

Collections Reporting Template Training and Information

Funds and Revenues Unit
June 2020

1926

Agenda

- Welcome and introduction
- Collections Reporting Template (CRT)
 - Walk-through of CRT components
- Report to Legislature Timeline
- Franchise Tax Board
 - Transfer of Court Ordered Debt (FTB-COD) Data to CRT (presentation posted online.)

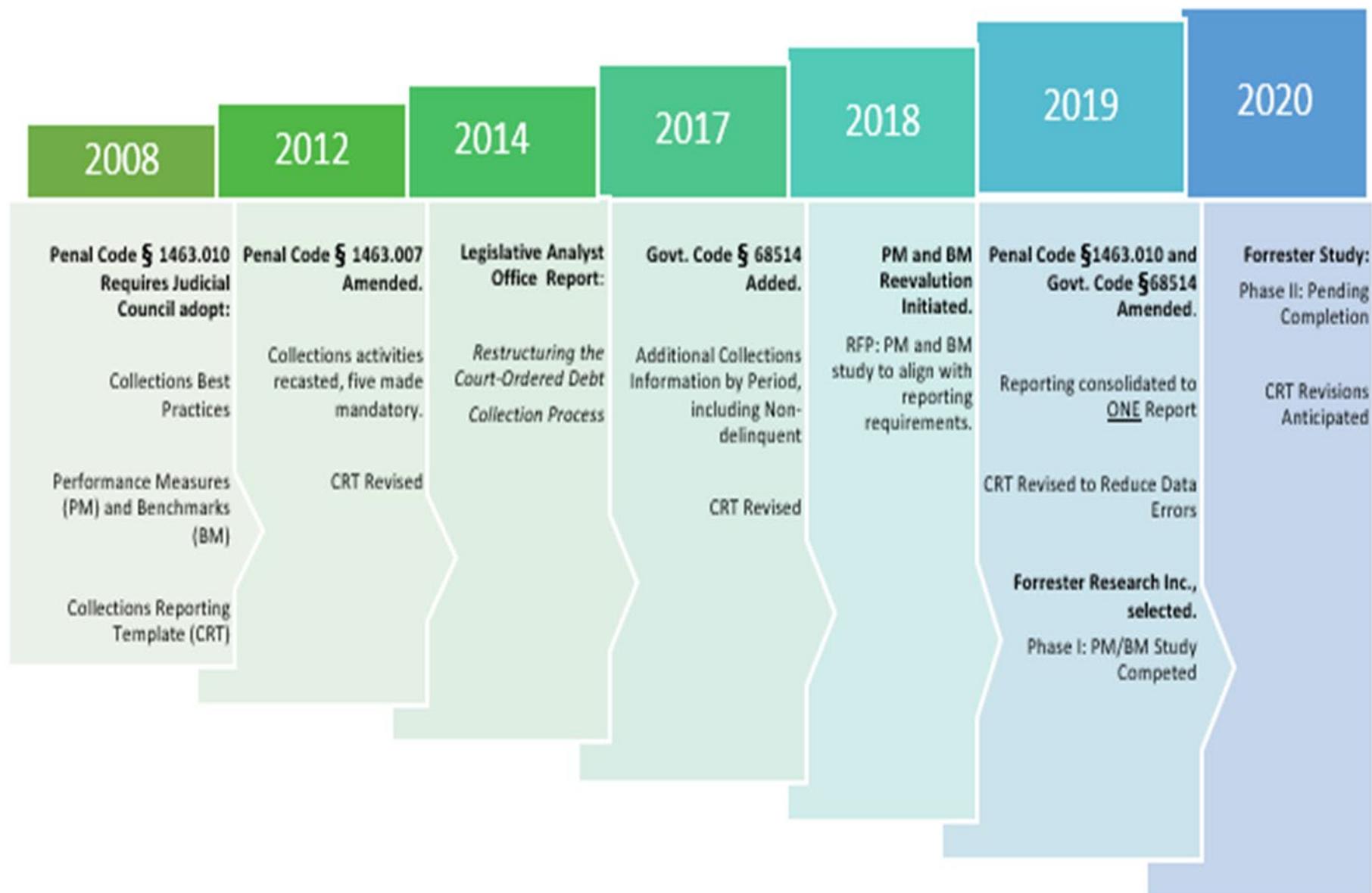


Training Goals

- Review reporting requirements:
 - Government Code 68514
 - Penal Code 1463.010
- Review components of Collections Reporting Template (CRT)
- Discuss reporting process and timelines



Collections Information Reporting Requirement Timeline 2008 to 2020



Reporting Requirement

Penal Code section 1463.010 (c): The Judicial Council shall report annually, on or before December 31, to the Legislature, the Joint Legislative Budget Committee, and the Department of Finance all of the information required to be collected and reported pursuant to subdivision (a) of Section 68514 of the Government Code.

Government Code section 68514. (a) Beginning October 1, 2018, and annually on or before December 31 thereafter, the Judicial Council shall report to the Department of Finance, the Legislature, and the Joint Legislative Budget Committee the total amount of revenue collected in the prior fiscal year, by each court and county, from criminal fines, fees, forfeitures, penalties, restitution fines described in subdivision (b) of Section 1202.4 of the Penal Code, and assessments related to infractions, misdemeanors, and felonies.



JUDICIAL COUNCIL
OF CALIFORNIA

GC 68514

- (1) Total non-delinquent revenue collected and the number of cases associated with those collections.
- (2) Total delinquent revenue collected and the number of cases associated with those collections, as reported by each superior court and county pursuant to section 1463.010 of the Penal Code.
- (3) Total amount of fines and fees dismissed, discharged, or satisfied by means other than payment.
- (4) A description of the collection activities used pursuant to section 1463.007 of the Penal Code.
- (5) The total amount collected per collection activity.



GC 68514 (cont'd)

- (6) The total number of cases by collection activity and the total number of individuals associated with those cases.
- (7) Total operating costs per collection activity.
- (8) The percentage of fines or fees that are defaulted on.
- (9) The extent to which each court or county is meeting the collections best practices and performance measures and benchmarks, developed pursuant to subdivision (c) of Section 1463.010 of the Penal Code, for its collection program.
- (10) Any changes necessary to improve the performance of collection program statewide.



Collections Reporting Template

- Contact and Other Information Sheet
 - Program Report
 - Performance Report
 - Annual Financial Report
 - Transfers Worksheet
 - Categories
 - Quality Checklist
- Instructions
 - Glossary



| | | |
|---|--------------------|--------------------------|
| 1 | County/County Seat | County Seat |
| 2 | County Contact: | Charlie Callender |
| | Telephone Number: | (717) 875-2888 |
| | E-mail Address: | charlie.callender@pa.gov |
| 3 | County Contact: | Jan Callender |
| | Telephone Number: | (717) 516-2888 |
| | E-mail Address: | Jan.Callender@pa.gov |

Who should we contact for additional information and/or

| | | |
|---|---|-------------------|
| 4 | List collection agencies or programs used by order in which debt is referred: | 1. Court |
| | | 2. Courts |
| | | 3. Private Agency |
| | | 4. FTA-COD |
| | | 5. Other |

Tell us the order by which delinquent debt referred/transferred between programs.

| 5 | Item 4 | Item 5 | Item 6a | Item 6b | Item 7 |
|----|---|----------|--|-----------------------------------|---|
| | Check each collection activity performed by program | Category | Total amount collected per collection activity | Total number of cases by activity | Total number of individuals associated with these cases |
| 6 | a. Attempt telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options. | 1 | | | Enter data on part of Category 3, (activity a) |
| 7 | b. Mail first delinquent notice for whom the program has an address in writing of their outstanding obligation within 35 days of delinquency. | 2 | | | |
| 8 | c. Generate internal monthly reports to track collection data, such as age of debt and delinquent annual collection. | 3 | | | |
| 9 | d. Use Department of Motor Vehicles information to locate delinquent debtors. | 4 | | | |
| 10 | e. Receive payment of delinquent debt by credit card. | 5 | Enter data on part of Category 3, (activity a), Row 8 above. | | |
| 11 | a. Seize delinquent debt in the Prothonotary Tax Office's Court-Ordered Debt Collection Program. | 6 | | | |
| 12 | b. Seize delinquent debt in the Prothonotary Tax Office's Interest-Free Inmate Collection Program. | 6 | | | |
| 13 | a. Initiate driver's license suspension or hold action when appropriate for a failure to appear in court. | 7 | | | |
| 14 | d. Coordinate with one or more private debt collectors to collect delinquent debt. | 8 | | | |
| 15 | e. Send monthly bills or account statements to all delinquent debtors. | 2 | Enter data on part of Category 2, (activity b), Row 7 above. | | |
| 16 | f. Coordinate with local, regional, state, or national ship leasing or lessee processors or services to locate delinquent debtors. | 4 | Enter data on part of Category 4, (activity d) in Row 3 above. | | |
| 17 | g. Coordinate with the probation department to locate debtors who may be on formal or informal probation. | 4 | Enter data on part of Category 4, (activity d) in Row 3 above. | | |
| 18 | h. Use Employment Development Department employment and wage information to collect delinquent debt. | 4 | Enter data on part of Category 4, (activity d) in Row 3 above. | | |
| 19 | i. Establish wage and bank account garnishments when appropriate. | 3 | | | |
| 20 | j. Place liens on real property owned by delinquent debtors when appropriate. | 3 | Enter data on part of Category 3, (activity c) in Row 5 above. | | |
| 21 | k. Use an automated dialer or automatic call distribution system to manage telephone calls. | 1 | Enter data on part of Category 1, (activity a) in Row 6 above. | | |
| 22 | TOTAL: | | \$0 | 0 | 0 |

Collections data: total amount collected, total number of cases and individuals associated with cases, and cost per collection activity

New! Total amount collected and corresponding cost for FTA-COD and private vendor reconciles to combined total in the Annual Financial Report.

| 23 | Additional Information: | Number of Cases | Value (\$) |
|----|--|-----------------|------------|
| 23 | If available, provide the total value of fines, fees, forfeitures, penalties, and assessments initially imposed, prior to any adjustments. | | |
| 24 | If available, provide the total number and value of cases adjusted (e.g. bail or fine satisfied or waived) based on an ability to pay determination. | | |
| 25 | If available, provide the total number and value of cases adjusted (e.g. bail or fine satisfied) with monthly payments in lieu of cash payment. | | |
| 26 | If available, provide the total number and value of cases adjusted (e.g. bail or fine satisfied) with community service in lieu of cash payment. | | |
| 27 | If available, provide the total number and value of cases adjusted (e.g. bail or fine satisfied) by dismissal of charges in lieu of cash payment. | | |

New! Additional detailed information on debt resolved or satisfied by means other than payment, including dismissal, ability to pay determination, custody credits or community service.

| Category Key: (See Category List for brief definition list) | | |
|---|-----------------|-------------------------------------|
| 1- Telephone Contact | 4- Ship Leasing | 7- DL Hold |
| 2- Written Notice | 5- FTA-COD | 8- Private Agency |
| 3- Lobby/Assault | 6- FTA-ICC | 9- Wage/Bank Garnishments and Liens |

Collections activities Category

If the program qualified as a comprehensive collection program? **No** **New!** Automated tally of collections activities used.

Contact/Referral Information

| | | | | | | | | | | | | | | | | | | |
|----|---|--|---|------------------------------------|----------------------|----|-------------------------------------|----------------------|----|--|----------------------|----|--------------------------------------|----------------------|----|-----------------------------------|----------------------|---|
| 1 | Court/County | <input type="text" value="Court/County (or Select)"/> | Select program from drop down box. | | | | | | | | | | | | | | | |
| 2 | Court Contact: | Charlie Collector | Who should we contact for additional information and/or clarifications? | | | | | | | | | | | | | | | |
| | Telephone Number: | (***) 875-2000 | | | | | | | | | | | | | | | | |
| | E-mail Address: | charlie.collector@court.ca.gov | | | | | | | | | | | | | | | | |
| 3 | County Contact: | Joe Collector | | | | | | | | | | | | | | | | |
| | Telephone Number: | (***) 916-2000 | | | | | | | | | | | | | | | | |
| | E-mail Address: | Joe.Collector@county.ca.gov | | | | | | | | | | | | | | | | |
| 4 | List collection agencies or programs used by order in which debt is referred: | <table border="1"><tr><td>1.</td><td><input type="text" value="Court"/></td><td><input type="text"/></td></tr><tr><td>2.</td><td><input type="text" value="County"/></td><td><input type="text"/></td></tr><tr><td>3.</td><td><input type="text" value="Public Agency"/></td><td><input type="text"/></td></tr><tr><td>4.</td><td><input type="text" value="PFA-COB"/></td><td><input type="text"/></td></tr><tr><td>5.</td><td><input type="text" value="None"/></td><td><input type="text"/></td></tr></table> | 1. | <input type="text" value="Court"/> | <input type="text"/> | 2. | <input type="text" value="County"/> | <input type="text"/> | 3. | <input type="text" value="Public Agency"/> | <input type="text"/> | 4. | <input type="text" value="PFA-COB"/> | <input type="text"/> | 5. | <input type="text" value="None"/> | <input type="text"/> | Tell us the order by which delinquent debt referred/transferred between programs. |
| 1. | <input type="text" value="Court"/> | <input type="text"/> | | | | | | | | | | | | | | | | |
| 2. | <input type="text" value="County"/> | <input type="text"/> | | | | | | | | | | | | | | | | |
| 3. | <input type="text" value="Public Agency"/> | <input type="text"/> | | | | | | | | | | | | | | | | |
| 4. | <input type="text" value="PFA-COB"/> | <input type="text"/> | | | | | | | | | | | | | | | | |
| 5. | <input type="text" value="None"/> | <input type="text"/> | | | | | | | | | | | | | | | | |

Collections Activities

| 5 | | Item 4 |
|---|--|--|
| Below is a description of the collections components (activities) authorized by Penal Code section 1463.007. As required by Government Code section 68514, for Items 4, 5, 6a, 6b and 7, input the requested information for each collection activity that the court/county program currently uses: | | Check each collections activity performed by program |
| 6 | a. Attempts telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options. | <input type="checkbox"/> |
| 7 | 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"/> |
| 8 | c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding. | <input type="checkbox"/> |
| 9 | d. Uses Department of Motor Vehicles information to locate delinquent debtors. | <input type="checkbox"/> |
| 10 | e. Accepts payment of delinquent debt by credit card. | <input type="checkbox"/> |
| 11 | a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program. | <input type="checkbox"/> |
| 12 | b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program. | <input type="checkbox"/> |
| 13 | c. Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court. | <input type="checkbox"/> |
| 14 | d. Contracts with one or more private debt collectors to collect delinquent debt. | <input type="checkbox"/> |
| 15 | e. Sends monthly bills or account statements to all delinquent debtors. | <input type="checkbox"/> |
| 16 | f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors. | <input type="checkbox"/> |
| 17 | g. Coordinates with the probation department to locate debtors who may be on formal or informal probation. | <input type="checkbox"/> |
| 18 | h. Uses Employment Development Department employment and wage information to collect delinquent debt. | <input type="checkbox"/> |
| 19 | i. Establishes wage and bank account garnishments where appropriate. | <input type="checkbox"/> |
| 20 | j. Places liens on real property owned by delinquent debtors when appropriate. | <input type="checkbox"/> |
| 21 | k. Uses an automated dialer or automatic call distribution system to manage telephone calls. | <input type="checkbox"/> |
| 22 | TOTAL: | |

Under Penal Code section 1463.007, a program is authorized to recover operating costs associated with the collection of delinquent court-ordered debt, if it meets 10 of 16 components (collections activities).

The 10 of 16 activities may be met collectively by the program; court, county, private vendor, FTB, or Intra-branch. In Item 4, check each activity that is met by program.

Is the program qualified as a comprehensive collection program?

No

New! Automated tally of collections activities used.

Mandatory Activities

- (A) Attempts telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options.
- (B) Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency.
- (C) Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding.
- (D) Uses Department of Motor Vehicles information to locate delinquent debtors.
- (E) Accepts payment of delinquent debt by credit card.



Discretionary Activities

- (A) Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program.
- (B) Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program.
- (C) Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court.
- (D) Contracts with one or more private debt collectors to collect delinquent debt.
- (E) Sends monthly bills or account statements to all delinquent debtors.
- (F) Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors.
- (G) Coordinates with the probation department to locate debtors who may be on formal or informal probation.
- (H) Uses Employment Development Department employment and wage information to collect delinquent debt.
- (I) Establishes wage and bank account garnishments where appropriate.
- (J) Places liens on real property owned by delinquent debtors when appropriate.
- (K) Uses an automated dialer or automatic call distribution system to manage telephone calls.



Cooperative Plan

- Penal Code 1463.007 (c)(2) The program complies with the requirements of subdivision (b) of Section 1463.010.
- Penal Code 1463.010 (b) In carrying out this collection program, each superior court and county shall develop a cooperative plan to implement the Judicial Council guidelines.
- A current, written MOU satisfies requirement.



Reporting Responsibilities

- Courts and counties report detailed information on “collections activity”
- Third party vendors (e.g., private vendors, FTB, and Intra-branch program) are considered a “collections activity”
- All collections information, should be provided by each collections program, as required.



Categories

| 5 | Item 4 | Category | Item 5 | Item 6a | Item 6b | Item 7 |
|---|--|--------------------------|--------|--|--|--------|
| Below is a description of the collections components (activities) authorized by Penal Code section 1463.007. As required by Government Code section 68514, for items 4, 5, 6a, 6b and 7, input the requested information for each collection activity that the court/county program currently uses: | | | | | | |
| 6 | a. Attempts telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options. | <input type="checkbox"/> | 1 | | Enter data as part of Category 3, (activity c) | |
| 7 | 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"/> | 2 | | | |
| 8 | c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding. | <input type="checkbox"/> | 3 | | | |
| 9 | d. Uses Department of Motor Vehicles information to locate delinquent debtors. | <input type="checkbox"/> | 4 | | | |
| 10 | e. Accepts payment of delinquent debt by credit card. | <input type="checkbox"/> | 3 | Enter data as part of Category 3, (activity c), Row 8 above. | | |
| 11 | a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program. | <input type="checkbox"/> | 5 | 0 | | 0 |
| 12 | b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program. | <input type="checkbox"/> | 6 | | | |
| 13 | c. Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court. | <input type="checkbox"/> | 7 | | | |
| 14 | d. Contracts with one or more private debt collectors to collect delinquent debt. | <input type="checkbox"/> | 8 | 0 | | |
| 15 | e. Sends monthly bills or account statements to all delinquent debtors. | <input type="checkbox"/> | 2 | Enter data as part of Category 2 (activity b), Row 7 above. | | |
| 16 | f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors. | <input type="checkbox"/> | 4 | Enter data as part of Category 4, (activity d) in Row 9 above. | | |
| 17 | g. Coordinates with the probation department to locate debtors who may be on formal or informal probation. | <input type="checkbox"/> | 4 | Enter data as part of Category 4, (activity d) in Row 9 above. | | |
| 18 | h. Uses Employment Development Department employment and wage information to collect delinquent debt. | <input type="checkbox"/> | 4 | Enter data part of Category 4, (activity d) Row 9 above. | | |
| 19 | i. Establishes wage and bank account garnishments where appropriate. | <input type="checkbox"/> | 9 | | | |
| 20 | j. Places liens on real property owned by delinquent debtors when appropriate. | <input type="checkbox"/> | 9 | Enter data as part of Category 9, (activity i) Row 19 above. | | |
| 21 | k. Uses an automated dialer or automatic call distribution system to manage telephone calls. | <input type="checkbox"/> | 1 | Enter data as part of Category 1, (activity a) Row 6 above. | | |
| 22 | TOTAL: | | | \$0 | 0 | \$0 |

To simplify reporting, the 16 activities were grouped into 9 categories. Refer to the **Category Tasks** tab for list of "tasks or activities" typically performed as part of the collections process to determine where data related to Items 5, 6a, and 7 fits most adequately.

Category Key: (See Category tab for task/activities list)

| | | |
|----------------------|-----------------|-------------------------------------|
| 1= Telephone Contact | 4= Skip tracing | 7= DL Hold |
| 2= Written Notice(s) | 5= FTB-COD | 8= Private agency |
| 3= Lobby/counter | 6= FTB-IIC | 9= Wage/bank garnishments and Liens |

Collections Activities

| 5 | Item 4 | Item 5 | Item 6a | Item 6b | Item 7 | |
|----|--|----------|--|-----------------------------------|---|---|
| | Check each collections activity performed by program | Category | Total amount collected per collection activity | Total number of cases by activity | Total number of individuals associated with those cases | Total administrative cost per collection activity |
| 6 | a. Attempts telephone contact with delinquent debtors for whom the program has a telephone number to inform them of their delinquent status and payment options. | 1 | | | Enter data as part of Category 3, (activity e) | |
| 7 | b. Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency. | 2 | | | | |
| 8 | c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding. | 3 | | | | |
| 9 | d. Uses Department of Motor Vehicles information to locate delinquent debtors. | 4 | | | | |
| 10 | e. Accepts payment of delinquent debt by credit card. | 3 | Enter data as part of Category 3, (activity e), Row 8 above. | | | |
| 11 | a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program. | 5 | 0 | | | 0 |
| 12 | b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program. | 6 | | | | |
| 13 | c. Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court. | 7 | | | | |
| 14 | d. Contracts with one or more private debt collectors to collect delinquent debt. | 8 | 0 | | | 0 |
| 15 | e. Sends monthly bills or account statements to all delinquent debtors. | 2 | Enter data as part of Category 2 (activity b), Row 7 above. | | | |
| 16 | f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors. | 4 | Enter data as part of Category 4, (activity d) in Row 9 above. | | | |
| 17 | g. Coordinates with the probation department to locate debtors who may be on formal or informal probation. | 4 | Enter data as part of Category 4, (activity d) in Row 9 above. | | | |
| 18 | h. Uses Employment Development Department employment and wage information to collect delinquent debt. | 4 | Enter data part of Category 4, (activity d) Row 9 above. | | | |
| 19 | i. Establishes wage and bank account garnishments where appropriate. | 9 | | | | |
| 20 | j. Places liens on real property owned by delinquent debtors when appropriate. | 9 | Enter data as part of Category 9, (activity i) Row 19 above. | | | |
| 21 | k. Uses an automated dialer or automatic call distribution system to manage telephone calls. | 1 | Enter data as part of Category 1, (activity a) Row 6 above. | | | |
| 22 | TOTAL: | | \$0 | 0 | 0 | \$0 |

Break-out cost by activity. This data will help evaluate cost effectiveness of each activity.

Note: If method used to determine costs by activity deviates from instructions explain in Performance Report.

Totals in Row 22 **must** reconcile with combined total in Row 26 of the Annual Financial Report.

Total amount collected and costs for FTB-COD and private vendor reconcile to combined total in the Annual Financial Report (formula driven.)

Note: If amounts do not reconcile or method deviates from instructions, explain in Performance Report.

Adjustments

Additional Information:

Number of Cases

Value (\$)

| | |
|----|---|
| 23 | If available, provide the total value of fines, fees, forfeitures, penalties, and assessments initially imposed , prior to any adjustments. |
| 24 | If available, provide the total number and value of cases adjusted (e.g., bail or fine reduced or waived) based on an ability to pay determination . |
| 25 | If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) with custody credits in lieu of cash payment. |
| 26 | If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) with community service in lieu of cash payment. |
| 27 | If available, provide the total number and value of cases adjusted (e.g., bail or fine satisfied) by dismissal of charges in lieu of cash payment. |

| | |
|--|--|
| | |
| | |
| | |
| | |
| | |

New! Additional detailed information on debt resolved or satisfied by means other than payment, including dismissal, ability to pay determination, custody credits or community service.

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. Of the twenty-five (25) Best Practices listed below please check those which your collection program has implemented. Provide an explanation for the best practices currently not being met, below. Also, identify any new or additional practices that have improved your collections program.

- 1 Develop plan and put in a written MOU that implements and enhances a program in which the court/county collaborate to collect court-ordered debt and monies owed to a court under 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 cost of operating the program can be recovered.
- 4 Complete all data components in the Collections Reporting Template.
- 5 Reconcile amounts placed in collection to the supporting case management and/or accounting systems.
- 6 Retain the joint court/county collection reports and supporting documents for at least three years.
- 7 Take appropriate steps to collect court-ordered debt locally before referring it to the Franchise Tax Board for collection.
- 8 Participate in the Franchise Tax Board Court-Ordered Debt (COD) collection program.
- 9 Participate in the Franchise Tax Board Interagency Intercept Collections (IIC) program.
- 10 Establish a process for handling the discharge of accountability for uncollectible court-ordered debt.
- 11 Participate in any program that authorizes the Department of Motor Vehicles to suspend or refuse to renew driver licenses of individuals who owe court-ordered debt.
- 12 Conduct trials by written declaration under Vehicle Code section 40903 and, as appropriate in the context of such trials, suspend or refuse to renew driver licenses of individuals who owe court-ordered debt.
- 13 Implement a civil assessment program and follow the Criteria for a Successful Civil Assessment Program.
- 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(e).
- 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.

NOTE: While there is no benchmark or set number that must be met, programs are encouraged to meet as many practices as possible. If number met differs from last year, provide an explanation below, in the Comments section.

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

- Audits (Judicial Council)
- Revenue Distribution
- Cost Recovery
- Audits (SCD)
- Discharge from Accountability
- Other Collections-Related Issues

New! Additional topics!

Comments or explanations:

The number of best practices used is: 0 **New!** Auto-tally of practices met.

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 for the reporting period, by Current Period, Prior Periods Inventory, and Combined.

Systems capabilities vary, if any portion of the information required cannot be provided for 2019-20 or if the information provided deviates from the Instructions, please explain here.

Please explain the extent of your reporting capabilities in terms of providing the information required by GC68514. If data cannot be provided at this time or if the reported data differs from the Instructions, please describe the submitted data and any plans for providing this information in the future.

Additional operational information about your collections program for the reporting period.

AFR: Current vs. Prior Period

- **Current Period (Newly-Established) Delinquent Debt:**

Accounts that have become delinquent during this reporting period, i.e., in the most recent fiscal year, and any activity related to those accounts.

- **Prior Period (Previously-Established) Delinquent Debt:**

Accounts that were delinquent at the beginning of this reporting period, and any activity related to those accounts that occurred **during this reporting period.**



Collections Programs

| Program |
|-----------------------------------|
| Non-Delinquent Collections |
| Court Collection Program |
| County Collection Program |
| Private Agency |
| FTB Court-Ordered Debt |
| Intra-Branch Program |
| Other |
| Sub-total Delinquent |

Key Points to Remember:

- If your collections program is run by another court (Shasta or Ventura), report activity on the Intra-Branch Program line.
- If you are using FTB's Interagency Intercept Collections program, report activity on the Other line.



Reporting by Period

Current Period:

Cases newly established as delinquent

| Row | Program |
|-----|-----------------------------|
| 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 | Sub-total Delinquent |

Prior Period:

Cases previously established as delinquent

| Row | Program |
|-----|-----------------------------|
| 11 | Non-Delinquent Collections |
| 12 | Court Collection Program |
| 13 | County Collection Program |
| 14 | Private Agency |
| 15 | FTB Court-Ordered Debt |
| 16 | Intra-Branch Program |
| 17 | Other |
| 18 | Sub-total Delinquent |



Columns B and M

Current Period:
Number of newly delinquent cases

| | | Number of Cases Established or Referred as Delinquent |
|-----|----------------------------|---|
| Row | Program | Col. B |
| 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 | Sub-total Delinquent | - |

Prior Period:
Number of previously delinquent cases
*Column AE from FY2018-19**

| | | Number of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet) |
|-----|----------------------------|---|
| Row | Program | Col. M |
| 11 | Non-Delinquent Collections | |
| 12 | Court Collection Program | |
| 13 | County Collection Program | |
| 14 | Private Agency | |
| 15 | FTB Court-Ordered Debt | |
| 16 | Intra-Branch Program | |
| 17 | Other | |
| 18 | Sub-total Delinquent | - |



Columns C and N

Current Period:

Value of newly delinquent cases

| Row | Program | Value of Cases Established or Referred as Delinquent Col. C |
|-----|----------------------------|--|
| 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 | Sub-total Delinquent | - |

Prior Period:

Value of *old* cases from prior periods

Column AF from FY2018-19 CRT*

| Row | Program | Value of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet) Col. N |
|-----|----------------------------|---|
| 11 | Non-Delinquent Collections | |
| 12 | Court Collection Program | |
| 13 | County Collection Program | |
| 14 | Private Agency | |
| 15 | FTB Court-Ordered Debt | |
| 16 | Intra-Branch Program | |
| 17 | Other | |
| 18 | Sub-total Delinquent | - |



Cost Recovery

- Penal Code section 1463.007
- What is/is not recoverable
- Time sheet/study requirement
- Carryover

Source: Cost Recovery Guidelines and Standards



Columns G and R

Current Period: Adjustments

Prior Period: Adjustments

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

Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence

Col. G

Col. R



Discharge from Accountability

Collections program has:

- Authority (GC 25257-25259.95)
- Tools to identify uncollectible debt
- Ability to improve performance rates

Source: Discharge from Accountability Information



Combined Totals

COMBINED BEGINNING AND ENDING BALANCES: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS

| Row | Program | Number of Cases Beginning Balance | Value of Cases Beginning Balance | Gross Revenue Collected | Cost of Collections (Penal Code 1463.007) | Adjustments | Discharge from Accountability | Net Change in Value | Number of Cases - Ending Balance | Value of Cases- Ending Balance | Error Messages |
|-----|----------------------------|-----------------------------------|----------------------------------|-------------------------|---|-------------|-------------------------------|---------------------|----------------------------------|--------------------------------|----------------|
| | | Col.X | Col. Y | Col. Z | Col. AA | Col. AB | Col. AC | Col. AD | Col. AE | Col. AF | Col. AG |
| 19 | Non-Delinquent Collections | | | - | | | | | | | |
| 20 | Court Collection Program | - | - | - | - | - | - | - | | - | |
| 21 | County Collection Program | - | - | - | - | - | - | - | | - | |
| 22 | Private Agency | - | - | - | - | - | - | - | | - | |
| 23 | FTB Court-Ordered Debt | - | - | - | - | - | - | - | | - | |
| 24 | Intra-Branch Program | - | - | - | - | - | - | - | | - | |
| 25 | Other | - | - | - | - | - | - | - | | - | |
| 26 | Total Delinquent | - | - | - | - | - | - | - | | - | |

The amount should equal the beginning case value (Column Y) less the value of transactions for the period (Col. AD)

However, if the *actual* ending balance reconciles to totals reported from underlying accounting or case management systems and third party vendors, that amount should be reported.

Explain the resulting "out of balance" error message in Column AG in the Performance Report.

Performance Measures and Benchmarks

- Background:
 - 34% Gross Recovery Rate
 - 31% Success Rate
- Forrester Research, Inc.
 - Reevaluate in 2019-20
 - Recast in 2020-21

Source: Session on Performance Measures and Benchmarks



Performance Measures and Benchmarks

| COLLECTIONS METRICS FOR FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS | | | | | | |
|---|---------------------|----------------|-----------------|----------|--|---|
| | Metric | Current Period | Prior Inventory | Combined | Formula | Definition |
| Row | Col. AH | Col. AI | Col. AJ | Col. AK | Col. AL | Col. AM |
| 27 | 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. |
| 28 | 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. |

As of FY 2008-09, and in compliance with AB367, the Judicial Council adopted two performance metrics: Gross Recovery Rate (GRR) and Success Rate (SR).

The GRR and SR, with benchmarks of 34 and 31%, respectively, have not changed since 2008.

The GRR and SR calculations DO NOT include non-delinquent revenue, or revenue collected for Victim Restitution or Other Justice Related Reimbursements.

Restitution and Other Reimbursements

From FY 2018-19 CRT:
Value of Cases - Ending Balance
Row 36, Column AW

| VICTIM RESTITUTION | | | | | | | | | | | | |
|--------------------|----------------------------|--|---|--|---|---|---|---|---------------------|----------------------------------|---------------------------------|----------------|
| Row | Program | Number of Cases - (Ending Balance from Prior Year) | Value of Cases - (Ending Balance from Prior Year) | Number of Cases Established/ Referred/ Transferred in Period | Value of Cases Established/ Referred/ Transferred in Period | Gross Revenue Collected: Other Justice-Related Reimbursements | Adjustments: Other Justice-Related Reimbursements | Gross Revenue Collected: Victim Restitution (PC1202.4 (f)) Only | Net Change in Value | Number of Cases - Ending Balance | Value of Cases - Ending Balance | Error Messages |
| | | Col. AN | Col. AO | Col. AP | Col. AQ | Col. AR | Col. AS | Col.AT | Col. AU | Col. AV | Col. AW | Col. AX |
| 29 | Non-Delinquent Collections | | | | | | | | | | | |
| 30 | Court Collection Program | | | | | | | | 0 | | - | |
| 31 | County Collection Program | | | | | | | | 0 | | - | |
| 32 | Private Agency | | | | | | | | 0 | | - | |
| 33 | FTB Court-Ordered Debt | | | | | | | | 0 | | - | |
| 34 | Intra-branch Program | | | | | | | | 0 | | - | |
| 35 | Other | | | | | | | | 0 | | - | |
| 36 | Total Delinquent | - | - | - | - | - | - | - | - | - | - | |

From FY 2018-19 CRT:
Number of Cases - Ending Balance
Row 36, Column AV

NOTE: IF THERE IS A VARIANCE, IN CASE NUMBER/VALUE, PROVIDE EXPLANATION IN PERFORMANCE REPORT.

Transfers Worksheet

- Use sheet to show transfer of cases between collection programs.

| | Number of Delinquent Cases at Period Beginning (Ending Balance from Prior Year – Col. AE) | Value of Delinquent Cases at Period Beginning (Ending Balance from Prior Year – Col. AF) | Number of Cases Transferred Between Programs | Value of Cases Transferred Between Programs | Adjusted Number of Delinquent Cases at Period Beginning (Enter in Col. M) | Adjusted Value of Delinquent Cases at Period Beginning (Enter in Col. N) |
|-----------------------------------|---|--|--|---|---|--|
| Program | Col. 1 | Col. 2 | Col. 3 | Col. 4 | Col. 1 | Col. 2 |
| Non-Delinquent Collections | | | | | | |
| Court Collection Program | | | | | - | - |
| County Collection Program | 350 | 375,000 | 150 | 150,000 | 500 | 525,000 |
| Private Agency | 1,750 | 2,500,000 | (750) | (500,000) | 1,000 | 2,000,000 |
| FTB Court-Ordered Debt | 400 | 625,000 | 600 | 350,000 | 1,000 | 975,000 |
| Intra-Branch Program | | | | | - | - |
| Other | | | | | - | - |
| Sub-total Delinquent | 2,500 | 3,500,000 | - | - | 2,500 | 3,500,000 |



Quality Checklist

| Quality Checklist | CURRENT PERIOD: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS |
|--------------------------|--|
| <input type="checkbox"/> | Row 3, Column D, includes revenues collected for non-delinquent infraction, misdemeanor, and felony cases that were paid in full on or before the due date, or current installment or accounts receivable (A/R) payment plan. Row 3, Column E includes the number of cases associated with non-delinquent revenue collections reported in Row 3, Column D. |
| <input type="checkbox"/> | Rows 4-9 include all fines, fees, forfeitures, penalties, and assessments on traffic, criminal, and juvenile delinquency case types (infraction, misdemeanors, and felony), except victim restitution and other justice related fees (see Rows 29-35 for more information). |
| <input type="checkbox"/> | Rows 4-9, include newly established/referred/transferred cases, gross revenue collected, adjustments, or discharges posted during the reporting period. |
| <input type="checkbox"/> | Rows 4-9, Column B, include the total number of new cases established, referred, or transferred within the reporting period. Any cases that were previously established, but never referred or transferred to collections, are considered new cases and should be reported in this column (the corresponding value of these cases should be reported in Column C). If multiple cases were bundled into one case, only one (1) case should be reported in Column B. |
| <input type="checkbox"/> | Rows 4-9, Column C, include the total value of the corresponding cases in Column B, that were established, referred, or transferred during the reporting period only. |
| <input type="checkbox"/> | Rows 4-9, Column D, include the number of cases with payment(s) received during the reporting period. The number of cases reported may be equal to but not greater than the number of cases established in Column B. |
| <input type="checkbox"/> | Rows 4-9, Column E, include all monies received towards the satisfaction of delinquent court-ordered debt, including installment payments. |
| <input type="checkbox"/> | Rows 4-9, Column F, include 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 F as a negative number unless posting a reversal. |
| <input type="checkbox"/> | Value reported in Column G includes the total value of court-ordered debt satisfied by court-ordered dismissal, suspension, or by means other than payment. An amount satisfied by means other than payment includes alternative sentences (e.g., community service or time served in custody in lieu of fine) or non-cash adjustment that decreases or increases the amount outstanding for individual debt items. |
| <input type="checkbox"/> | Value reported in Column H includes all debt deemed uncollectible that was established and discharged in the reporting period, per Government Code section 25257-25259.95. |

Data Errors:

- Duplicate records
- Blank cells
- Outdated information
- Incorrect information



"Run the numbers, then crunch them just to be sure."



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Data Cleanse

- Reprogram systems
- Develop report(s)
- Simplified reporting instructions
- Additional tools





"So things are good, stuff is OK, and I reiterate my request for more specific data."

Statewide Collections Report to the Legislature

Timeline:

- September 1 (...or August 17)
 - CRT due
- December 31
 - Report to Legislature and DOF due



Report Timeline Cont'd

September 25 — Draft report due to JC

October 23 — Final report due to JC

November 12 — Judicial Council meeting

December 31— Report due to Legislature



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Report to Legislature

Content

- Summary Statewide Performance
- 58 Individual Program Reports (IPR)



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Individual Program Report

Content

- Program overview, PM/BM
- Review and approval process



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Contacts and Resources:

Franchise Tax Board-Court Ordered Debt Program

Public Mailbox: CODClientServices@ftb.ca.gov

Funds and Revenues Unit

Public Mailboxes:

collections@jud.ca.gov

revenuedistribution@jud.ca.gov

Collections/revenue distribution website:

<http://www.courts.ca.gov/partners/collections.htm>



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Thank You!



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