Judicial Council Approved Collections Performance Metrics
(Penal Code § 1463.010)

Measure	Definition	Formula
Collector Effective Index (CEI)	Percentage of case referrals with payment received versus total referrals of that age, Current and Prior Period.	$$\dfrac{\text{Number of cases with payment recieved } (n)}{\text{Number of cases referred } (n)}$$
First-year Resolution Rate (FYR)	Percentage of "current" period referral balance resolved within the first year.	$$1 - \left(\dfrac{\text{Change in Value(current)}}{\text{Value of Cases established, referred, transfered (current)}} \right)$$
Spend Efficiency Score (SES)	Number of dollars spent to collect $1 in delinquent referrals for the various programs.	$$\dfrac{\textit{Cost of Collections}_{pn}}{\textit{Gross Revenue Collected}_{pn}}$$
Cost to Referral Ratio	Average dollars spent per referral, of a specific age, Current and Prior Period.	$$\dfrac{\textit{Cost of Collections } (n)}{\textit{Number of Cases Established } (n)}$$
Adjustment Score	Represents the dollar value of adjustments against the total referral balance.	$$\dfrac{\text{Adjustments (Combined)}}{\text{Value of Cases Beginning Balance (Combined)}} \times 1000$$
Discharge Score	Represents the dollar value of discharges against the total referral balance.	$$\dfrac{\text{Discharge from Accountability (Combined)}}{\text{Value of Cases Beginning Balance (Combined)}} \times 1000$$
Risk Monitor	Number of cases which became delinquent as a percentage of total "current" period referrals, including non-delinquent referrals.	$$\dfrac{\text{Number of Cases Established, Referred, Transferred(current)}}{\text{Number of Cases Established (current)} + \text{Number of Cases with Payments Recieved (non-delinquent, current)}}$$

Adopted May 2022