

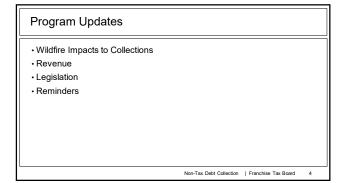
Objectives

- Program Updates
- Case Inventory/Collection Notices
- Case Highlight
- Program Support

Non-Tax Debt Collection | Franchise Tax Board

3

3



4

Case Inventory		Collection Notices	
New Cases Received	167,465	Demand Notices	274,568
Accepted Cases	146,890	Installment Agreements	24,303
Withdrawn Cases	21,855	Bank Levies	110,333
Returned Cases	175,626	Wage Garnishments	245,666
Net Inventory Change	(50,591)	Total Collection Activities	656,954

5

Case Highlight

Court Ordered Debt received a case in December 2015 with a balance of \$33,700. Due process was completed with a Demand notice being issued the same month.

In December 2016 a new employer was located and payments on an Earnings Withholding Order were received until January 2019 when the debtor's employment was terminated with that employer.

In June 2021 an Order to Withhold was sent to a credit union and captured the remaining \$30,000 balance due on the case. The debtor did not dispute the OTW or try to have it modified, the payment cleared and paid the case in full.

Non-Tax Debt Collection | Franchise Tax Board

6

Contact Information

- Crystal Berrian, Program Manager
- 916.845.3546, Crystal.Berrian@ftb.ca.gov
- Jennifer Jacobsen, Program Supervisor
- 916.845.5118, Jennifer.Jacobsen@ftb.ca.gov
- Rashan Anderson, Program Supervisor
- 916.845.5238, Rashan.Anderson@ftb.ca.gov
- Shannon Servando, Program Supervisor
- 916.845.6093, Shannon.Servando@ftb.ca.gov

7

Program Support

Court-Ordered Debt Client Services Phone: 916.845.7599 Email: CODClientServices@ftb.ca.gov

Non-Tax Debt Collection | Franchise Tax Board 8

Non-Tax Debt Collection | Franchise Tax Board

8

Evaluation

Please provide feedback on this presentation. Complete the evaluation available here:

 $\underline{https://www.surveymonkey.com/r/Winter2022RevDistTraining-4}$

Non-Tax Debt Collection | Franchise Tax Board

9