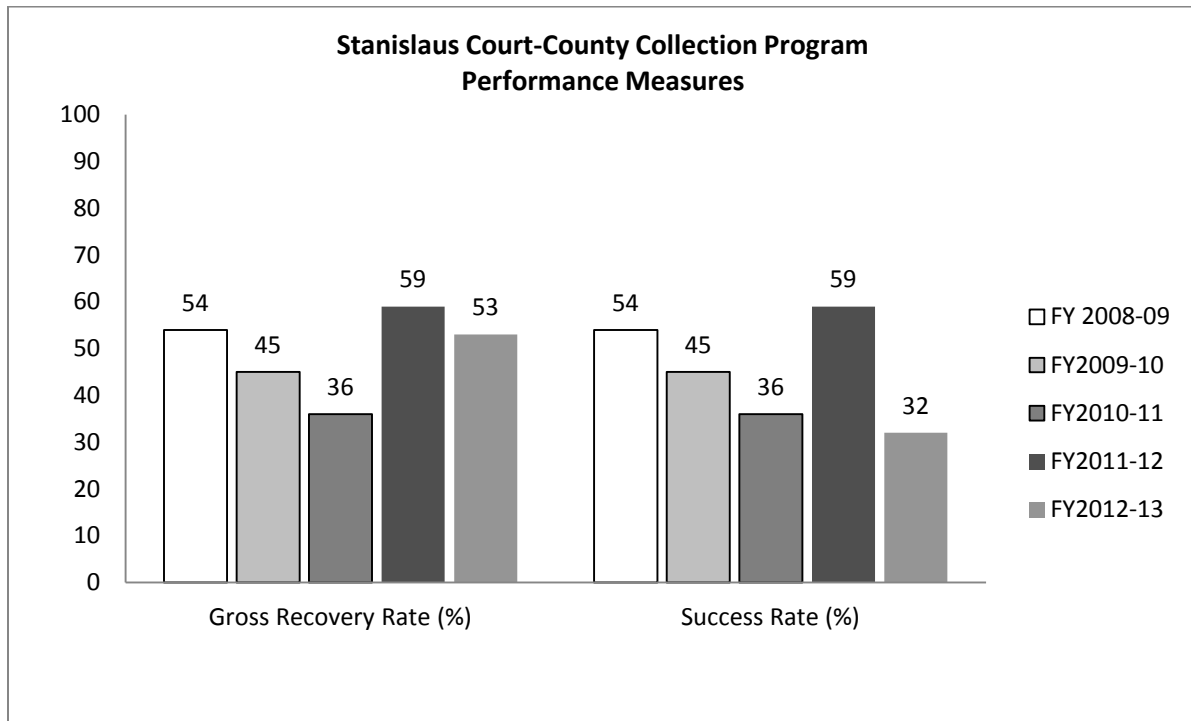
For FY 2012–2013, the program has a 53 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 6 percentage points less than the prior year. The program’s Success Rate of 32 percent exceeds the recommended 31 percent benchmark, and is 27 percentage points less than the prior year.

According to the Stanislaus collections program, the decreases in the Gross Recovery Rate and Success Rate are primarily attributable to Stanislaus County having had more cases deemed uncollectible and returned from the Franchise Tax Board Court-Ordered Debt Program than was referred. The Stanislaus collection program performance rates also increased due to an adjustment that was made to capture the actual financial information from the time both the Court and County entered into a collection agreement with FTB. This adjustment is made up of items that have either been recalled from the court-ordered debt program, cases that have been dismissed, or cases where the balances have decreased.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Stanislaus and Superior Court of Stanislaus County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, 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, 2012 and 2013.

County of Sutter and Superior Court of Sutter County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 95,851

Authorized Judges/Commissioners: 5/0.3

Total Revenue Collected: \$2,216,713

Gross Recovery Rate: 85%

Success Rate: 75%

Ending Balance:¹ \$15,089,482

Program Overview

The Superior Court of Sutter County and the County of Sutter do not have a written memorandum of understanding (MOU) for their collections program; however, the collection of delinquent court-ordered debt is a cooperative effort between the court and county. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$2,216,713 from 34,994 delinquent cases, with collection costs of \$206,930. The Ending Balance of \$15,089,482 in delinquent court-ordered debt represents 29,457 delinquent cases, of which 8,180 were established in the reporting period.

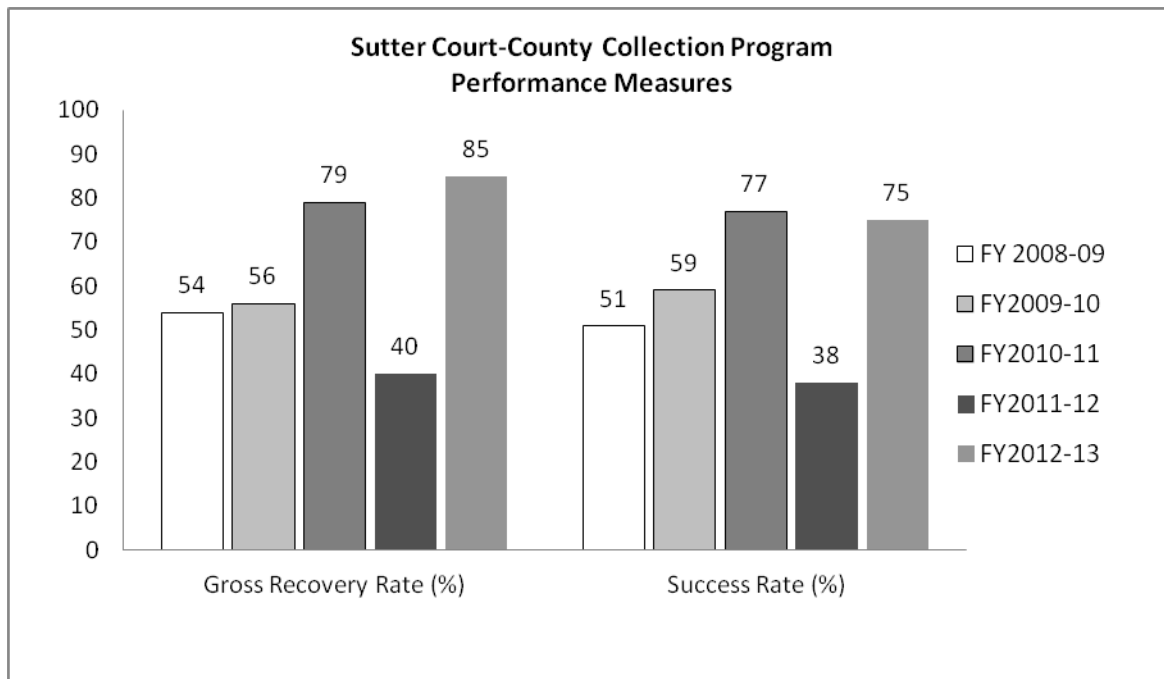
For FY 2012–2013, the program has an 85 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 45 percentage points more than the prior year. The program’s Success Rate of 75 percent exceeds the recommended 31 percent benchmark and is 37 percentage points more than the prior year.

According to the Sutter collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the county’s participation in the FTB-COD program and the reorganization of mailing and calling practices.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Sutter and Superior Court of Sutter County Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council's *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Tehama and Superior Court of Tehama County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 63,772

Authorized Judges/Commissioners: 4/0.3

Total Revenue Collected: \$278,950

Gross Recovery Rate: 15%

Success Rate: 14%

Ending Balance:¹ \$23,907,985

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tehama County and the County of Tehama. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collections services as part of an Intra-branch Collections Services program;
- A comprehensive collections program that includes 14 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 22 of the 25 recommended collections best practices; numbers 4, 12, and 16 are currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$278,950 from 21,290 delinquent cases, with collection costs of \$25,427. The Ending Balance of \$23,907,985 in delinquent court-ordered debt represents 23,895 delinquent cases, of which 1,175 were established in the reporting period.

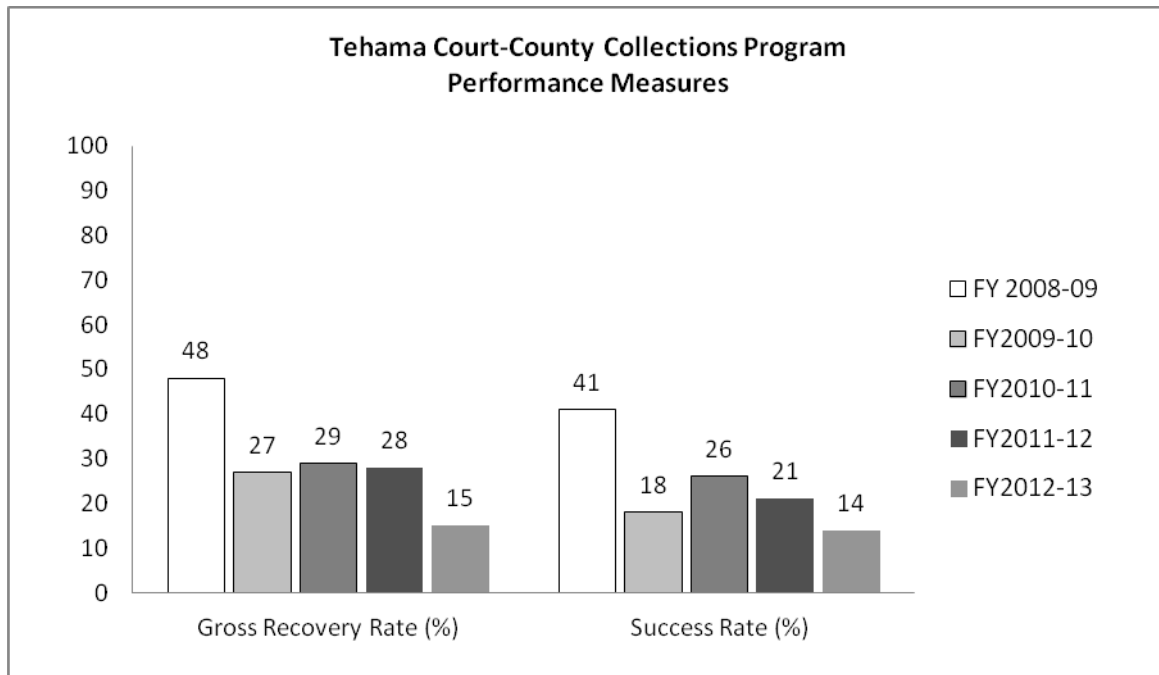
For FY 2012–2013, the program has a 15 percent Gross Recovery Rate, which does not meet the recommended 34 percent benchmark, and is 13 percentage points less than the prior year. The program's Success Rate of 14 percent does not meet the recommended 31 percent benchmark and is 7 percentage points less than the prior year.

According to the Tehama collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to the huge volume of hard to collect delinquent fines that were transferred to Shasta's Intra-branch Collections Services program over the last six months of the fiscal year. The generated revenue only reflects 6 months of active collection. The Intra-branch program follows the philosophy of doing due diligence in exploring all collection options prior to writing off uncollectable accounts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Tehama and Superior Court of Tehama County Collections Program Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Trinity and Superior Court of Trinity Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 13,443

Authorized Judges/Commissioners: 2/0.3

Total Revenue Collected: \$328,957

Gross Recovery Rate: 123%

Success Rate: 131%

Ending Balance:¹ \$3,990,547

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Trinity County and the County of Trinity. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A comprehensive collections program that includes 13 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$328,957 from 4,564 delinquent cases, with collection costs of \$196,397. The Ending Balance of \$3,990,547 in delinquent court-ordered debt represents 4,227 delinquent cases, of which 294 were established in the reporting period.

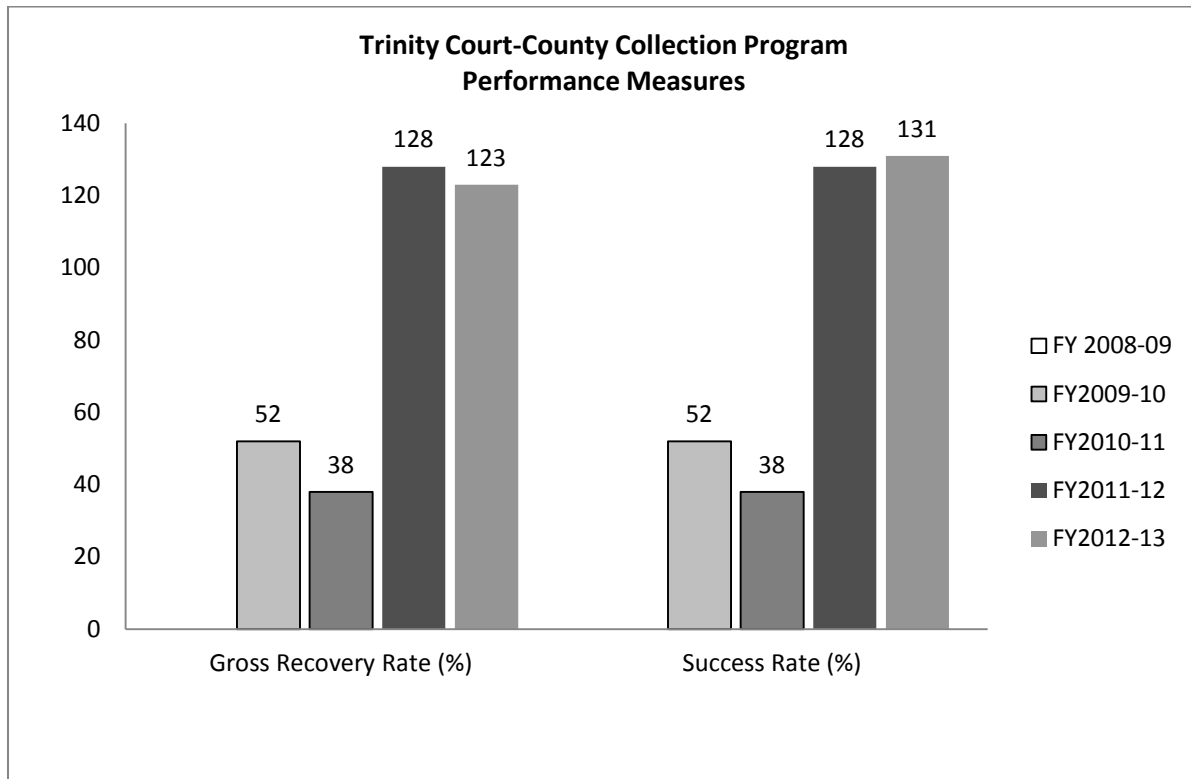
For FY 2012–2013, the program has a 123 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, but is 5 percentage points less than the prior year. The program’s Success Rate of 131 percent exceeds the recommended 31 percent benchmark and is 3 percentage points more than the prior year.

According to the Trinity collections program, the decrease in the Gross Recovery Rate is attributable to debtors’ efforts to make partial payments as they struggle financially to adhere to established payment plans. The total county population is 13,443 and Trinity County’s unemployment rate remains at 17–18.8 percent, which is consistently higher than the statewide average, and the per capita income is \$29,620; which is significantly lower than the statewide per capita income of \$42,000. These factors continue to impact collections. The increase in the Success Rate is attributable to the partial payments and the increase of 2.3 percent for non-delinquent collections from the prior fiscal year. Also, an adjustment of \$99,983 was made, which is responsible for 29 percentage points of the Gross Recovery Rate and 37 percentage points of the Success Rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Trinity and Superior Court of Trinity Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 455,599

Authorized Judges/Commissioners: 21/4

Total Revenue Collected: \$11,005,123

Gross Recovery Rate: 58%

Success Rate: 57%

Ending Balance:¹ \$114,702,865

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tulare County and the County of Tulare. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$11,005,123 from 347,070 delinquent cases, with collection costs of \$2,267,835. The Ending Balance of \$114,702,865 in delinquent court-ordered debt represents 329,383 delinquent cases, of which 61,769 were established in the reporting period.

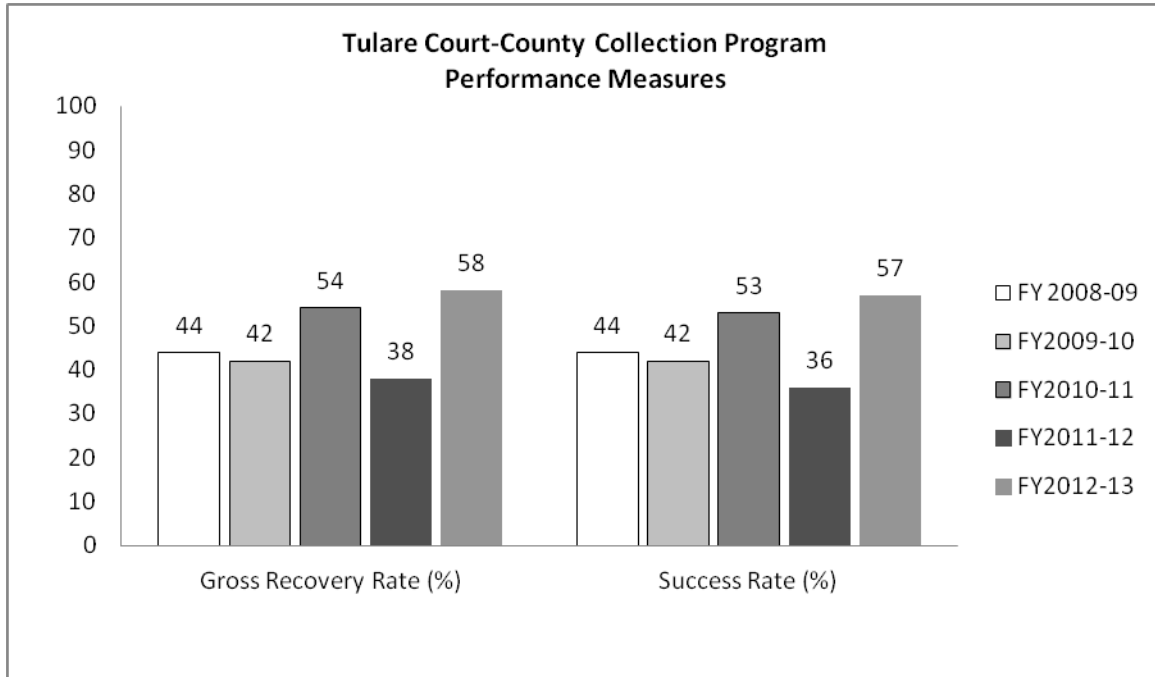
For FY 2012–2013, the program has a 58 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 20 percentage points more than the prior year. The program’s Success Rate of 57 percent exceeds the recommended 31 percent benchmark and is 21 percentage points more than the prior year.

According to the Tulare collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the court referring all delinquent cases to the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) program and then secondary referrals to a private debt collector. The collections program is actively working to increase collections by recalling previous, unsatisfied referrals from the private debt collector and referring them to the FTB-COD program; and to update cases returned from the FTB-COD program for insufficient addresses and resubmit them for further collections. In addition, accounts totaling \$120,481 were discharged from accountability, as authorized by statute.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Tulare and Superior Court of Tulare County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 54,360

Authorized Judges/Commissioners: 4/0.8

Total Revenue Collected: \$1,448,567

Gross Recovery Rate: 49%

Success Rate: 44%

Ending Balance:¹ \$26,733,895

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Tuolumne County and the County of Tuolumne. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

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

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$1,448,567 from 29,424 delinquent cases, with collection costs of \$366,266. The Ending Balance of \$26,733,895 in delinquent court-ordered debt represents 25,943 delinquent cases, of which 3,453 were established in the reporting period.

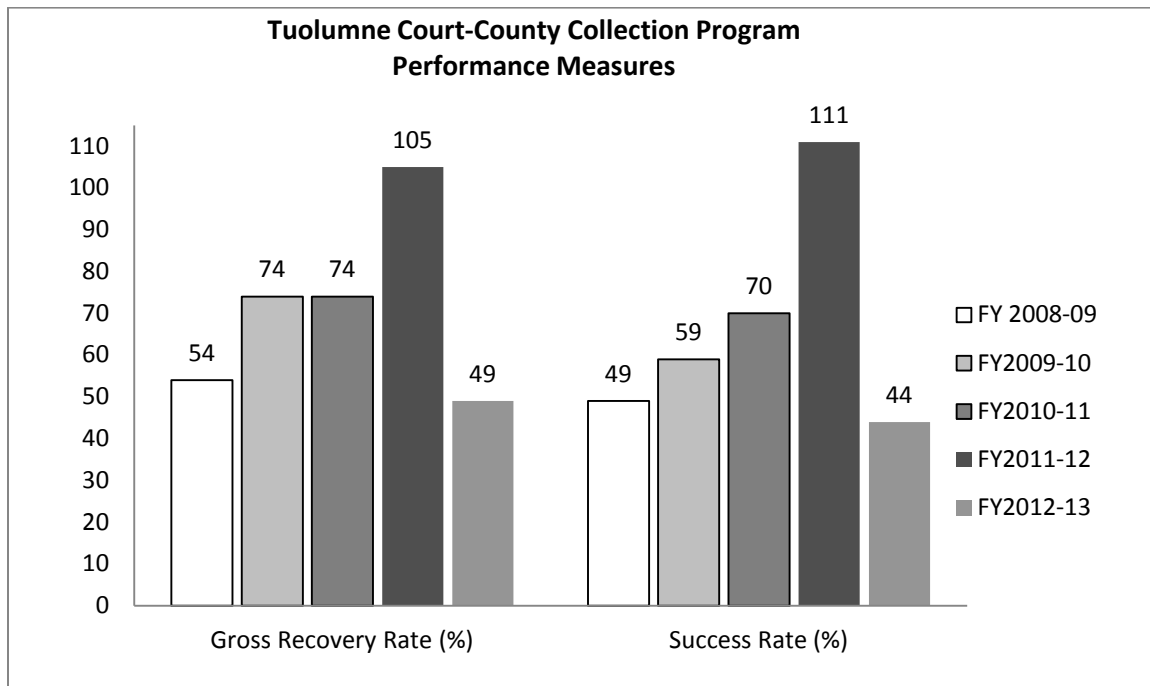
For FY 2012–2013, the program has a 49 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 56 percentage points less than the prior year. The program’s Success Rate of 44 percent exceeds the recommended 31 percent benchmark and is 67 percentage points less than the prior year.

According to the Tuolumne collections program, the decreases in the Gross Recovery Rate and Success Rate are attributable to amounts reported under adjustments. The fix between the case management system and FTB-COD program reporting was corrected and actual figures are presented in this report. In addition, FTB-COD and the private vendor did not reconcile collection information by fines and restitution accounts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Tuolumne and Superior Court of Tuolumne County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

County of Ventura and Superior Court of Ventura Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 835,436

Authorized Judges/Commissioners: 29/4

Total Revenue Collected: \$28,025,053

Gross Recovery Rate: 89%

Success Rate: 89%

Ending Balance:¹ \$207,894,546

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Ventura County and the County of Ventura. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- Contracts with four private debt collectors;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Internet and credit and debit card payment options; and
- Meets 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 2012–2013, the program collected a total of \$28,025,053 from 474,750 delinquent cases, with collection costs of \$5,605,011. The Ending Balance of \$207,894,546 in delinquent court-ordered debt represents 449,928 delinquent cases, of which 54,713 were established in the reporting period.

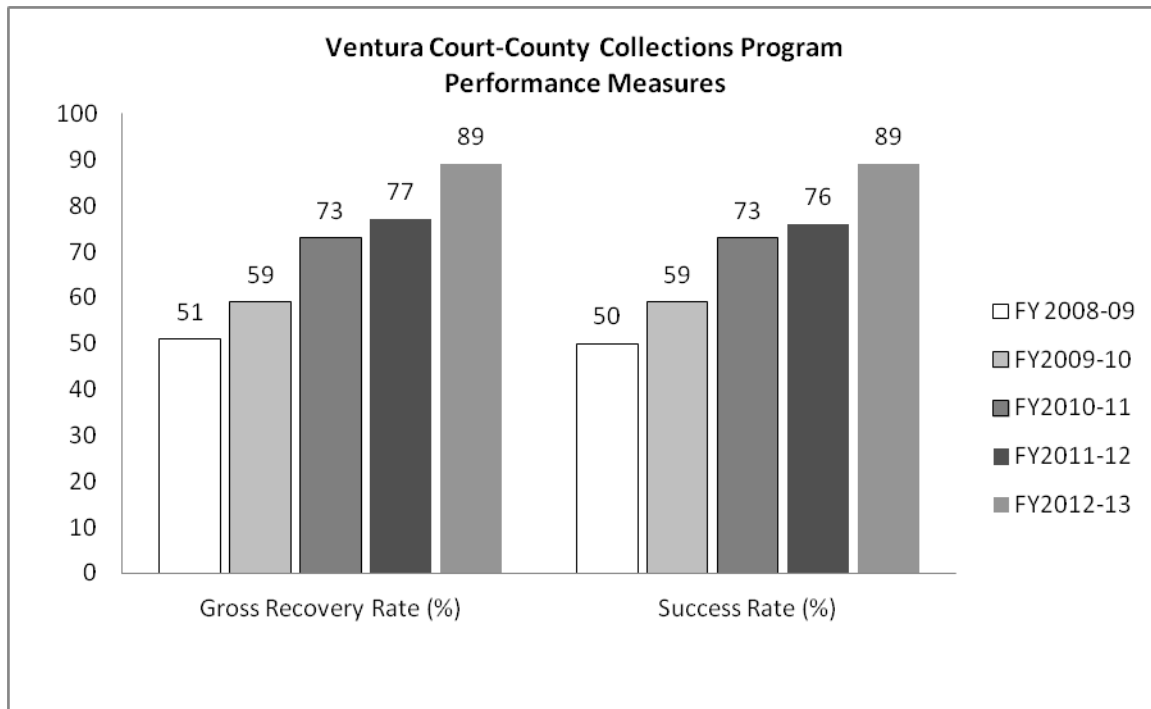
For FY 2012–2013, the program has an 89 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 12 percentage points more than the prior year. The program’s Success Rate of 89 percent exceeds the recommended 31 percent benchmark and is 13 percentage points more than the prior year.

According to the Ventura collections program, the increases of the Gross Recovery Rate and the Success Rate are attributable to the collection unit’s extended hours of operation and the implementation of the trials by written declaration process. The hours of operation are Monday through Friday from 8:00 a.m. to 7:00 p.m. and Saturday from 8:00 a.m. to 4:30 p.m. The implementation of the trials by written declaration process, under Vehicle Code section 40903, resulted in improved court compliance and reduced traffic calendars.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Ventura and Superior Court of Ventura Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, under Penal Code section 1463.010.

Data Source:

Population data from State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013.

County of Yolo and Superior Court of Yolo Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 205,999

Authorized Judges/Commissioners: 11/2.4

Total Revenue Collected: \$6,188,595

Gross Recovery Rate: 69%

Success Rate: 62%

Ending Balance:¹ \$88,433,637

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Yolo County and the County of Yolo. The court and county have a written memorandum of understanding (MOU) for the collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes 15 of the 16 collection activity components;
- Internet and credit and debit card payment options; and
- Meets 24 of the 25 recommended collections best practices; number 21 is currently not being met (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$6,188,595 from 65,968 delinquent cases, with collection costs of \$763,091. The Ending Balance of \$88,433,637 in delinquent court-ordered debt represents 60,219 delinquent cases, of which 10,631 were established in the reporting period.

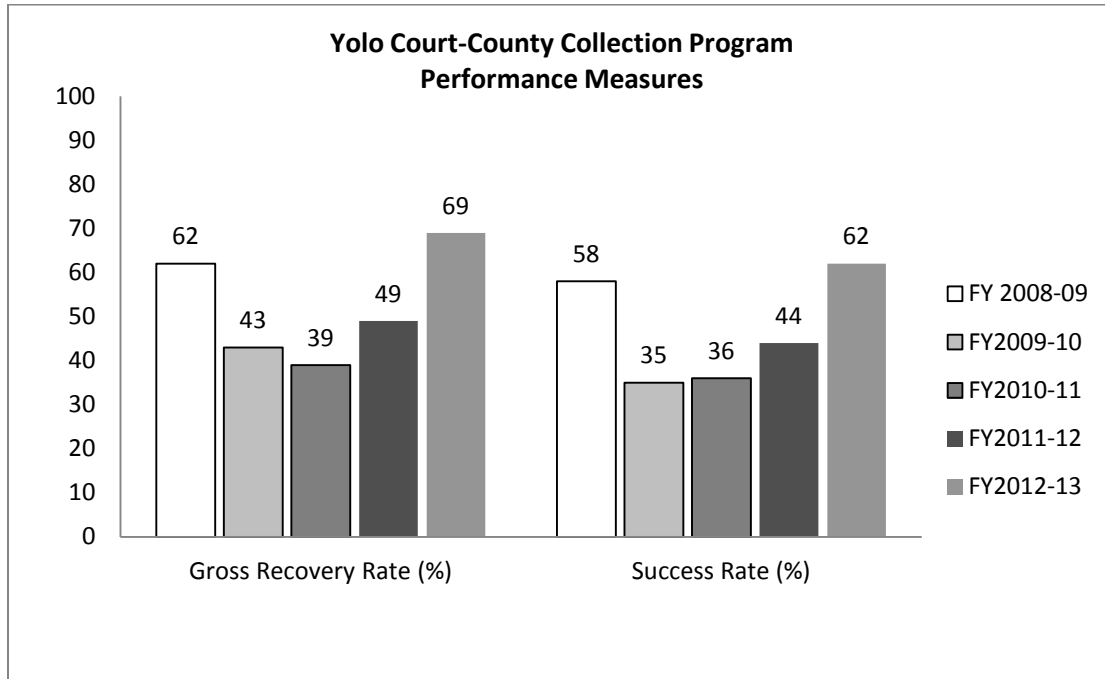
For FY 2012–2013, the program has a 69 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 20 percentage points more than the prior year. The program’s Success Rate of 62 percent exceeds the recommended 31 percent benchmark, and is 18 percentage points more than the prior year.

According to the Yolo collections program, the increases in the Gross Recovery Rate and Success Rate are primarily attributable to the discharge of uncollectible cases and adjustments to accounts. The program adjusted \$1,640,677, which accounts for 13 percentage points of the Gross Recovery Rate and 9 percentage points of the Success Rate. Additionally, the program discharged \$638,439 in uncollectible amounts that accounts for 5 percentage points of the Gross Recovery Rate and 4 percentage points of the Success Rate.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Yolo and Superior Court of Yolo Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template, FY 2012–2013*, 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, 2012 and 2013.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

County Population: 73,439

Authorized Judges/Commissioners: 5/0.3

Total Revenue Collected: \$3,212,162

Gross Recovery Rate: 61%

Success Rate: 58%

Ending Balance:¹ \$26,654,920

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Yuba County and the County of Yuba. The court and county have a written memorandum of understanding (MOU) for their collections program. The collections program includes the following activities as reported in the fiscal year 2012–2013 *Collections Reporting Template*:

- An MOU with the Superior Court of Shasta County to provide collection services as part of an Intra-branch Collections Services program;
- Contracts with the Franchise Tax Board’s Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs;
- A contract with a private debt collector;
- A comprehensive collections program that includes all 16 of the collection activity components;
- Credit and debit card payment options; and
- Meets all 25 of the recommended collections best practices (see Attachment 3).

Performance

Based on the financial data reported for FY 2012–2013, the program collected a total of \$3,212,162 from 35,051 delinquent cases, with collection costs of \$276,202. The Ending Balance of \$26,654,920 in delinquent court-ordered debt represents 31,482 delinquent cases, of which 5,481 were established in the reporting period.

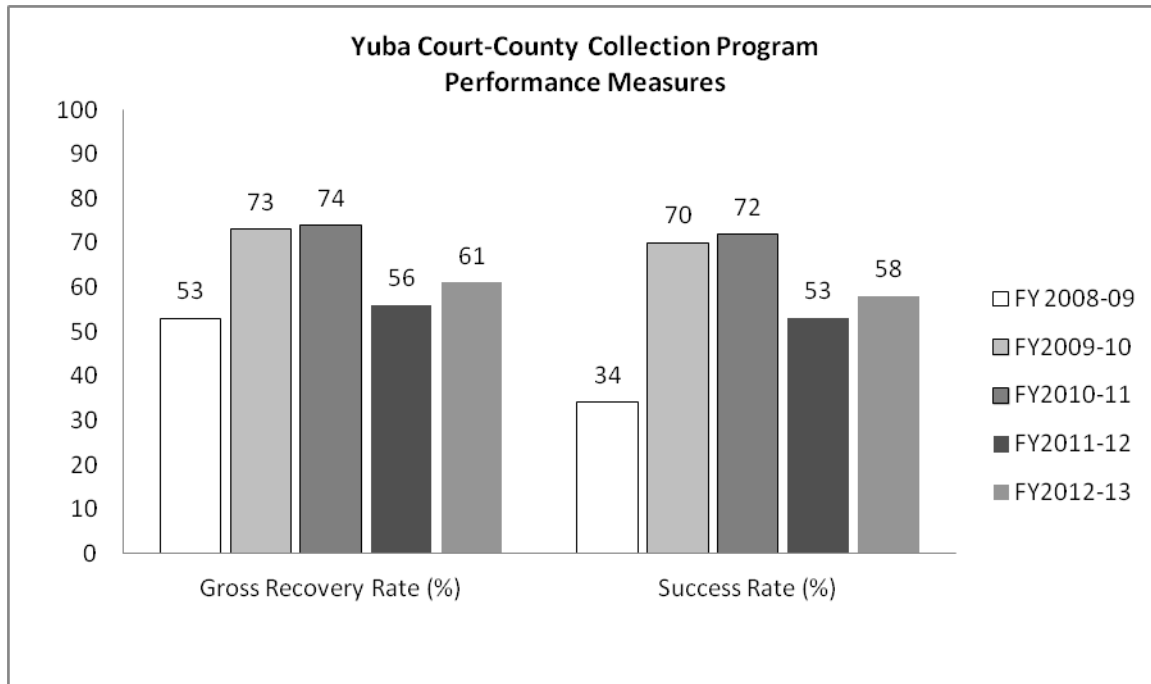
For FY 2012–2013, the program has a 61 percent Gross Recovery Rate, which exceeds the recommended 34 percent benchmark, and is 5 percentage points more than the prior year. The program’s Success Rate of 58 percent exceeds the recommended 31 percent benchmark and is 5 percentage points more than the prior year.

According to the Yuba collections program, the increases in the Gross Recovery Rate and Success Rate are attributable to the improved efficiency of the Yuba Court in its collections efforts and the ability to transfer cases. The Shasta Intra-branch Collections Services program continues to collect the oldest cases on behalf of Yuba. Yuba and Shasta share the same philosophy of completing due diligence to explore all collection options prior to writing off uncollectable accounts.

¹ The Ending Balance is the value of outstanding delinquent fines, fees, forfeitures, penalties, and assessments in inventory and does not include the ending receivables balance for victim restitution or other justice related reimbursements.

County of Yuba and Superior Court of Yuba County Collections Program
Summary of Fiscal Year 2012–2013 Collections Reporting Template

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



This report contains information jointly reported by the court and county in the Judicial Council’s *Collections Reporting Template*, FY 2012–2013, 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, 2012 and 2013.

Collections Reporting Template Instructions

1. About the Collections Reporting Template

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

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

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

2. Due Date

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

3. Reporting Period

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

4. What Should Be Reported

The following should be reported in the Collections Reporting Template:

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

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

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

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

6. **Worksheet 2: Program Report**

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

7. **Worksheet 3: Performance Report**

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

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

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

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

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

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

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

Column B: Number of Cases Established/ Referred in Period

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

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

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

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

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

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

Column D: Gross Revenue Collected During the Period

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

Column E: Cost of Collections

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

Column F: Adjustments

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

Column G: Discharge from Accountability

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

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

Rows 11–23, Quality Checklist

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

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

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

Column H, Number of Cases—Beginning Balance

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

Column I, Value of Cases—Beginning Balance

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

Column J, Change in Value

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

Column K, Number of Cases—Ending Balance

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

Column L, Value of Cases—Ending Balance

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

Column M, Error Messages

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

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

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

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

Rows 31–37, Quality Checklist

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

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

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

Column N: Number of Cases Established/ Referred in Period

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

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

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

Rows 46–49, Quality Checklist

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

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

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

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

Column X

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

Row 57, Quality Checklist

Confirm that the reported data complies with the stated specifications.

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

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

Rows 60–61, Error/Warning Messages

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

9. Signature Block

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

10. Submitting the Collections Reporting Template

After you have completed the Collections Reporting Template:

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

Contact Information

Administrative Office of the Courts
Finance Division, Enhanced Collections Unit

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

If You Have Questions

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

**Collections Reporting Template
Glossary**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Contact and Other Information

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

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

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

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

Program Report

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

Use the space below to describe your collection program.

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

Type here.

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

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

Additional comments:

Performance Report

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

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

Type here.

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

Annual Financial Report

SELECT COURT/COUNTY

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

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

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

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

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

Annual Financial Report

VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS							
		Number of Cases Established/ Referred/ Transferred in Period	Value of Cases Established/ Referred/ Transferred in Period	Gross Revenue Collected During the Period	Adjustments	Victim Restitution (PC1202.4 (f))	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	Intra-branch Program						-
44	Other						-
45	Total	-	-	-	-	-	-
Row	Quality Checklist	Quality Criteria					
46	<input type="checkbox"/>	Rows 38-44 include victim restitution and other justice related fees owed to other entities that were not included in Rows 4-9.					
47	<input type="checkbox"/>	Rows 38-44 include only cases referred/established, revenue collected, or adjustment posted during the reporting period.					
48	<input type="checkbox"/>	Column P includes gross revenue collected on other justice related fees and should be entered as a positive number unless posting reversal. Adjustments in Column Q are entered as a positive number if it causes the outstanding balance to decrease or as a negative number if it causes the outstanding balance to increase.					
49	<input type="checkbox"/>	Column R includes revenue collected on restitution owed to a victim by court order under Penal Code section 1202.4 (f).					

VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS: BEGINNING AND ENDING BALANCES							
		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	Intra-branch Program						
55	Other						
56	Total	-	-	-	-		
Row	Quality Checklist	Quality Criteria					
57	<input type="checkbox"/>	Rows 50-55 include any victim restitution and other justice related fees owed to other entities that were not included in rows 24-29.					

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

ERROR/WARNING MESSAGES	
60	
61	

Reviewed by Court

Printed Name

Signature

Date

Title (Court Executive or Presiding Judge)

Reviewed by County

Printed Name

Signature

Date

Title (County Auditor-Controller or other)

Judicial Council–Approved Collections Best Practices
(as revised and approved Feb. 25, 2011; originally adopted 2008)

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

The collection programs are encouraged to use the following best practices. Additional information regarding best practices, including guidelines and standards, can be obtained on Serranus: <http://serranus.courtinfo.ca.gov/programs/collections/best.htm>; the external collections website: <http://www.courts.ca.gov/partners/collections.htm>; 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's Court-Ordered Debt (COD) collection program.
9. Participate in the Franchise Tax Board's 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.

Statewide Collection Programs
FY 2008-09 thru 2012-13 Individual Programs
Gross Recovery Rate Comparison by County
(34% Benchmark)

	2008-09	2009-10	2010-11	2011-12	2012-13
Alameda	37	28	37	40	63
Alpine	46	82	36	39	61
Amador	50	28	0	28	15
Butte	68	87	61	89	75
Calaveras	52	42	80	57	58
Colusa	14	70	43	98	59
Contra Costa	28	26	30	29	71
Del Norte ¹	0	8	41	33	36
El Dorado	19	26	44	57	81
Fresno	31	48	85	56	45
Glenn	45	49	32	28	62
Humboldt	68	36	40	65	65
Imperial	54	61	51	69	62
Inyo ²	0	47	58	98	94
Kern	79	69	75	84	67
Kings	41	65	41	46	32
Lake	52	56	55	61	55
Lassen	65	57	87	85	55
Los Angeles	92	90	81	72	73
Madera	44	97	72	33	50
Marin	76	58	81	81	71
Mariposa	29	58	46	24	41
Mendocino	66	70	76	85	86
Merced	62	58	60	45	60
Modoc	50	41	22	44	50
Mono	26	35	49	53	48
Monterey	46	55	58	64	72
Napa	55	37	50	56	72
Nevada	56	49	70	42	60
Orange ³	0	40	85	84	85
Placer	30	100	49	59	49
Plumas	24	58	87	67	133
Riverside	43	80	67	51	55
Sacramento	37	39	62	87	59
San Benito	52	37	29	46	68
San Bernardino	36	89	77	68	62
San Diego	58	120	78	66	67
San Francisco	14	32	35	40	54
San Joaquin	70	86	72	73	71
San Luis Obispo	56	58	55	82	76
San Mateo	74	47	56	52	53
Santa Barbara	25	101	36	89	96
Santa Clara	53	49	65	79	72
Santa Cruz	6	9	15	38	53
Shasta	52	53	74	50	60
Sierra	74	68	92	8	66
Siskiyou	44	45	44	48	52
Solano	48	61	55	59	60
Sonoma	53	46	65	85	102
Stanislaus	54	45	36	59	53
Sutter	54	56	79	40	85
Tehama	48	27	29	28	15
Trinity ¹	0	52	38	128	123
Tulare	44	42	54	38	58
Tuolumne	54	74	74	105	49
Ventura	51	59	73	77	89
Yolo	62	43	39	49	69
Yuba	53	73	74	56	61

¹ In FY 2008-09, the program did not submit a *Collections Reporting Template*.

² In FY 2008-09, the Gross Recovery Rate was less than 1 percent due to case management system limitations, resulting in 0 formula calculation.

³ Program submitted a *Collections Reporting Template* in FY2008-09, but did not agree with the methodology used to establish the performance measures.

**Statewide Collections Programs:
FY 2008-09 to 2012-13 Individual Program
Success Rate (31% benchmark) Comparison by County**

Program:	2008-09	2009-10	2010-11	2011-12	2012-13
Alameda	35	27	37	39	47
Alpine	46	82	36	39	61
Amador	50	21	168	27	15
Butte	59	81	50	82	61
Calaveras	48	36	77	53	55
Colusa	14	66	41	98	59
Contra Costa	30	21	30	28	71
Del Norte ¹	0	7	33	11	34
El Dorado	19	23	43	54	70
Fresno	16	34	71	44	41
Glenn	45	49	32	29	62
Humboldt	68	34	30	33	31
Imperial	45	60	52	67	62
Inyo ²	0	47	58	98	91
Kern	78	69	75	84	66
Kings	37	51	39	43	26
Lake	53	47	51	57	59
Lassen	63	57	87	84	55
Los Angeles	74	68	54	36	46
Madera	50	97	71	29	33
Marin	61	48	76	74	70
Mariposa	29	50	39	24	13
Mendocino	57	60	61	72	72
Merced	54	53	53	41	57
Modoc	41	32	16	34	32
Mono	23	31	46	50	47
Monterey	43	51	55	62	66
Napa	51	41	52	58	71
Nevada	41	39	54	33	56
Orange ³	0	33	76	74	71
Placer	38	100	55	64	56
Plumas	18	53	81	64	253
Riverside	28	51	60	40	56
Sacramento	35	37	52	80	56
San Benito	48	36	29	42	66
San Bernardino	33	83	73	56	50
San Diego	45	147	68	54	53
San Francisco	18	32	36	38	51
San Joaquin	29	56	37	41	36
San Luis Obispo	56	50	54	77	77
San Mateo	72	56	55	51	57
Santa Barbara	20	102	38	87	88
Santa Clara	47	41	56	76	64
Santa Cruz	5	7	15	36	50
Shasta	52	49	71	49	59
Sierra	71	62	90	9	64
Siskiyou	39	41	38	43	46
Solano	48	54	51	53	56
Sonoma	37	34	56	78	105
Stanislaus	54	45	36	59	32
Sutter	51	59	72	38	75
Tehama	41	18	26	21	14
Trinity ¹	0	52	38	128	131
Tulare	44	42	53	36	57
Tuolumne	49	59	70	111	44
Ventura	50	59	73	76	89
Yolo	58	35	36	44	62
Yuba	34	70	72	53	58

¹ In FY2008-09, the program did not submit a *Collections Reporting Template*.

² In FY 2008-2009, the Success Rate was less than 1 percent due to case management system limitations, resulting in 0 formula calculation.

³ Program submitted a *Collections Reporting Template* in FY2008-09, but did not agree with the methodology used to establish the performance measures.