



Judicial Council of California

455 Golden Gate Avenue · San Francisco, California 94102-3688
www.courts.ca.gov

REPORT TO THE JUDICIAL COUNCIL

Item No.: 24-057

For business meeting on January 19, 2024

Title

Report to the Legislature: Statewide
Collection of Court-Ordered Debt

Agenda Item Type

Information Only

Date of Report

December 29, 2023

Submitted by

Judicial Council staff
Zlatko Theodorovic, Director
Budget Services

Contact

Maria Lira, 916 263-7320
maria.lira@jud.ca.gov

Executive Summary

Under Penal Code section 1463.010(c), by December 31 of each year, the Judicial Council is required to submit a report to the Legislature and the Department of Finance on the information to be collected and reported as specified in Government Code section 68514(a). On December 29, 2023, Judicial Council staff submitted *Report on Statewide Collection of Court-Ordered Debt for 2022-23*.

Relevant Previous Council Action

This report is submitted to the Legislature annually. Reports from previous fiscal years are available on the “Legislative Reports” webpage of the California Courts website at www.courts.ca.gov/7466.htm.

Analysis/Rationale

All information related to the collection of court-ordered debt under Government Code section 68514 is presented in this annual report to the Legislature and the Department of Finance.

Following are highlights of the data reported for 2022-23:

- A total of \$1.0 billion in revenue was collected:
 - \$655.6 million from nondelinquent (forthwith) accounts; and
 - \$345.0 million from delinquent accounts.

This total represents a 3.4 percent decrease from the \$1.036 billion collected in the prior fiscal year. The increase in last year's revenue was regarded as temporary and attributed to the restoration of collections operations to pre-pandemic service levels. This year's decrease is consistent with the anticipated long-term trend toward declining revenues and increasing resolution of court debt by noncash means.

- A total of \$85.5 million in operating costs was recovered, as authorized under Penal Code section 1463.007.
- A total of \$1.9 billion in delinquent debt was adjusted or satisfied by means other than payment, such as court-ordered waiver, dismissal, alternative sentence, ability-to-pay determination, or vacated order per statutory changes.
- A total of \$267.2 million in uncollectible court-ordered debt was discharged from accountability, as authorized by Government Code sections 25257–25259.95.
- A total outstanding debt balance of \$5.4 billion was reported, representing a 29.5 percent decrease from the \$7.7 billion 2021–22 ending balance. This marks the fourth consecutive year that programs reported a debt balance decline, and the largest since 2008–09. The total also represents a decline of 49 percent from a peak of \$10.6 billion in 2018–19.

Since reporting began in 2008–09, a total of \$21.8 billion in court-ordered debt has been collected by the court and county collections programs, \$13.3 billion from nondelinquent and \$8.5 billion from delinquent accounts. During the 11 years that adjustments and discharge have been tracked separately, a total of \$8.6 billion has been satisfied by means other than payment and \$2.5 billion has been discharged from accountability.

Fiscal Impact and Policy Implications

None.

Attachments and Links

1. Attachment A: *Report on Statewide Collection of Court-Ordered Debt 2022–23*
2. Link A: Pen. Code, § 1463.010,
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=1463.010.&lawCode=PEN
3. Link B: Gov. Code, § 68514,
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=68514&lawCode=GOV
4. Link C: Pen. Code, § 1463.007,
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=1463.007.&lawCode=PEN

5. Link D: Gov. Code, §§ 25250–25265,
https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=2.&title=3.&part=2.&chapter=3.&article=



JUDICIAL COUNCIL of CALIFORNIA

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HON. PATRICIA GUERRERO
Chief Justice of California
Chair of the Judicial Council

HON. BRAD R. HILL
Chair, Executive and Planning Committee

HON. ANN C. MOORMAN
Chair, Judicial Branch Budget Committee

HON. MARLA O. ANDERSON
Chair, Legislation Committee
Chair, Litigation Management Committee

HON. CARIN T. FUJISAKI
Chair, Rules Committee

HON. KYLE S. BRODIE
Chair, Technology Committee

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Mr. David H. Yamasaki
Hon. Erica R. Yew

MS. MILLICENT TIDWELL
Acting Administrative Director
Judicial Council

December 29, 2023

Ms. Cara L. Jenkins
Legislative Counsel
State Capitol, Room 3210
Sacramento, California 95814

Ms. Erika Contreras
Secretary of the Senate
State Capitol, Room 307
Sacramento, California 95814

Ms. Sue Parker
Chief Clerk of the Assembly
State Capitol, Room 319
Sacramento, California 95814

Re: *Report on Statewide Collection of Court-Ordered Debt for 2022–23*,
as required under Penal Code section 1463.010(c) and Government Code
section 68514(a)

Dear Ms. Jenkins, Ms. Contreras, and Ms. Parker:

Pursuant to Penal Code section 1463.010(c), the Judicial Council is submitting the annual report on the information required to be collected and reported as specified in Government Code section 68514(a).

In 2022–23, statewide collections programs collected \$1.0 billion in revenue, of which \$655.6 million was nondelinquent (forthwith) court-ordered debt and \$345.0 million was from delinquent accounts. This total represents a 3.4 percent decrease from the \$1.036 billion collected in the prior fiscal year. The increase in last year's revenue was regarded as temporary and attributed to the restoration of collections operations to pre-pandemic service levels. This year's decrease is consistent with the anticipated long-term trend toward declining revenues and increasing resolution of court debt by noncash means.

Ms. Clara L. Jenkins
Ms. Erika Contreras
Ms. Sue Parker
December 29, 2023
Page 2

A total of \$1.9 billion in delinquent debt was satisfied by means other than payment, such as court-ordered waiver, dismissal, alternative sentence, ability-to-pay determination, or vacated order per statutory changes. Additionally, a total of \$267.2 million in uncollectible court-ordered debt was discharged from accountability. The total outstanding delinquent debt at the end of 2022–23 was \$5.4 billion, a 29.5 percent decrease from the \$7.7 billion balance reported for 2021–22. This marks the fourth consecutive year that programs reported a debt balance decline, and the largest since 2008–09. The total also represents a decline of 49 percent from a peak of \$10.6 billion in 2018–19.

Since reporting began in 2008–09, a total of \$21.8 billion in court-ordered debt has been collected by the court and county collections programs, \$13.3 billion from nondelinquent and \$8.5 billion from delinquent accounts. During the 11 years that adjustments and discharge have been tracked separately, a total of \$8.6 billion has been satisfied by means other than payment and \$2.5 billion has been discharged from accountability.

Detailed information highlighting statewide collections data is included in the report. Each court or county collections programs' data are included in the full report in Attachment 1, *Individual Court and County Collections Program Summary Reports for 2022–23*. Reports from previous fiscal years are available on the “Legislative Reports” webpage of the California Courts website at www.courts.ca.gov/7466.htm.

If you have any questions related to this report, please contact Zlatko Theodorovic, Director, Budget Services, at 916-263-1397 or Zlatko.theodorovic@jud.ca.gov.

Sincerely,



Millicent Tidwell
Acting Administrative Director
Judicial Council

Ms. Clara L. Jenkins

Ms. Erika Contreras

Ms. Sue Parker

December 29, 2023

Page 3

MT/ML

Attachments

cc: Eric Dang, Counsel, Office of Senate President pro Tempore Toni G. Atkins
Emelyn Rodriguez, General Counsel, Office of Assembly Speaker Robert Rivas
Anita Lee, Principal Fiscal and Policy Analyst, Legislative Analyst's Office
Gabriel Petek, Legislative Analyst, Legislative Analyst's Office
Mark Jimenez, Principal Program Budget Analyst, Department of Finance
Henry Ng, Budget Analyst, Department of Finance
Margie Estrada, Chief Counsel, Senate Judiciary Committee
Mary Kennedy, Chief Counsel, Senate Public Safety Committee
Nora Brackbill, Consultant, Senate Budget and Fiscal Review Committee
Eric Csizmar, Consultant, Senate Republican Policy Office
Morgan Branch, Consultant, Senate Republican Policy Office
Alison Merrilees, Chief Counsel, Assembly Judiciary Committee
Sandy Uribe, Chief Counsel, Assembly Public Safety Committee
Jennifer Kim, Consultant, Assembly Budget Committee
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Cory T. Jasperson, Director, Governmental Affairs, Judicial Council
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Fran Mueller, Deputy Director, Budget Services, Judicial Council
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Jenniffer Herman, Administrative Coordinator, Governmental Affairs, Judicial Council



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MS. MILLICENT TIDWELL
*Acting Administrative Director
Judicial Council*

December 29, 2023

Report title: *Report on Statewide Collection of Court-Ordered Debt for 2022–23*

Statutory citation: Senate Bill 940 (Stats. 2003, ch. 275, § 3)

Code section: Penal Code section 1463.010(c) and Government Code section 68514(a)

Date of report: December 29, 2023

Pursuant to Penal Code section 1463.010(c), the Judicial Council is submitting this annual report to the Legislature and the Department of Finance on the information required to be collected and reported as specified in Government Code section 68514(a). The following summary of the report is provided per the requirements of Government Code section 9795.

In 2022–23, statewide collections programs collected \$1.0 billion in revenue, of which \$655.6 million was nondelinquent (forthwith) court-ordered debt and \$345.0 million was from delinquent accounts. This total represents a 3.4 percent decrease from the \$1.036 billion collected in the prior fiscal year. The increase in last year's revenue was regarded as temporary and attributed to the restoration of collections operations to pre-pandemic service levels. This year's decrease is consistent with the anticipated long-term trend toward declining revenues and increasing resolution of court debt by noncash means.

A total of \$1.9 billion in delinquent debt was satisfied by means other than payment, such as court-ordered waiver, dismissal, alternative sentence, ability-to-pay determination, or vacated order per statutory changes. Additionally, a total of \$267.2 million in uncollectible court-ordered debt was discharged from accountability. The total outstanding delinquent debt at the end of 2022–23 was \$5.4 billion, a 29.5 percent decrease from the \$7.7 billion balance reported for 2021–22. This marks the fourth consecutive year that programs reported a debt balance decline, and the largest since 2008–09. The total also represents a decline of 49 percent from a peak of \$10.6 billion in 2018–19.

December 29, 2023

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The full report is available on the “Legislative Reports” webpage of the California Courts website, at www.courts.ca.gov/7466.htm. A printed copy may be obtained by emailing collections@jud.ca.gov



Report on Statewide Collection of Court- Ordered Debt for 2022–23

December 2023



Judicial Council of California

JUDICIAL COUNCIL OF CALIFORNIA

Hon. Patricia Guerrero

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

Millicent Tidwell

*Acting Administrative Director
Judicial Council*

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Executive Summary

This report complies with the requirements in Government Code section 68514(a)¹ and Penal Code section 1463.010(c)² for the Judicial Council to report annually, on or before December 31, information related to the collection of court-ordered debt. The report includes collections information as reported by 57 of the 58 individual court and/or county collections programs³ for 2022–23, based on available data from the case management and accounting systems.

Since reporting began in fiscal year 2008–09, a total of \$21.8 billion in court-ordered debt has been collected by the court and county collection programs, \$13.3 billion from nondelinquent and \$8.5 billion from delinquent accounts. Over the 11 years that adjustments and discharge have been tracked separately, a total of \$8.6 billion has been satisfied by means other than payment—such as through a court-ordered waiver, dismissal, alternative sentence, ability-to-pay (ATP) determination, or vacated order per statutory changes—and \$2.5 billion has been discharged from accountability.

Following are highlights of the 2022–23 statewide data:

- A total of \$1.0 billion in revenue was collected from [nondelinquent](#) (forthwith) and [delinquent](#) accounts, which is a 3.4 percent decrease from the prior fiscal year:
 - \$655.6 million from nondelinquent accounts; and
 - \$345.0 million from delinquent accounts.
- A total of \$85.5 million in [operating costs](#) was recovered, as authorized under Penal Code section 1463.007.
- A total of \$1.9 billion in delinquent debt was [adjusted](#) or satisfied by means other than payment.
- A total of \$267.2 million in uncollectible court-ordered debt was [discharged](#) from accountability, as authorized by Government Code sections 25257–25259.95.⁴
- A total of \$5.4 billion was reported as the balance of outstanding debt, representing a 29.5 percent decrease from the \$7.7 billion 2021–22 ending balance. This marks the fourth consecutive year that programs reported a debt balance decline, and the largest

¹ Gov. Code, § 68514,
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=68514&lawCode=GOV.

² Pen. Code, § 1463.010,
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=1463.010.&lawCode=PEN.

³ The statewide totals in this report do not include the Plumas court and Plumas County collections information, because a CRT was not submitted.

⁴ Gov. Code, §§ 25250–25265,
https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=2.&title=3.&part=2.&chapter=3.&article=

since 2008–09. The total also represents a decline of 49 percent from a peak balance of \$10.6 billion in 2018–19.

In addition, this report includes updates on the extent to which each court or county is meeting the *Collections Best Practices* and individual program performance based on the Judicial Council–approved [performance metrics](#).⁵

The statewide collections programs reported a significant amount of delinquent court-ordered debt reduced, eliminated, or otherwise satisfied by means other than payment. Recent statutory changes have shifted focus from generating revenue to the resolution of debt by reducing the total amount owed or by providing other noncash alternatives for court users.

Most recently, Assembly Bill (AB) 199⁶ was implemented by the collections programs in this reporting period. AB 199 required courts to vacate civil assessments imposed prior to July 1, 2022, and made any unpaid balances owed prior to this date uncollectible. Also, the programs vacated any remaining unpaid balance from the repealed administrative fees that were made uncollectible by prior legislation, AB 177⁷ and AB 1869⁸.

Summaries of each collections program’s performance, progress, and challenges encountered during 2022–23, as reported by the programs, are included as Attachment 1.

Reporting Requirements

In 2008–09, the Judicial Council adopted *Judicial Council–Approved Collections Best Practices* and performance measures, as required by AB 367⁹. Before the enactment of AB 367, California had neither established best practices for the collection of court-ordered debt nor evaluated program performance.

The timeline below highlights legislative and reporting requirement changes since 2008 to the statewide collections program.

⁵ Judicial Council of Cal., Budget Com. Rep., *Collections: Updates to Performance Measures and Benchmarks for Collections Program* (May 10, 2022), <https://jcc.legistar.com/View.ashx?M=F&ID=10823040&GUID=EB595029-3B24-450B-BE8C-B0BD076CF4BB>.

⁶ Assem. Bill 199 (Stats. 2022, ch.57), https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB199.

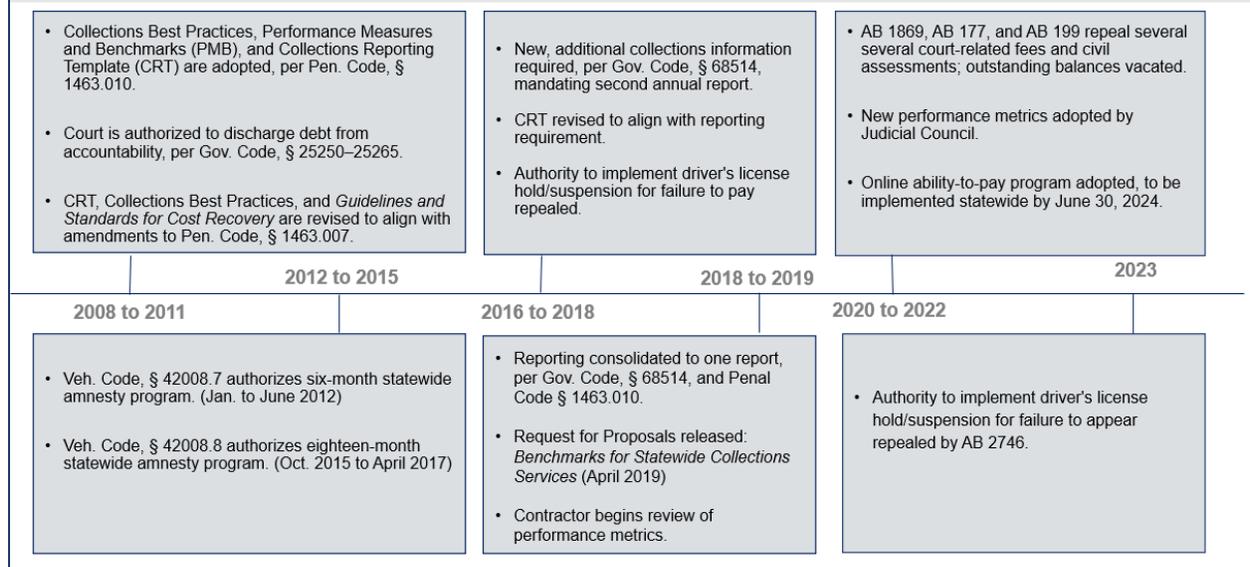
⁷ Assem. Bill 177 (Stats. 2021, ch. 257), https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB177.

⁸ Assem. Bill 1869 (Stats. 2020, ch. 92), https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201920200AB1869.

⁹ Assem. Bill 367 (Stats. 2007, ch. 132), https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=200720080AB367.

Statewide Collections

2008 to 2023



In 2017, section 68514 was added to the Government Code requiring collection entities to report on new, additional data elements. This change prompted the Judicial Council to align performance metrics and benchmarks with the new reporting requirements. All seven performance metrics adopted by the Judicial Council in May 2022 are outlined in Attachment 2.

All information related to the collection of court-ordered debt under Government Code section 68514 is presented in this annual report and reflected by period in Chart 1, as required by section 68514(b).

Chart 1

Period	Nondelinquent Revenue	No. Associated Cases	Delinquent Revenue	No. Associated Cases	Adjustments	Discharged Debt
Current	\$542,760,458	1,151,453	\$111,577,824	353,123	\$68,261,679	\$748,661
Prior	\$112,794,155	690,088	\$233,440,655	947,128	\$1,830,575,176	\$266,422,018
Combined	\$655,554,614	1,841,541	\$345,018,479	1,300,251	\$1,898,836,856	\$267,170,680

Changes in Legislative Policy

Since enactment of the Trial Court Funding Act of 1997¹⁰, courts and counties have been responsible for the collection of court-ordered debt. For over a decade, the Legislature has continued to address the impacts of outstanding court-ordered debt in California.

¹⁰ Assem. Bill 233 (Stats. 1997, ch.850), http://www.leginfo.ca.gov/pub/97-98/bill/asm/ab_0201-0250/ab_233_bill_19971010_chaptered.pdf.

During the past 15 years, various policies have been implemented to address the disproportionate impact of fees, fines, and assessments on low-income and minority communities, many focusing on an individual’s ability to pay. These policies seek to recognize the high cost of citations after the addition of penalties, assessments, and administrative fees, as well as the impact of cumulative unpaid violations.

In response, the Judicial Council implemented several rules of the California Rules of Court that make it easier for individuals with outstanding court-ordered debt to appear in court to resolve their issues. For example, rule 4.335 requires that courts provide defendants with notice of their right to request an ability-to-pay (ATP) determination.¹¹ Offering financial screenings to assess ability to pay is one of the *Collections Best Practices*. The Judicial Council implemented the online ATP application process, also known as MyCitations, allowing individuals with court-ordered debt for infractions to request an ATP determination without having to appear in court. During the reporting period, this online tool was available for traffic infractions at 31 superior courts. Per Government Code section 68645, all courts will be required to offer MyCitations by June 30, 2024.¹²

Other mechanisms implemented over the last decade to minimize the impact of high fines and fees on low-income court users include:

- Two amnesty programs (in 2010 and 2015) allowed individuals with delinquent infraction or specified misdemeanor cases to satisfy their payment obligation at a significant reduction and/or have their driver’s license restored.
- Courts increased the public awareness of the availability of community service in lieu of cash payments for fines.
- The law requiring courts to place a hold or suspension on a driver’s license for failure to pay traffic violations was eliminated.
- The court’s authority to report failure to appear to the Department of Motor Vehicles pursuant to Vehicle Code sections 40509 and 40509.5 was repealed, effective January 1, 2023, per AB 2746. Materials will be updated to reflect this legislative change, as needed.
- Forty-one administrative fees and costs were repealed, and any associated outstanding debt incurred was eliminated, per AB 177 and AB 1869. AB 199 required the courts to vacate any civil assessments imposed prior to July 1, 2022, and made outstanding debt owed prior to this date uncollectible.

Findings

For 2022–23, a total of \$1.0 billion in revenue was collected from delinquent and nondelinquent accounts, representing a 3.4 percent decrease from collections in 2021–22. The increase in last year’s revenue was regarded as temporary and attributed to the restoration of collections

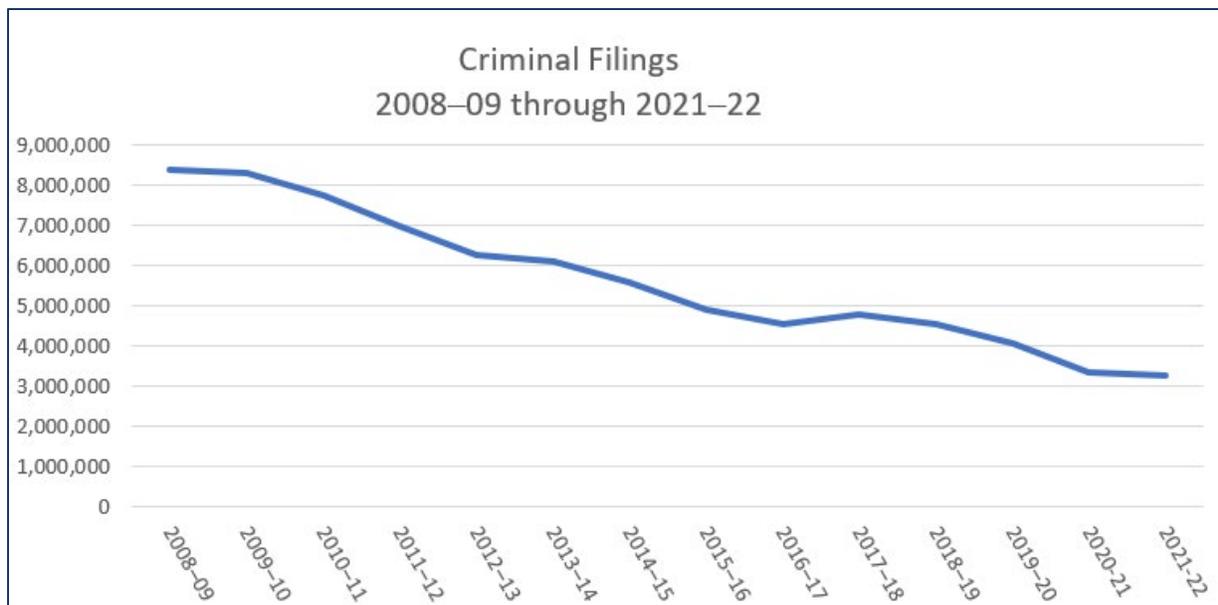
¹¹ Cal. Rules of Court, rule 4.335, www.courts.ca.gov/cms/rules/index.cfm?title=four&linkid=rule4_335.

¹² Cal. Courts, “MyCitations: Online Ability to Pay Determinations for Infractions,” www.courts.ca.gov/abilitytopay.htm.

operations to pre-pandemic service levels. This year’s decrease is consistent with the anticipated long-term trend toward declining revenues and increasing resolution of court debt by noncash means.

Another contributing factor to the long-term trend in reduced revenue is the ongoing pattern of reduced criminal filings. According to the *2023 Court Statistics Report*, the largest changes in statewide filings for superior courts over the past year are mostly driven by infractions and misdemeanors in the criminal case category, and juvenile dependency.¹³ Chart 2 shows the decline in criminal filings—felonies, misdemeanors, and infractions, both traffic and nontraffic—from 2008–09 to 2021–22.

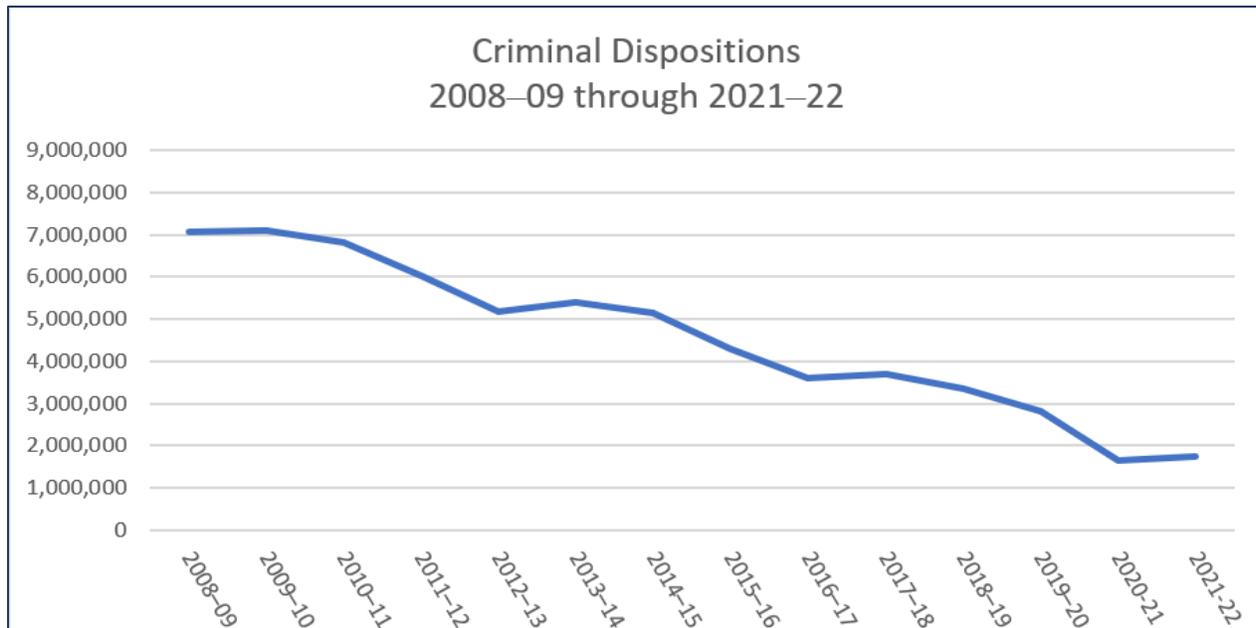
Chart 2



The number of adjudications or dispositions (see Chart 3) are also declining, down 76 percent since 2008–09, and filings are down 62 percent.

¹³ Judicial Council of Cal., *2023 Court Statistics Report: Statewide Caseload Trends 2011–12 Through 2021–22*, www.courts.ca.gov/documents/2023-Court-Statistics-Report.pdf.

Chart 3



The programs have reported available collections information to the extent that the data could be extracted from their case management and accounting systems.

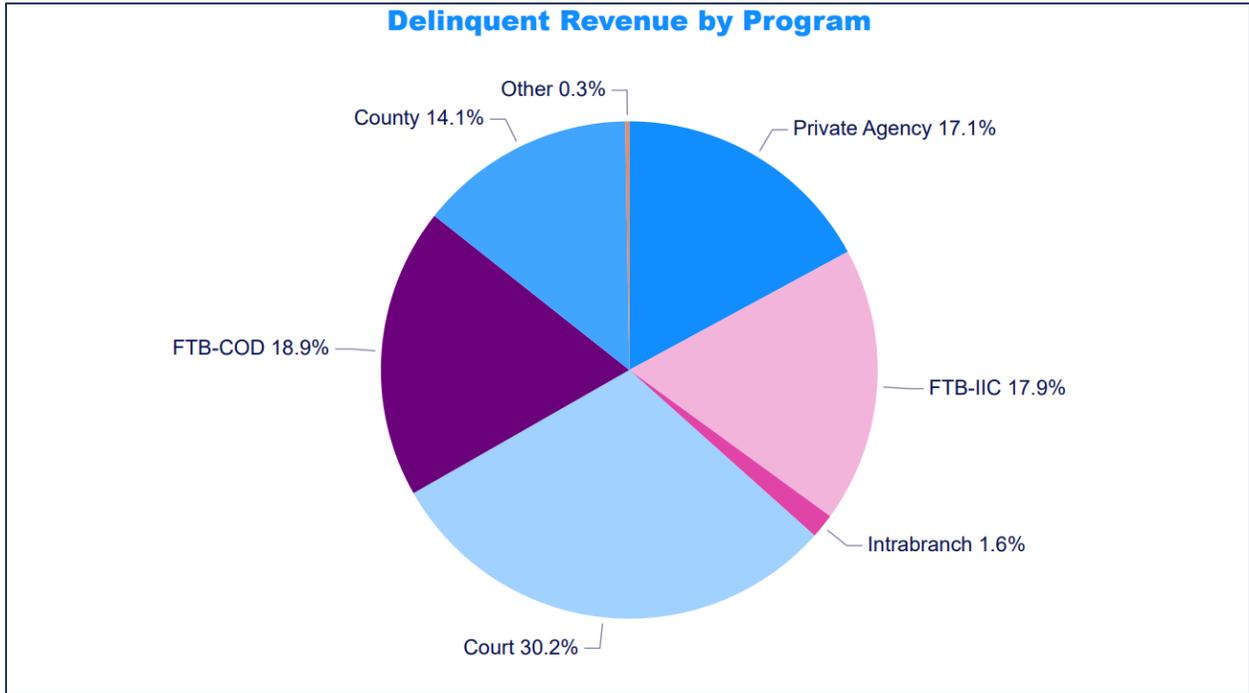
Program Overview by Collections Type

The collection of *nondelinquent* (forthwith) payments—payments that are paid on time either in full or in monthly installments at the clerk’s window, via mail, over the phone, or online—is primarily a court responsibility, whereas a variety of entities are responsible for the collection of *delinquent* court-ordered debt. Court-ordered debt is considered delinquent one day after the payment due date and remains delinquent until paid in full or satisfied by means other than payment. Delinquent accounts include those with any outstanding court-ordered debt that is past the payment due date. The various types of collections programs consist of:

- Court-operated programs in which the court collects its own court-ordered debt;
- County-operated programs that may collect court-ordered debt for the superior court in that county;
- Private vendors that contract with a county or court to perform their collections services;
- The Franchise Tax Board (FTB) Court-Ordered Debt (COD) and Interagency Intercept Collections (IIC) collection programs; and
- Intrabranch collections services offered by the Superior Courts of Shasta and Ventura Counties to other courts that contract with them for that purpose.

Chart 4 depicts the total delinquent court-ordered debt collected in 2022–23 and the percentages collected by each of the collecting entities involved in the statewide collection of court-ordered debt. Amounts collected by the Department of Motor Vehicles are reported under “Other.”

Chart 4

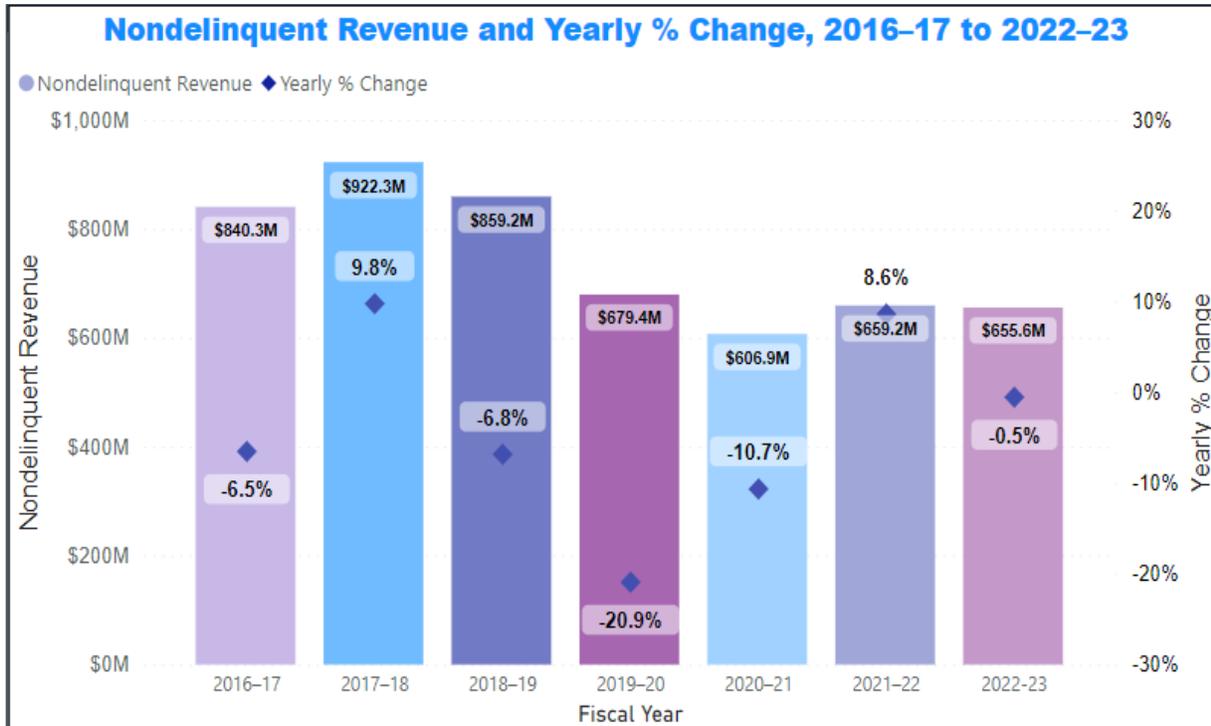


Required Data Elements as listed in Government Code Section 68514

Item 1—Nondelinquent Debt Collected (Forthwith Payments)

Revenues for nondelinquent accounts decreased by slightly more than 0.5 percent to \$655.6 million in 2022–23, as reported by the collecting entities. Chart 5 shows the cumulative \$5.2 billion in nondelinquent debt collected for the past seven years, by fiscal year.

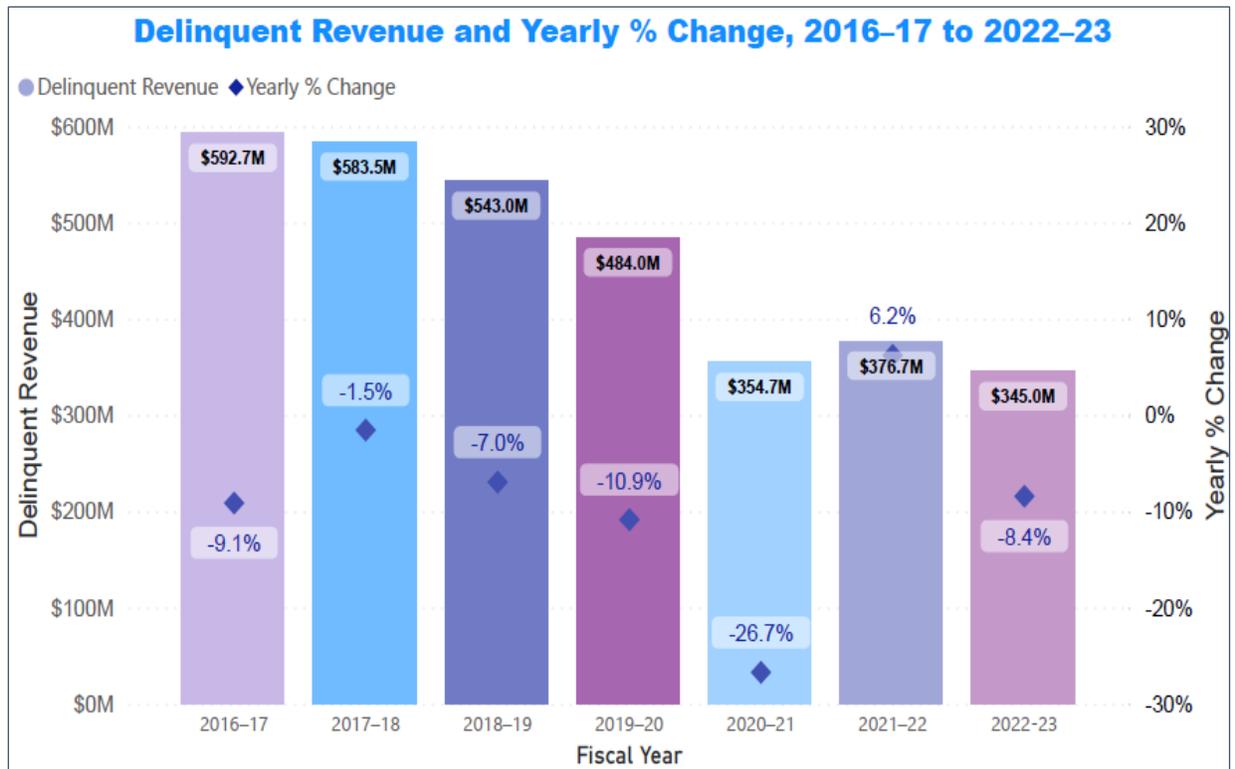
Chart 5



Item 2—Delinquent Court-Ordered Debt Collected

In 2008–09, court and county collections programs began reporting to the Legislature the amount of delinquent court debt collected under Penal Code section 1463.010. Since then, a cumulative total of \$8.5 billion in delinquent court-ordered debt, before the recovery of operating costs, has been collected by court and county collections programs. For 2022–23, the gross amount of delinquent debt collected was \$345.0 million, a decrease of approximately 8.4 percent from collections in the prior year. The decrease in delinquent revenues is attributed to the resolution of court debt by noncash means, which reduced the outstanding balance of otherwise collectible court debt. Also, various programs reported that staff time spent implementing legislative changes diverted staff from performing other collections activities. Chart 6 provides delinquent debt collections for the past seven years.

Chart 6



Collections Operating Costs

As authorized under Penal Code section 1463.007¹⁴, costs incurred to collect delinquent court-ordered fines, fees, forfeitures, penalties, and assessments imposed on infractions, misdemeanor, and felony cases may be recovered by a court or county operating a comprehensive collections program. Costs are recovered before revenues are distributed under the State Controller’s Office (SCO) *Trial Court Revenue Distribution Guidelines*.¹⁵

A total of \$345.0 million was collected from delinquent accounts. After deducting \$85.5 million in operating costs from the gross revenue collected, \$259.5 million in net revenue was distributed to the various state and local government entities as required by statute. The \$85.5 million in operating costs recovered represents a 3.0 percent decline from the prior year.

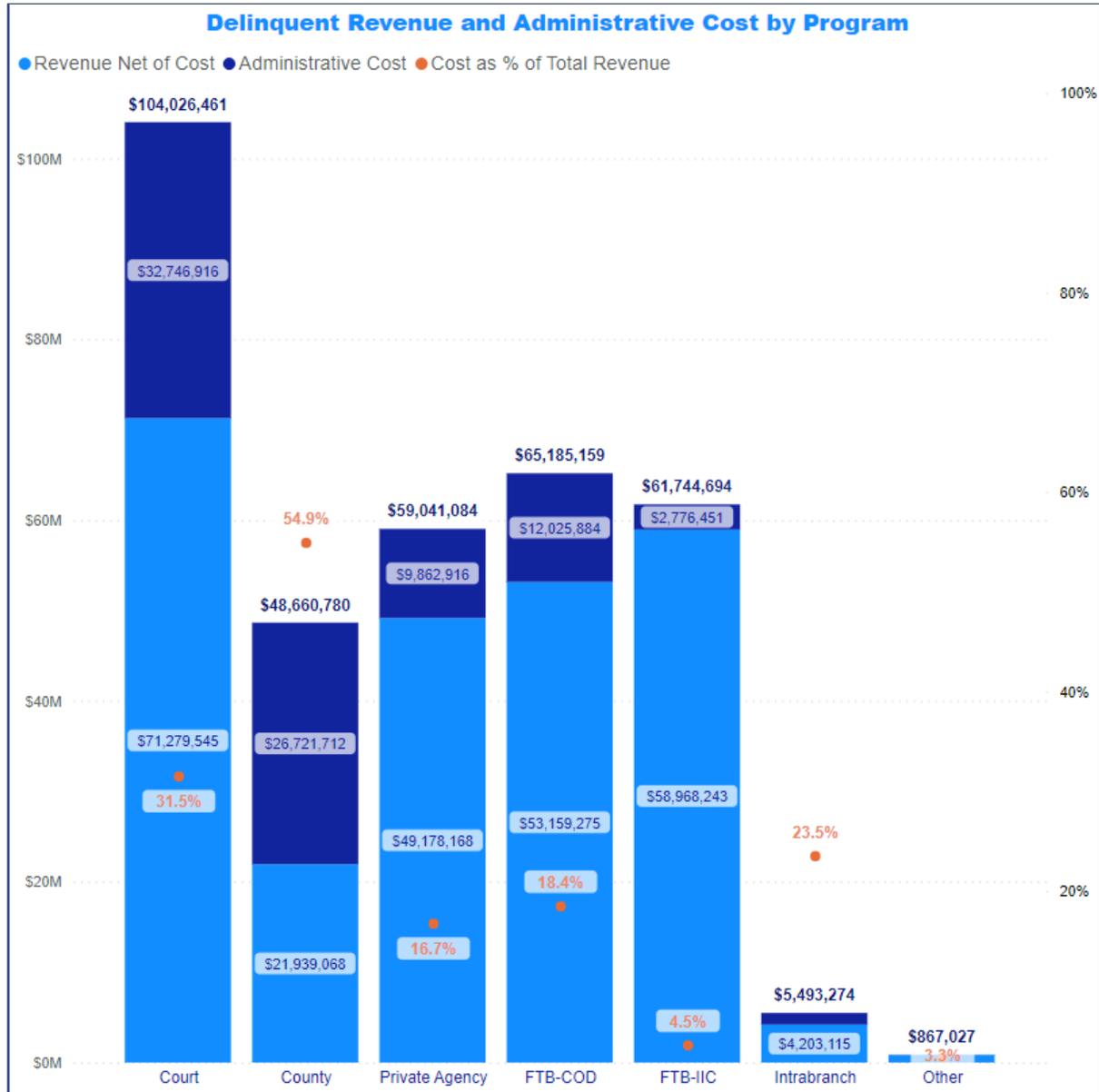
Chart 7 shows delinquent revenue collected and administrative costs for each program involved in the collection of court-ordered debt in 2022–23. Notable variances in private agency

¹⁴ Pen. Code, § 1463.007, https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=1463.007.&lawCode=PEN.

¹⁵ State Controller’s Office, *Trial Court Revenue Distribution Guidelines: Revision 31* (Jan. 1, 2021), www.sco.ca.gov/Files-ARD-Local/guidelines_rev_31.pdf.

administrative costs—as compared to the intrabranched collections and other programs—represent economies of scale and other program-specific factors.

Chart 7



Item 3—Adjustments: Debt Satisfied by Means Other Than Payment

The Legislature has enacted, and the courts have implemented, strategies to reduce the burden associated with the high cost of court-ordered debt. Implementation of these strategies has reduced the amount of court-ordered debt owed and increased the number of cases satisfied or resolved by means other than payment, which are called *adjustments*. An adjustment is defined as any court-ordered change in the total amount of debt due after the initial determination of the

outstanding delinquent debt amount. Adjustments include amnesty, suspension, or dismissal of all or a portion of a bail or fine amount, ATP determinations, and alternative payments such as community service in lieu of cash payment for fines.

For 2022–23, a total of \$1.9 billion in delinquent debt was adjusted, which represents a 171.6 percent increase from prior-year totals.

Effective July 1, 2022, AB 199 changed the maximum civil assessment that could be imposed from “up to \$300” to “up to \$100” and required courts to vacate any civil assessments imposed prior to July 1, 2022. In addition, two recently enacted bills, AB 177 and AB 1869, repealed 41 criminal administrative fees and costs related to the processing of criminal cases, to provide permanent relief to low-income individuals. All three bills made any unpaid amount related to those fees and costs uncollectible. These three bills included provisions for backfill from the General Fund, currently about \$110 million annually for the judicial branch and \$115 million annually for the counties.

To the extent the value of these fees, costs, and civil assessments eliminated by statute were previously reported on the Collections Reporting Template (CRT) (Attachment 3) as part of court-ordered debt and were vacated or dismissed by court order during the reporting period, those values are also reported as adjustments. As mentioned, of the \$1.9 billion reported as adjustments, \$1.4 billion (or approximately 75.2 percent) was identified by the programs as related to AB 199. As of 2022–23, the programs have reported a combined total of \$4.3 billion in adjustments related to AB 177, AB 199, and AB 1869.

Programs reported limitations within their case management and accounting systems. Some examples of the reporting challenges include:

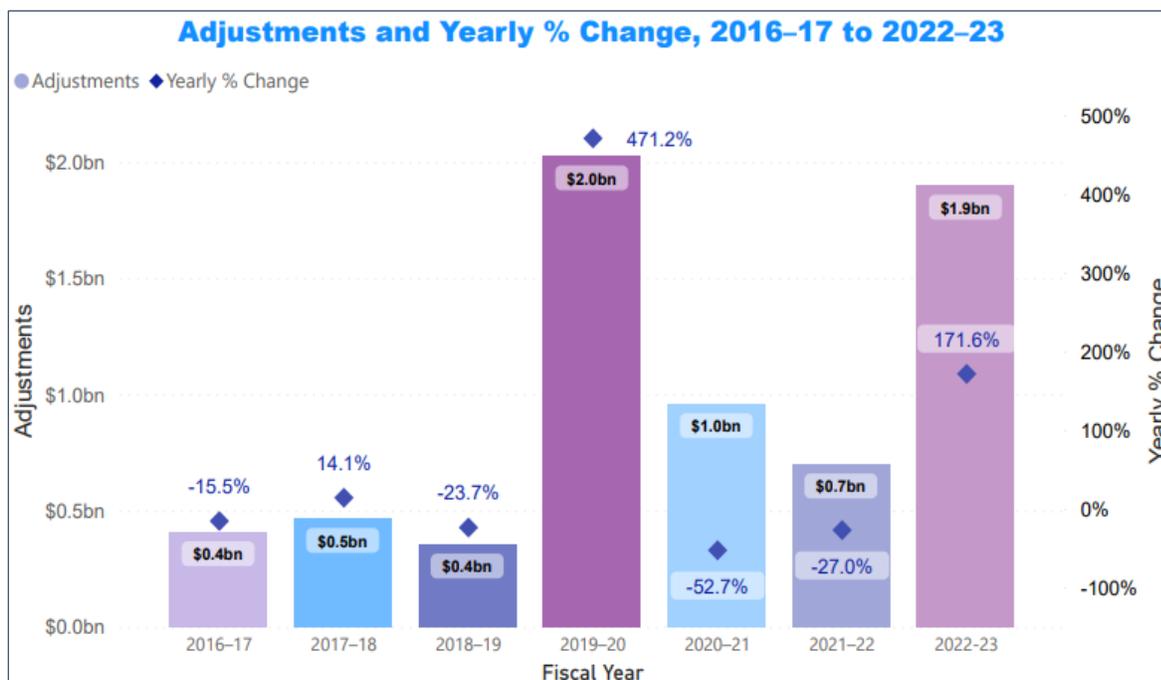
- Correlating revenue, case count, and operating costs to a specific collection component;
- Separating collections transactions/activity by period;
- Tracking and reconciling the number of accounts to account balances;
- Reporting on nondelinquent collections activity; and
- Extracting the necessary data/reports to comply with reporting requirements.

Also, various programs reported that added workload and hours of staff time spent identifying and adjusting eliminated civil assessments from accounts receivable diverted staff time from performing other collections activities.

Based on available data, Chart 8 shows adjustments for the last seven reporting periods.¹⁶

¹⁶ Adjustments shown in Chart 8 for 2016–17 include amnesty-related balance reductions. See Judicial Council of Cal., *18-Month Statewide Infraction Amnesty Program Report* (Aug. 28, 2017), www.courts.ca.gov/partners/documents/lr-2017-JC-statewide-traffic-amnesty.pdf.

Chart 8



Uncollectible Debt: Discharge from Accountability (Item 3)

It is important to distinguish between delinquent court-ordered debt that is collectible and debt that is unlikely to be collected. Collectible debt is debt for which reasonable efforts and recourse may result in it being paid. Debt is unlikely to be collected for reasons such as its age or a balance too small to justify the cost of collections. Enhanced collections programs are authorized under Government Code sections 25257 through 25259.95 to discharge delinquent debt from accountability if certain statutory provisions are met. The programs acknowledge the importance of reducing the outstanding balance to accurately reflect the amount of truly collectible debt.

It is equally important for the programs to understand that the discharge process does not release the debtor from responsibility for payment of the unpaid court-ordered debt balance. Training on discharge is provided annually by Judicial Council staff to remind collections staff and managers of the purpose of discharge and the impacts of debt accumulation. When delinquent debt remains uncollected, the balance of outstanding debt can increase year over year. This is referred to as the “residual effect.” To remedy this effect, the adoption of a standardized discharge practice to normalize each program’s outstanding debt balance to improve the accuracy of the related measure could be considered.

In 2022–23, 23 court and county collections programs discharged \$267.2 million, which represents a 15.8 percent increase from the prior year. The increase for this year may be attributed to ongoing education and reminders regarding the cost of collecting debt over six years old.

Chart 9 shows the value of the statewide outstanding balance discharged by 44 of the 58 programs in the past seven fiscal years—a total of \$1.96 billion. The 14 programs that have not implemented a discharge process have a combined outstanding balance of \$1.0 billion, or 18.6 percent of the \$5.4 billion statewide outstanding balance.

Chart 9

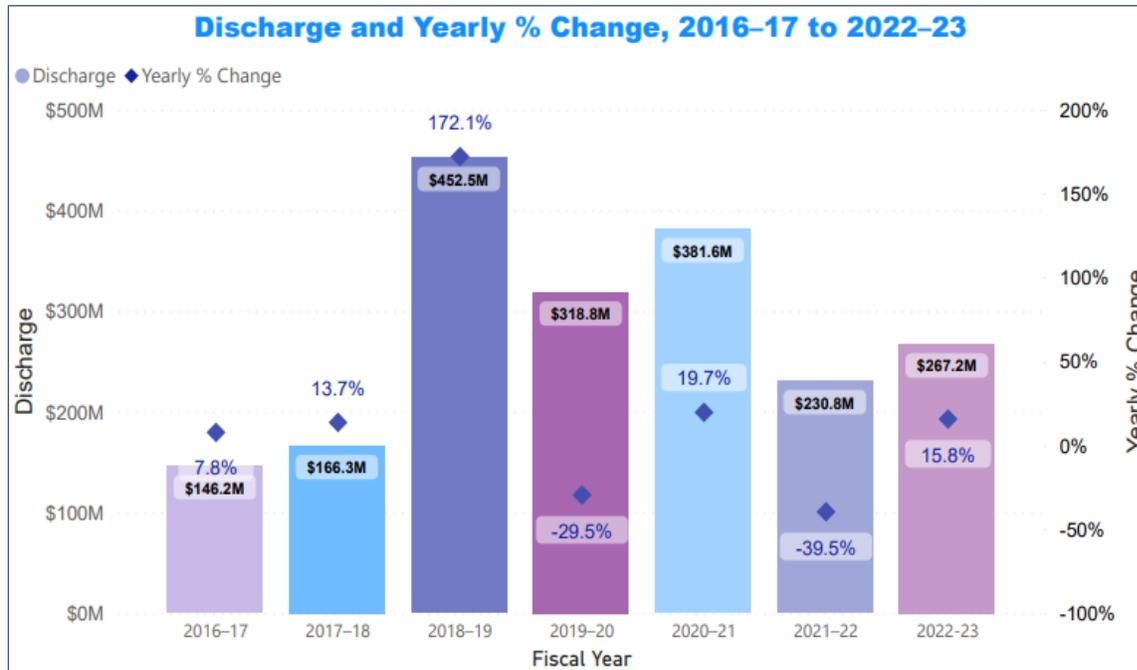


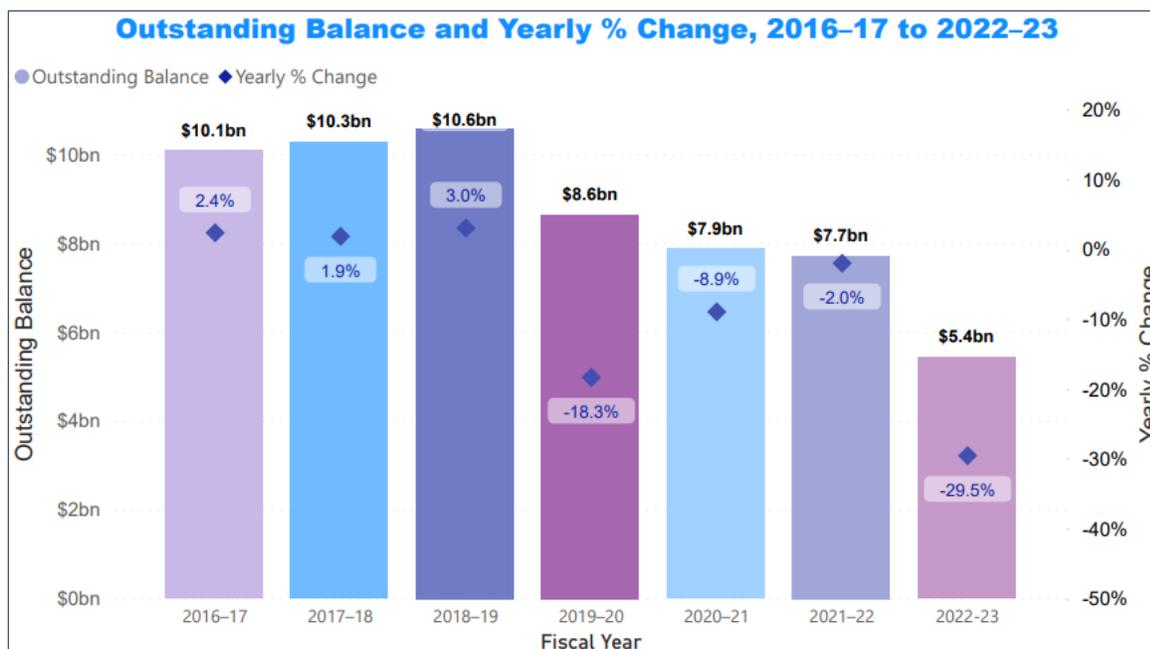
Chart 10 shows the number of programs that discharged debt, by reporting period, acknowledging the importance of the discharge process.

Chart 10

No. of Programs Discharging Debt, 2016-17 to 2022-23							
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
No. of Programs	17	20	19	17	23	23	25

This year’s discharge amount of \$267.2 million, combined with the \$1.9 billion in adjustments referenced above and \$345.0 million in delinquent revenue collected, decreased the amount of outstanding debt by 29.5 percent from the prior year. Chart 11 shows the statewide ending balance of outstanding debt and the year-to-year percentage change for the past seven years. This year’s ending balance of \$5.4 billion represents a decline of 49 percent from a peak of \$10.6 billion in 2018-19.

Chart 11



Item 4—Description of Collections Activities Used

Under Penal Code section 1463.007, and to incentivize the utilization of comprehensive strategies for collecting delinquent debt, court and county programs may recover the costs of operating a comprehensive collections program. As required by statute, to be eligible to recover their costs, the programs must use at least 10 of 16 authorized activities—or tools—designed to enhance collection efforts. Since 2012, all 58 programs have consistently met the minimum number of activities required to recover operating costs. As required by Government Code section 68514, each program describes which collections activities it uses by checking the boxes on the Contact and Other Information worksheet of the CRT.

Items 5 to 7—Revenue, Number of Cases, and Costs per Collection Activity

As previously mentioned, to be eligible to recover collection costs each program must use at least 10 of 16 collection activities authorized by Penal Code section 1463.007. To simplify reporting, collections activities were combined into nine categories beginning with the 2017-18 reporting period. While some programs have developed different methods to report required data, others still cannot provide the requested information due to system limitations.

Based on feedback provided by the programs, information can be reported only on certain collection activities. To obtain standardized information from all programs, the nine categories could be combined into five. These five categories could include an all-inclusive “administrative” activity for tracking letter mailing and/or phone calls, and a separate activity for each third-party collection entity: private agencies, the FTB’s COD and IIC programs, and the Intrabranch programs.

A total of 3.6 million collections activities were used to collect \$281.8 million. Multiple collections activities—for example, a telephone call, a mailed delinquency notice, and follow-up by a private vendor—may have been used to collect a single delinquent debt. Hence, the 3.6 million collections activities used reflect far fewer actual delinquent accounts. The total reported administrative cost of \$61.9 million represents the use of all 16 activities. Details for each program’s total revenue collected, the number of cases, and the administrative costs per collections activity can be found in Attachment 1.

Item 8—Percentage of Fines or Fees That Are Defaulted On

Individuals may enter into an installment payment plan to pay court-ordered debt. To meet the reporting requirement, court-ordered debt is considered in default if payments are not received as promised on an installment agreement. If installment payments are not received as promised or the payment plan is not reinstated at the end of the fiscal year, the original case value and unpaid balance are used to calculate the default rate. The percentage of fines and fees in default is nearly 36 percent for the current reporting period and approximately 49 percent for prior periods.

Item 9—Collections Best Practices

Judicial Council–Approved Collections Best Practices (Practices) were adopted in 2008, with subsequent revisions made in 2011, 2017, and 2022 (Attachment 4). The current Practices reflect changes to statute (AB 177) and Judicial Council policy rescinded in June 2022.¹⁷

The *Collections Best Practices* identify a variety of strategies designed to improve the collection of delinquent court-ordered debt. These include, for example, permitting courts to finalize judgments when violators do not appear in court after repeated notices, using the FTB’s collections programs, and contracting for the services of third-party collections vendors.

In 2022–23, 51 programs met 17 or more of the 22 best practices. Collections programs are not required to meet a specified number, though courts and counties continue to implement recommended practices to improve collections.

Performance Measures and Benchmarks (Item 9)

In 2008–09, performance measures and benchmarks were developed to evaluate the effectiveness of collections programs statewide. The Judicial Council approved two measures—Gross Recovery Rate and Success Rate—to provide a baseline to measure and compare each program’s progress from year to year, and to analyze statewide programs.

In 2017, Government Code section 68514 required the separation of data by current and prior periods, substantially affecting the performance measures and corresponding benchmarks. These changes prompted the hiring of a consultant to develop metrics that align with the current reporting requirements and statutory changes.

¹⁷ Judicial Council of Cal., Budget Com. Rep., *Collections: Outdated Policy on Civil Assessments* (June 29, 2022), <https://jcc.legistar.com/View.ashx?M=F&ID=11023505&GUID=B04976F6-8E88-4D9D-B35D-3F97C2239826>.

In May 2022, the Judicial Council approved seven collections metrics (Attachment 2) that are based solely on the available collections-related information reported on the CRT, allowing programs to adopt them with limited systems reprogramming. The metrics are intended to give the programs a deeper understanding of their performance, case resolution patterns, and costs related to collecting delinquent court-ordered debt. Four metrics are performance indicators: Collector Effective Index, First Year Resolution Rate, Spend Efficiency Score, and the Cost to Referral Ratio. The Risk Monitor, Discharge Score, and the Adjustment Score, are normalizing metrics that provide additional context to each program’s performance.

The metrics do not have specified benchmarks. Instead, an average value for each metric will display on the program’s dashboard, based on performance within each cluster (Attachment 2). The current four-cluster model was primarily informed based on the number of authorized judicial positions (AJPs). Courts were ranked by their number of AJPs first, and then grouped into four clusters. Cluster boundaries were created based on a clear break in the number of AJPs. The smallest of the 58 trial courts, those with two AJPs, constituted cluster 1 courts. The remaining three clusters were identified based on natural breaks—or jumps—in the total number of AJPs.

The dashboards allow each collections program to view and measure its performance against similarly sized programs. This approach is intended to encourage collaboration and information sharing between similarly sized programs to solve issues and find ways to improve performance. The dashboard is part of each program’s *Individual Court and County Collections Program Summary Reports for 2022–23* (Attachment 1).

Additional detail on how the metrics were developed and how to interpret them can be found in two videos and in the report, *Collections: Updates to Performance Measures and Benchmarks for Collections Program*, both available online.¹⁸

Item 10—Improving Statewide Collections and Distribution of Court-Ordered Debt

The Judicial Council, in partnership with several stakeholders, is focused on continuous improvements in the collection, distribution, and reporting of court-ordered debt. For example, a section of the CRT captures information on cases subject to ATP determinations from those programs that have implemented the online tool (MyCitations). Any supplemental information provided may help estimate the level of funding needed to backfill amounts reduced by the ATP program.

The following are specific efforts and accomplishments that focused on improving statewide collections and distribution practices during this reporting period:

- Offering annual statewide training programs on the distribution of revenues in collaboration with the SCO, the FTB, and the Judicial Council’s Governmental Affairs and Legal Services offices. A session was offered in January 2023 to provide updates on

¹⁸ California Courts, “Trial Court Revenue Distribution Guidelines,” www.courts.ca.gov/revenue-distribution.htm.

new laws affecting criminal fines, fees, and penalties. In May 2023, webinars were offered over four days on various collections and distribution topics, including beginning and advanced revenue distribution. The materials and recorded presentations are available online.¹⁹

- Offering web-based training on how to complete the CRT and interpret the metrics, to assist collection partners with the reporting requirement for this report. This training was offered in June 2023. For the third consecutive year, the 58 programs were provided a prefilled CRT, intended to improve data accuracy, and reduce recurring errors caused by incomplete or missing data.
- Continuing outreach to court and county staff to provide immediate notification and updates of legislation affecting collection and distribution efforts. For example, informing staff of legislative changes by sharing FAQs and memos developed in collaboration with the Judicial Council’s Criminal Justice Services office.
- Maintaining and strengthening relationships and partnerships with collections stakeholders, such as the SCO, California State Association of Counties, California Revenue Officers Association, and the FTB.
- Maintaining peer-to-peer information sharing and problem-resolution opportunities, including collections and a revenue-distribution listserv. These listserves are open to all court and county partners who work in court-ordered debt collections and revenue distribution. The listserves provide opportunities to collaborate and share knowledge regarding the collection of nondelinquent and delinquent court-ordered debt, as well as local and state distribution of the monies collected.
- Regularly updating materials related to court-ordered debt, as required by legislative changes. For example, the revenue distribution worksheets were revised to reflect recent changes. The latest revised documents are available online.²⁰

Third-Party Collections Entities

Courts and counties are authorized by law to contract with third-party collections entities to assist in the collection of delinquent court-ordered debt. This option is particularly helpful to programs that have limited staff or need to focus their efforts on other court-specific, mission-critical goals and objectives. Additionally, third-party vendors tend to be better equipped to address hard-to-collect cases, allowing courts and counties to address the collection of more recently delinquent cases that tend to be easier and less costly to collect.

¹⁹ California Courts, “Revenue Distribution Guidelines,” www.courts.ca.gov/revenue-distribution.htm.

²⁰ California Courts, “Collections Resources,” www.courts.ca.gov/partners/455.htm.

The options available to the programs for third-party collections entities, as listed in the *Judicial Council–Approved Collections Best Practices*, include the following:

- **California FTB services.** The FTB offers two programs:
 - Court-Ordered Debt program—This program offers a variety of collections services, including wage garnishment, bank levies, and seizure of real and personal property or other assets to satisfy payment of delinquent debt.²¹
 - Interagency Intercept Collections program—This program intercepts California tax returns and, where applicable, lottery winnings and applies these dollars to the amount of outstanding court-ordered debt.²²
- **Intrabranh collections services.** Intrabranh collections services are programs that operate under a written memorandum of understanding. The Superior Courts of Shasta and Ventura Counties provided collections services to nine other superior courts, two and seven other courts, respectively. The number of courts represents a decrease from 11 last year.
- **Private, third-party vendors.** In January 2019, 12 companies were awarded statewide master agreements through a competitive process to provide collections services. During this reporting period, one agency terminated its contract and four companies merged into one. Individual courts and counties select their preferred vendors, and independently negotiate and contract with one or more of the eight private agencies. Programs with a high volume of delinquent accounts may elect to use multiple vendors. Collections commission rates vary. Forty-six of the 58 collections programs used at least one private vendor during the reporting period, which represents a decrease from the 49 reported last year. For a list of statewide master agreements, refer to Collections LPA Master Agreements, at www.courts.ca.gov/procurementservices.htm.

Conclusion

In 2022–23, a total of \$1.0 billion in court-ordered debt was collected by court and county collections programs from nondelinquent and delinquent accounts, representing a 3.4 percent decrease from the \$1.036 billion collected in the previous fiscal year.

Also, in 2022–23, the programs reported \$1.9 billion in adjustments, of which \$1.4 billion was debt vacated by court order under AB 199. The remaining \$471.8 million in court-ordered debt was resolved by means other than actual payment, through ATP determinations, community service, or time served in lieu of payment. The total outstanding delinquent debt balance of

²¹ See State of Cal., Franchise Tax Board, “Court-ordered debt collections,” www.ftb.ca.gov/pay/collections/court-ordered-debt/index.html (as of Nov. 4, 2022).

²² See State of Cal., Franchise Tax Board, “Interagency intercept,” www.ftb.ca.gov/pay/collections/interagency-intercept/index.html (as of Nov. 4, 2022).

\$5.4 billion represents a 29.5 percent decrease from the prior year—this marks the fourth consecutive year that programs reported a debt balance decline, and the largest since 2008–09. The total also represents a decline of 49 percent from a peak balance of \$10.6 billion in 2018–19.

During the 15 years that the state has been actively gathering data on court-ordered debt, court and county programs have reported a total of \$21.8 billion collected, \$13.3 billion from nondelinquent and \$8.5 billion from delinquent accounts. In addition, over the 11 years that adjustments and discharge have been tracked separately, a total of \$8.6 billion has been satisfied by means other than payment—such as through a court-ordered waiver, an alternative sentence, or a vacate order per statutory change—and \$2.5 billion has been discharged from accountability.

The courts and counties continue to strive for improved performance by following recommended best practices, implementing new collections strategies, and streamlining their operations. However, some programs continue to report challenges in tracking, reconciling, and reporting complete and accurate collections information because of limitations within case management and accounting systems. As programs transition to new systems, identified accounting discrepancies are being corrected with restated numbers. These factors affect collections information reported and should be considered in assessing the overall success of the program’s efforts.

Attachments

1. *Individual Court and County Collections Program Summary Reports for 2022–23*
2. *Judicial Council–Approved Collections Performance Metrics and Performance Measures Reference Guide*
3. Collections Reporting Template
4. *Judicial Council–Approved Collections Best Practices*

ATTACHMENT 1:

Summary of Collection Reporting Template 2022–23
by Program

Alameda: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Alameda collections program, the private agency, the Franchise Tax Board's Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs have decreased due to the reduction of the civil assessment. This is also due in part to the post pandemic spike in 2021–22 and the lift of pandemic restrictions. The adjustments amount of \$82,729,095 reflects a large spike due to the Assembly Bill 199 civil assessment vacated which reduced the ending balance significantly from the prior fiscal year. A large percentage of the court-ordered debt inventory returned (90,373 cases total) was transferred and added back to private agency inventory. Case referrals for the Current Period remained the same, but dropped for the Prior Period because of AB 199. The court dismissed all civil assessments and recalled cases from the private agency. The adjustment score increased due to legislative changes. The cost of collections dropped due to cases being recalled from collections and active with the court.

The FTB-COD program does not report the defaulted installment agreement amounts. The court was able to provide data in all categories. There was no discharge from accountability in this fiscal year, but the court plans to discharge accounts in the near future.

This year there was a 5 percent drop in the number of cases established, transferred, and referred over the number of cases with payments received, due to AB 199. The revenue for ability to pay decreased from last year due to the dismissal of civil assessments. As of January 1, 2023, the court no longer collects installment payments or initiates DMV holds on driver's licenses for failure to appear cases.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Alameda ▼	\$144,144,158	\$38,924,373	\$16,745,858	\$2,718,055	\$97,850,210	\$0

2022-23 Collections Individual Program Report

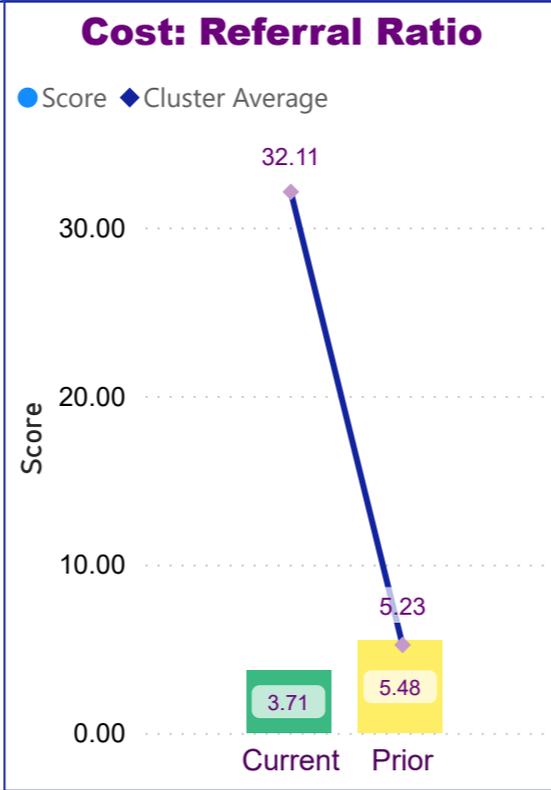
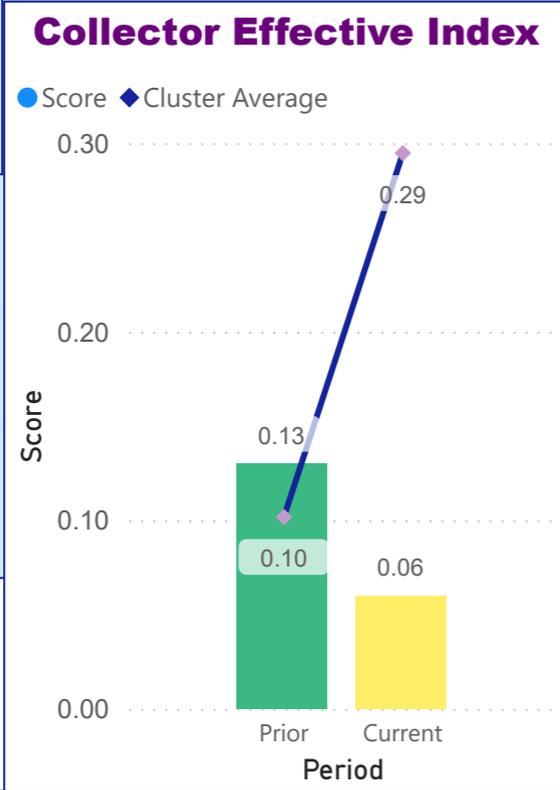
Cluster
4

First-year Resolution Rate
Score Cluster Average
0.12 0.21

Risk Monitor
Score Cluster Average
0.62 0.54

Adjustment Score
Score Cluster Average
378.18 316.13

Discharge Score
Score Cluster Average
0.00 28.53



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
County	0.15	0.82	0.30	0.63	0.23	0.69
Private Agency	0.11	0.13	0.11	0.15	0.11	0.14
FTB-COD	0.16	0.18	0.17	0.20	0.17	0.20
FTB-IIC	0.16	0.09	0.12	0.03	0.13	0.03

Population
1,638,046

Judges
73

Commissioners
10.00

Best Practices Engaged
22/22

Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

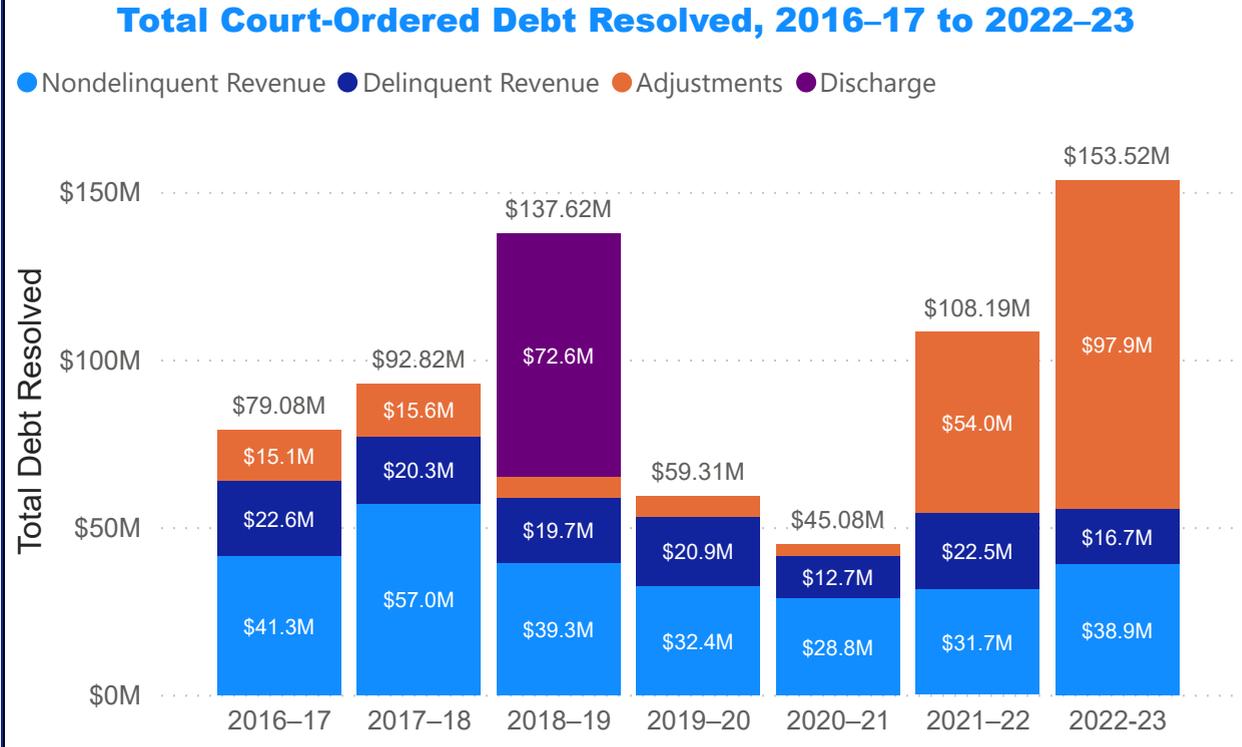
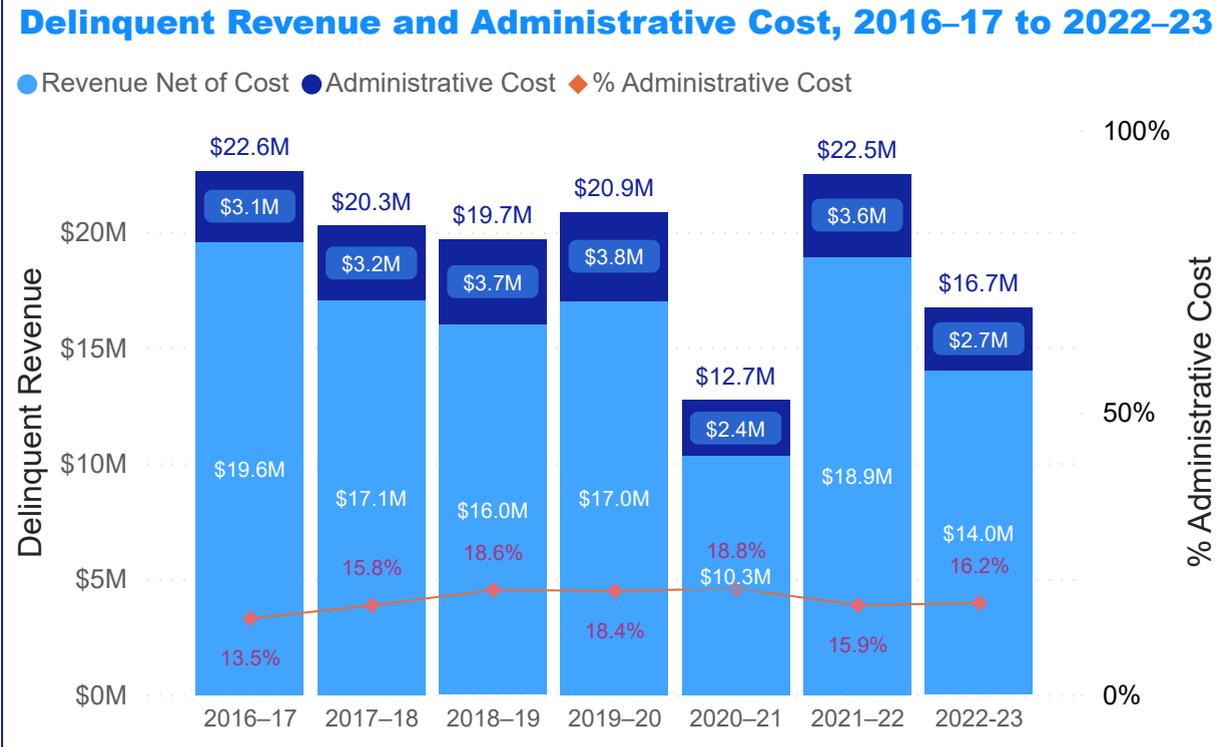
Collector Effective Index
Period Score Cluster Average
Current 0.06 0.29
Prior 0.13 0.10
Combined 0.11 0.12

Cost: Referral Ratio
Period Score Cluster Average
Current 3.71 32.11
Prior 5.48 5.23
Combined 5.09 8.05

Performance Metrics Key		
Positive	Needs Improvement	No Data

Collections Activities Performed
16/16

Court Alameda	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 223,065	No. of Delinquent Cases Reported 533,947	No. of Delinquent Cases With Payments 61,015
	62%	41%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$1,188,413	\$1,317,130	\$180,348	\$391,471	\$736,166	\$1,341,115	-	-
Private Agency	\$678,385	\$474,824	\$74,101	\$51,756	\$153,068	\$31,479,441	-	-
FTB-COD	\$90,837	\$8,340,920	\$14,653	\$1,414,733	\$8,120	\$64,094,914	-	-
FTB-IIC	\$1,085,894	\$3,569,455	\$168,777	\$422,216	\$37,386	-	-	-
Intrabranch	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$3,043,529	\$13,702,329	\$437,879	\$2,280,176	\$934,740	\$96,915,470	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$2,436,674	162,016	\$555,979
2 - Written Notice(s)	\$60,017	1,956	\$13,804
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	\$8,852	4,775	\$2,036
5 - FTB-COD	\$8,431,757	35,745	\$1,429,386
6 - FTB-IIC	\$4,655,349	15,530	\$590,993
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,153,209	19,308	\$125,857
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$16,745,858	239,330	\$2,718,055

Alpine: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

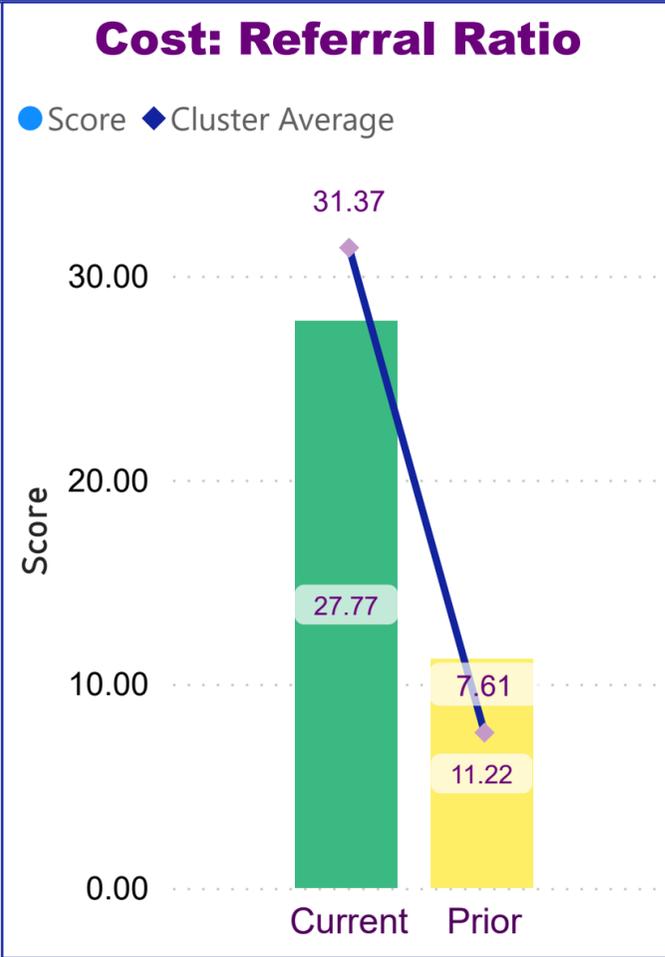
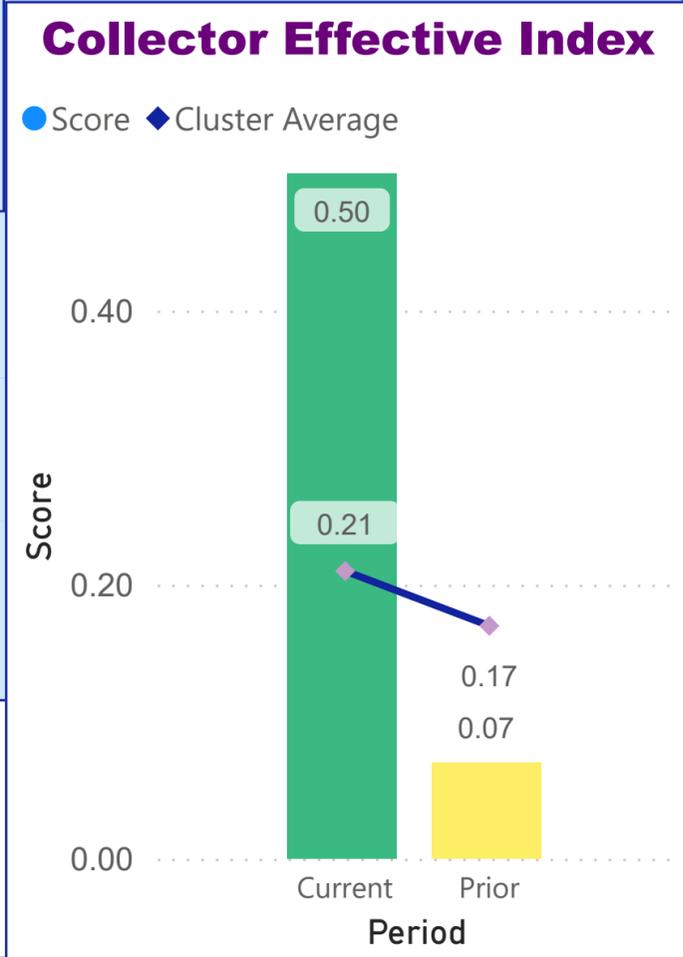
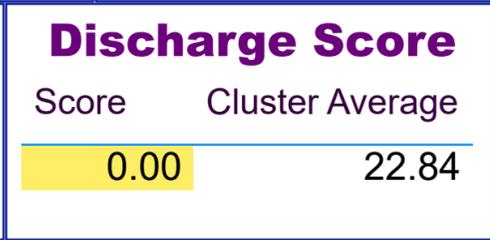
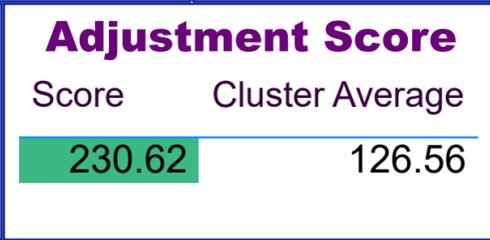
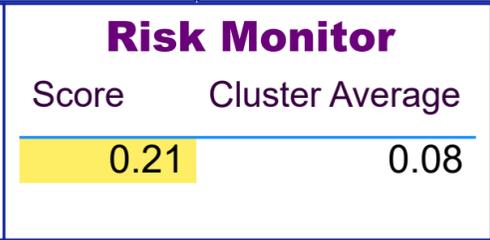
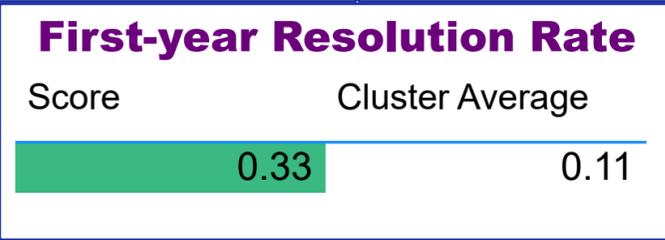
According to the Alpine collections program, Assembly Bill 199 adjustments total \$168,204 on 570 cases. The "Other" category represents cases not entered in Alpine's current case management system. Delinquent cases were previously forwarded to collection agency from Alpine's previous system. The court will continue to either enter in current system or discharge from accountability depending on age and activity.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court Alpine	Outstanding Balance \$529,681	Nondelinquent Revenue \$375,439	Delinquent Revenue \$64,303	Administrative Cost \$17,574	Adjustments \$180,503	Discharge \$0
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2022-23 Collections Individual Program Report

Cluster 1



Spend Efficiency Score

Period	Program	Score	Current Cluster Average	Prior Cluster Average	Score	Cluster Average	Combined Score	Cluster Average
Court		0.23	0.45	0.83	0.18	0.32	0.26	
Private Agency		0.18	0.14	0.17	0.17	0.17	0.16	

Population
1,167

Judges
2

Commissioners
0.30

Best Practices Engaged
17/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.50	0.21
Prior	0.07	0.17
Combined	0.21	0.16

Cost: Referral Ratio

Period	Score	Cluster Average
Current	27.77	31.37
Prior	11.22	7.61
Combined	16.46	9.38

Dashboard Comments

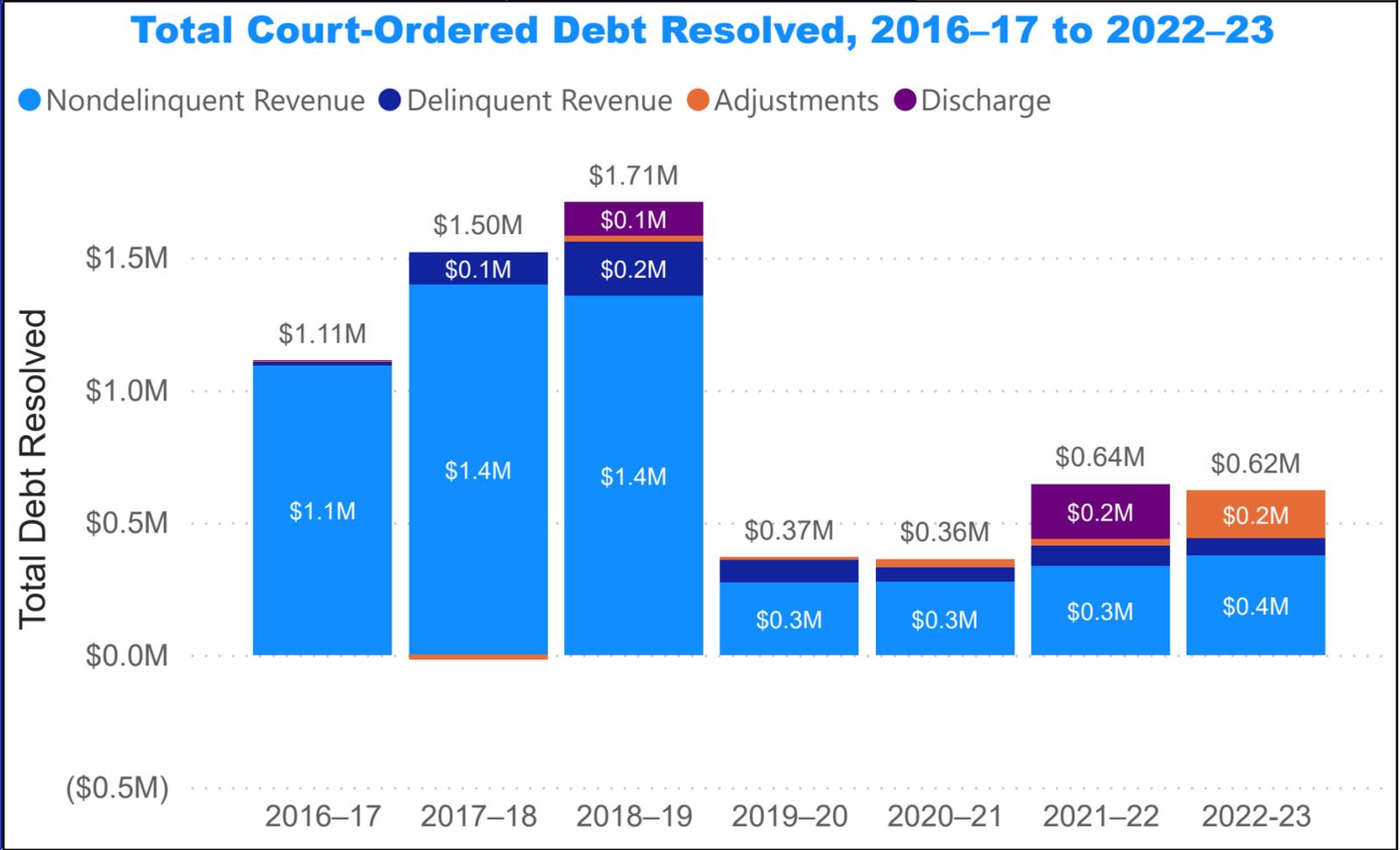
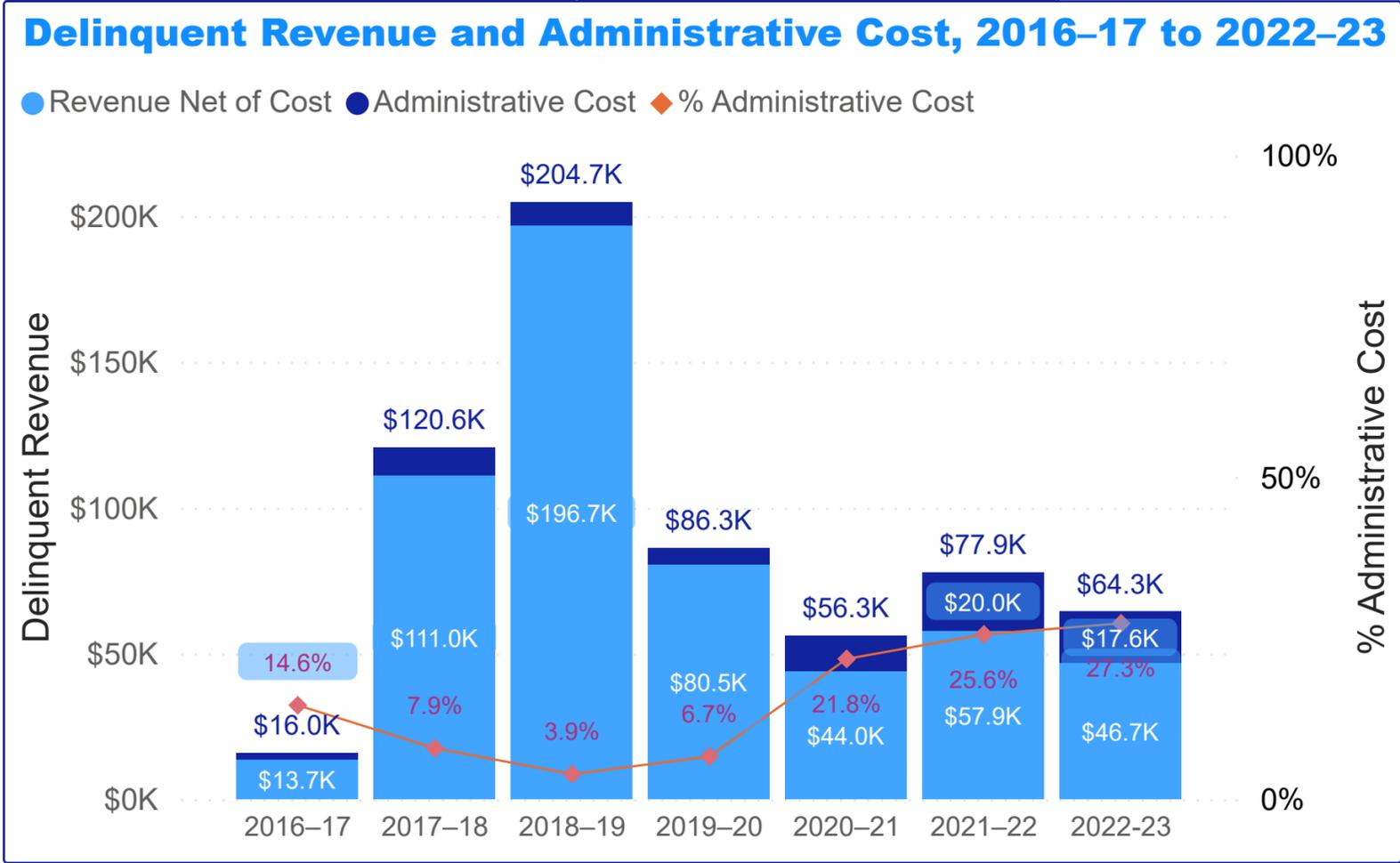
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
10/16

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Alpine	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 1,243	No. of Delinquent Cases Reported 1,068	No. of Delinquent Cases With Payments 223.00
	29%	54%	44%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$36,971	\$6,787	\$8,445	\$5,631	\$6,955	\$3,942	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$5,243	\$15,302	\$940	\$2,558	-	\$169,606	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$42,214	\$22,089	\$9,385	\$8,189	\$6,955	\$173,548	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$0	35	\$0
2 - Written Notice(s)	\$43,758	16	\$14,076
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$20,545	51	\$3,498
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$64,303	102	\$17,574

Amador: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Amador collections program, cases are being referred to Ventura Court for Intrabranh collections services as time standards expire. Payment plans have been kept in-house and once a defendant defaults the case is referred to Ventura Court. The court went live on the ability to pay (ATP) online project *MyCitations* on January 13, 2023. The court will receive in-person ATP applications in addition to the online submissions.

For Intrabranh collections, all legislation adjustments due to Assembly Bill 177 and AB 199 were included in the Prior Period. A total of \$1,928,281 in administrative fees repealed by AB 177 and \$1,480,106 in civil assessment fees vacated pursuant to AB 199 were reported as adjustments.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Amador ▼	\$8,573,864	\$738,497	\$402,073	\$80,415	\$3,408,387	\$0

2022-23 Collections Individual Program Report

Cluster 1	First-year Resolution Rate		Risk Monitor		Adjustment Score		Discharge Score	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
	0.02	0.11	0.35	0.08	275.22	126.56	0.00	22.84

Collector Effective Index	Cost: Referral Ratio	Spend Efficiency Score																								
<p>● Score ◆ Cluster Average</p> <p>Score</p> <p>0.20 0.15 0.10 0.05 0.00</p> <p>Prior Current</p> <p>0.17 0.10 0.21 0.05</p>	<p>● Score ◆ Cluster Average</p> <p>Score</p> <p>30.00 20.00 10.00 0.00</p> <p>Current Prior</p> <p>3.35 5.29 31.37 7.61</p>	<table border="1"> <thead> <tr> <th>Period Program</th> <th>Score</th> <th>Current Cluster Average</th> <th>Prior Score</th> <th>Prior Cluster Average</th> <th>Combined Score</th> <th>Combined Cluster Average</th> </tr> </thead> <tbody> <tr> <td>FTB-IIC</td> <td>0.00</td> <td>0.20</td> <td>0.14</td> <td>0.20</td> <td>0.14</td> <td>0.14</td> </tr> <tr> <td>Intrabranch</td> <td>0.20</td> <td>0.21</td> <td>0.20</td> <td>0.24</td> <td>0.20</td> <td>0.24</td> </tr> </tbody> </table>				Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average	FTB-IIC	0.00	0.20	0.14	0.20	0.14	0.14	Intrabranch	0.20	0.21	0.20	0.24	0.20	0.24
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average																				
FTB-IIC	0.00	0.20	0.14	0.20	0.14	0.14																				
Intrabranch	0.20	0.21	0.20	0.24	0.20	0.24																				

Population
40,088

Judges
2

Commissioners
1.00

Best Practices Engaged
20/22

Collector Effective Index	Cost: Referral Ratio																								
<table border="1"> <thead> <tr> <th>Period</th> <th>Score</th> <th>Cluster Average</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>0.05</td> <td>0.21</td> </tr> <tr> <td>Prior</td> <td>0.10</td> <td>0.17</td> </tr> <tr> <td>Combined</td> <td>0.10</td> <td>0.16</td> </tr> </tbody> </table>	Period	Score	Cluster Average	Current	0.05	0.21	Prior	0.10	0.17	Combined	0.10	0.16	<table border="1"> <thead> <tr> <th>Period</th> <th>Score</th> <th>Cluster Average</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>3.35</td> <td>31.37</td> </tr> <tr> <td>Prior</td> <td>5.29</td> <td>7.61</td> </tr> <tr> <td>Combined</td> <td>5.11</td> <td>9.38</td> </tr> </tbody> </table>	Period	Score	Cluster Average	Current	3.35	31.37	Prior	5.29	7.61	Combined	5.11	9.38
Period	Score	Cluster Average																							
Current	0.05	0.21																							
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Period	Score	Cluster Average																							
Current	3.35	31.37																							
Prior	5.29	7.61																							
Combined	5.11	9.38																							

Collections Activities Performed
10/16

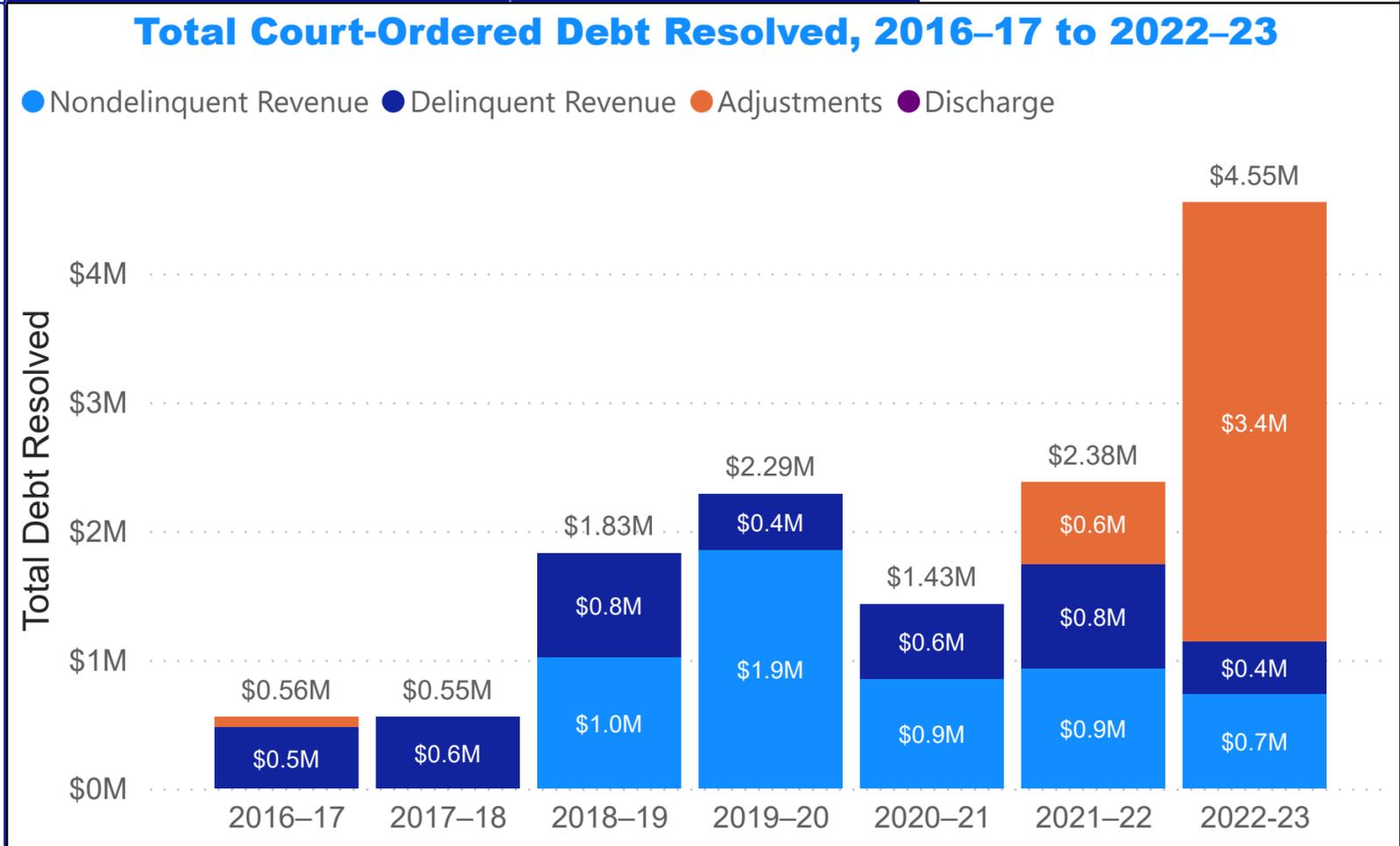
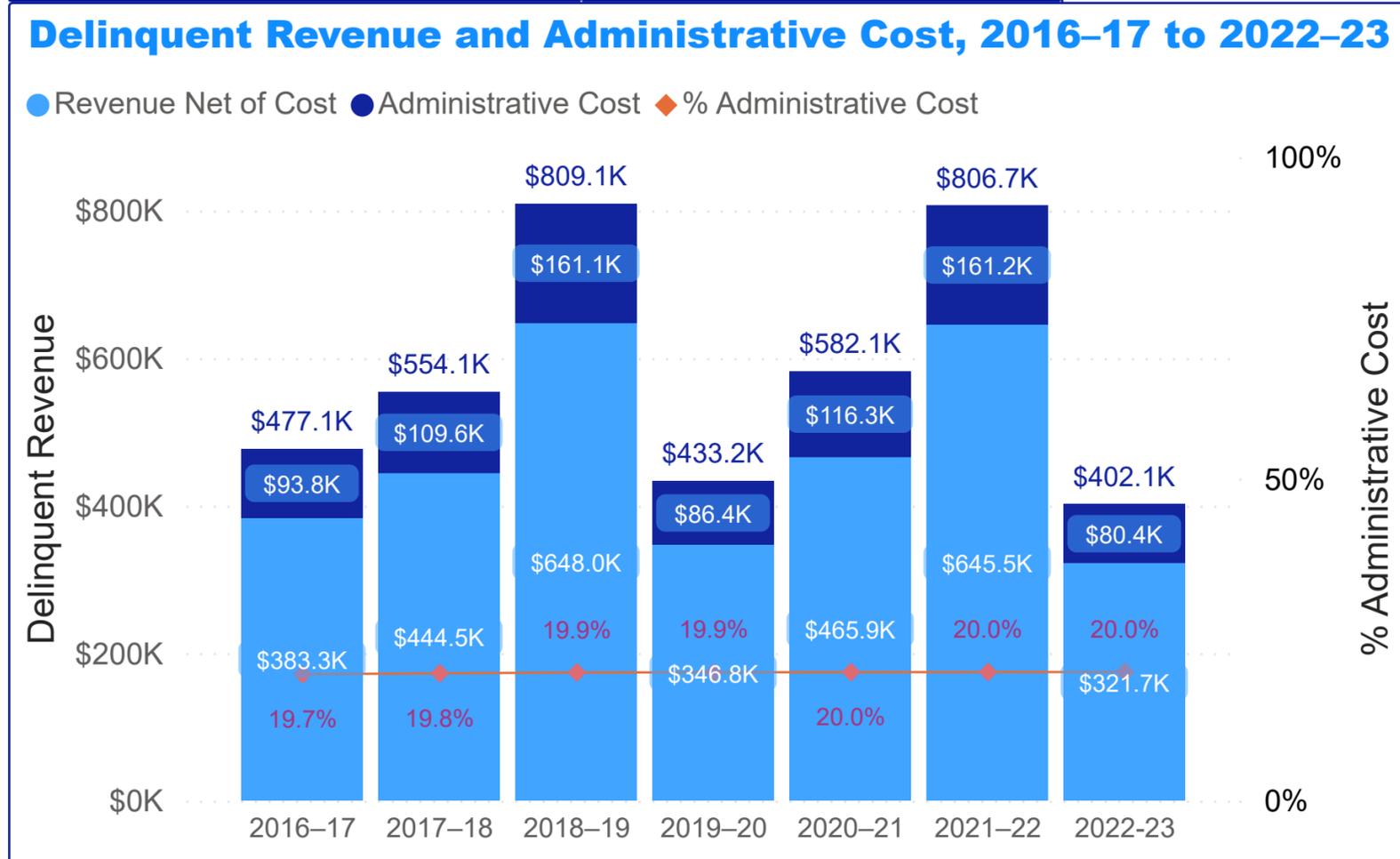
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive
Needs Improvement
No Data

Court Amador	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 2,909	No. of Delinquent Cases Reported 15,752	No. of Delinquent Cases With Payments 1,515.00
	34%	92%	91%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	\$203,238	-	\$40,648	-	-	-	-
Intrabranh	\$25,099	\$173,736	\$5,020	\$34,747	\$0	\$3,408,387	\$0	\$0
Other	-	-	-	-	-	-	-	-
Total	\$25,099	\$376,974	\$5,020	\$75,395	\$0	\$3,408,387	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$64,023	381	\$12,805
2 - Written Notice(s)	\$134,812	515	\$26,962
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$203,238	619	\$40,648
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$402,073	1,515	\$80,415

Butte: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Butte collections program, this report reflects more than \$20,000,000 in total court debt vacated due to Assembly Bill 199, between accounts collected in-house, by the Franchise Tax Board Court-Ordered Debt program, and the private collection agency.

The county's collections system is unable to differentiate revenue, reductions, and cost for current reporting period cases and cases assigned in prior years. Therefore, the county has split the total amounts of revenue collected, cost, and reductions in equal amounts between the current and prior period. Additionally, because of the county's collection system reporting limitations, it cannot differentiate the number of payments received on specific cases from total payments made on all accounts in a given time period, nor the value of cases on installment agreements. The county is currently in the process of upgrading to a new version of the collections system with more robust reporting capabilities. Due to numerous bills which have resulted in large reductions the county has not completed an annual discharge. The county intends to return to an annual discharge of accountability process beginning in the new period.

The court continues to work with case management system (CMS) vendor to improve the reporting capabilities each year. To date, the court is waiting for report changes that will accurately reflect the default balance for cases on installment agreements. The report was incorrectly including a default balance higher than the payment plan value. While the court was able to include a manual calculation, it will continue to work with the vendor to provide a more accurate reflection of the default balance in future years. Additionally, the ability to pay (ATP) determinations were not able to be separated between "current" and "prior" inventory, so the entirety of those figures was reported under the "current" period. We are working with the CMS vendor and Judicial Council staff to create a new report that extracts these figures. On the contact and other information tab the court is currently unable to breakout the administrative costs per activity on lines 6 and 7 (related to telephone contact and written notices respectively). The court would like to clarify that the information provided on line 8 of the contact and other information tab related to internal monthly reports is provided by the Court. Item 11 of the Program Sheet, related to suspension of drivers' licenses was not checked as of January 1, 2023 due to the passage of AB 2746.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Butte ▼	\$72,685,077	\$2,733,494	\$3,922,472	\$1,263,977	\$21,585,121	\$0

2022-23 Collections Individual Program Report

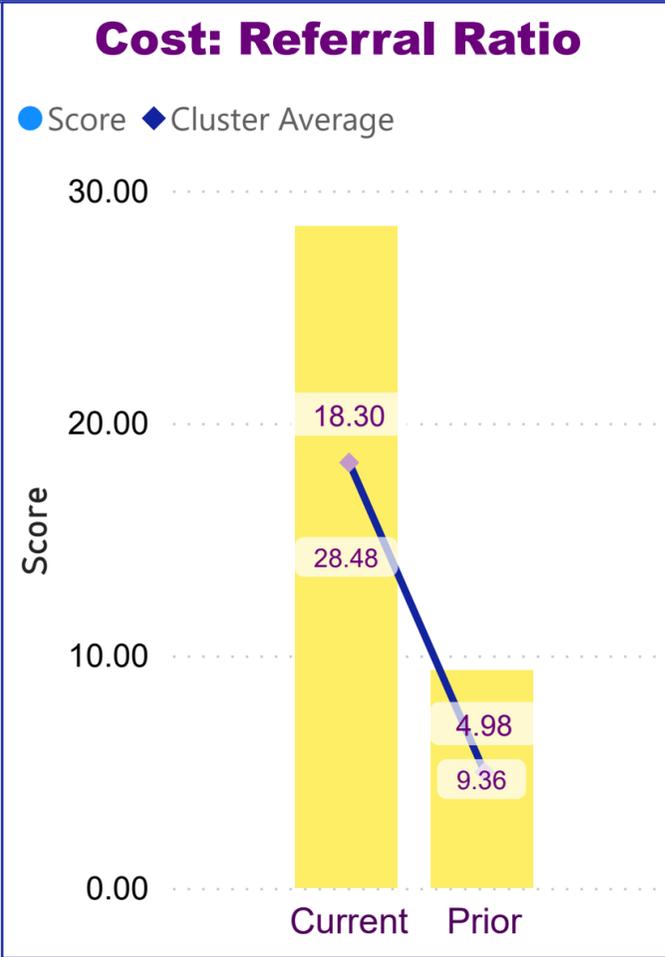
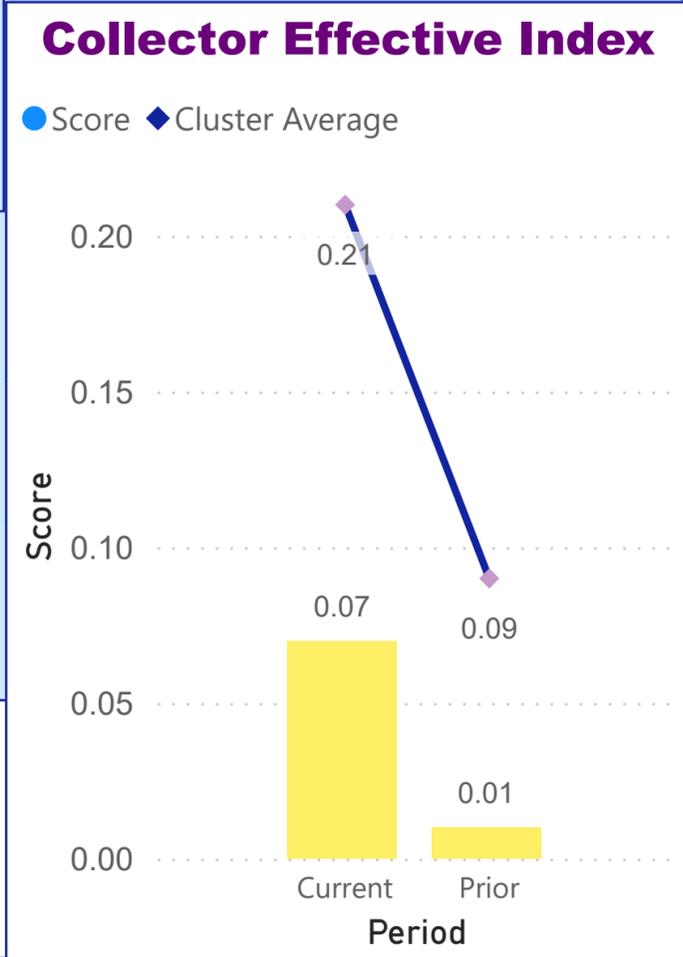
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.41 0.19

Risk Monitor
Score Cluster Average
0.81 0.57

Adjustment Score
Score Cluster Average
219.82 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	0.26	0.24	0.00	0.22	0.20	0.23
County	2.23	0.42	2.23	0.46	2.23	0.44
Private Agency	0.14	0.15	0.18	0.15	0.17	0.15
FTB-COD	0.12	0.12	0.12	0.15	0.12	0.14
FTB-IIC	0.01	0.01	0.01	0.06	0.01	0.06

Population
207,615

Judges
11

Commissioners
2.00

Best Practices Engaged
20/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.07	0.21
Prior	0.01	0.09
Combined	0.03	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	28.48	18.30
Prior	9.36	4.98
Combined	14.70	6.60

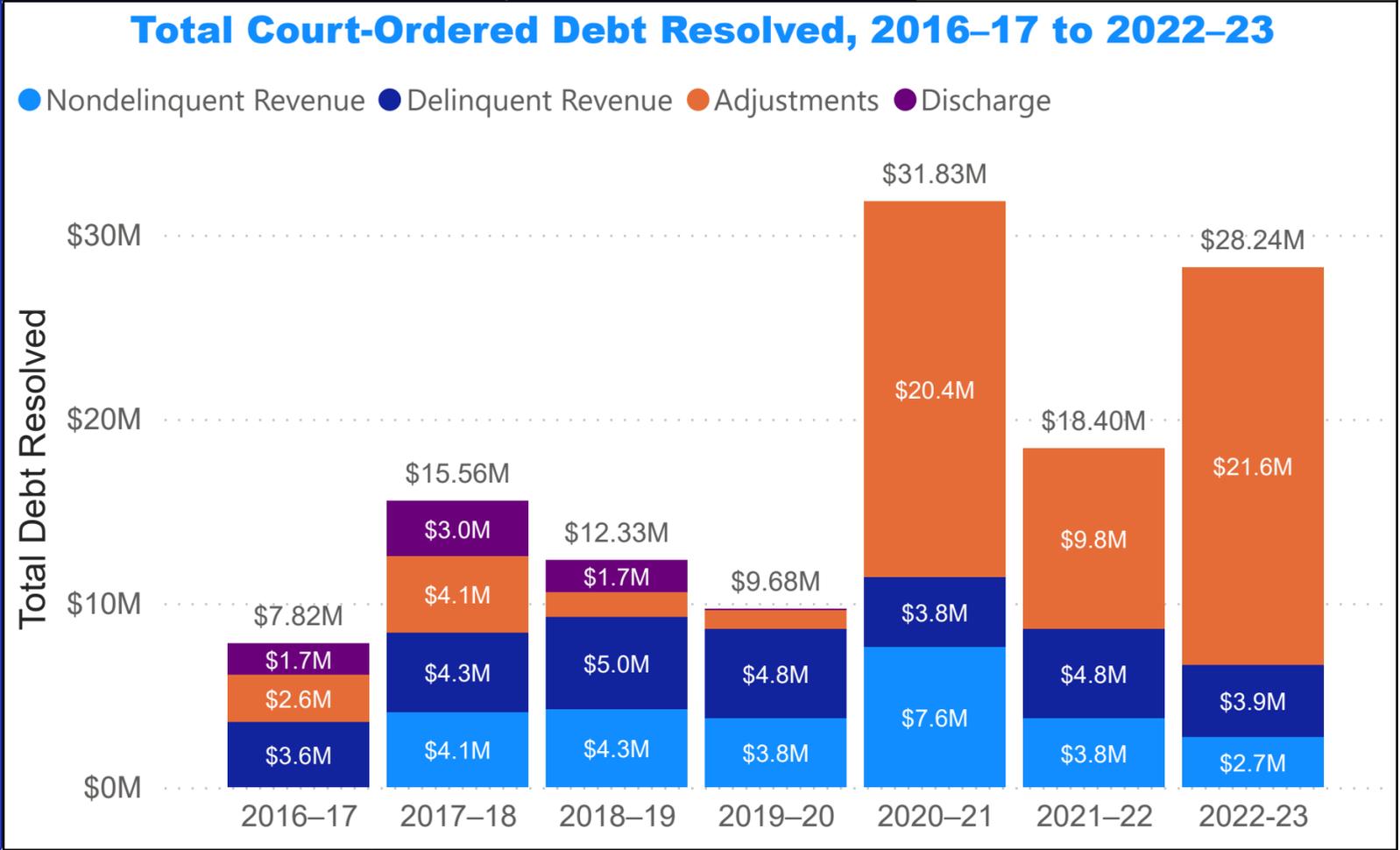
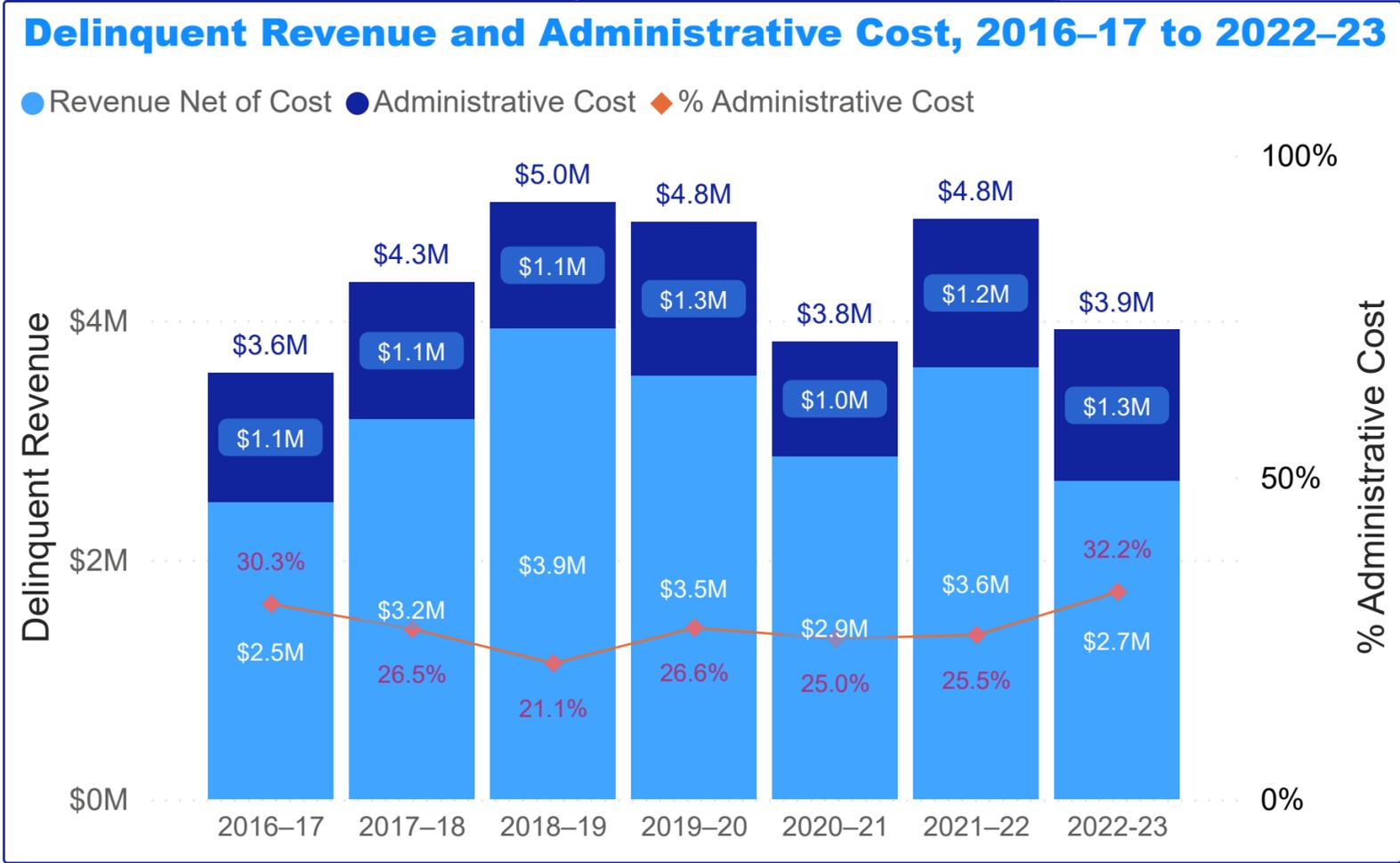
Dashboard Comments

Due to AB199 \$20,000,000 was adjusted by the county, FTB-COD and Private agencies resulting in the large adjustment score.

Performance Metrics Key		
■ Positive	■ Needs Improvement	■ No Data

Collections Activities Performed
14/16

Court Butte ▼	Default Rate			No. of People Served 8,657	No. of Nondelinquent Cases With Payments 8,047	No. of Delinquent Cases Reported 85,971	No. of Delinquent Cases With Payments 2,287.00
	Current	Prior	Combined				
	18%	40%	33%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$459,881	\$116,663	\$117,915	\$0	\$30,686	\$58,179	\$0	\$0
County	\$213,979	\$213,979	\$476,715	\$476,715	\$1,952,487	\$1,952,487	-	-
Private Agency	\$22,186	\$96,670	\$3,100	\$17,318	\$300,297	\$10,922,068	-	-
FTB-COD	\$700,715	\$700,715	\$82,381	\$82,381	\$3,184,458	\$3,184,458	-	-
FTB-IIC	\$698,842	\$698,842	\$3,726	\$3,726	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$2,095,603	\$1,826,869	\$683,837	\$580,140	\$5,467,928	\$16,117,192	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$175,756	5,084	-
2 - Written Notice(s)	\$146,712	6,751	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$322,468	11,835	-

Calaveras: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Calaveras collections program, the case management system has a very limited ability to report the information required by Government Code section 68514. Most of the data reported comes directly from third party vendors, the Franchise Tax Board and the private agency, and is reconciled against the data the program is able to retrieve, which consists of gross revenue collected annually and the cost of collections. The other requested data is not available. The program is presently testing a new system upgrade which will allow it to provide additional data for this report.

The collection activity report is compiled by the private agency and only applies to their collection efforts. Therefore, trying to reconcile any information from that report against the Annual Financial Report will not be productive. The court has made the decision to NOT discharge delinquent debt.

The probation department has been unable to provide collection and restitution information for 2022–23 due to staffing issues. They may attempt to provide data at a later date. The court is in the process of implementing the on-line ability to pay program, but did not participate during 2022–23.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Calaveras ▼	\$8,361,841	\$611,992	\$415,362	\$48,643	\$1,262,468	\$0

2022-23 Collections Individual Program Report

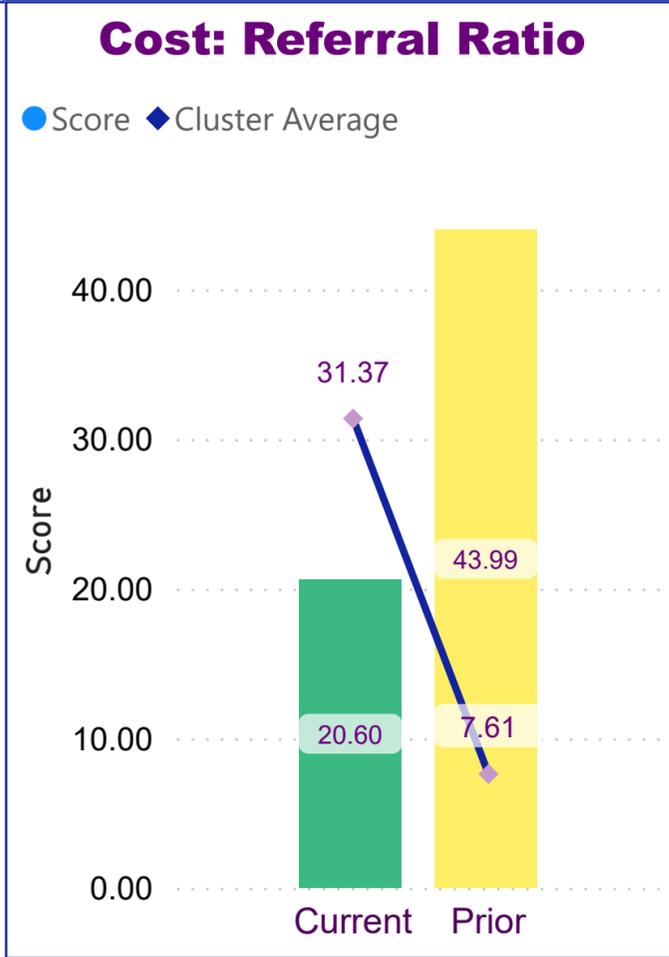
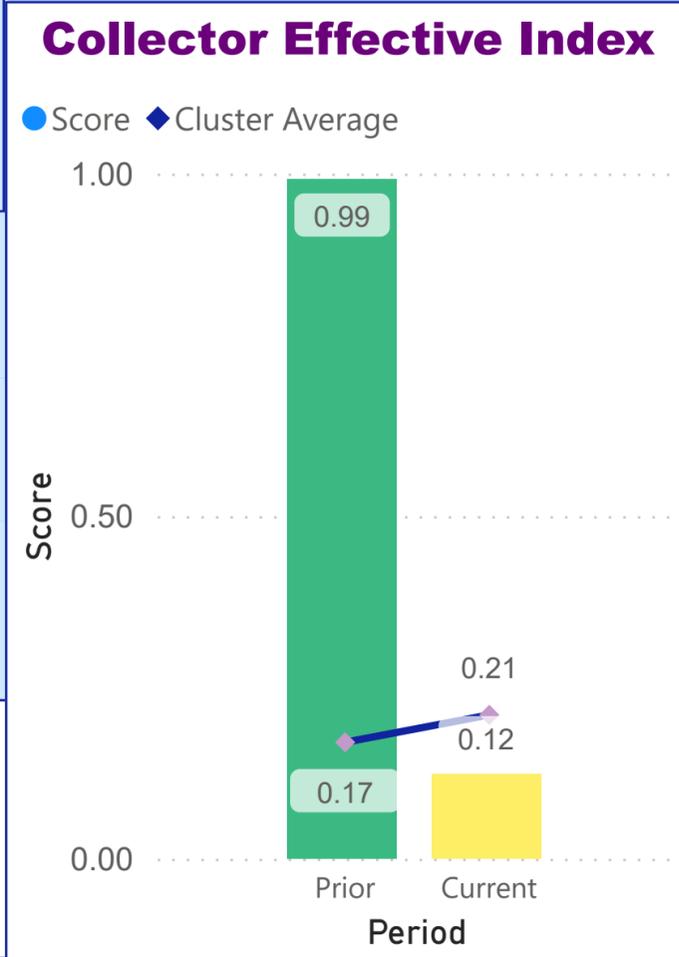
Cluster
1

First-year Resolution Rate
Score Cluster Average
0.22 0.11

Risk Monitor
Score Cluster Average
0.30 0.08

Adjustment Score
Score Cluster Average
125.75 126.56

Discharge Score
Score Cluster Average
0.00 22.84



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Private Agency	0.15	0.14	0.20	0.17	0.20	0.16
FTB-COD	0.15	0.18	0.13	0.15	0.14	0.15
FTB-IIC		0.00	0.05	0.14	0.05	0.14

Population
44,744

Judges
2

Commissioners
0.80

Best Practices Engaged
20/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.12	0.21
Prior	0.99	0.17
Combined	0.49	0.16

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	20.60	31.37
Prior	43.99	7.61
Combined	30.33	9.38

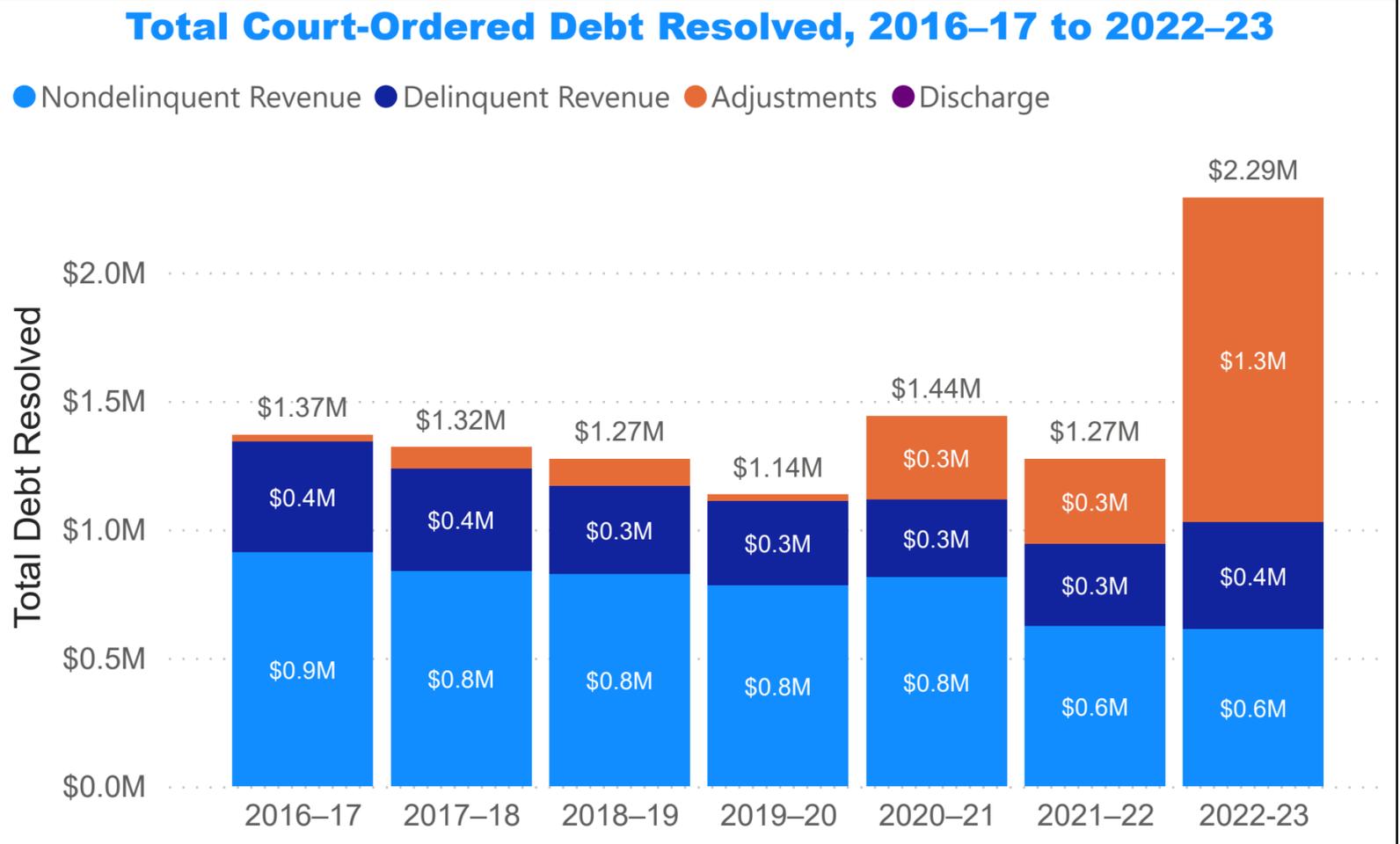
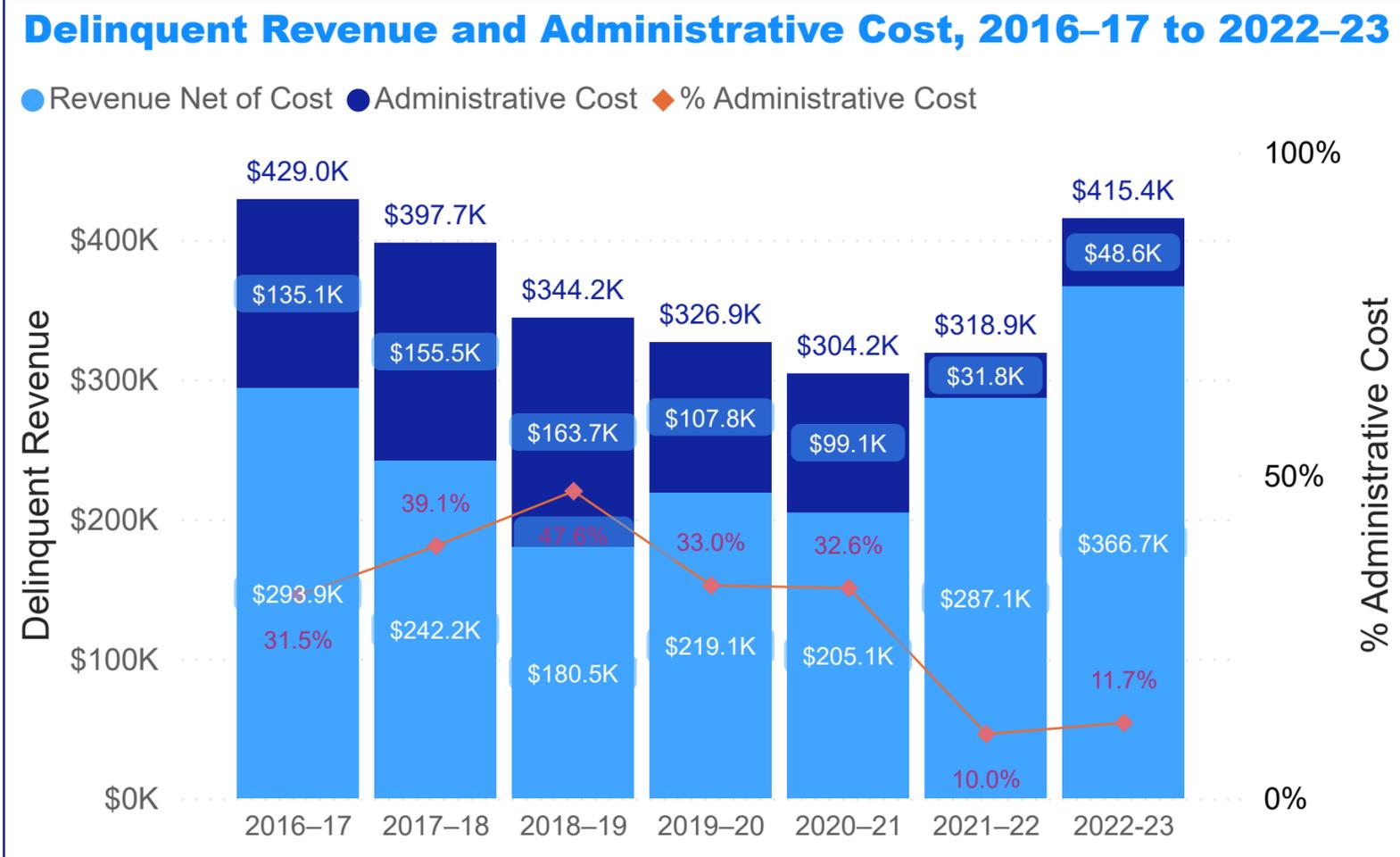
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
15/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Calaveras"/>	Default Rate Current Prior Combined <hr/> - - -			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 3,453	No. of Delinquent Cases Reported 1,604	No. of Delinquent Cases With Payments 778.00
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	\$2,064	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$1,451	\$46,407	\$216	\$9,297	\$780	\$1,252,771	-	-
FTB-COD	\$127,239	\$108,850	\$19,086	\$14,102	-	\$8,917	-	-
FTB-IIC	-	\$129,351	-	\$5,943	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$128,690	\$286,672	\$19,302	\$29,341	\$780	\$1,261,688	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$20,554	45	\$4,824
2 - Written Notice(s)	\$19,479	64	\$4,659
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$236,089	1,119	\$33,188
6 - FTB-IIC	\$129,351	287	\$5,943
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$405,473	1,515	\$48,614

Colusa: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Colusa collections program, the department is still fairly new with 2022–23 being the second year operating after terminating its previous collection agreement and the first full year on the new case management system. The new referral rate is low, at only 54 new cases, due to the fact the program is working on automating the failure to appear process with their new vendor. The program plans on completing this project within the year. The passing of Assembly Bill 199 waived approximately \$350,000 in civil assessments of prior year delinquent debt, resulting in increased revenues as defendants paid off the remaining debt. The program was unable to send any cases to the Franchise Tax Board as their system is not yet properly configured to send the necessary information.

The program diligently converted over 1500 collection cases from the legacy case management system into the new case management system, and continues to do so. This is a very time consuming and manual process, but it is necessary to be able to refer cases to the Franchise Tax Board and to collect the necessary information for the collections report.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Colusa ▼	\$7,521,972	\$1,509,627	\$62,100	\$855	\$539,847	\$0

2022-23 Collections Individual Program Report

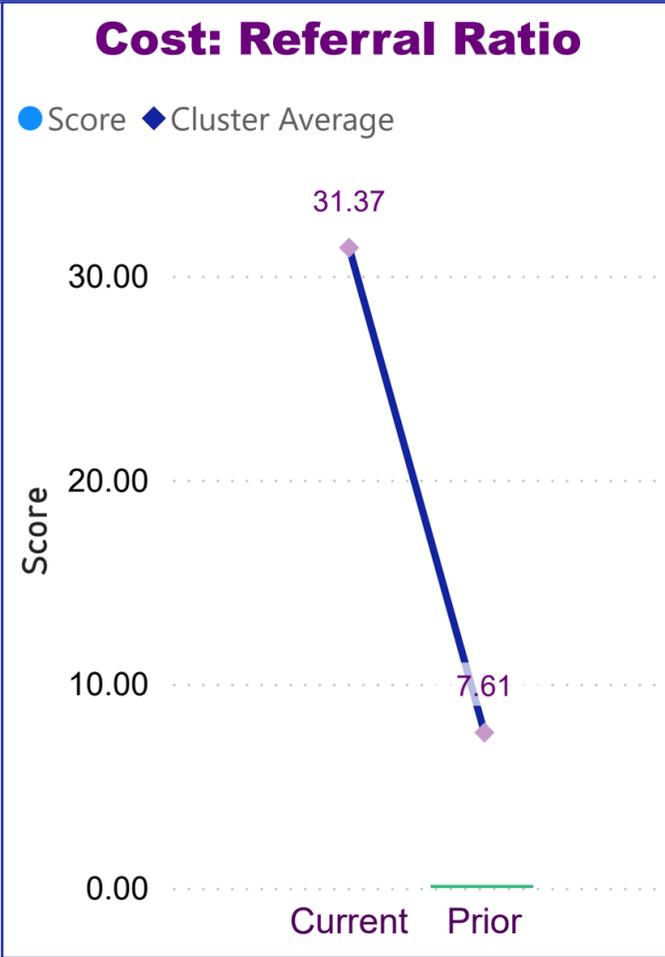
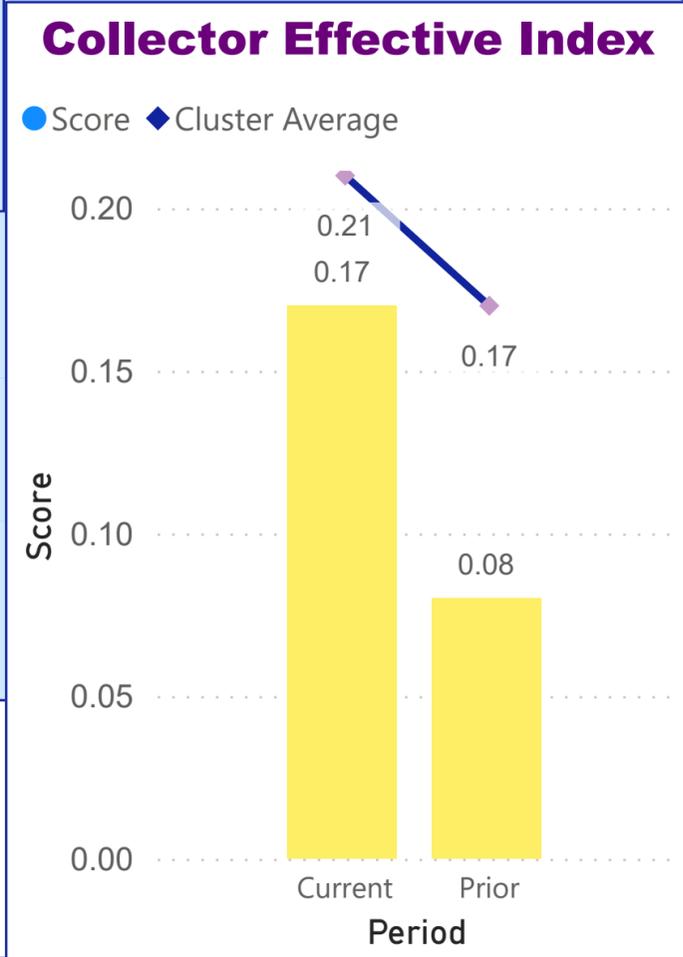
Cluster
1

First-year Resolution Rate
Score Cluster Average
0.13 0.11

Risk Monitor
Score Cluster Average
0.00 0.08

Adjustment Score
Score Cluster Average
66.45 126.56

Discharge Score
Score Cluster Average
0.00 22.84



Spend Efficiency Score						
Period	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	0.00	0.45	0.02	0.18	0.01	0.26

Population
21,970

Judges
2

Commissioners
0.30

Best Practices Engaged
20/22

Collector Effective Index
Period Score Cluster Average
Current 0.17 0.21
Prior 0.08 0.17
Combined 0.08 0.16

Cost: Referral Ratio
Period Score Cluster Average
Current 0.00 31.37
Prior 0.10 7.61
Combined 0.10 9.38

Dashboard Comments

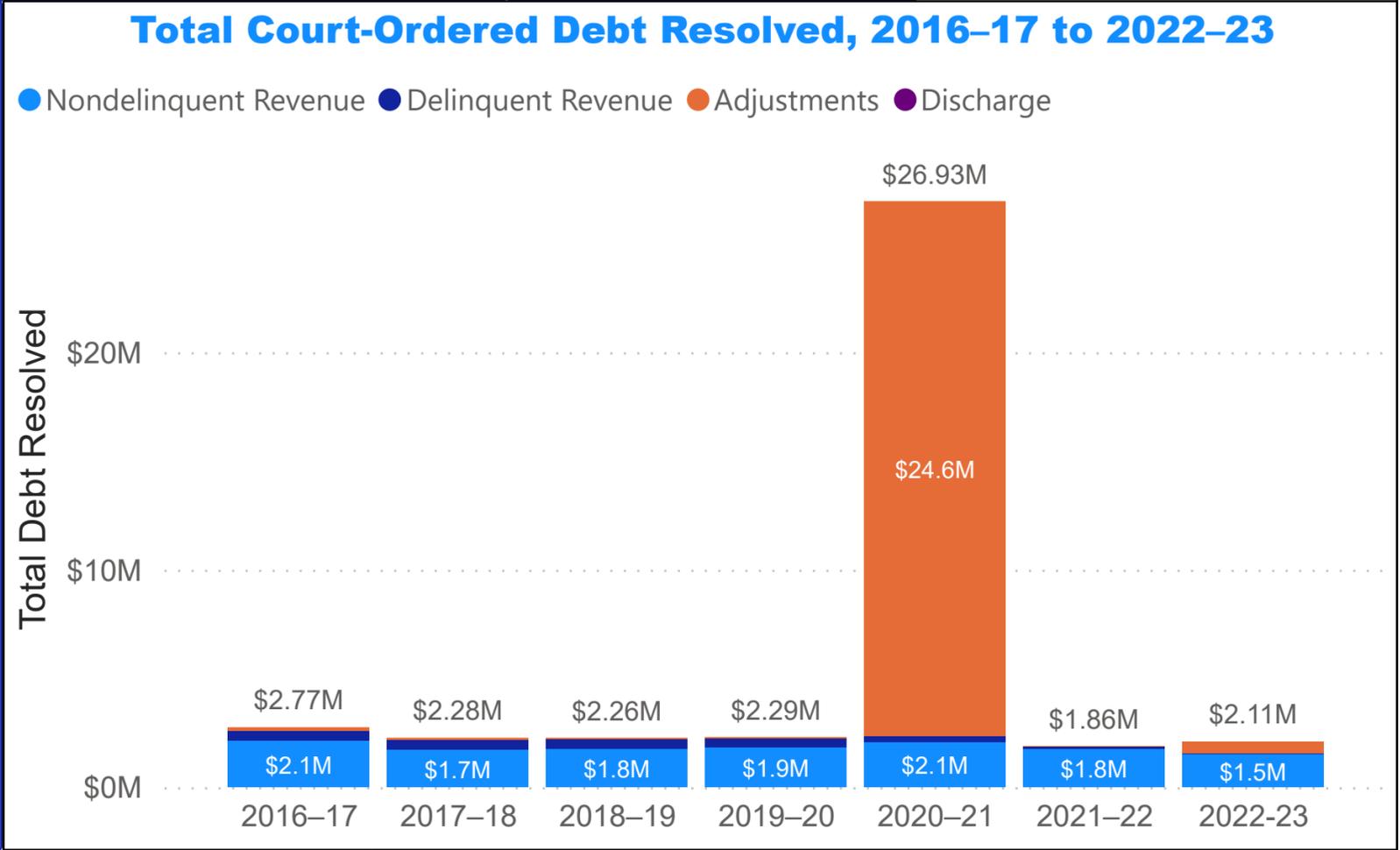
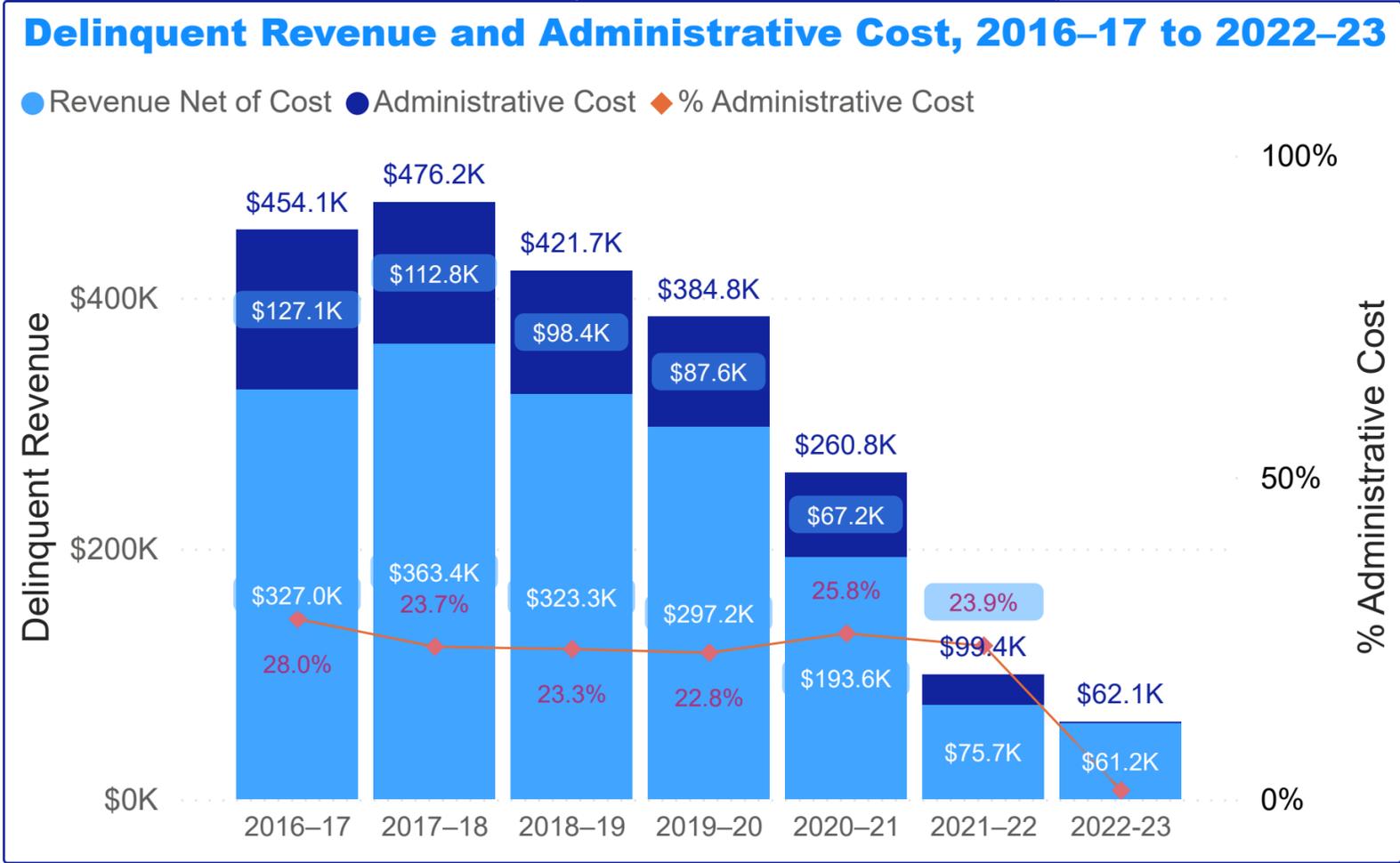
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
11/16

Performance Metrics Key

Positive
Needs Improvement
No Data

Court Colusa	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 110,804	No. of Delinquent Cases Reported 8,315	No. of Delinquent Cases With Payments 689.00
	Current	Prior	Combined				
	0%	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$6,361	\$54,943	\$0	\$855	\$1,099	\$538,748	\$0	\$0
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	\$796	-	\$0	-	\$0	-	\$0
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranch	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$6,361	\$55,739	\$0	\$855	\$1,099	\$538,748	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$0	0	\$0
2 - Written Notice(s)	\$55,739	172	\$855
3 - Lobby/Counter	\$0	0	-
4 - Skip Tracing	\$0	0	\$0
5 - FTB-COD	\$0	0	\$0
6 - FTB-IIC	\$0	0	\$0
7 - DL Hold/Suspension	\$6,361	54	\$0
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$62,100	226	\$855

Contra Costa: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Contra Costa collections program, delinquent collections decreased by \$5.3 million, from \$17.2 million in 2021–22 to \$11.9 million in 2022–23. The program saw a significant decrease in prior period debt collections by all programs, most likely because of adjustments to case balances. The extension of the 2023 state income tax filing deadline from April to October 2023 also likely contributed to a decrease in the Franchise Tax Board’s Interagency Intercept Collections program, from nearly \$4 million in 2021–22 to \$2.5 million in 2022–23.

Although the value of delinquent cases referred (\$14.4 million) exceeded the amount of delinquent collections (\$11.9 million), the ending inventory balances for both the Franchise Tax Board Court-Ordered Debt (FTB-COD) and the private agency collections programs decreased from \$218.3 million as of June 30, 2022, to \$128.9 million as of June 30, 2023. Most decreases resulted from adjustments to court-ordered debt. The court reduced a total of \$92.8 million in court-ordered debt, of which \$58.9 million was civil assessment fees eliminated pursuant to Assembly Bill 199.

The court compiled collections data from multiple systems, private collections agency, and FTB-COD, but is unable to compile the number of cases for non-delinquent collections and court collection program. The FTB-COD program does not report installment agreement balances. The \$8.3 million in current period non-delinquent collections include \$7 million forthwith payments collected by the court and \$1.35 million payment plan payments collected by private collections agencies on 3,262 court-ordered payment plans. The \$1.48 million in delinquent collections collected by the court are payments on cases in failure to appear, failure to pay or failure to comply status made at the counter, by mail, or online.

The amount collected under category 2 reflects the total delinquent collections by court. Although the court mails delinquent notices, generates internal reports, accepts credit card payments, and accepts online payments, the system does not track payments by collection activity, so all court collections activities are reported under category 2. The costs associated with delinquent notices are reported under category 2. Court staff costs are reported under category 3.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program’s case management systems.

Contra Costa: Summary of Collection Reporting Template 2022–23

The court engaged the private agency and FTB-COD collections services in 2022–23 and relied on them both to report collections activities. Although the private agency and FTB-COD engaged in multiple activities (telephone calls, notices, internal reports, skip tracing, garnishments, etc.), collections information provided by private agency and FTB are reported under categories 5, 6, and 8 only. The court has not been onboarded to the MyCitations program and therefore does not have any collections for ability to pay cases to report.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Contra Costa ▼	\$128,893,987	\$8,330,737	\$11,905,913	\$2,015,865	\$92,810,003	\$323,693

2022-23 Collections Individual Program Report

Population
1,144,040

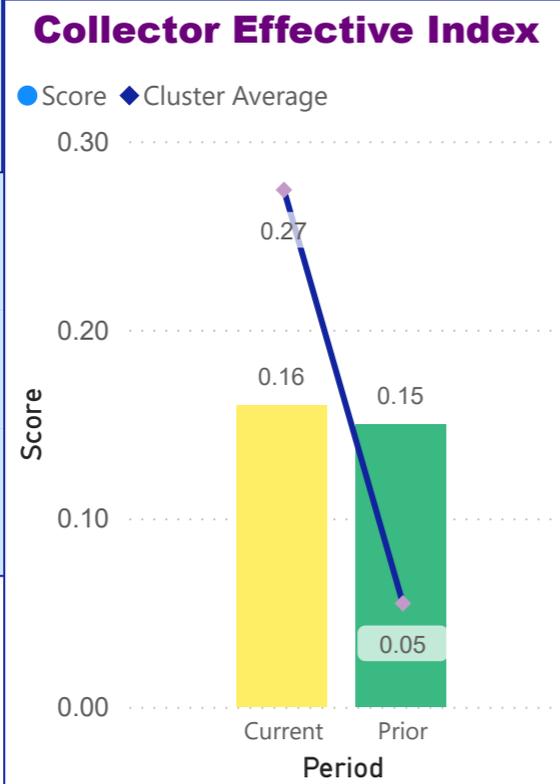
Judges
38

Commissioners
4.00

Best Practices Engaged
18/22

Collections Activities Performed
12/16

Cluster
3

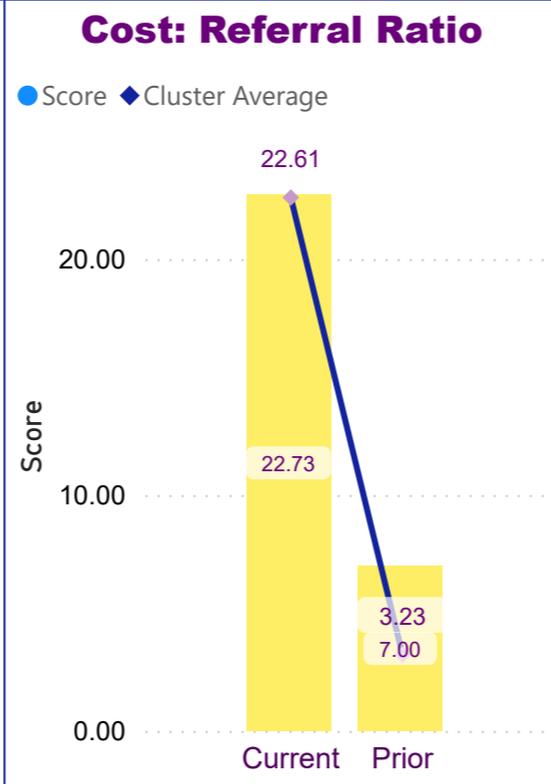


Collector Effective Index

Period	Score	Cluster Average
Current	0.16	0.27
Prior	0.15	0.05
Combined	0.15	0.08

First-year Resolution Rate

Score	Cluster Average
0.23	0.31



Cost: Referral Ratio

Period	Score	Cluster Average
Current	22.73	22.61
Prior	7.00	3.23
Combined	8.21	5.01

Risk Monitor

Score	Cluster Average
1.00	0.58

Adjustment Score

Score	Cluster Average
396.74	183.23

Discharge Score

Score	Cluster Average
1.38	45.09

Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.17	0.35	0.32	0.32	0.17	0.33
Private Agency	0.21	0.18	0.99	0.30	0.51	0.27
FTB-COD	0.15	0.15	0.15	0.20	0.15	0.19
FTB-IIC	0.06	0.07	0.07	0.07	0.07	0.07

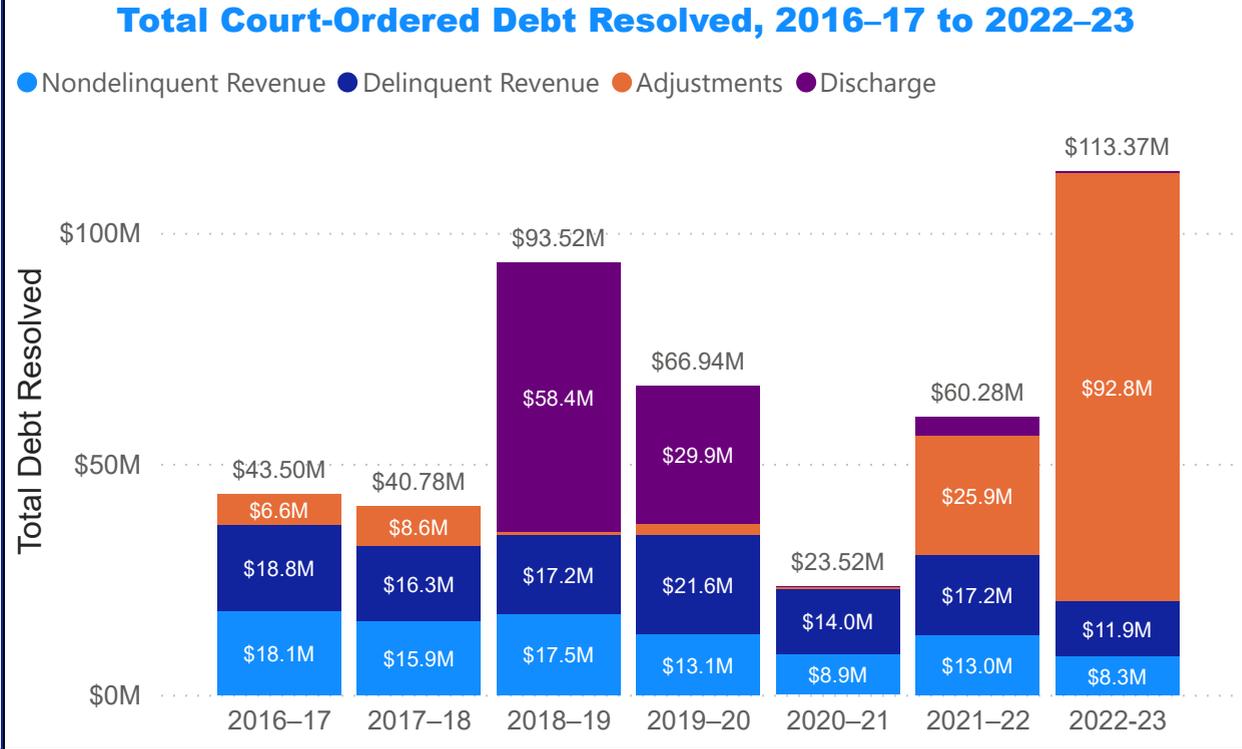
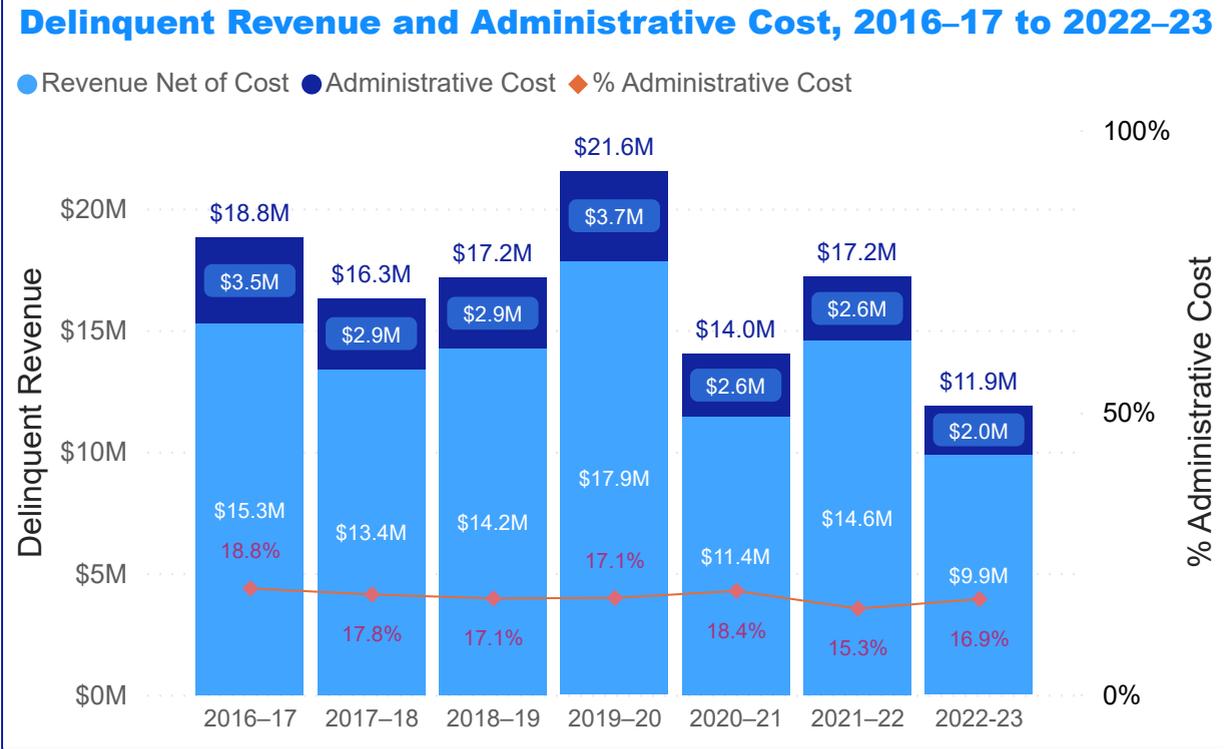
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Contra Costa	Default Rate Current Prior Combined		No. of People Served 270,592	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 245,679	No. of Delinquent Cases With Payments 36,793
	57%	44%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,484,670	-	\$248,010	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$706,534	\$448,244	\$146,290	\$442,757	\$1,050,046	\$91,759,957	-	\$323,693
FTB-COD	\$121,189	\$6,605,169	\$18,178	\$990,775	-	-	-	-
FTB-IIC	\$227,164	\$2,312,943	\$14,482	\$155,373	-	-	-	-
Intrabranch	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$2,539,557	\$9,366,356	\$426,960	\$1,588,905	\$1,050,046	\$91,759,957	-	\$323,693

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$1,484,670	-	\$34,494
3 - Lobby/Counter	-	-	\$213,516
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$6,726,358	25,015	\$1,008,953
6 - FTB-IIC	\$2,540,107	7,696	\$169,855
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,154,778	4,082	\$589,047
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$11,905,913	36,793	\$2,015,865

Del Norte: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Del Norte collections program, last year the court reported that the processes and program may be jeopardized by the continuing elimination of debts by legislation. The program can clearly see from one year to the next the reduction in collection of court debt.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Del Norte ▼	\$18,860,503	Not Available	\$234,598	\$32,783	\$5,730,372	\$0

2022-23 Collections Individual Program Report

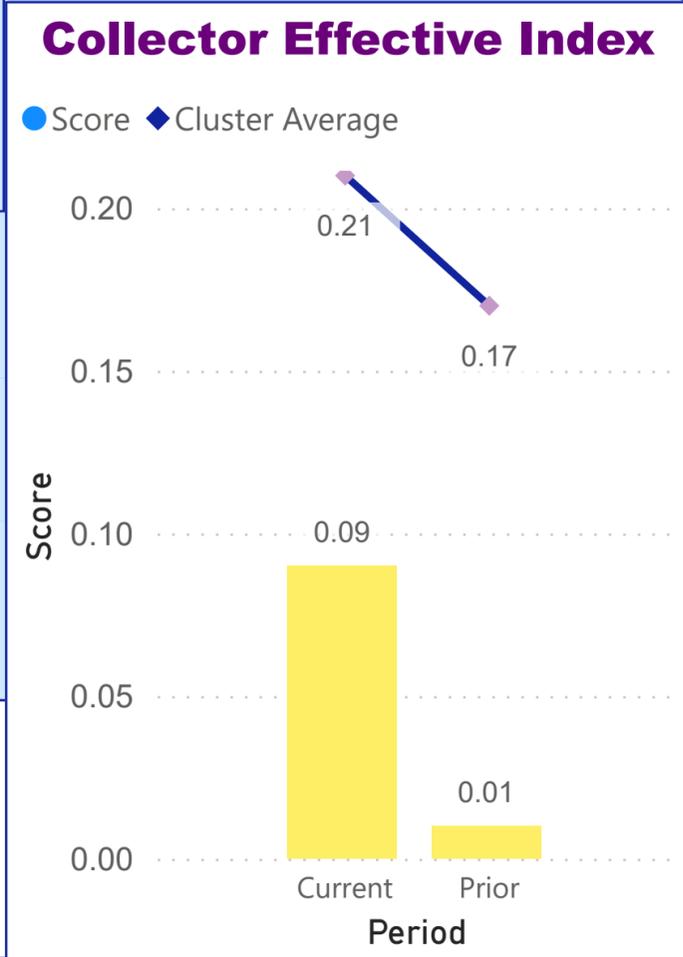
Cluster
1

First-year Resolution Rate
Score Cluster Average
0.06 0.11

Risk Monitor
Score Cluster Average
1.00 0.08

Adjustment Score
Score Cluster Average
230.83 126.56

Discharge Score
Score Cluster Average
0.00 22.84



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Private Agency	0.14	0.14	0.14	0.17	0.14	0.16

Population
26,136

Judges
2

Commissioners
0.80

Best Practices Engaged
15/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.09	0.21
Prior	0.01	0.17
Combined	0.02	0.16

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	7.21	31.37
Prior	0.90	7.61
Combined	1.30	9.38

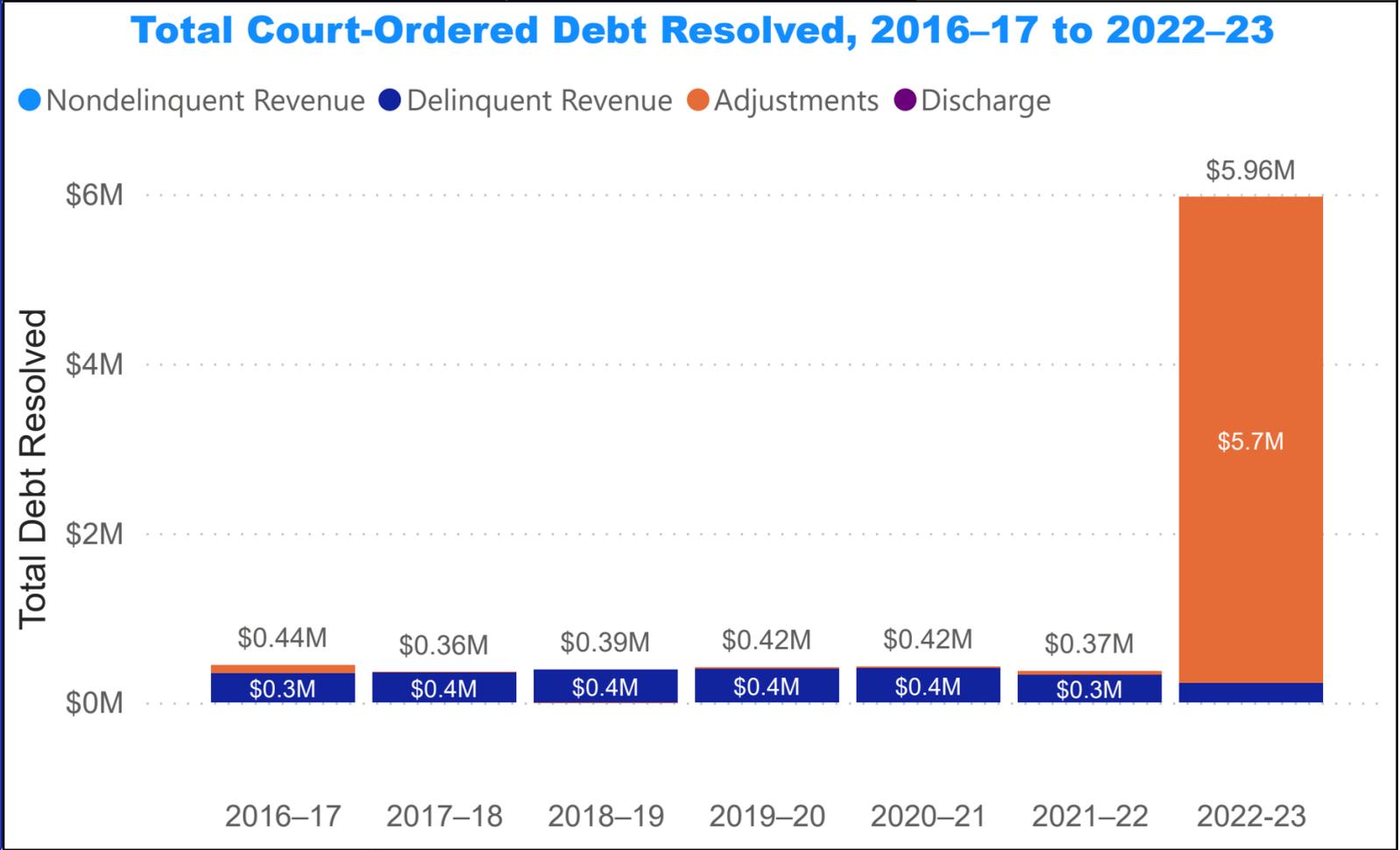
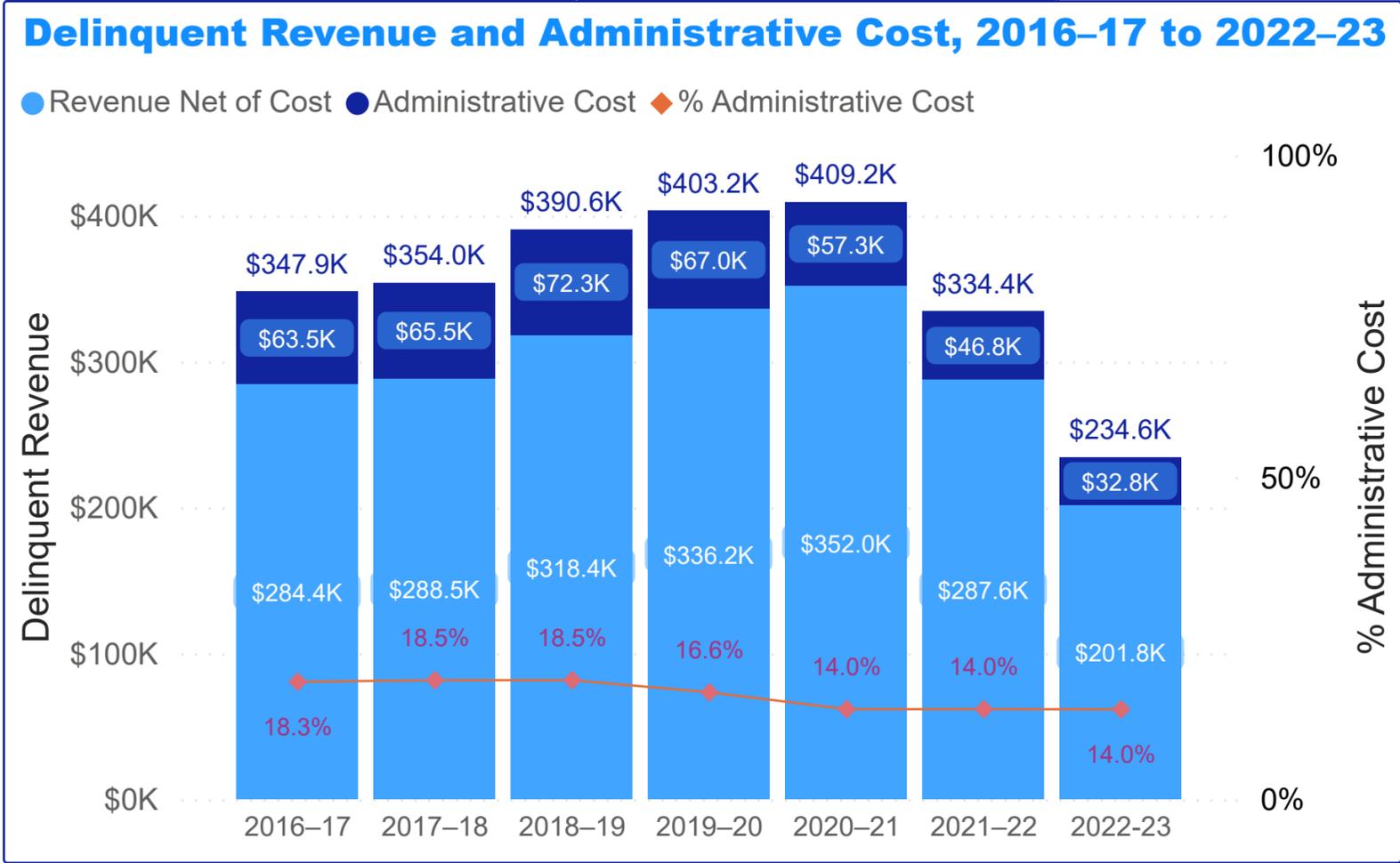
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
11/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court Del Norte	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 25,174	No. of Delinquent Cases With Payments 428.00
	11%	18%	16%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$83,610	\$150,988	\$11,705	\$21,077	\$8,876	\$5,721,496	\$0	\$0
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$83,610	\$150,988	\$11,705	\$21,077	\$8,876	\$5,721,496	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$143,281	219	\$20,054
2 - Written Notice(s)	\$91,316	209	\$12,728
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$234,598	428	\$32,783

El Dorado: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt transitioned from the County of El Dorado to the Superior Court of El Dorado County, effective June 30, 2017, terminating the written memorandum of understanding (MOU) for delinquent collections. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the El Dorado collections program, overall gross revenue collected remain fairly flat despite the reduction in civil assessments due to Assembly Bill 199. Adjustments are up significantly this year due to the civil assessment reduction. The court started participating in the Franchise Tax Board (FTB) Interagency Intercept Collections program in 2022–23. The FTB's Court-Ordered Debt program does not report the defaulted installment agreement amounts.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
El Dorado	\$28,842,204	\$5,988,178	\$1,895,921	\$276,295	\$10,331,943	\$0

2022-23 Collections Individual Program Report

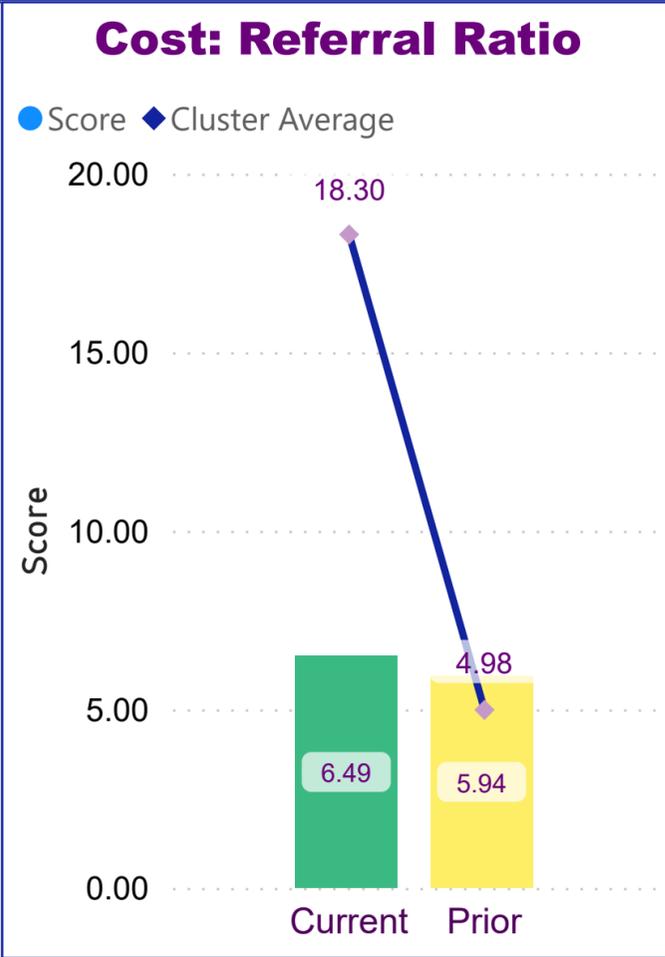
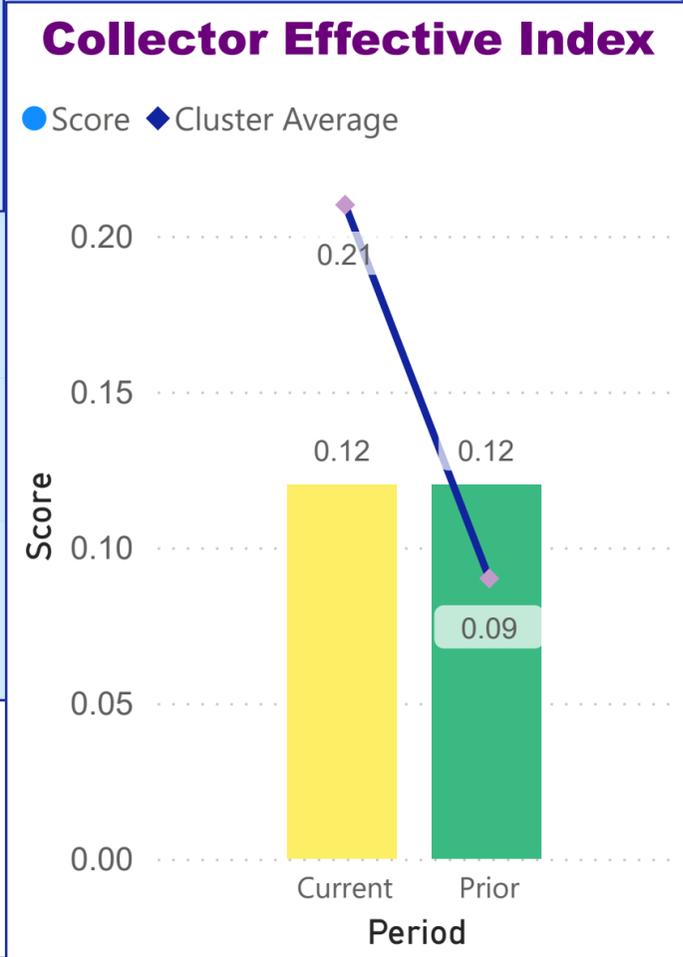
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.09 0.19

Risk Monitor
Score Cluster Average
0.29 0.57

Adjustment Score
Score Cluster Average
251.57 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Private Agency	0.14	0.15	0.14	0.15	0.14	0.15
FTB-COD	0.15	0.12	0.15	0.15	0.15	0.14
FTB-IIC	0.15	0.01	0.15	0.06	0.15	0.06

Population
188,131

Judges
8

Commissioners
1.00

Best Practices Engaged
19/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.12	0.21
Prior	0.12	0.09
Combined	0.12	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	6.49	18.30
Prior	5.94	4.98
Combined	6.02	6.60

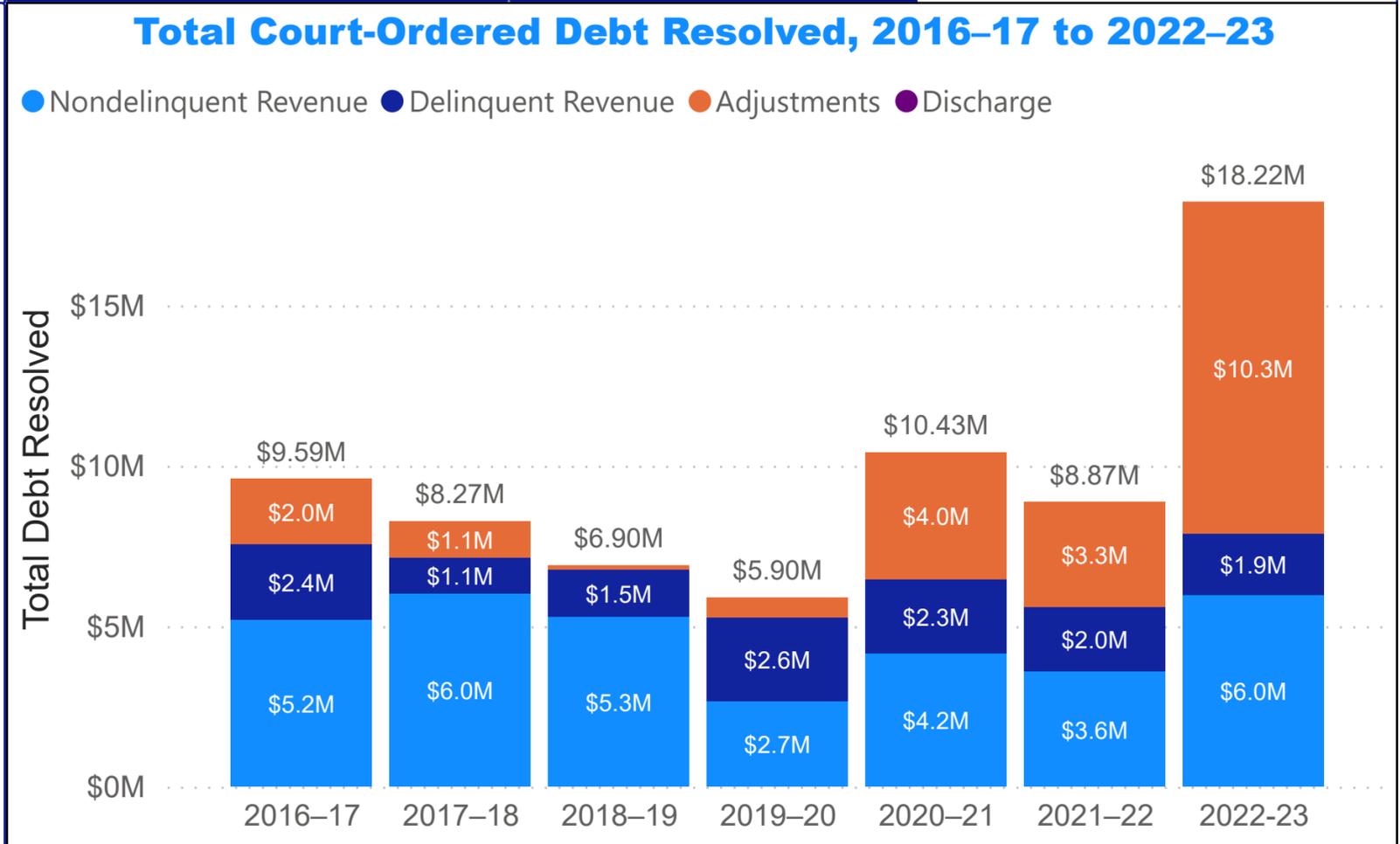
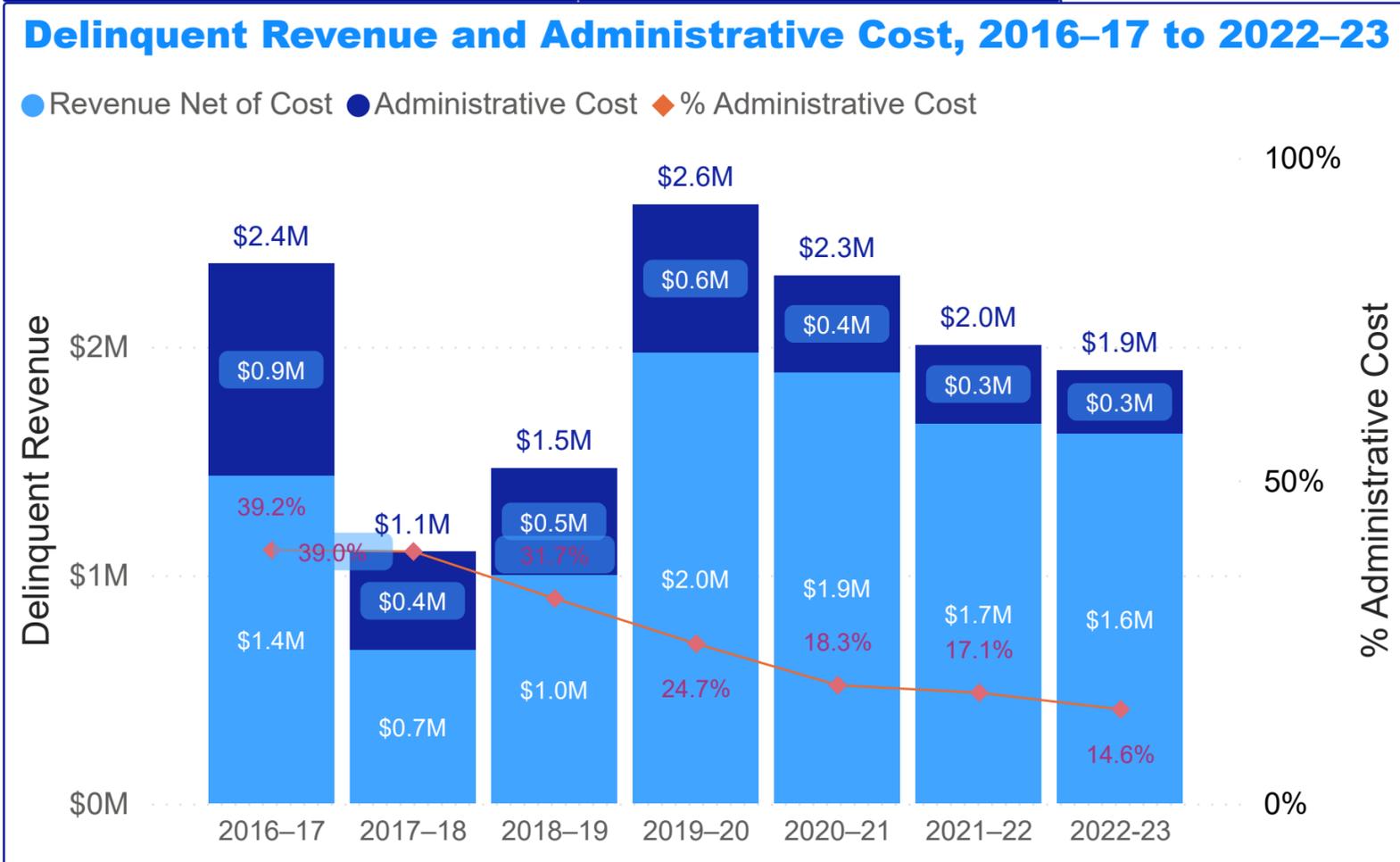
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
14/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court El Dorado	Default Rate Current Prior Combined			No. of People Served 40,148	No. of Nondelinquent Cases With Payments 18,759	No. of Delinquent Cases Reported 45,907	No. of Delinquent Cases With Payments 5,367.00
	49%	52%	52%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$283,794	\$296,238	\$38,473	\$40,439	\$93,351	\$10,238,592	-	-
FTB-COD	\$20,090	\$1,184,534	\$3,013	\$177,680	-	-	-	-
FTB-IIC	\$7,683	\$103,583	\$1,152	\$15,537	\$0	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$311,567	\$1,584,354	\$42,638	\$233,656	\$93,351	\$10,238,592	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,204,623	2,528	\$180,694
6 - FTB-IIC	\$111,266	218	\$16,690
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$580,032	2,621	\$78,912
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,895,921	5,367	\$276,295

Fresno: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Fresno collections program, because of the enactment of Assembly Bill 199 the court vacated civil assessment fees for 522,661 cases, totaling \$26,304,066 million. Due to increasing pressure, the court decided in April 2023 to no longer assess the civil assessment and vacated 20,801 additional cases valued at \$2,046,335 million. The court continues to participate in the discharge of debt of older uncollectable cases totaling \$24 million. The program continues to work with their vendors to improve collection efforts and reporting of required information.

As a result of the adjustments caused by AB 177 and AB 199, the balances with the private agency and the court's case management system were incorrect. Due to these discrepancies, the program elected to not participate in the Franchise Tax Board Interagency Intercept Collections (FTB-IIC) program until the private agency reflects the correct balance. The county uses the FTB-IIC as their primary collections program.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Fresno ▼	\$481,202,473	\$14,612,863	\$6,135,286	\$1,351,525	\$33,762,372	\$24,568,940

2022-23 Collections Individual Program Report

Population
1,015,793

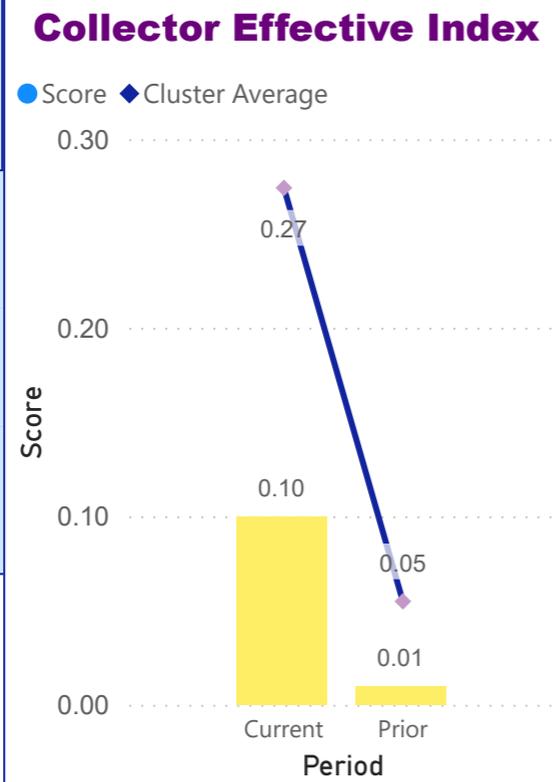
Judges
47

Commissioners
6.00

Best Practices Engaged
22/22

Collections Activities Performed
16/16

Cluster
3

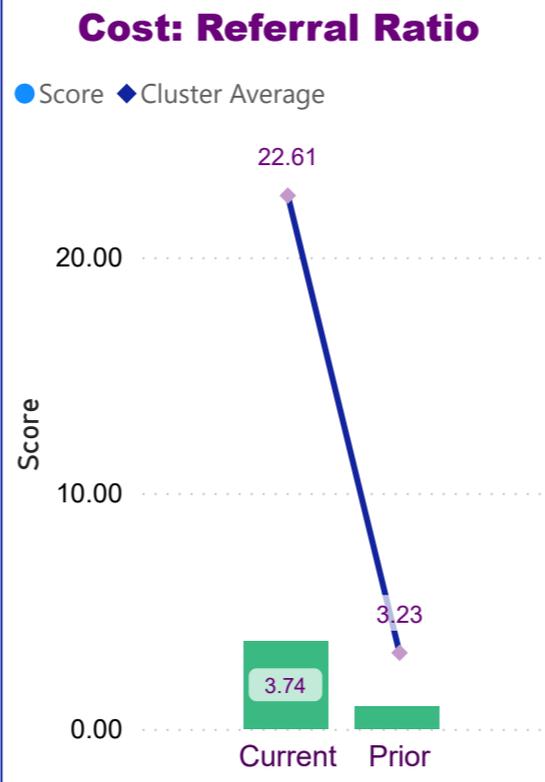


Collector Effective Index

Period	Score	Cluster Average
Current	0.10	0.27
Prior	0.01	0.05
Combined	0.01	0.08

First-year Resolution Rate

Score	Cluster Average
0.06	0.31



Cost: Referral Ratio

Period	Score	Cluster Average
Current	3.74	22.61
Prior	0.95	3.23
Combined	1.03	5.01

Risk Monitor

Score	Cluster Average
0.75	0.58

Adjustment Score

Score	Cluster Average
61.87	183.23

Discharge Score

Score	Cluster Average
45.03	45.09

Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
County	0.53	0.32	0.63	0.36	0.62	0.34
Private Agency	0.16	0.18	0.37	0.30	0.32	0.27
FTB-COD		0.15	0.02	0.20	0.02	0.19

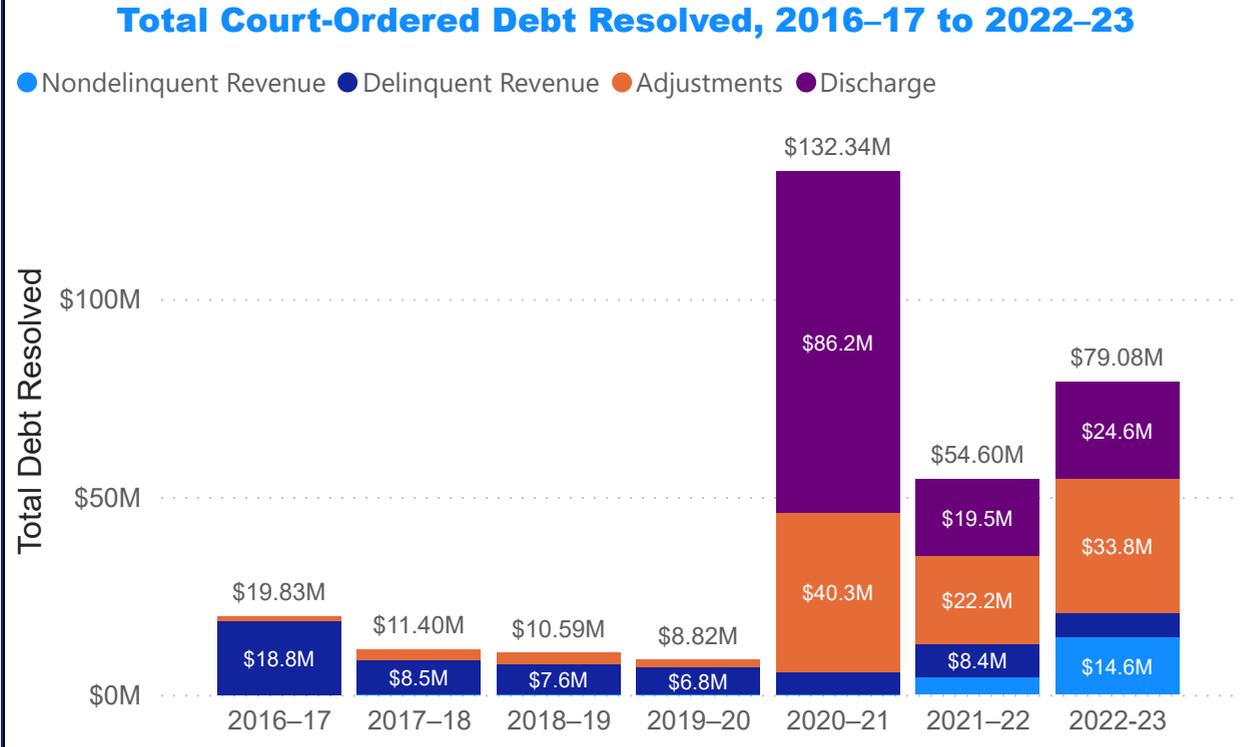
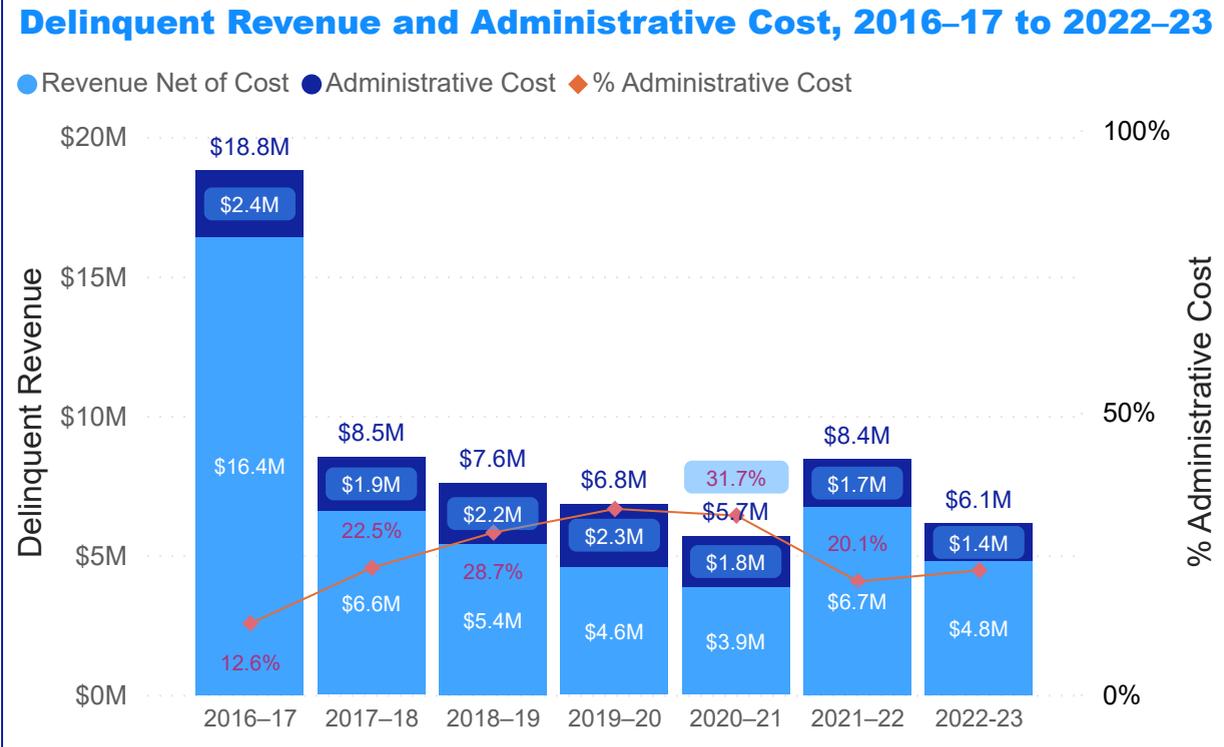
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive (Green) Needs Improvement (Yellow) No Data (Red)

Court Fresno	Default Rate		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 51,389	No. of Delinquent Cases Reported 1,309,792	No. of Delinquent Cases With Payments 13,991
	Current	Prior				
	22%	20%	20%			



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	\$0
County	\$83,418	\$550,582	\$44,122	\$349,186	-	\$35,809	-	-
Private Agency	\$659,961	\$2,193,330	\$104,869	\$803,527	\$63,119	\$32,829,489	-	\$24,568,940
FTB-COD	-	\$2,098,272	-	\$49,821	-	\$833,955	-	-
FTB-IIC	\$549,723	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,293,102	\$4,842,184	\$148,991	\$1,202,534	\$63,119	\$33,699,253	-	\$24,568,940

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,886,078	6,615	\$701,849
2 - Written Notice(s)	\$1,387,166	23,412	\$516,194
3 - Lobby/Counter	\$212,135	11,595	\$78,940
4 - Skip Tracing	\$0	0	\$0
5 - FTB-COD	\$2,098,272	273	\$49,821
6 - FTB-IIC	\$549,723	1,871	\$0
7 - DL Hold/Suspension	\$0	0	\$0
8 - Private Agency	\$465	12	\$3,990
9 - Wage/Bank Garnishments & Liens	\$1,447	36	\$731
Total	\$6,135,286	43,814	\$1,351,525

Glenn: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Glenn collections program, collections continue to be impacted by Assembly Bills 1869 and 177. Because the complete data for each programs or the applicable period is unavailable, the program consolidated all collections data into the prior period Intrabranh program and adjusted the beginning balances per Judicial Council staff instructions.

In April 2022, Shasta Court's collections program converted from a legacy case management system to a more modern case management system. The court has not yet been able to configure the new case management system to extract the data necessary for this report. This report includes the data we have been able to extract. The total amount collected and the ending balance numbers are correct. Per Judicial Council staff instructions, since specific program data can't be produced, all collection activity has been consolidated into the Intrabranh program and beginning balances have been altered to balance the report.

Since Shasta Superior Court absorbs the collections fees for the Franchise Tax Board Court-Ordered Debt and Interagency Intercept Collections programs, as well as Private Agency programs. All cost of collections have been consolidated and reported in the Intrabranh program. The amount represents 24 percent of gross revenue collected.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Glenn ▼	\$13,407,061	Not Available	\$460,374	\$110,490	\$0	\$0

2022-23 Collections Individual Program Report

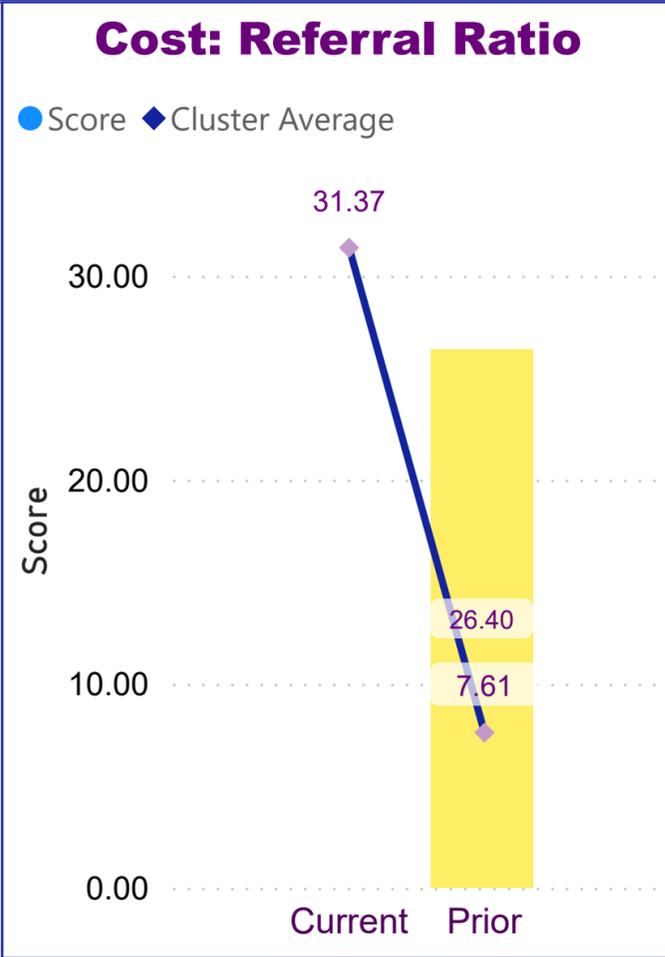
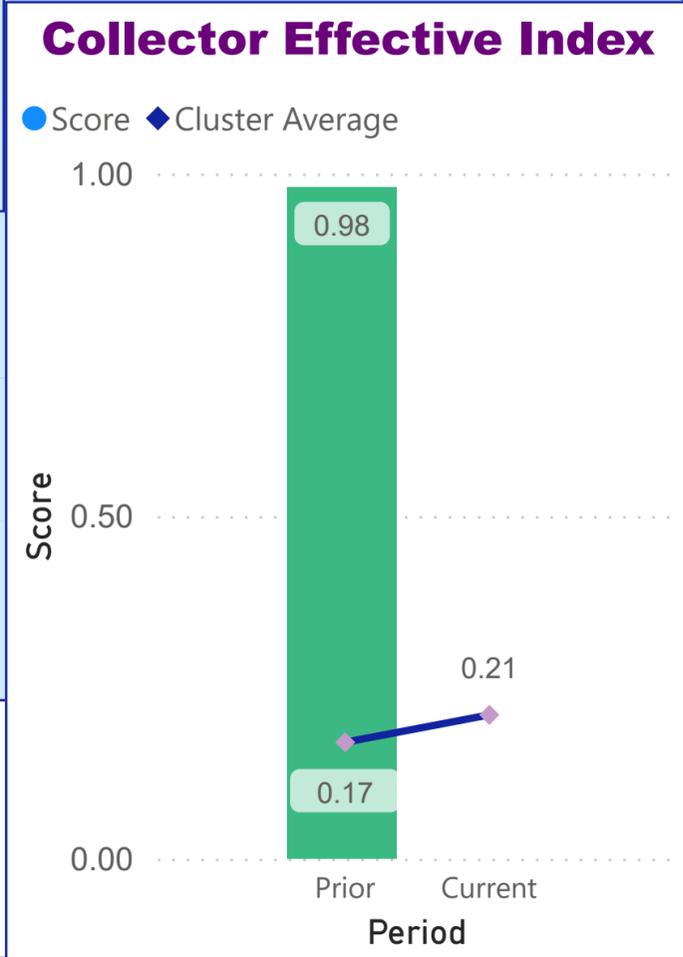
Cluster
1

First-year Resolution Rate
Score Cluster Average
0.00 0.11

Risk Monitor
Score Cluster Average
0.08

Adjustment Score
Score Cluster Average
0.00 126.56

Discharge Score
Score Cluster Average
0.00 22.84



Spend Efficiency Score						
Period	Program	Score	Current Cluster Average	Prior Cluster Average	Score	Cluster Average
Intrabran			0.21	0.24	0.24	0.24

Population
28,760

Judges
2

Commissioners
0.30

Best Practices Engaged
16/22

Collector Effective Index
Period Score Cluster Average
Current 0.21
Prior 0.98 0.17
Combined 0.26 0.16

Cost: Referral Ratio
Period Score Cluster Average
Current 31.37
Prior 26.40 7.61
Combined 7.02 9.38

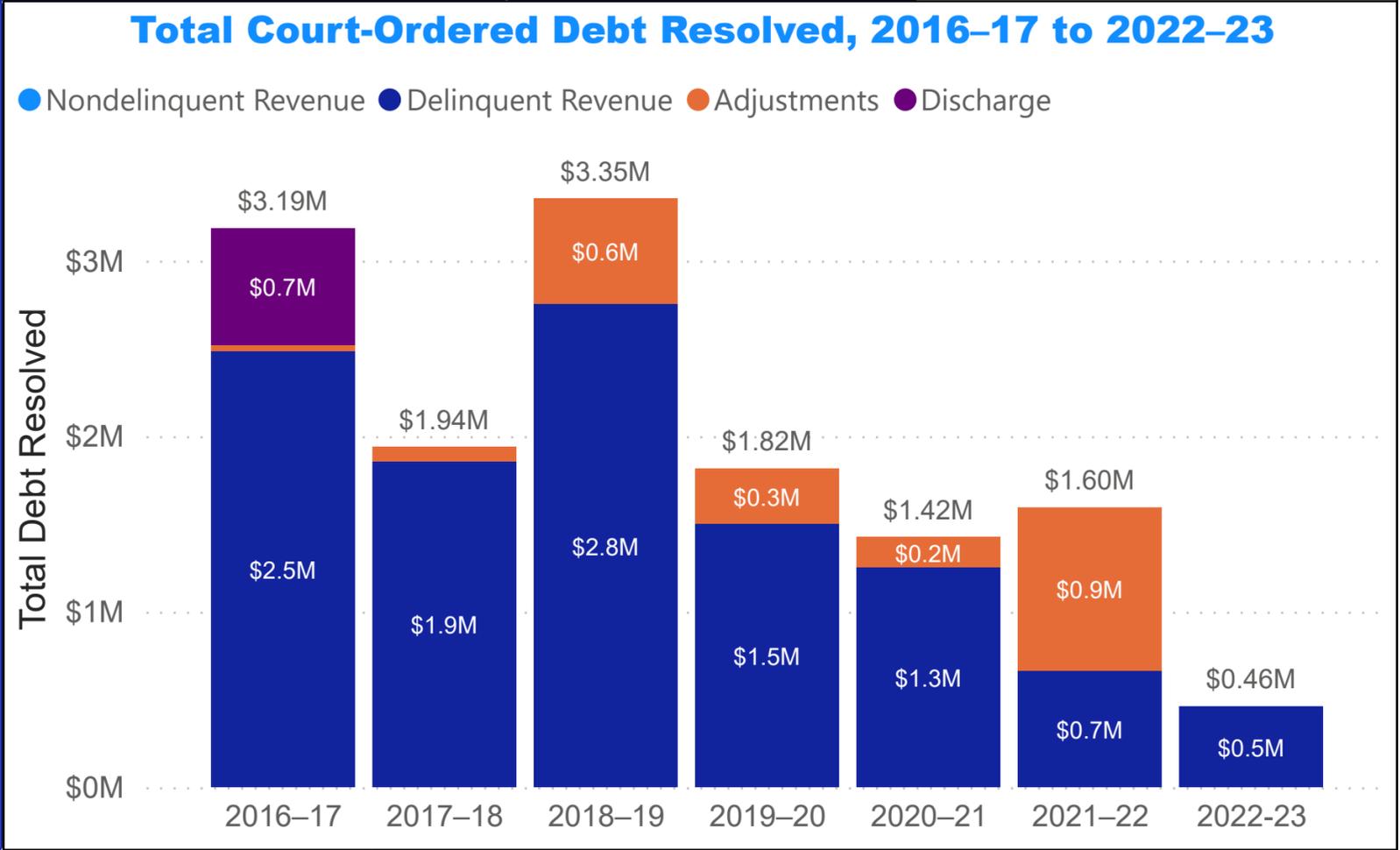
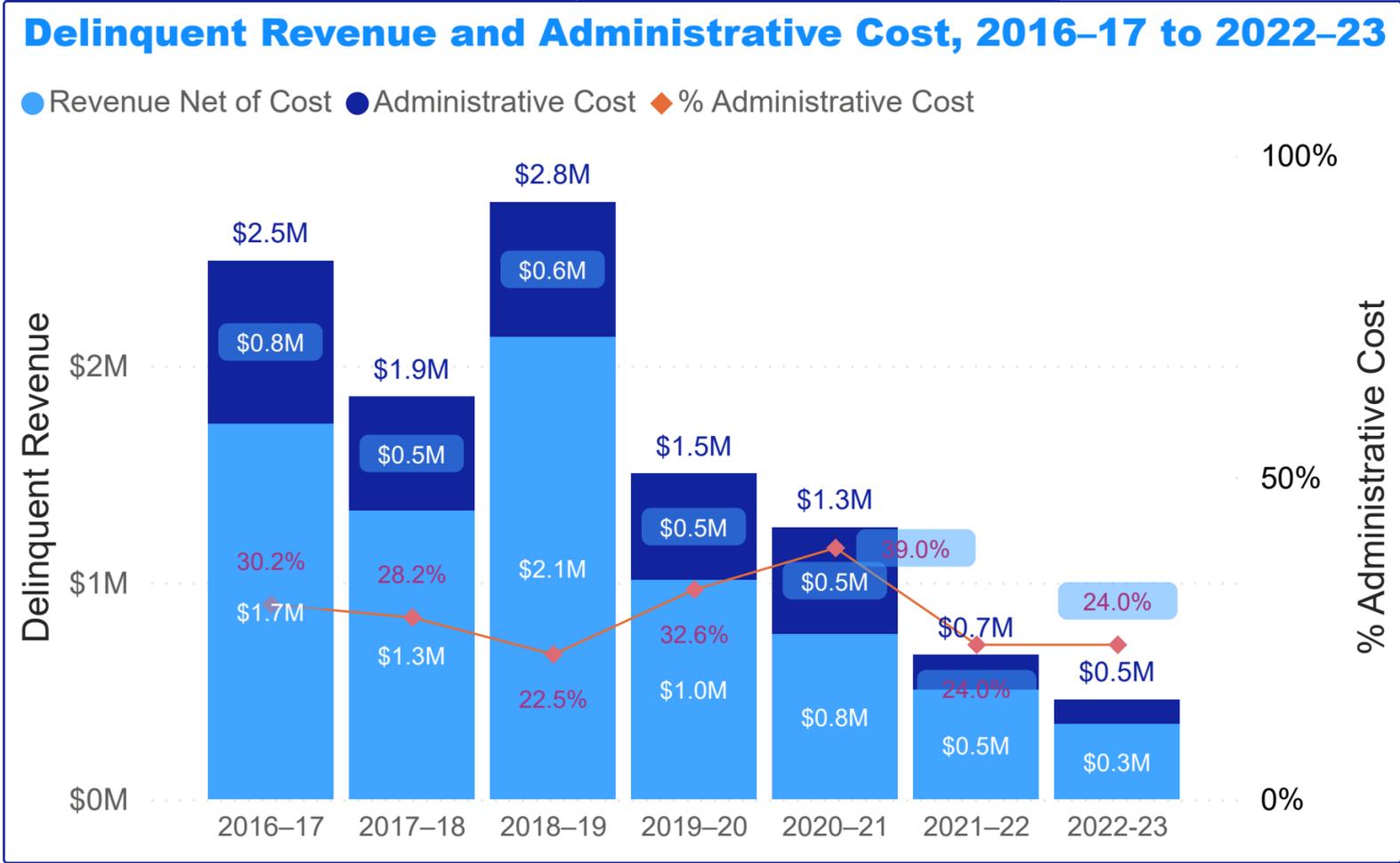
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
13/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court Glenn	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 15,741	No. of Delinquent Cases With Payments 4,106.00
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	\$460,374	-	\$110,490	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	-	\$460,374	-	\$110,490	-	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$105,063	3,865	\$25,215
2 - Written Notice(s)	\$212,790	7,828	\$51,070
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	\$142,521	5,243	\$34,205
5 - FTB-COD	\$0	0	\$0
6 - FTB-IIC	\$0	0	\$0
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$460,374	16,936	\$110,490

Humboldt: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Humboldt County and the County of Humboldt. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Humboldt collections program, unlike many collection agencies which submit a lump sum back to the court, the county program enters, collects, adjusts and distributes itemized funds to local and state entities. The cost of collections ratio has increased due to dramatic reduction of new referral revenues and time expended on required modifications to comply with recent legislative changes and state audit findings.

The county program does not track most of this information. The revenues and costs associated with third-party agencies are actual values. All other values are calculated with a combination of tracked data and estimated percentages based on time approximations in ratio to overall totals. The cost of collections for county collections are calculated with a combination of tracked data and estimated percentages based on time approximations in ratio to overall totals for current and prior periods. The program used the actual amounts received by the date of June 30, 2023 from the Franchise Tax Board and the private agency to ensure accurate calculations and avoid reporting errors in pending funds and current and previous year allocations. Beginning balances on the Annual Financial Report carried over from the previous year were modified to reconcile with data currently available.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Humboldt ▼	\$21,738,961	\$425,967	\$1,087,054	\$289,828	\$1,256,939	\$725,765

2022-23 Collections Individual Program Report

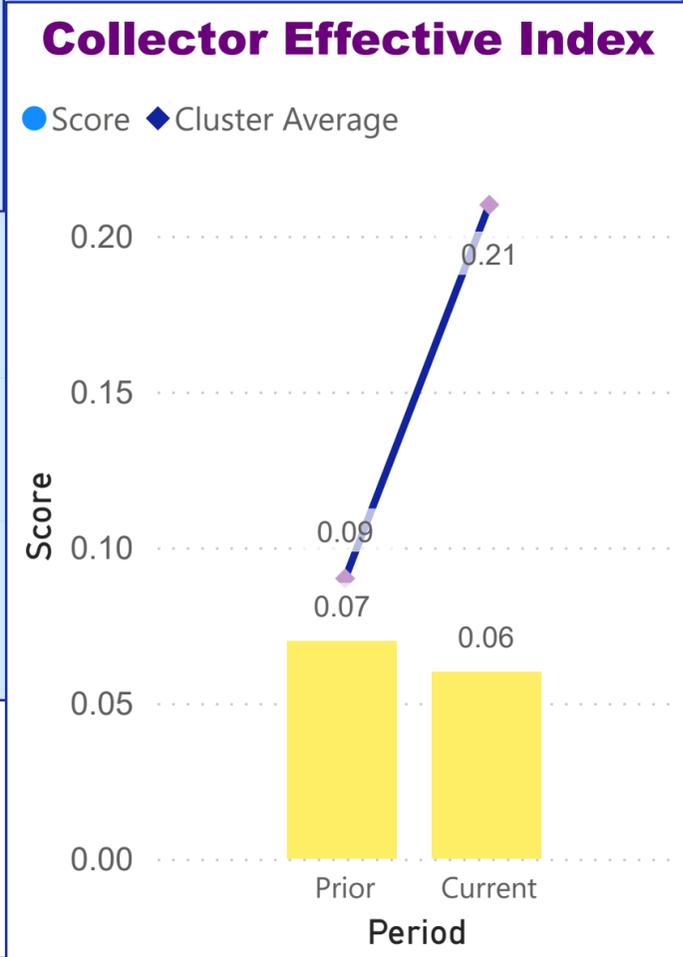
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.04 0.19

Risk Monitor
Score Cluster Average
0.78 0.57

Adjustment Score
Score Cluster Average
44.18 151.71

Discharge Score
Score Cluster Average
25.51 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Score	Prior Cluster Average	Score	Combined Cluster Average
County	0.66	0.42	1.06	0.46	0.97	0.44
Private Agency	0.15	0.15	0.20	0.15	0.18	0.15
FTB-COD	0.15	0.12	0.15	0.15	0.15	0.14
FTB-IIC	0.01	0.01	0.01	0.06	0.01	0.06

Population
134,304

Judges
7

Commissioners
1.00

Best Practices Engaged
20/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.06	0.21
Prior	0.07	0.09
Combined	0.07	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	7.56	18.30
Prior	6.09	4.98
Combined	6.25	6.60

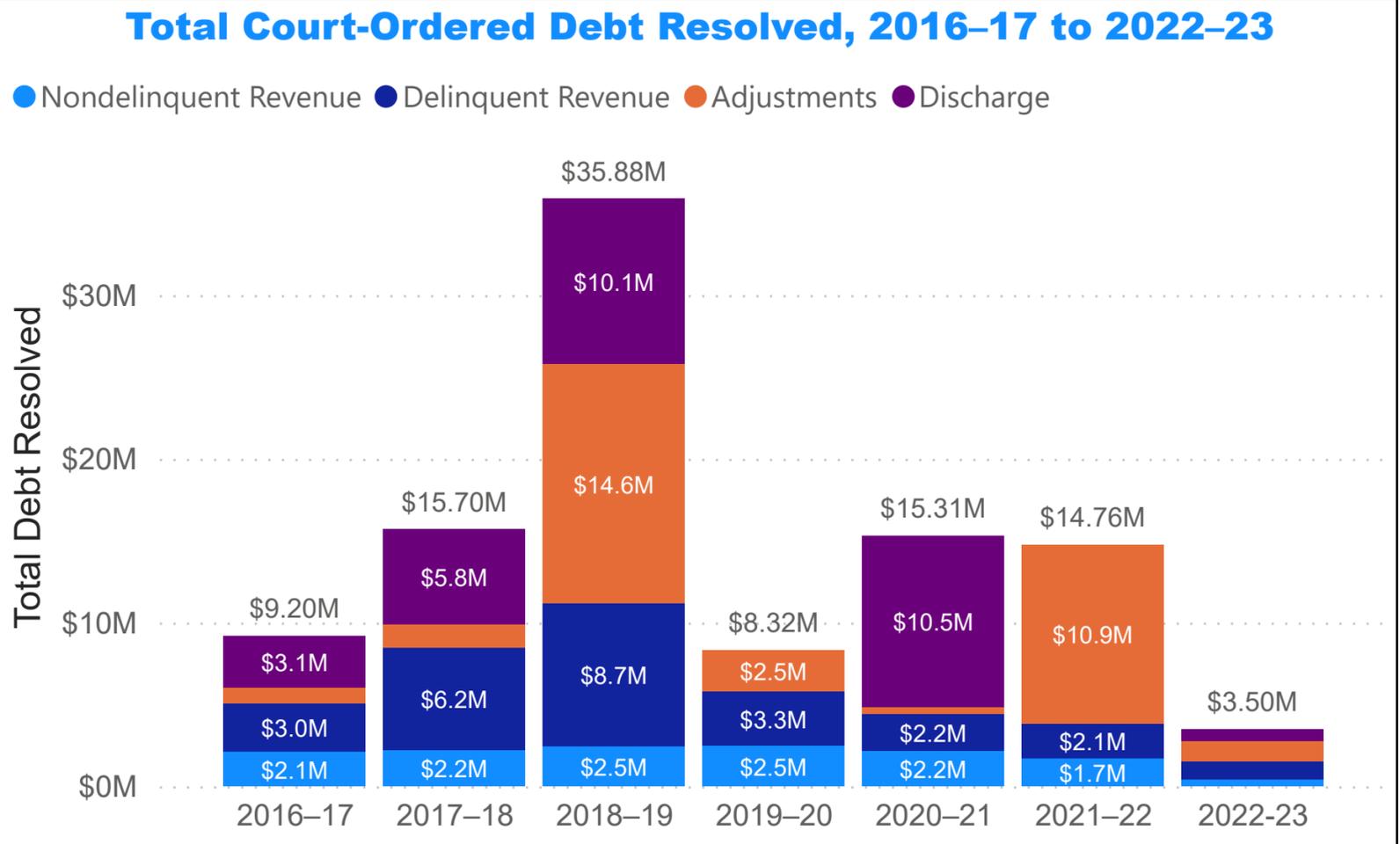
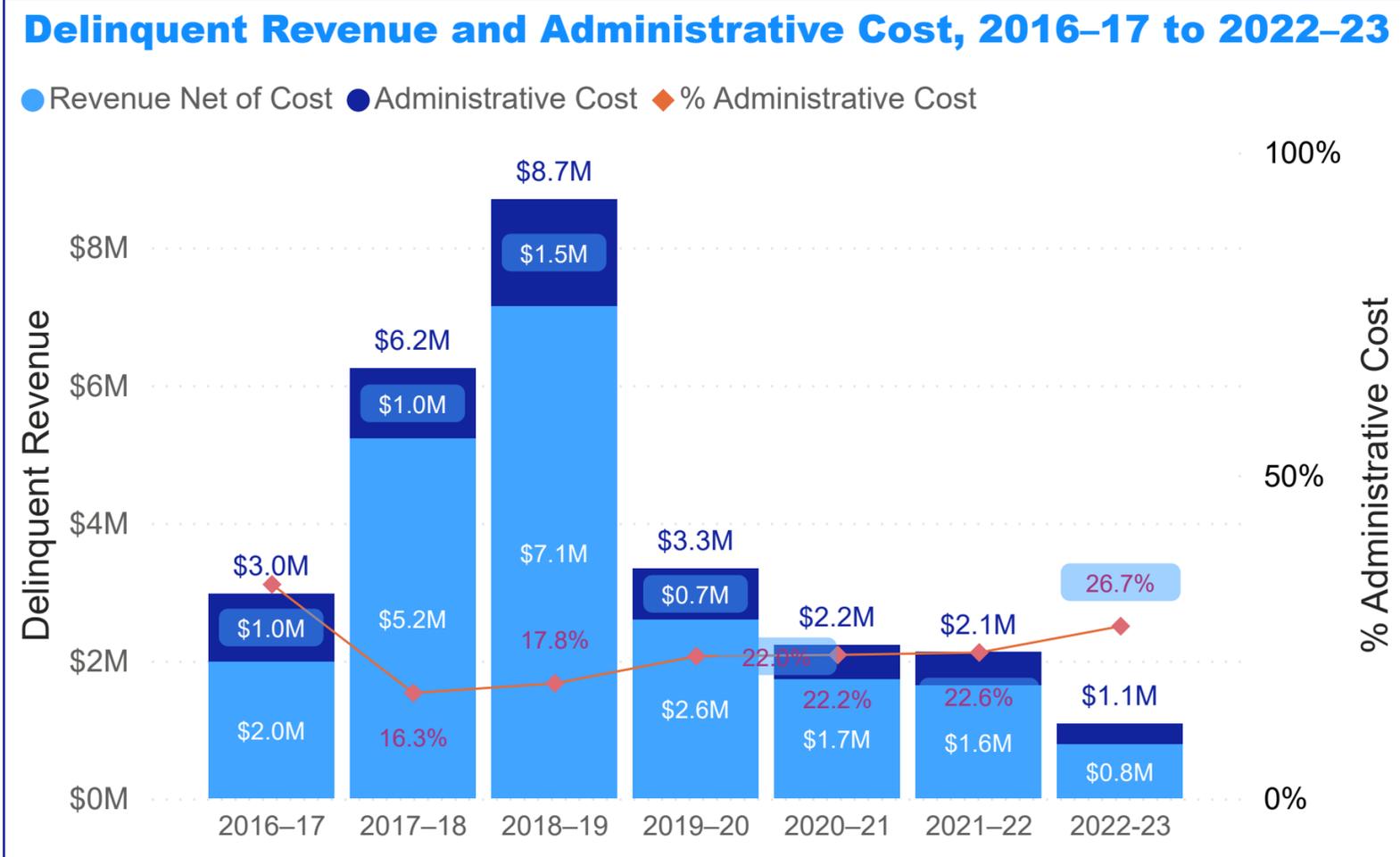
Dashboard Comments

Currently, RR only receives new debt for probation and victim restitution; all other debt is for cases older than 5 years. Due to the lack of new referrals and difficulty collecting aging debt, RR's revenues and collection rates have decreased. Furthermore, the RR division staff experienced reductions now maintaining only 1 full time and 1 part time employee.

Performance Metrics Key		
▲ Positive	▲ Needs Improvement	▲ No Data

Collections Activities Performed
14/16

Court <input type="text" value="Humboldt"/>	Default Rate Current Prior Combined			No. of People Served 22,469	No. of Nondelinquent Cases With Payments 2,368	No. of Delinquent Cases Reported 46,349	No. of Delinquent Cases With Payments 3,048.00
	49%	28%	35%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$47,587	\$170,915	\$31,198	\$180,401	\$6,935	\$151,475	\$5,203	\$720,562
Private Agency	\$47,869	\$105,389	\$7,133	\$20,849	\$21,119	\$1,077,410	-	-
FTB-COD	\$10,556	\$305,793	\$1,583	\$45,869	-	-	-	-
FTB-IIC	\$1,081	\$397,864	\$7	\$2,788	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$107,093	\$979,961	\$39,921	\$249,907	\$28,054	\$1,228,885	\$5,203	\$720,562

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$59,467	1,764	\$21,160
2 - Written Notice(s)	\$57,768	30,407	\$12,696
3 - Lobby/Counter	\$42,477	42,704	\$171,395
4 - Skip Tracing	\$1,699	1,288	\$4,232
5 - FTB-COD	\$290,886	4,629	\$43,633
6 - FTB-IIC	\$398,945	28,643	\$2,795
7 - DL Hold/Suspension	\$48,596	0	\$0
8 - Private Agency	\$70,131	28,640	\$15,595
9 - Wage/Bank Garnishments & Liens	\$8,495	14	\$2,116
Total	\$978,464	138,089	\$273,622

Imperial: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Imperial collections program, efficiencies continue to improve by providing staff training, incorporating new tools to the collections process, and better communication with external agencies. The program still has software limitations in generating specific reports and limited access to old software. Program priorities include improvements to their case management system (CMS) to generate all the specific information need for this report. This year's balances were adjusted after Assembly Bill 199 was approved. The court estimates that \$20,764,700 in civil assessments was vacated because of AB 199.

Since conversion to the current CMS, the program has experienced significant challenges transferring information from old software to new software, resulting in limited access necessary to generate specific reports. Improvements to CMS are expected to generate all the necessary information soon. The program's goal is to be able to generate reports with all the information that is needed to complete this report. The court had some issues when the AB 199 adjustment was applied, specifically to cases that were converted from the old CMS to the new CMS and will reconcile all case balances with the Franchise Tax Board and private agency.

The program completed the reporting template to the extent possible, within the limits of the case management system and availability of data. There is approximately \$15,340,135 in hard-to-collect debt; most of this amount is eligible for discharge and is related to the court's previous CMS. On ability to pay (ATP), the court only offers the option to submit online applications to the ATP Program.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Imperial ▼	\$51,734,220	\$7,794,515	\$2,736,505	\$649,466	\$20,812,295	\$0

2022-23 Collections Individual Program Report

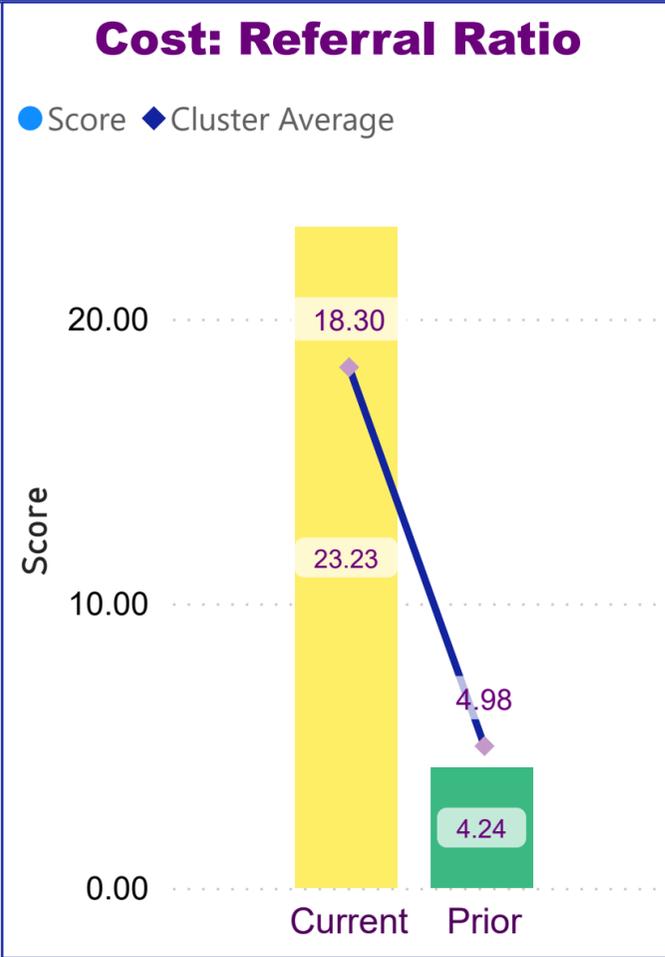
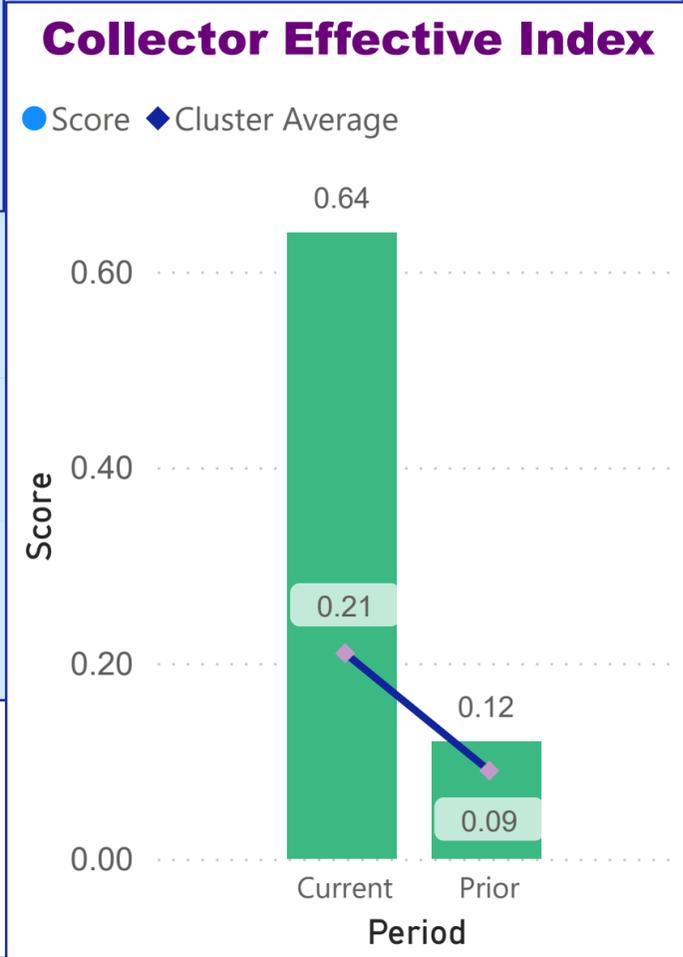
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.26 0.19

Risk Monitor
Score Cluster Average
0.19 0.57

Adjustment Score
Score Cluster Average
276.45 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Score	Prior Cluster Average	Score	Combined Cluster Average
Court	0.36	0.24	0.36	0.22	0.36	0.23
Private Agency	0.15	0.15	0.15	0.15	0.15	0.15
FTB-COD	0.12	0.12	0.12	0.15	0.12	0.14

Population
179,790

Judges
10

Commissioners
0.30

Best Practices Engaged
21/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.64	0.21
Prior	0.12	0.09
Combined	0.17	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	23.23	18.30
Prior	4.24	4.98
Combined	6.31	6.60

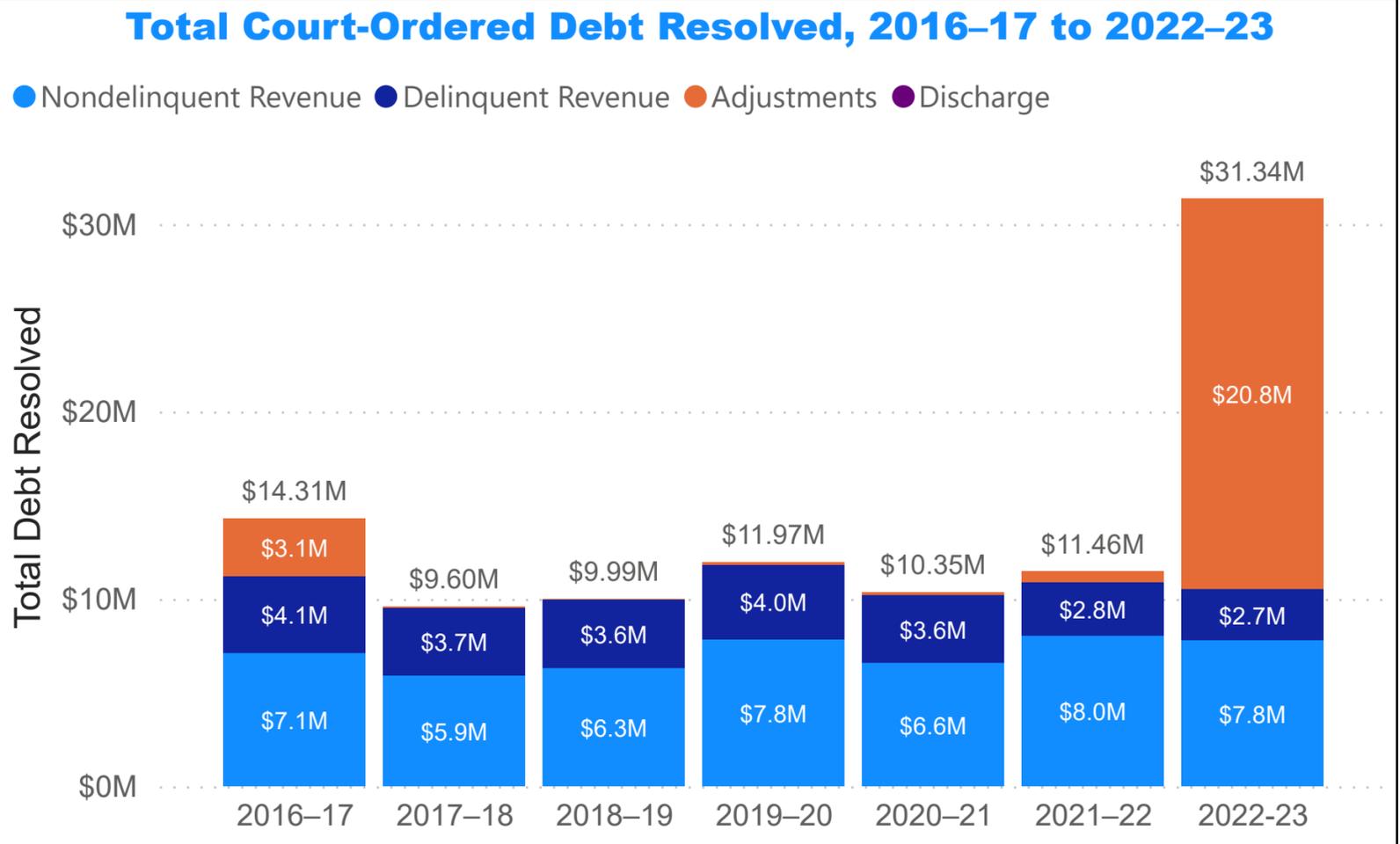
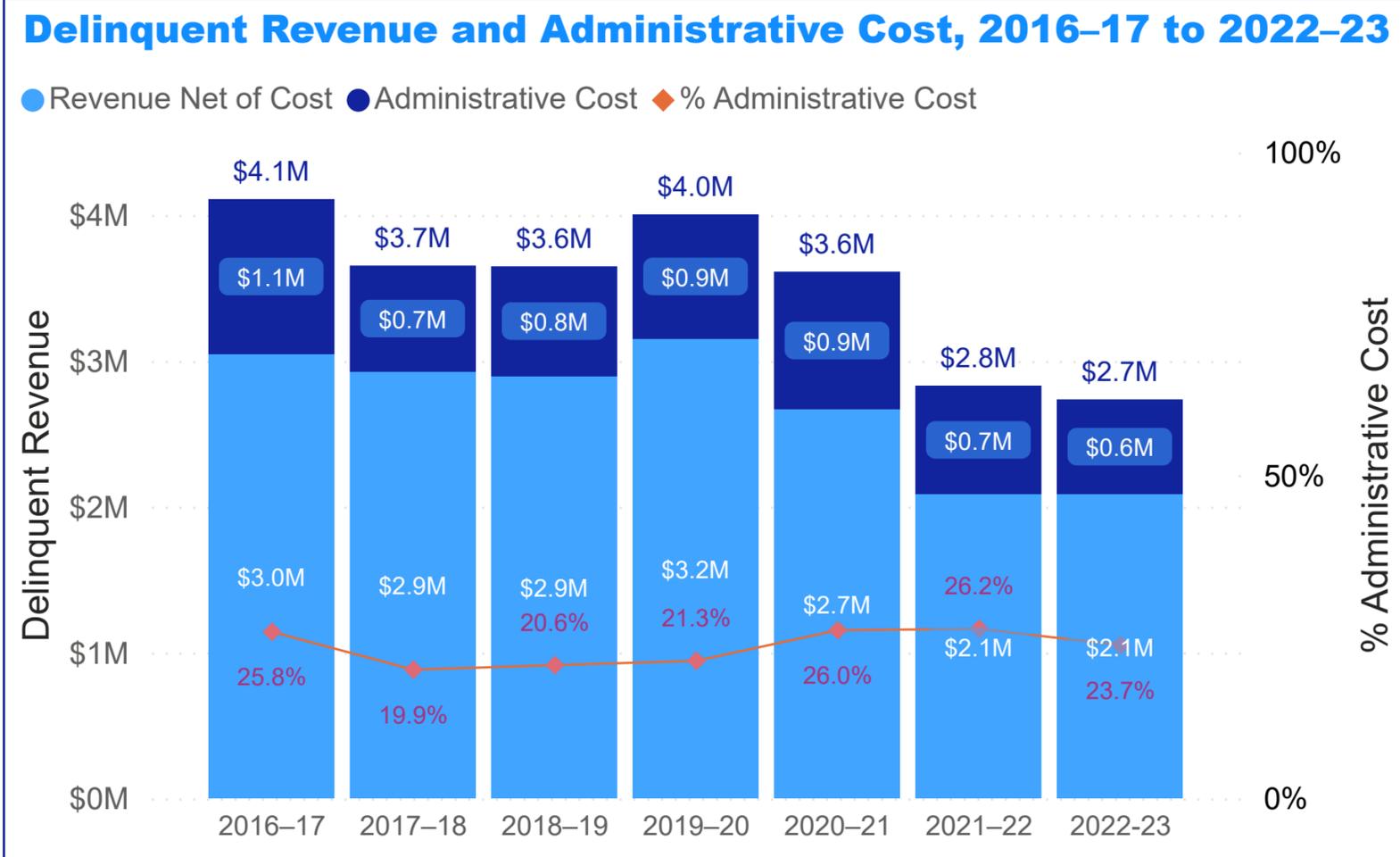
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key		
Positive	Needs Improvement	No Data

Collections Activities Performed
14/16

Court Imperial	Default Rate Current Prior Combined 3% 6% 5%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 120,244	No. of Delinquent Cases Reported 102,957	No. of Delinquent Cases With Payments 17,799.00
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$514,733	\$767,771	\$184,899	\$275,793	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$141,644	\$210,218	\$21,234	\$31,483	\$47,595	\$20,542,771	-	-
FTB-COD	\$442,344	\$659,795	\$54,606	\$81,450	\$221,929	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,098,721	\$1,637,784	\$260,739	\$388,727	\$269,524	\$20,542,771	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,922,961	12,868	\$467,695
2 - Written Notice(s)	\$813,543	4,931	\$181,769
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,736,504	17,799	\$649,464

Inyo: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Inyo collections program, current period collection rates decreased slightly from prior year due to staffing changes and time spent training new personnel. The court expects collection activity to increase in the next period. Additionally, there were delays in payments received by the court from the private collection agency due to a change of address that was not reflected in checks being sent between the Franchise Tax Board Court-Ordered Debt (FTB-COD) program and the private agency. This has been corrected and payments are currently being recorded in the court's program for 2023–2024.

The program is able to extract the necessary data to complete the Annual Financial Report and required data on the Contact and Other Information tab. The program is currently in the process of a case management conversion and will continue to work with both collections and case management system vendors to accurately track and report data, as needed. Also, the program will continue to manually track and report the necessary data from the FTB-COD, as they are not able to provide the requested information for the CRT.

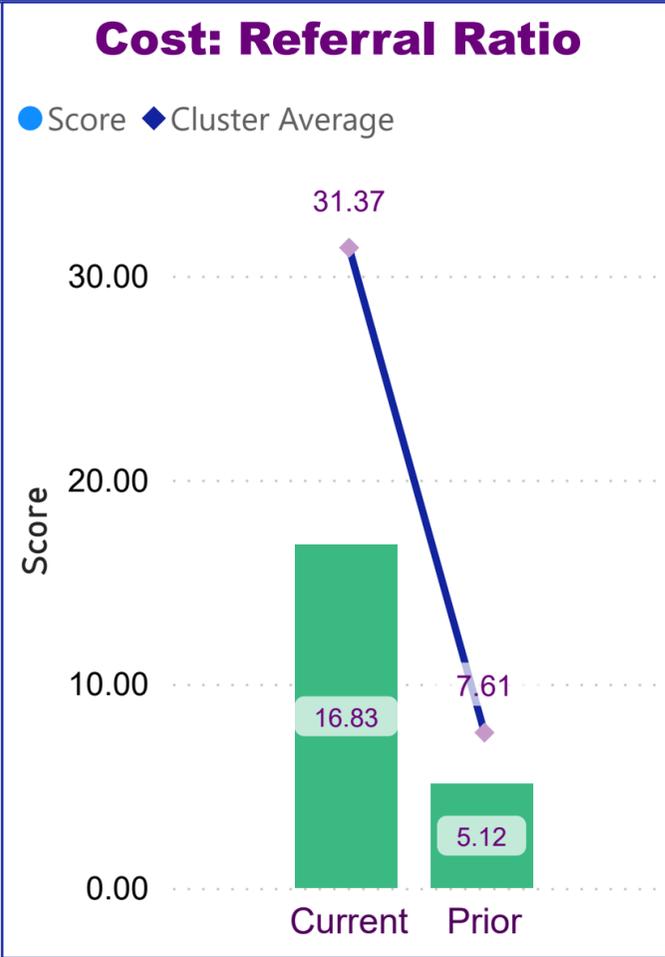
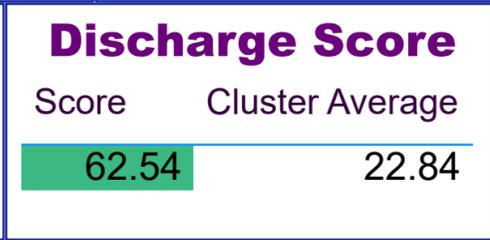
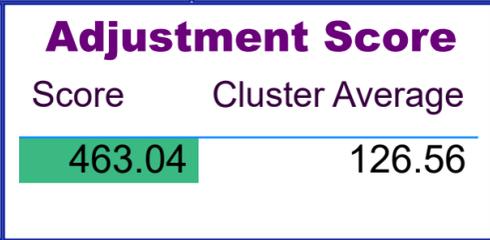
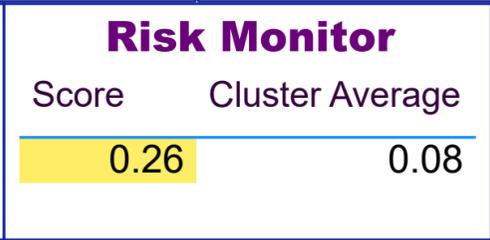
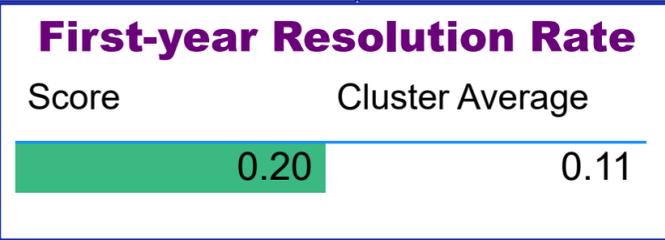
Of the reported adjustments amount, \$1,370,711 is related to Assembly Bill 199 and \$197,199 to AB 177.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Inyo ▼	\$3,629,777	\$4,106,337	\$384,104	\$97,305	\$3,917,570	\$529,158

2022-23 Collections Individual Program Report

Cluster
1



Spend Efficiency Score

Period	Program	Score	Current Cluster Average	Prior Cluster Average	Score	Cluster Average	Combined Score	Cluster Average
Court		0.19	0.45	3.25	0.18	0.35	0.26	
Private Agency		0.13	0.14	0.44	0.17	0.26	0.16	
FTB-COD		0.09	0.18	0.19	0.15	0.19	0.15	

Population
18,901

Judges
2

Commissioners
0.30

Best Practices Engaged
21/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.30	0.21
Prior	0.05	0.17
Combined	0.08	0.16

Cost: Referral Ratio

Period	Score	Cluster Average
Current	16.83	31.37
Prior	5.12	7.61
Combined	6.47	9.38

Dashboard Comments

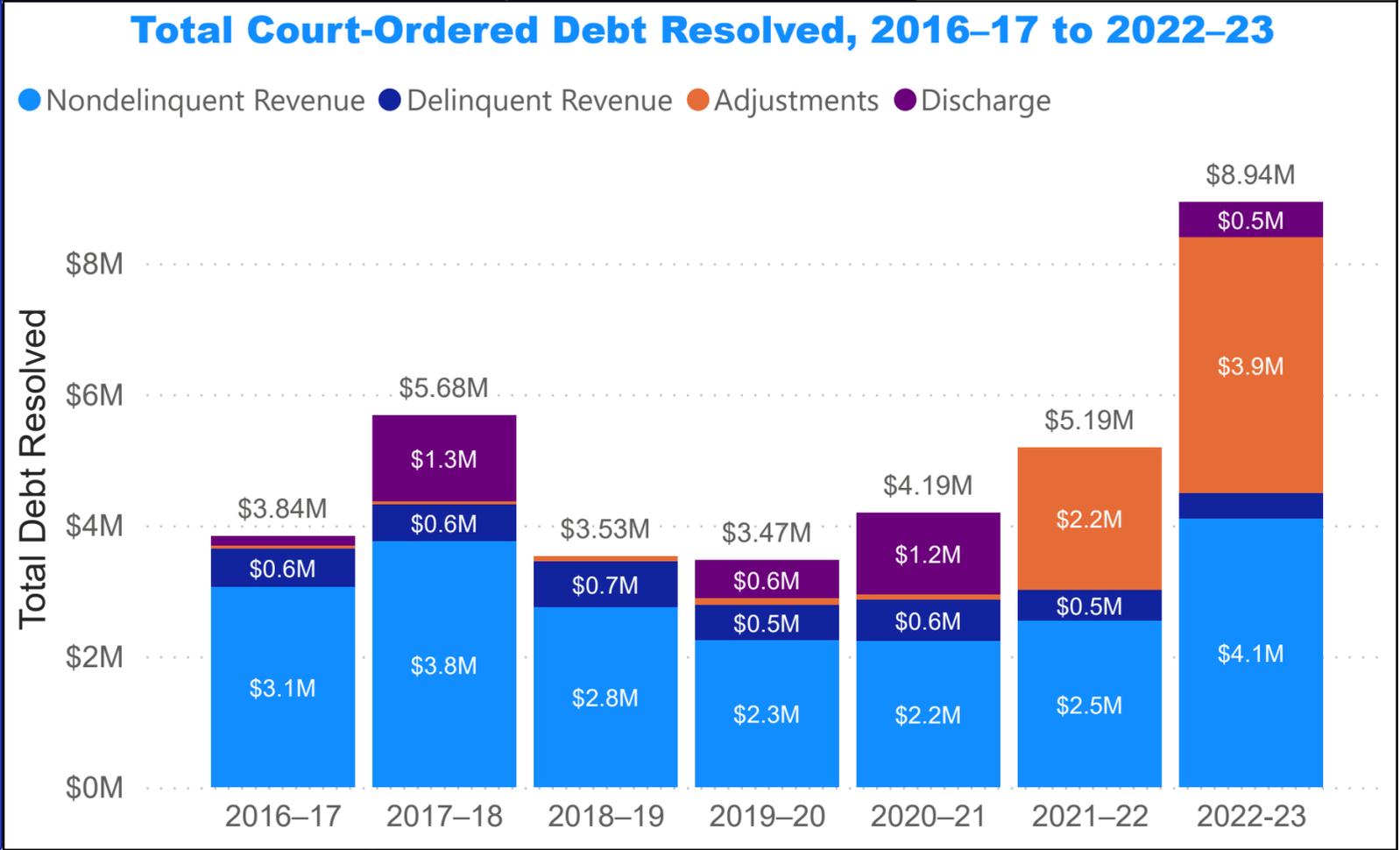
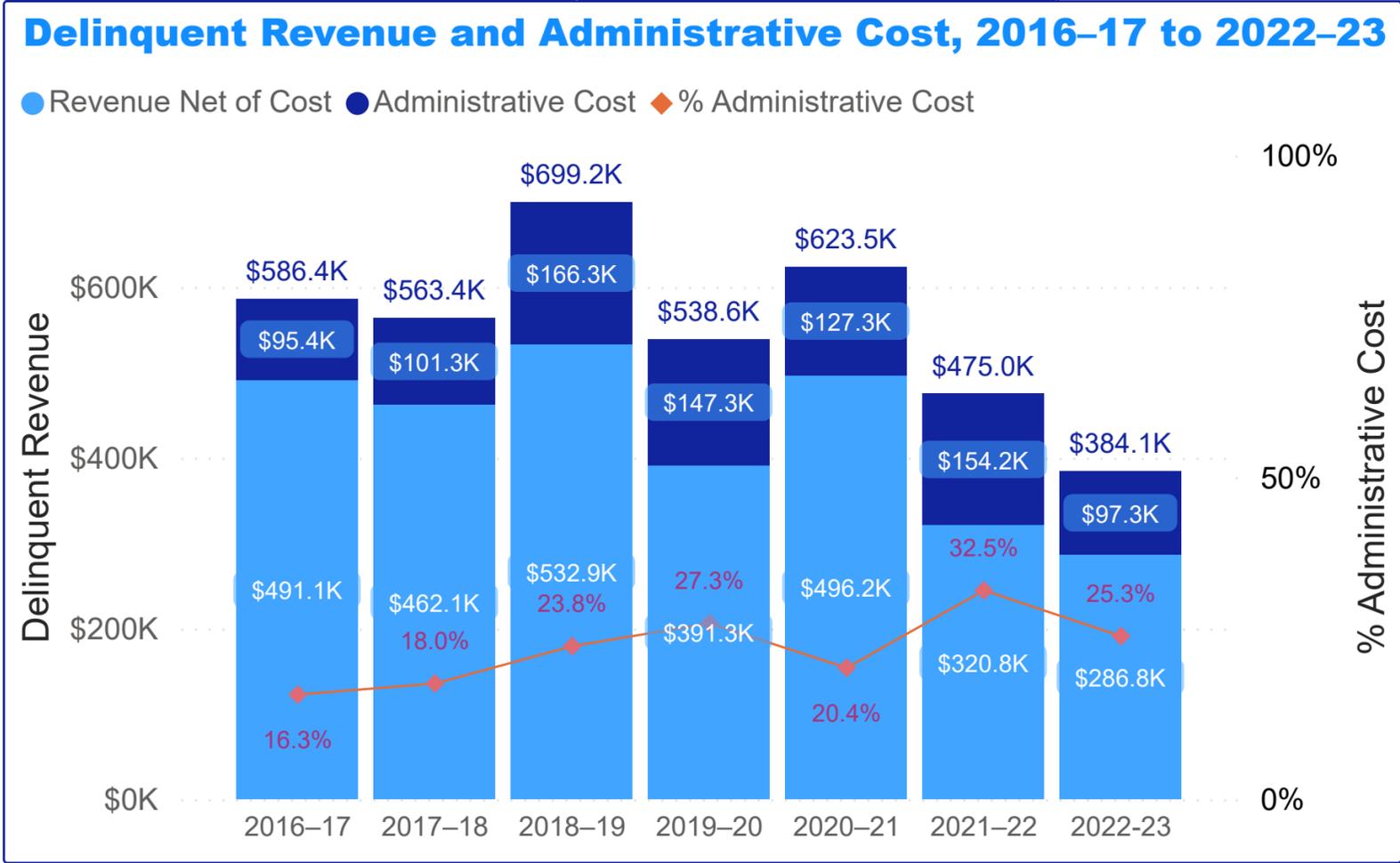
Adjustments related to AB 199 - \$ 1,370,711.28. Adjustments related to AB177 - \$ 197,199.05. The remaining \$2,349,659.67 related to court ordered adjustments.

Collections Activities Performed
15/16

Performance Metrics Key

Positive	Needs Improvement	No Data
--	--	---

Court Inyo ▼	Default Rate			No. of People Served 3,474	No. of Nondelinquent Cases With Payments 11,920	No. of Delinquent Cases Reported 15,035	No. of Delinquent Cases With Payments 1,213.00
	Current	Prior	Combined				
	81%	97%	97%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$141,685	\$7,742	\$26,793	\$25,180	\$1,661	\$2,539,258	-	\$511,918
County	-	-	-	-	-	-	-	-
Private Agency	\$18,140	\$12,163	\$2,336	\$5,402	-	\$891,828	\$1,391	\$7,678
FTB-COD	\$664	\$197,330	\$63	\$37,532	-	\$484,822	\$1,195	\$6,976
FTB-IIC	-	\$6,380	-	\$0	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$160,489	\$223,616	\$29,192	\$68,114	\$1,661	\$3,915,909	\$2,586	\$526,572

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$10,341	2,539	\$1,715
3 - Lobby/Counter	\$139,086	1,909	\$40,891
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$197,994	2,192	\$45,985
6 - FTB-IIC	\$6,380	19	\$0
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$30,303	946	\$8,714
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$384,104	7,605	\$97,305

Kern: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Kern collections program, performance metrics for this year have been affected by collectors being diverted to assist with vacating fees related to Assembly Bill 1869, AB 177, AB 199, and AB 1076, and a higher than usual vacancy rate that was decreased by the end of the fiscal year. AB 199 adjustments totalled \$36,786,965, while remaining adjustments totalled \$5,699,205.

The court works with a programmer to provide as much data as possible for the Annual Financial Report. A new method was used beginning last year to provide more refined totals. It was not possible to provide accurate collection and cost data by collection activity but consolidated court/county totals were provided. The court is working to find ways within the limitations of our case management systems to provide additional requested detail, and is in the process of moving toward a new case management system that would support more detailed reporting. The county's case management system is also limited and does not have information such as case counts available. Court available data and ratios have been used to provide more accurate values for Franchise Tax Board's (FTB) Court-Ordered Debt (COD) and Interagency Intercept Collections (IIC) programs. Some values were used from FTB-COD reports based upon the instructions provided by Judicial Council and FTB during training/information sessions, when other data was not available.

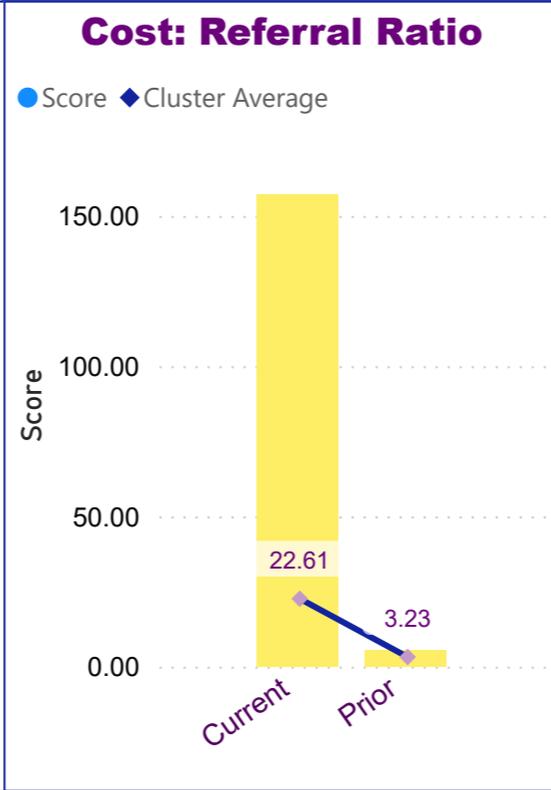
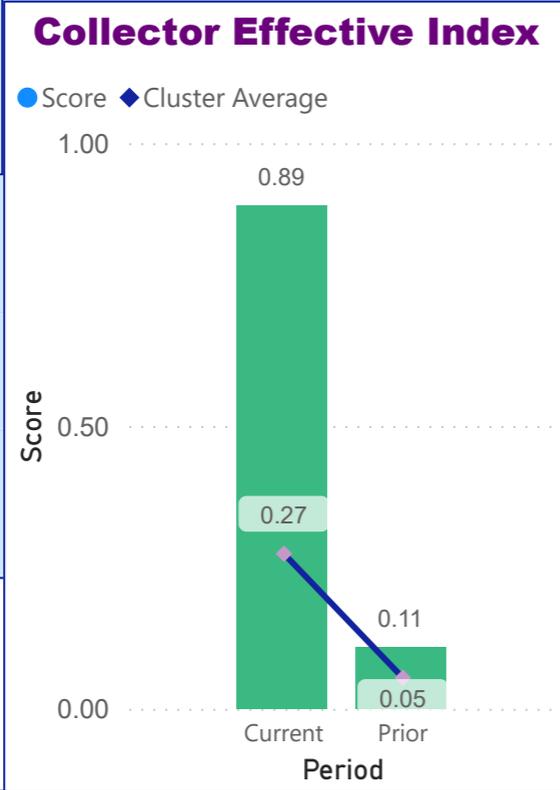
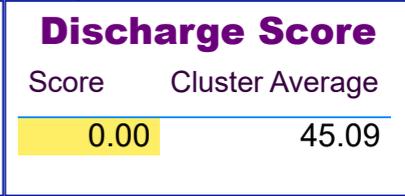
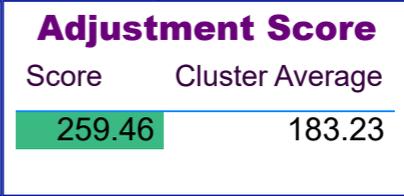
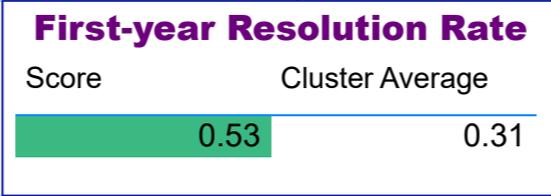
Kern Superior Court has implemented revised collection strategies over the last three years, placing a higher focus on collection of more recent past due amounts. This focus is in preparation for discharge from accountability, which is anticipated once the court has moved to the new case management system that is currently in the works. Each month up to 20 percent of seasoned collectors were designated to assist in vacating fees related to legislation. There has been a higher than normal vacancy rate over the last two fiscal years, which has slowed court collections, but has been mitigated by the end of this last fiscal year being reported.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Kern ▼	\$133,587,594	\$22,139,927	\$12,948,389	\$3,492,773	\$51,342,454	\$0

2022-23 Collections Individual Program Report

Cluster
3



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.69	0.35	0.58	0.32	0.65	0.33
FTB-COD	0.15	0.15	0.15	0.20	0.15	0.19
FTB-IIC	0.00	0.07	0.01	0.07	0.01	0.07

Population
910,112

Judges
40

Commissioners
7.00

Best Practices Engaged
16/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.89	0.27
Prior	0.11	0.05
Combined	0.15	0.08

Cost: Referral Ratio

Period	Score	Cluster Average
Current	157.33	22.61
Prior	5.35	3.23
Combined	12.70	5.01

Dashboard Comments

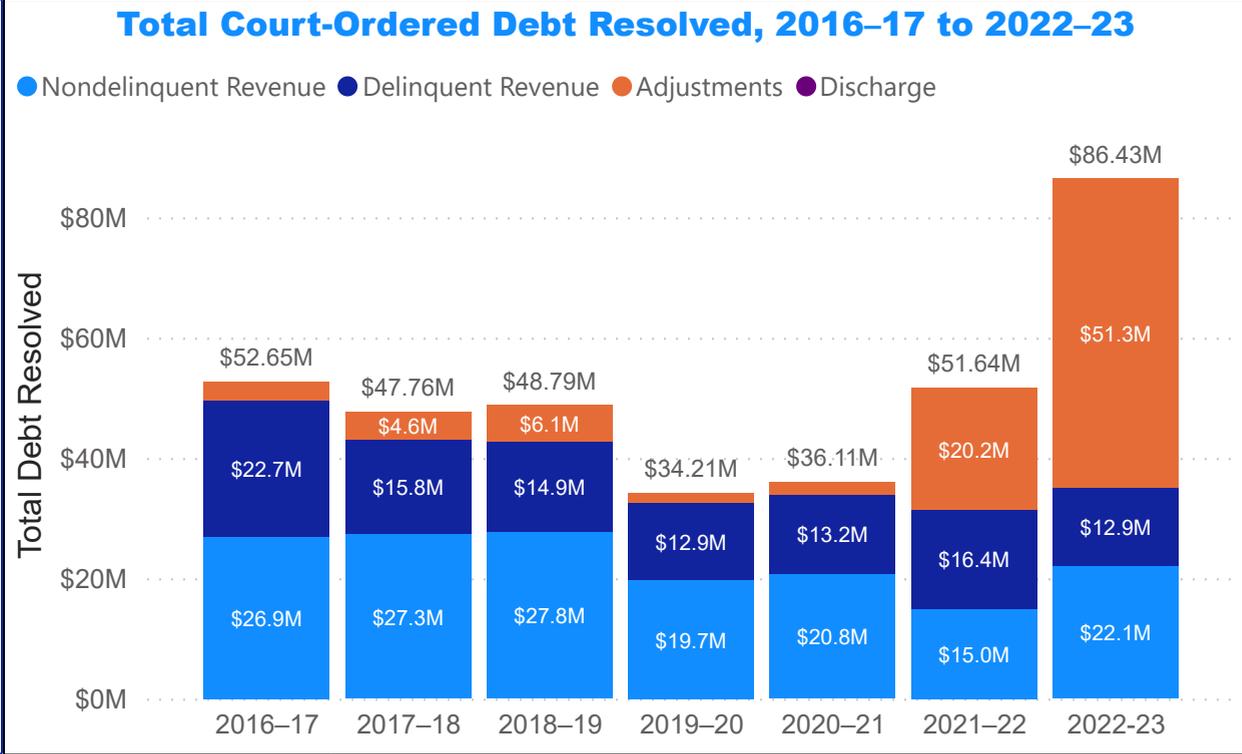
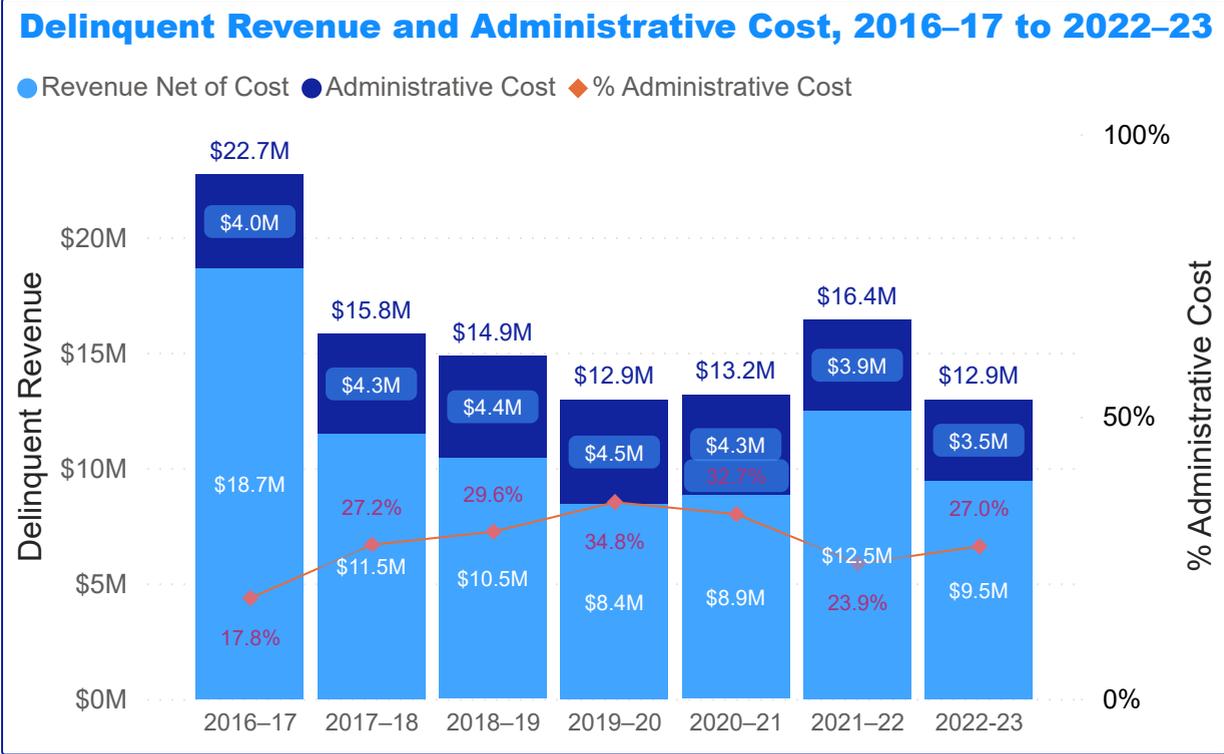
Performance Metrics continue to be affected by up to 20% of seasoned collectors being designated to assist in vacating fees related to California legislative bills, and a higher than normal vacancy rate. These factors have pulled from primary collection resources, subsequently slowing Court collections over the past two fiscal years. Ample costs associated with processing Franchise Tax Board referrals and payments are included within Court costs.

Collections Activities Performed
12/16

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Kern	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 88,193	No. of Delinquent Cases Reported 275,114	No. of Delinquent Cases With Payments 40,856
	83%	96%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$2,950,661	\$2,005,771	\$2,034,753	\$1,170,578	\$2,040,095	\$45,629,660	\$0	\$0
County	\$334,342	\$203,120	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$346,860	\$1,323,430	\$52,029	\$198,515	\$1,107,821	\$2,564,878	\$0	\$0
FTB-IIC	\$1,026,785	\$4,757,420	\$5,095	\$31,803	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$4,658,648	\$8,289,741	\$2,091,877	\$1,400,896	\$3,147,916	\$48,194,538	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	\$5,493,894	16,552	\$3,205,331
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,670,290	7,857	\$250,544
6 - FTB-IIC	\$5,784,205	16,447	\$36,898
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$12,948,389	40,856	\$3,492,773

Kings: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Kings County and the County of Kings. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Kings collections program, the county probation department's case management system does not allow for data to be extracted to meet the state collection report's requirements. It does not have the information technology and financial resources to create a report or a query that would extract the needed information in the required format.

The department collects on accounts for people currently on probation. Once a person is no longer on probation, the department continues to collect on the account. Accounts that have missed payments more than three times are transferred to the collection agency, which completed the report for the accounts transferred to them to the extent resources permitted.

The court will look into developing a process to discharge uncollectable debt. The court is unable to determine the amount of outstanding victim restitution. The case management system does not have a report that will extract the data needed for this information.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Kings ▼	\$51,104,965	\$5,468,506	\$2,570,996	\$346,591	\$28,907,825	\$9,120,870

2022-23 Collections Individual Program Report

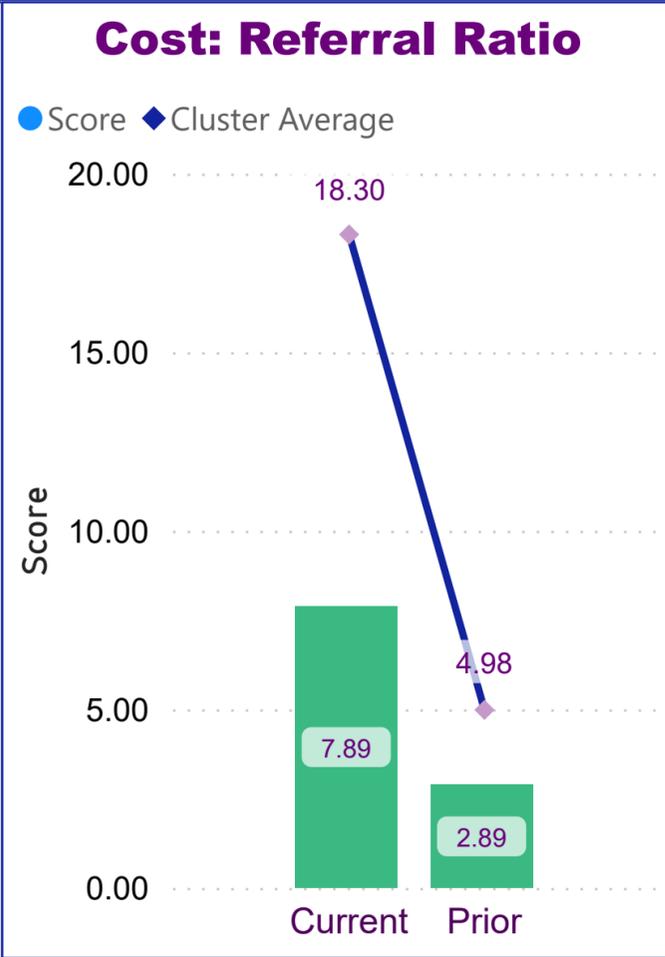
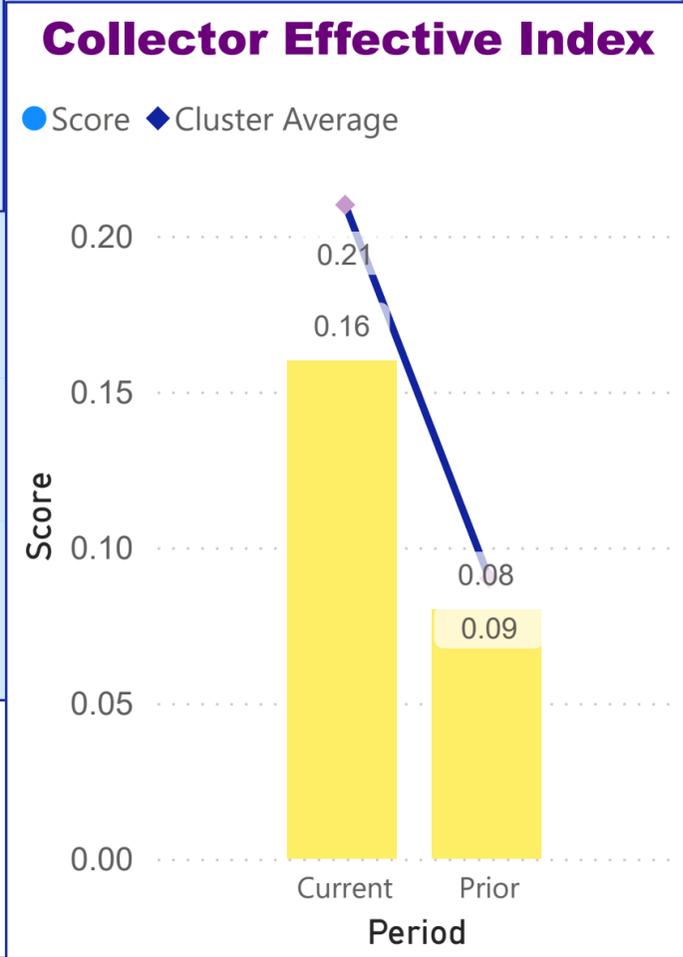
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.10 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
315.23 151.71

Discharge Score
Score Cluster Average
99.46 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Private Agency	0.17	0.15	0.13	0.15	0.14	0.15
FTB-COD		0.12	0.16	0.15	0.16	0.14
FTB-IIC		0.01	0.07	0.06	0.07	0.06

Population
152,340

Judges
9

Commissioners
2.00

Best Practices Engaged
17/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.16	0.21
Prior	0.08	0.09
Combined	0.09	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	7.89	18.30
Prior	2.89	4.98
Combined	3.14	6.60

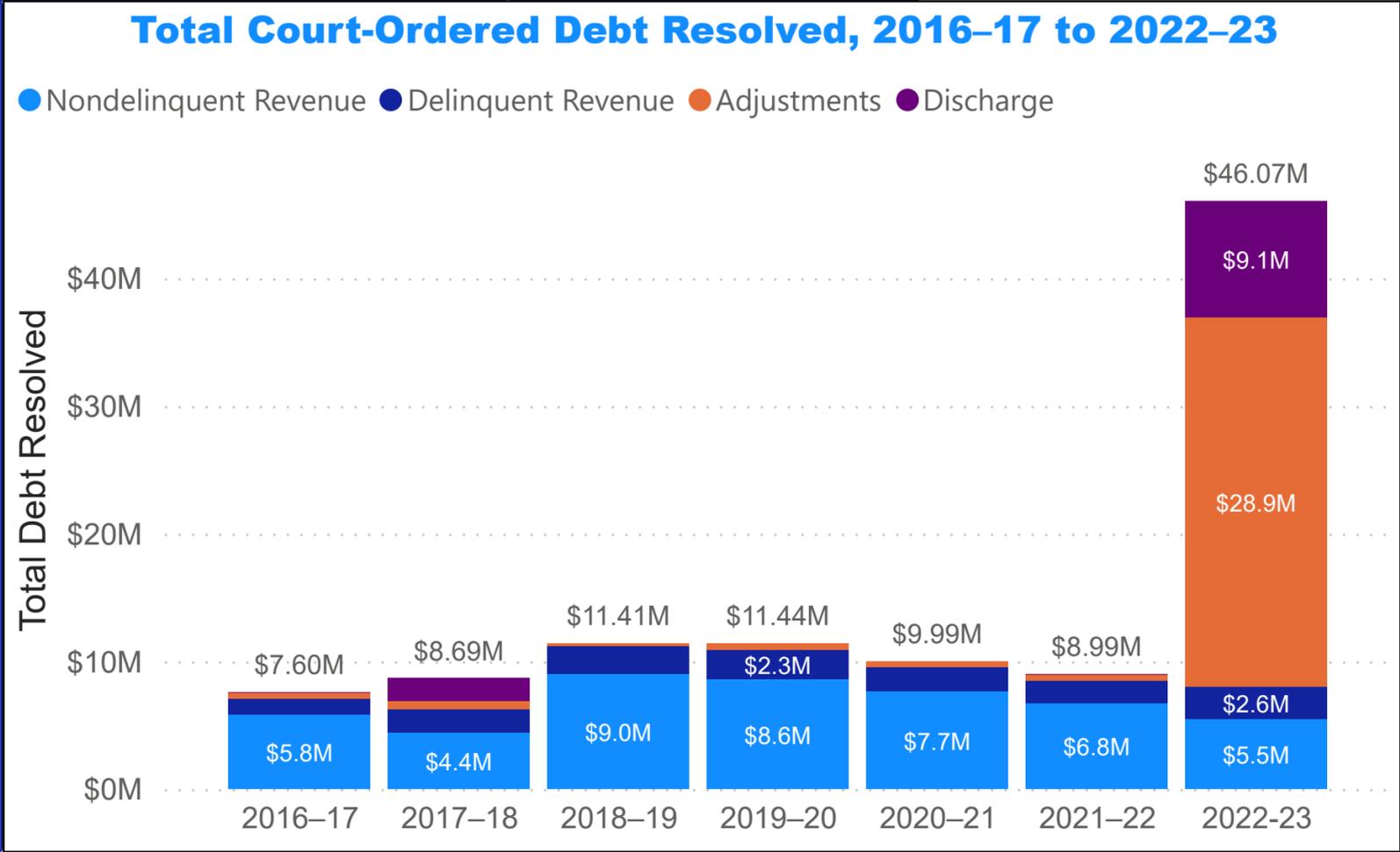
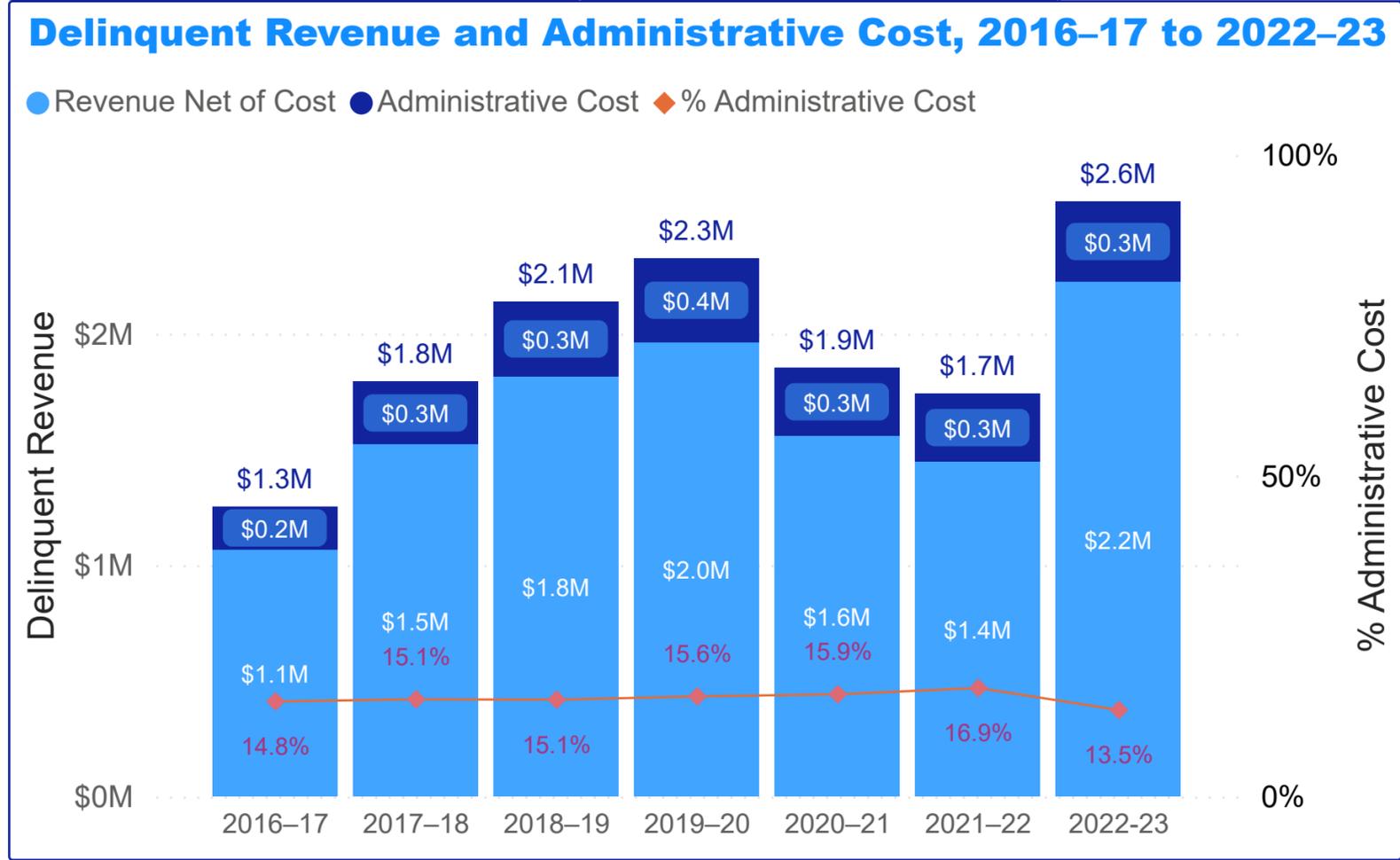
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
14/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Kings"/>	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 110,262	No. of Delinquent Cases With Payments 9,547.00
	16%	16%	16%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$265,133	\$1,784,125	\$44,586	\$236,770	\$163,924	\$28,032,747	\$1,290	\$9,119,580
FTB-COD	-	\$313,720	-	\$51,494	-	\$711,154	-	\$0
FTB-IIC	-	\$208,018	-	\$13,741	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$265,133	\$2,305,864	\$44,586	\$302,005	\$163,924	\$28,743,901	\$1,290	\$9,119,580

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,707,645	2,348	\$223,234
2 - Written Notice(s)	\$341,613	1,470	\$58,121
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$313,720	-	\$51,494
6 - FTB-IIC	\$208,018	-	\$13,741
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,570,997	3,818	\$346,591

Lake: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Lake collections program, during this reporting period, \$12,530,698 was reduced from existing balances, primarily due to legislative changes on what is collectible. Of those adjustments, \$12,316,389 resulted from Assembly Bill 199. An additional \$10,502,801 was discharged as a result of significant staff efforts analyzing what balances met discharge criteria. This collectively represented nearly half the outstanding balance at the beginning of the reporting period. Also, the county collections program has received initial approval to participate in the Franchise Tax Board's Interagency Intercept Collections (FTB-IIC) program this fiscal year. The county continues to work collaboratively with the court and other partners to streamline collections processes.

In the Contacts and Other Information tab, Section 19, garnishments and bank levies collections figures are included with Section 11, Franchise Tax Board Court-Ordered Debt (FTB-COD) program. All of the county's wage garnishments and bank levies run through FTB-COD and it is not possible at this time to distinguish between the different payment types received once remitted to the county. Items 5 and 7, while accurate as far as the end totals are concerned, represent the best estimate allocated to each activity. These apportionments are difficult to track and there is not a comprehensive method to accurately collect this data.

Collections data from the county probation department is included to the best of their ability. There may be cases in the probation system that are not included in this data. At this time, probation cases are reported separately and consolidated into this reporting. The Treasurer-Tax Collector's Office is in the process of fully absorbing this aspect of the program into its unified system, which should streamline reporting performance. All of the data from the probation system will be transferred into the Treasurer-Tax Collector's database so that future reporting can be more comprehensive. Victim restitution reporting is presently impacted by this.

There are key staff that were unavailable during the reporting preparation period, which made gathering the final data difficult. This report represents what the program believes to be an accurate set of data with the limitations included above. The reporting software used is old and needs to be updated, another task that the Treasurer-Tax Collector's office hopes to address over the next year or two.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Lake ▼	\$22,388,964	\$612,875	\$832,207	\$108,337	\$12,530,698	\$10,502,801

2022-23 Collections Individual Program Report

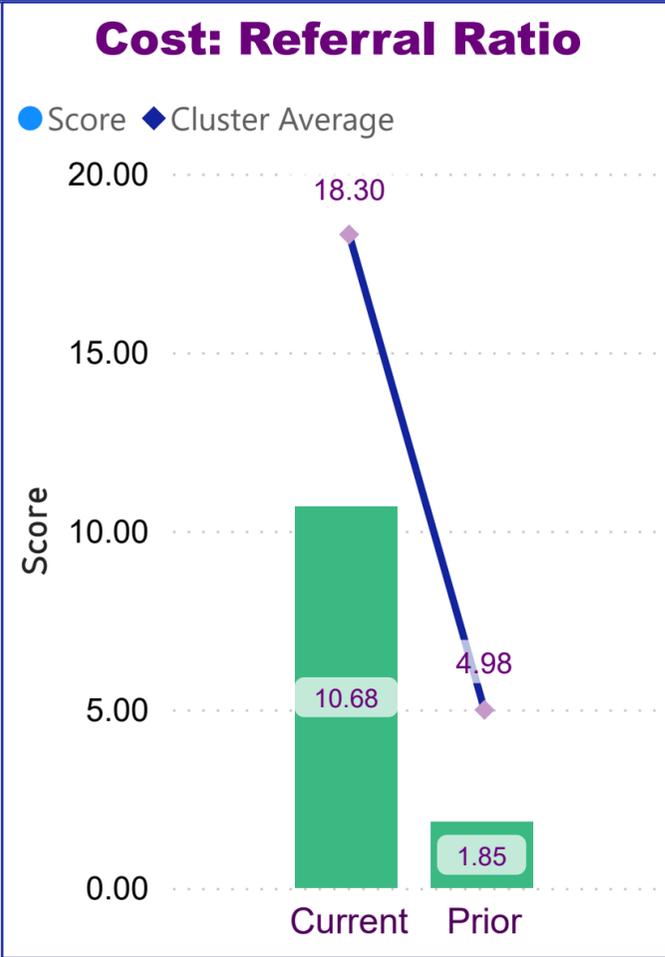
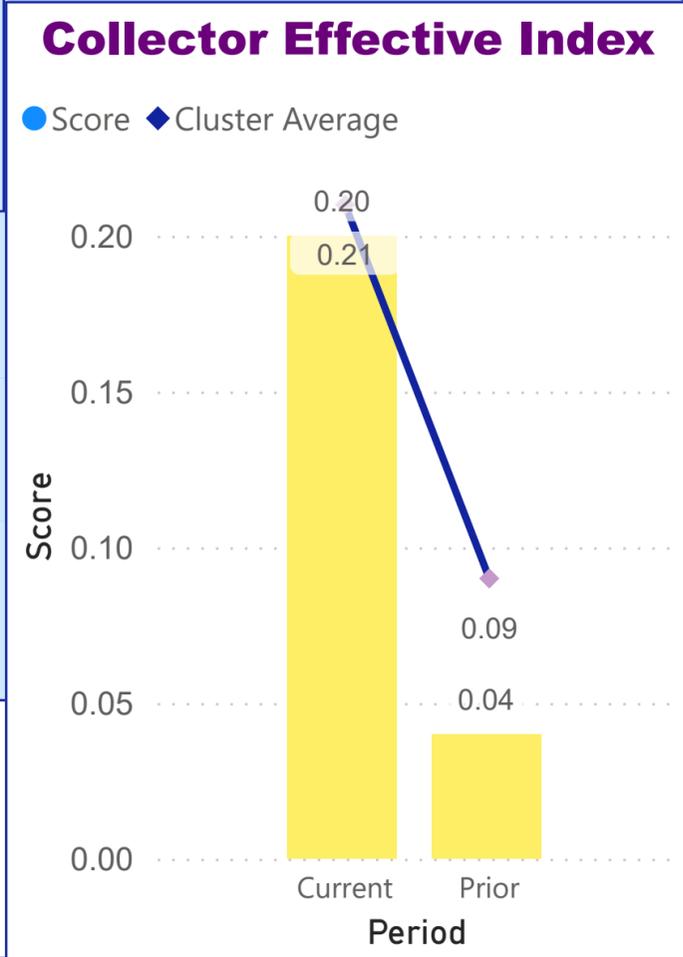
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.11 0.19

Risk Monitor
Score Cluster Average
0.51 0.57

Adjustment Score
Score Cluster Average
270.91 151.71

Discharge Score
Score Cluster Average
227.06 28.98



Spend Efficiency Score							
Period	Program	Score	Current Cluster Average	Score	Prior Cluster Average	Combined Score	Cluster Average
County		0.12	0.42	0.12	0.46	0.12	0.44
Private Agency		0.15	0.15	0.09	0.15	0.09	0.15
FTB-COD		0.18	0.12	0.13	0.15	0.14	0.14

Population
67,402

Judges
4

Commissioners
0.70

Best Practices Engaged
21/22

Collector Effective Index
Period Score Cluster Average
Current 0.20 0.21
Prior 0.04 0.09
Combined 0.05 0.10

Cost: Referral Ratio
Period Score Cluster Average
Current 10.68 18.30
Prior 1.85 4.98
Combined 2.28 6.60

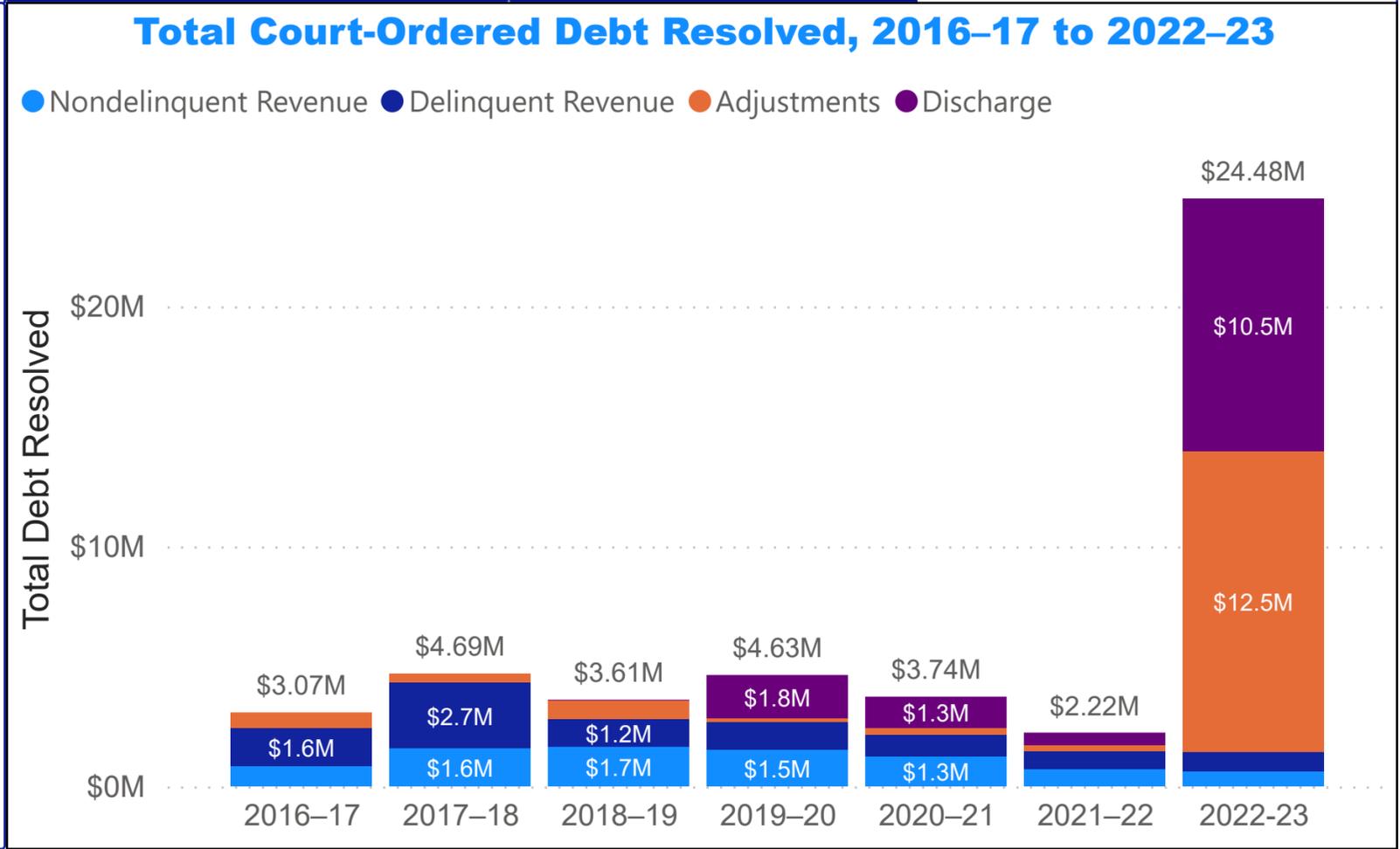
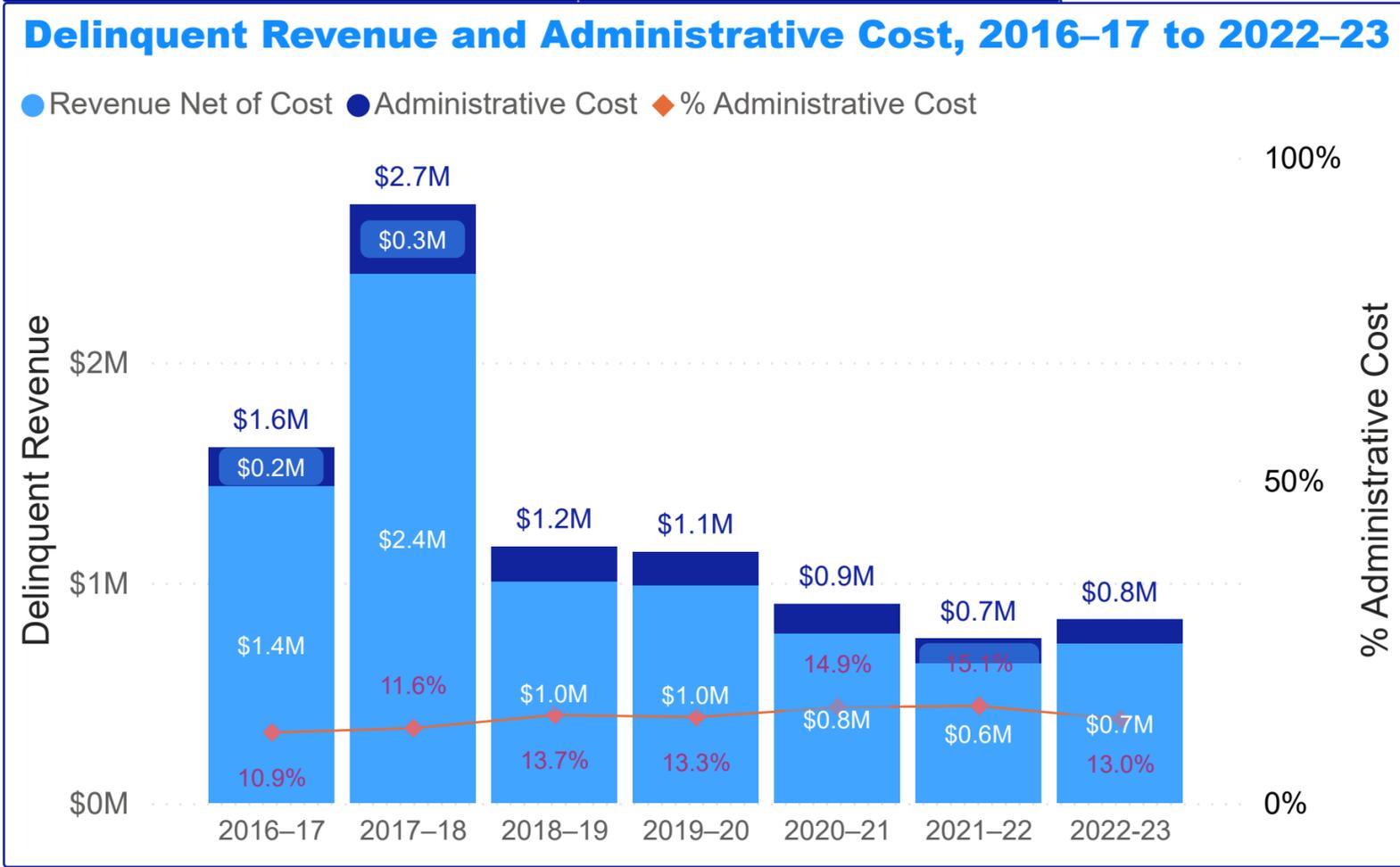
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
12/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court Lake	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 2,243	No. of Delinquent Cases Reported 47,454	No. of Delinquent Cases With Payments 2,249.00
	35%	2%	31%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$178,732	\$133,919	\$21,898	\$16,520	\$27,721	\$211,827	\$2,518	\$1,546
Private Agency	\$0	\$18,563	-	\$1,596	\$0	\$10,679,604	-	\$10,467,979
FTB-COD	\$15,071	\$485,922	\$2,733	\$65,590	\$969	\$1,610,577	-	\$30,758
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$193,803	\$638,404	\$24,631	\$83,706	\$28,690	\$12,502,008	\$2,518	\$10,500,283

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,949	4,134	\$168
2 - Written Notice(s)	\$248,245	1,458	\$4,415
3 - Lobby/Counter	\$28,451	167	\$3,494
4 - Skip Tracing	\$35,955	211	\$30,509
5 - FTB-COD	\$500,993	6,245	\$68,323
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$16,614	35,239	\$1,428
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$832,207	47,454	\$108,337

Lassen: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Lassen collections program, the court began using a new case management system (CMS) in February 2022. Several data points converted incorrectly in the transition and staff has put in many hours to manually correct data to include original fines/fees assessed, payments collected, balance due, collection status, etc. This project is ongoing and has had a great impact on the court's ability to get the collections program off the ground after bringing collections in-house in August 2022. Given the issues with the accuracy of the data within the CMS, staff has not been able to realize the collections process at the speed intended. The data cleanup continues with a priority focus on collections cases to enable the program to continue to grow.

The financial reports in the CMS does not return much of the data required by Government Code section 68514. The court currently contracts with a vendor to create reports to meet the needs of the court. A CRT report to compile this data has been initiated, but unfortunately will require further testing and enhancements. The court will continue to work with the vendor to gather as much of the data as possible, and has in place other tracking mechanisms to utilize in the interim to the best of our ability. At this time the program is unable to separate revenue between current and prior periods as well as number of cases and relative revenue for given activities.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Lassen ▼	\$47,908,341	\$1,361,844	\$148,560	\$79,040	\$27,989	\$1,837,835

2022-23 Collections Individual Program Report	Cluster	First-year Resolution Rate	Risk Monitor	Adjustment Score	Discharge Score
	1	Score Cluster Average	Score Cluster Average	Score Cluster Average	Score Cluster Average
		0.30 0.11	1.00 0.08	0.56 126.56	36.81 22.84

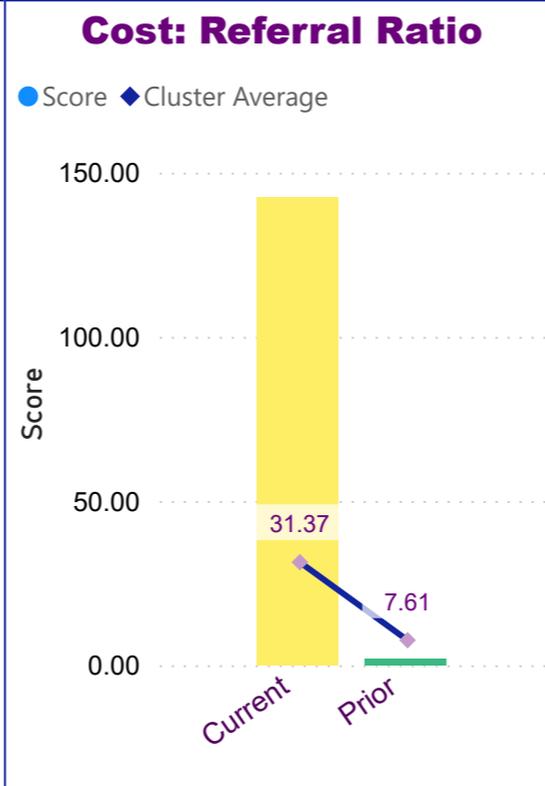
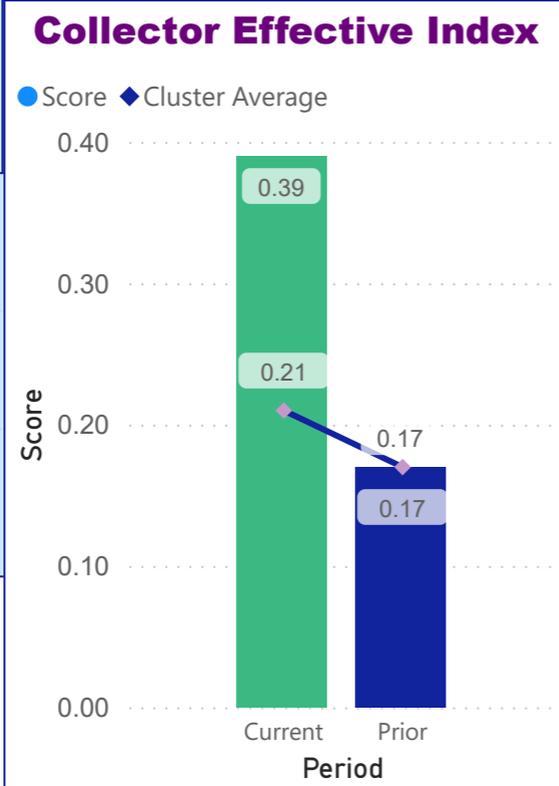
Population
28,563

Judges
2

Commissioners
1.00

Best Practices Engaged
19/22

Collections Activities Performed
13/16



Spend Efficiency Score

Period	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	0.49	0.45	0.18	0.18	0.49	0.26

Dashboard Comments

Lassen took collections back in house from Shasta Court effective 8/1/22.

Collector Effective Index

Period	Score	Cluster Average
Current	0.39	0.21
Prior	0.17	0.17
Combined	0.20	0.16

Cost: Referral Ratio

Period	Score	Cluster Average
Current	142.46	31.37
Prior	2.07	7.61
Combined	21.23	9.38

Performance Metrics Key

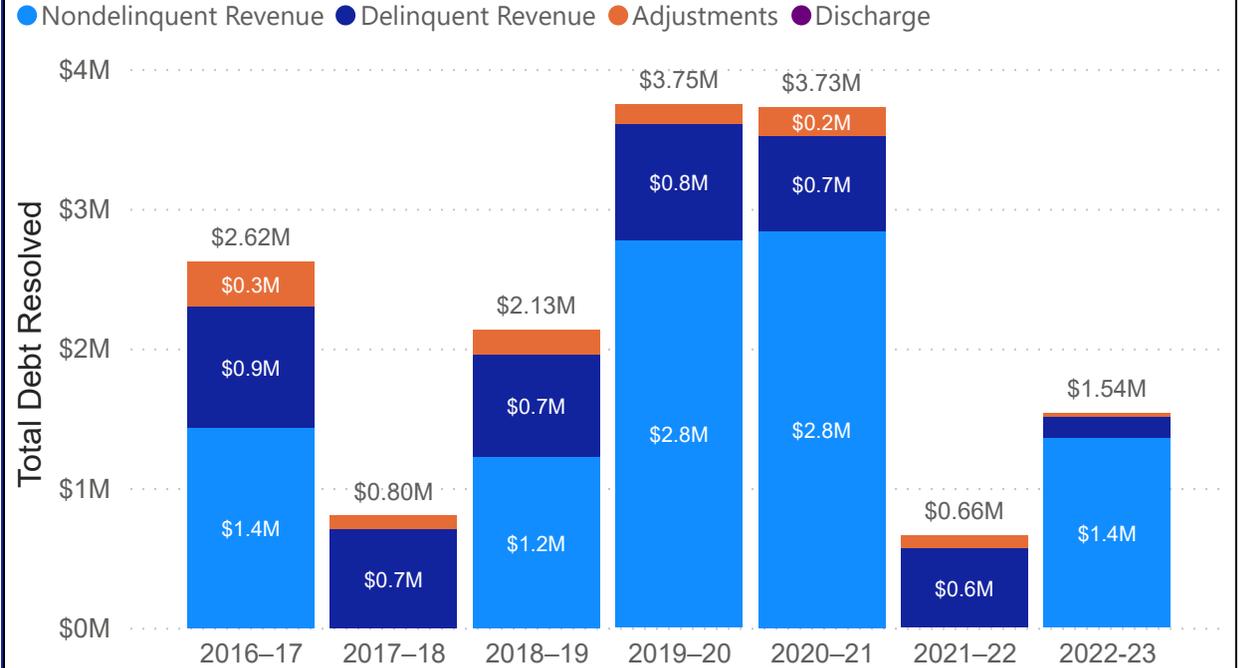
▲ Positive	▲ Needs Improvement	▲ No Data
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Court Lassen ▼	Default Rate		No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 3,723	No. of Delinquent Cases With Payments 758.00
	Current	Prior				
	9%	-	9%			

Delinquent Revenue and Administrative Cost, 2016–17 to 2022–23



Total Court-Ordered Debt Resolved, 2016–17 to 2022–23



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$148,560	-	\$72,372	-	\$2,291	\$25,697	-	\$1,837,835
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranch	-	-	-	\$6,668	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$148,560	-	\$72,372	\$6,668	\$2,291	\$25,697	-	\$1,837,835

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$5,996	75	\$2,416
2 - Written Notice(s)	\$154,956	630	\$3,194
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	\$4,158	52	\$1,675
5 - FTB-COD	\$6,779	1	\$0
6 - FTB-IIC	\$4,456	0	\$0
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$176,345	758	\$7,285

Los Angeles: Summary of Collection Reporting Template 2022–23

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. This report presents collection information as detailed in the Collections Reporting Template (CRT).

Details regarding the number of best practices met and engaged collection activity components are displayed on tables below.¹

Performance

In accordance with the Los Angeles collections program, following a pause in collections activity due to the pandemic, the court resumed referring delinquent traffic cases to primary collection vendors in September 2022. The court and the County of Los Angeles (the county) have contracts with Linebarger, Goggan, Blair & Sampson, LLP (LGB) and Harris & Harris (H&H) as their primary collection vendors, and the Franchise Tax Board Court-Ordered Debt (FTB-COD) program serves as the secondary collection vendor. Delinquent traffic cases were referred to both primary collection vendors. The court also participated in the Franchise Tax Board Interagency Intercept Collections program (FTB-IIC) by referring delinquent traffic cases that the primary vendors had attempted to collect but were unsuccessful. Delinquent accounts were not referred to FTB-COD during 2022-2023; however, cases from previous years remained with the FTB-COD.

Due to the impending migration of the criminal litigation area to a new case management system in fall 2023, the court has not resumed referral of delinquent criminal cases to the collection vendors. The court plans to refer delinquent criminal cases to the primary collection vendors once the migration to the new case management system is successful. Additionally, the court did not submit accounts for discharge from accountability as in previous years, as their focus was on resuming the referral of delinquent traffic cases to the primary collection vendors. The discharge process will resume in 2023–2024.

For the purpose of this report, Probation is listed as the county’s collection program (Probation). Probation has a stand-alone collection program that is not associated with any court collection efforts.

Non-delinquent collections reflects the number of cases with payments exclusively from Probation. Gross revenue reported amounts to \$204,915,485, with \$204,713,936 collected by the court and \$201,549 by Probation. Currently, the court is unable to provide the number of cases with payments for non-delinquent collections; however available reports are being explored in the case management systems.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program’s case management systems.

Los Angeles: Summary of Collection Reporting Template 2022–23

The court does not maintain traffic cases in its inventory once they become delinquent and the court then refers the cases to the collection vendors. Since debtors can either make payments to the vendors or make direct payments to the court, the number of cases with payments received can be higher than the number of cases established as delinquent. The court recovers costs for staff time spent on ancillary collection activities, and these costs are prorated between both periods. Costs reported for FTB-IIC includes \$559 for cases processed in 2022.

The beginning balance differs from last year's ending balance because 1,149,909 cases valued at \$686,675,259 were transferred from the court's inventory to the private agencies. The adjustments amount of \$358,806,813 includes \$357,308,495 in civil assessment fees vacated pursuant to Assembly Bill (AB) 199, and \$32,704 pursuant to AB 1076. The remaining amount of \$1,465,614, are court-ordered modifications to traffic and criminal case balances.

The ending balance includes the removal of 128,044 cases valued at \$45,740,644 for Child Custody, Civil Sanctions, Juvenile Dependency, and Juror Sanctions cases that had been previously reported in error on the CRT. The manual entry to correct the ending balance resulted in "out of balance" error messages. Balances for case types other than traffic and criminal, which were included in past fiscal years in error, have been removed.

The required information pursuant to Government Code section 68514 cannot be fully obtained for this reporting period; however, the court is looking into further programming efforts and exploring reports that can provide the necessary data elements to complete the CRT. The court is also collaborating with its private collection agencies to generate the specific data needed. Additionally, Probation is working with the Treasurer and Tax Collector to enhance collections data, as required by statute.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Los Angeles ▼	\$925,831,458	\$205,450,525	\$44,277,336	\$11,512,451	\$367,220,428	\$0

2022-23 Collections Individual Program Report

Cluster
4

First-year Resolution Rate

Score	Cluster Average
0.16	0.21

Risk Monitor

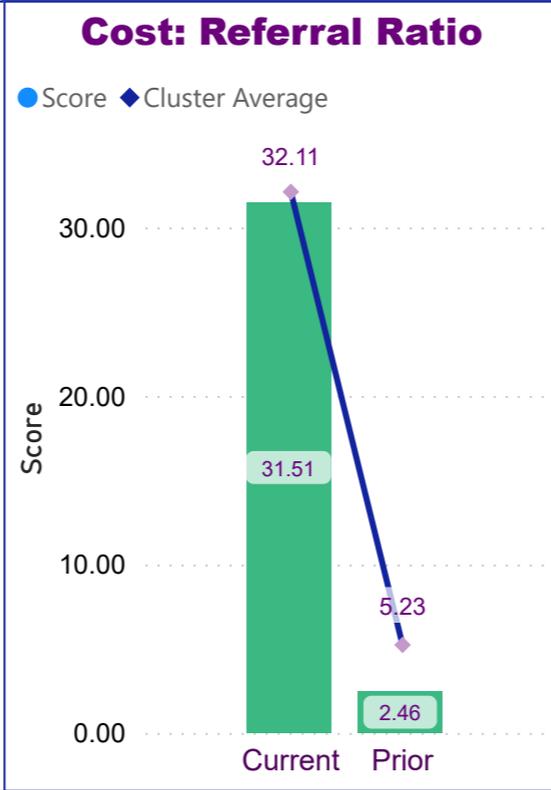
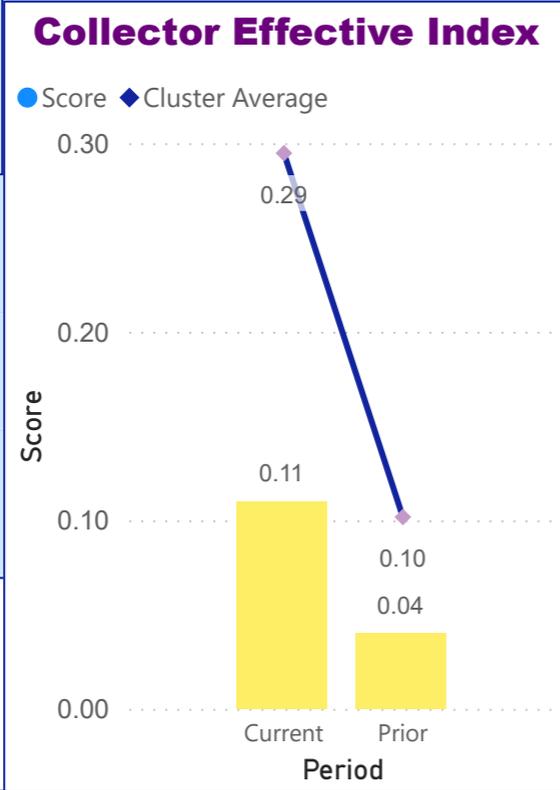
Score	Cluster Average
1.00	0.54

Adjustment Score

Score	Cluster Average
274.41	316.13

Discharge Score

Score	Cluster Average
0.00	28.53



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.46	0.37	0.46	0.29	0.46	0.33
County	12.74	0.82	2.98	0.63	5.15	0.69
Private Agency	0.07	0.13	0.07	0.15	0.07	0.14
FTB-COD		0.18	0.16	0.20	0.16	0.20
FTB-IIC		0.09	0.00	0.03	0.00	0.03

Population
9,750,065

Judges
510

Commissioners
75.30

Best Practices Engaged
20/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.11	0.29
Prior	0.04	0.10
Combined	0.04	0.12

Cost: Referral Ratio

Period	Score	Cluster Average
Current	31.51	32.11
Prior	2.46	5.23
Combined	5.06	8.05

Dashboard Comments

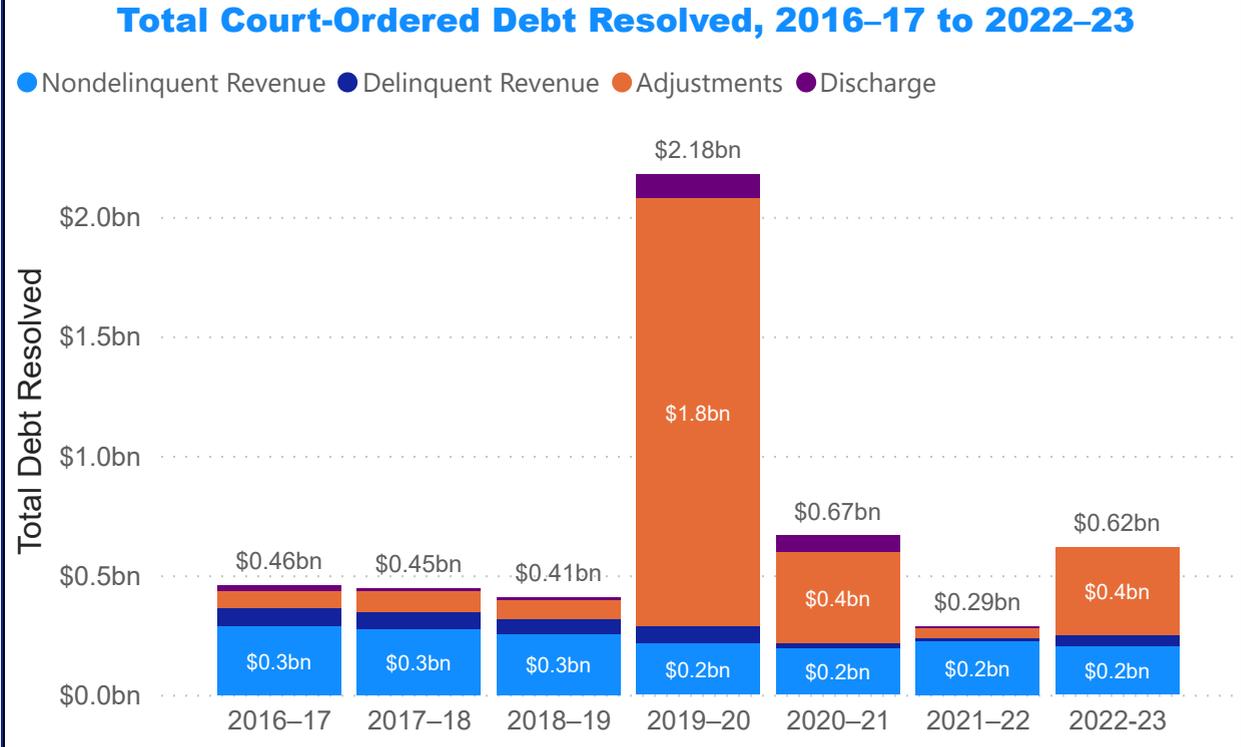
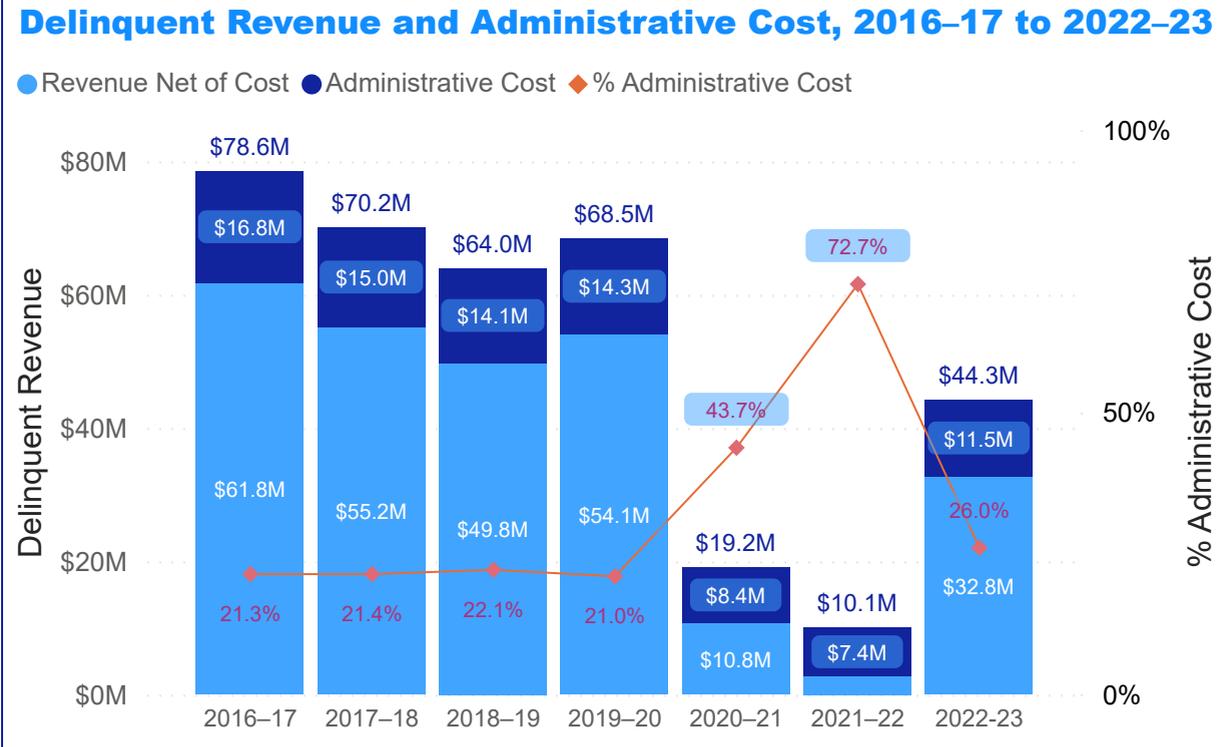
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
15/16

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Los Angeles	Default Rate Current Prior Combined 18% 2% 3%		No. of People Served 620,437	No. of Nondelinquent Cases With Payments 2,512	No. of Delinquent Cases Reported 2,274,892	No. of Delinquent Cases With Payments 97,141
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$4,372,371	\$2,796,223	\$2,003,528	\$1,281,298	-	\$358,806,813	-	-
County	\$288,514	\$1,006,469	\$3,676,109	\$2,999,240	\$57,426	\$4,115,179	-	-
Private Agency	\$10,020,708	\$9,326,979	\$735,680	\$696,694	\$2,585,885	\$466,187	-	-
FTB-COD	-	\$735,145	-	\$119,343	-	\$1,188,938	-	-
FTB-IIC	-	\$15,730,927	-	\$559	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$14,681,593	\$29,595,743	\$6,415,317	\$5,097,134	\$2,643,311	\$364,577,117	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	24,429	-
2 - Written Notice(s)	-	42,210	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$15,730,927	40,835	\$559
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$10,135,428	828,951	-
9 - Wage/Bank Garnishments & Liens	\$661,867	6,331	\$107,447
Total	\$26,528,222	942,756	\$108,006

Madera: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Madera County and the County of Madera. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Madera collections program, the probation revenue division is now keeping record of accounts sent to the Franchise Tax Board Tax Intercept Program. The court did not collect anything on newly established cases. The private agency reported \$7,532,906 in adjustments were a result of Assembly Bill 199. Both county and court do not have any collections costs.

The court does not have an in-house collections program other than setting up installment agreements. After 90 days with no payment, debt is sent to FTB and a private agency for collections. Any funds received by the court are on cases that were referred out and subsequently recalled from FTB and the agency. The court does not currently have a means in its case management system to track non-delinquent debt totals. The court's ability to pay (ATP) program is scheduled to go live in 2023–24 and part of implementation will include collections tracking specific to that program. The court is also finalizing a streamlined discharge from accountability process and that will result in a large discharge of debt in 2023–24. The county is working on a procedure for discharge of debt and hopes to process its first discharge 2023–24.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Madera ▼	\$51,890,789	Not Available	\$3,064,322	\$203,412	\$7,636,088	\$0

2022-23 Collections Individual Program Report

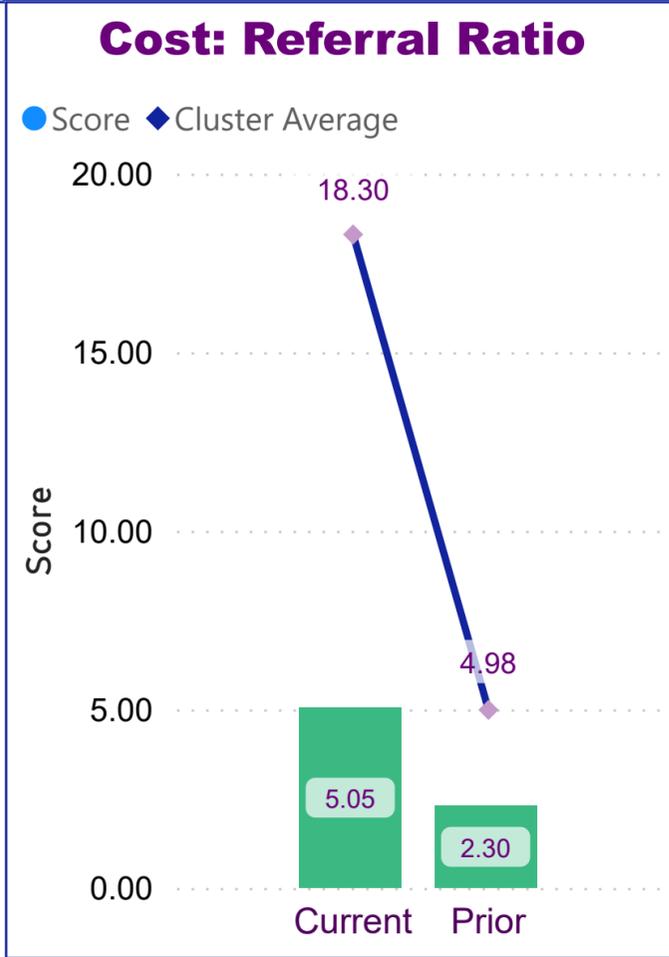
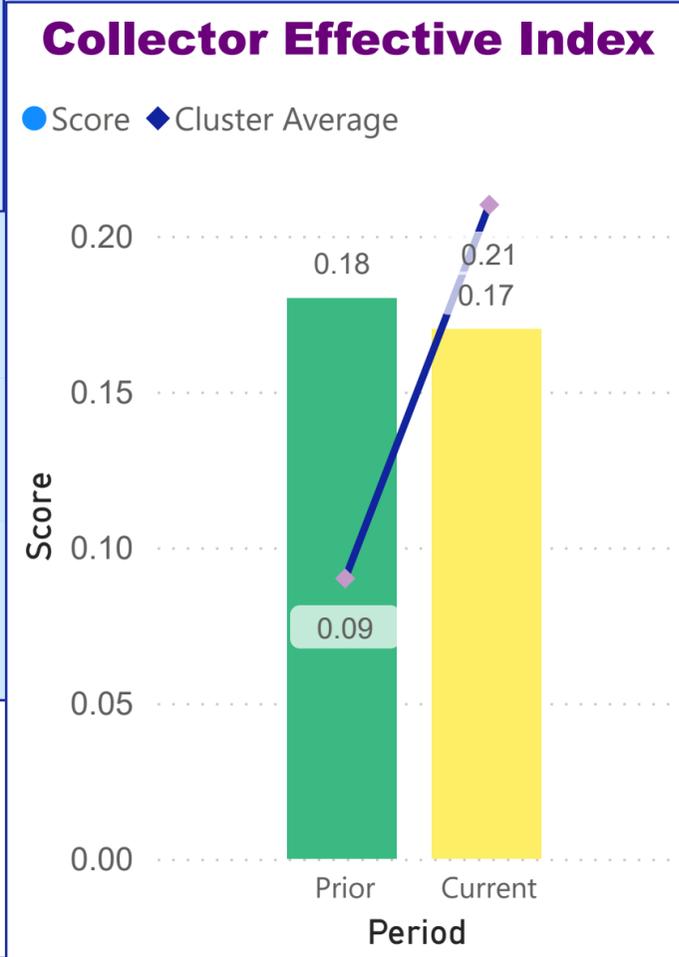
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.07 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
122.00 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score

Period Program	Score	Current		Prior		Combined	
		Cluster Average	Score	Cluster Average	Score	Cluster Average	
Private Agency	0.29	0.15	0.28	0.15	0.28	0.15	
FTB-COD	0.15	0.12	0.15	0.15	0.15	0.14	
FTB-IIC	0.01	0.01		0.06	0.01	0.06	

Population
158,276

Judges
10

Commissioners
0.50

Best Practices Engaged
19/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.17	0.21
Prior	0.18	0.09
Combined	0.18	0.10

Cost: Referral Ratio

Period	Score	Cluster Average
Current	5.05	18.30
Prior	2.30	4.98
Combined	2.81	6.60

Collections Activities Performed
16/16

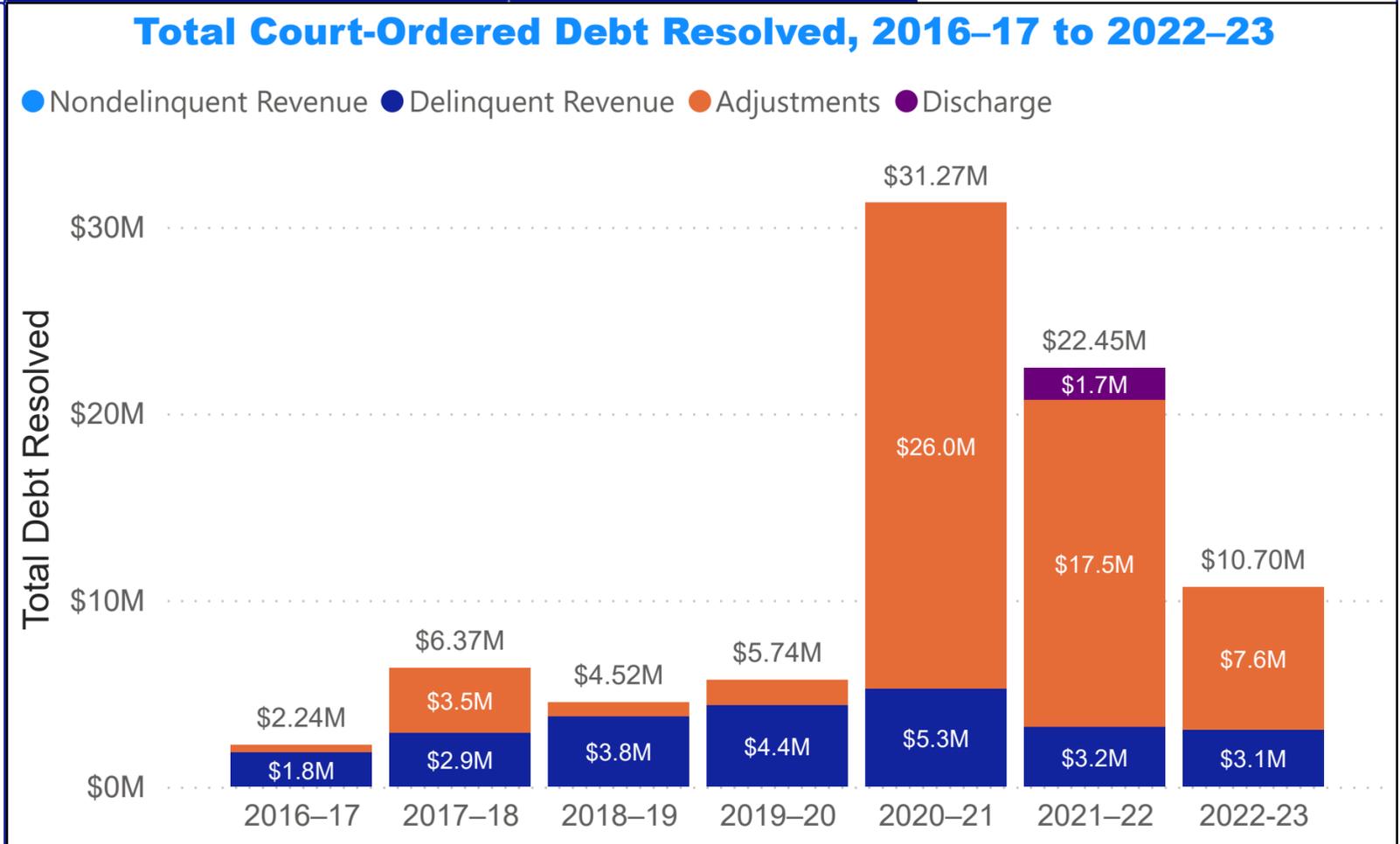
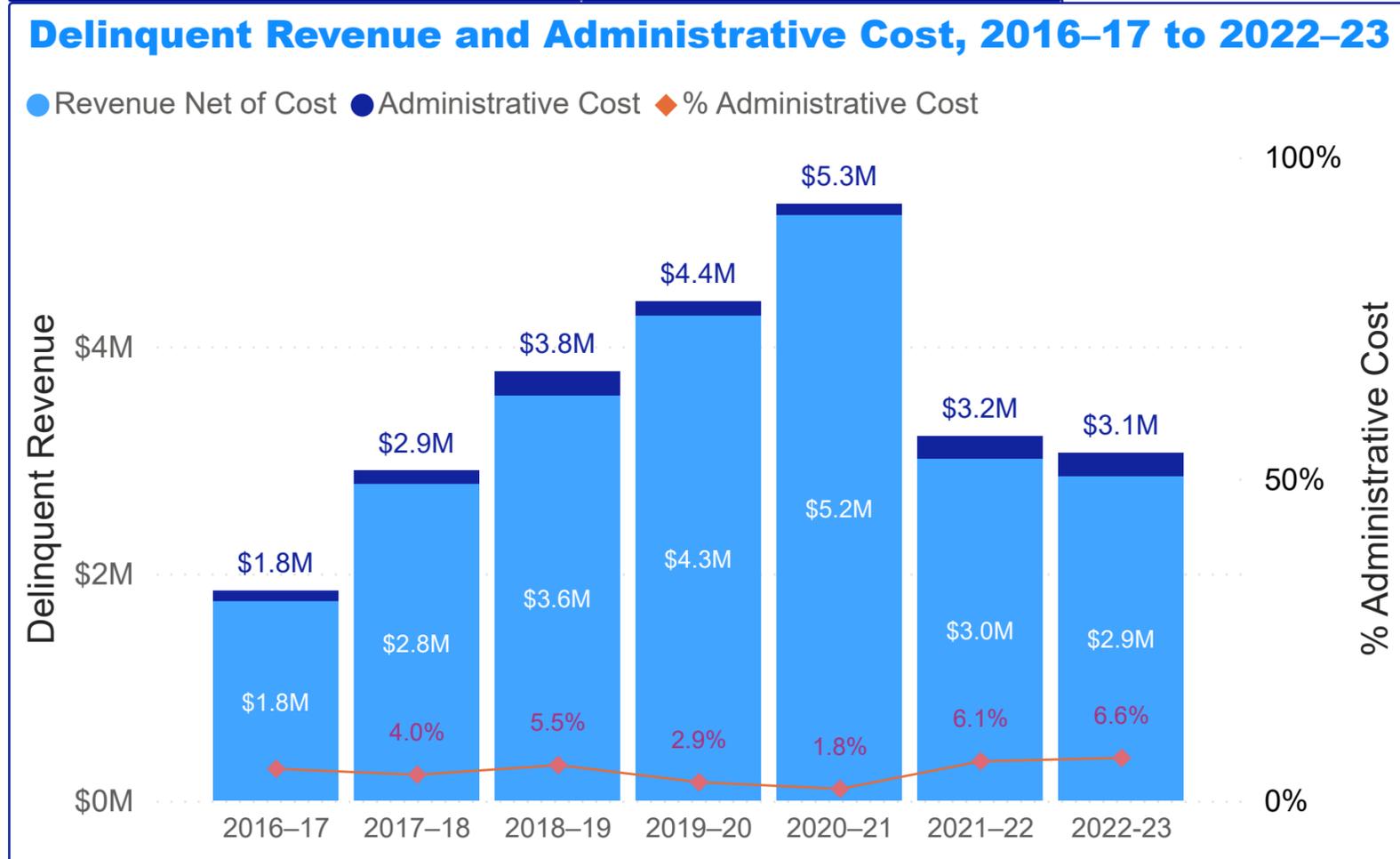
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

 Positive	 Needs Improvement	 No Data
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Court <input type="text" value="Madera"/>	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 72,293	No. of Delinquent Cases With Payments 12,932.00
	2%	10%	5%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$0	\$5,122	\$0	\$0	-	-	-	-
County	\$807,225	\$807,225	\$0	-	\$88,765	-	-	-
Private Agency	\$44,823	\$95,082	\$13,094	\$26,333	\$4,267	\$7,543,056	-	-
FTB-COD	\$358,237	\$727,066	\$53,736	\$109,060	-	-	-	-
FTB-IIC	\$219,542	-	\$1,189	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,429,827	\$1,634,495	\$68,019	\$135,393	\$93,032	\$7,543,056	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$1,619,572	1,196	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,085,303	10,791	\$162,796
6 - FTB-IIC	\$219,542	530	\$1,189
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$139,905	415	\$39,427
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$3,064,322	12,932	\$203,412

Marin: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Marin collections program, much of the requested collection activity data is not available in the county's case management system so the data reported is based on best estimates.

The case management system used by the county does not have the capabilities to differentiate costs of collections down to the case level so total cost were allocated to current period and prior period in proportion to the revenue collected in each period. The court launched a new system on June 19, 2023 and is currently working on developing the interface between the two systems.

In 2021–22, the count worked with court staff to create a discharge of accountability process. A discharge order was filed in the court in September 2022. Due to limited automated system support, these cases totalling \$1.3 million need to be manually resolved in both the court system and county collection program system. That work began at the start of 2023–24.

Program is unable to provide most of the victim restitution data because the legacy case management system system became deactivated this calendar year. The beginning balance from the fiscal year does not match the ending balance from the prior fiscal year.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Marin ▼	\$32,157,979	\$6,341,060	\$1,113,593	\$856,169	\$6,829,429	\$0

2022-23 Collections Individual Program Report

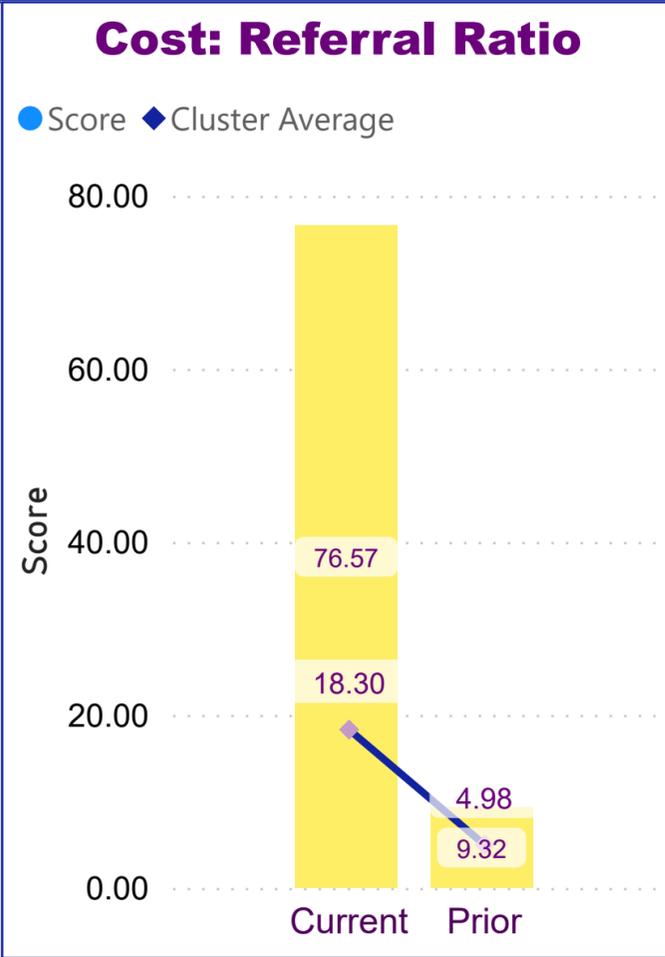
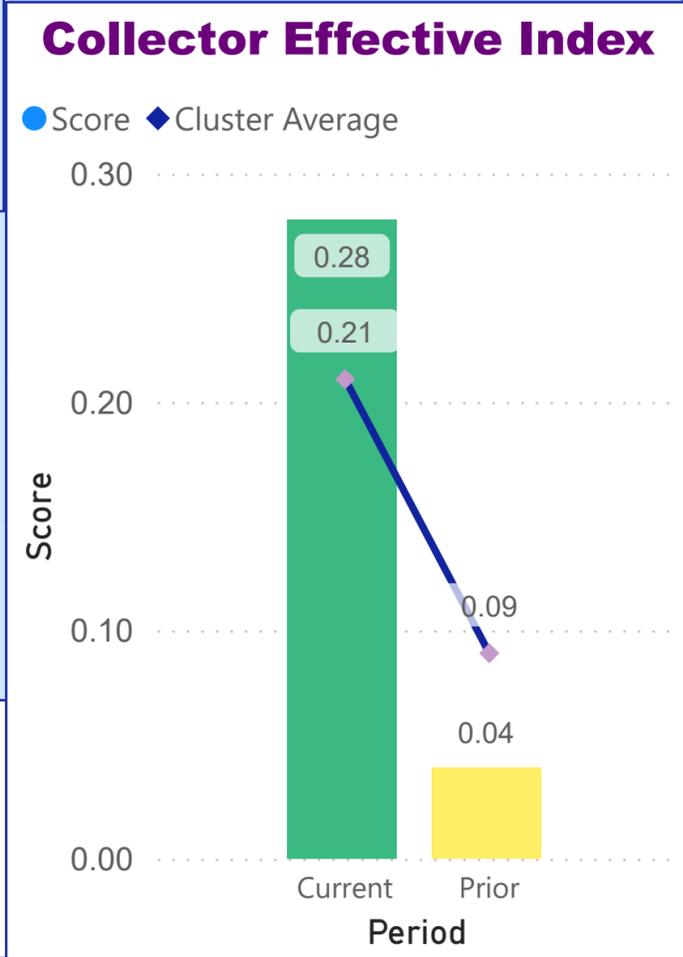
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.25 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
170.31 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Score	Prior Cluster Average	Score	Combined Cluster Average
County	0.90	0.42	0.90	0.46	0.90	0.44
Private Agency	0.00	0.15	0.20	0.15	0.20	0.15
FTB-COD	0.00	0.12	0.11	0.15	0.11	0.14

Population
251,808

Judges
12

Commissioners
0.30

Best Practices Engaged
21/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.28	0.21
Prior	0.04	0.09
Combined	0.07	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	76.57	18.30
Prior	9.32	4.98
Combined	18.96	6.60

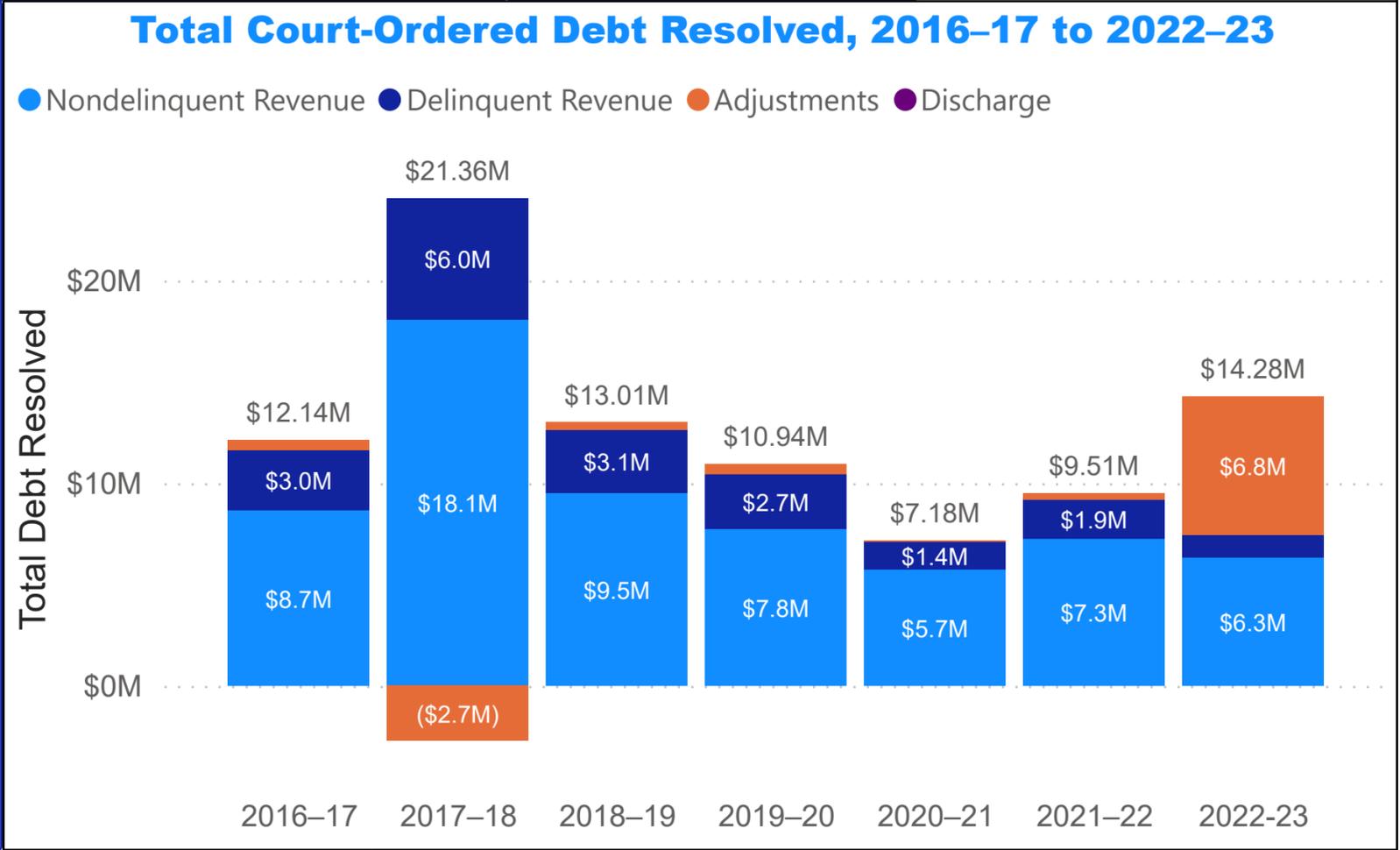
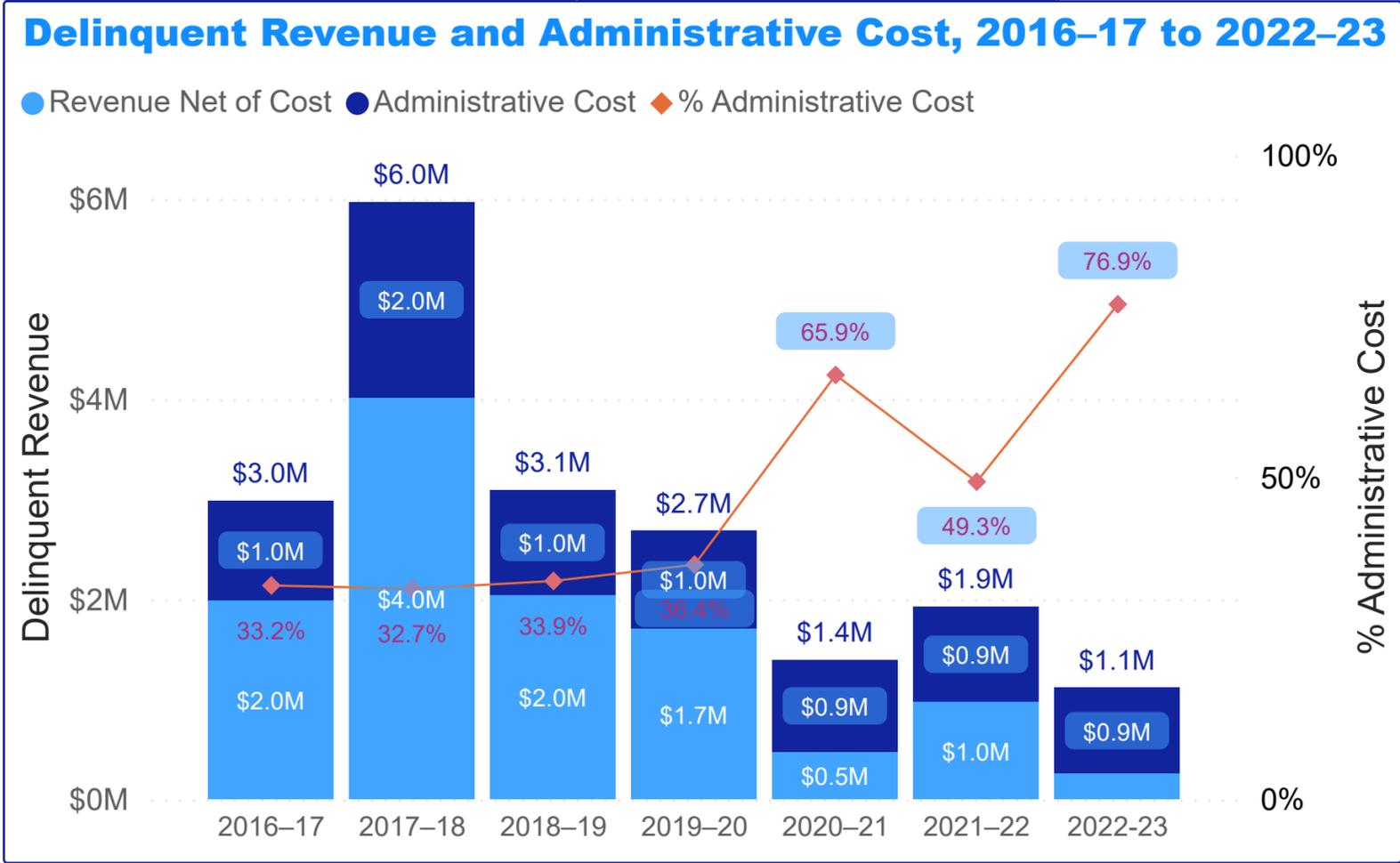
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
15/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court Marin	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 45,160	No. of Delinquent Cases With Payments 3,255.00
	53%	8%	16%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$549,945	\$379,881	\$495,475	\$342,270	\$437,025	\$6,392,404	-	-
Private Agency	\$0	\$1,913	\$0	\$375	-	\$0	-	-
FTB-COD	\$0	\$160,869	\$0	\$18,049	\$0	\$0	-	-
FTB-IIC	-	\$20,984	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$549,945	\$563,648	\$495,475	\$360,694	\$437,025	\$6,392,404	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$462,532	1,352	\$421,018
2 - Written Notice(s)	\$467,294	1,338	\$416,727
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$160,869	502	\$18,049
6 - FTB-IIC	\$20,984	56	\$0
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,913	7	\$375
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,113,593	3,255	\$856,169

Mariposa: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mariposa County and the County of Mariposa. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Mariposa collections program, the conversion from JALAN to Odyssey required staff to manually update financial information for all cases. Because of this, the program did not have updated financial information to pursue collections in most of 2022–23. Once case financials were updated, staff spent time building reports to pull correct numbers for the CRT and send cases through the collections process. The county dismissed \$50,848 because of Assembly Bill 177, in addition to what was dismissed in 2021–22. Again this year, there was an increase in the cost of collections, primarily due to increased salaries and benefits, but also because of increased expenses (e.g., postage, bank fees, and client searches). Neither the court nor the county had any revenue from the Franchise Tax Board Court-Ordered Debt (FTB-COD) program in the current period.

For the court, cases were not transferred to the FTB’s Interagency Intercept Collections (IIC) program due to the CMS transition, but referral is anticipated for 2023–24. Also, there were zero referrals to FTB-COD due to AB 199 dismissals, resulting in \$0 revenue for the current period. The court vacated 4,068 cases totaling \$1,162,500 due to AB 199. Collection costs exceeded revenue in both periods because cases were not referred to the FTB’s programs and due to the dismissal of civil assessments. Any revenue that came in was for prior period cases. The beginning balance in the victim restitution section is different from last year’s ending balance because it includes a reduction of \$33,622, from cases dismissed because the debtor is deceased. The reduction was reported in the beginning balance, per Judicial Council staff, because the section does not include a column for court-ordered adjustments.

The court still needs to put more tracking codes in place to accurately report collections amounts by activity, as required by Government Code section 68514.

The county is still unable to get accurate numbers for default balances on all installment agreements, specifically the FTB’s programs, as the program does not know which accounts are on an installment plan with the FTB.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Mariposa ▼	\$6,087,861	\$299,970	\$319,838	\$248,791	\$1,480,545	\$86,867

2022-23 Collections Individual Program Report

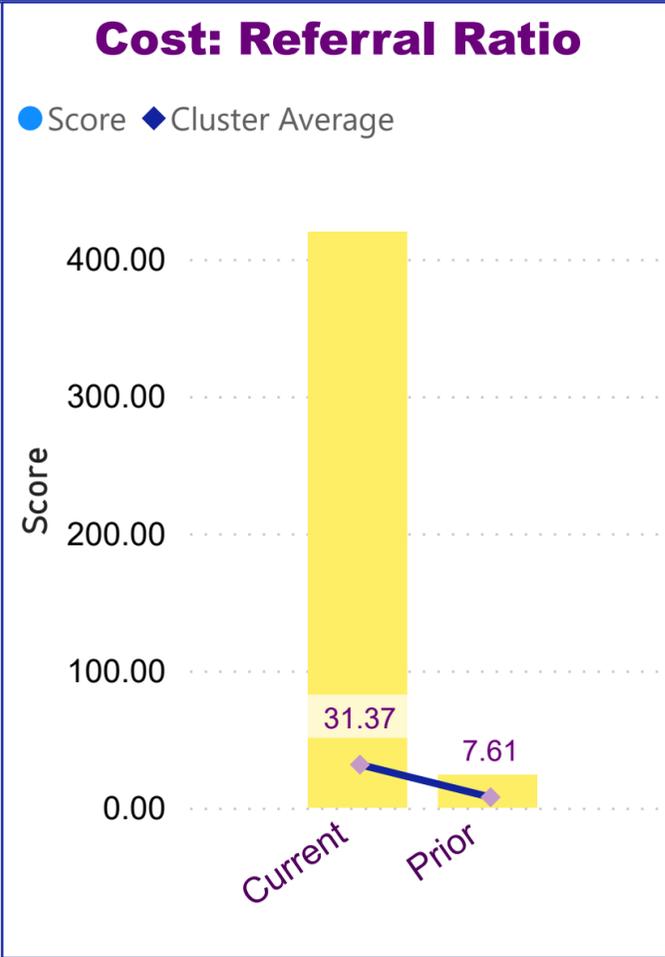
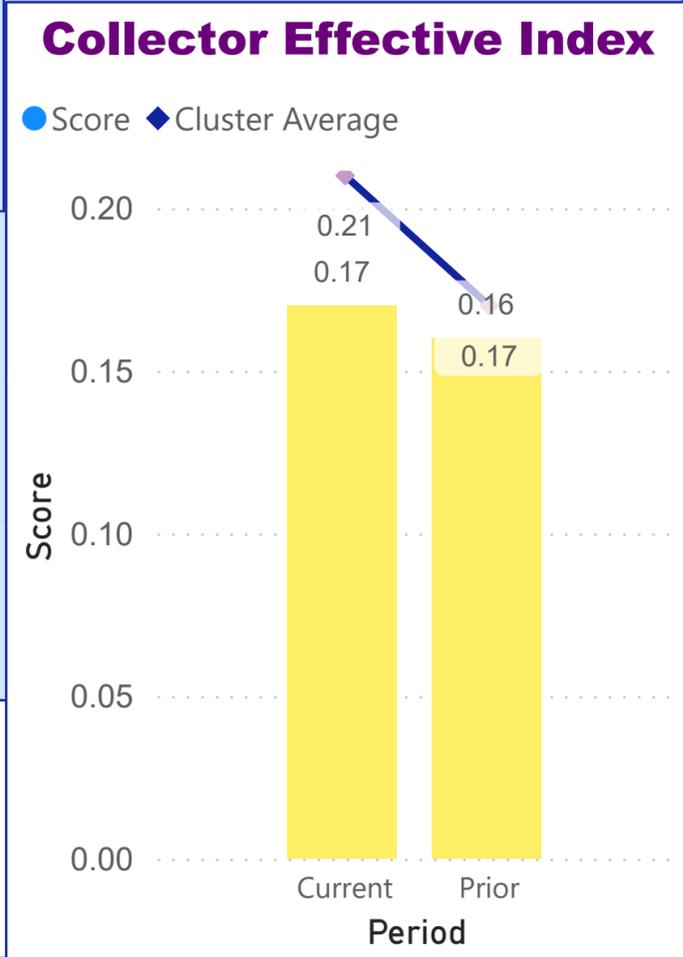
Cluster
1

First-year Resolution Rate
Score Cluster Average
0.29 0.11

Risk Monitor
Score Cluster Average
0.21 0.08

Adjustment Score
Score Cluster Average
185.65 126.56

Discharge Score
Score Cluster Average
10.89 22.84



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	22.91	0.45	1.51	0.18	2.79	0.26
County	0.75	0.75	0.48	0.48	0.57	0.57
FTB-COD		0.18	0.08	0.15	0.11	0.15
FTB-IIC	0.00	0.00	0.47	0.14	0.47	0.14

Population
16,988

Judges
2

Commissioners
0.30

Best Practices Engaged
22/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.17	0.21
Prior	0.16	0.17
Combined	0.16	0.16

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	419.97	31.37
Prior	23.68	7.61
Combined	41.20	9.38

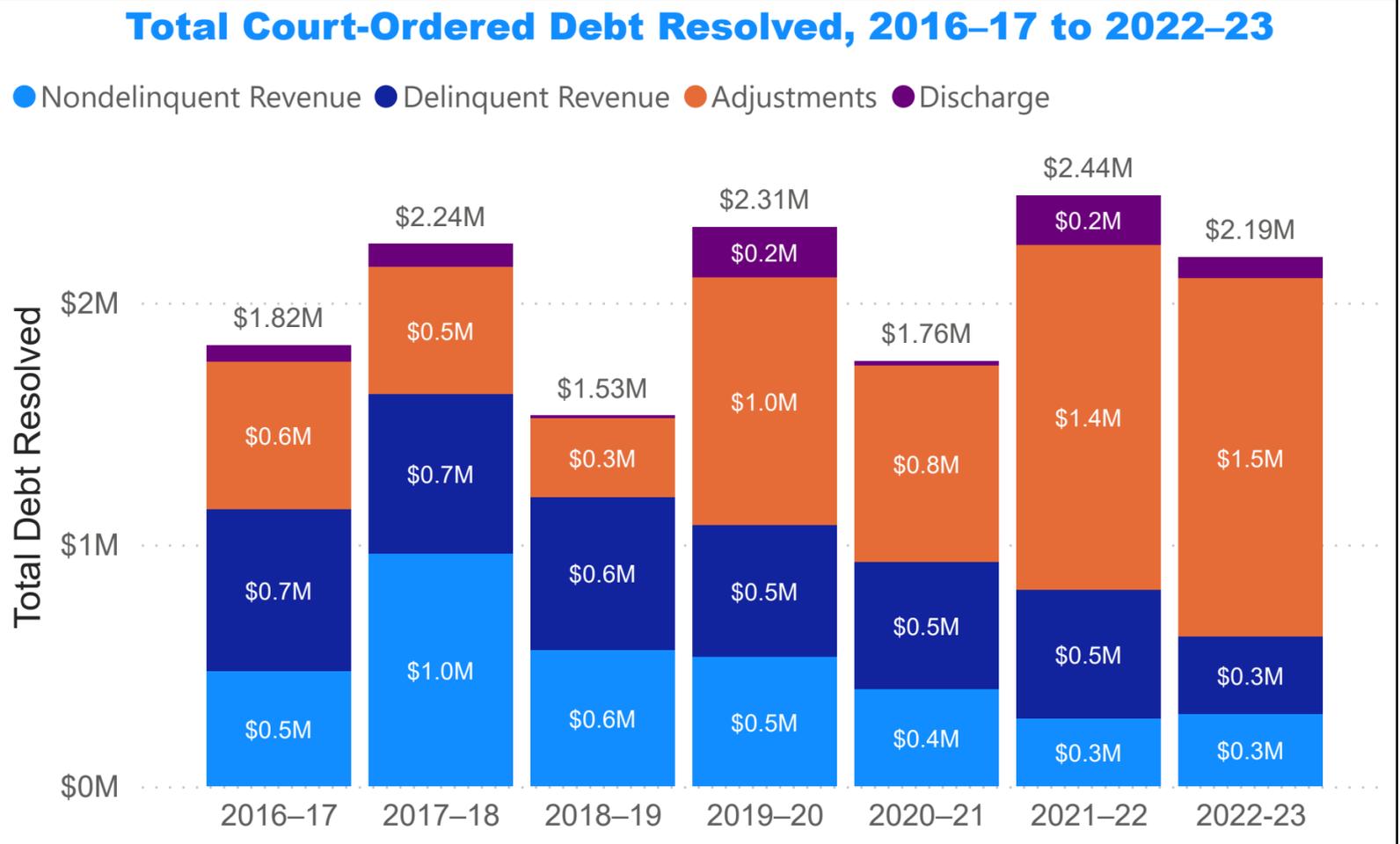
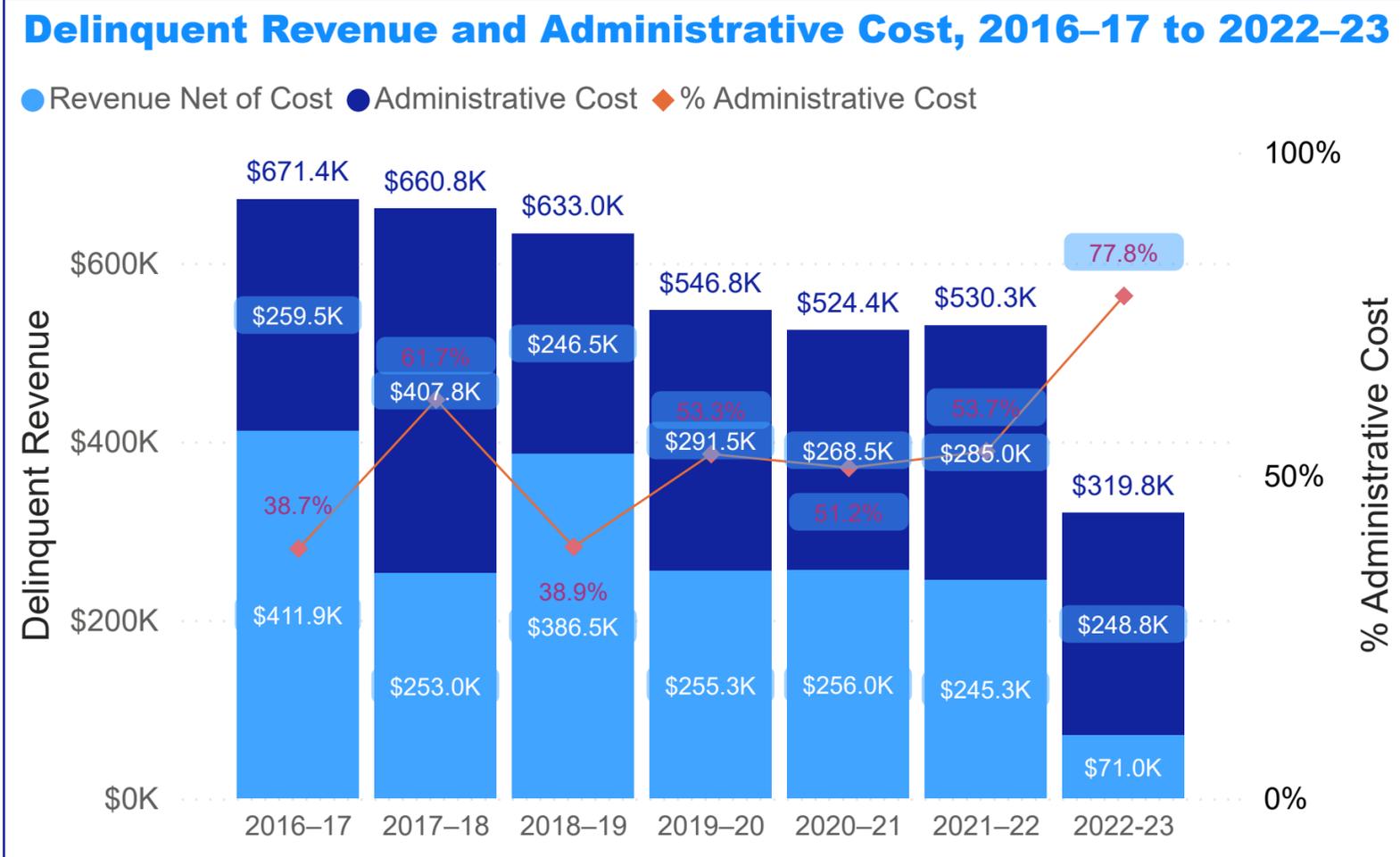
Dashboard Comments

for the Court, we converted to a new CMS (from JALAN to Odyssey), we spent the majority of the year converting cases and building reports/process and were unable to do collections processes.

Collections Activities Performed
14/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Mariposa"/>	Default Rate Current Prior Combined			No. of People Served 596	No. of Nondelinquent Cases With Payments 1,052	No. of Delinquent Cases Reported 6,039	No. of Delinquent Cases With Payments 971.00
	0%	18%	17%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$4,190	\$65,609	\$95,975	\$98,932	\$780	\$1,055,876	\$0	\$0
County	\$15,790	\$30,652	\$11,858	\$14,804	-	\$177,654	-	\$83,036
Private Agency	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FTB-COD	\$0	\$188,670	\$4,299	\$15,924	\$139,610	\$106,625	-	\$3,831
FTB-IIC	\$0	\$14,927	\$0	\$6,999	\$0	-	\$0	\$0
Intrabranh	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total	\$19,980	\$299,858	\$112,132	\$136,659	\$140,390	\$1,340,155	\$0	\$86,867

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$12,094	54	\$27,356
2 - Written Notice(s)	\$34,617	50	\$37,817
3 - Lobby/Counter	\$52,094	223	\$123,154
4 - Skip Tracing	\$17,436	57	\$33,242
5 - FTB-COD	\$188,670	481	\$20,223
6 - FTB-IIC	\$14,927	2	\$6,999
7 - DL Hold/Suspension	\$0	0	\$0
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$319,838	867	\$248,791

Mendocino: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Details on the number of best practices met and collection activity components engaged are displayed on tables below.¹

Performance

According to the Mendocino collections program, the court assumed primary responsibility for collection of newly-delinquent debt effective January 2023. The court program has implemented several procedures for effective collections, including automating processes, reconciling delinquent account reports, and contracting with a skip-tracing database. The program successfully launched the ability to pay (ATP) program in April of 2023. In 2023–24 the program will begin utilizing the Franchise Tax Board’s Interagency Intercept Collections program and begin development and possible implementation of their court-ordered debt program.

The court program brought a backlog of delinquent cases into the collection program in 2022–23. For this reason there is no prior period case count/value for the court program. The court removed \$157,200 in civil assessment outstanding balances.

For cases filed with the court before February 8, 2021, the county’s collections department is responsible for any delinquent criminal or traffic case debts. For cases filed with the court on or after February 8, 2021, the court is responsible for collection of delinquent fines, penalty assessments, and fees. The county program will retain the older receivables until either paid in full or discharged meanwhile the court moves forward with newly delinquent accounts. However, the court does not collect victim restitution or juvenile probation cases. The county continues to collect for juvenile probation cases and victim restitution orders. Reporting reflects court activity only. County data will be provided in a revised report at a later time.

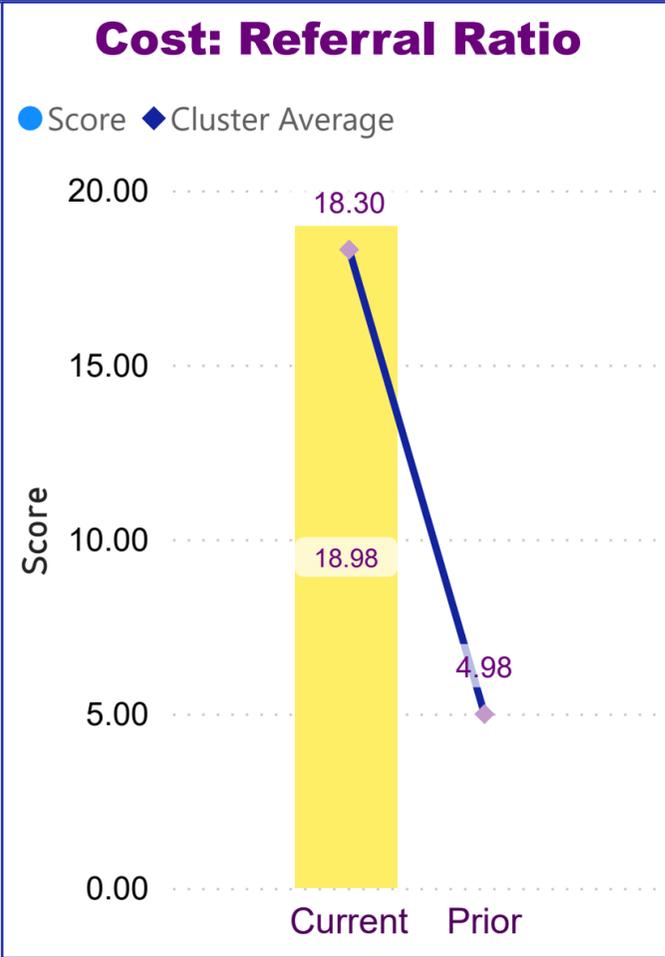
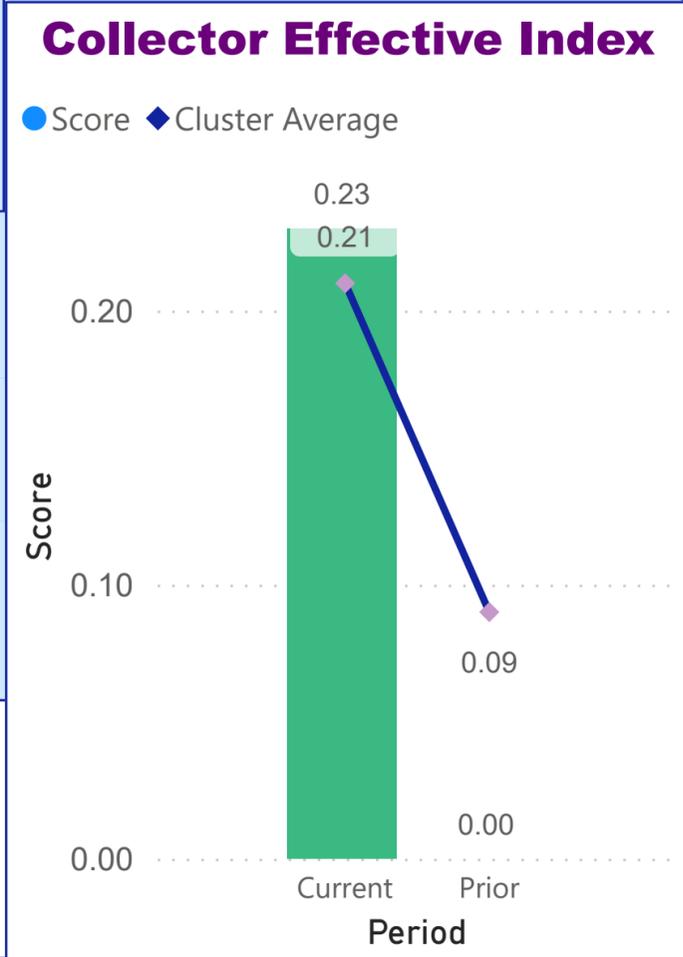
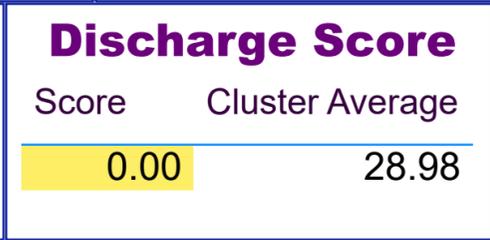
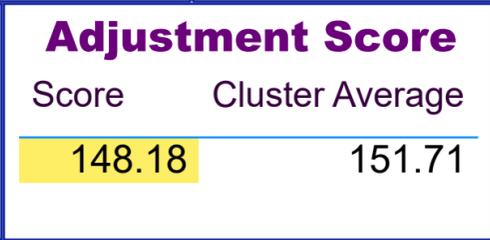
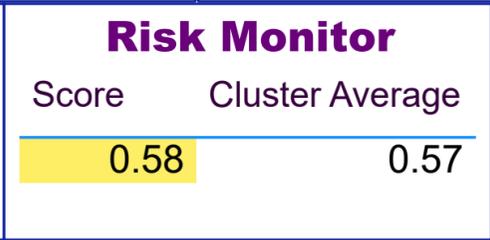
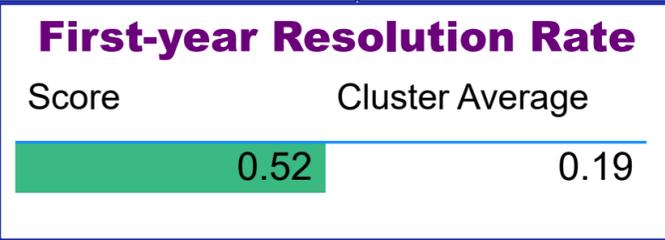
Scores in the dashboard report may be positively or negatively impacted by the lack of county reporting such as discharges, payments, and adjustments and therefore the outstanding balance of receivables for the combined programs is not correct.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Mendocino ▼	\$22,623,675	\$5,374,126	\$893,886	\$199,467	\$4,091,108	\$0

2022-23 Collections Individual Program Report

Cluster
2



Spend Efficiency Score

Period	Score	Current Cluster Average	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	0.22	0.24	0.22	0.22	0.23

Population
89,092

Judges
8

Commissioners
0.40

Best Practices Engaged
20/22

Collections Activities Performed
13/16

Collector Effective Index

Period	Score	Cluster Average
Current	0.23	0.21
Prior	0.00	0.09
Combined	0.09	0.10

Cost: Referral Ratio

Period	Score	Cluster Average
Current	18.98	18.30
Prior	0.00	4.98
Combined	7.09	6.60

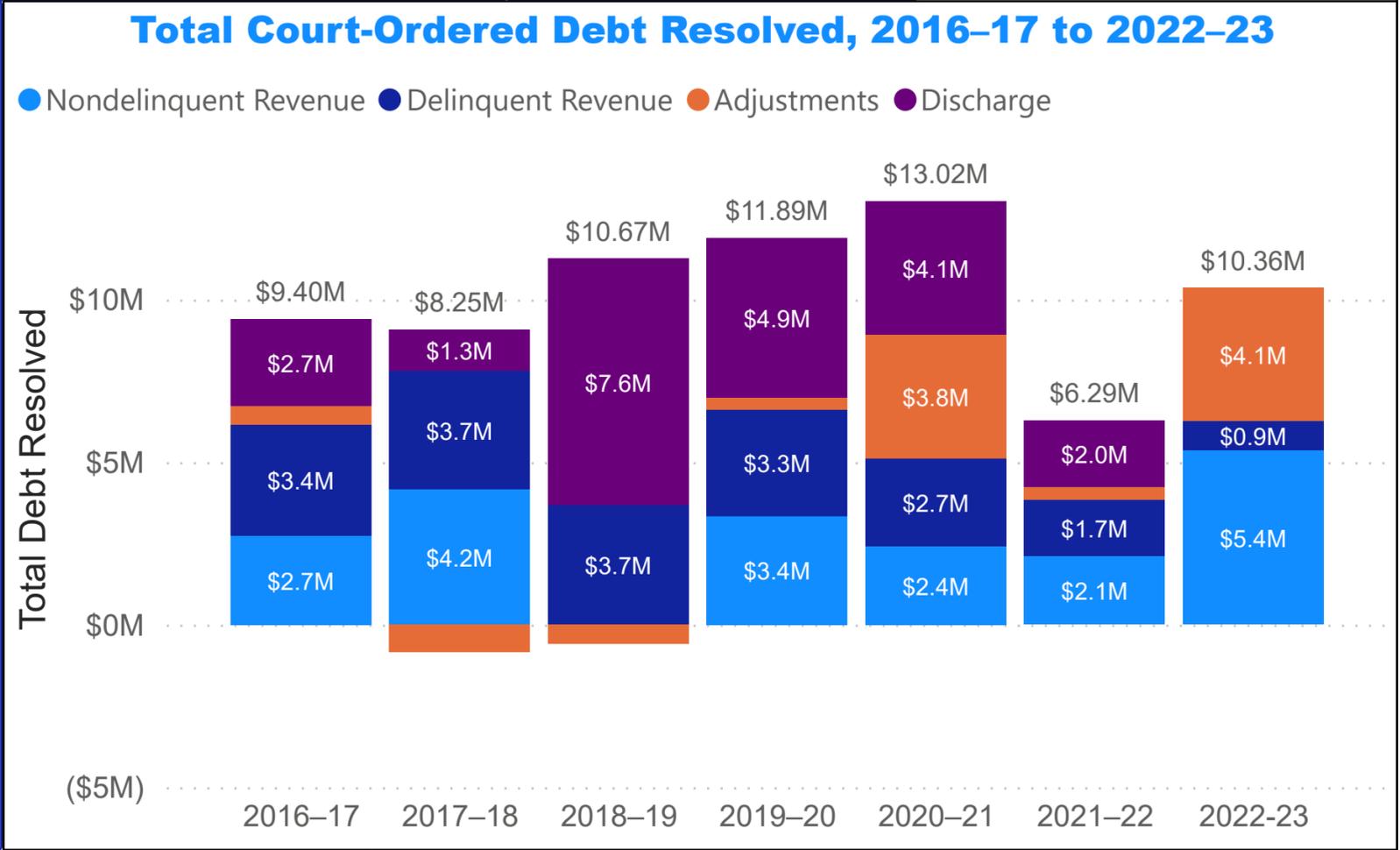
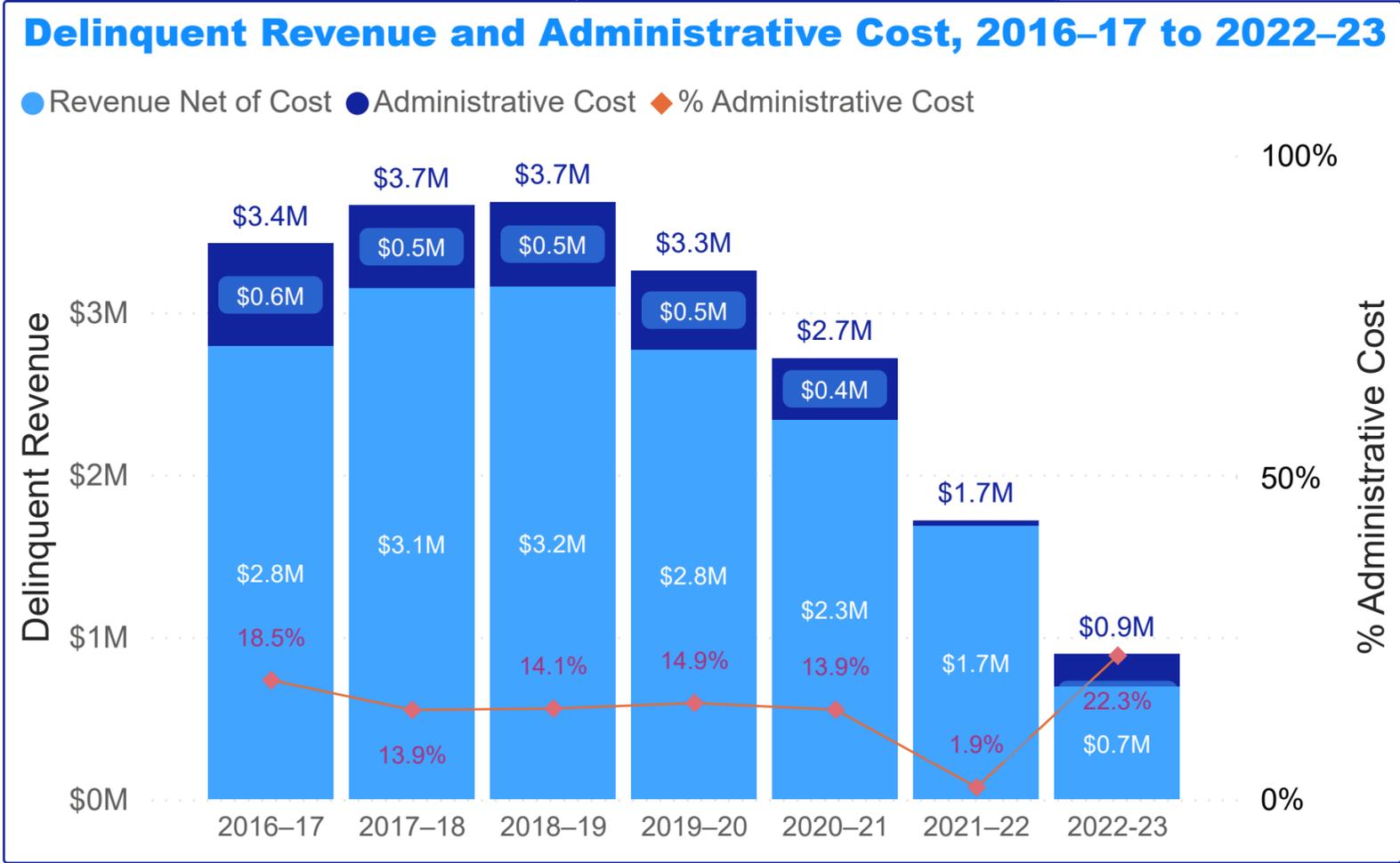
Dashboard Comments

The Court beginning balance includes delinquent cases from FY 2122 as newly referred to the program, in addition to new cases referred in FY 2223, as this is the first year of the Court program which sought to capture a backlog of delinquent cases. For this reason there is no beginning balance from previous fiscal year prior period in the Court program.

Performance Metrics Key

Positive
Needs Improvement
No Data

Court <input type="text" value="Mendocino"/>	Default Rate		No. of People Served	No. of Nondelinquent Cases With Payments	No. of Delinquent Cases Reported	No. of Delinquent Cases With Payments
	Current	Prior	Combined	7,651	28,121	2,418.00
	28%	-	28%			



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$893,886	\$0	\$199,467	\$0	\$4,091,108	\$0	\$0	\$0
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranch	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$893,886	\$0	\$199,467	\$0	\$4,091,108	\$0	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$8,939	24	\$1,995
2 - Written Notice(s)	\$679,353	1,838	\$151,595
3 - Lobby/Counter	\$134,083	363	\$29,920
4 - Skip Tracing	\$71,511	193	\$15,957
5 - FTB-COD	\$0	0	\$0
6 - FTB-IIC	\$0	0	\$0
7 - DL Hold/Suspension	\$0	0	\$0
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$893,886	2,418	\$199,467

Merced: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Merced collections program, the passing of Assembly Bill 199 required the court to vacate civil assessments which were uncollectable. The value of these fees are included in the reported adjustment amount. Also, the court launched the ability to pay (ATP) program on February 27, 2023, which many individuals took advantage of the program.

The court is unable to separate the ATP information as required, therefore the total revenue collected is reported in a lump sum. The court is still working with their case management systems vendor to correct a configuration issue that would allow the referral of cases to the private agency and the Franchise Tax Board's Court-Ordered Debt program. The court is currently in the testing phase with the Franchise Tax Board and expects to begin case referrals in 2023–24.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Merced ▼	\$94,023,083	\$7,045,079	\$2,916,317	\$463,838	\$14,249,773	\$0

2022-23 Collections Individual Program Report

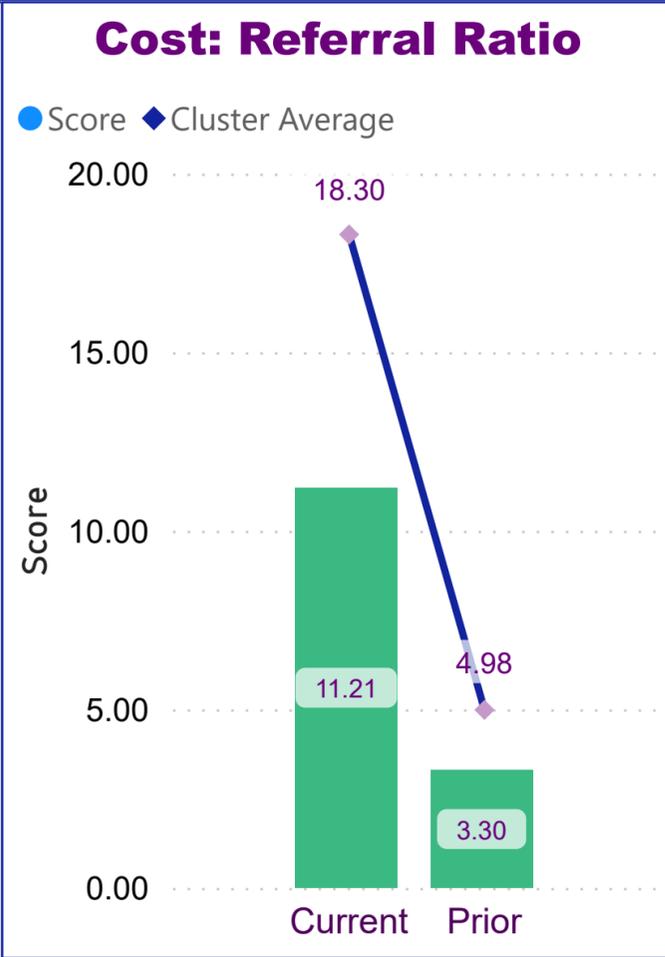
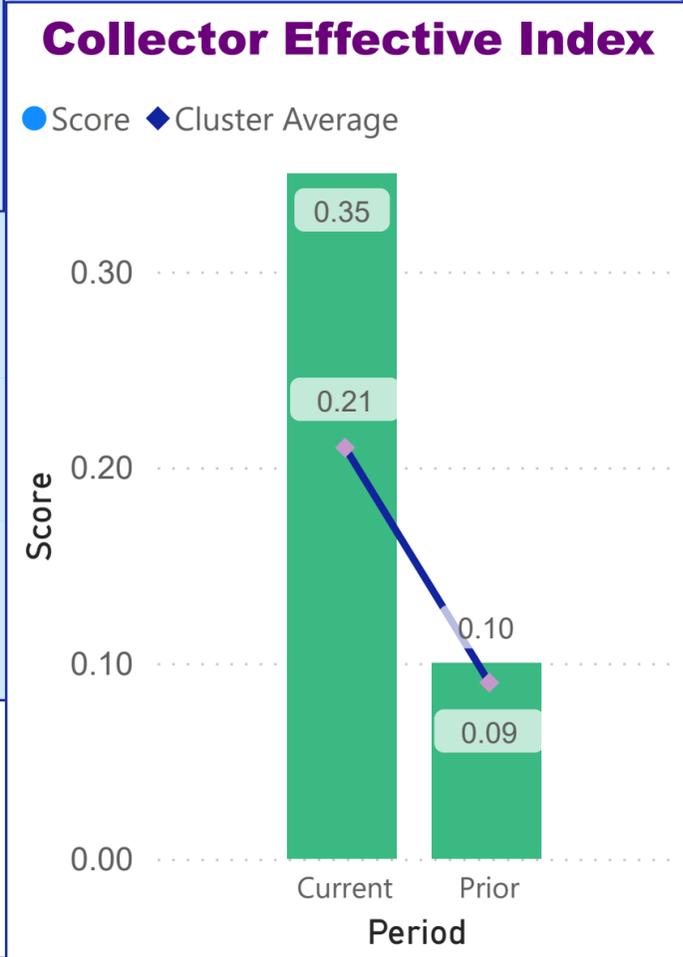
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.99 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
128.16 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period	Program	Score	Current Cluster Average	Score	Prior Cluster Average	Combined Score Cluster Average
Court		0.21	0.24	0.15	0.22	0.16 0.23
Private Agency		0.00	0.15	0.17	0.15	0.17 0.15
FTB-COD		0.00	0.12	0.15	0.15	0.15 0.14

Population
289,712

Judges
11

Commissioners
2.00

Best Practices Engaged
21/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.35	0.21
Prior	0.10	0.09
Combined	0.12	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	11.21	18.30
Prior	3.30	4.98
Combined	4.03	6.60

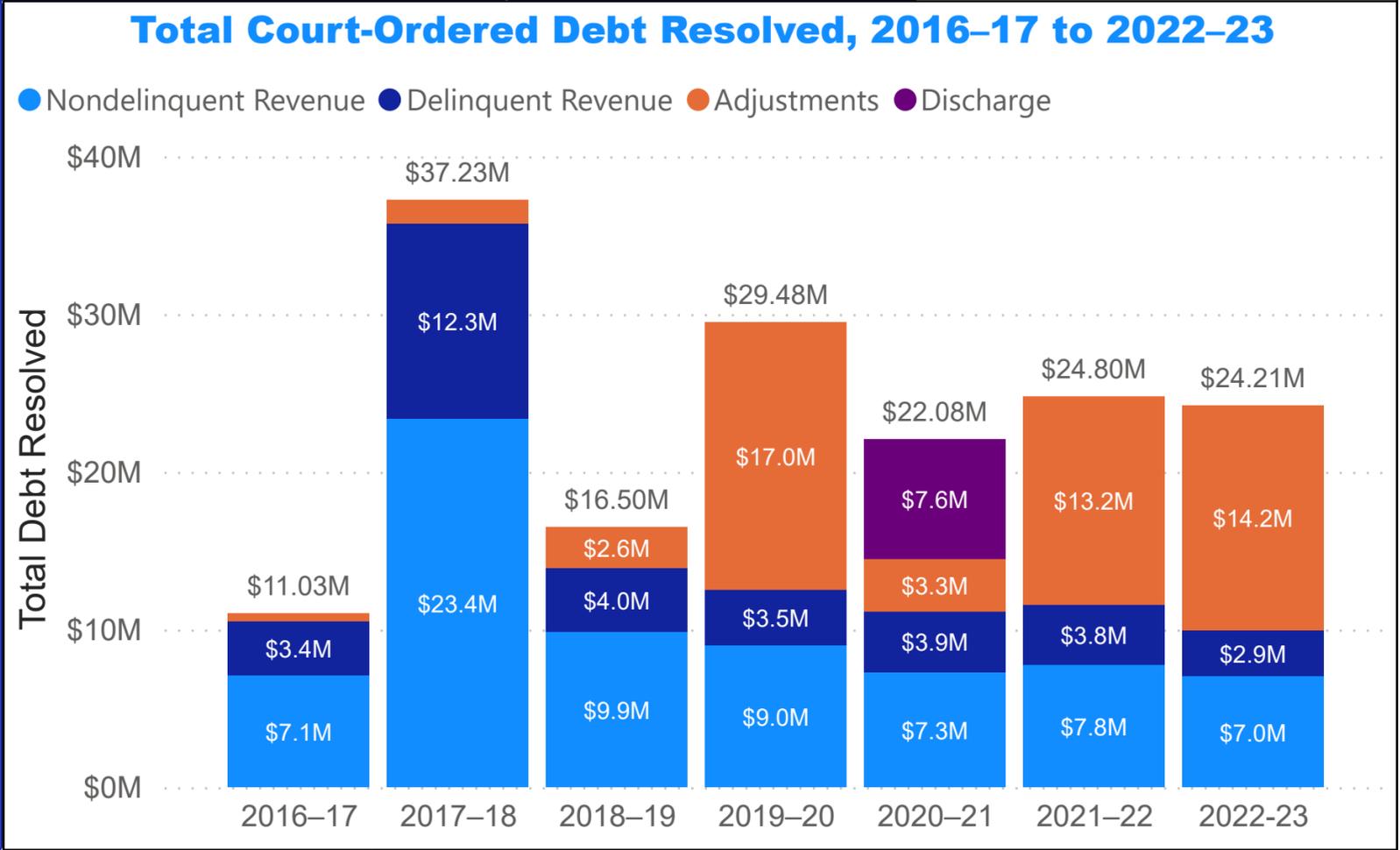
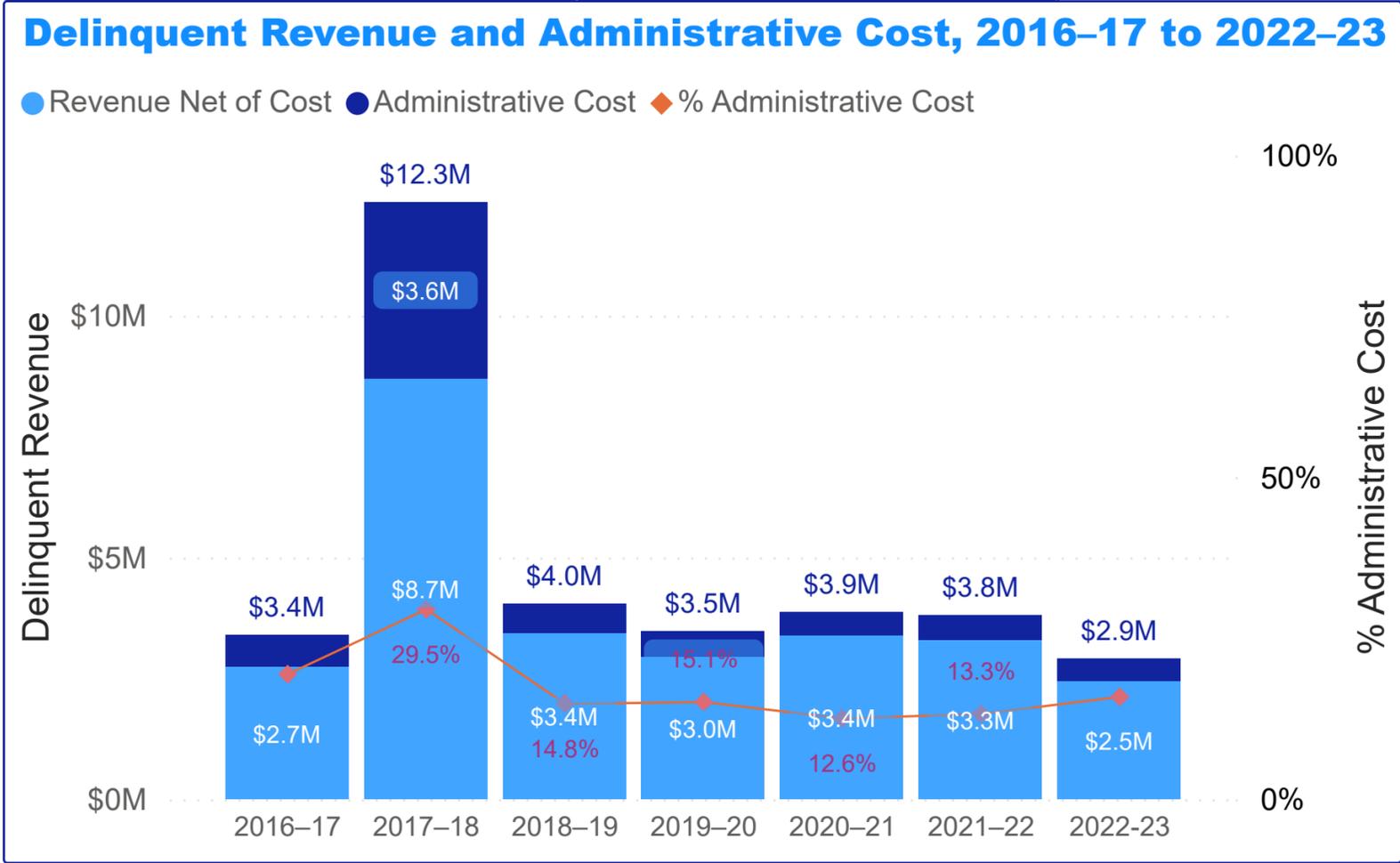
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
14/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Merced"/>	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 115,021	No. of Delinquent Cases With Payments 14,369.00
	- 104% 104%					



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$571,306	\$2,254,453	\$119,856	\$329,801	\$2,659,235	\$10,915,215	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$34,771	-	\$5,813	-	\$675,324	-	\$0
FTB-COD	\$0	\$55,787	\$0	\$8,368	\$0	\$0	\$0	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$571,306	\$2,345,011	\$119,856	\$343,982	\$2,659,235	\$11,590,539	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$18,018	42	\$2,936
2 - Written Notice(s)	\$1,926,149	16,947	\$303,003
3 - Lobby/Counter	\$916,363	-	\$149,531
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$55,787	2,270	\$8,368
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,916,317	19,259	\$463,838

Modoc: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Modoc collections program, economic factors make collecting on outstanding debt difficult. This year the program contracted with a new collections agency, and they have been relatively aggressive, to the program's satisfaction.

Due to the case management system, the program cannot provide all of the information listed in subdivisions (a) and (b) of Government Code section 68514. The report is completed to the best of their ability. Franchise Tax Board Court-Ordered Debt (FTB-COD) program collections are done through the private collections agency. When payments are received they are processed as private agency payment. The case management system does not have a FTB-COD payment type.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Modoc ▼	\$1,403,135	\$192,618	\$113,966	\$72,222	\$1,166,738	\$0

2022-23 Collections Individual Program Report

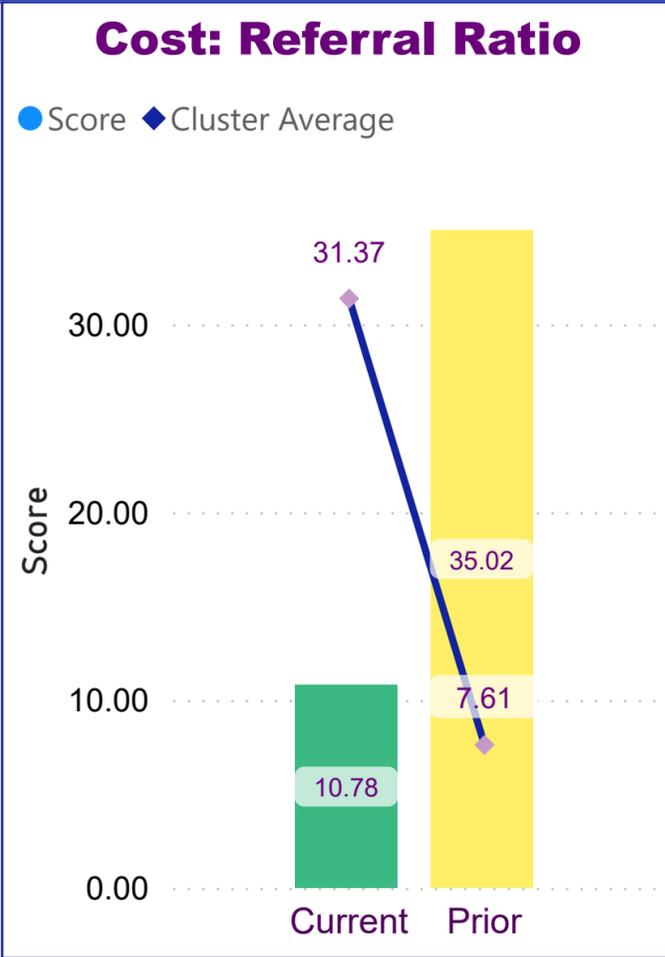
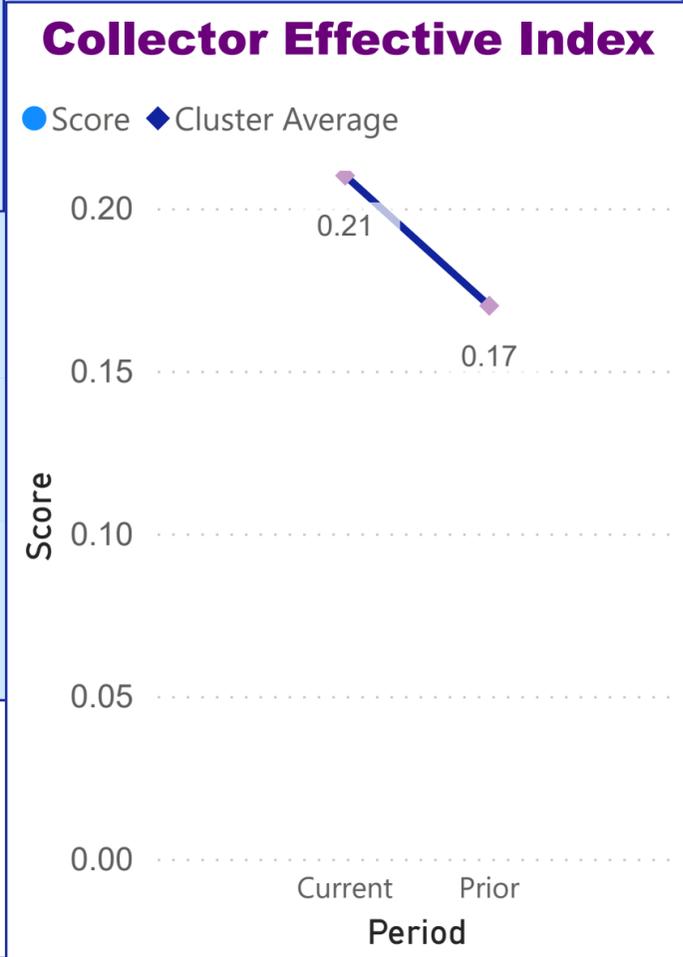
Cluster
1

First-year Resolution Rate
Score Cluster Average
0.21 0.11

Risk Monitor
Score Cluster Average
0.71 0.08

Adjustment Score
Score Cluster Average
434.73 126.56

Discharge Score
Score Cluster Average
0.00 22.84



Spend Efficiency Score						
Period	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	0.55	0.45	0.89	0.18	0.86	0.26
Private Agency	0.17	0.14	0.17	0.17	0.17	0.16
FTB-IIC	No Data	0.00	0.01	0.14	0.01	0.14

Population
8,670

Judges
2

Commissioners
0.30

Best Practices Engaged
21/22

Collector Effective Index
Period Score Cluster Average
Current No Data 0.21
Prior 0.17
Combined No Data 0.16

Cost: Referral Ratio
Period Score Cluster Average
Current 10.78 31.37
Prior 35.02 7.61
Combined 31.41 9.38

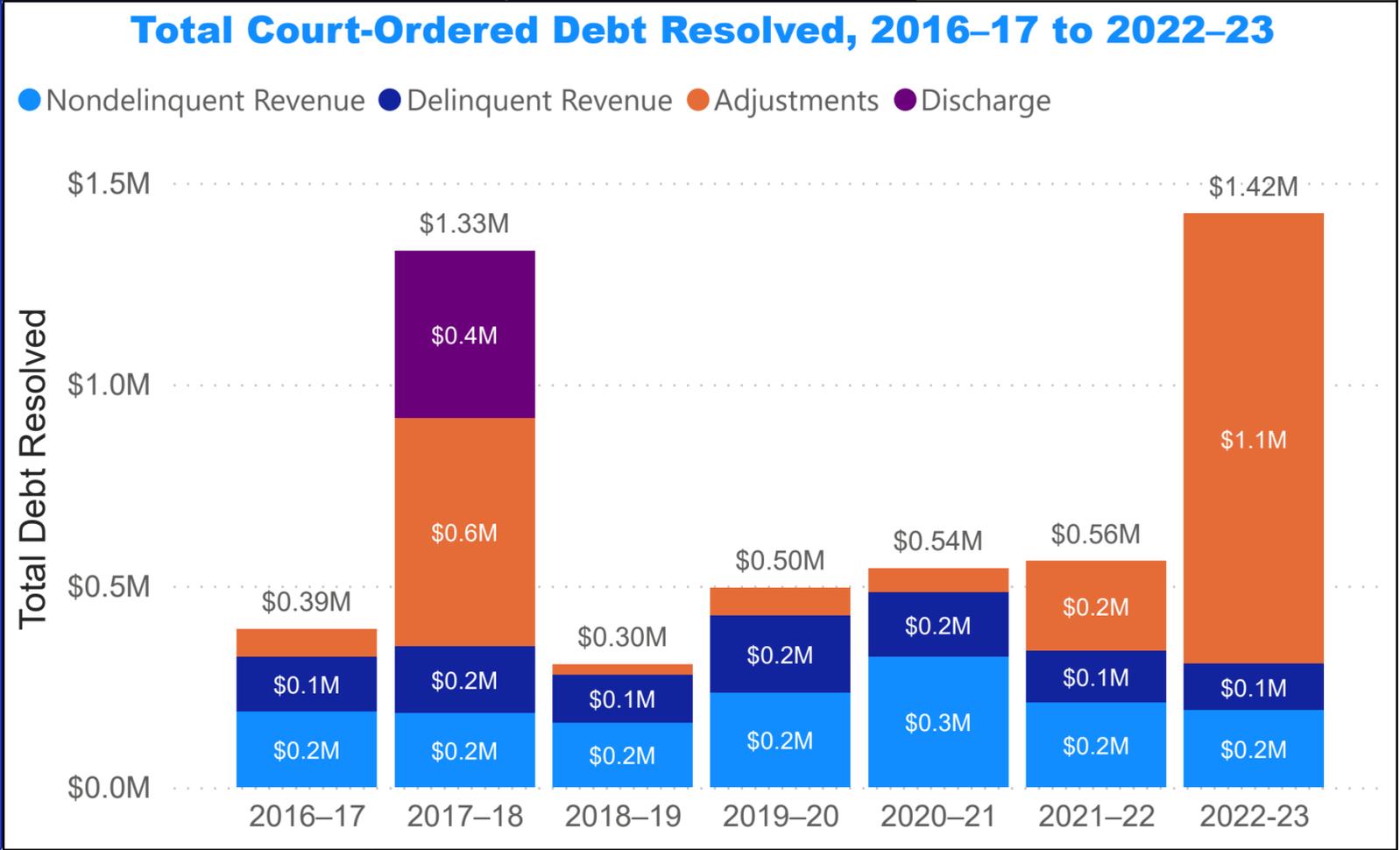
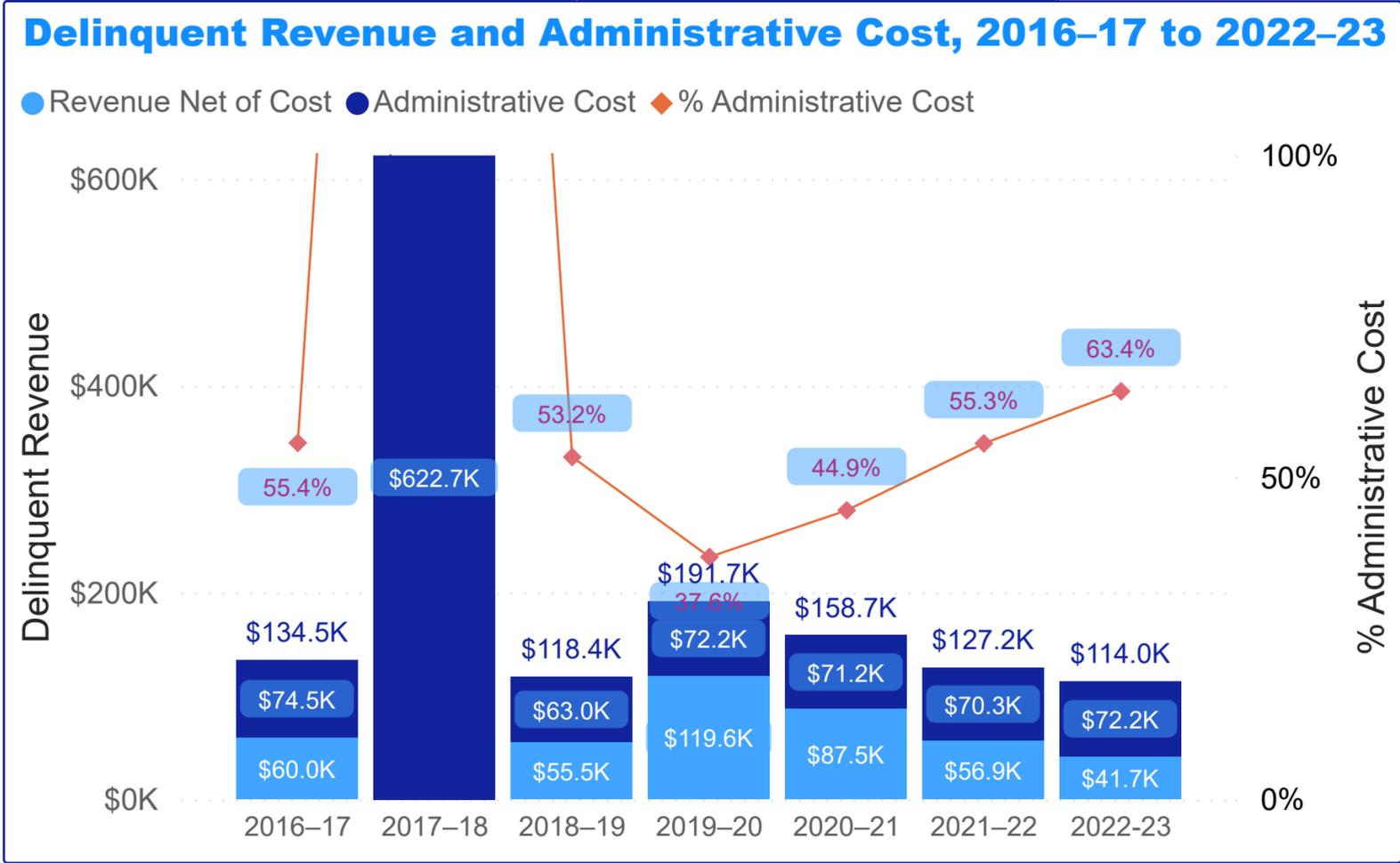
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key		
Positive	Needs Improvement	No Data

Collections Activities Performed
15/16

Court Modoc	Default Rate Current Prior Combined - - -			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 141	No. of Delinquent Cases Reported 2,299	No. of Delinquent Cases With Payments Not Available
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$6,424	\$76,466	\$3,537	\$67,909	\$45,496	\$1,121,242	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$894	\$1,853	\$151	\$313	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	\$28,329	-	\$312	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$7,318	\$106,648	\$3,688	\$68,534	\$45,496	\$1,121,242	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$28,329	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$2,747	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$31,076	-	-

Mono: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Mono County and the County of Mono. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Mono collections program, the court updated its case management system (CMS) in June 2021 and has been working to update and improve its reporting process for the collections report. Some reporting constraints remain for this fiscal year as the CMS program is tailored specifically to the court, and the court is still working on adding better reporting parameters specific to collections. It should be noted that there is the possibility for error in the report as some of the figures are established from manual input.

The court's CMS is unable to collect some of the required reporting data that are related to Government Code section 68514, which includes the case numbers and the amount collected for telephone contact and the internal monthly reports. The court manually tracks items to get numbers for the various collection activities: notifying debtors, using DMV location, and initiating failure to appear driver's license holds. The court does refer cases to the Franchise Tax Board Court-Ordered Debt program (FTB-COD) and wages are garnished; however, the private agency refers those cases to FTB-COD on behalf of the court and the amount collected and the total number of cases were not provided.

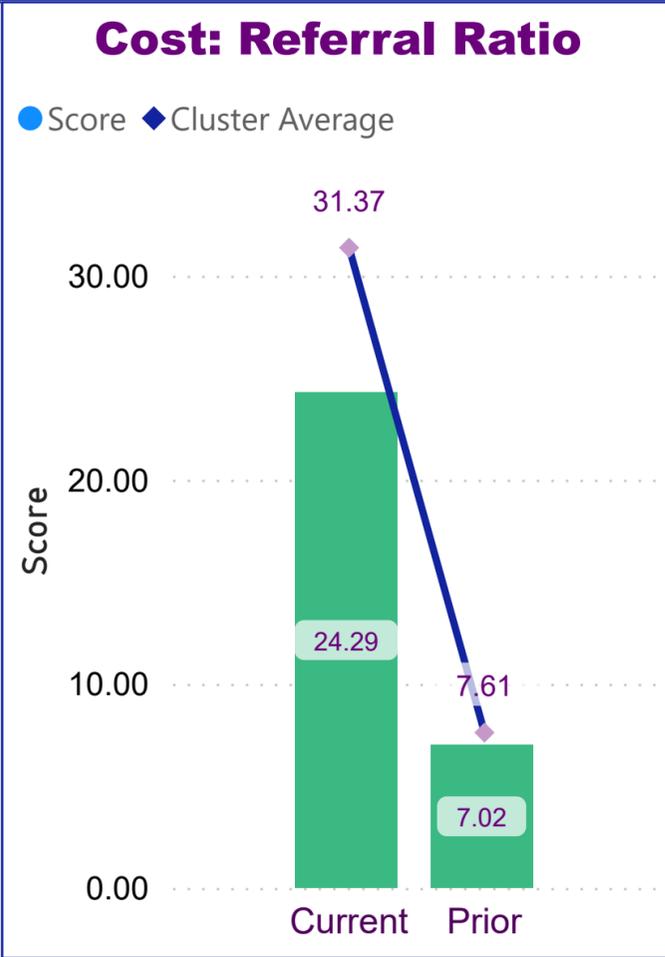
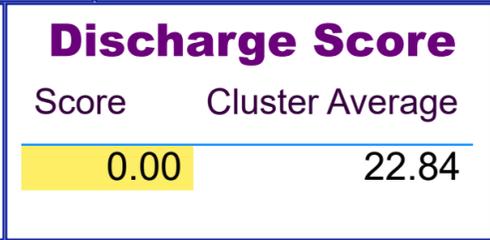
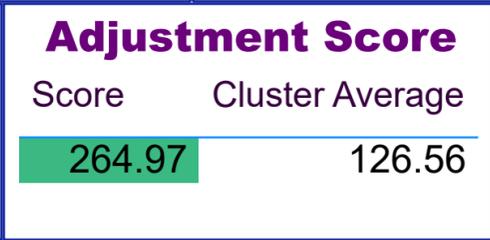
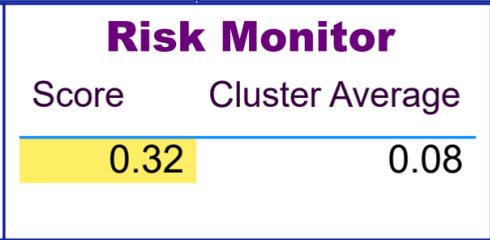
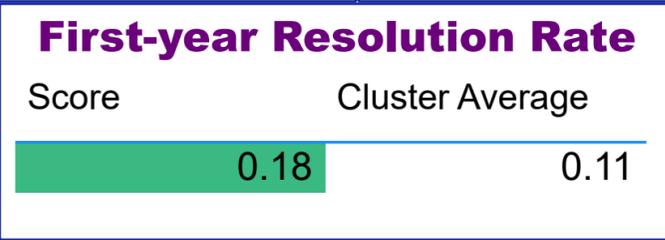
With the new CMS program, the court's cost of collections has decreased from previous years due to being more streamlined and not having to use multiple programs for collections activities. Again, the court was unable to discharge debt this fiscal year. This was due to several court projects that occurred in the fiscal year and limited staffing. It is on the court's agenda to work on cases that fall under the requirements to discharge from accountability to help reflect more accurate numbers from old debt that has been uncollectable as it continues to age. Please note that the beginning balances were updated in this year's report to reflect the correct numbers and figures.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Mono ▼	\$1,555,171	\$1,383,487	\$236,780	\$60,988	\$755,927	\$0

2022-23 Collections Individual Program Report

Cluster
1



Spend Efficiency Score

Period Program	Score	Current		Prior		Combined	
		Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.36	0.45	0.39	0.18	0.36	0.26	
Private Agency	0.14	0.14	0.12	0.17	0.13	0.16	
FTB-COD	0.21	0.18	0.19	0.15	0.19	0.15	

Population
13,183

Judges
2

Commissioners
0.30

Best Practices Engaged
19/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.26	0.21
Prior	0.18	0.17
Combined	0.21	0.16

Cost: Referral Ratio

Period	Score	Cluster Average
Current	24.29	31.37
Prior	7.02	7.61
Combined	12.88	9.38

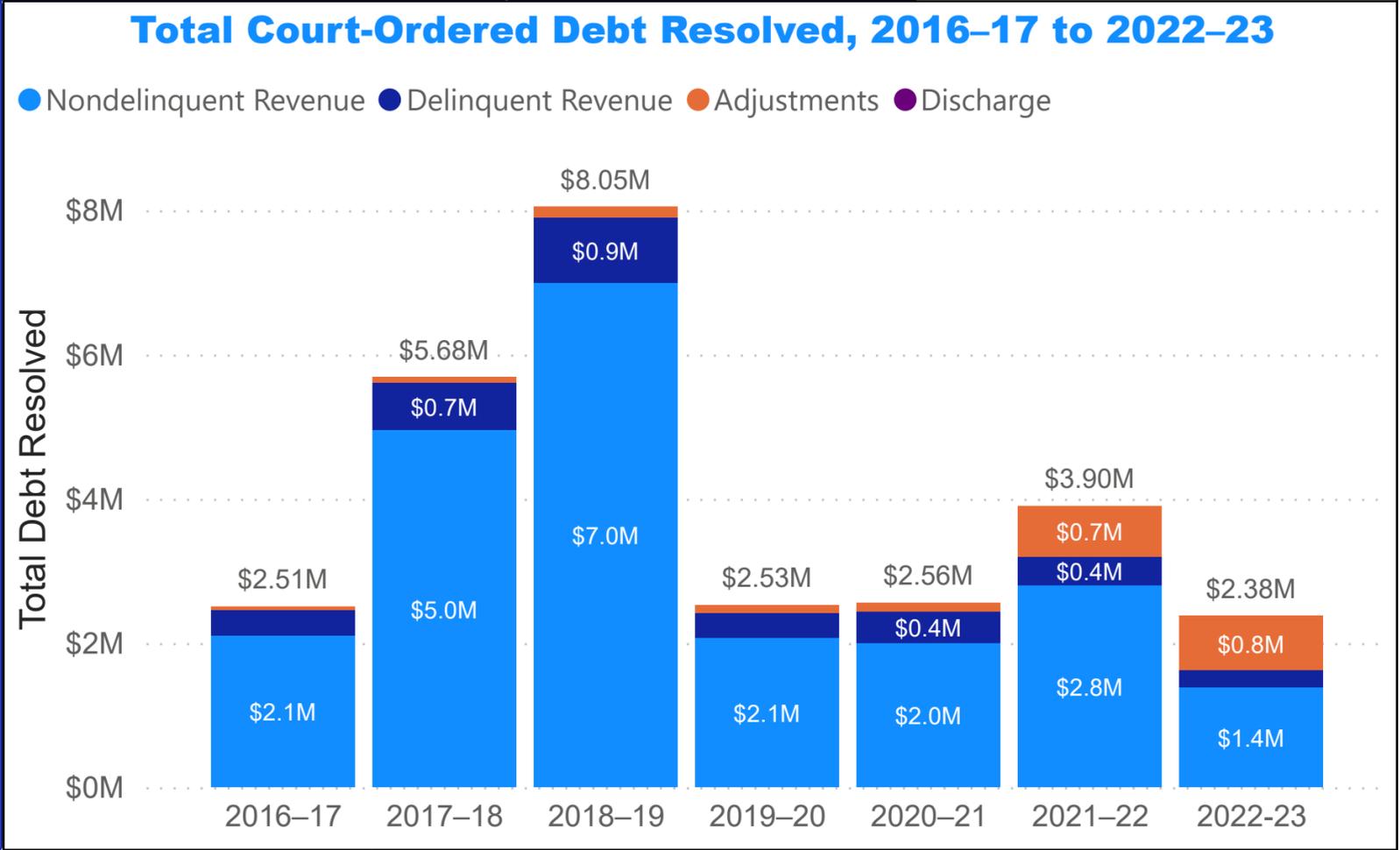
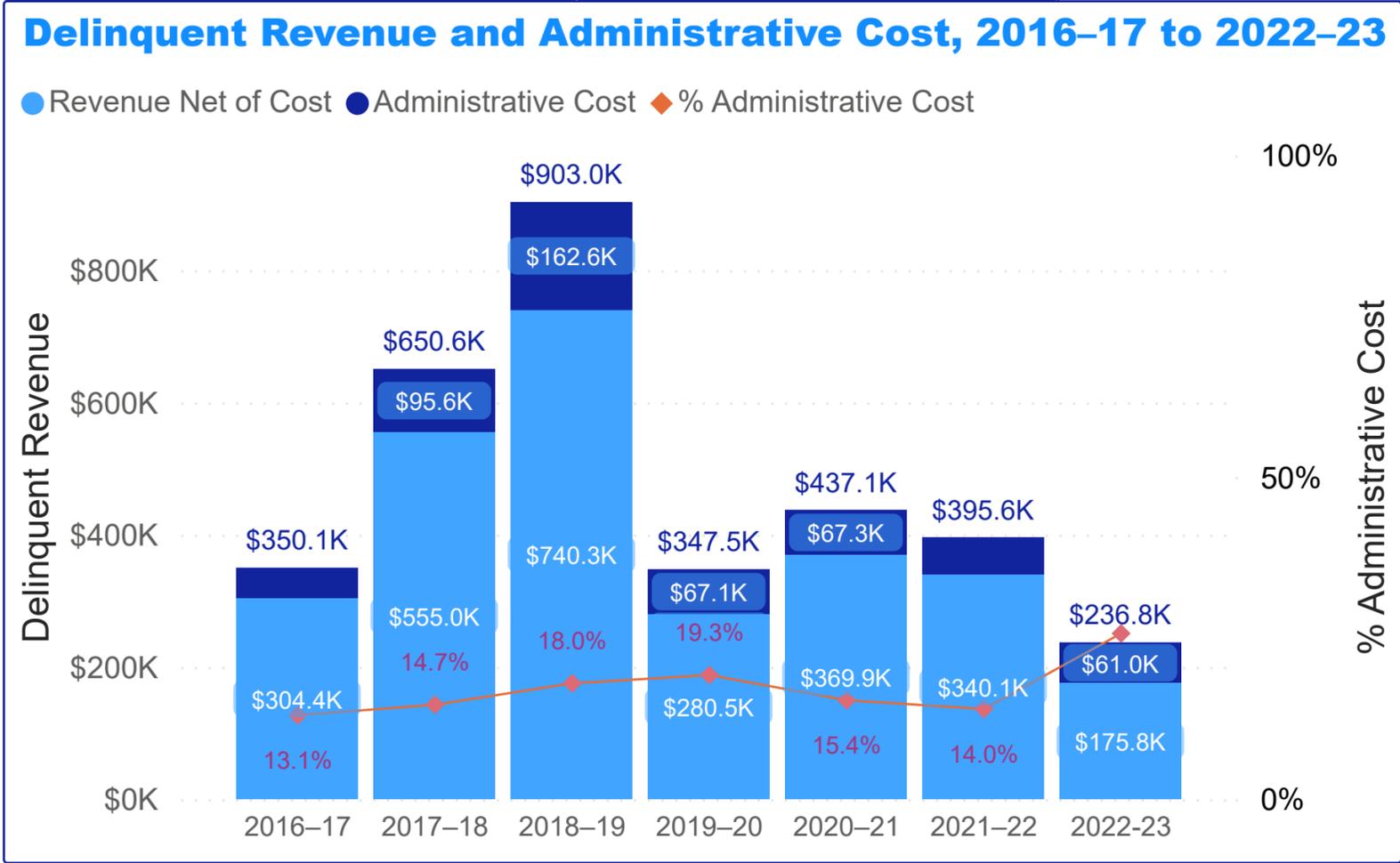
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
14/16



Court <input type="text" value="Mono"/>	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 4,007	No. of Delinquent Cases Reported 4,734	No. of Delinquent Cases With Payments 987.00
	79%	73%	74%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$98,665	\$10,172	\$35,658	\$3,962	\$26,995	\$9,322	\$0	\$0
County	-	-	-	-	-	-	-	-
Private Agency	\$22,660	\$27,654	\$3,072	\$3,445	\$4,951	\$511,023	\$0	\$0
FTB-COD	\$1,587	\$76,043	\$325	\$14,525	\$229	\$203,407	\$0	\$0
FTB-IIC	-	-	-	-	-	-	\$0	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$122,912	\$113,868	\$39,056	\$21,932	\$32,175	\$723,752	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$50,281	203	\$13,187
3 - Lobby/Counter	-	-	\$1,309
4 - Skip Tracing	\$13,584	174	\$1,916
5 - FTB-COD	\$77,628	951	\$14,525
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	\$17,685	49	\$8,812
8 - Private Agency	\$50,314	1,291	\$3,445
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$209,492	2,668	\$43,193

Monterey: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Monterey collections program, the county received 11,994 accounts in 2022–23—a decrease from the 13,776 accounts the court assigned in 2021–22. The decrease in delinquent gross revenue collections of \$79,000 is attributed to the reduced dollar amount of assigned cases, and adjustments that reduced the amount of court-ordered debt through the ability to pay program and fees vacated per Assembly Bill 177 and AB 199. However, the cost of collections also decreased by over \$508,000, which can be attributed mostly to salary savings and increased efficiency in collecting old and new accounts. A discharge from accountability of \$8.8 million was completed, using the program’s established process. Approximately \$5.6 million in fees were vacated per AB 177 and AB 199. Collections continue to be impacted by legislation, including AB 103, SB 1290, AB 1869, AB 177, and AB 199. Prior collection rates are greatly impacted by \$63.6 million in delinquent debt held by the court that is more than 15 years old. Because of the age of the related cases, the court will be spending roughly two years to research and collect the necessary data to discharge eligible debt.

The county maintained its recently improved access to data on installment plans and defaults but some information related to costs and performance continues to be difficult to assign as they are a product of several factors. Due to court case management system (CMS) limitations, the program was unable to report certain data required by Government Code section 68514. Also, the county leaves cases with the Franchise Tax Board Interagency Intercept Collections program through the end of the fiscal year to capture late filings, avoid imbalance issues, and eliminate potential double-reporting but finds it difficult to isolate individual cases from the number of payments received. Lastly, the county recalled \$15.1 million in accounts from its previous collections vendor in preparation to transfer the accounts to their new private collection agency whose collections data will be reported on next year’s CRT.

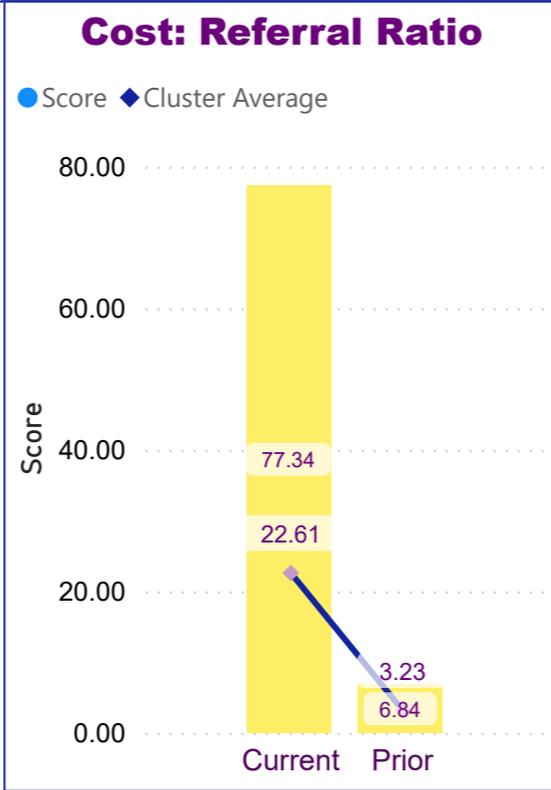
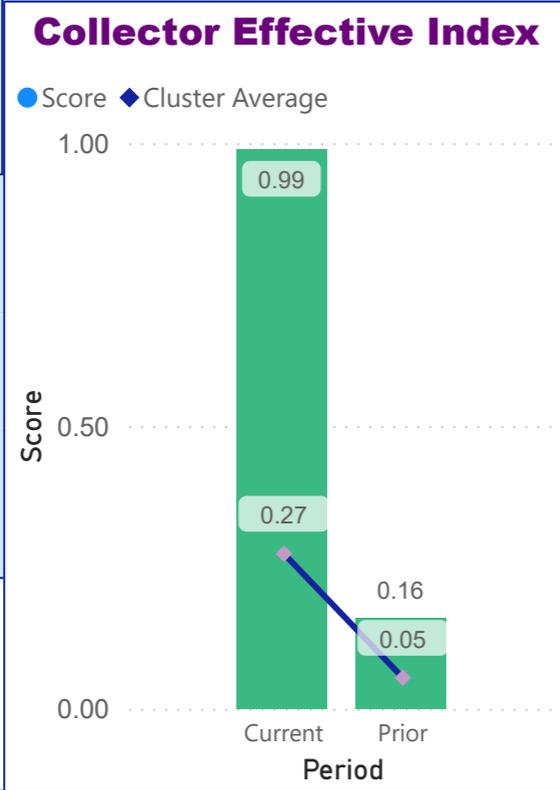
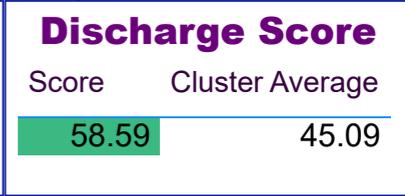
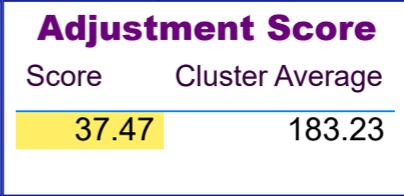
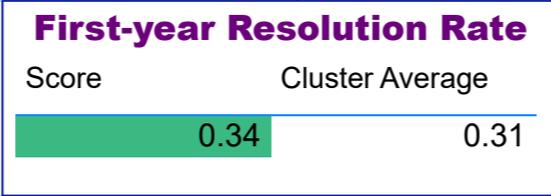
The court does not collect on delinquent debt; delinquent cases are referred to the county. However, the court recovers costs for work performed by staff on delinquent cases, including monitoring and maintaining the Traffic Collections Interface (TCI) which transfers delinquent case information electronically to the county. Staff also review and update previously referred delinquent cases which results in case modifications. The modifications are picked up by the TCI and corrections are updated by the county. The court is unable to provide any data on collections from cases subject to ability to pay (ATP) determination due to CMS reporting limitations but is working on this aspect for future reporting.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Monterey ▼	\$126,218,407	\$8,851,868	\$9,730,379	\$2,844,700	\$5,635,838	\$8,812,157

2022-23 Collections Individual Program Report

Cluster
3



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
County	0.36	0.32	0.39	0.36	0.38	0.34
Private Agency		0.18	0.25	0.30	0.25	0.27
FTB-COD	0.15	0.15	0.15	0.20	0.15	0.19
FTB-IIC	0.02	0.07		0.07	0.00	0.07

Population
433,139

Judges
19

Commissioners
2.20

Best Practices Engaged
22/22

Dashboard Comments

County prioritization of collection efforts on new referrals and recalling groups of unsuccessful older accounts from tertiary collection vendors have resulted in significant Collector Effective Index (CEI) increases of 27.7% and 7.0%, for current and prior period respectively. The County performs annual discharges of accountability and regular adjustments required by legislation to ensure collection efforts are being spent on collectible accounts. First Year Resolution Rate increased 8.8%.

Collector Effective Index

Period	Score	Cluster Average
Current	0.99	0.27
Prior	0.16	0.05
Combined	0.22	0.08

Cost: Referral Ratio

Period	Score	Cluster Average
Current	77.34	22.61
Prior	6.84	3.23
Combined	12.18	5.01

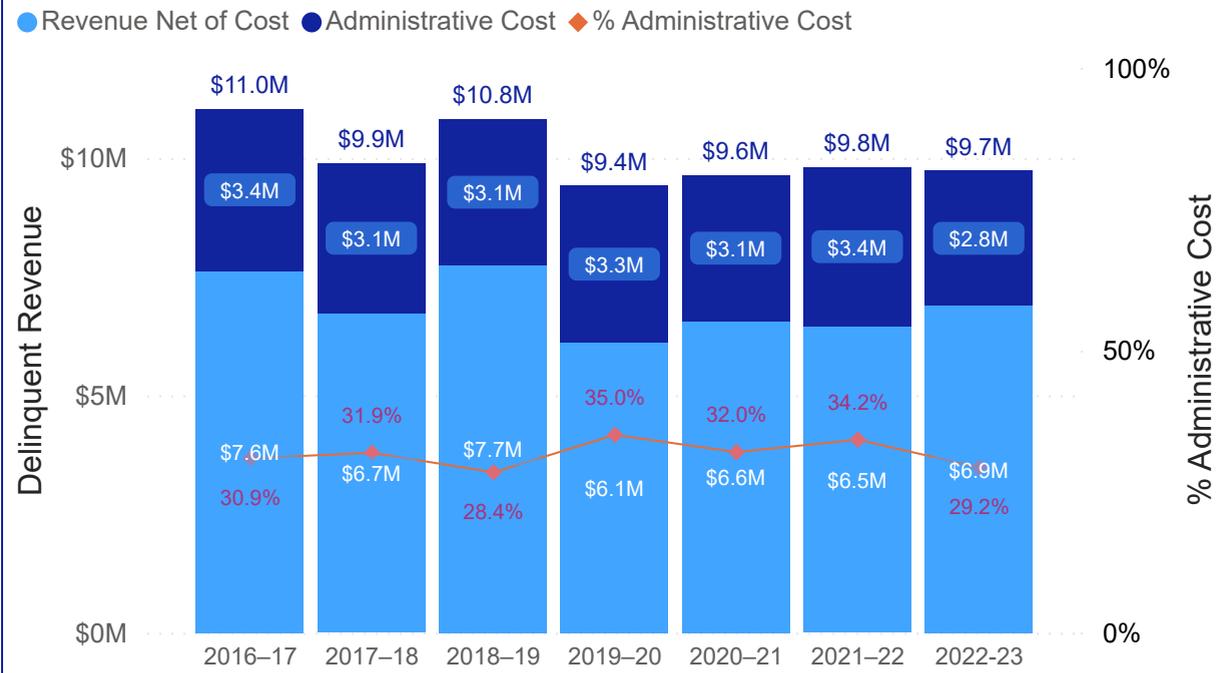
Collections Activities Performed
16/16

Performance Metrics Key

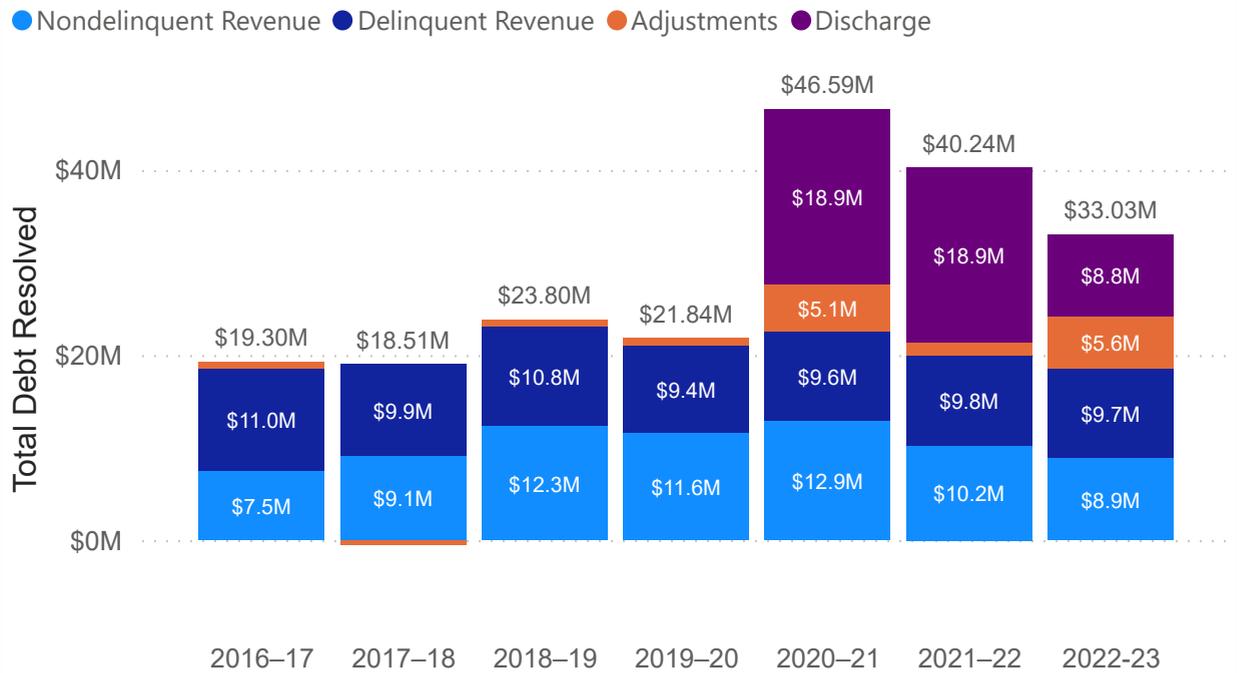
Positive	Needs Improvement	No Data
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Court Monterey	Default Rate Current Prior Combined 32% 34% 33%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 27,094	No. of Delinquent Cases Reported 233,572	No. of Delinquent Cases With Payments 51,758
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Delinquent Revenue and Administrative Cost, 2016-17 to 2022-23



Total Court-Ordered Debt Resolved, 2016-17 to 2022-23



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$3,451,402	\$3,169,280	\$1,255,155	\$1,239,923	\$199,251	\$5,436,587	-	\$8,812,157
Private Agency	-	\$17,674	-	\$4,337	-	-	-	-
FTB-COD	\$738,378	\$1,547,621	\$110,757	\$232,143	-	-	-	-
FTB-IIC	\$111,101	\$694,923	\$2,385	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$4,300,881	\$5,429,498	\$1,368,297	\$1,476,403	\$199,251	\$5,436,587	-	\$8,812,157

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,220,632	341,033	\$273,511
2 - Written Notice(s)	\$425,416	61,942	\$46,245
3 - Lobby/Counter	\$3,006,936	6,300	\$1,867,688
4 - Skip Tracing	-	1,560	\$7,795
5 - FTB-COD	\$2,285,999	32,256	\$342,900
6 - FTB-IIC	\$806,024	2,494	\$7,069
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$17,674	90	\$4,337
9 - Wage/Bank Garnishments & Liens	\$1,967,698	26,022	\$295,155
Total	\$9,730,379	471,697	\$2,844,700

Napa: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Napa collections program, of the adjustments reported, \$11,141,038 were fee charges that were credited per Assembly Bill 199, in July 2022.

The information in this section applies to the Contact and Other information tab, Financial Report Data tab, and Quality Checklist tab: 1) The data in Column D, Row 3, and Column O, Row 20 of the Annual Financial Report tab is the number of payments, not the number of cases. 2) At this time, the program is unable to complete some of the Government Code section 68514 reporting requirements on the Contact and Other Information tab because of system limitations of the private agency. 3) The data in Columns D and O represents the number of payments, and not the number of delinquent cases.

Even though the CRT provides for transfers, systems do not track changes between non-comp and comp collections at the time they occur, so they cannot be assessed to be included in the Adjustment data. For victim restitution, an adjustment of \$101,889 was deducted from the beginning balance in order to come to the correct ending balance. Given that there are no adjustment lines or columns for victim restitution, the amount was deducted, creating an out of balance notation on the CRT. The referrals to the Franchise Tax Board Court-Ordered Debt (FTB-COD) program are a subset of referrals to the private agency. These are the cases and amounts collected by FTB-COD for current and prior years. For best practice 11, the DMV is notified only on DUI failure to appear cases.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Napa ▼	\$38,478,134	\$1,680,276	\$2,333,871	\$376,324	\$12,940,486	\$0

2022-23 Collections Individual Program Report

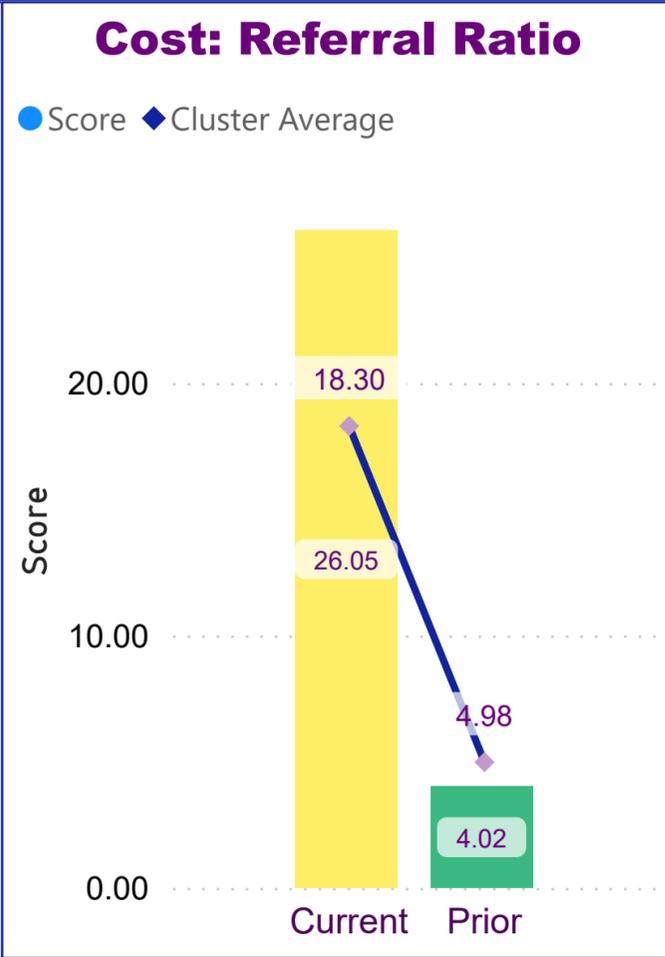
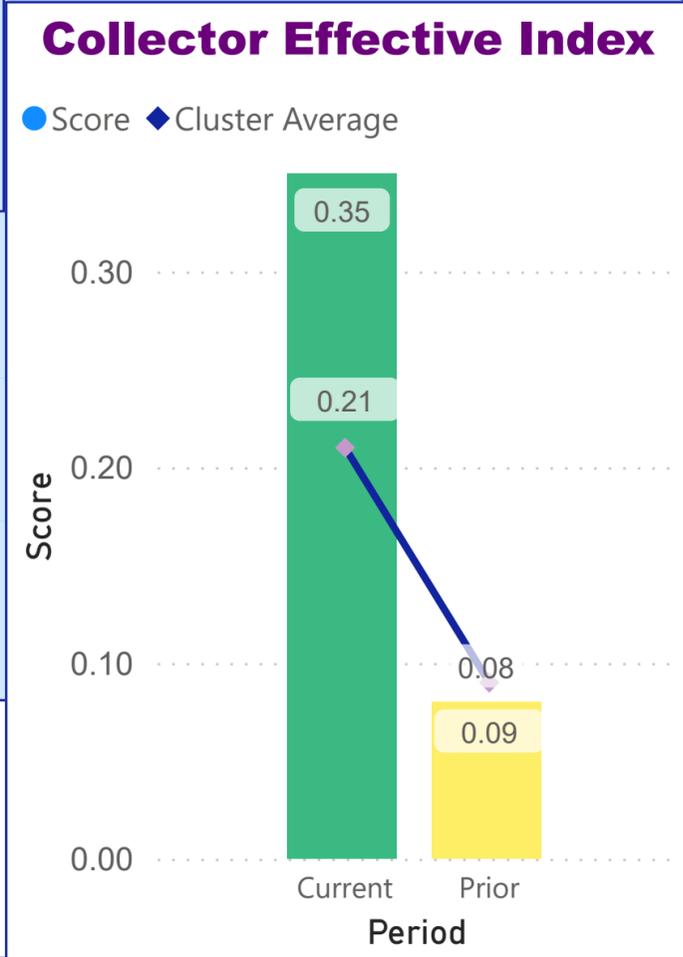
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.75 0.19

Risk Monitor
Score Cluster Average
0.42 0.57

Adjustment Score
Score Cluster Average
240.74 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Private Agency	0.15	0.15	0.19	0.15	0.17	0.15
FTB-IIC	0.14	0.01	0.14	0.06	0.14	0.06

Population
134,580

Judges
7

Commissioners
1.00

Best Practices Engaged
20/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.35	0.21
Prior	0.08	0.09
Combined	0.09	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	26.05	18.30
Prior	4.02	4.98
Combined	5.30	6.60

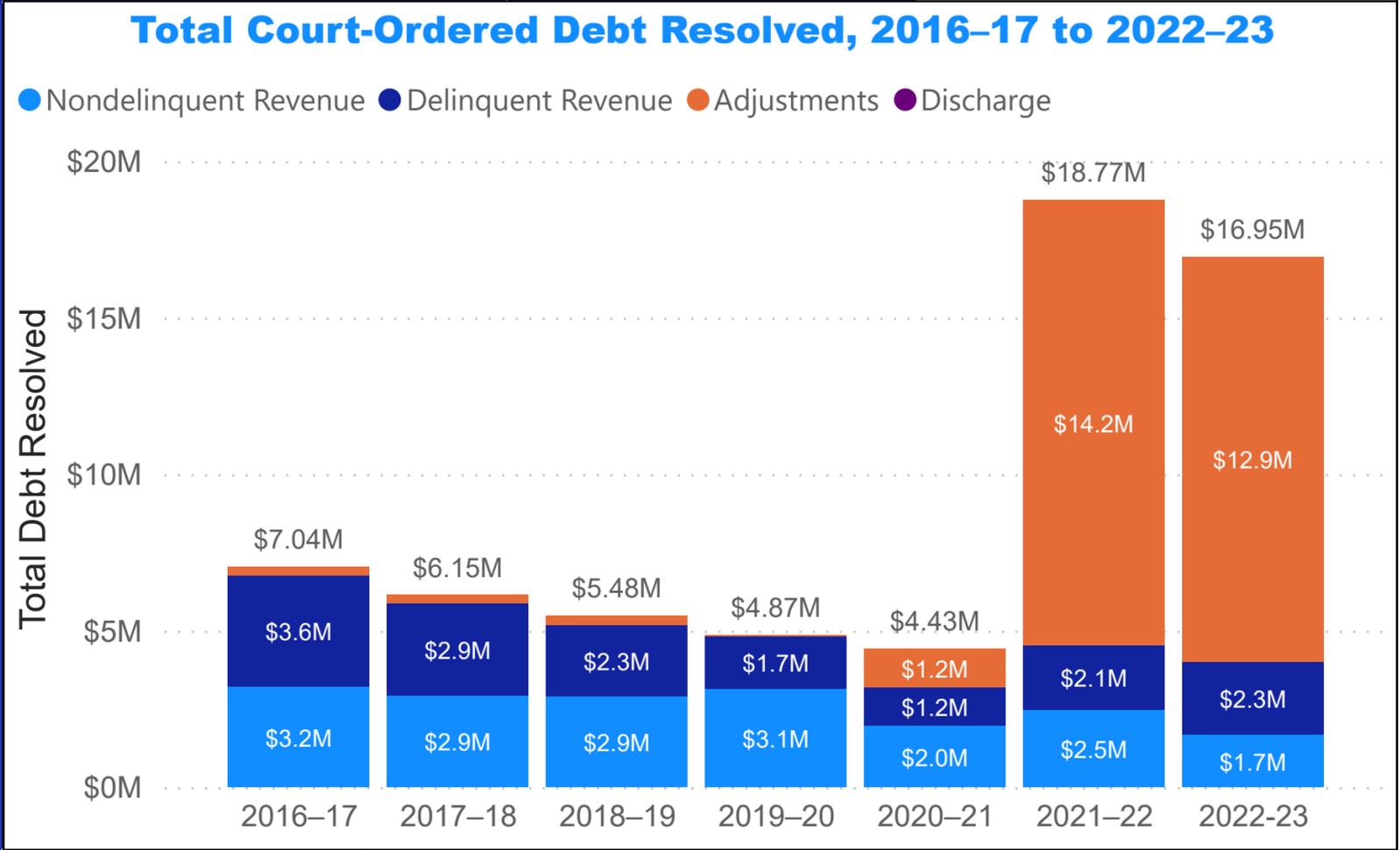
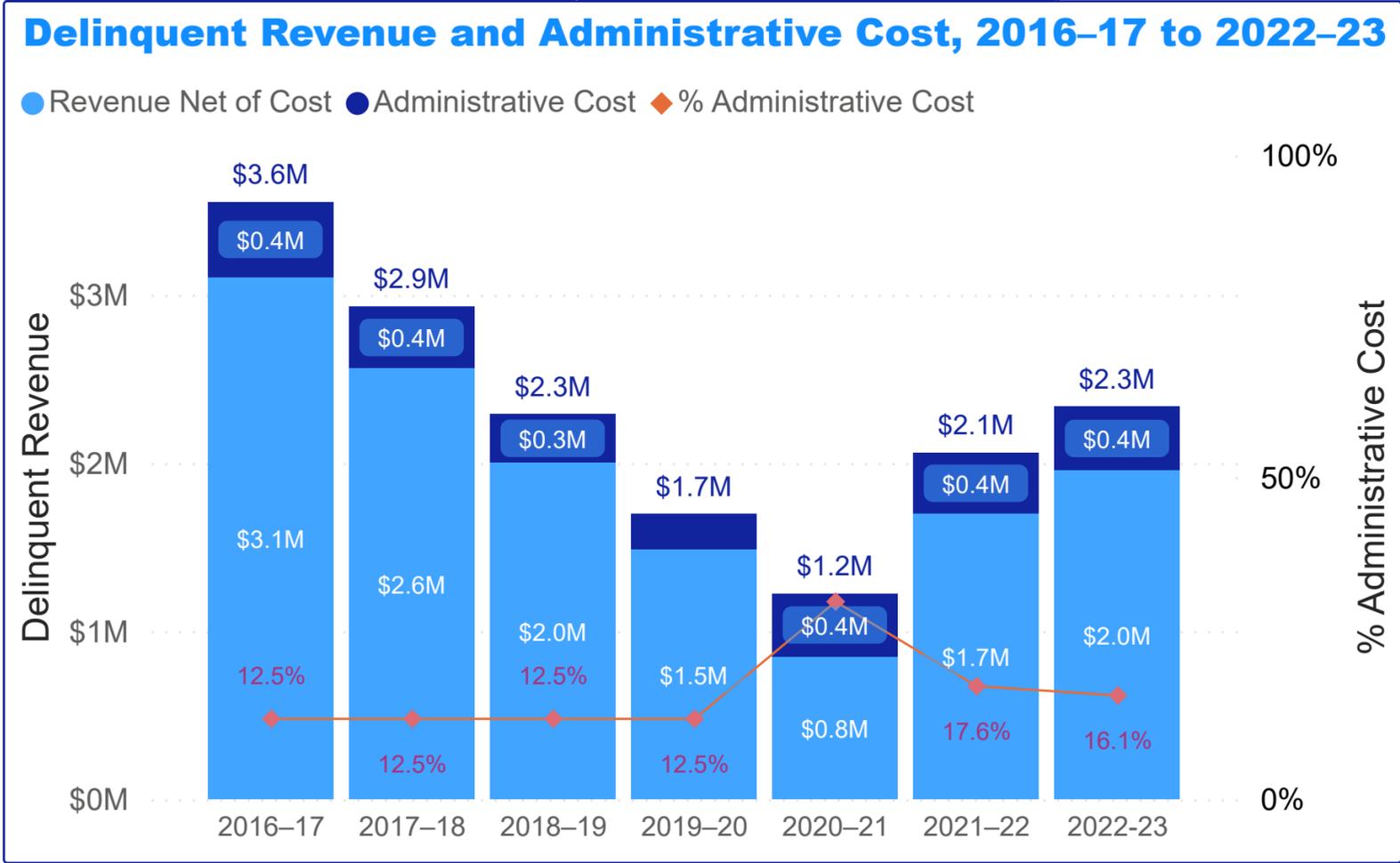
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
12/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Napa"/>	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 6,613	No. of Delinquent Cases Reported 71,041	No. of Delinquent Cases With Payments 6,513.00
	12%	22%	19%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$692,928	\$814,871	\$104,991	\$156,568	\$1,447,792	\$11,492,694	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	\$17,299	\$808,773	\$2,408	\$112,357	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$710,227	\$1,623,643	\$107,399	\$268,925	\$1,447,792	\$11,492,694	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$932,077	2,417	\$162,670
2 - Written Notice(s)	\$575,792	1,739	\$98,889
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$826,002	2,357	\$114,765
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,333,871	6,513	\$376,324

Nevada: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Nevada collections program, due to case management system (CMS) reporting limitations, the court is currently unable to report all of the collections activity items as requested. It is not feasible for the court to report revenue received from cases subject to ability to pay (ATP) determinations as requested; the court's CMS vendor is currently working on reporting related to these data points and should have it available for the next reporting cycle.

Per Nevada County, the county started using a private collections company in February of 2023. Some of the data was extracted from the old collections system and some data was extracted from the new collections system. Due to errors in the initial data transfer, some of the reports were not accurate. We sifted through the data to make sure the numbers were as close to accurate as possible. \$4,274,481 of the \$4,757,707 adjustment reported is Assembly Bill 199 reduction.

The private agency refers delinquent debt to the Franchise Tax Board Court-Ordered Debt (FTB-COD) on the court's behalf and reported on lines 6 and 7 rather than consolidating all data on line 14. Because the private agency refers to the FTB-COD, it was not selected as a collection agency to which the court refers debt on the contact and other information sheet.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Nevada ▼	\$26,001,268	\$1,249,048	\$809,538	\$64,318	\$5,726,238	\$59,947

2022-23 Collections Individual Program Report

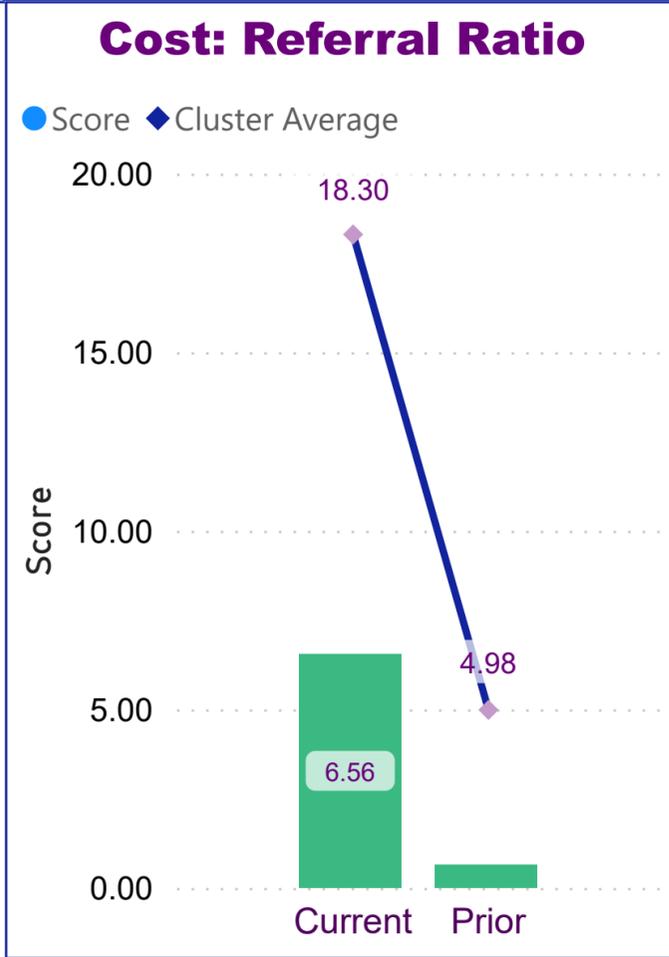
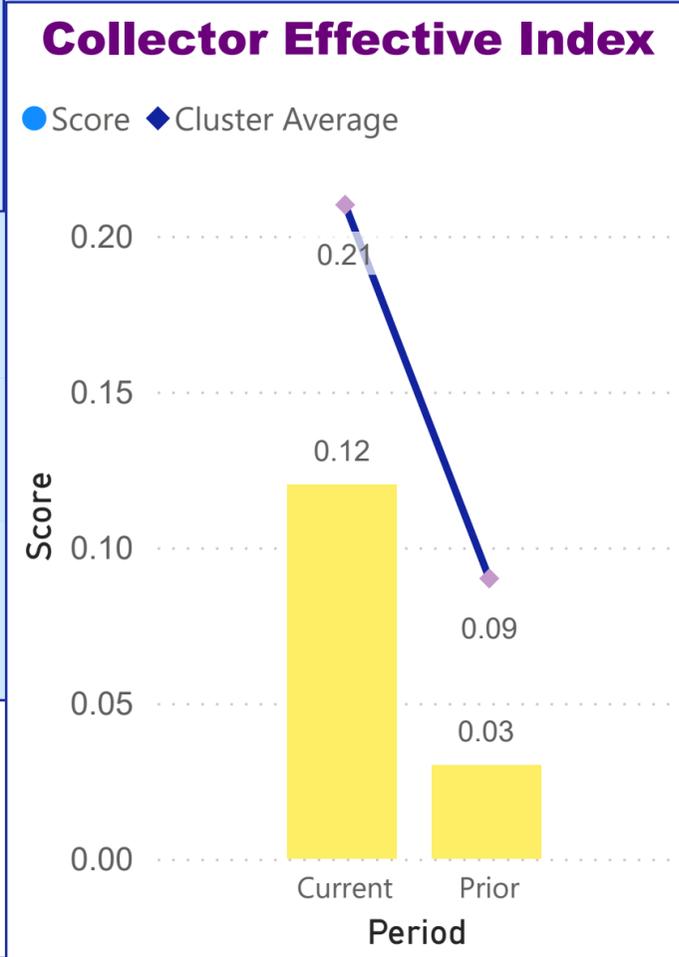
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.08 0.19

Risk Monitor
Score Cluster Average
0.61 0.57

Adjustment Score
Score Cluster Average
175.67 151.71

Discharge Score
Score Cluster Average
1.84 28.98



Spend Efficiency Score						
Period	Program	Score	Current Cluster Average	Score	Prior Cluster Average	Combined Score Cluster Average
Court			0.24	0.15	0.22	0.14 0.23
County			0.42	0.25	0.46	0.25 0.44
Private Agency		0.15	0.15	0.15	0.15	0.15 0.15
FTB-COD			0.12	0.01	0.15	0.01 0.14

Population
99,796

Judges
6

Commissioners
0.60

Best Practices Engaged
19/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.12	0.21
Prior	0.03	0.09
Combined	0.04	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	6.56	18.30
Prior	0.65	4.98
Combined	1.37	6.60

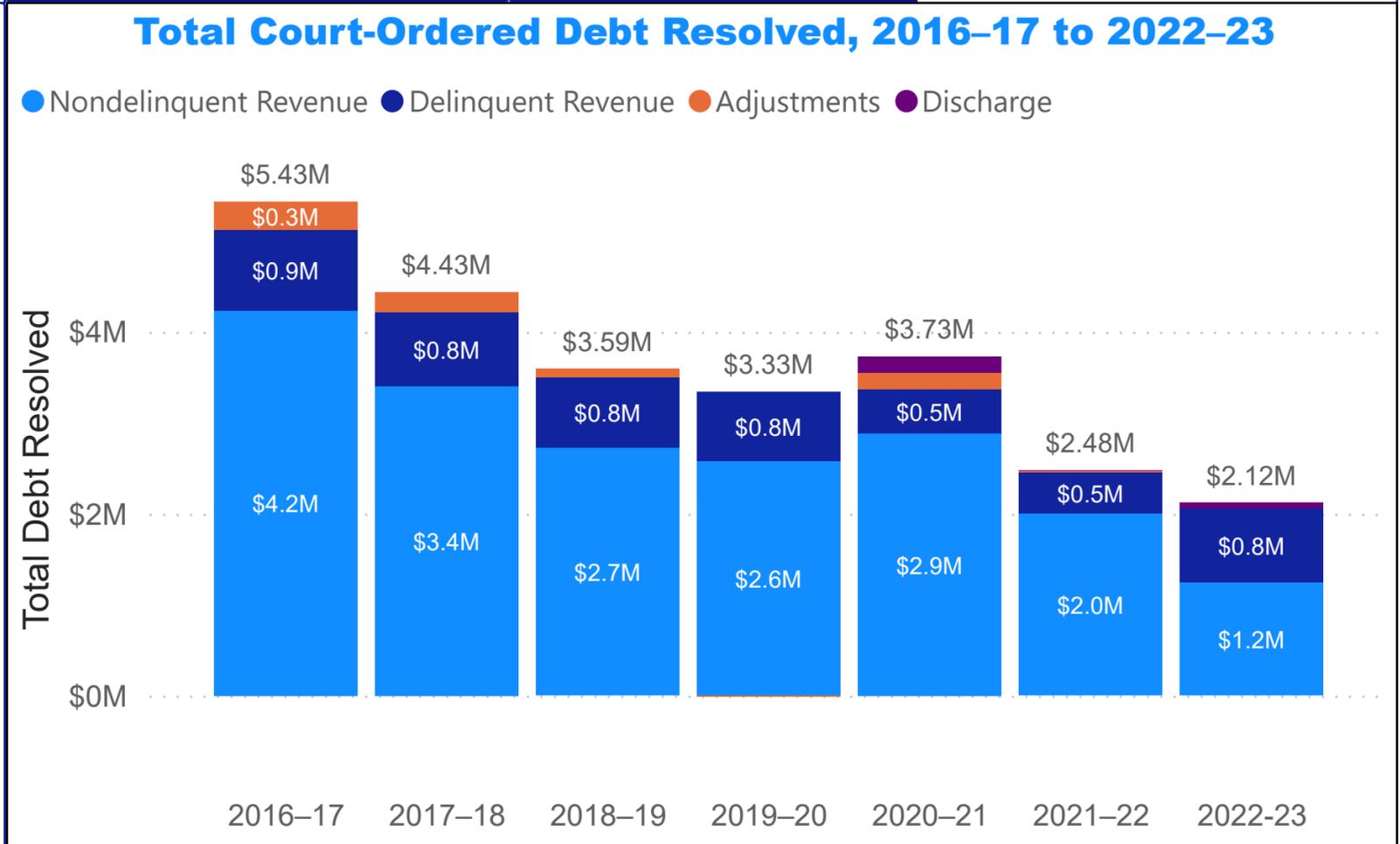
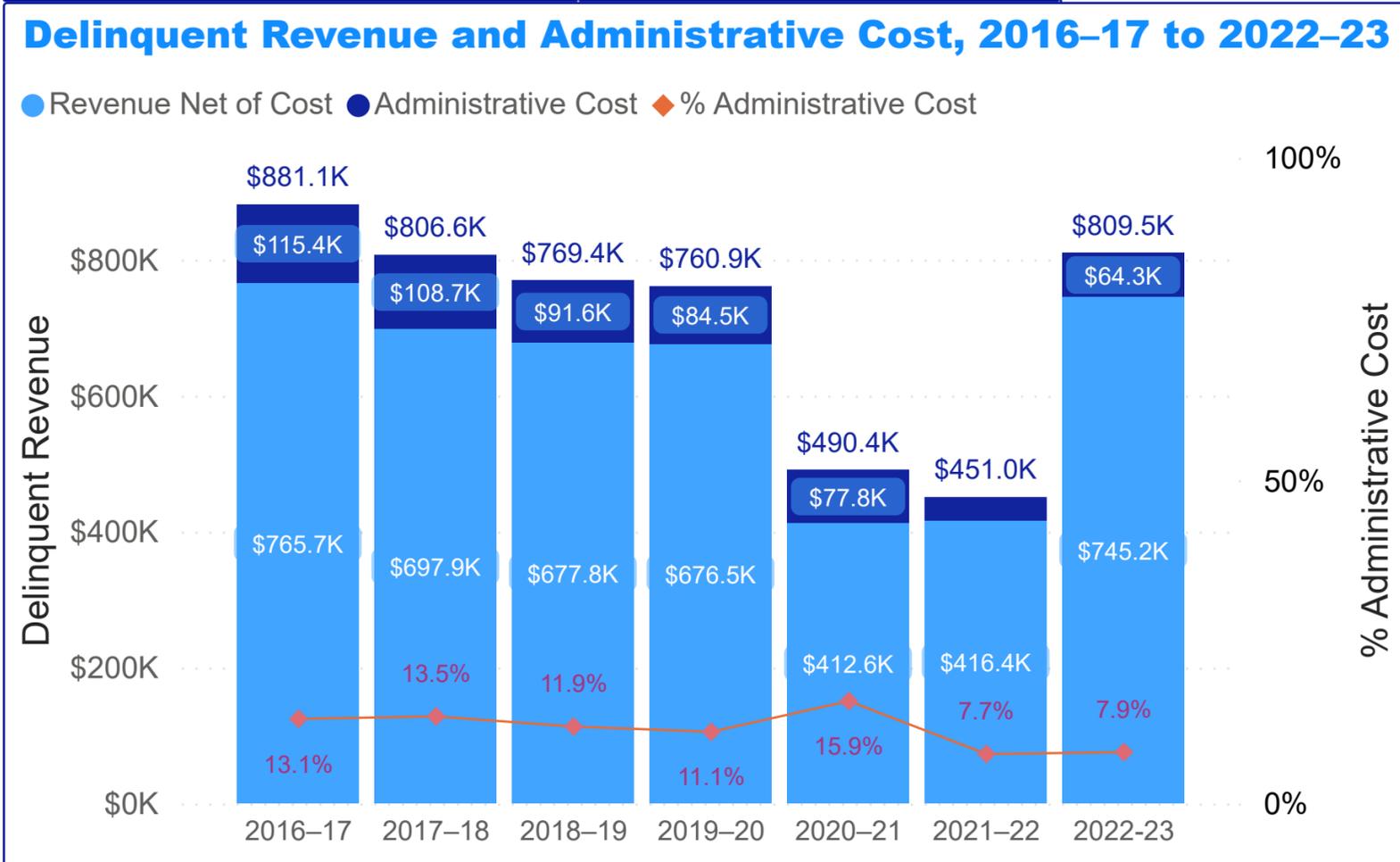
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key		
▲ Positive	▲ Needs Improvement	▲ No Data

Collections Activities Performed
13/16

Court Nevada	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 4,826	No. of Delinquent Cases Reported 47,010	No. of Delinquent Cases With Payments 1,783.00
	8%	11%	9%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$4,664	\$50,825	-	\$7,624	\$4,664	\$35,685	-	\$0
County	-	\$32	-	\$8	-	\$3,320	-	\$59,947
Private Agency	\$255,967	\$98,601	\$37,389	\$15,038	\$16,106	\$4,757,707	\$0	\$0
FTB-COD	-	\$399,448	-	\$4,259	-	\$908,757	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$260,631	\$548,907	\$37,389	\$26,929	\$20,770	\$5,705,469	\$0	\$59,947

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$218,977	580	\$32,818
2 - Written Notice(s)	\$135,592	370	\$19,609
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	\$32	-	\$8
5 - FTB-COD	\$399,448	-	\$4,259
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$55,489	145	\$8,323
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$809,538	1,095	\$65,017

Orange: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Orange collections program, with sweeping legislative changes that significantly reduced collectible balances on the majority of cases, our gross collections still came in at over 85 percent of what was collected last year prior to the changes. Also as a result of those legislative changes, roughly \$29 million in adjustments were required to update the case management system and bring balances in alignment with what was legislatively allowable. The court discharged an additional \$23.4 million from accountability by rolling in cases five years and older in this round.

Currently, county probation's data systems are only capable of reporting information required by Government Code section 68514. Data systems have no way of equating a payment received to a collection activity, and as such all payments are reported in a single category.

For current period, values for gross collections and costs reflect both current and prior period inventory. For prior period, the county is only able to report ending balances from the prior year. No other data regarding only prior year inventory is available from their data systems, including reported adjustments.

Since it has no bearing on performance metrics, the court temporarily removed the reporting of installment plans. Massive data fixes that occurred because of legislative mandates brought into question the reporting accuracy for these installment plan figures. Therefore, due to their desire to report accurately, additional time is needed to review the payment plan data and improve our confidence level in that data for reporting purposes. The county reported victim restitution adjustments within Column AU. Operationally, adjustments are recorded when probation terminates and the collection account is assigned to the victim and removed from inventory. Column AB includes the amounts transferred in unpaid state restitution fine debt to the Victim Compensation Board (CalVCB) for further collections, after the term of probation has expired. With recent legislative changes, the county is seeing shorter terms of probation, and realizing a larger amount of debt being forwarded to CalVCB for further collections.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court Orange	Outstanding Balance \$135,592,484	Nondelinquent Revenue \$55,952,416	Delinquent Revenue \$28,884,288	Administrative Cost \$5,812,440	Adjustments \$30,657,610	Discharge \$23,419,846
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2022-23 Collections Individual Program Report

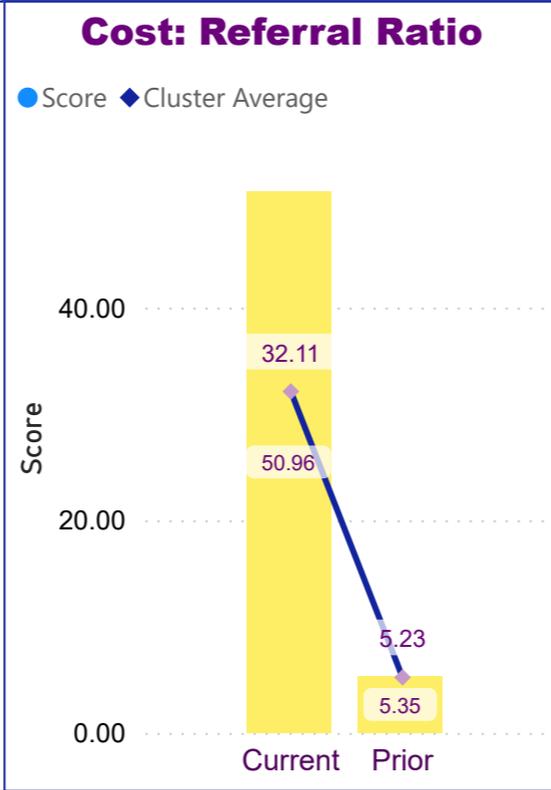
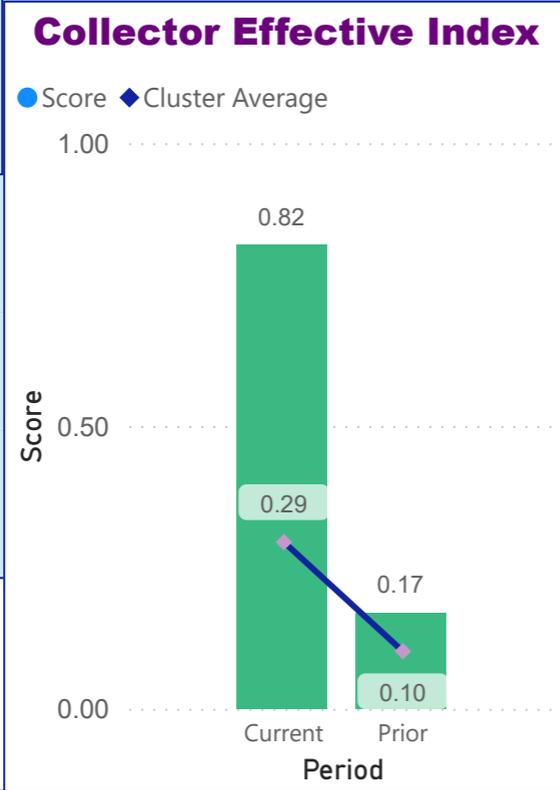
Cluster
4

First-year Resolution Rate
Score Cluster Average
0.45 0.21

Risk Monitor
Score Cluster Average
0.39 0.54

Adjustment Score
Score Cluster Average
140.27 316.13

Discharge Score
Score Cluster Average
107.16 28.53



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.28	0.37	0.13	0.29	0.22	0.33
Private Agency	0.06	0.13	0.18	0.15	0.13	0.14
FTB-COD	0.17	0.18	0.15	0.20	0.16	0.20
FTB-IIC	0.00	0.09	0.01	0.03	0.01	0.03

Population
3,140,475

Judges
127

Commissioners
17.00

Best Practices Engaged
21/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.82	0.29
Prior	0.17	0.10
Combined	0.32	0.12

Cost: Referral Ratio

Period	Score	Cluster Average
Current	50.96	32.11
Prior	5.35	5.23
Combined	16.24	8.05

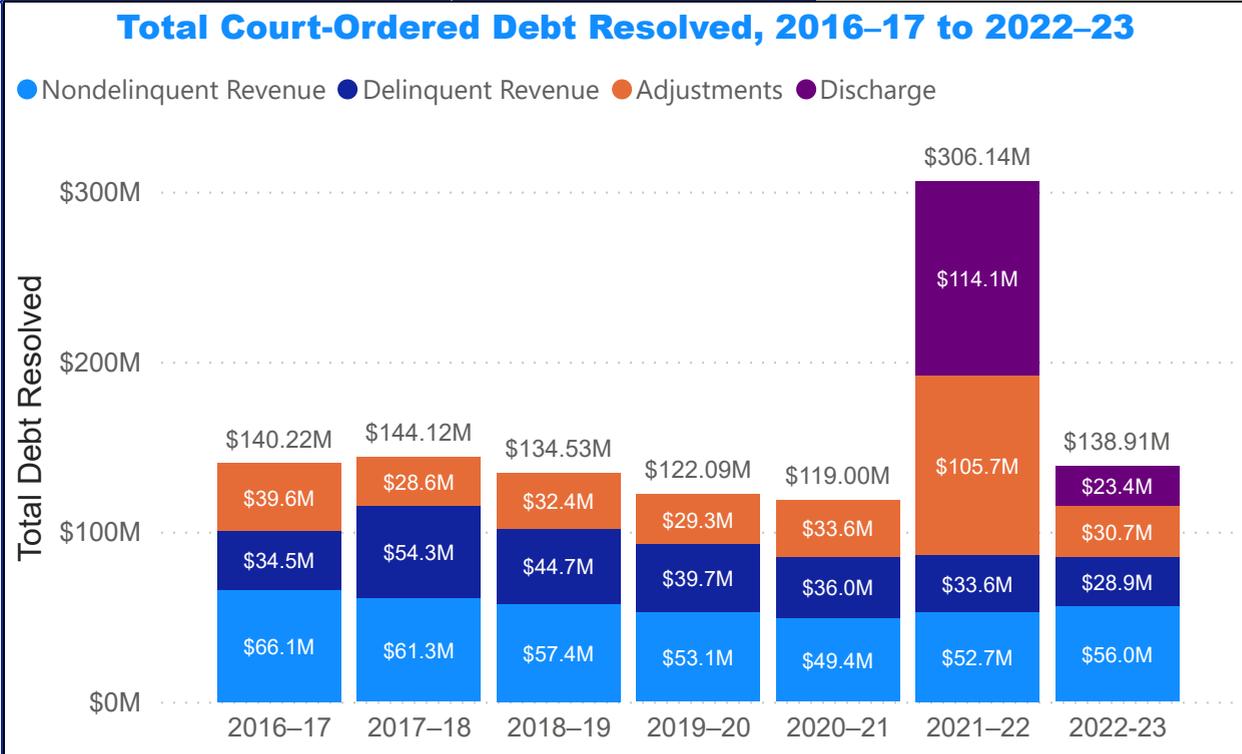
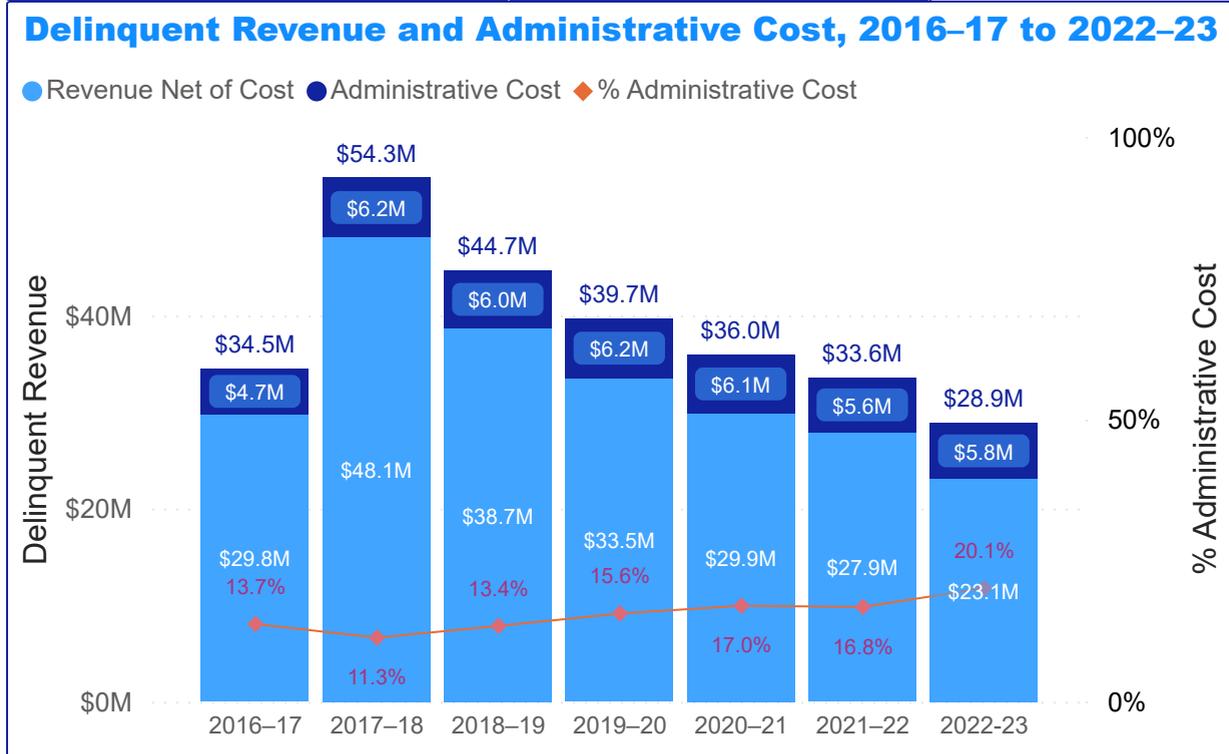
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Orange	Default Rate Current Prior Combined - - -			No. of People Served 41,585	No. of Nondelinquent Cases With Payments 163,893	No. of Delinquent Cases Reported 357,946	No. of Delinquent Cases With Payments 116,019
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$14,838,329	\$8,293,643	\$4,147,918	\$1,036,980	\$878,780	\$13,939,405	-	\$11,709,923
County	\$549,295	-	-	-	-	\$2,388,302	-	-
Private Agency	\$343,485	\$474,336	\$21,408	\$85,630	-	\$9,757,584	-	\$8,196,946
FTB-COD	\$1,078,435	\$2,188,642	\$182,106	\$329,588	\$49,152	\$3,644,387	-	\$3,512,977
FTB-IIC	\$483,846	\$634,277	\$1,762	\$7,048	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$17,293,390	\$11,590,898	\$4,353,194	\$1,459,246	\$927,932	\$29,729,678	-	\$23,419,846

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,500,685	7,766	\$801,254
2 - Written Notice(s)	\$9,996,167	40,332	\$208,563
3 - Lobby/Counter	\$10,878,475	46,070	\$4,161,235
4 - Skip Tracing	\$18,142	112	\$11,556
5 - FTB-COD	\$3,267,077	10,572	\$511,694
6 - FTB-IIC	\$1,118,122	4,601	\$8,810
7 - DL Hold/Suspension	\$1,287,799	2,024	\$2,290
8 - Private Agency	\$817,821	2,542	\$107,038
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$28,884,288	114,019	\$5,812,440

Placer: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Placer collections program, the county program collected \$5,719,017 in both delinquent debt and victim restitution. The county focused its collection efforts on newly referred delinquent debt, increasing its Collector Effective Index over the previous fiscal year.

The court program collects non-delinquent debt. The court determined that their case management system (CMS) lacks the reporting capabilities to fulfill the requested data requirements for non-delinquent collections on the collections report template. In March 2020, the court contracted with their CMS vendor to build a reporting template for the necessary data. Since the contract date, the vendor has been contacted multiple times for an update, but the vendor did not respond until August 2023, to say that they are reviewing the court's request. Until a solution is created, not all information can be provided on the Annual Financial Report.

The county has determined that the numbers associated with installment agreements that have gone into default are not available at this time. The program has identified a software product upgrade that will provide this information in the future. Data corrected while transitioning to a new software platform are reflected in the beginning balance and case number fields.

The court's CMS does not separate revenue received for ATP by nondelinquent versus delinquent, and in-person versus online. Therefore, this information is not available. Criminal Justice Services will be sending a letter to the Legislature requesting the specific data that is needed for this report for future reporting. Both organizations are actively working on means to accurately complete all data components for subsequent reporting periods.

Adjustments attributable to AB 199 totaled \$7,951,866.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Placer ▼	\$29,512,958	Not Available	\$5,082,571	\$1,874,322	\$8,248,034	\$2,399,867

2022-23 Collections Individual Program Report

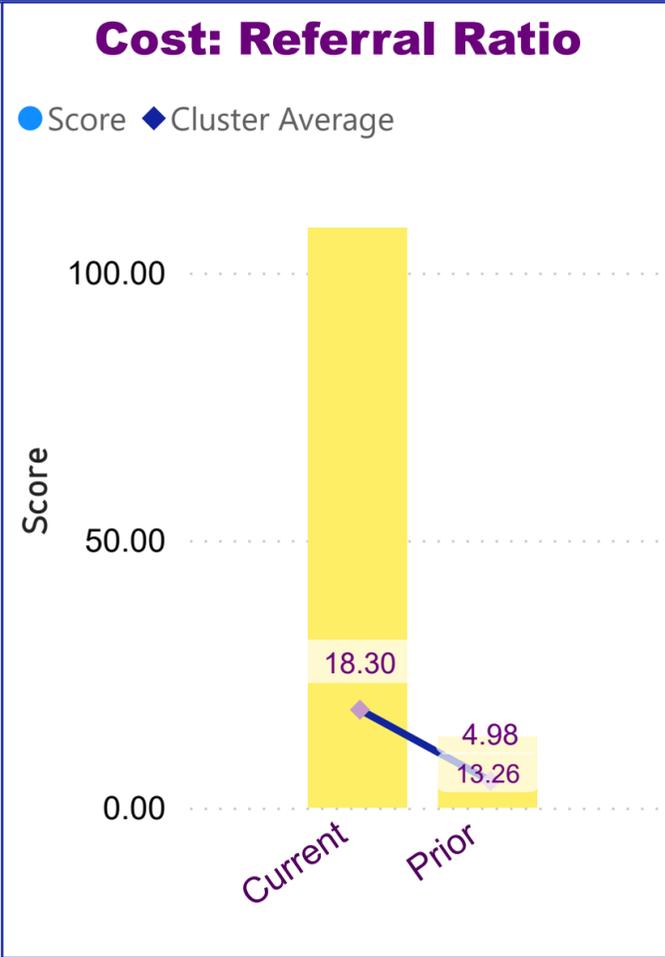
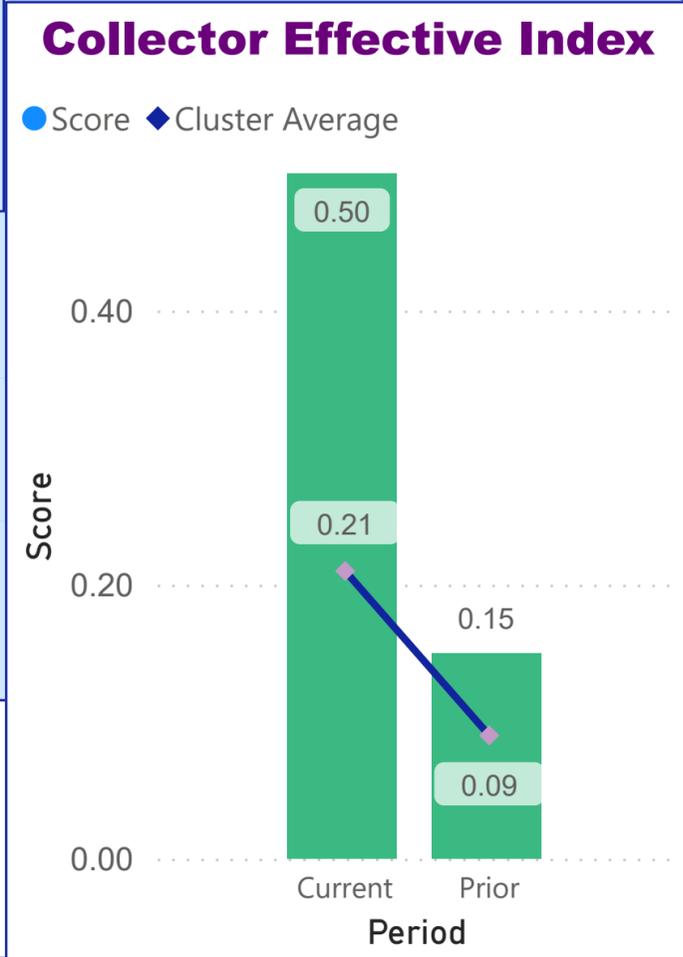
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.37 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
182.30 151.71

Discharge Score
Score Cluster Average
53.04 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Score	Prior Cluster Average	Score	Combined Cluster Average
County	0.62	0.42	0.63	0.46	0.63	0.44
Private Agency	0.42	0.15	0.41	0.15	0.41	0.15
FTB-COD	0.16	0.12	0.15	0.15	0.15	0.14
FTB-IIC	0.01	0.01	0.01	0.06	0.01	0.06

Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Population
413,044

Judges
11

Commissioners
4.50

Best Practices Engaged
21/22

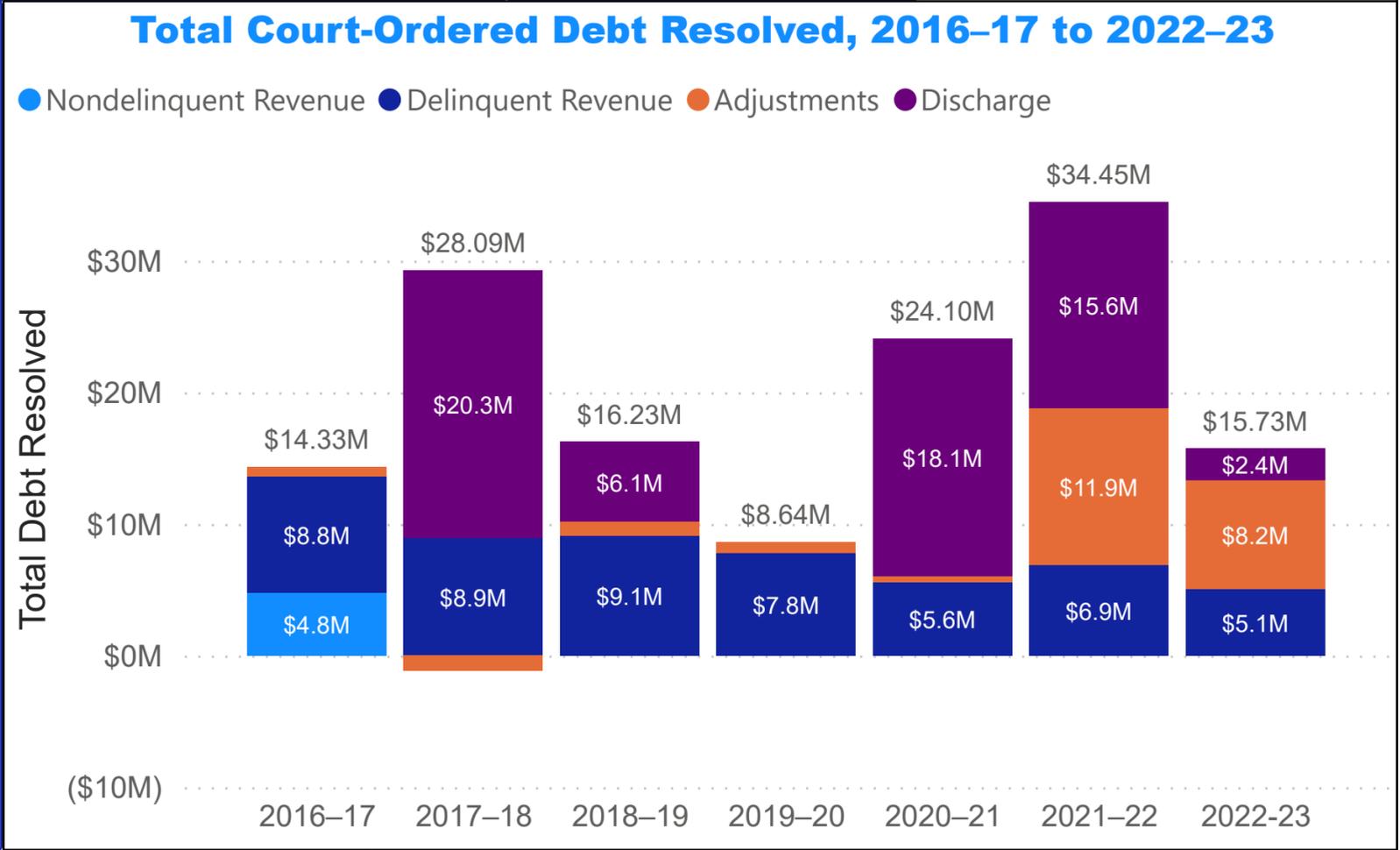
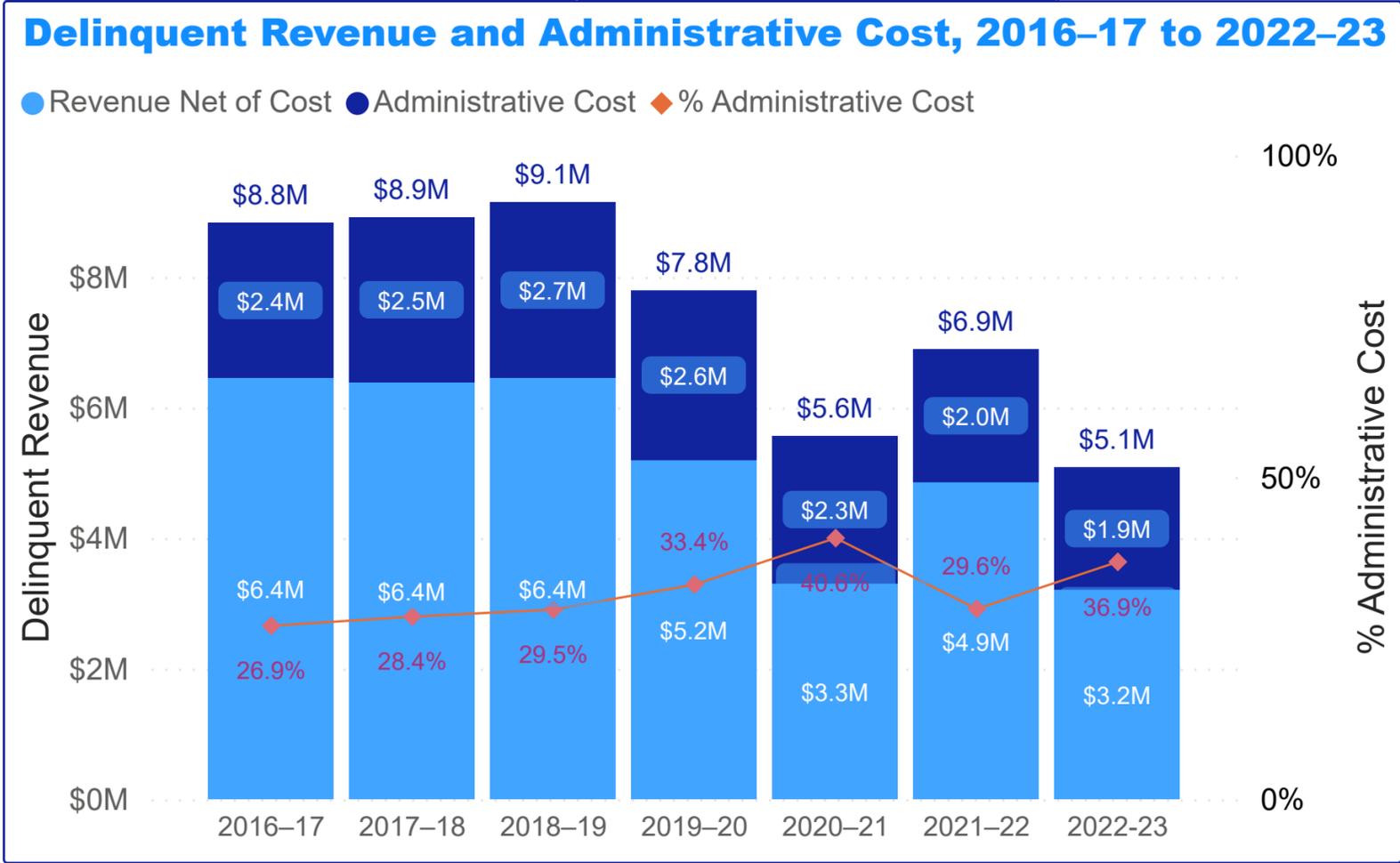
Collector Effective Index		
Period	Score	Cluster Average
Current	0.50	0.21
Prior	0.15	0.09
Combined	0.20	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	108.37	18.30
Prior	13.26	4.98
Combined	25.66	6.60

Collections Activities Performed
13/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court Placer ▼	Default Rate			No. of People Served 41,103	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 73,042	No. of Delinquent Cases With Payments 14,565.00
	Current	Prior	Combined				
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$1,628,882	\$941,162	\$1,012,101	\$594,409	\$126,438	\$1,179,295	-	\$364,506
Private Agency	\$4,013	\$131,902	\$1,681	\$54,354	\$2,082	\$4,895,262	-	\$1,923,402
FTB-COD	\$113,922	\$1,223,024	\$18,171	\$183,724	\$20,901	\$2,024,056	-	\$111,959
FTB-IIC	\$39,785	\$999,881	\$395	\$9,487	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,786,602	\$3,295,969	\$1,032,348	\$841,974	\$149,421	\$8,098,613	-	\$2,399,867

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,233,621	8,032	\$764,201
2 - Written Notice(s)	\$1,336,423	8,532	\$827,885
3 - Lobby/Counter	-	62,278	\$14,424
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,336,946	4,500	\$201,895
6 - FTB-IIC	\$1,039,666	3,069	\$9,882
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$135,915	576	\$56,035
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$5,082,571	86,987	\$1,874,322

Riverside: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Riverside collections program, the court's delinquent collections decreased as a result of Assembly Bill 177 and AB 199, which significantly reduced the overall delinquent balance owing in all collection programs just before this reporting period. Of the \$137,698,856 adjusted during this period, \$136,057,792, resulted from AB 199. The adjustments from AB 177 totaled \$24,619,690, and were included on the 2021–22 report. The Collector Effective Index (CEI) is 62.8 percent for the current period compared with 43.6 percent for the prior period, an increase of 19.2 percent. The First-year Resolution is 25.9 percent and the Risk Monitor is 37.6 percent.

The private collections agency terminated their contract with the court in December 2022. The court's case management system cannot track collections from cases subject to an ability-to-pay determination. The court meets all 22 Judicial Council's approved best practices.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court Riverside	Outstanding Balance \$182,788,888	Nondelinquent Revenue \$30,470,316	Delinquent Revenue \$32,546,271	Administrative Cost \$12,003,603	Adjustments \$137,698,856	Discharge \$680,911
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2022-23 Collections Individual Program Report

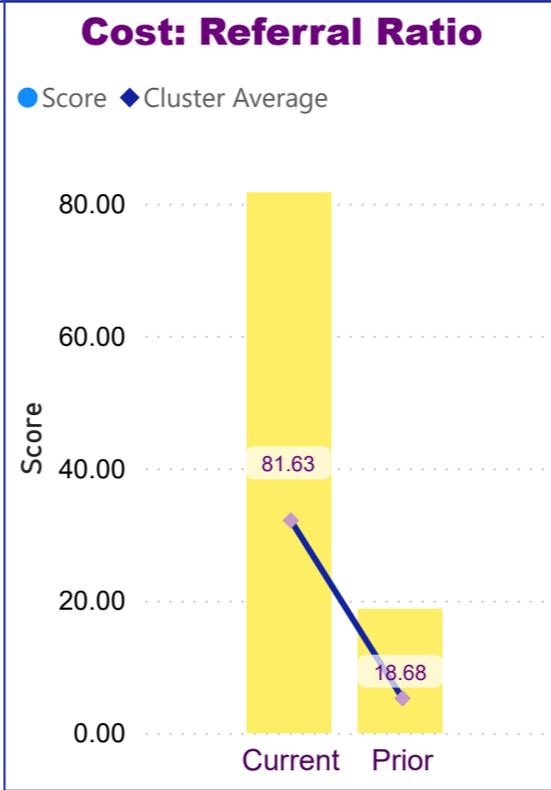
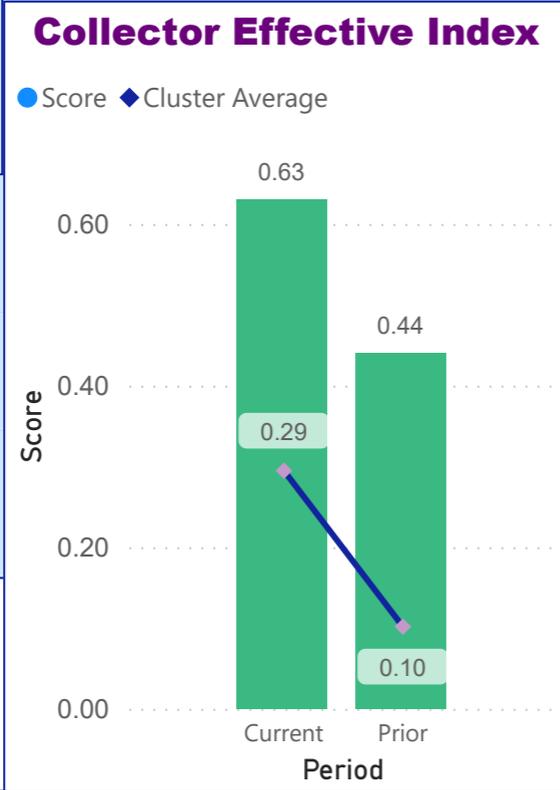
Cluster
4

First-year Resolution Rate
Score Cluster Average
0.26 0.21

Risk Monitor
Score Cluster Average
0.38 0.54

Adjustment Score
Score Cluster Average
389.29 316.13

Discharge Score
Score Cluster Average
1.93 28.53



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.53	0.37	0.53	0.29	0.53	0.33
Private Agency		0.13	0.08	0.15	0.08	0.14
FTB-COD		0.18	0.20	0.20	0.20	0.20
FTB-IIC	0.00	0.09	0.01	0.03	0.01	0.03

Population
2,447,642

Judges
75

Commissioners
14.00

Best Practices Engaged
22/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.63	0.29
Prior	0.44	0.10
Combined	0.46	0.12

Cost: Referral Ratio

Period	Score	Cluster Average
Current	81.63	32.11
Prior	18.68	5.23
Combined	26.54	8.05

Dashboard Comments

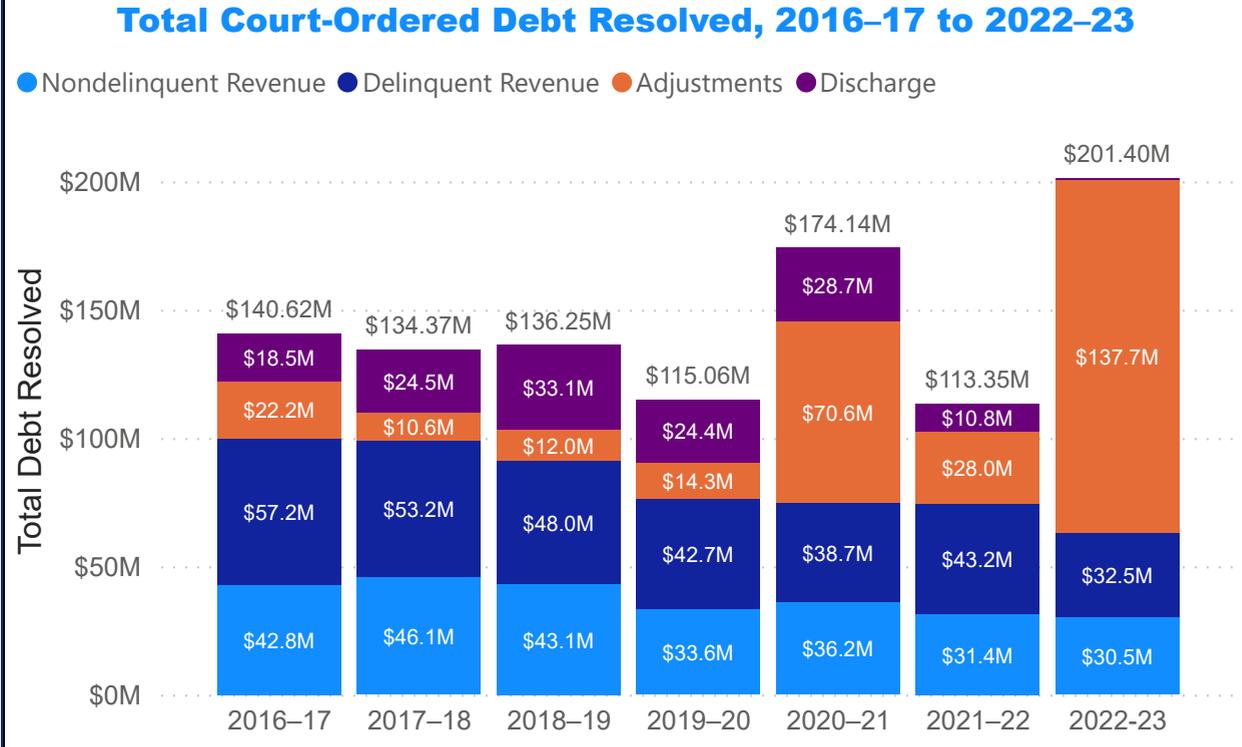
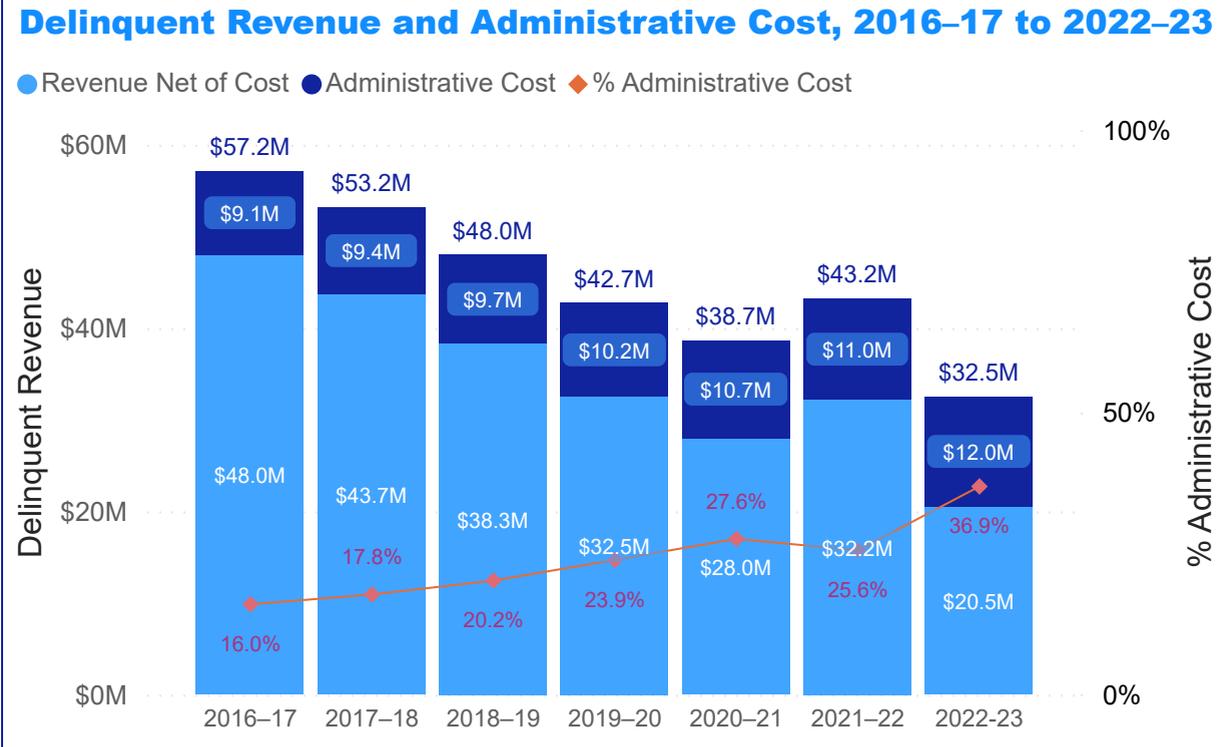
Please include CEI, First Year Resolution, Risk Monitor, Cost Referral Ratios, Adjustment and Discharge scores.

Collections Activities Performed
15/16

Performance Metrics Key

Positive Needs Improvement No Data

Court Riverside	Default Rate Current Prior Combined 50% 52% 51%			No. of People Served 80,918	No. of Nondelinquent Cases With Payments 93,924	No. of Delinquent Cases Reported 452,216	No. of Delinquent Cases With Payments 207,936
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$8,734,508	\$11,709,373	\$4,611,475	\$6,182,086	\$588,196	\$30,937,706	-	\$472,878
County	-	-	-	-	-	-	-	-
Private Agency	-	\$1,010,176	-	\$76,295	-	\$57,830,959	-	\$127,832
FTB-COD	-	\$5,251,075	-	\$1,075,367	-	\$48,341,995	-	\$80,201
FTB-IIC	\$34,266	\$5,806,873	\$0	\$58,380	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$8,768,774	\$23,777,497	\$4,611,475	\$7,392,128	\$588,196	\$137,110,660	-	\$680,911

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$9,053,381	32,866	\$5,221,007
2 - Written Notice(s)	\$3,215,136	18,211	\$280,195
3 - Lobby/Counter	\$6,330,413	47,262	\$3,089,971
4 - Skip Tracing	\$1,338,880	7,821	\$1,550,270
5 - FTB-COD	\$5,251,075	18,511	\$1,075,367
6 - FTB-IIC	\$5,285,341	29,314	\$58,380
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,010,175	2,508	\$76,295
9 - Wage/Bank Garnishments & Liens	\$1,061,870	1,596	\$652,118
Total	\$32,546,271	158,089	\$12,003,603

Sacramento: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Sacramento collections program, multiple changes to collection processes over the last several years have drastically changed the amount of collectible outstanding debt. These changes include the repeal of fees and costs under Assembly Bills 1869, 177, and 199, as well as the removal of driver's license suspensions and amnesty programs. This report reflects \$8.6 million in adjustments reported by the county, including amounts vacated by AB 177 and AB 199: \$480 and \$4,596,291, respectively. Although unable to provide a detailed breakdown by legislation, the private agency confirmed more than \$130 million of adjustments were mostly related to the elimination of fees, costs, and civil assessments due to legislation, particularly AB 199; the remainder a result of court-ordered reductions or waivers to outstanding balances based on ability to pay determinations and community service or custody credits earned by the defendant.

The court, county, nor private agency are able to provide all collections information for the requested categories of data required by Government Code section 68514. However, the court's collection program performs all sixteen of the collection activities. The county and private agency are assessing reprogramming needs, which will allow the required data to be collected within their respective automated systems. The court is currently in the process of implementing a new case management system (CMS) in Traffic and Criminal. Although it does not yet include the ability to capture much of the required data categories, new functionality is being explored by the vendor to address these needs.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court Sacramento	Outstanding Balance \$309,856,440	Nondelinquent Revenue \$22,940,878	Delinquent Revenue \$12,290,472	Administrative Cost \$5,388,128	Adjustments \$141,263,990	Discharge \$0
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2022-23 Collections Individual Program Report

Population
1,567,562

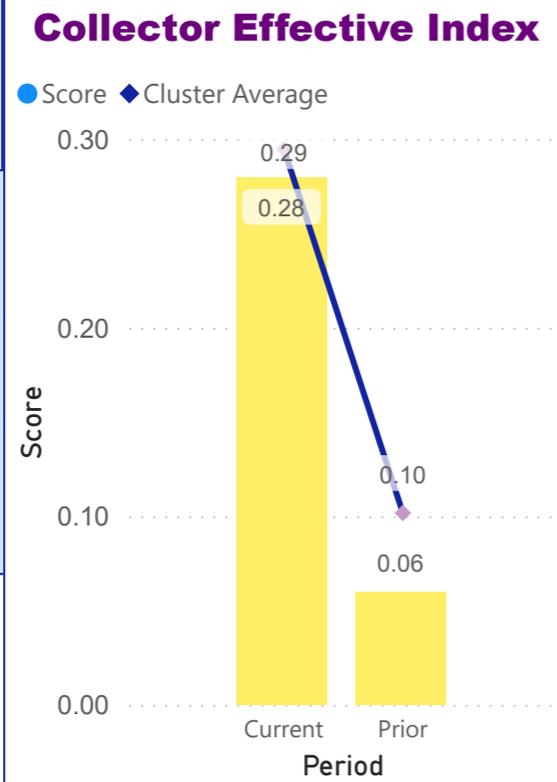
Judges
68

Commissioners
9.00

Best Practices Engaged
21/22

Collections Activities Performed
16/16

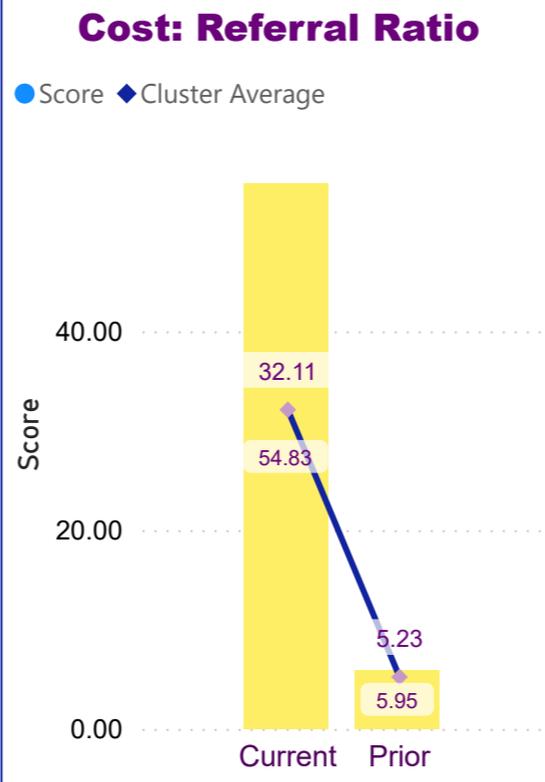
Cluster
4



Collector Effective Index

Period	Score	Cluster Average
Current	0.28	0.29
Prior	0.06	0.10
Combined	0.08	0.12

First-year Resolution Rate
Score Cluster Average
0.26 0.21



Cost: Referral Ratio

Period	Score	Cluster Average
Current	54.83	32.11
Prior	5.95	5.23
Combined	10.03	8.05

Risk Monitor
Score Cluster Average
0.49 0.54

Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
County	0.77	0.82	0.77	0.63	0.77	0.69
Private Agency	0.17	0.13	0.18	0.15	0.18	0.14
FTB-COD	0.15	0.18	0.15	0.20	0.15	0.20
FTB-IIC	0.01	0.09	0.01	0.03	0.01	0.03

Dashboard Comments

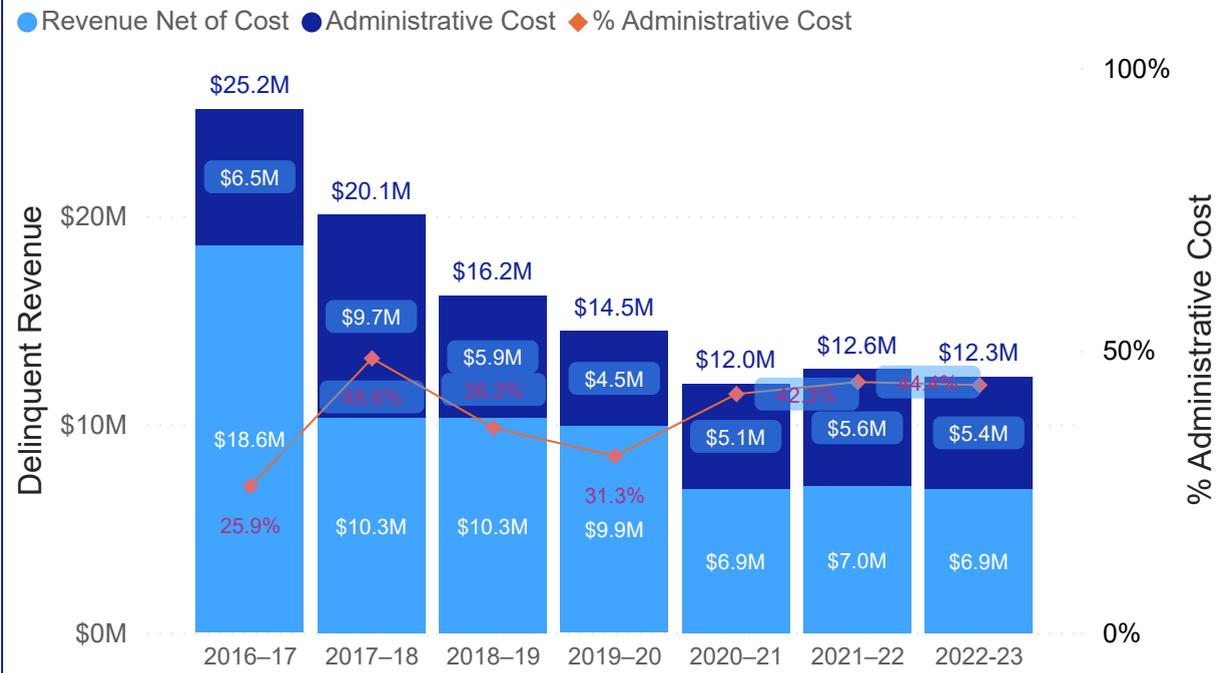
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

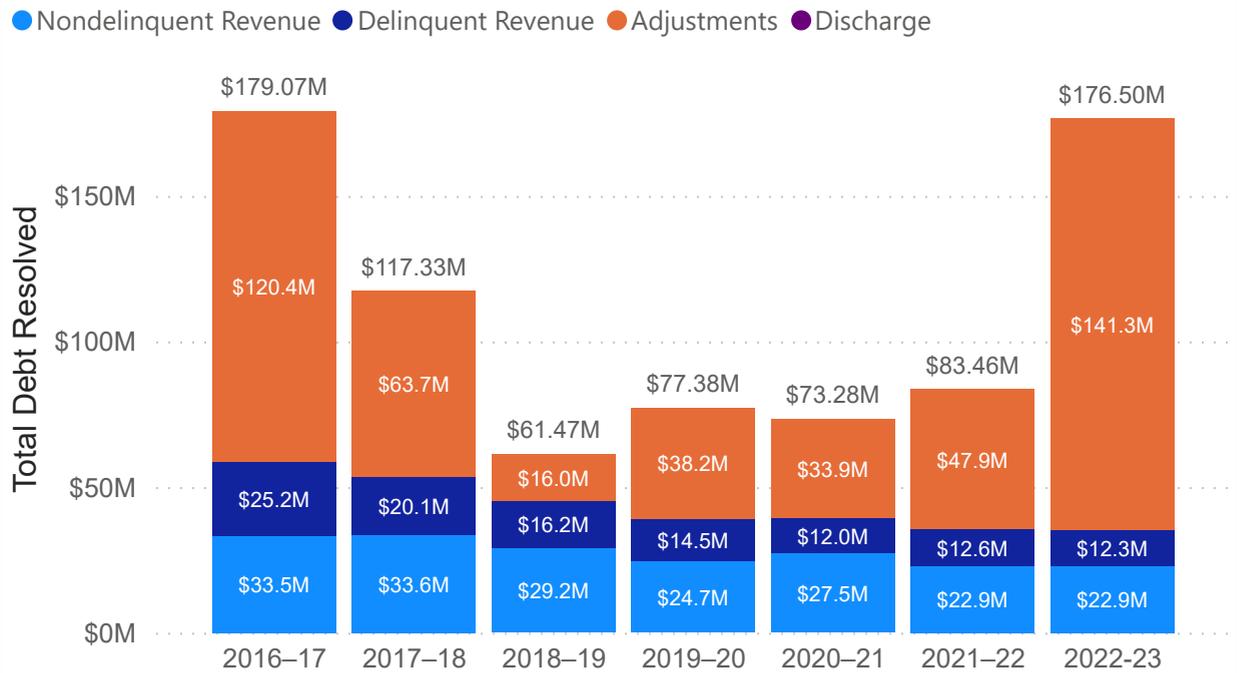
Positive Needs Improvement No Data

Court Sacramento	Default Rate Current Prior Combined 10% 14% 13%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 59,727	No. of Delinquent Cases Reported 537,099	No. of Delinquent Cases With Payments 44,246
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Delinquent Revenue and Administrative Cost, 2016-17 to 2022-23



Total Court-Ordered Debt Resolved, 2016-17 to 2022-23



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$3,070,806	\$3,006,500	\$2,363,533	\$2,314,038	\$2,272,500	\$4,742,788	-	-
Private Agency	\$442,986	\$733,203	\$77,448	\$131,896	\$1,883,576	\$130,697,454	-	\$0
FTB-COD	\$122,449	\$3,193,047	\$18,125	\$472,624	\$135,538	\$1,532,134	-	-
FTB-IIC	\$12,780	\$1,708,701	\$78	\$10,386	\$0	\$0	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$3,649,021	\$8,641,451	\$2,459,184	\$2,928,944	\$4,291,614	\$136,972,376	-	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$685,102	1,923	\$122,252
2 - Written Notice(s)	\$491,088	1,999	\$87,091
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$3,315,496	140,841	\$490,749
6 - FTB-IIC	\$1,721,481	6,627	\$10,464
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	\$209,344
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$6,213,166	151,390	\$919,901

San Benito: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the San Benito collections program, current court collections program consists of an original order and notice to the customer, followed by a second notice to customer with notification of any fines or assessments due along with a timeline to make payment before referral to the Franchise Tax Board (FTB) for collections. All victim restitution is handled by the county for collections.

The program is working with their case management system vendor to acquire the proper numbers for the number of cases that payments are received and amounts satisfied by court orders, suspensions, dismissals or alternative sentence. Also working on a discharge of accountability program. Note: corrections were made to prior year reporting error to reconcile current year ending numbers per final FTB-reported results and accurately report correct ending balances for the current year.

2022–23 is our first full year implementing our ability to pay (ATP) program and thus our first year reporting this date. We are working with case management system vendor to have numbers for our ATP program to determine revenue from non delinquent collections vs delinquent collections as well as retain data for cases on payment plans. As such, all revenue reported is included under one category: "Online ATP Revenue: Nondelinquent." No data is reported for the "Online ATP Cases w/Installment Payments: Nondelinquent."

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
San Benito ▼	\$844,875	\$1,323,426	\$302,148	\$45,322	\$0	\$0

2022-23 Collections Individual Program Report

Cluster 1	First-year Resolution Rate		Risk Monitor		Adjustment Score		Discharge Score	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
	0.24	0.11	0.07	0.08	0.00	126.56	0.00	22.84

Collector Effective Index	Cost: Referral Ratio	Spend Efficiency Score			
● Score ◆ Cluster Average	● Score ◆ Cluster Average	Period	Current	Prior	Combined
Score	Score	Program	Cluster Average	Cluster Average	Cluster Average
		FTB-COD	0.15	0.15	0.15
			0.18	0.15	0.15

Population
66,451

Judges
2

Commissioners
0.50

Best Practices Engaged
15/22

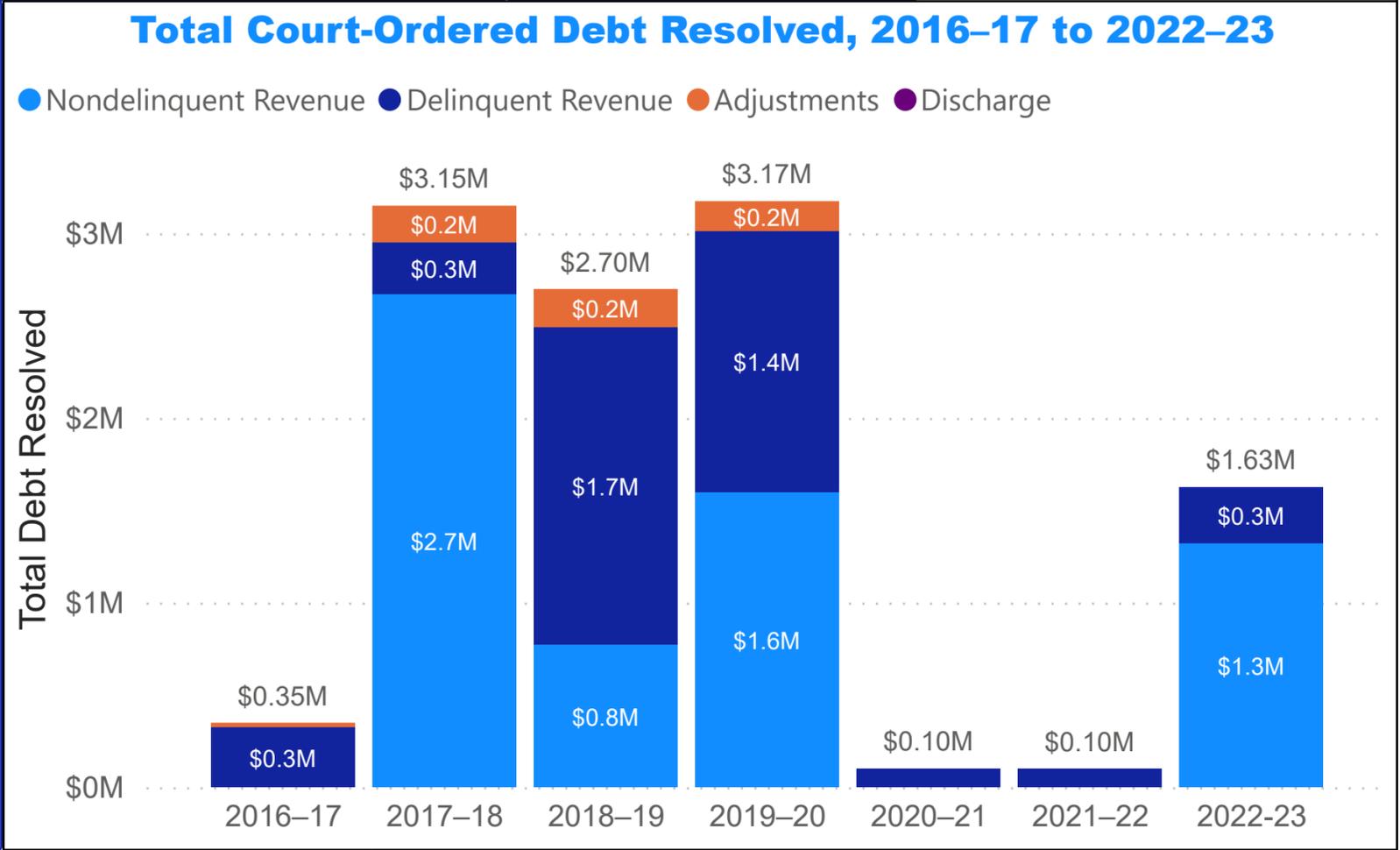
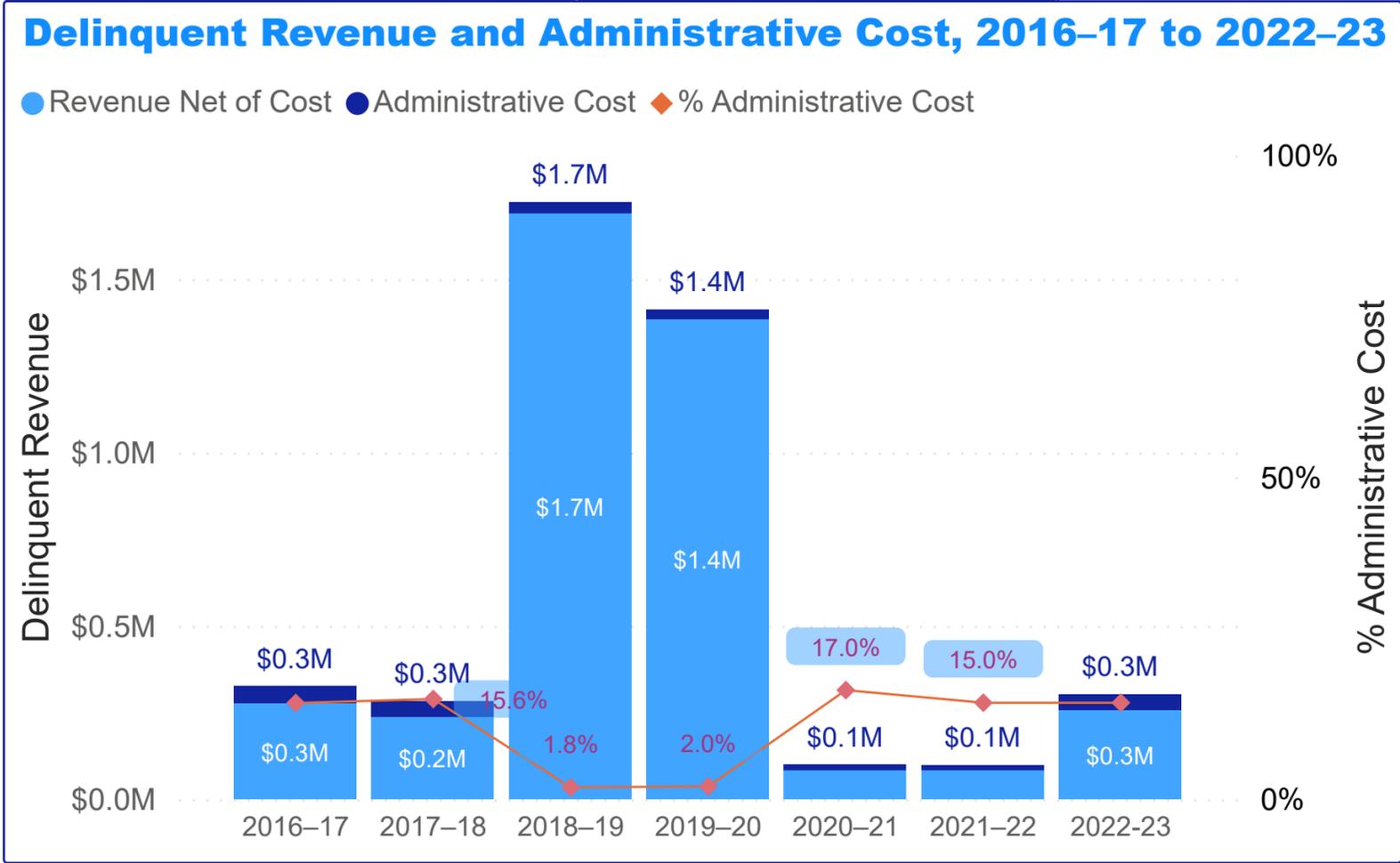
Dashboard Comments

CSM does not distinguish between case adjustments/discharge amounts so all data has been reported in the adjustment section.

Collections Activities Performed
11/16

Collector Effective Index	Cost: Referral Ratio	Performance Metrics Key		
Period	Score	Cluster Average		
Current	0.31	0.21	Positive	
Prior	0.35	0.17		
Combined	0.33	0.16		
Period	Score	Cluster Average		
Current	27.27	31.37		
Prior	30.49	7.61		
Combined	29.07	9.38		
			Needs Improvement	No Data

Court <input type="text" value="San Benito"/>	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 9,881	No. of Delinquent Cases Reported 1,559	No. of Delinquent Cases With Payments 520.00
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$125,089	\$177,059	\$18,763	\$26,559	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$125,089	\$177,059	\$18,763	\$26,559	-	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$302,148	2,593	\$45,321
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$302,148	2,593	\$45,321

San Bernardino: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the San Bernardino collections program, the court and county operate the comprehensive court collection program in accordance with their MOU for enhanced collection services. Cost-effective collection practices are in place with collector productivity and performance closely monitored. The program was operating cost-effectively in 2021–22. However, Assembly Bill 199’s repeal of outstanding civil assessments impacted over 320,000 cases and removed \$85 million from outstanding case debt. This greatly impacted 2022–23 performance, driving the average per case value down from \$752 to \$424. Implementing the programming changes to comply with AB 199 stalled new failure to appear (FTA) and failure to pay case assignments for several months, further impacting collections. Though costs are lower than 2021–22, and the county Spend Efficiency Score is positive compared to its cluster average, the program exceeded its agreed-upon 20 percent cost of collections cap and ended the year at 27 percent. The county will return \$656,000 to courts for re-distribution. The court and county performed its third annual discharge from accountability on 22,382 accounts that had no payment activity in 10-years and expanded eligibility to include small case balances, removing \$7.5 million from active inventory.

While the CRT computes ending inventory balances, the computation for ending case count does not account for cases resolved through payment-in-full, adjustment, cancelation and/or discharge. Year-end aging reports support the ending year-end inventory reported on the CRT, but for the CRT to agree, the Transfer worksheet was used to adjust opening balances. Beginning CRT case inventory was reduced by 310,485 cases, comprised of 26,972 victim restitution cases and three years' worth of cases paid-in-full/resolved of 283,513. Beginning value was adjusted by \$140,065,183 representing inventory attributed to victim restitution. The county's CRT is now fully compliant with reporting only delinquent collection activity and costs in its Current and Prior Period inventories. Case balances attributed to victim restitution are reported only in the victim restitution section of the report. Installment plan defaults are the remaining area to develop a reporting solution.

The county has implemented further cost-saving measures in 2023–24 and will collaborate with courts to ensure cost-effective collection practices remain in place. Despite a 70 percent

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program’s case management systems.

San Bernardino: Summary of Collection Reporting Template 2022–23

reduction to 2022–23 case assignments, county Collector Effective Index is positive compared to its cluster average. Collectors resolved over 48,000 cases this year and negotiated 8,350 new payment plans. Case assignments for FTA are anticipated to resume in October 2023. Extensive account reconciliation and case standardization continues across Odyssey and CUBS. The court has initiated a large-scale case management system (CMS) clean-up effort to remedy outstanding issues from Odyssey system go-live. Issues related AB 199 implementation stalled FTA accounts from transferring via automation. CMS limitations have not transferred misdemeanor caseload via automation. Cases with restitution are manually assigned to county for advanced collection effort. Best practices 13, 20, and 22 are not applicable, as court-ordered debt is not referred to external collection private agencies.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
San Bernardino ▼	\$99,239,449	\$31,071,131	\$13,621,007	\$3,741,881	\$89,963,597	\$7,545,606

2022-23 Collections Individual Program Report

Cluster
4

First-year Resolution Rate

Score	Cluster Average
0.19	0.21

Risk Monitor

Score	Cluster Average
0.22	0.54

Adjustment Score

Score	Cluster Average
427.65	316.13

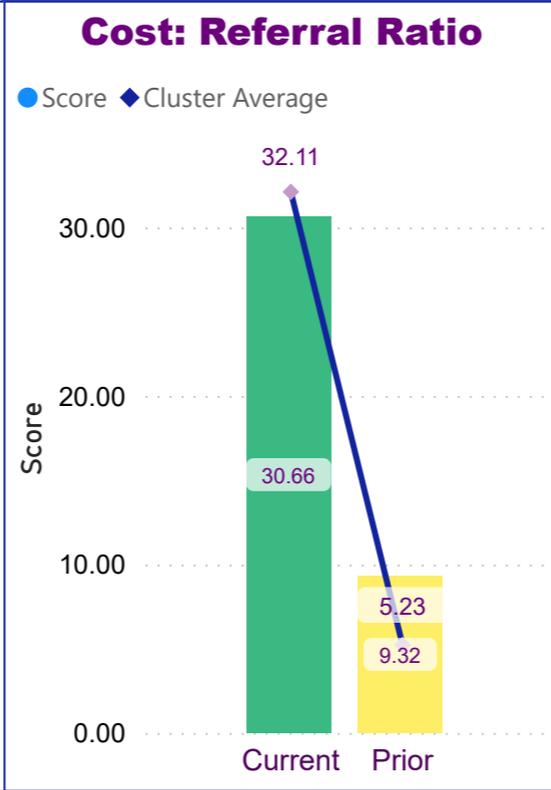
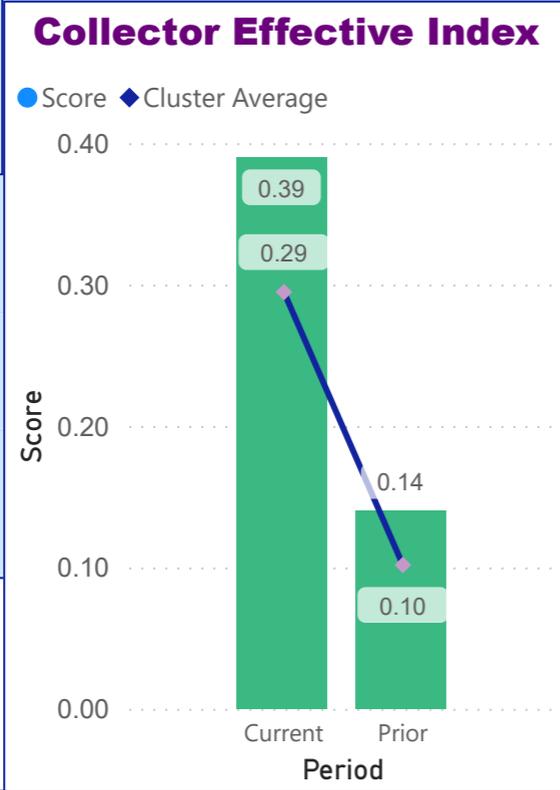
Discharge Score

Score	Cluster Average
35.87	28.53

Population
2,189,276

Judges
85

Commissioners
17.00



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
County	0.43	0.82	0.63	0.63	0.59	0.69
FTB-COD	0.21	0.18	0.21	0.20	0.21	0.20
FTB-IIC	0.05	0.09	0.05	0.03	0.05	0.03

Best Practices Engaged
19/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.39	0.29
Prior	0.14	0.10
Combined	0.15	0.12

Cost: Referral Ratio

Period	Score	Cluster Average
Current	30.66	32.11
Prior	9.32	5.23
Combined	10.38	8.05

Dashboard Comments

CEI: Improved, all
 FYR: Improved to near cluster benchmark
 SES: AB199 impacted performance across all programs
 CRR: AB199 implementation issues impacted Cases Established
 Adj: AB199 significant legislative impact this year
 Disch: 3rd annual discharge now includes small balance cases
 RM: Case inventory now excludes VR cases = less risky pool

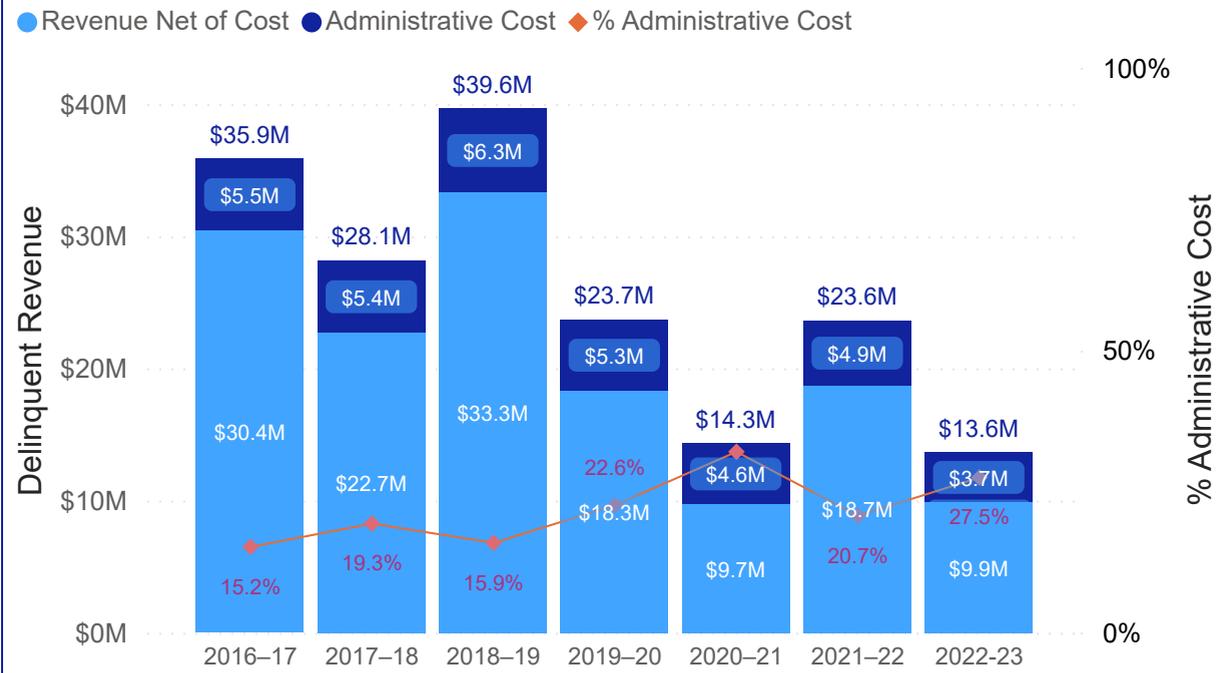
Collections Activities Performed
15/16

Performance Metrics Key

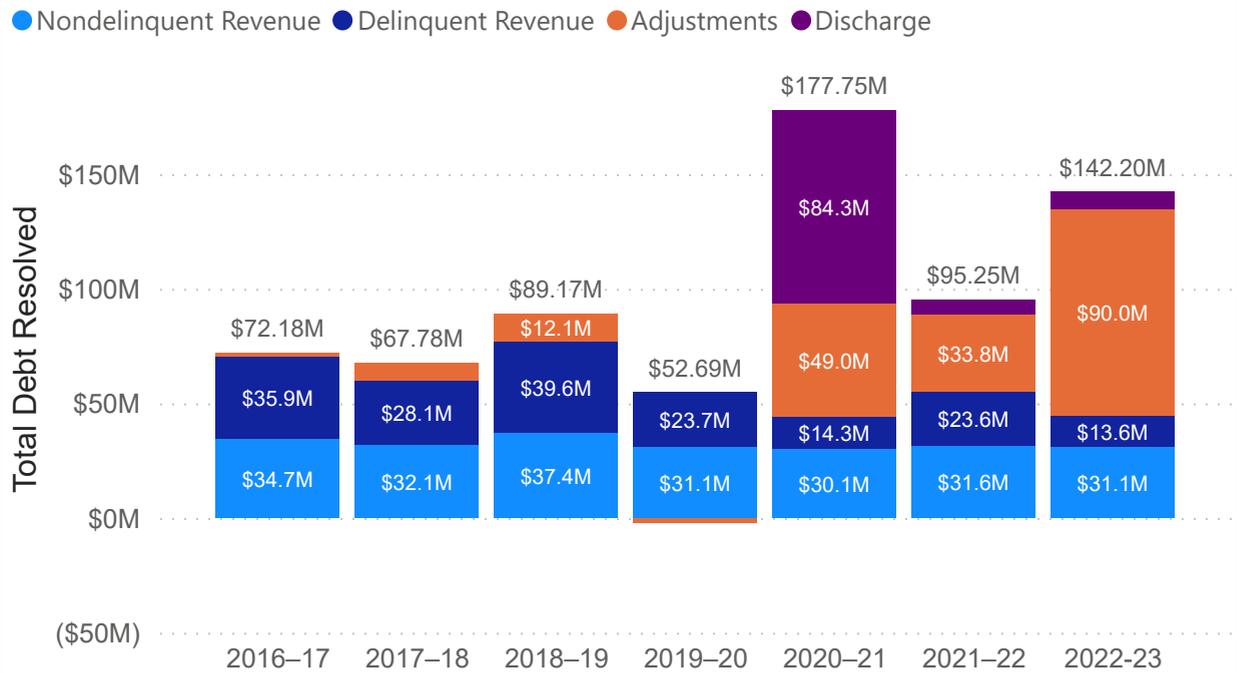
Positive	Needs Improvement	No Data
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Court San Bernardino	Default Rate Current Prior Combined			No. of People Served 55,793	No. of Nondelinquent Cases With Payments 97,599	No. of Delinquent Cases Reported 360,331	No. of Delinquent Cases With Payments 55,793
	-	-	-				

Delinquent Revenue and Administrative Cost, 2016-17 to 2022-23



Total Court-Ordered Debt Resolved, 2016-17 to 2022-23



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	\$1,251,066	\$4,433,538	\$532,414	\$2,805,890	-	\$89,963,597	-	\$7,545,606
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	\$135,558	-	\$28,443	-	-	-	-
FTB-IIC	\$393,174	\$7,407,671	\$18,757	\$356,378	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,644,240	\$11,976,767	\$551,170	\$3,190,711	-	\$89,963,597	-	\$7,545,606

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,387,246	18,515	\$954,981
2 - Written Notice(s)	\$997,798	8,944	\$837,018
3 - Lobby/Counter	\$1,793,119	10,536	\$1,081,506
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$135,558	5,035	\$28,443
6 - FTB-IIC	\$7,800,845	31,024	\$375,135
7 - DL Hold/Suspension	\$60,608	342	\$8,168
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	\$1,445,833	9,001	\$456,630
Total	\$13,621,007	83,397	\$3,741,881

San Diego: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the San Diego collections program, Assembly Bill 199 decreased the maximum civil assessment that can be imposed from \$300 to \$100 and eliminated \$194.5 million in civil assessment debt on 682,000 cases from previously imposed judgments. The reduction in revenue from civil assessment collections is a significant factor in the court's reduced revenues. In total, gross revenue was reduced by \$9.5 million or 32 percent from \$29.8 million in 2021–22 to \$20.3 million in 2022–23. Another factor impacting total collections was the amendment to Government Code section 76000.10(f), which terminated the assessment of the Emergency Medical Air Transportation (EMAT) fee effective December 31, 2022. The court also discharged accounts in the total amount of \$68.3 million during this reporting period.

The county implemented several enhancements that improved the accuracy of its report, including developing new ad-hoc reports to accurately report the collection activity and balances of cases assigned to the county and the Franchise Tax Board Court-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs. As a result, the county has restated the beginning value of cases for the Prior Period, removing \$658,939 that was previously reported under both programs. Also, the county improved its process of tracking and allocating collection costs between both periods; making the county's Spend Efficiency Score and Cost to Referral Ratio metrics more accurate. However, the metrics continue to understate the collection program's success on cases with outstanding victim restitution or on court-ordered installment payment plans, since the reported balances of fines, fees, forfeitures, penalties, and assessments are not available for collections.

Government Code section 68514 requires reporting on the total amount collected, number of cases, and operating costs per collection activity. The court uses multiple case management systems and some data submitted by the court requires special ad-hoc reporting. The county has provided required information as accurately as can be extracted from its case management system; however, some data cannot be compiled automatically via system generated reports and will require labor intensive tracking which would deter from actual collection activities. While the FTB-COD report provides information on the value of cases on installment agreements, the balance defaulted on is currently unavailable.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

San Diego: Summary of Collection Reporting Template 2022–23

The court has continued its debtor-friendly approach to collections focused on the improvement of its collections program. The court continues to innovate in its collection practices and this year streamlined its process by consolidating to one third-party collections vendor. The consolidation resulted in the transfer of \$35.7 million in outstanding debt from one vendor to another. This transfer accounted for 14 percent of the \$241 million in reported combined adjustments. In addition, the court acted immediately and efficiently to implement AB 199; outstanding civil assessments were vacated promptly and case management system configurations were updated to change the fee from \$300 to \$100. The court noted a reduced number of cases from last year, from 1.2 million to 976,000, primarily caused by cases with only civil assessment debt outstanding and closed pursuant to AB 199. The court remains committed to maintaining collections best practices, and efficiently and effectively implementing statutes that affect court-ordered debt.

County collections have been severely impacted by AB 177 which repealed the ability to collect on specific court-ordered criminal administrative fees, including fees to offset collection costs for restitution fines and victim restitution. This resulted in the dismissal of \$10,530,816, or 26 percent of the combined 2021–22 beginning case value, which would have otherwise been available for collection in 2022–23. Based on average monthly collections on these fees in 2022 and 2021, the county projected over \$98,000 in collected fees for 2022–23. This accounts for 84 percent of the decrease in combined total collections from \$903,893 in 2021–22 to \$786,211 in 2022–23. Although collections for the year decreased, average monthly collections during Quarter 4 trended upwards and increased by 23 percent over the average monthly collections in Quarters 1 to 3. The upward trend can be attributed to additional collection efforts made by the county during Quarter 4, including administering a Delinquency Campaign to increase outreach to delinquent debtors, during May and June of 2023.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
San Diego ▼	\$384,369,667	\$35,050,414	\$20,294,987	\$5,612,769	\$240,890,017	\$68,381,235

2022-23 Collections Individual Program Report

Cluster
4

First-year Resolution Rate

Score	Cluster Average
0.13	0.21

Risk Monitor

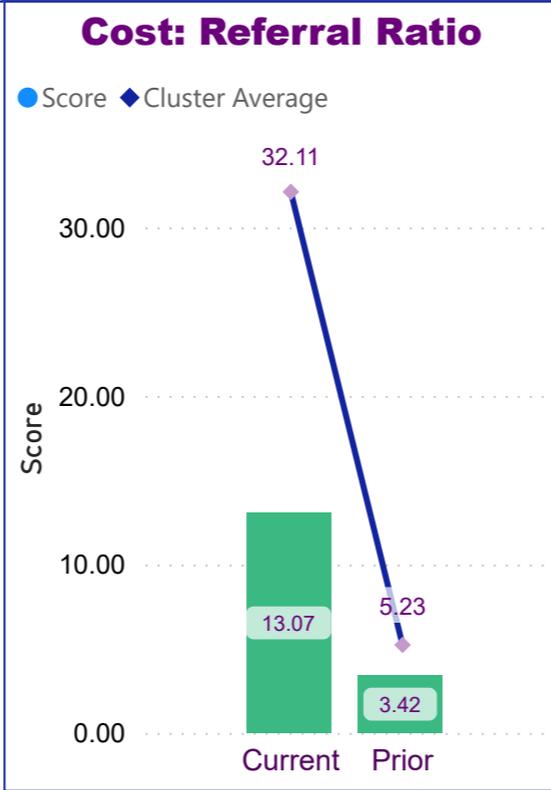
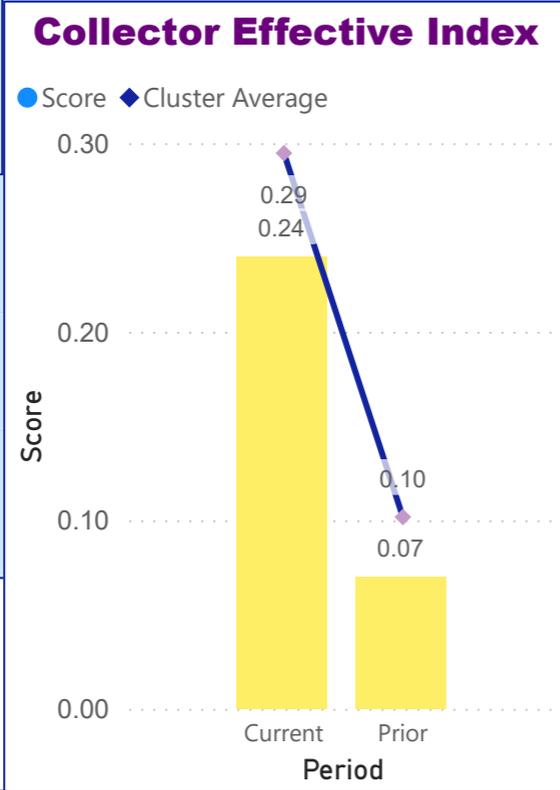
Score	Cluster Average
0.69	0.54

Adjustment Score

Score	Cluster Average
337.41	316.13

Discharge Score

Score	Cluster Average
95.78	28.53



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.15	0.37	0.15	0.29	0.15	0.33
County	0.93	0.82	0.93	0.63	0.93	0.69
Private Agency	0.29	0.13	0.25	0.15	0.26	0.14
FTB-COD	0.35	0.18	0.34	0.20	0.34	0.20
FTB-IIC	0.02	0.09	0.01	0.03	0.01	0.03

Population
3,293,163

Judges
135

Commissioners
19.00

Best Practices Engaged
22/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.24	0.29
Prior	0.07	0.10
Combined	0.09	0.12

Cost: Referral Ratio

Period	Score	Cluster Average
Current	13.07	32.11
Prior	3.42	5.23
Combined	4.24	8.05

Dashboard Comments

New performance metrics for collections are highlighted by a combined (court/county) 23.8% CEI for current period debt. The 7.4% can be attributed to that segment of cases being several years old, but not yet qualified for discharge. An adjustment score of 337.4% is almost certainly attributed to the impacts of AB199 and AB177 fee vacates and the consolidation to one third-party collections vendor and transferring outstanding debt from one vendor to another.

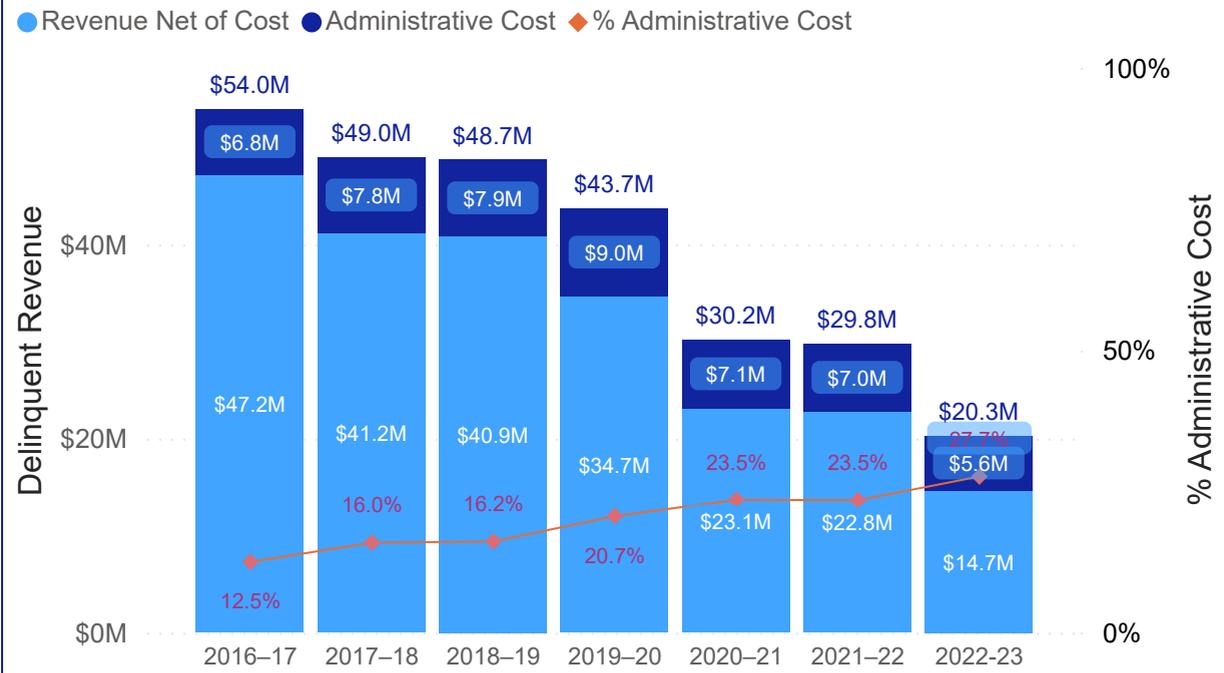
Collections Activities Performed
16/16

Performance Metrics Key

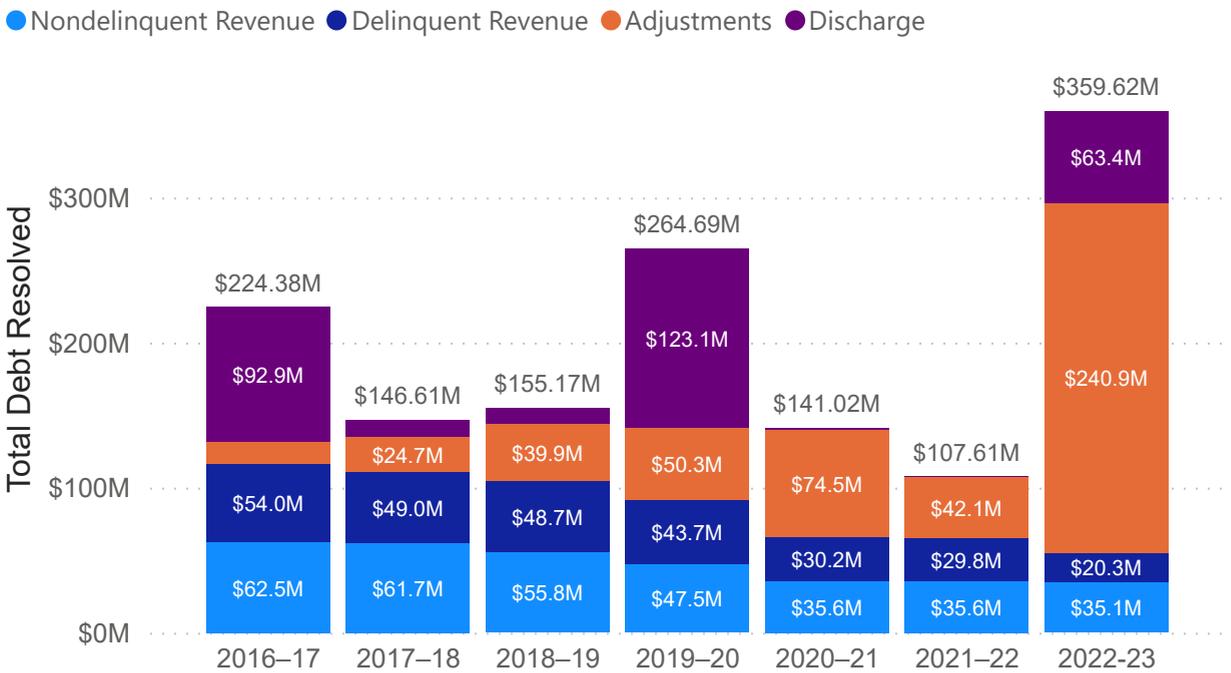
Positive	Needs Improvement	No Data
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Court San Diego	Default Rate Current Prior Combined 12% 59% 47%		No. of People Served 38,475	No. of Nondelinquent Cases With Payments 50,042	No. of Delinquent Cases Reported 1,324,746	No. of Delinquent Cases With Payments 116,961
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Delinquent Revenue and Administrative Cost, 2016-17 to 2022-23



Total Court-Ordered Debt Resolved, 2016-17 to 2022-23



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$877,614	\$1,920,198	\$128,159	\$280,409	\$345,516	\$755,980	-	\$4,042,743
County	\$206,249	\$475,919	\$191,386	\$441,623	\$547,756	\$478,632	-	\$94,320
Private Agency	\$3,898,368	\$7,451,669	\$1,114,651	\$1,847,418	\$454,007	\$202,525,538	-	\$64,168,237
FTB-COD	\$109,778	\$4,581,789	\$38,370	\$1,570,386	\$34,924	\$35,747,665	-	\$75,935
FTB-IIC	\$1,647	\$47,505	\$27	\$340	\$0	\$0	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	\$724,250	-	-	-	-	-	-	-
Total	\$5,817,907	\$14,477,080	\$1,472,593	\$4,140,176	\$1,382,203	\$239,507,815	-	\$68,381,235

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$652,576	2,762	\$97,587
2 - Written Notice(s)	\$403,994	41,486	\$180,058
3 - Lobby/Counter	\$3,323,549	44,295	\$896,418
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$4,691,568	70,194	\$1,608,756
6 - FTB-IIC	\$4,583,132	19,330	\$320,929
7 - DL Hold/Suspension	\$724,250	21,502	-
8 - Private Agency	\$5,911,567	-	\$2,504,983
9 - Wage/Bank Garnishments & Liens	\$4,352	70	\$4,038
Total	\$20,294,988	199,639	\$5,612,769

San Francisco: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the San Francisco collections program, recent legislative changes deauthorized imposition of and vacated outstanding balances on numerous fees in criminal and traffic cases. In the prior reporting period, total adjustments from Assembly Bill 1869 (July 2021) and AB 177 (January 2022) decreased court balances by over \$5.5 million. In this reporting period, AB 199 (July 2022) reduced collections values by about \$34 million.

Since December 2019, San Francisco Court has participated in the online ability to pay determination tool project (MyCitations), which allows for debt reductions in traffic cases. There has been a decrease in infraction citations being issued by law enforcement in San Francisco and the downward trend continued through the pandemic to current date. Currently, the court's traffic case management system (C-Track) does not have a mechanism to store information about installment payments-related activity for cases subject to Ability to Pay Determination. Some of the raw data exists on the Judicial Council's MyCitations database, but a two-way integration between systems is currently in development. It is anticipated that this enhancement would allow more detailed reports to be generated from C-Track in the future.

On June 27, 2022, the court converted criminal cases into the new case management system, C-Track. There was an initial drop in criminal account referrals and collections efforts mainly took place at the court. Workarounds were established to continue referrals while working on programmatic builds in C-Track. Given the impacts of AB 199 and conversion of criminal cases into C-Track, active collections efforts by the private agency were temporarily suspended while the court worked to ensure correct balances.

The court has processed discharge from accountability on an annual basis since 2018. In this reporting period, discharge from accountability was processed in traffic and not in criminal cases, due to the conversion to criminal CMS. The court expects to process both case types in the next round of discharges. The program continues to work with the community to address challenges facing debtors with process adjustments and alternative solutions to reduce or resolve court-ordered debts when requested and as allowed.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

San Francisco: Summary of Collection Reporting Template 2022–23

The court refers accounts to a private collections agency (AllianceOne) and the Franchise Tax Board's Cour-Ordered Debt (FTB-COD) and Interagency Intercept Collections (FTB-IIC) programs, to perform certain collections activities. Referrals to and collections by FTB-COD and FTB- IIC are handled and processed through AllianceOne. The private agency reported that they do not have data available on payment plans and defaults for FTB-COD. Also, they do not work payment plans on accounts forwarded to the FTB-COD and if an account is going to be on a payment plan, it would be recalled from FTB-COD and worked and captured in the private agency program line.

The program was unable to report certain data required by Government Code section 68514, because of systems limitations. The private agency provided details as to case numbers in certain identified activities but is unable to provide amounts collected by all activities, as they do not track or charge by event. Data on payment plans and defaults for FTB-COD is also unavailable. Currently, the court does not place liens on real property owned by delinquent debtors, but do have existing liens, previously placed by previous county collections vendor, these liens are still in effect.

Given ongoing legislative and case management systems changes, the court works with AllianceOne to update collections processes and procedures. With limitations in legacy systems and with recent CMS conversions, the program can only make determinations of reasonableness of the data provided by AllianceOne. Also, the court continues to undergo programming builds on C-Track, for both Traffic and Criminal cases, to capture more data for reporting purposes.

Court San Francisco	Outstanding Balance \$47,307,876	Nondelinquent Revenue \$4,883,484	Delinquent Revenue \$4,284,528	Administrative Cost \$2,388,956	Adjustments \$34,666,409	Discharge \$4,088,198
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2022-23 Collections Individual Program Report

Population
830,272

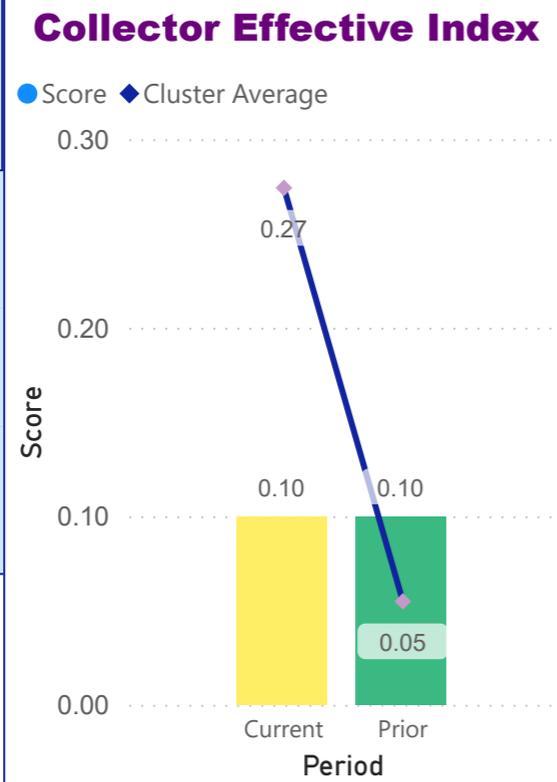
Judges
52

Commissioners
3.90

Best Practices Engaged
18/22

Collections Activities Performed
14/16

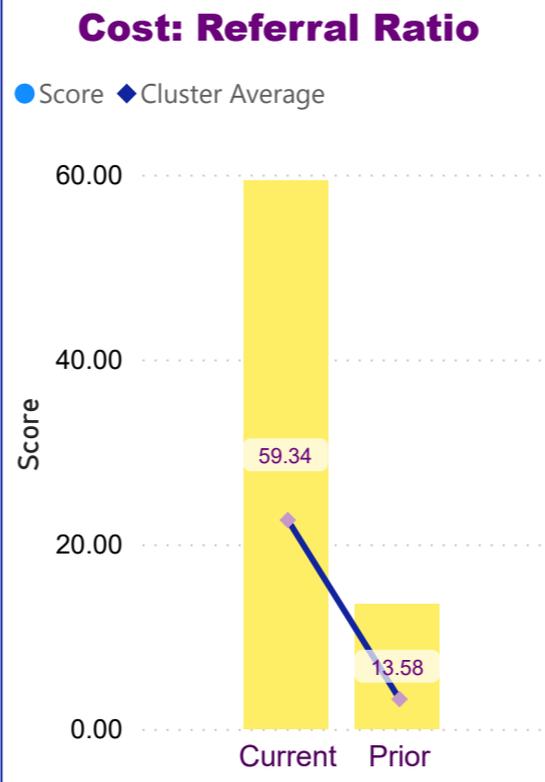
Cluster
3



Collector Effective Index

Period	Score	Cluster Average
Current	0.10	0.27
Prior	0.10	0.05
Combined	0.10	0.08

First-year Resolution Rate
Score: 0.20, Cluster Average: 0.31



Cost: Referral Ratio

Period	Score	Cluster Average
Current	59.34	22.61
Prior	13.58	3.23
Combined	17.04	5.01

Risk Monitor
Score: 0.99, Cluster Average: 0.58

Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.89	0.35	0.32	0.32	0.89	0.33
Private Agency	0.41	0.18	0.33	0.30	0.37	0.27
FTB-COD	0.44	0.15	0.60	0.20	0.60	0.19
FTB-IIC	0.21	0.07	0.21	0.07	0.21	0.07

Adjustment Score
Score: 383.70, Cluster Average: 183.23

Discharge Score
Score: 45.25, Cluster Average: 45.09

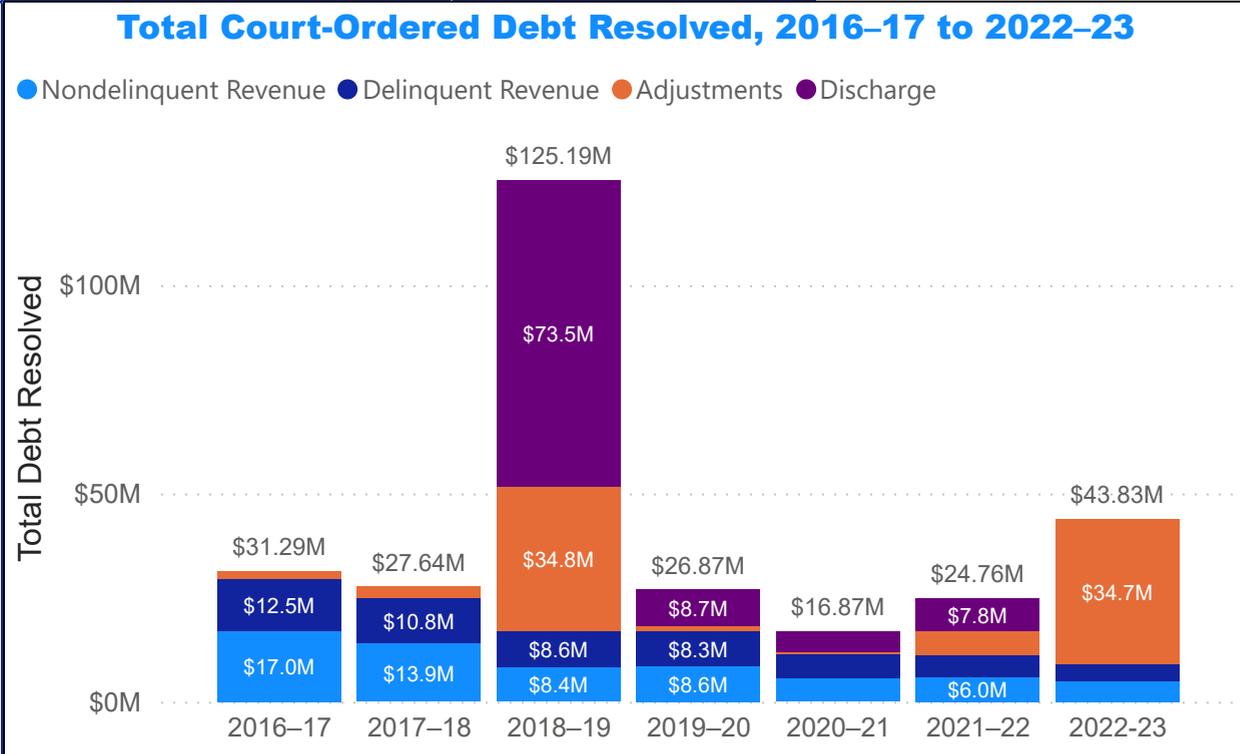
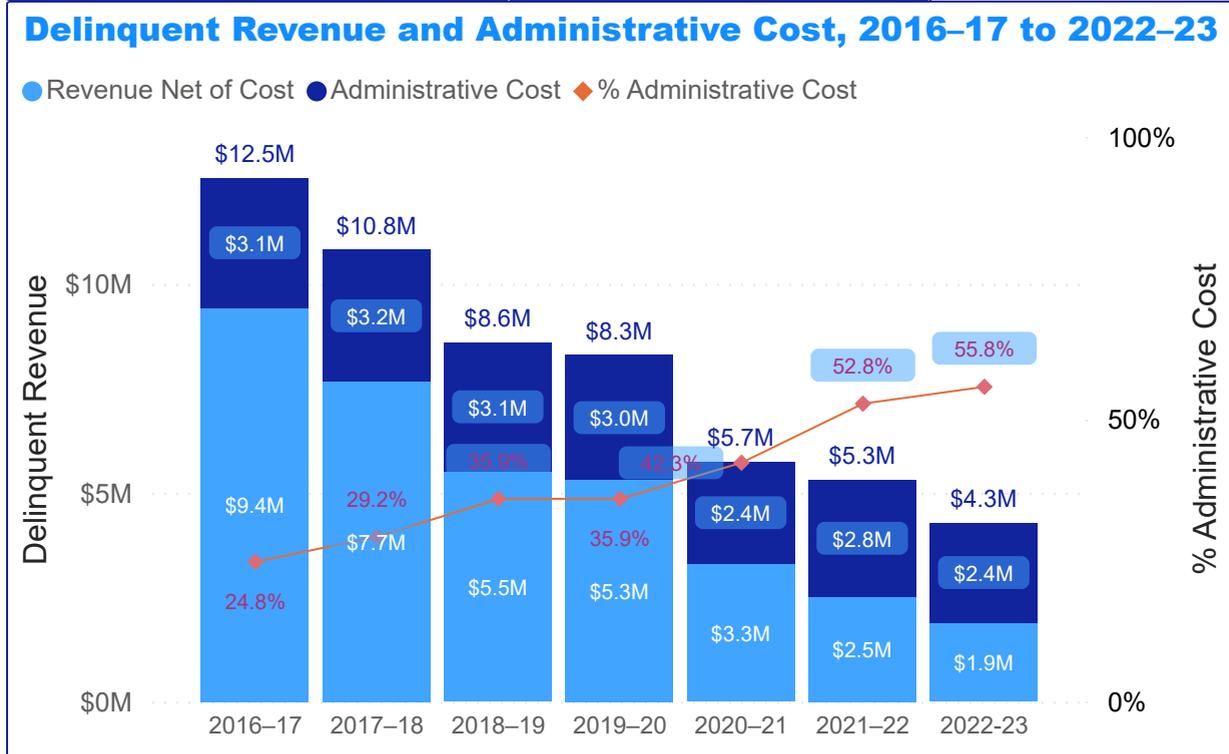
Dashboard Comments

San Francisco is active in review of our process and procedures to align with changes in laws and the needs of the community. Along with decreased numbers of Traffic cases and reductions in outstanding debt amounts in Traffic and Criminal cases, we continue to work on providing alternative and nonmonetary solutions to debtors facing financial challenges. These metrics are driven by reported drops in delinquent debts, however, costs remain as overall collections work continues to be done.

Performance Metrics Key

Positive (Green) | Needs Improvement (Yellow) | No Data (Red)

Court San Francisco	Default Rate Current Prior Combined 52% 57% 56%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 112	No. of Delinquent Cases Reported 140,195	No. of Delinquent Cases With Payments 14,363
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$603,582	-	\$534,798	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$216,335	\$195,331	\$88,704	\$64,941	\$285,091	\$25,900,337	-	\$4,037,210
FTB-COD	\$12,102	\$2,562,464	\$5,343	\$1,550,220	\$0	\$8,480,982	-	\$50,988
FTB-IIC	\$4,033	\$690,680	\$867	\$144,084	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$836,052	\$3,448,476	\$629,711	\$1,759,245	\$285,091	\$34,381,318	-	\$4,088,198

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	27,965	-
2 - Written Notice(s)	-	13,849	-
3 - Lobby/Counter	\$603,582	-	\$534,798
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$2,574,566	10,070	\$1,555,563
6 - FTB-IIC	\$694,713	1,494	\$144,950
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$411,666	1,374	\$153,645
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$4,284,528	54,752	\$2,388,956

San Joaquin: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt transitioned from the County of San Joaquin to the Superior Court of San Joaquin County, effective July 1, 2014, terminating the memorandum of understanding (MOU) for delinquent collections. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Superior Court of San Joaquin collections program, the program's private agency (MSB) stopped providing collection services and only collected for three months during 2022–23. It took several months to create the contract with another vendor (FCN) and reprogram the court's case management system. Although FCN started collecting in March 2023, due to technical difficulties, the court was unable to send the same amount of cases previously referred to MSB. This led to a significant decrease in collections from 2021–22. Because MSB was unable to provide numbers for 2022–23, in some cases the court used estimates on the collections report based on 2021–22 numbers. The \$21.9 million adjustment is largely due to legislative changes; including \$21,597,604 in civil assessments vacated as a result of Assembly Bill 199 and \$123,364 in administrative fees eliminated by AB 1869. The remaining \$235,634 was due to dismissals and court ordered reduction of fines. The cost of collections reported in Lines 4 and 13, were recovered for staff time spent processing delinquent cases, as allowed by Penal Code section 1463.007.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court San Joaquin	Outstanding Balance \$103,962,994	Nondelinquent Revenue \$228,007	Delinquent Revenue \$469,779	Administrative Cost \$213,581	Adjustments \$21,956,602	Discharge \$0
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2022-23 Collections Individual Program Report

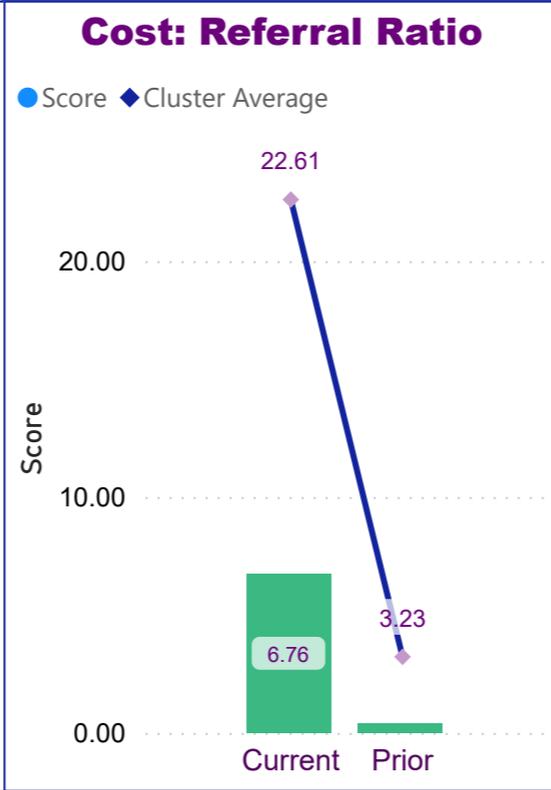
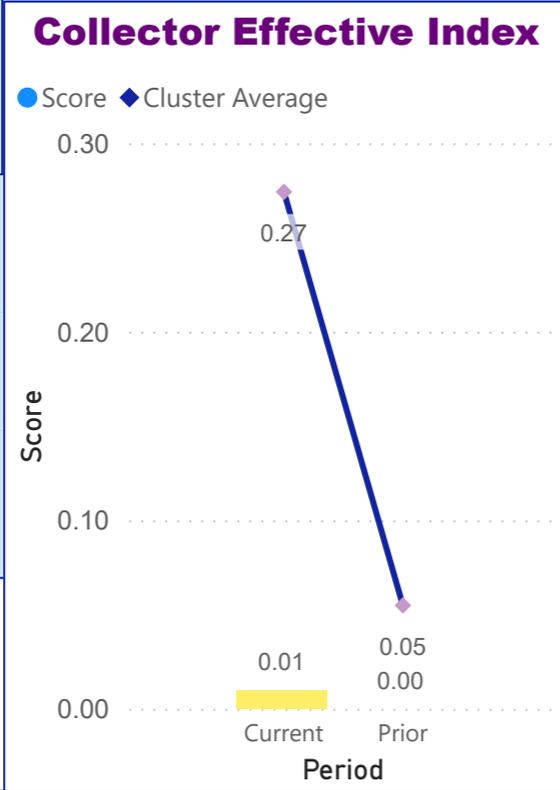
Cluster 3

First-year Resolution Rate	
Score	Cluster Average
0.02	0.31

Risk Monitor	
Score	Cluster Average
0.98	0.58

Adjustment Score	
Score	Cluster Average
173.72	183.23

Discharge Score	
Score	Cluster Average
0.00	45.09



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Private Agency	0.15	0.18	0.15	0.30	0.15	0.27

Population
788,279

Judges
31

Commissioners
4.00

Best Practices Engaged
21/22

Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collector Effective Index

Period	Score	Cluster Average
Current	0.01	0.27
Prior	0.00	0.05
Combined	0.00	0.08

Cost: Referral Ratio

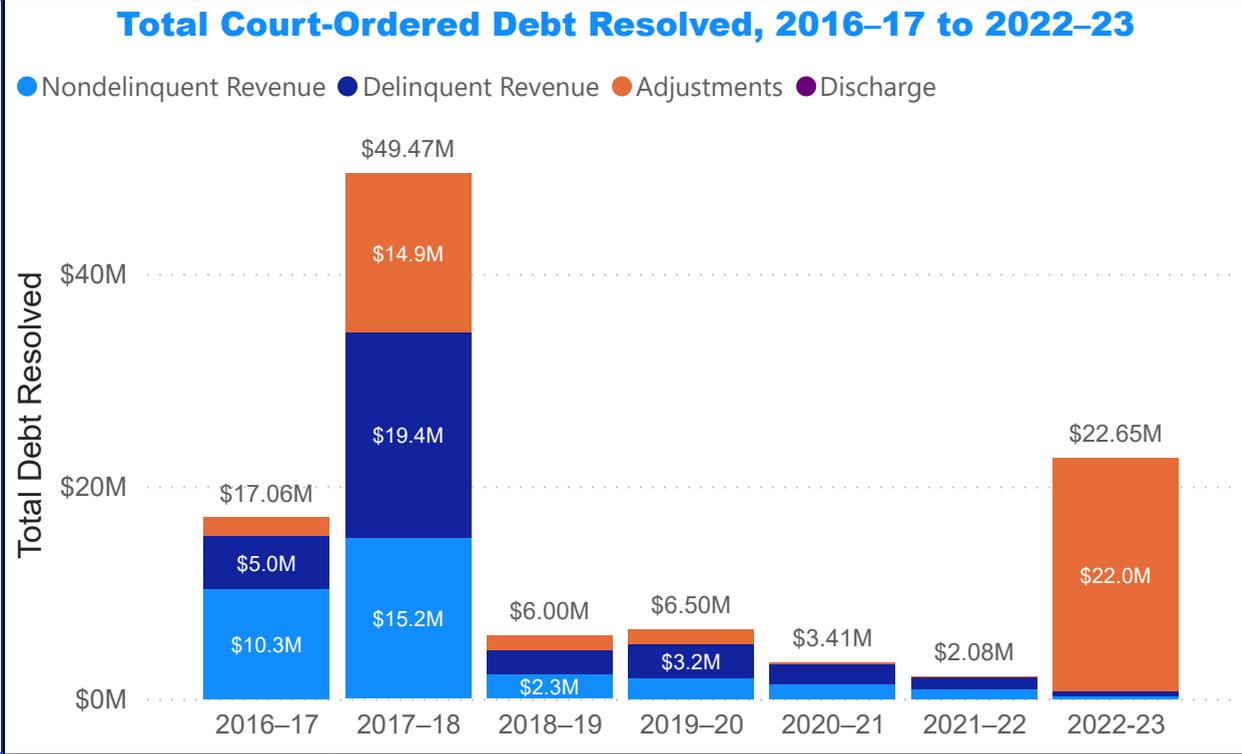
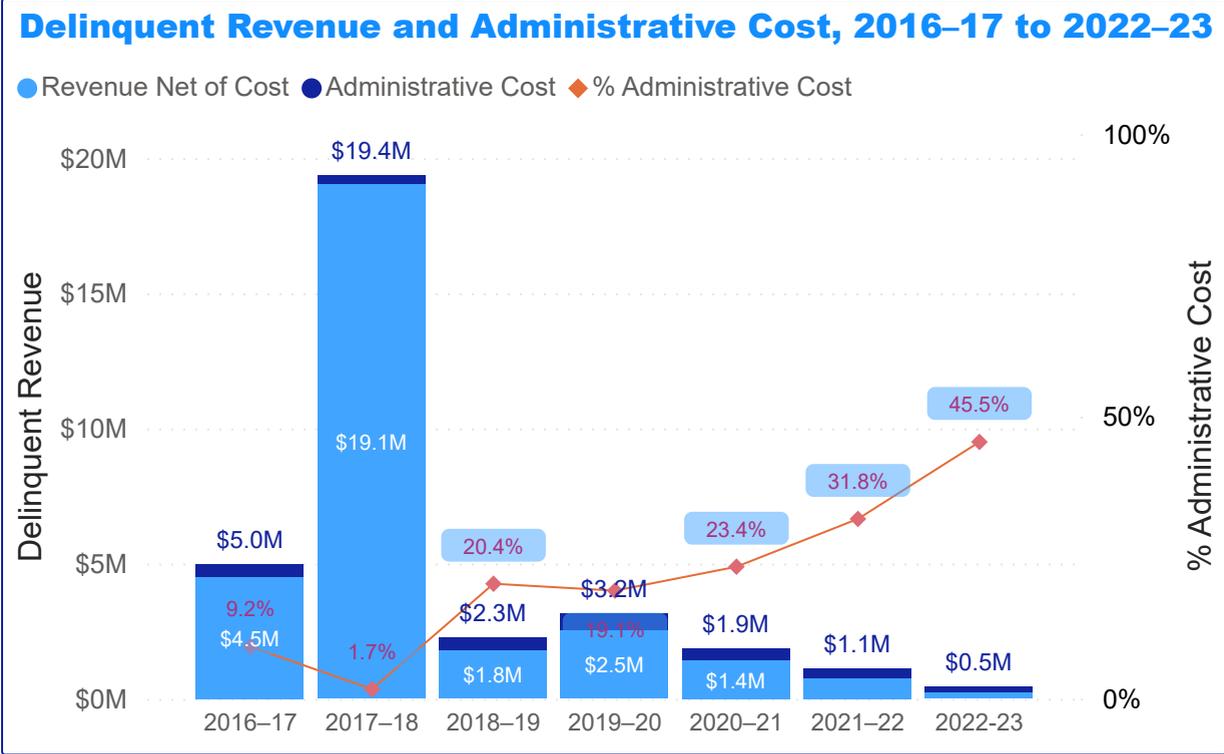
Period	Score	Cluster Average
Current	6.76	22.61
Prior	0.41	3.23
Combined	0.66	5.01

Collections Activities Performed
11/16

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court San Joaquin	Default Rate Current Prior Combined 3% 3% 3%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 330	No. of Delinquent Cases Reported 322,878	No. of Delinquent Cases With Payments 190
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	\$58,107	\$83,617	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$192,609	\$277,170	\$29,461	\$42,396	-	\$21,956,602	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranch	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$192,609	\$277,170	\$87,568	\$126,013	-	\$21,956,602	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$265,473	146,119	\$120,695
2 - Written Notice(s)	\$204,306	101,137	\$92,886
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$469,779	247,256	\$213,581

San Luis Obispo: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the San Luis Obispo collections program, the court program is not able to provide all of the data on the collection activity report or Annual Financial Report. The program has provided what information is available. The court program is not able to report on nondelinquent debt; data is only available for the county program's nondelinquent collections. The court's case management system provider has been seeking solutions to provide more complete and reliable court data but this has not been possible. The \$12 million in adjustments reported by the private agencies is primarily due to the implementation of Assembly Bill 199. In the past, a typical amount in this category would have been approximately \$150,000.

The County does not have separate restitution cases from fine/fee cases. They are created as one case and therefore victim restitution information is contained in the "Fines, Fees, Forfeitures, Penalties and Assessments" sections. During the current reporting period, we collected \$807,684.15 in restitution from delinquent and non-delinquent cases. Discharge of accountability for 2021–22 was not available but is included on the 2022–23 report in the amount of \$335,769 for prior period.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
San Luis Obispo ▼	\$79,690,338	\$11,292,093	\$5,229,761	\$1,036,678	\$13,040,974	\$819,052

2022-23 Collections Individual Program Report

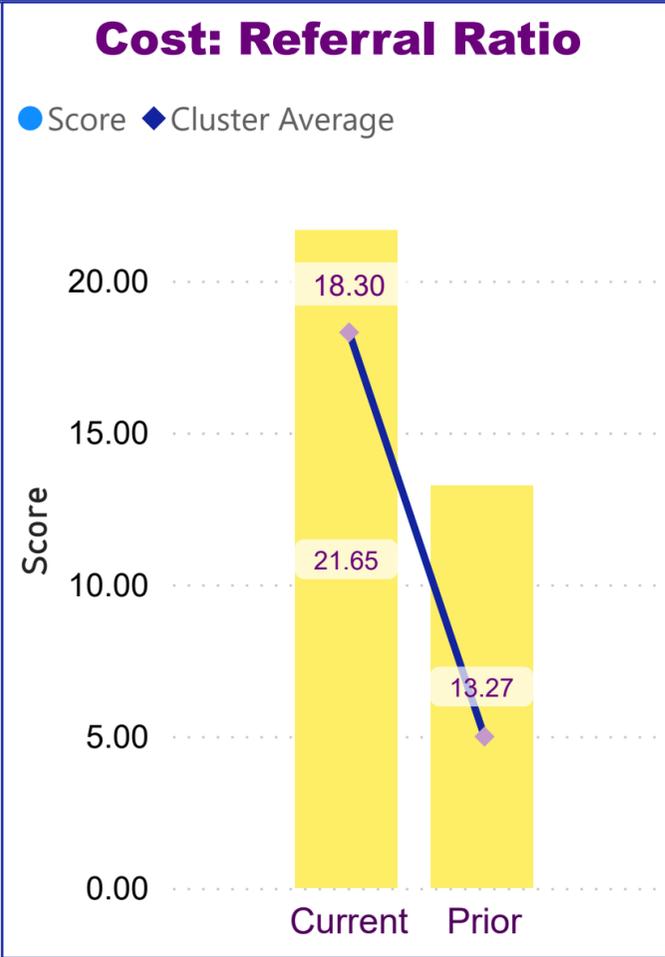
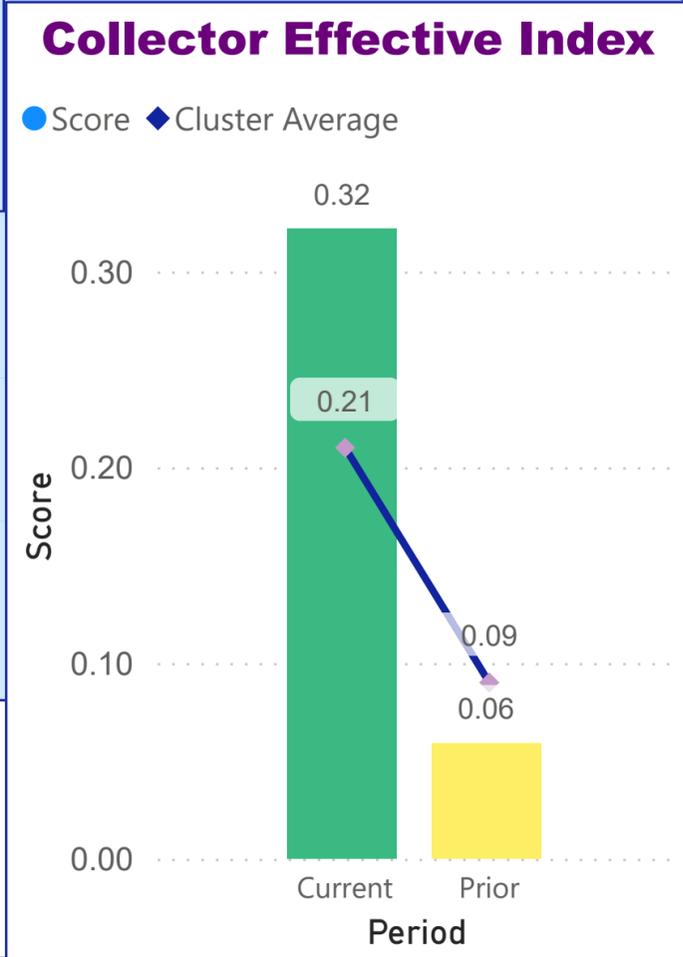
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.25 0.19

Risk Monitor
Score Cluster Average
0.20 0.57

Adjustment Score
Score Cluster Average
132.02 151.71

Discharge Score
Score Cluster Average
8.29 28.98



Spend Efficiency Score						
Period	Program	Score	Current Cluster Average	Prior Cluster Average	Score	Cluster Average
Court		0.01	0.24	0.22	0.01	0.23
County		0.04	0.42	0.46	0.28	0.44
Private Agency		0.17	0.15	0.15	0.17	0.15
FTB-COD		0.15	0.12	0.15	0.15	0.14
FTB-IIC		0.01	0.01	0.06	0.01	0.06

Population
280,972

Judges
13

Commissioners
2.00

Best Practices Engaged
20/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.32	0.21
Prior	0.06	0.09
Combined	0.09	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	21.65	18.30
Prior	13.27	4.98
Combined	14.39	6.60

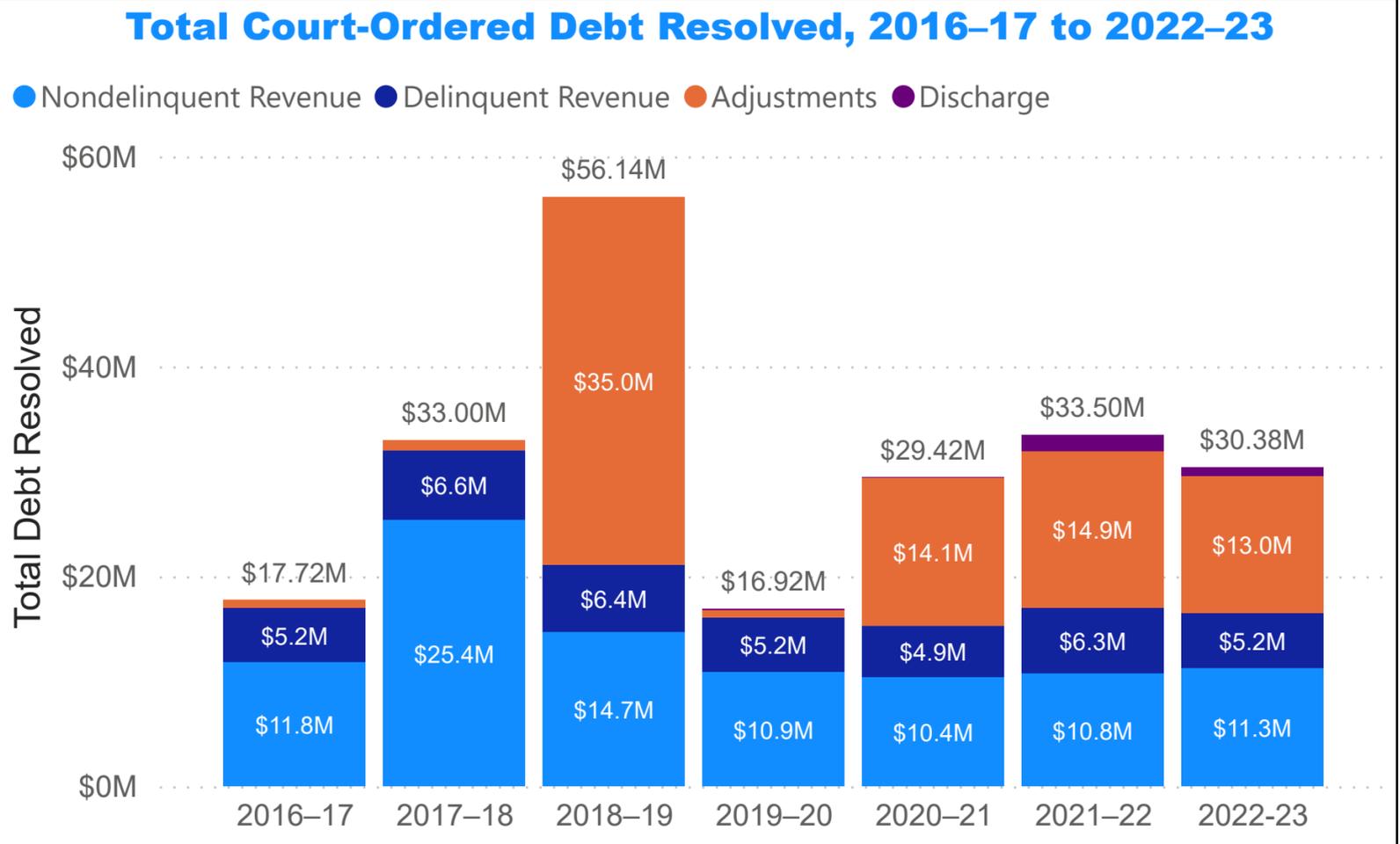
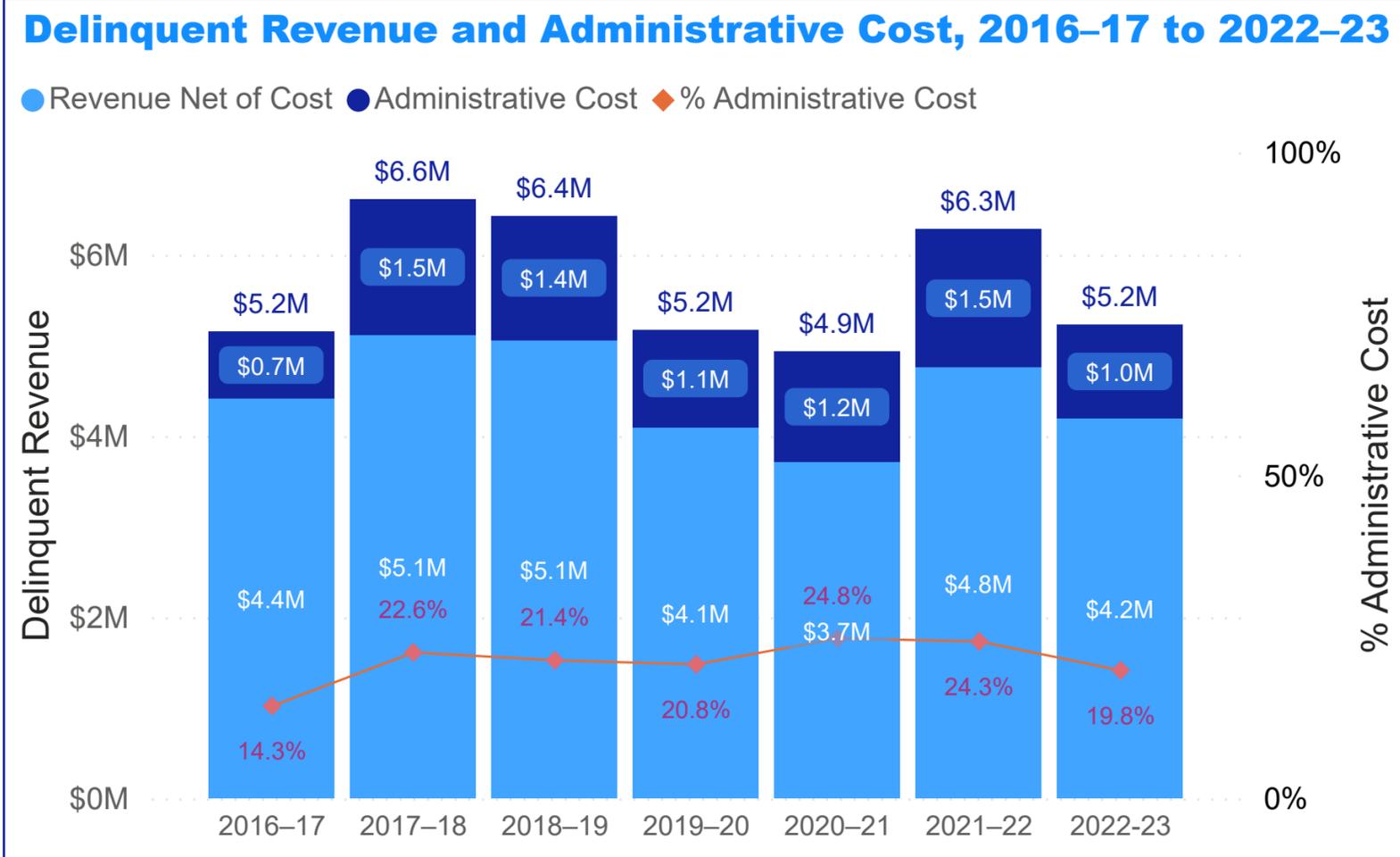
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key		
Positive	Needs Improvement	No Data

Collections Activities Performed
15/16

Court <input type="text" value="San Luis Obispo"/>	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 39,864	No. of Delinquent Cases Reported 72,065	No. of Delinquent Cases With Payments 6,791.00
	50%	12%	16%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$420,231	-	\$3,276	-	\$699,186	-	\$0	\$13,038
County	\$1,620,574	\$793,623	\$67,873	\$610,853	\$54,419	\$77,801	\$470,246	\$335,769
Private Agency	\$238,331	\$779,242	\$40,152	\$130,938	\$11,701	\$12,197,868	\$0	\$0
FTB-COD	\$640,360	\$577,182	\$96,054	\$86,577	-	-	\$0	-
FTB-IIC	\$160,218	-	\$955	-	-	-	\$0	-
Intrabranh	-	-	-	-	-	-	\$0	-
Other	-	-	-	-	-	-	\$0	-
Total	\$3,079,713	\$2,150,048	\$208,310	\$828,368	\$765,305	\$12,275,669	\$470,246	\$348,806

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	\$382,371	853	\$64,002
3 - Lobby/Counter	-	-	\$5,688
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$640,360	5,935	\$96,054
6 - FTB-IIC	\$160,218	489	\$955
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,017,573	2,269	\$171,090
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,200,522	9,546	\$337,789

San Mateo: Summary of Collection Reporting Template 2022–23

Program Overview

As of June 30, 2022, the county no longer acts as the court's collections agent. Pursuant to Penal Code section 1463.010, the court and the county have agreed that the court's collection program for the collection of delinquent fees, fines, forfeitures, penalties, and assessments arising from criminal cases will be wholly staffed and operated within the court itself and/or contracted by court to a third party. However, the county continues to perform collection activities related to victim restitution debt on cases where the defendant is under the supervision of the county probation department. The court entered into an agreement with an intrabranch program to perform collections services for the court. The new agency also managed the cases sent to Franchise Tax Board's Interagency Intercept Collections program. This report contains collections information as reported in the Collections Reporting Template submitted by the court and county.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

The court's prior period beginning balance is \$33.7 million less than what was reported in 2021–2022 report as the ending balance, as it now relying on its relatively new case management system for reporting rather than the information provided by its former collections agency. The court is still in the process of assessing the discrepancy to determine how or whether those balances should be reported.

During this period, the county's probation department continued to perform collections on victim restitution on cases where the defendant was on supervised probation. However, once a defendant's probation terminated, the probation department transferred any balances due to the court for the court to collect. Regarding fines, fees, etc, the vast majority of the adjustment for prior period balances was related to the repeal of civil assessment balances.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court San Mateo	Outstanding Balance \$38,329,629	Nondelinquent Revenue \$19,317,733	Delinquent Revenue \$2,937,395	Administrative Cost \$734,349	Adjustments \$42,007,946	Discharge \$0
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2022-23 Collections Individual Program Report

Cluster
3

First-year Resolution Rate
Score Cluster Average
0.12 0.31

Risk Monitor
Score Cluster Average
0.24 0.58

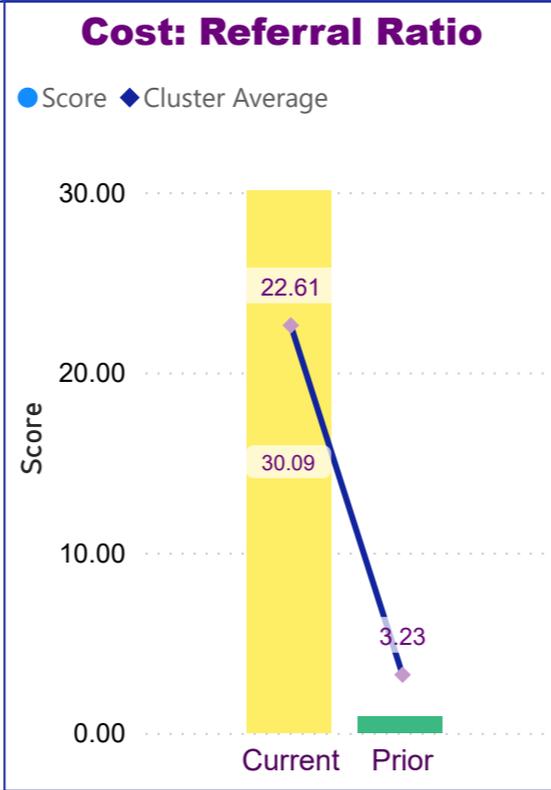
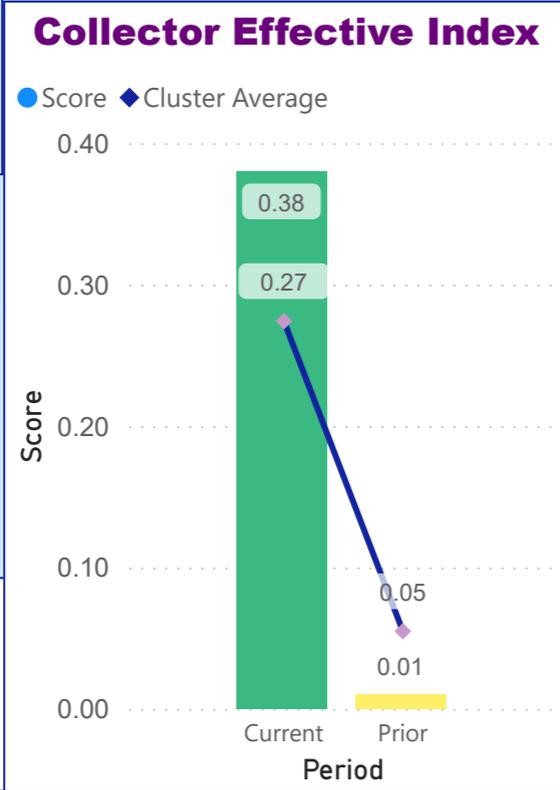
Adjustment Score
Score Cluster Average
504.45 183.23

Discharge Score
Score Cluster Average
0.00 45.09

Population
733,081

Judges
28

Commissioners
5.00



Spend Efficiency Score

Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
FTB-IIC	0.25	0.07	0.25	0.07	0.25	0.07
Intrabran	0.25	0.25	0.25	0.21	0.25	0.24

Best Practices Engaged
18/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.38	0.27
Prior	0.01	0.05
Combined	0.08	0.08

Cost: Referral Ratio

Period	Score	Cluster Average
Current	30.09	22.61
Prior	0.91	3.23
Combined	6.94	5.01

Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

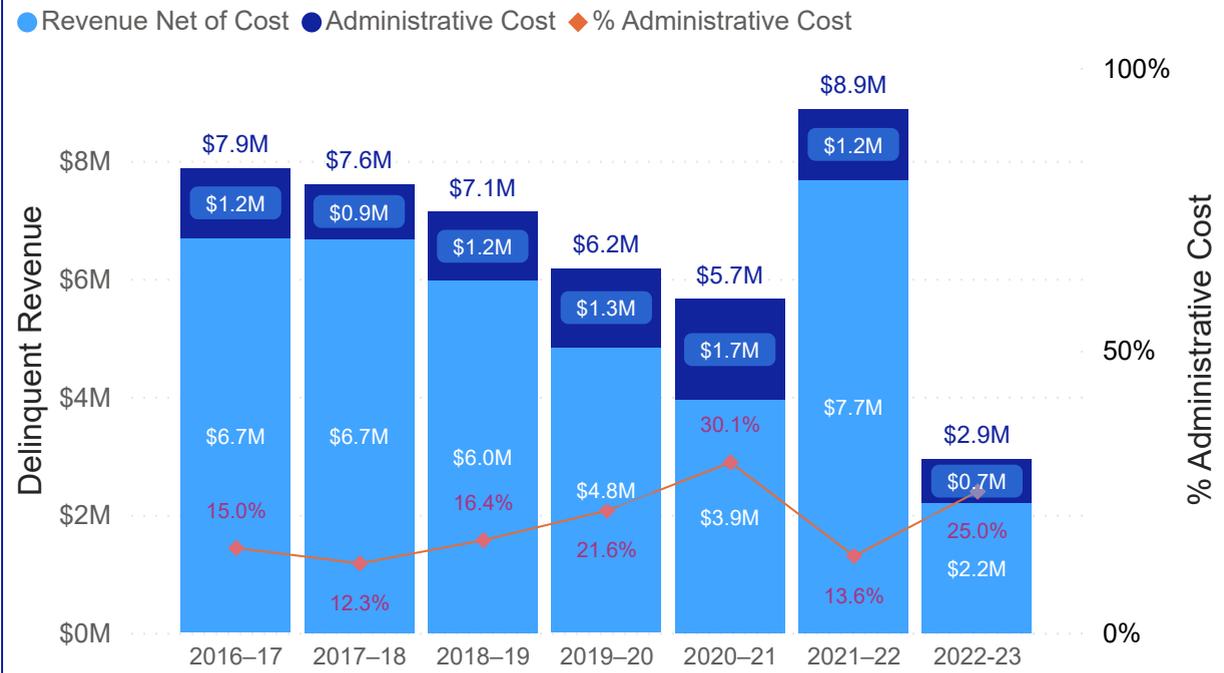
Collections Activities Performed
11/16

Performance Metrics Key

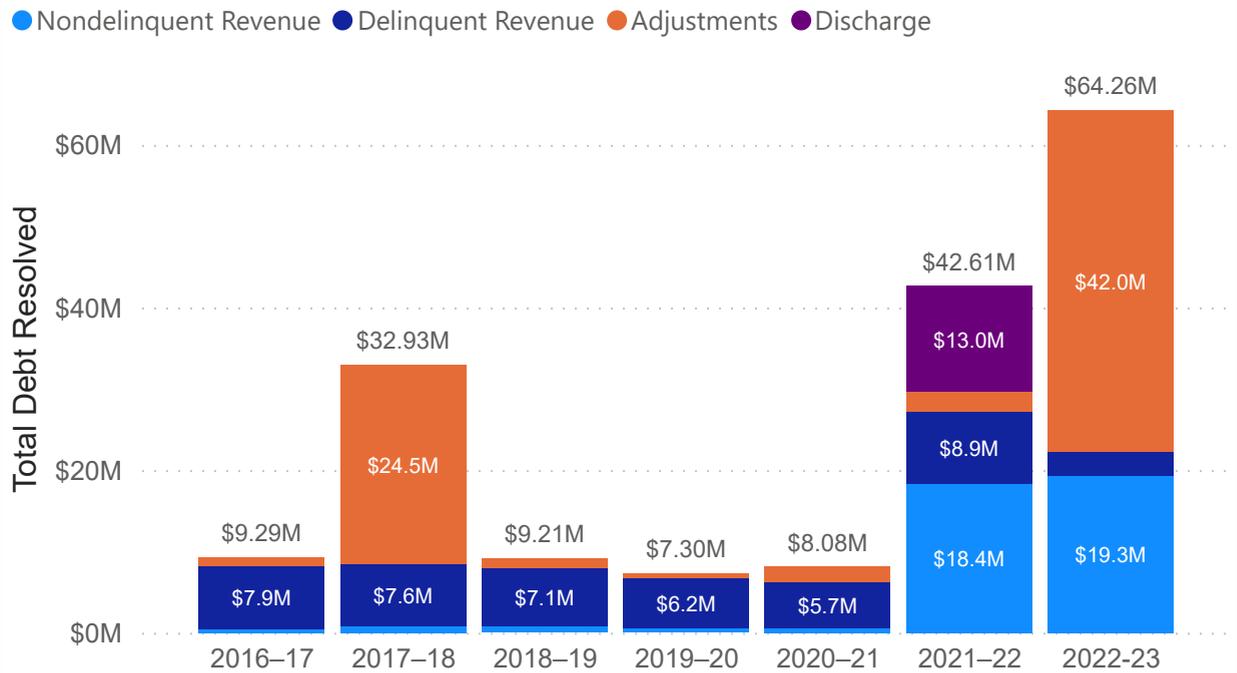
Positive Needs Improvement No Data

Court San Mateo	Default Rate Current Prior Combined 50% 19% 50%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 67,783	No. of Delinquent Cases Reported 105,833	No. of Delinquent Cases With Payments 8,928
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Delinquent Revenue and Administrative Cost, 2016-17 to 2022-23



Total Court-Ordered Debt Resolved, 2016-17 to 2022-23



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	\$360,993	\$35,155	\$90,248	\$8,789	-	-	-	-
Intrabranh	\$2,271,145	\$270,102	\$567,786	\$67,526	-	\$42,007,946	-	-
Other	-	-	-	-	-	-	-	-
Total	\$2,632,138	\$305,257	\$658,034	\$76,315	-	\$42,007,946	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$2,213,238	6,786	\$553,310
2 - Written Notice(s)	\$328,008	1,033	\$82,002
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$396,149	1,109	\$99,037
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,937,395	8,928	\$734,349

Santa Barbara: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Barbara County and the County of Santa Barbara. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Santa Barbara collections program, the drop in the Current Period Collector Effective Index and First Year Resolution rates can mostly be attributed to Assembly Bill 199. There was a decrease in the Prior Period Collector Effective Index due to an abnormal number of cases from 2020–21, due to pandemic backlog. There was slight increase in Combined Cost to Referral Ratio due to increased program costs. The program discharged \$4.3 million in uncollectable debt and processed \$16.7 million in adjustments due to AB 199. There was a 2 percent improvement in the program's Risk Monitor metric.

The court was unable to extract from its case management system (CMS) all the information required per Government Code section 68514, specifically regarding the court's collection activities and ability to pay (data is either unavailable or unreliable). Because the Franchise Tax Board Court-Ordered Debt (FTB-COD) program reports the number of payments and not cases with payments received, payments received by FTB-COD could not be reconciled to an individual case in the court's CMS, therefore those cells were left blank. The FTB-COD was unable to provide information for Columns K and V, those cells are also blank. The court is still working with its case management system vendor and other courts to resolve these reporting limitations.

The county department (Probation) has not been able to accurately determine account balances or the number of accounts due to software "balance sheet" reporting limitations. The periods in the collections system do not close resulting in data being applied retroactively, resulting in unreliable data, and there is currently no estimated time by which this problem will be resolved. However, the actual amounts collected and cost of collections ties to financial systems and is periodically audited. Probation does not have a comprehensive collection program therefore, Column F is not applicable.

The program did not have non-delinquent collections to report for Prior Period. All non-delinquent collections is captured in the Current Period. Probation's collections software is unable to produce a report separating payments between newly established debt and previously established debt, so the total amount of gross revenue collected is included in Row 14, Columns M, N, and P, resulting in a variance in the beginning balance. At this time, Probation has not established a discharge from accountability process.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Santa Barbara ▼	\$77,042,109	\$9,417,055	\$4,042,797	\$1,380,980	\$16,711,204	\$4,342,452

2022-23 Collections Individual Program Report

Population
446,369

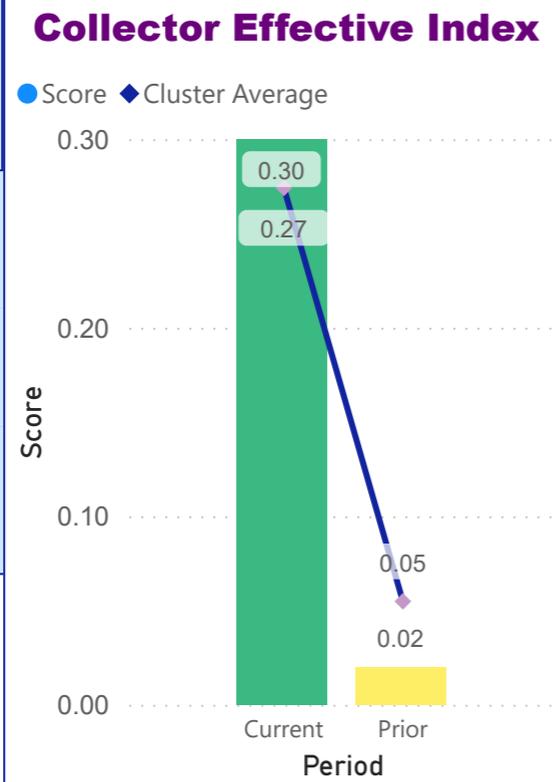
Judges
21

Commissioners
3.00

Best Practices Engaged
21/22

Collections Activities Performed
16/16

Cluster
3

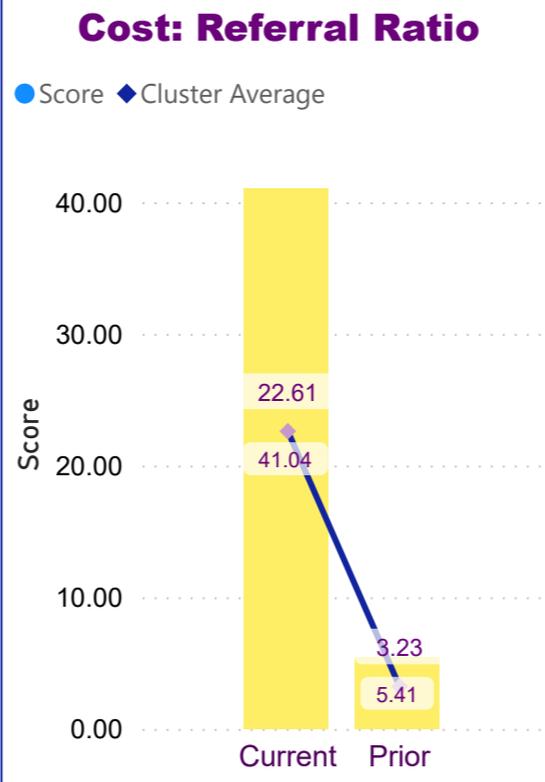


Collector Effective Index

Period	Score	Cluster Average
Current	0.30	0.27
Prior	0.02	0.05
Combined	0.05	0.08

First-year Resolution Rate

Score	Cluster Average
0.30	0.31



Cost: Referral Ratio

Period	Score	Cluster Average
Current	41.04	22.61
Prior	5.41	3.23
Combined	9.22	5.01

Risk Monitor

Score	Cluster Average
0.46	0.58

Adjustment Score

Score	Cluster Average
163.61	183.23

Discharge Score

Score	Cluster Average
42.52	45.09

Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.31	0.35	0.32	0.32	0.31	0.33
Private Agency	0.13	0.18	0.30	0.30	0.56	0.27
FTB-COD	0.15	0.15	0.15	0.20	0.15	0.19

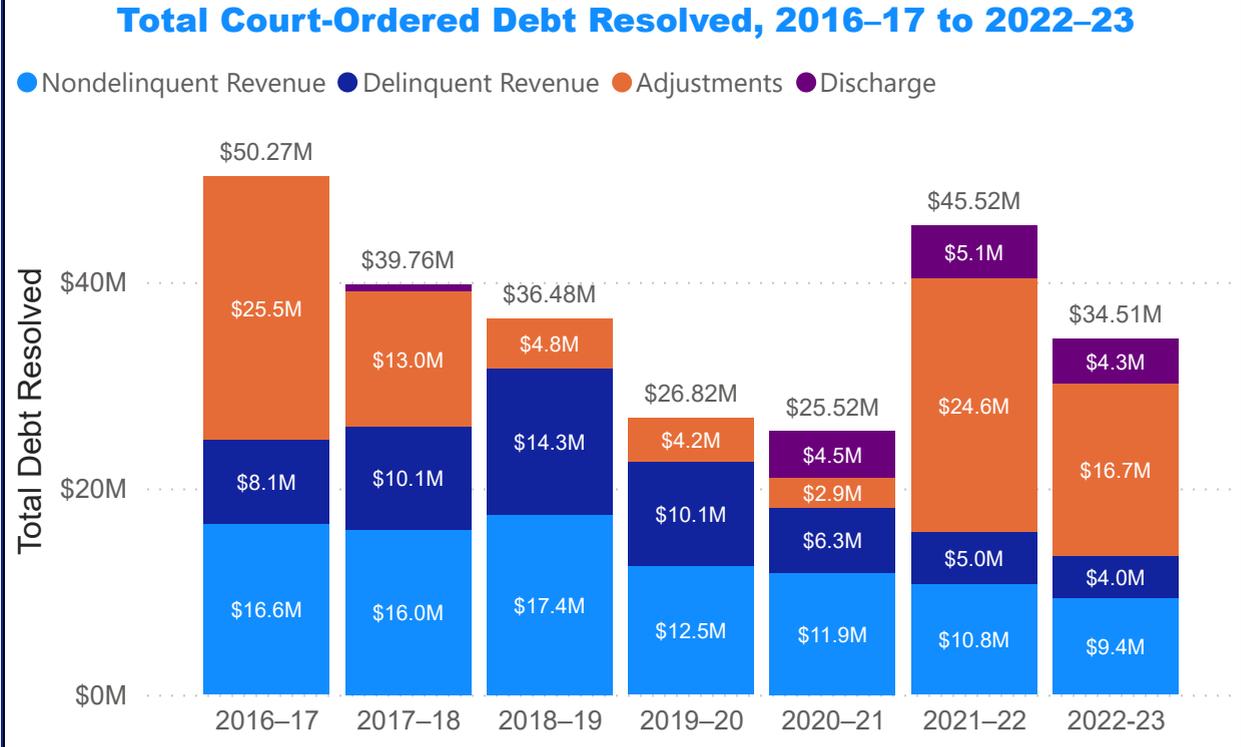
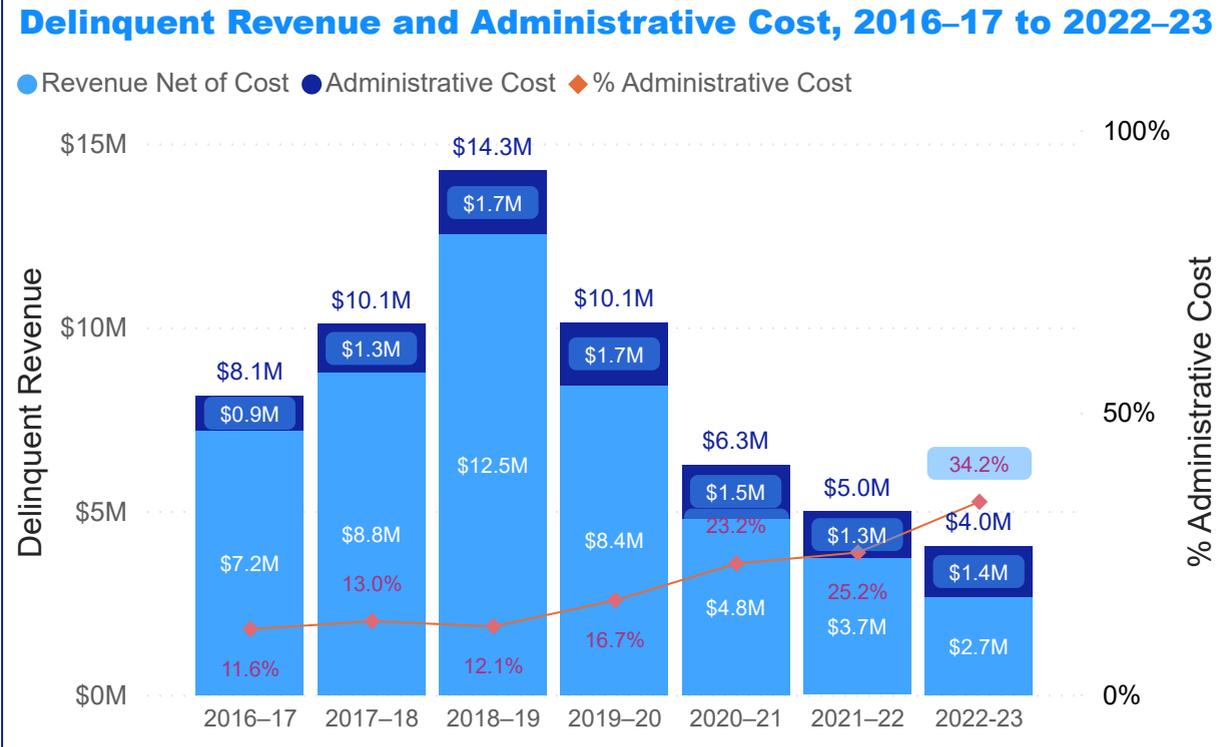
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Santa Barbara	Default Rate Current Prior Combined 36% 49% 46%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 18,781	No. of Delinquent Cases Reported 149,745	No. of Delinquent Cases With Payments 7,014
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,714,418	-	\$535,330	-	-	-	-	\$813,741
County	-	\$130,999	-	-	-	-	-	-
Private Agency	\$502,313	\$769,353	\$65,700	\$641,094	\$60,004	\$16,651,200	\$234,304	\$3,294,407
FTB-COD	\$373,704	\$552,009	\$56,056	\$82,801	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$2,590,435	\$1,452,361	\$657,085	\$723,895	\$60,004	\$16,651,200	\$234,304	\$4,108,148

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$10,849	26	\$2,066
2 - Written Notice(s)	\$27,949	66	\$5,297
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,232,868	4,218	\$32,702
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$1,271,666	4,310	\$40,064

Santa Clara: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Santa Clara County and the County of Santa Clara. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Santa Clara collections program, the county adjusted over 19,000 accounts, with the value of \$5.6 million, in compliance with Assembly Bill 199. This year's adjustment amount of \$16.4 million decreased by \$7.7 million in comparison to last year's adjustment of \$24.1 million. A total of \$7.5 million in eligible debt was discharged from accountability. Current year referrals of \$19.2 million declined by \$6.1 million compared to last year's \$25.3 million referrals. The collections amount of \$10.3 million decreased by \$1.6 million compared to last year collections of \$11.9 million. The ongoing justice reform efforts through reduction and/or elimination of fines and fees have a corresponding negative impact on collections. However, the Franchise Tax Board Court-Ordered Debt and Interagency Intercept Collections programs increased by 16 percent, or \$181,323, to \$1,312,263, compared to \$1,130,940 last year. The court reported the purge of \$69 million in outstanding case balances per standing orders; \$39.7 million under Government Code section 68152, \$742,000 in fees repealed by AB 177, and \$28.6 million in civil assessments vacated by AB 199. Purged debt only includes traffic and criminal cases (i.e. not civil, juvenile dependency, etc.)

According to the county, activities described are performed simultaneously or sequentially which makes it difficult to know which action or effort caused the amount collected or its associated cost, as such, the data requested is unavailable. The county has procured a new collection system, Impact from CSS, Inc.; implementation and go-live plans were extended to 2024.

Due to systems limitations, the program was unable to report certain data required by Government Code section 68514; the report was completed to the best of the program's ability with the current systems in place.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Santa Clara ▼	\$96,770,337	\$19,199,264	\$20,905,521	\$3,337,991	\$85,477,986	\$7,445,190

2022-23 Collections Individual Program Report

Cluster
4

First-year Resolution Rate
Score Cluster Average
0.25 0.21

Risk Monitor
Score Cluster Average
0.13 0.54

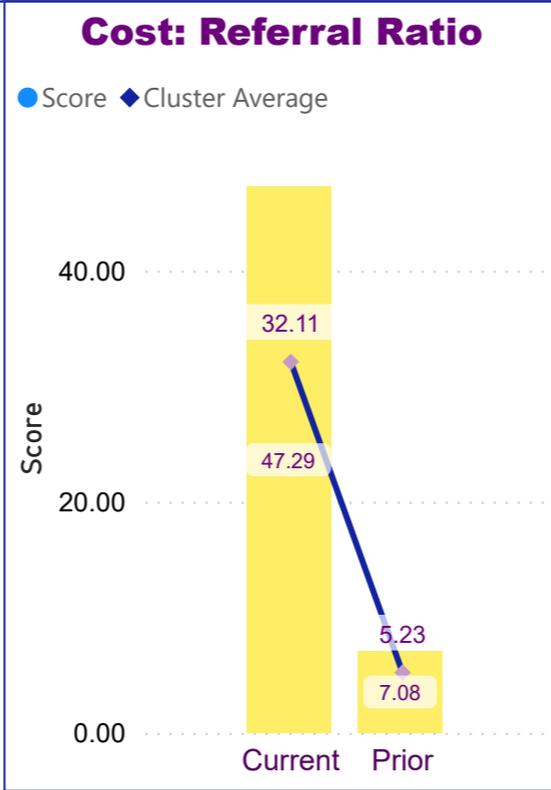
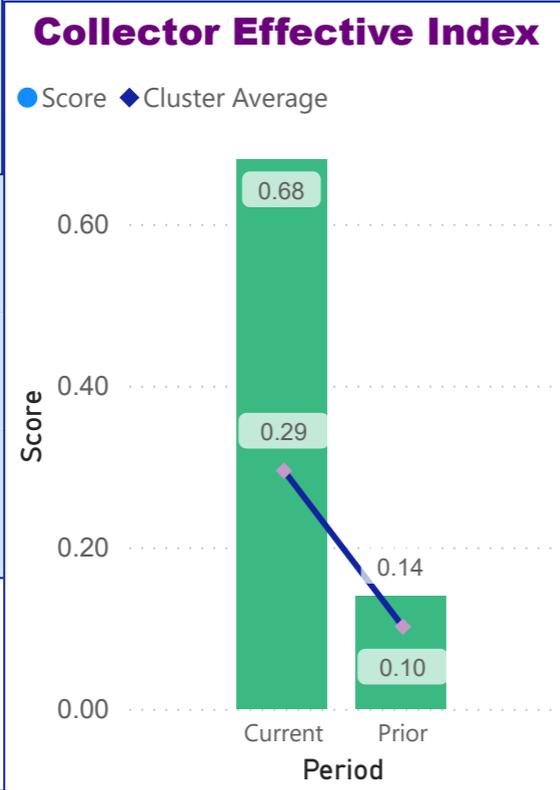
Adjustment Score
Score Cluster Average
405.88 316.13

Discharge Score
Score Cluster Average
35.35 28.53

Population
1,877,528

Judges
77

Commissioners
5.00



Spend Efficiency Score

Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	0.10	0.37	0.10	0.29	0.10	0.33
County	0.22	0.82	0.22	0.63	0.22	0.69
FTB-COD	0.15	0.18	0.15	0.20	0.15	0.20
FTB-IIC	0.20	0.09	0.20	0.03	0.20	0.03
Intrabran	0.20	0.20	0.20	0.20	0.20	0.20

Best Practices Engaged
21/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.68	0.29
Prior	0.14	0.10
Combined	0.16	0.12

Cost: Referral Ratio

Period	Score	Cluster Average
Current	47.29	32.11
Prior	7.08	5.23
Combined	8.58	8.05

Dashboard Comments

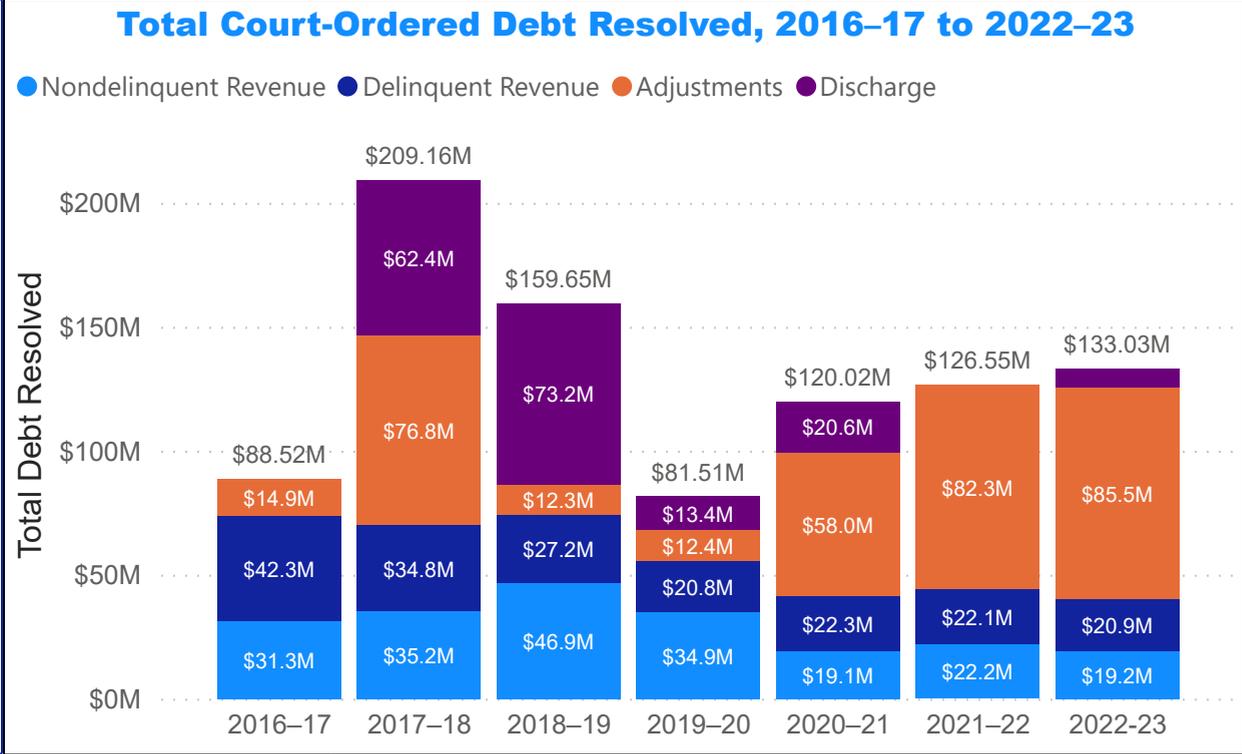
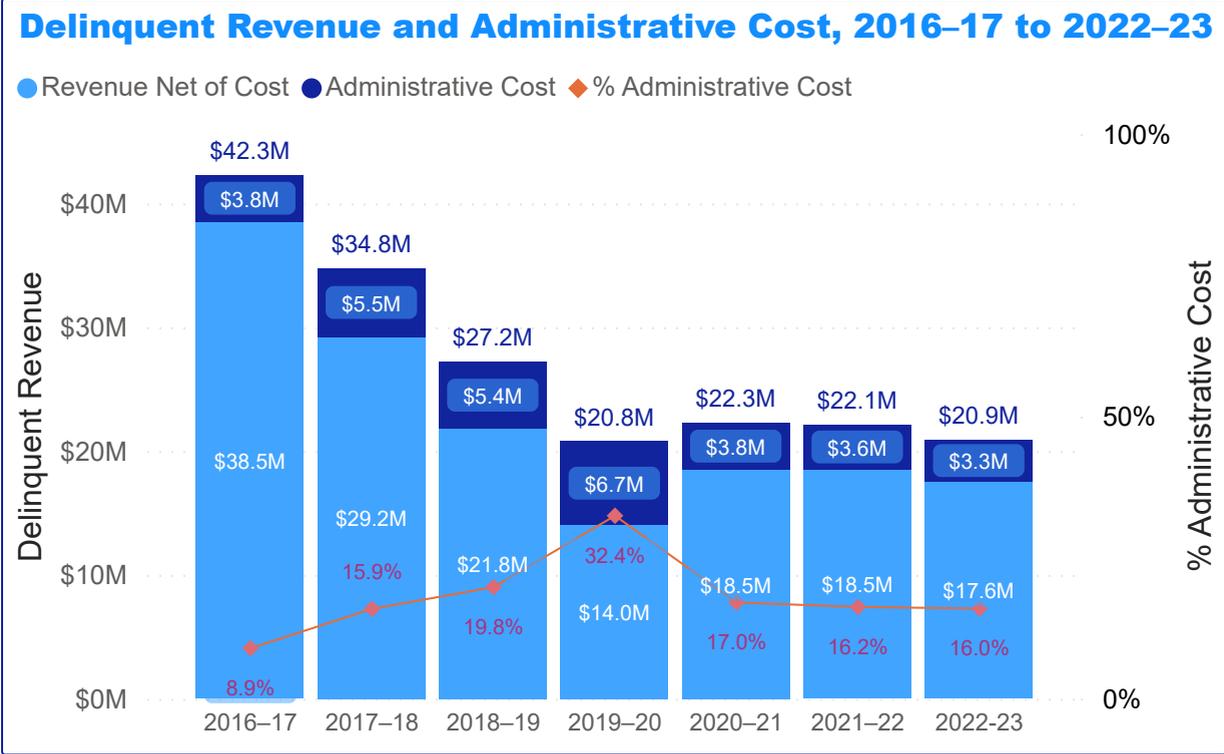
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
14/16

Performance Metrics Key

Positive Needs Improvement No Data

Court Santa Clara	Default Rate Current Prior Combined 0% 10% 9%		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 100,524	No. of Delinquent Cases Reported 388,973	No. of Delinquent Cases With Payments 60,882
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$633,621	\$8,904,027	\$65,039	\$864,089	-	\$23,155,856	-	-
County	\$2,650,689	\$6,337,615	\$589,382	\$1,409,171	\$1,576,688	\$12,381,404	-	\$6,134,817
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$204,713	\$1,107,550	\$30,707	\$166,133	\$202,058	\$2,297,511	-	\$1,310,373
FTB-IIC	-	\$515,865	-	\$103,173	-	-	-	-
Intrabranh	\$1,592	\$549,849	\$318	\$109,979	-	\$45,864,469	-	-
Other	-	-	-	-	-	-	-	-
Total	\$3,490,615	\$17,414,906	\$685,446	\$2,652,545	\$1,778,746	\$83,699,240	-	\$7,445,190

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$493,682	2,317	\$98,736
2 - Written Notice(s)	\$57,759	306	\$11,552
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,312,263	18,538	\$196,840
6 - FTB-IIC	\$515,865	1,755	\$103,173
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,379,569	22,916	\$410,301

Santa Cruz: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Santa Cruz collections program, Assembly Bill 199 significantly reduced the amount of delinquent collectible debt, which resulted in lower delinquent collections. However, the percentage collections of total delinquent debt in 2022–23 increased by 19.5 percent when compared to 2021–22.

The information required in the ability to pay (ATP) section of the Annual Financial Report is currently unavailable from our court's case management system. The report that will provide the information in the future is currently being developed. The program tried to have the data recreated but unfortunately this was not tracked in a matter that was useful for this data.

Also, the movement of debt between collections programs was corrected using the transfer worksheet as directed. Additionally, information on the number of victim restitution cases does not allow entry of negative numbers. A negative number may result in the number of cases established or referred column when more cases have been resolved than were established during the year.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Santa Cruz ▼	\$75,418,377	\$4,194,212	\$2,396,069	\$346,411	\$28,554,372	\$0

2022-23 Collections Individual Program Report

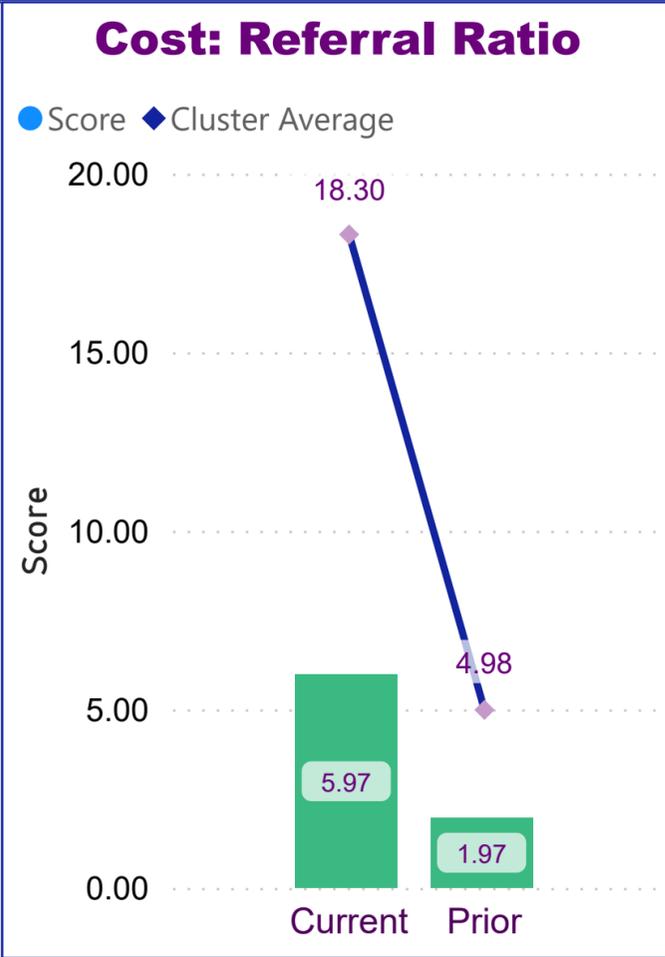
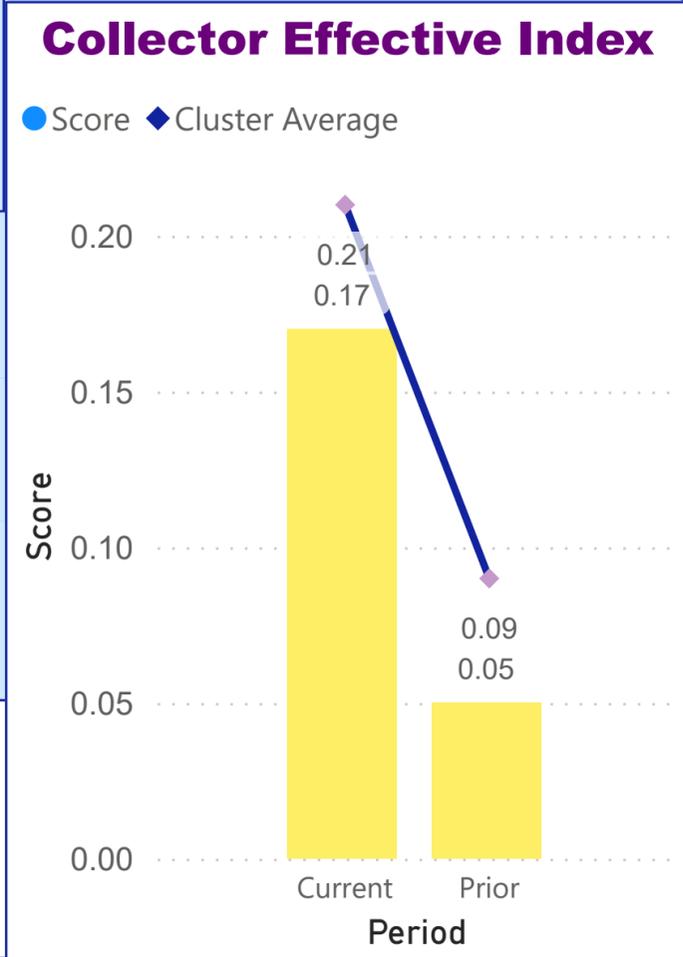
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.14 0.19

Risk Monitor
Score Cluster Average
0.30 0.57

Adjustment Score
Score Cluster Average
268.45 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score

Period	Program	Score	Current Cluster Average	Score	Prior Cluster Average	Score	Combined Cluster Average
	Private Agency	0.13	0.15	0.08	0.15	0.09	0.15
	FTB-COD	0.18	0.12	0.19	0.15	0.19	0.14

Population
266,183

Judges
12

Commissioners
1

Best Practices Engaged
21/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.17	0.21
Prior	0.05	0.09
Combined	0.06	0.10

Cost: Referral Ratio

Period	Score	Cluster Average
Current	5.97	18.30
Prior	1.97	4.98
Combined	2.16	6.60

Dashboard Comments

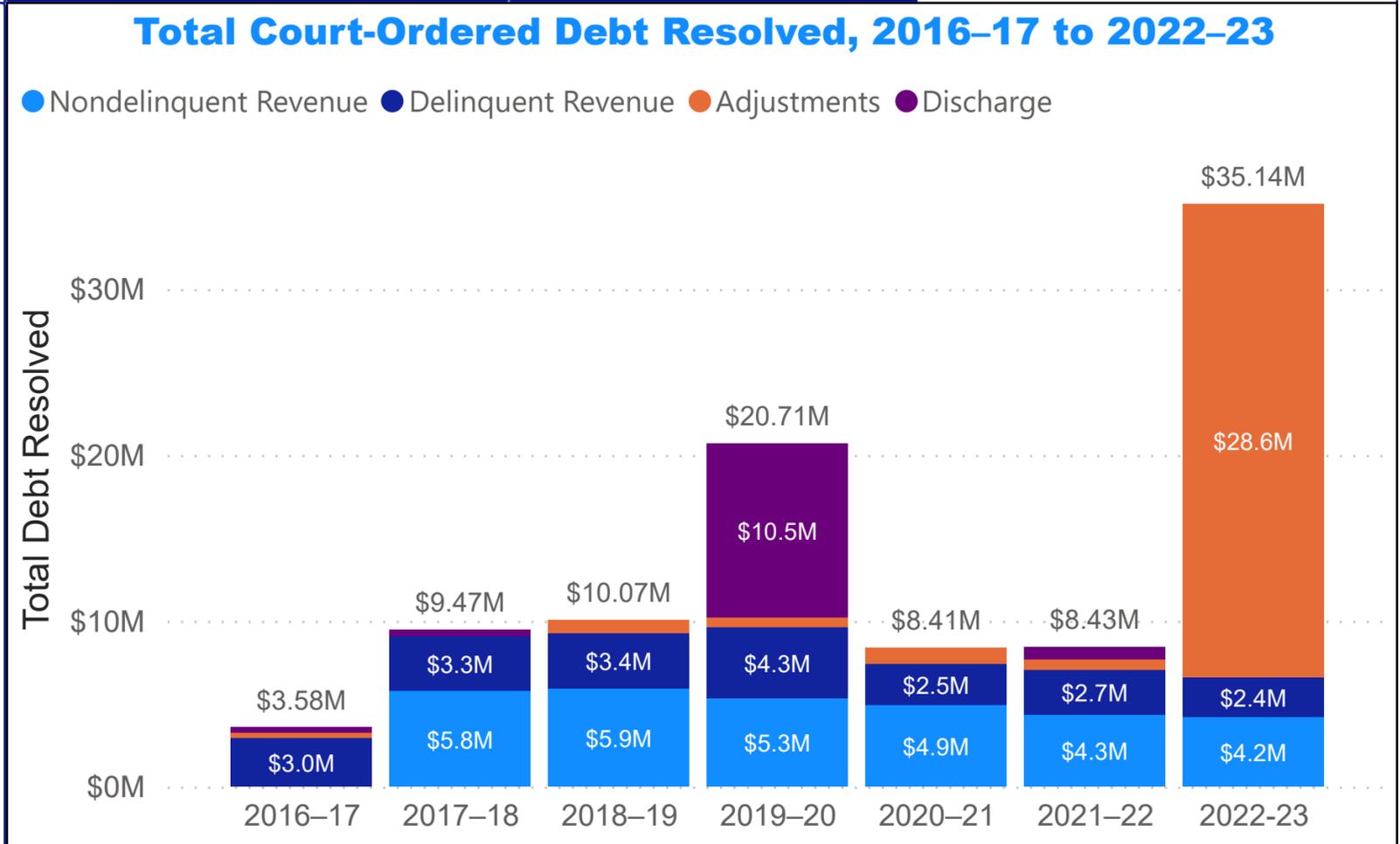
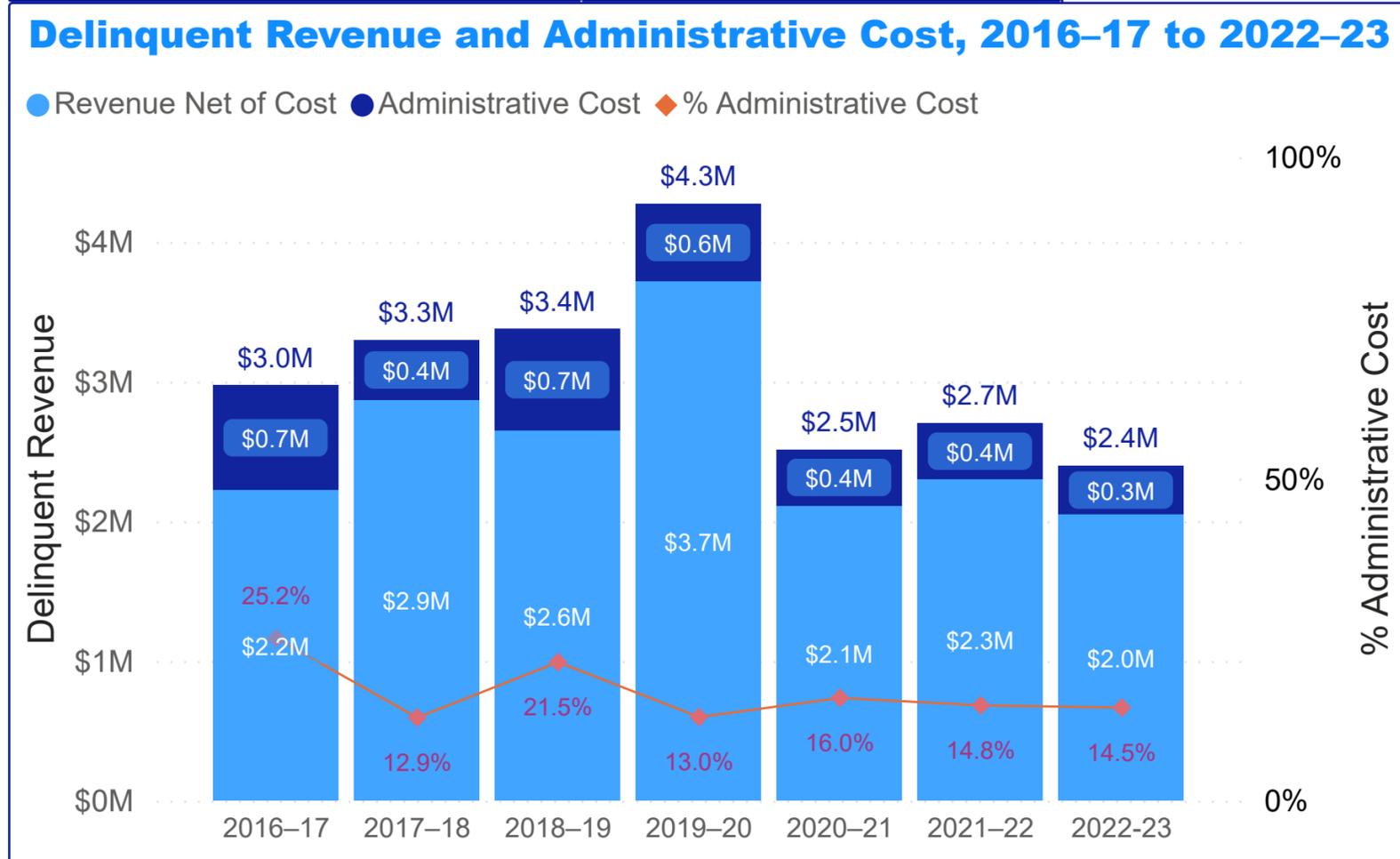
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
14/16

Performance Metrics Key

▼	Positive	Needs Improvement	No Data
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Court Santa Cruz	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 24,768	No. of Delinquent Cases Reported 160,600	No. of Delinquent Cases With Payments 8,868.00
	31%	35%	35%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$306,740	\$780,684	\$38,395	\$62,345	\$198,118	\$24,322,976	-	-
FTB-COD	\$33,512	\$1,275,133	\$6,182	\$239,489	\$7,349	\$4,025,929	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$340,252	\$2,055,817	\$44,577	\$301,834	\$205,467	\$28,348,905	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,308,645	4,894	\$245,671
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$1,087,424	3,812	\$100,740
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$2,396,069	8,706	\$346,411

Shasta: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Shasta collections program, collections have been significantly impacted by Assembly Bills 1869 and 177.

In April of 2022, the court's collections program converted from a legacy case management system to a more modern case management system. We continue to struggle with configuring the new case management system (CMS) to pull all the required data. There is an unknown \$495.54 difference between the CMS transaction report and the database queries to populate total collections for the collections report. We are not able to extract collection information based on collections activity. Collection amounts in the reporting year include amounts related to prior year activities, especially the Franchise Tax Board Interagency Intercept Collections program. More significantly, most cases have multiple activities. We have divided the collections activities and the corresponding cost of collections proportionally based on case counts for each type of activity. The current program cannot provide Ability to Pay information requested in the report.

The court had \$555,898.06 in adjustments to victim restitution balances. The reasons for this vary and are ongoing. The most significant reason is the discrepancies with converted data pulled into our new case management system. However, there is no place in the Victim Restitution section to report adjustments. The court is combining the adjustments with the beginning value of cases, so the ending value of cases is accurate.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Shasta ▼	\$251,288,642	\$3,244,073	\$7,628,098	\$686,760	\$663,206	\$0

2022-23 Collections Individual Program Report

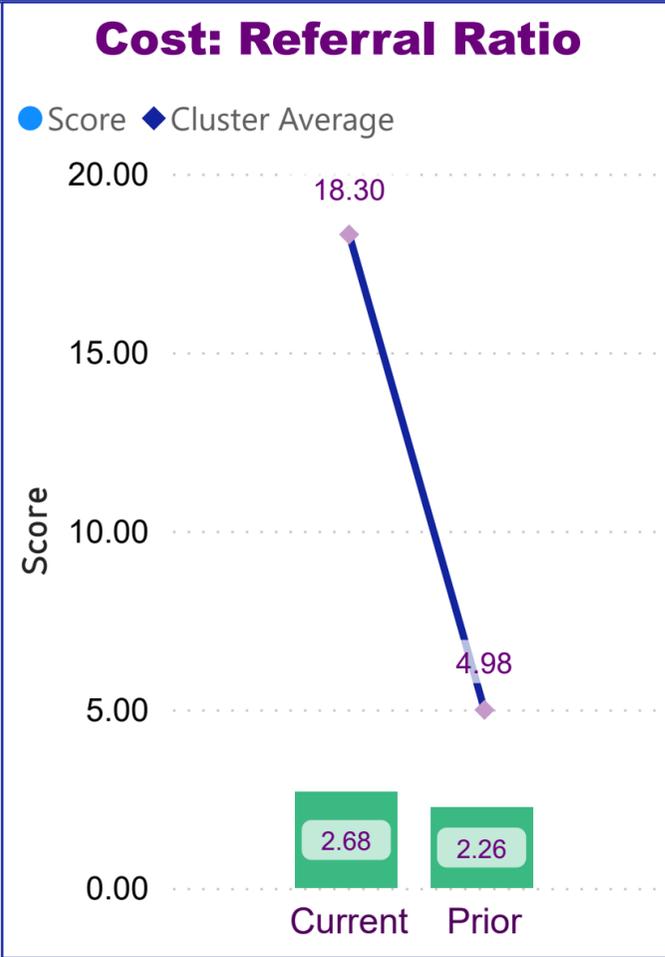
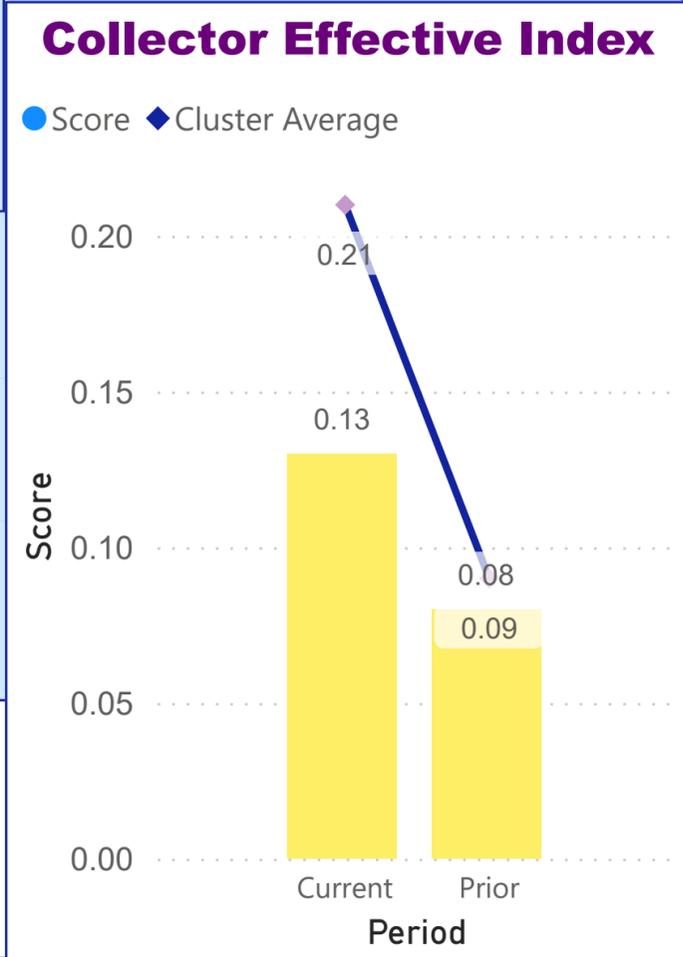
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.07 0.19

Risk Monitor
Score Cluster Average
0.84 0.57

Adjustment Score
Score Cluster Average
2.55 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Score	Prior Cluster Average	Score	Combined Cluster Average
Court	0.00	0.24	0.09	0.22	0.07	0.23
Private Agency	0.00	0.15	0.05	0.15	0.05	0.15
FTB-COD	0.09	0.12	0.15	0.15	0.11	0.14
FTB-IIC	0.00	0.01	0.12	0.06	0.12	0.06

Population
179,455

Judges
11

Commissioners
2.00

Best Practices Engaged
20/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.13	0.21
Prior	0.08	0.09
Combined	0.09	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	2.68	18.30
Prior	2.26	4.98
Combined	2.34	6.60

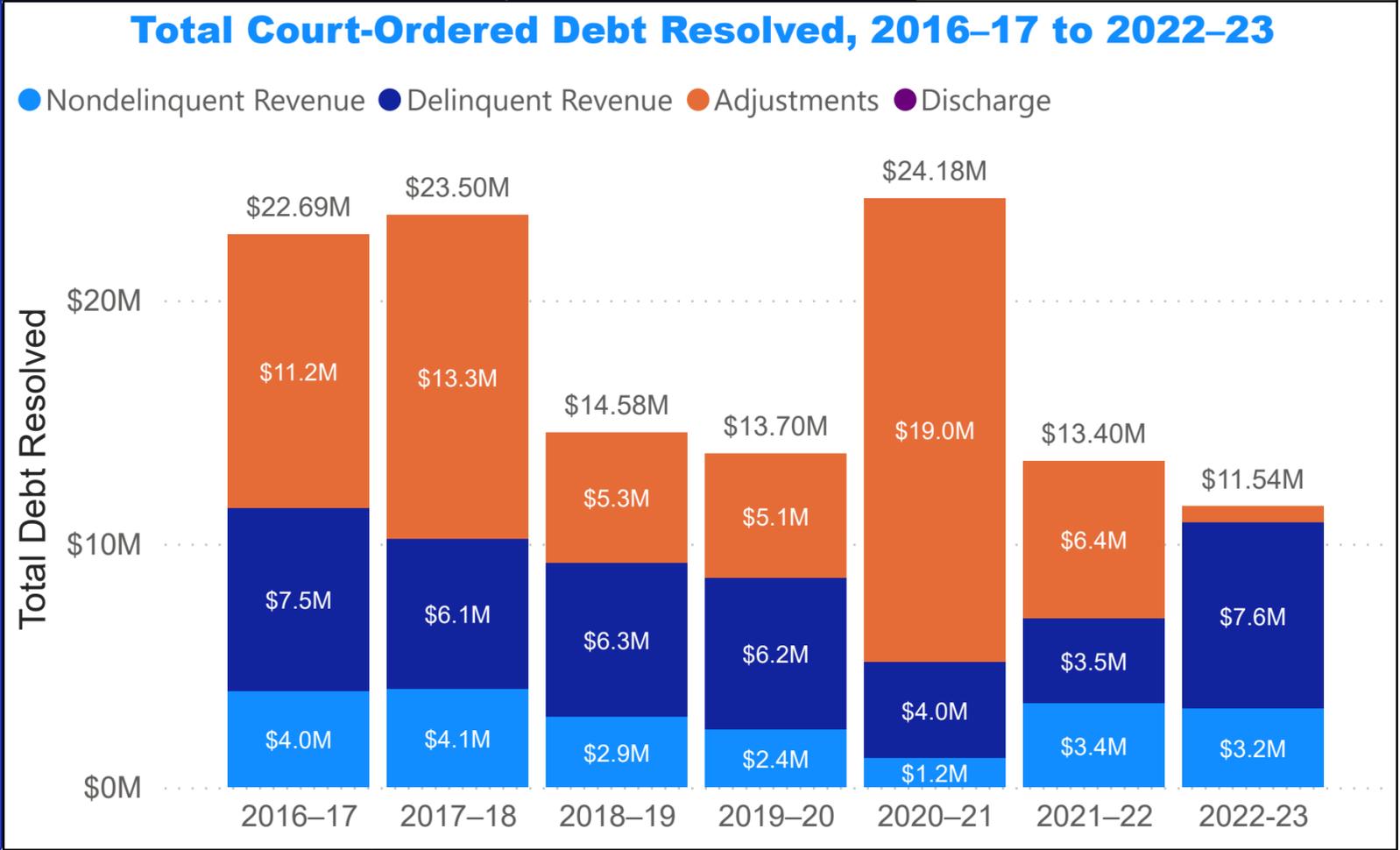
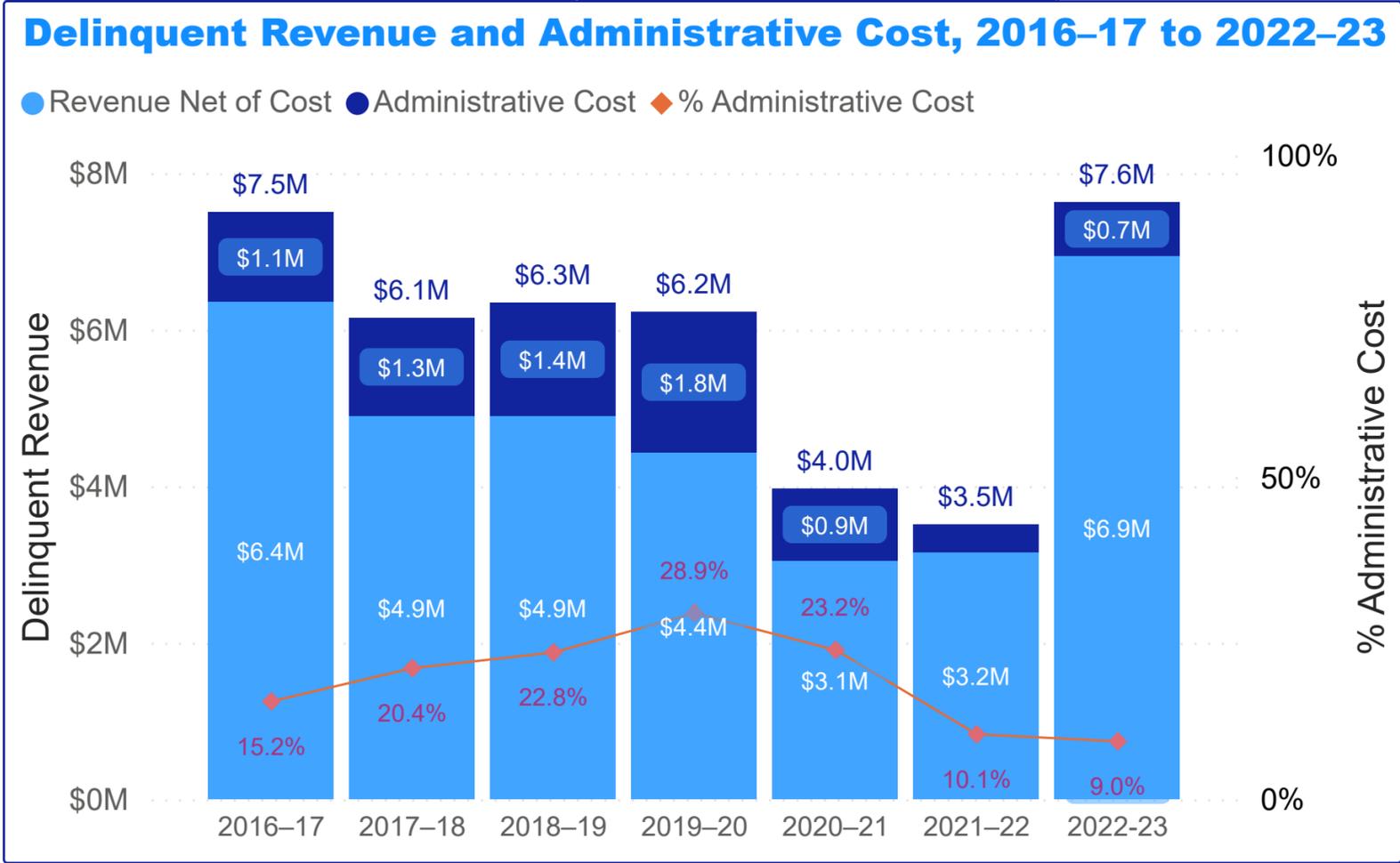
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
14/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court Shasta	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 10,233	No. of Delinquent Cases Reported 293,852	No. of Delinquent Cases With Payments 25,409.00
	33%	86%	68%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$801,535	\$2,755,171	\$1,448	\$240,662	\$117,754	\$40,331	-	-
County	-	-	-	-	-	-	-	-
Private Agency	\$0	\$165,474	\$0	\$7,579	\$81	\$67,632	-	-
FTB-COD	\$1,607,095	\$666,934	\$140,597	\$101,254	\$248,678	\$35,707	-	-
FTB-IIC	\$0	\$1,631,890	\$0	\$195,220	\$0	\$153,023	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$2,408,629	\$5,219,469	\$142,045	\$544,716	\$366,513	\$296,693	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,308,999	13,419	\$89,106
2 - Written Notice(s)	\$1,662,612	17,044	\$113,177
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	\$585,094	5,998	\$39,828
5 - FTB-COD	\$2,274,028	45,281	\$241,851
6 - FTB-IIC	\$1,631,890	5,982	\$195,220
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$165,474	41,668	\$7,579
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$7,628,098	129,392	\$686,760

Sierra: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

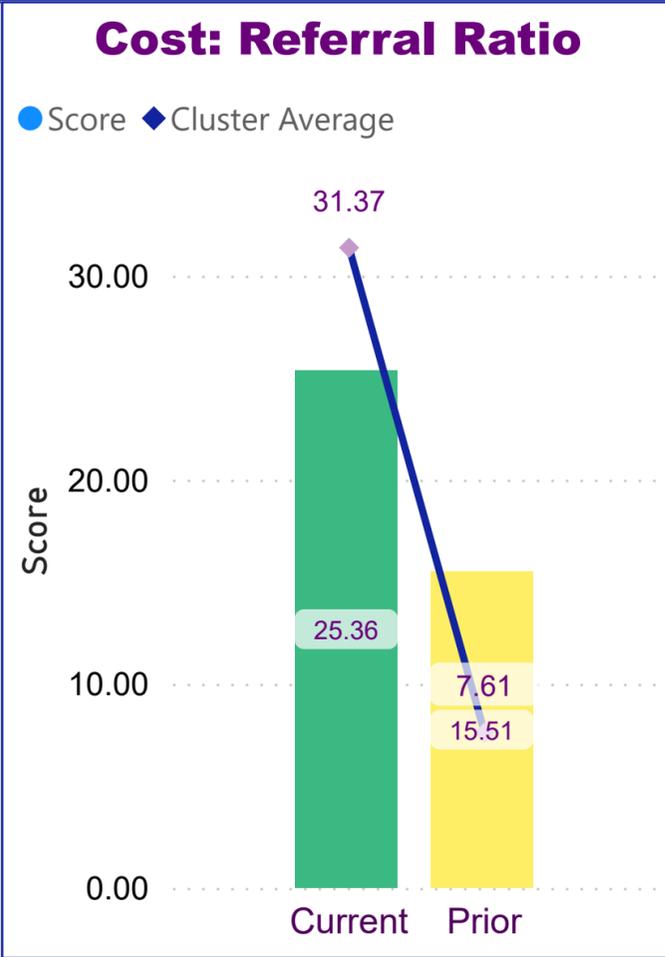
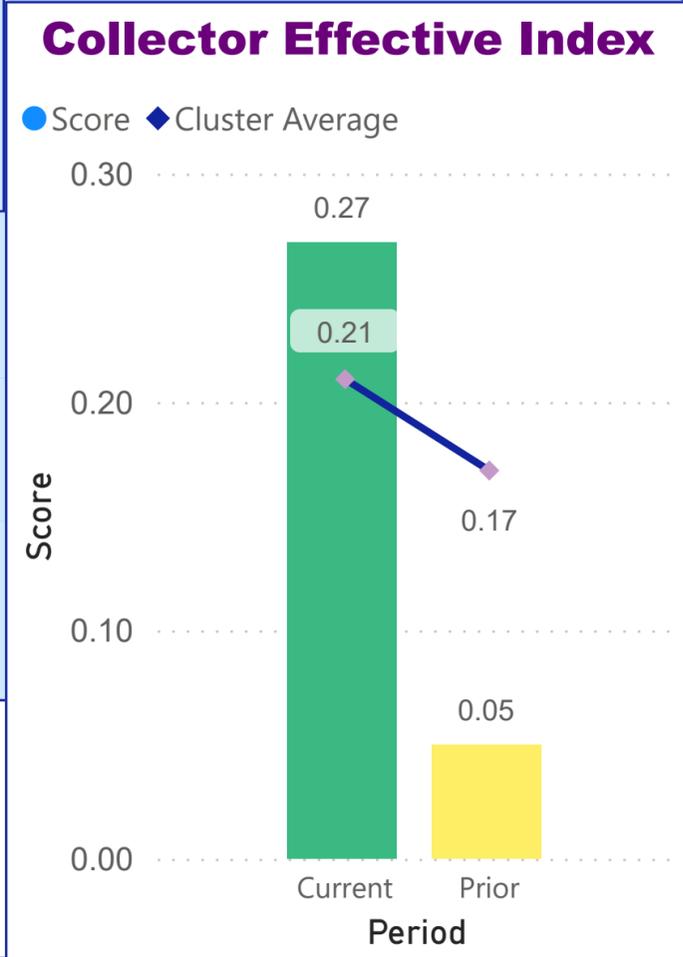
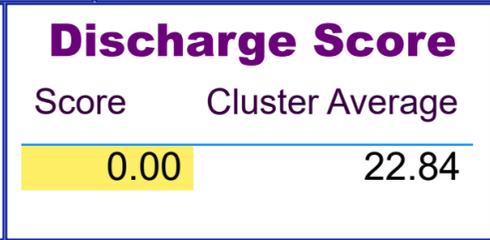
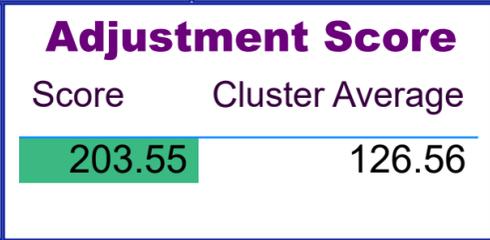
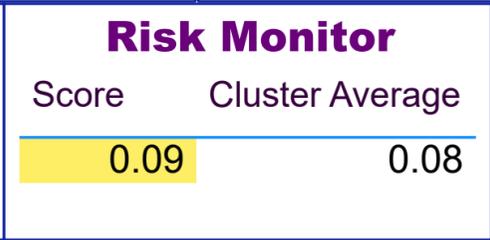
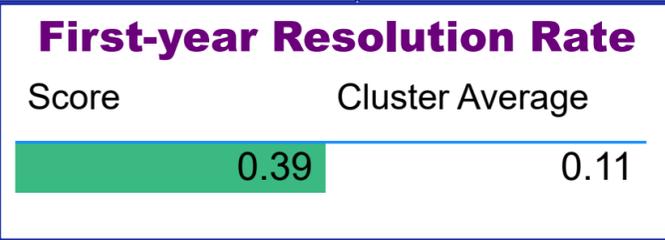
According to the Sierra collections program, the court does not have the capability to provide results per collection activity. The case management systems' reporting limitations extends to the inability to separate total non-delinquent collections between current and prior periods. It is not possible for the court to report the number of cases that made payments for the court program in the prior period. Total collection amounts were entered under the current period. Assembly Bill 199 comprised \$91,246 of the overall amount of adjustments. Victim restitution section was corrected to reflect the accurate number of cases and beginning value as of July 1, 2022. The number of cases and ending balance for 2022–23 is correct at 23 and \$315,153.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Sierra ▼	\$402,001	\$98,904	\$73,184	\$16,664	\$121,445	\$0

2022-23 Collections Individual Program Report

Cluster
1



Spend Efficiency Score

Period	Program	Score	Current Cluster Average	Prior Cluster Average	Score	Cluster Average	Combined Score	Cluster Average
Court		0.22	0.45	0.22	0.18	0.22	0.26	
FTB-IIC		0.25	0.00	0.25	0.14	0.25	0.14	
Intrabran		0.25	0.21	0.25	0.24	0.25	0.24	

Population
3,192

Judges
2

Commissioners
0.30

Best Practices Engaged
15/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.27	0.21
Prior	0.05	0.17
Combined	0.07	0.16

Cost: Referral Ratio

Period	Score	Cluster Average
Current	25.36	31.37
Prior	15.51	7.61
Combined	16.21	9.38

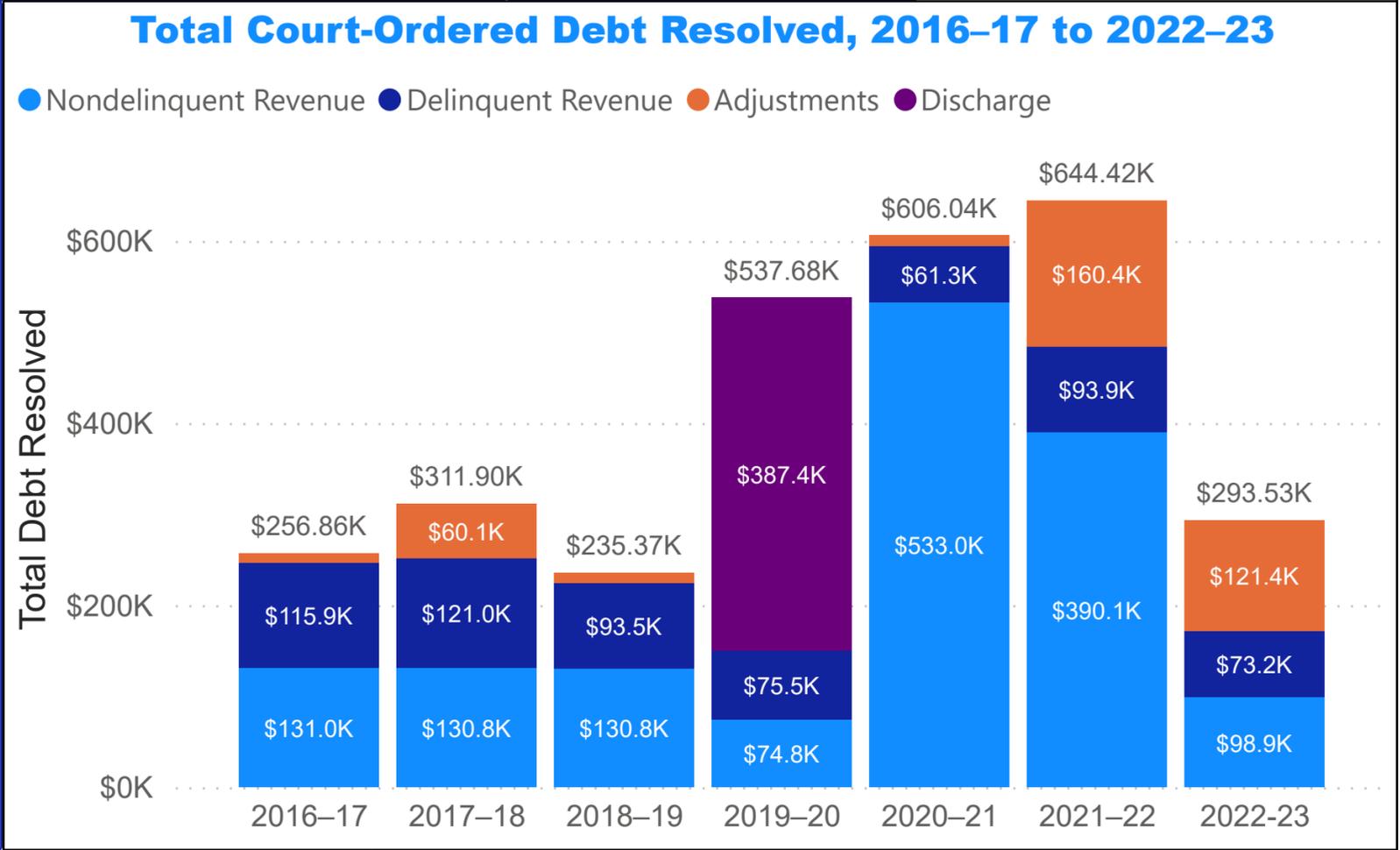
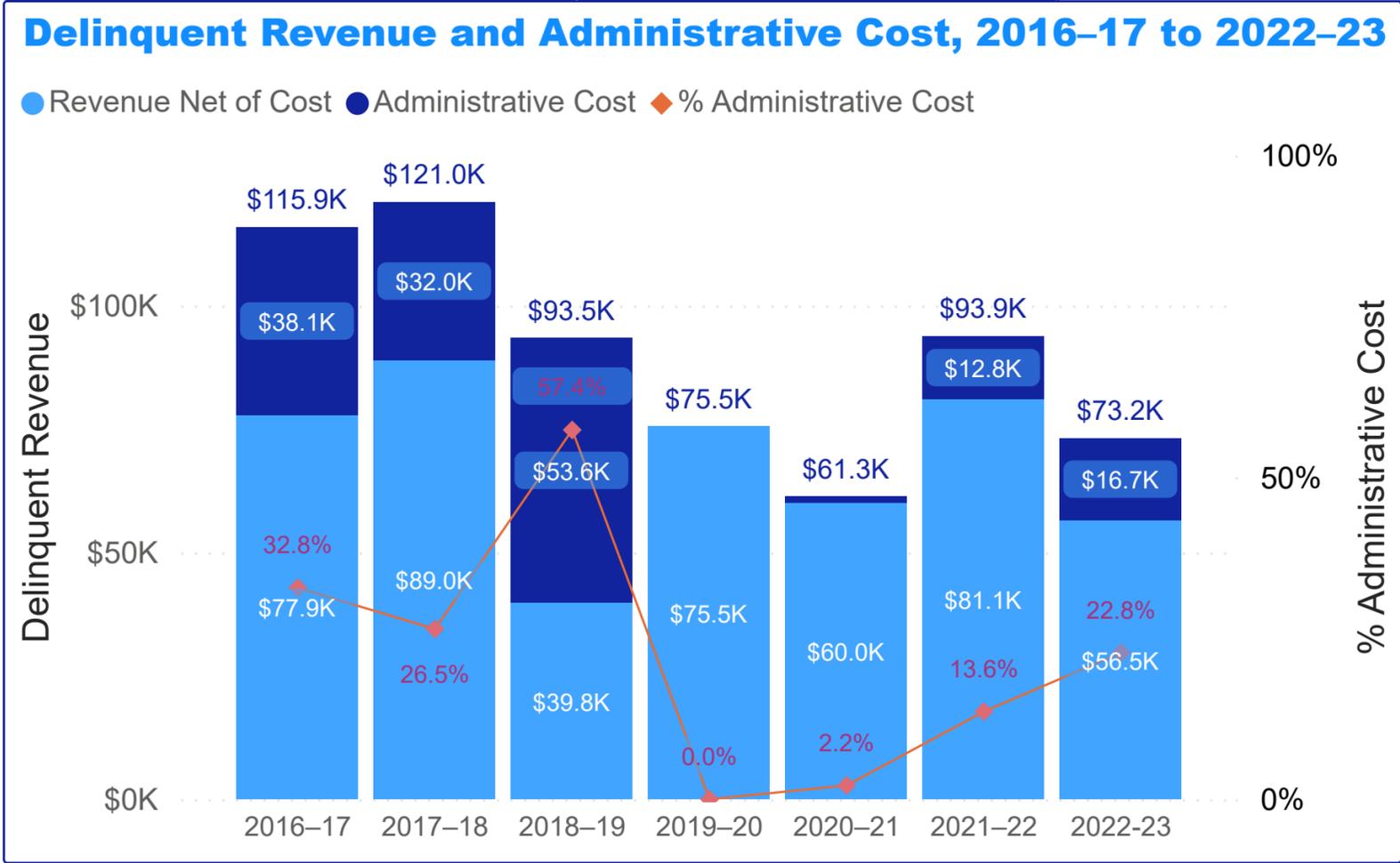
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
11/16



Court Sierra	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 734	No. of Delinquent Cases Reported 1,028	No. of Delinquent Cases With Payments 69.00
	80%	85%	82%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$5,121	\$54,631	\$1,141	\$12,165	\$12,174	\$109,271	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	\$4,069	-	\$1,017	-	-	-	-
Intrabranh	\$2,839	\$6,524	\$710	\$1,631	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$7,960	\$65,224	\$1,851	\$14,813	\$12,174	\$109,271	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$8,287	33	\$2,072
2 - Written Notice(s)	\$60,828	16	\$13,575
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$4,069	22	\$1,017
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$73,184	71	\$16,664

Siskiyou: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Siskiyou County and the County of Siskiyou. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Siskiyou collections program, the court went to a new case management system in November of 2022. The court is waiting on the vendor for the report to be complete, and as of this date nothing is finalized. We have included the data provided from our collection agency and the court was able to provide data for the cost of collections, as this is captured in a different system than the case management system, and the discharge from accountability amounts.

However, the court is unable to produce the remaining data requested on the reporting template, until the vendor finalizes the report in our case management system. Furthermore, the court is not able to report the ending balance for the number of cases in the inventory for any program. No data can be gathered for the Ability to Pay determination nor victim restitution sections. Also, the private collections agency works with the Franchise Tax Board Interagency Intercept Collections program; therefore, the court cannot provide further explanation on the results of the number reported by them.

The court had adjustments of \$9,172,513.60 for civil assessment that resulted from the implementation of AB 199.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Siskiyou ▼	\$13,664,119	Not Available	\$4,715,733	\$874,718	\$7,453,984	\$19,403,869

2022-23 Collections Individual Program Report

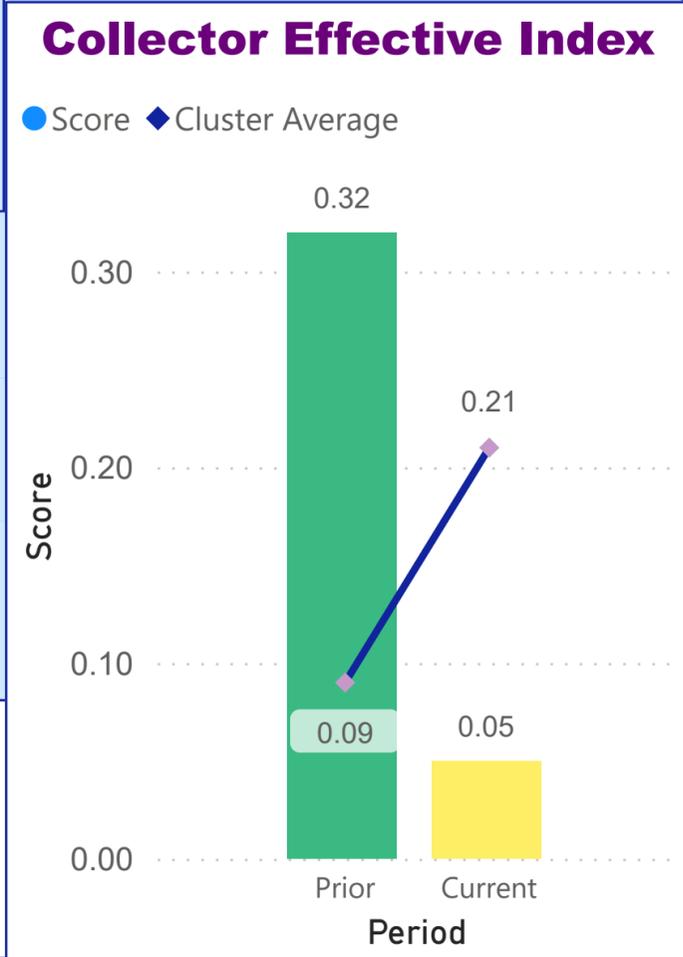
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.04 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
164.77 151.71

Discharge Score
Score Cluster Average
428.93 28.98



Spend Efficiency Score						
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Private Agency	0.08	0.15	0.13	0.15	0.12	0.15
FTB-IIC	0.06	0.01	0.06	0.06	0.06	0.06

Population
43,529

Judges
4

Commissioners
1.00

Best Practices Engaged
20/22

Collector Effective Index		
Period	Score	Cluster Average
Current	0.05	0.21
Prior	0.32	0.09
Combined	0.30	0.10

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	137.63	18.30
Prior	14.99	4.98
Combined	21.70	6.60

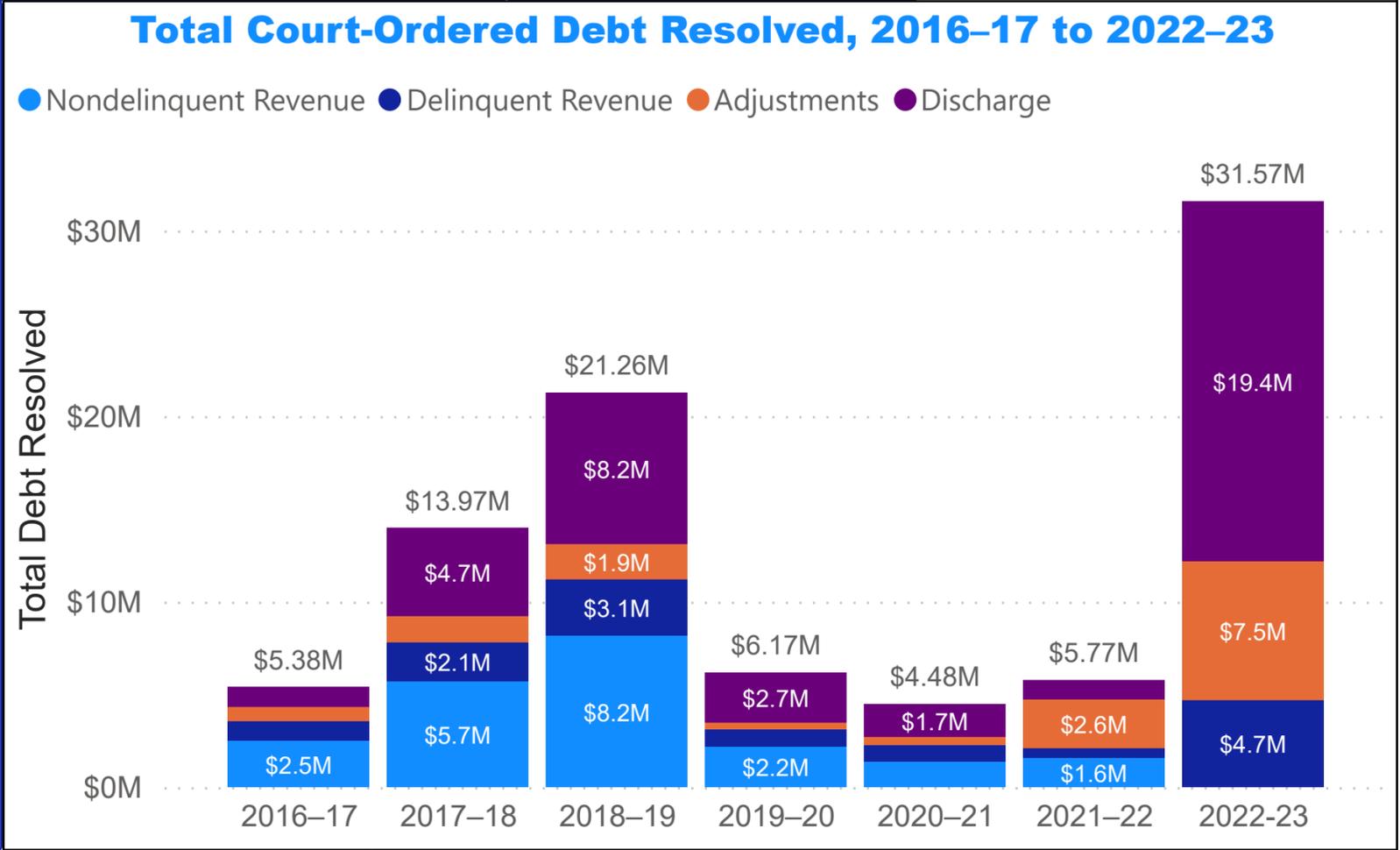
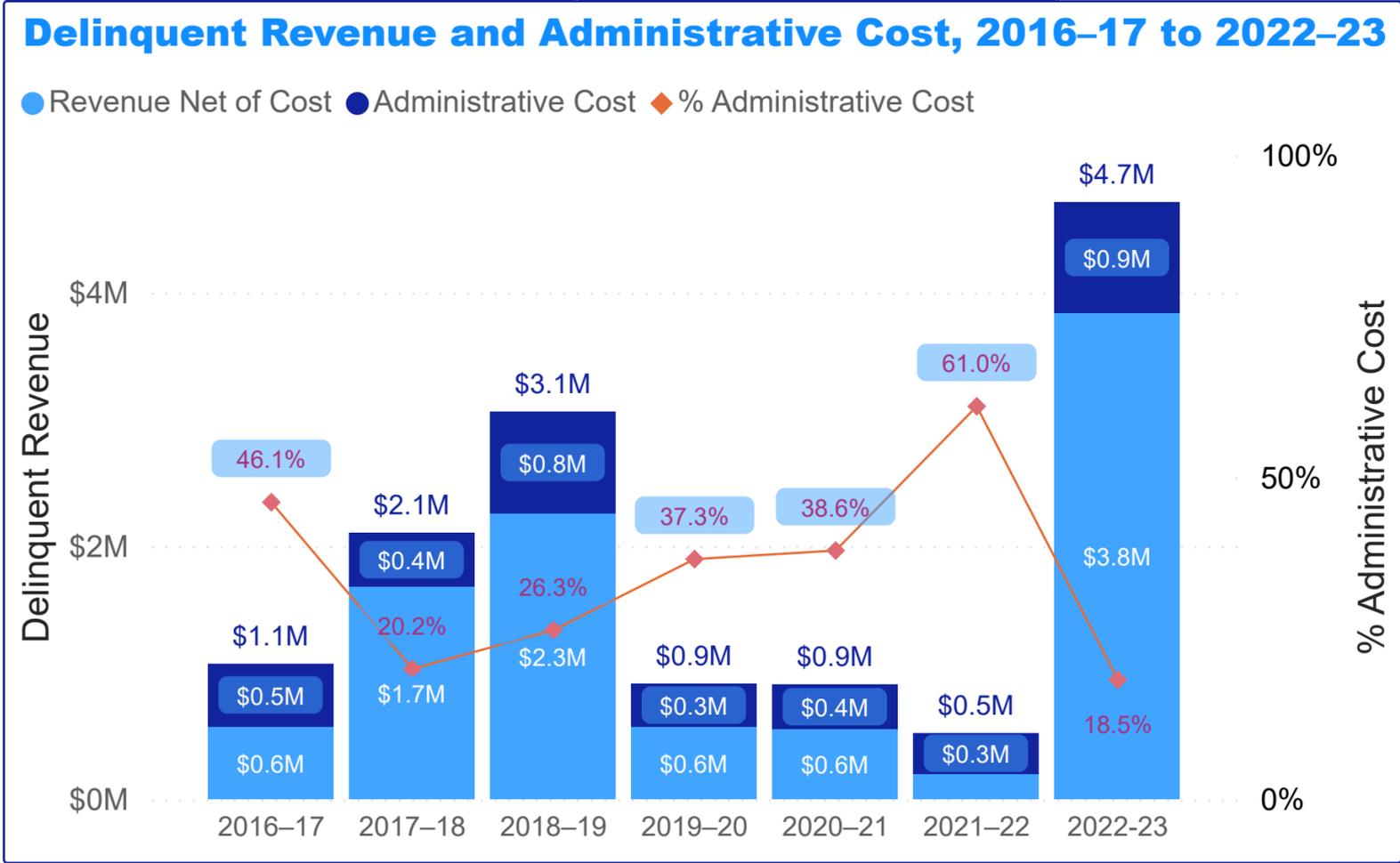
Dashboard Comments

Unable to confirm whether the ratios are accurate as the data of this workbook is not complete.

Collections Activities Performed
13/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Siskiyou"/>	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 40,312	No. of Delinquent Cases With Payments 12,287.00
	- 30% 20%					



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	\$299,692	-	-	-	-	\$4,242,373
County	-	-	-	-	-	-	-	-
Private Agency	\$48,690	\$4,474,799	\$3,790	\$560,348	\$15,577	\$7,438,407	\$32,514	\$15,115,730
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	\$192,244	-	\$10,888	-	\$0	-	\$13,252
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$48,690	\$4,667,043	\$303,482	\$571,236	\$15,577	\$7,438,407	\$32,514	\$19,371,355

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	\$299,692
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$48,690	-	\$3,790
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$48,690	-	\$303,482

Solano: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Solano County and the County of Solano. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Solano collections program, the county is not allocating cost to the collection program, therefore, no collection cost is reported. The court program reports it is not feasible to report the number of cases either delinquent or nondelinquent collections. The county program's data on cases established, value of cases in inventory, and cases making payments represent the county's total receivables not only delinquent accounts. The county's case management system does not make a distinction between current and delinquent accounts.

The information provided in the collection activities report reflect only those performed by the private agency. The entire collection program is not able to provide all information by collection activity required due to functionality limitation in the case management system. The total adjusted amount pursuant to Assembly Bill 199 was \$28,696,497.43.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Solano ▼	\$84,479,350	\$2,297,792	\$7,359,477	\$776,665	\$41,706,428	\$60,351,465

2022-23 Collections Individual Program Report

Population
443,548

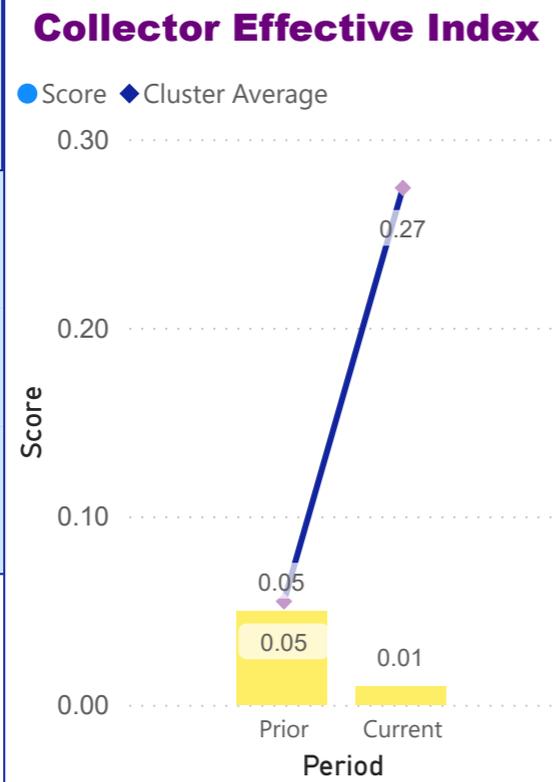
Judges
20

Commissioners
3.00

Best Practices Engaged
21/22

Collections Activities Performed
11/16

Cluster
3

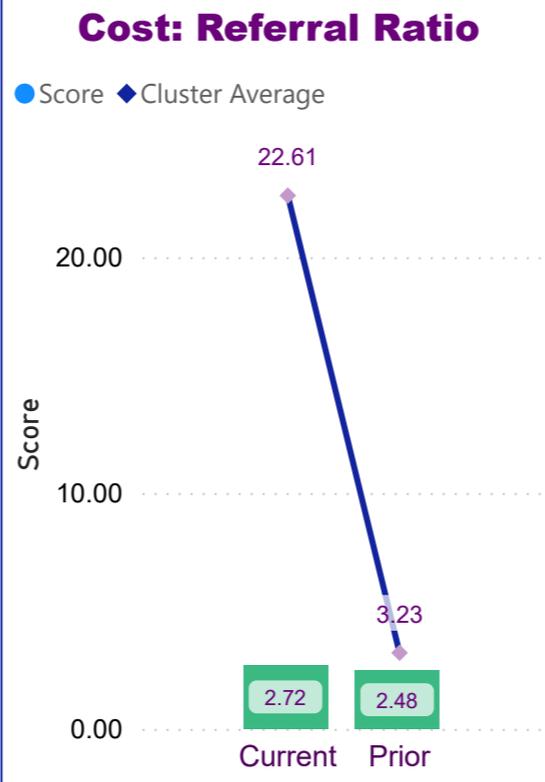


Collector Effective Index

Period	Score	Cluster Average
Current	0.01	0.27
Prior	0.05	0.05
Combined	0.04	0.08

First-year Resolution Rate

Score	Cluster Average
0.82	0.31



Cost: Referral Ratio

Period	Score	Cluster Average
Current	2.72	22.61
Prior	2.48	3.23
Combined	2.57	5.01

Risk Monitor

Score	Cluster Average
1.00	0.58

Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.22	0.35	0.32	0.32	0.22	0.33
Private Agency	0.15	0.18	0.11	0.30	0.11	0.27

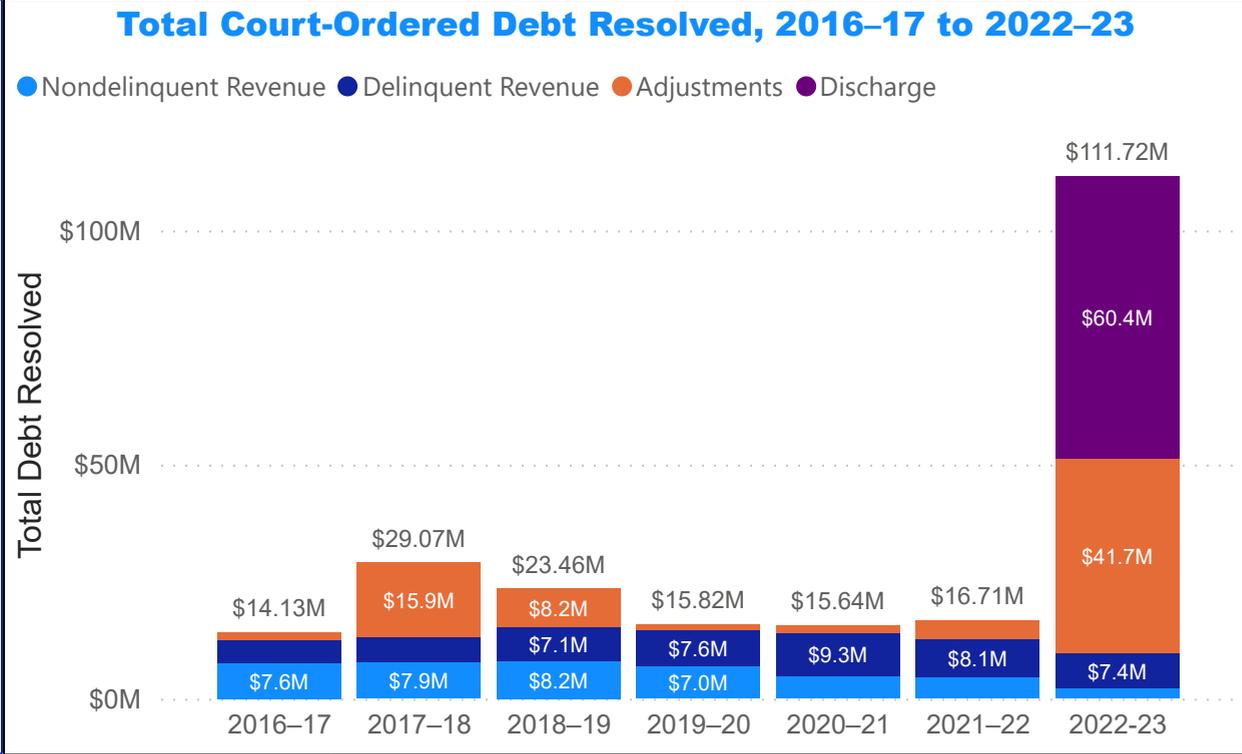
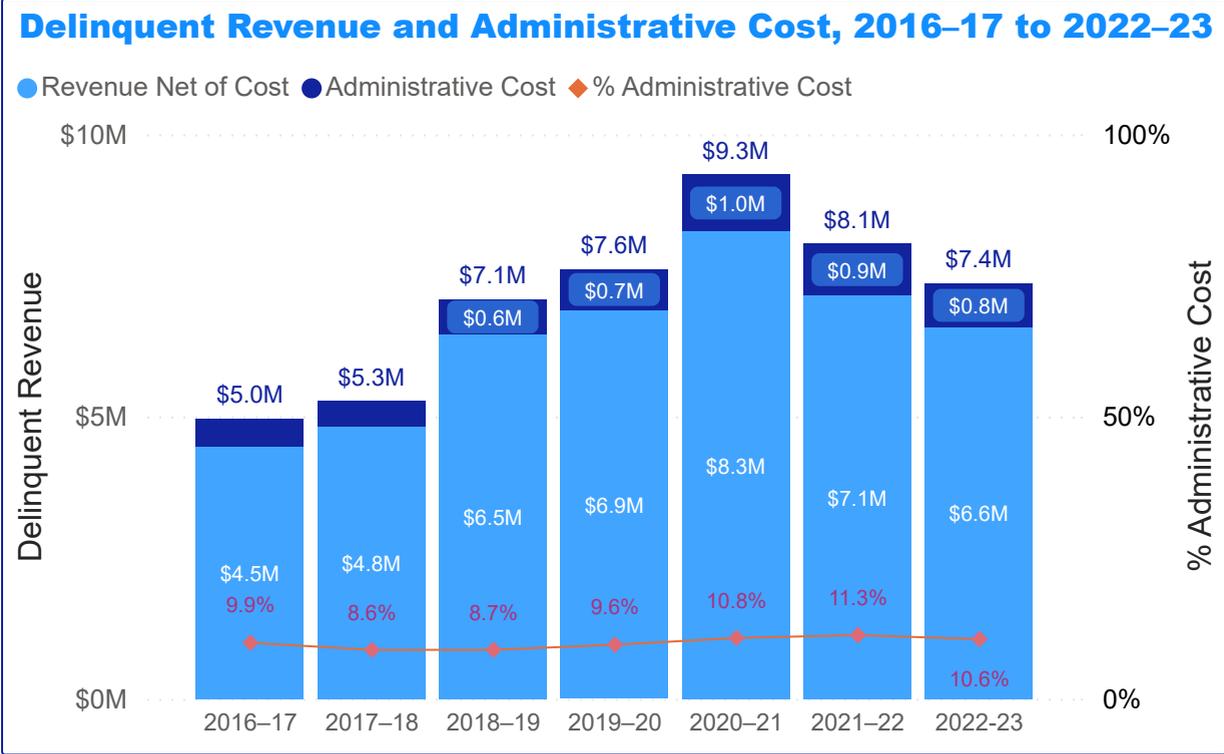
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Solano	Default Rate		No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 302,025	No. of Delinquent Cases With Payments 11,733
	Current	Prior				
	10%	27%	26%			



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,165,029	-	\$252,020	-	-	-	-	-
County	\$168,606	\$104,315	-	\$0	-	\$23,226	-	\$0
Private Agency	\$463,444	\$4,101,128	\$68,045	\$456,600	\$129,374	\$12,857,331	-	\$60,351,465
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	\$1,356,956	-	-	-	-	-	-	-
Intrabranch	-	-	-	-	-	-	-	-
Other	-	-	-	-	\$28,696,492	-	-	-
Total	\$3,154,035	\$4,205,443	\$320,065	\$456,600	\$28,825,872	\$12,880,557	-	\$60,351,465

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,957,917	4,299	\$288,362
2 - Written Notice(s)	\$572,427	1,640	\$83,944
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	\$2,034,227	4,843	\$152,340
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$4,564,571	10,782	\$524,645

Sonoma: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Sonoma collections program, the court continues to suspend referring delinquent cases and charging a civil assessment fee. There are some cases being referred to the Franchise Tax Board that were already with the private agency and some cases with the Franchise Tax Board that are being referred to the private agency. The program still continues to have issues extracting the needed information from the case management system to provide all the necessary information needed for reporting

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Sonoma ▼	\$38,106,332	\$98,787	\$1,210,300	\$123,212	\$14,787	\$0

2022-23 Collections Individual Program Report

Cluster
3

First-year Resolution Rate

Score	Cluster Average
0.18	0.31

Risk Monitor

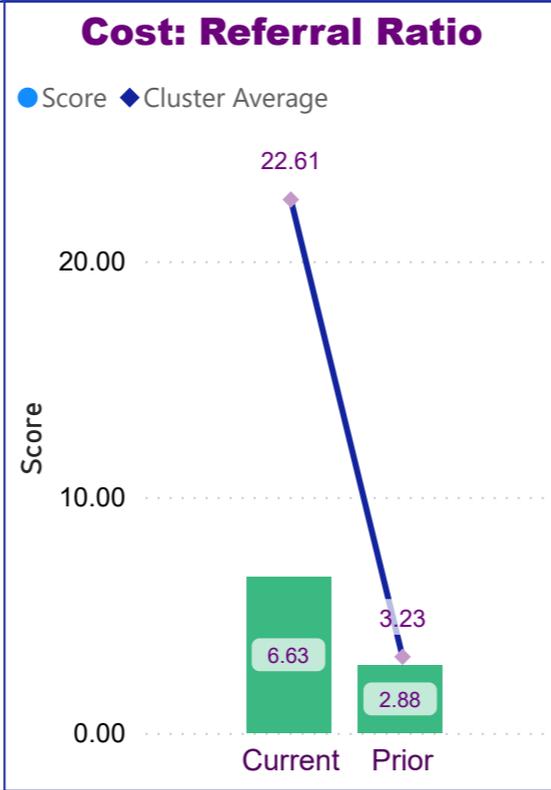
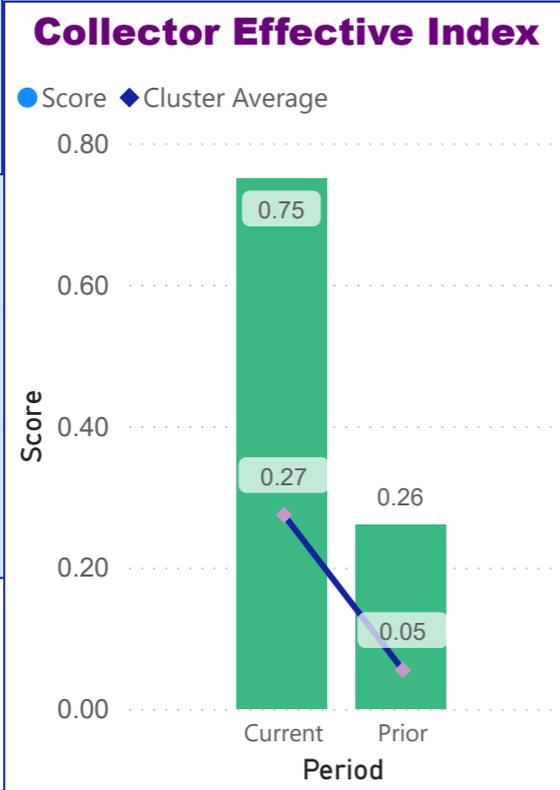
Score	Cluster Average
0.77	0.58

Adjustment Score

Score	Cluster Average
0.38	183.23

Discharge Score

Score	Cluster Average
0.00	45.09



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Private Agency	0.19	0.18	0.17	0.30	0.18	0.27
FTB-COD	0.15	0.15	0.14	0.20	0.14	0.19

Population
479,217

Judges
20

Commissioners
4.00

Best Practices Engaged
17/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.75	0.27
Prior	0.26	0.05
Combined	0.27	0.08

Cost: Referral Ratio

Period	Score	Cluster Average
Current	6.63	22.61
Prior	2.88	3.23
Combined	2.97	5.01

Dashboard Comments

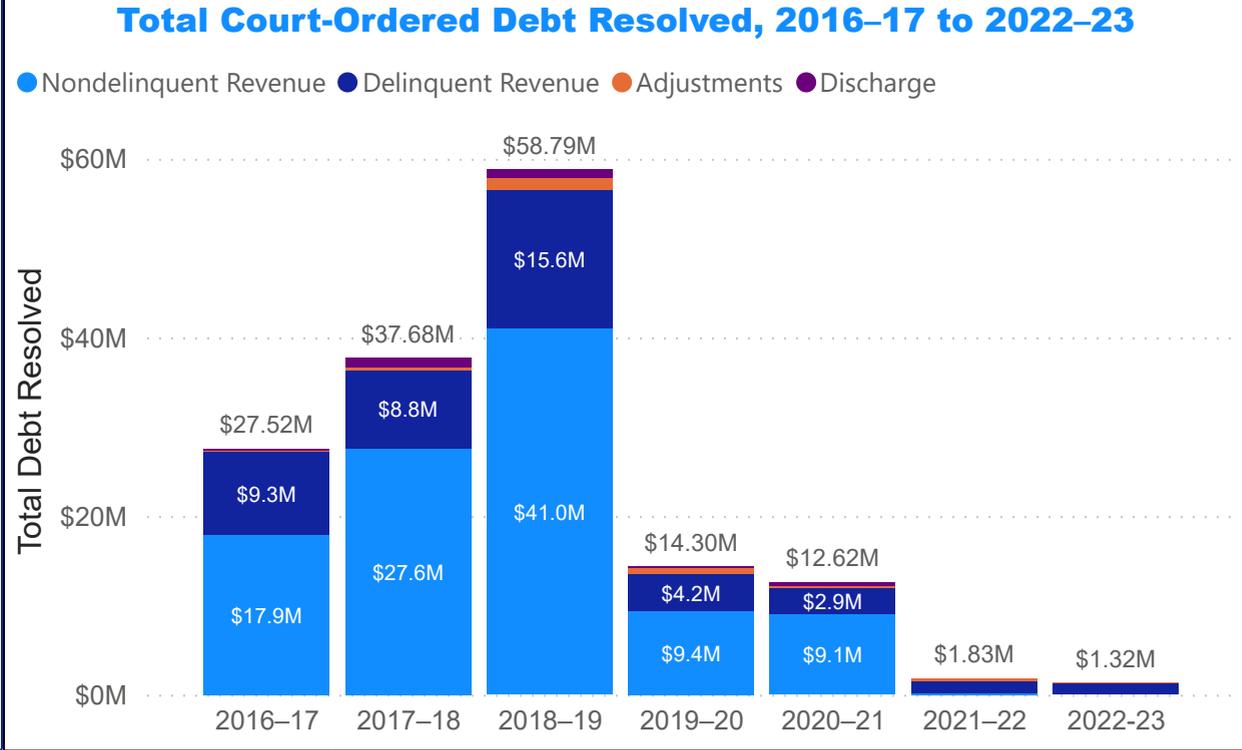
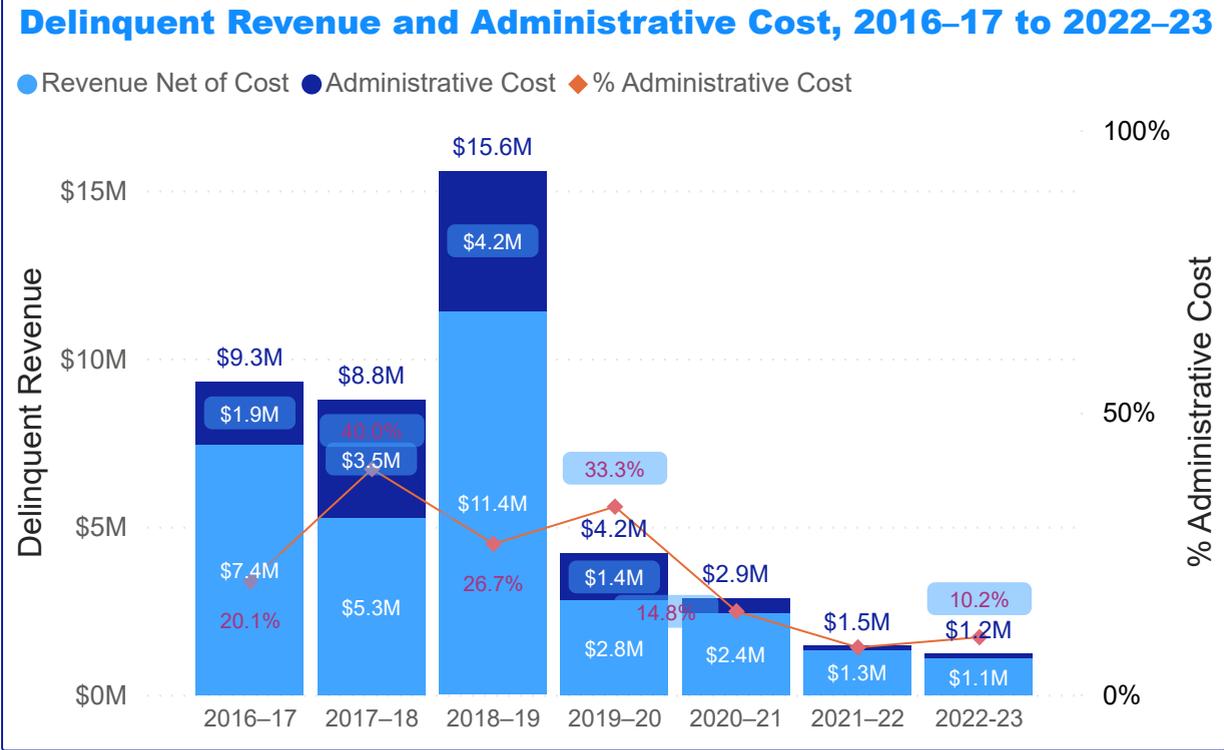
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
13/16

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Sonoma	Default Rate Current Prior Combined - - -			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 377	No. of Delinquent Cases Reported 41,529	No. of Delinquent Cases With Payments 11,293
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	\$120,362	-	\$0	-	\$0	-	\$0
County	\$30,480	\$54,923	\$0	\$0	\$0	(\$280)	-	\$0
Private Agency	\$2,947	\$3,269	\$559	\$546	\$300	\$600	-	\$0
FTB-COD	\$37,296	\$824,991	\$5,545	\$116,561	\$1,093	\$12,780	-	\$0
FTB-IIC	\$26,104	\$109,928	\$0	\$0	\$275	\$19	-	\$0
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$96,827	\$1,113,473	\$6,104	\$117,107	\$1,668	\$13,119	-	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$4,808	9	\$932
2 - Written Notice(s)	\$1,409	4	\$174
3 - Lobby/Counter	\$85,402	293	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$132,766	3,719	\$12,677
6 - FTB-IIC	\$136,032	4,438	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$360,416	8,463	\$13,783

Stanislaus: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Stanislaus County and the County of Stanislaus. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Stanislaus collections program, improvements in the county program's efficiency in recording cases referred from the court resulted in an increase in the number of reported delinquent cases this year. Issues with the court's case management system prevented the referral of new cases to third-party collection agencies, while reporting limitations and the correction of errors uncovered from previous years have resulted in modifications to programs' reported beginning balances. Reporting limitations have resulted in revenue from the Franchise Tax Board's Interagency Intercept Collections program being incorporated into the county's report.

Adjustments in the amount of \$4,154,828 are due to the implementation of Assembly Bill 199.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Stanislaus ▼	\$98,812,620	\$4,381,328	\$6,052,141	\$1,749,167	\$12,666,978	\$0

2022-23 Collections Individual Program Report

Population
548,701

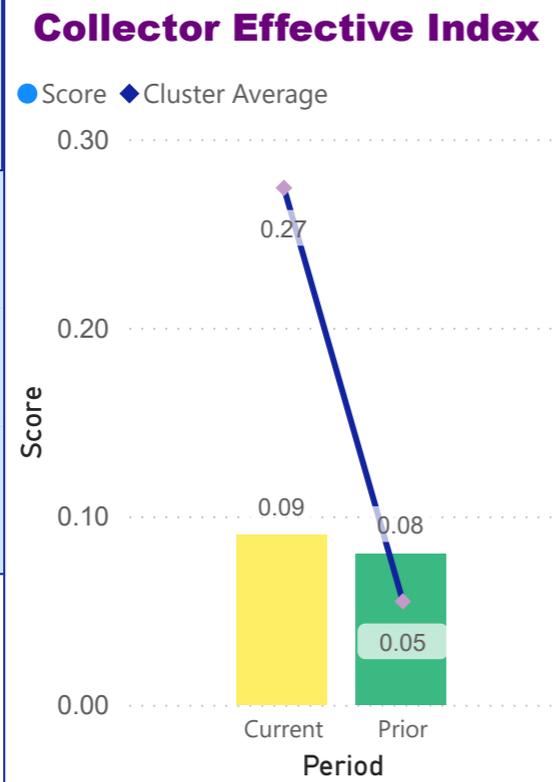
Judges
23

Commissioners
3.00

Best Practices Engaged
22/22

Collections Activities Performed
16/16

Cluster
3

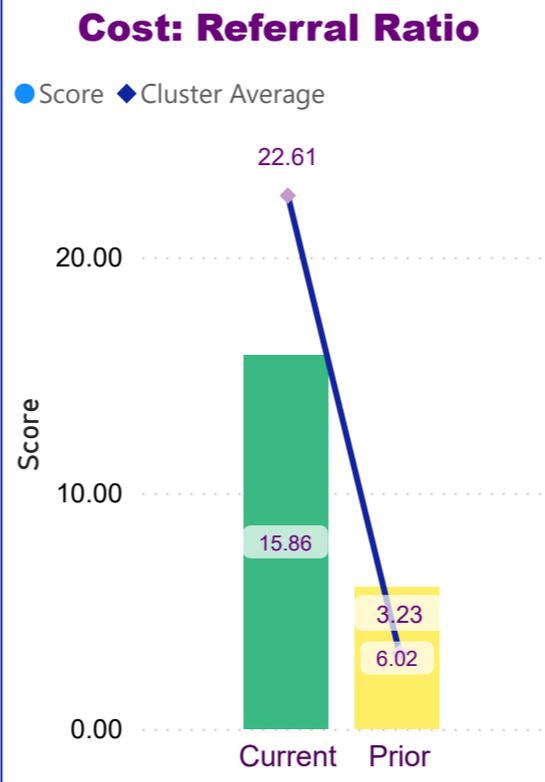


Collector Effective Index

Period	Score	Cluster Average
Current	0.09	0.27
Prior	0.08	0.05
Combined	0.08	0.08

First-year Resolution Rate

Score	Cluster Average
0.13	0.31



Cost: Referral Ratio

Period	Score	Cluster Average
Current	15.86	22.61
Prior	6.02	3.23
Combined	7.80	5.01

Risk Monitor

Score	Cluster Average
0.97	0.58

Adjustment Score

Score	Cluster Average
107.77	183.23

Discharge Score

Score	Cluster Average
0.00	45.09

Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.29	0.35	0.29	0.32	0.29	0.33
County	0.34	0.32	0.34	0.36	0.34	0.34
Private Agency		0.18	0.67	0.30	0.67	0.27
FTB-COD	0.15	0.15	0.15	0.20	0.15	0.19

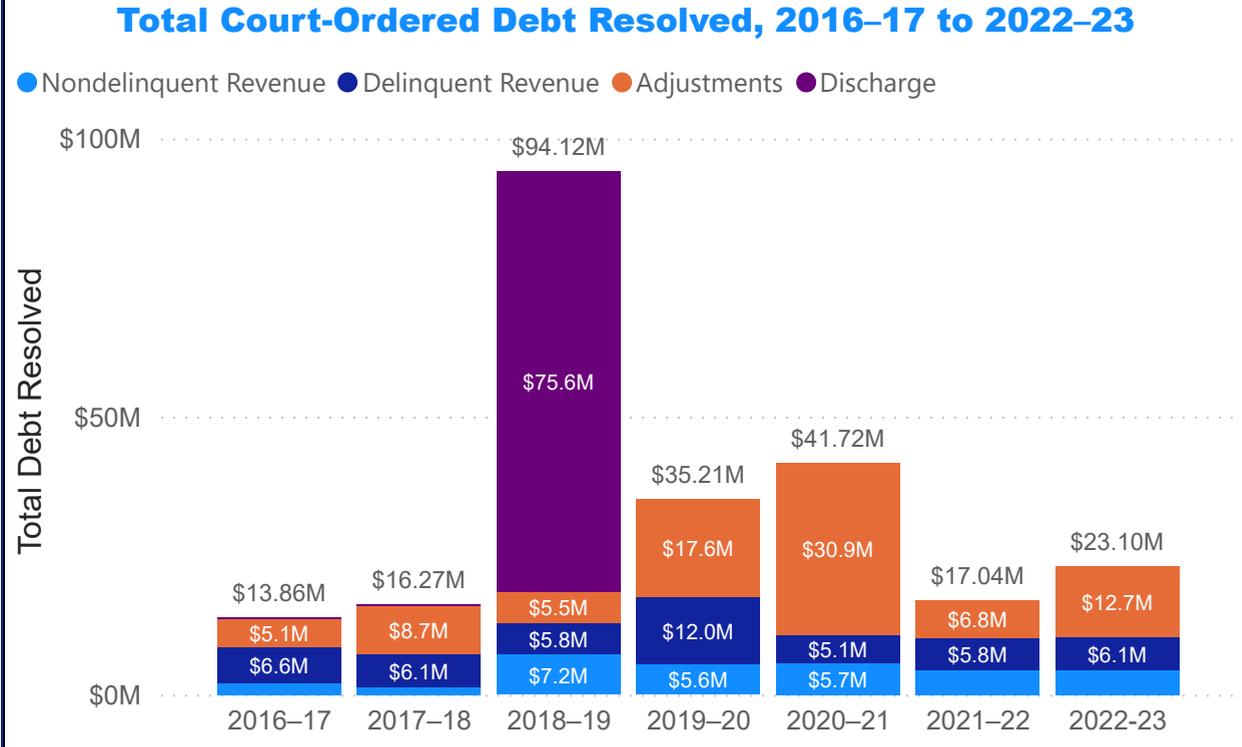
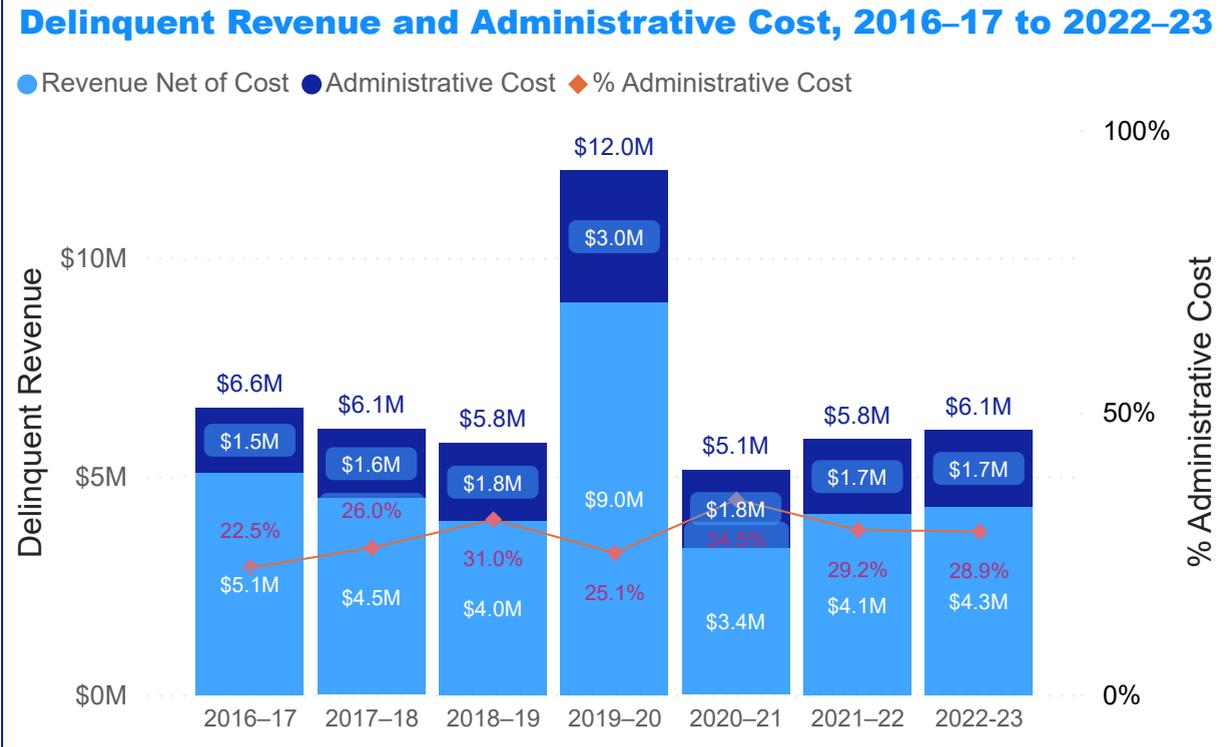
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Stanislaus	Default Rate Current Prior Combined 17% 126% 42%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 18,213	No. of Delinquent Cases Reported 224,375	No. of Delinquent Cases With Payments 19,034
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Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$40,956	\$687,040	\$11,858	\$198,911	\$1,712,105	\$6,642,630	-	-
County	\$1,855,434	\$2,077,418	\$623,649	\$698,263	\$157,415	\$4,154,828	-	-
Private Agency	-	\$14,981	-	\$10,039	-	-	-	-
FTB-COD	\$43,203	\$1,333,109	\$6,481	\$199,966	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$1,939,593	\$4,112,548	\$641,988	\$1,107,179	\$1,869,520	\$10,797,458	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$3,781,913	47,182	\$1,271,179
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	\$727,996	3,169	\$210,769
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$1,376,312	35,590	\$206,447
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$14,981	-	\$10,039
9 - Wage/Bank Garnishments & Liens	\$150,939	228	\$50,732
Total	\$6,052,141	86,169	\$1,749,166

Sutter: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt is a cooperative effort between the Superior Court of Sutter County and the County of Sutter. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Sutter collections program, the county no longer collects on probation or court orders due to Assembly Bill 177, only victim restitution. All active accounts were canceled in 2021–22. The county is still using an old version of CUBS collections software. Due to cost and the significant decline in collection rates, the county will no longer be updating to a new version. The county could potentially be migrating victim restitution accounts to the court in 2023–24.

The court discharged about \$2.5 million in uncollectible debt and made adjustments to delinquent cases totaling over \$7.5 million, of which \$7,398,865 was a result of AB 199 elimination of civil assessments.

The court and county cannot report the number of cases where payments were made to the Franchise Tax Board Court-Ordered Debt (FTB-COD), because reporting provided by the FTB-COD includes the number of payments made and not the number of cases. Further, the court cannot report the number of individuals related to payments made, as it would take substantial resources that the court does not have at this time to compile this information.

The court still has not referred cases to FTB-COD since migration to the Odyssey case management system. With the mandatory upgrade to Odyssey Navigator 2022, the court anticipates being able to refer cases to FTB-COD by June 2024.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Sutter ▼	\$33,819,260	\$2,239,126	\$1,556,957	\$384,158	\$8,084,612	\$2,249,208

2022-23 Collections Individual Program Report

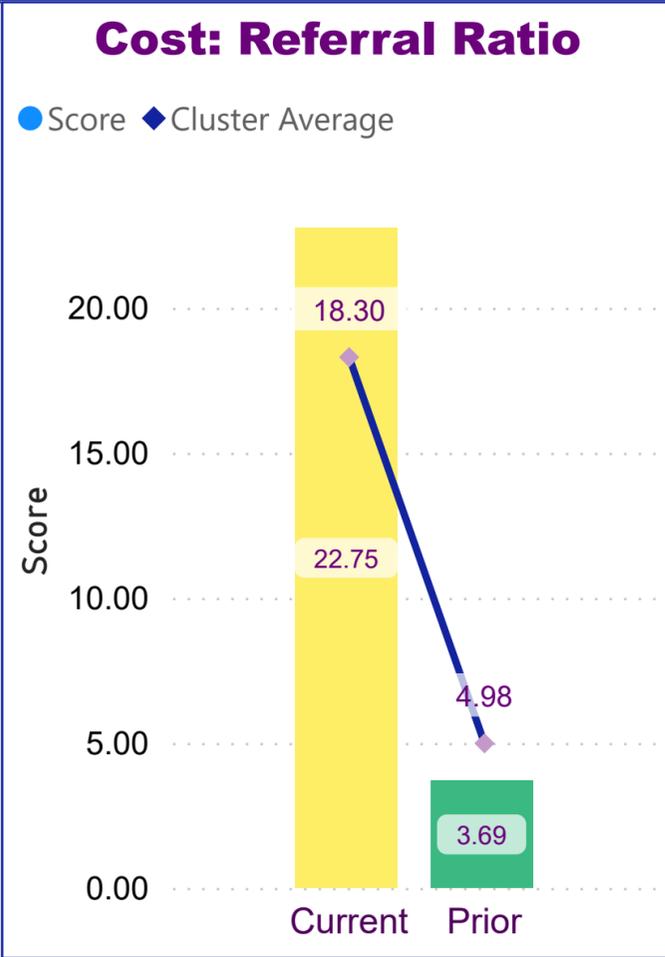
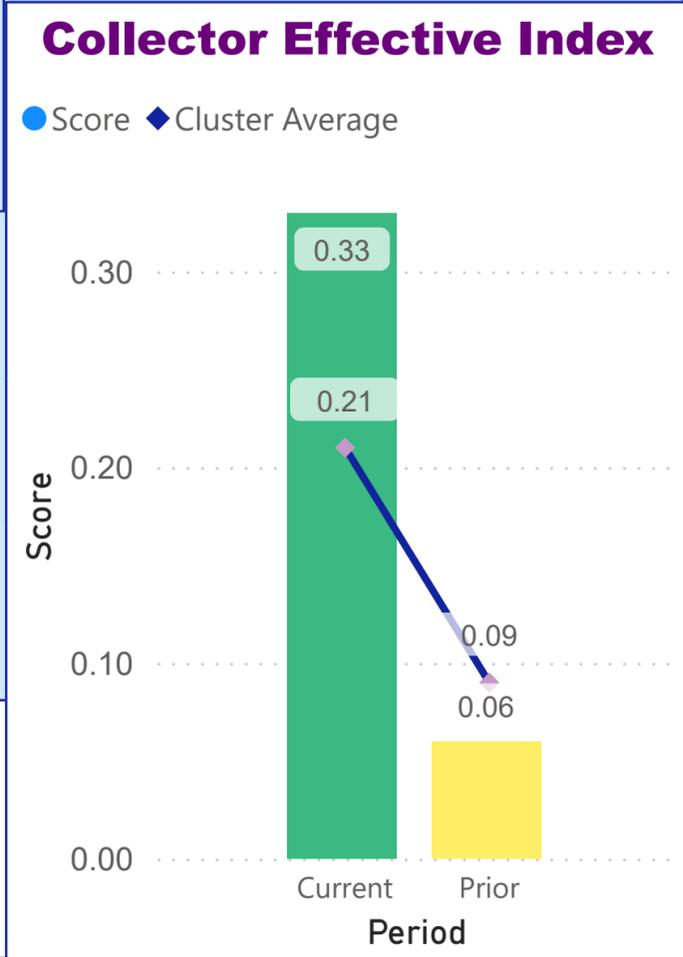
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.14 0.19

Risk Monitor
Score Cluster Average
0.55 0.57

Adjustment Score
Score Cluster Average
176.87 151.71

Discharge Score
Score Cluster Average
49.21 28.98



Spend Efficiency Score						
Period	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court	0.24	0.24	0.35	0.22	0.29	0.23
FTB-COD	0.15	0.12	0.15	0.15	0.15	0.14
FTB-IIC	0.00	0.01	0.16	0.06	0.16	0.06
Intrabranch	0.25	0.25	0.25	0.24	0.25	0.24

Population
99,514

Judges
5

Commissioners
0.3

Best Practices Engaged
22/22

Collector Effective Index
Period Score Cluster Average
Current 0.33 0.21
Prior 0.06 0.09
Combined 0.07 0.10

Cost: Referral Ratio
Period Score Cluster Average
Current 22.75 18.30
Prior 3.69 4.98
Combined 4.85 6.60

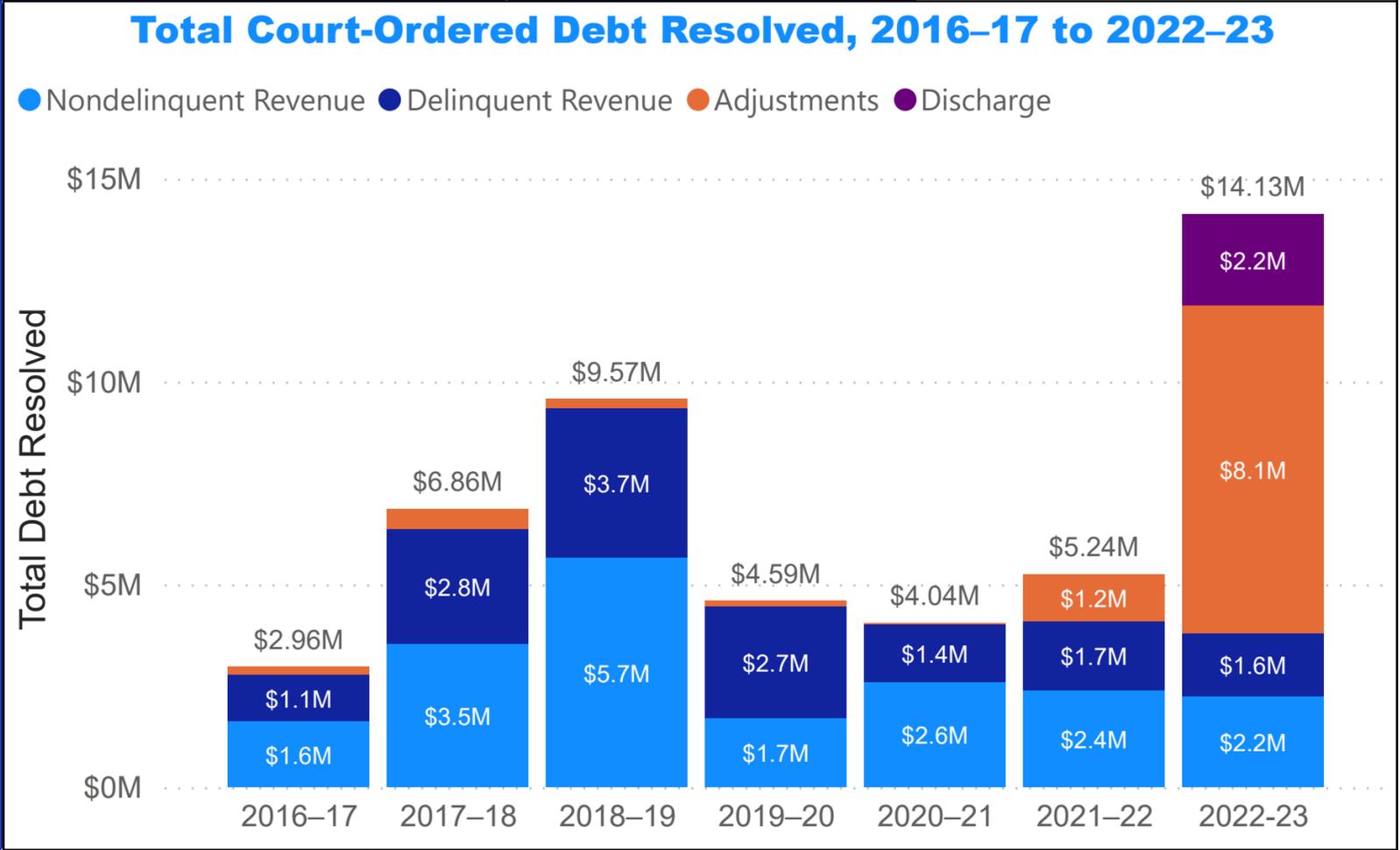
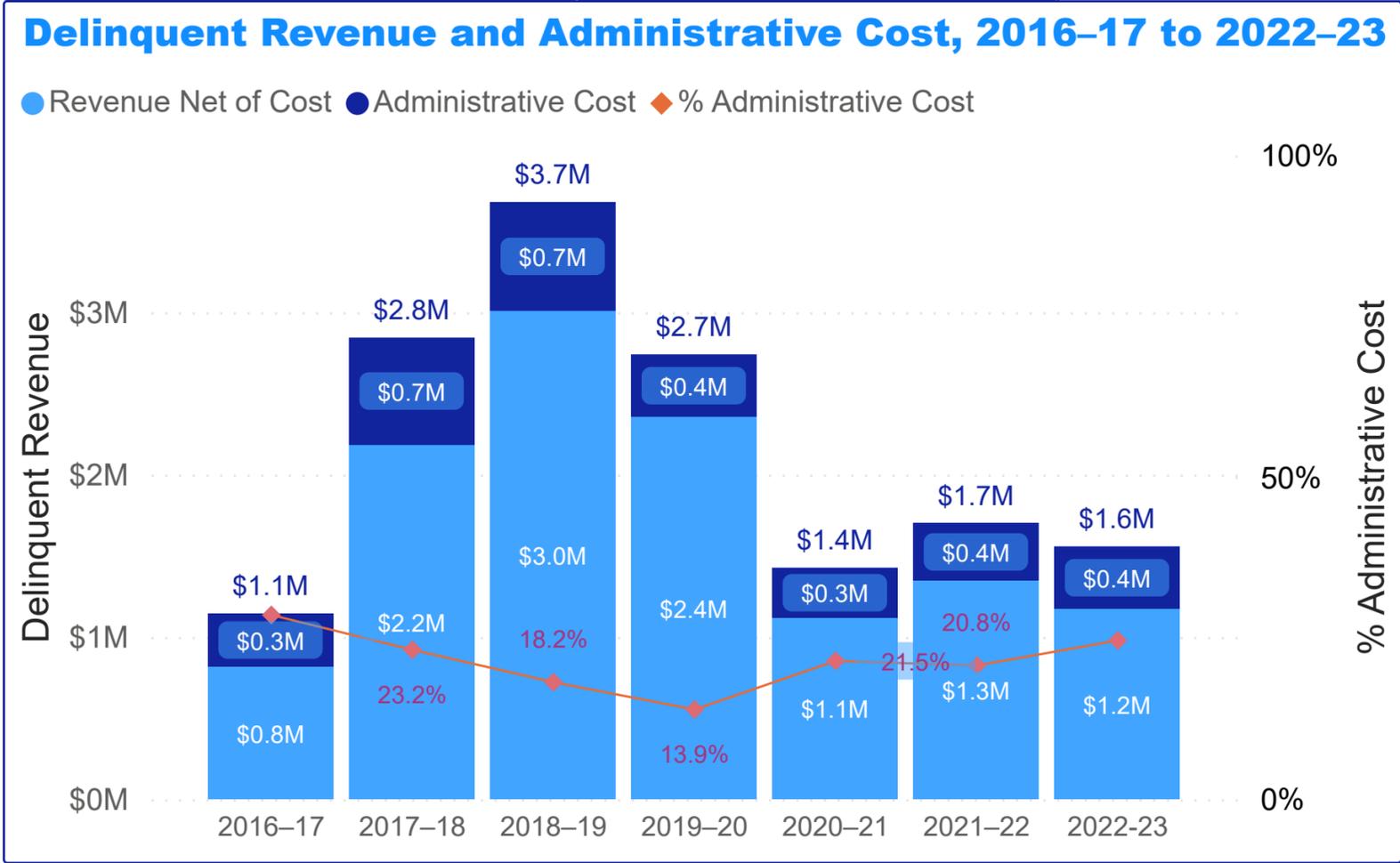
Dashboard Comments

Court discharged \$2.25 million in uncollectable debt.
About \$7.4 million in adjustments is due to AB 199 Civil Assessment credits.

Collections Activities Performed
16/16

Performance Metrics Key
Positive Needs Improvement No Data

Court Sutter	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 8,121	No. of Delinquent Cases Reported 79,267	No. of Delinquent Cases With Payments 5,938.00
	36%	28%	33%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$433,314	\$388,969	\$105,328	\$135,682	\$3,133	\$4,946,060	\$0	\$2,249,208
County	\$0	\$0	\$0	\$0	\$0	\$536,836	\$0	\$0
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$13,283	\$23,256	\$1,992	\$3,488	-	\$86,987	-	-
FTB-IIC	\$0	\$429,293	\$0	\$70,458	\$0	-	\$0	-
Intrabranh	\$8,425	\$260,417	\$2,106	\$65,104	\$0	\$2,511,596	\$0	-
Other	-	-	-	-	-	-	-	-
Total	\$455,022	\$1,101,935	\$109,426	\$274,732	\$3,133	\$8,081,479	\$0	\$2,249,208

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$8,223	36	\$2,410
2 - Written Notice(s)	\$411,142	1,782	\$120,505
3 - Lobby/Counter	\$205,570	891	\$60,253
4 - Skip Tracing	\$8,223	36	\$2,410
5 - FTB-COD	\$36,539	-	\$5,480
6 - FTB-IIC	\$429,293	1,373	\$70,458
7 - DL Hold/Suspension	\$189,125	820	\$55,432
8 - Private Agency	\$268,842	1,000	\$67,210
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$1,556,957	5,938	\$384,158

Tehama: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Tehama collections program, collections continue to be impacted by Assembly Bill 1869 and AB 177.

In April 2022, the intrabranh partner’s collections program converted from a legacy case management system to a more modern case management system (CMS). The court has not yet been able to configure the new CMS to extract the data necessary for this report. This report includes the data we have been able to extract. The total amount collected and the ending balance numbers are correct.

Since the intrabranh program absorbs the collections fees for the Franchise Tax Board’s Court-ordered Debt and Interagency Intercept Collections programs, and private agency programs, all cost of collections have been consolidated and reported in the intrabranh program. the amount represents 24 percent of gross revenue collected.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program’s case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Tehama ▼	\$10,909,331	Not Available	\$530,950	\$127,428	\$0	\$0

2022-23 Collections Individual Program Report

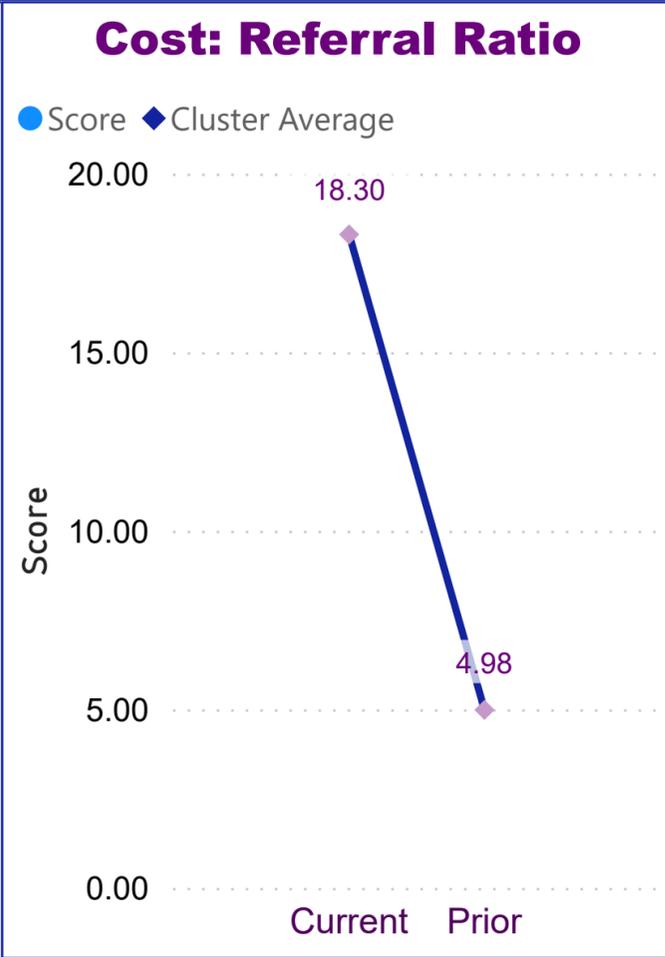
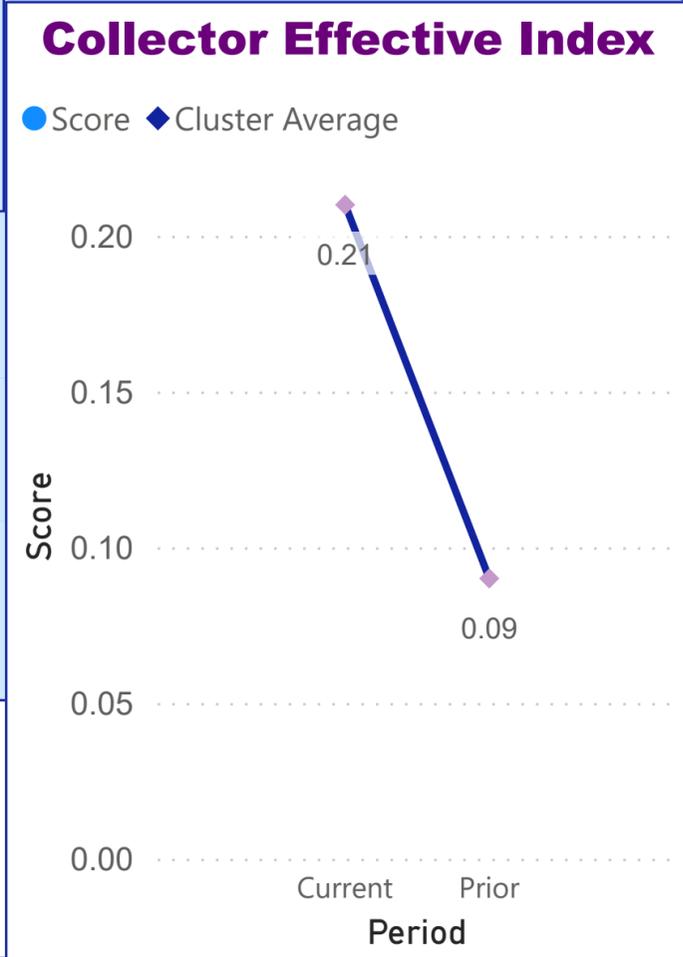
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.00 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
0.00 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Intrabran		0.25	0.24	0.24	0.24	0.24

Population
64,671

Judges
4

Commissioners
0.33

Best Practices Engaged
16/22

Collector Effective Index
Period Score Cluster Average
Current 0.21
Prior 0.09
Combined 0.32 0.10

Cost: Referral Ratio
Period Score Cluster Average
Current 18.30
Prior 4.98
Combined 11.31 6.60

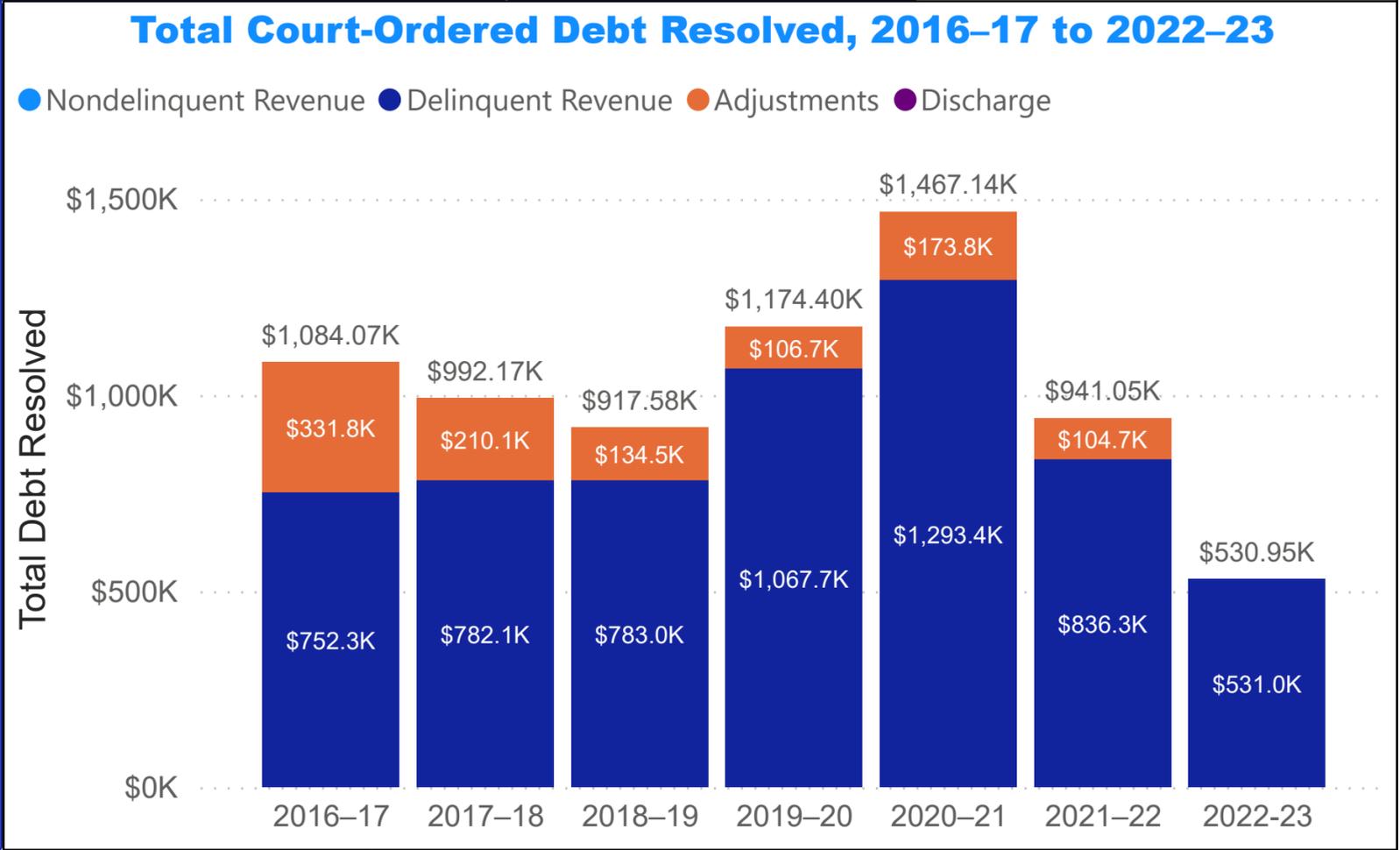
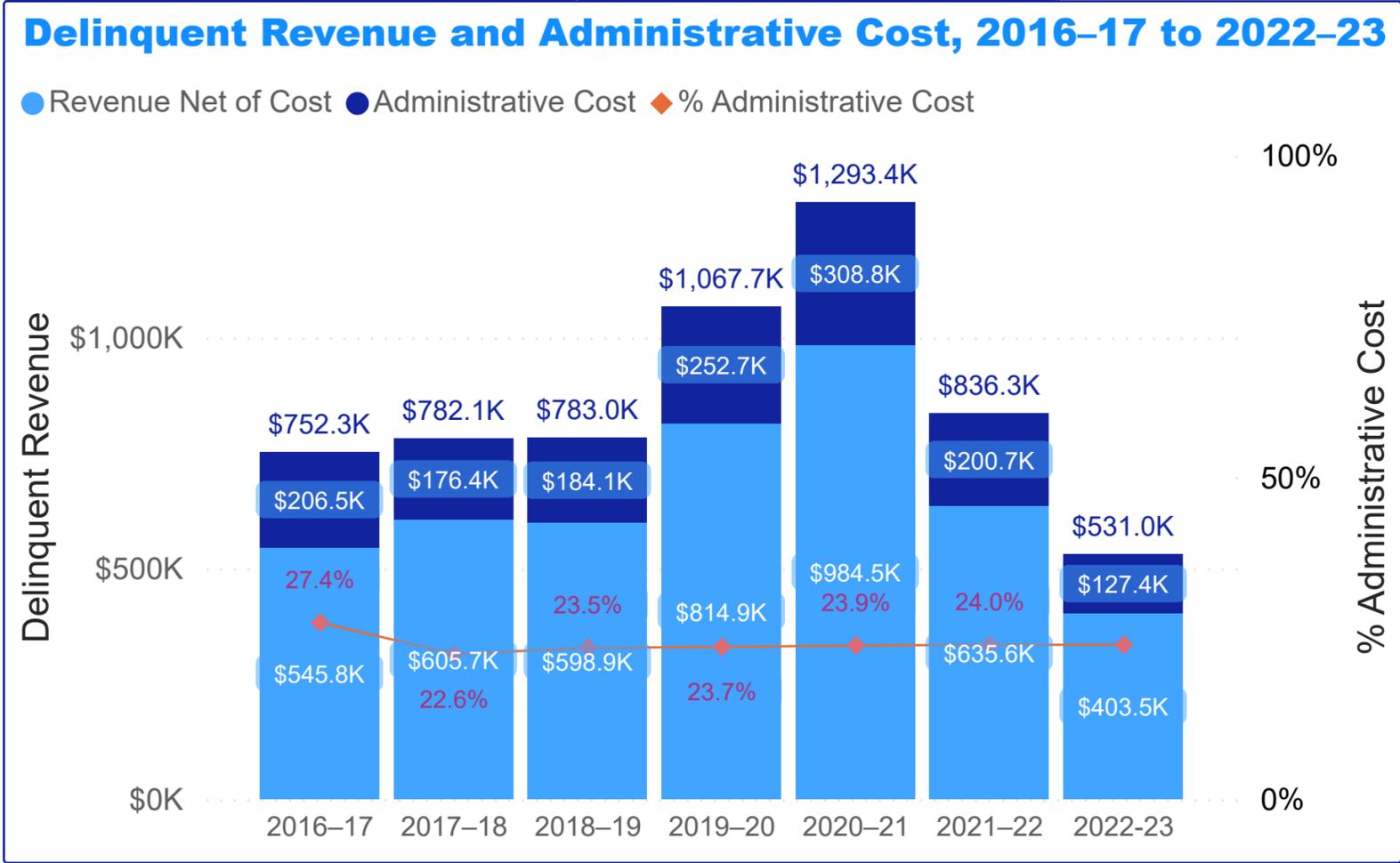
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
12/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Tehama"/>	Default Rate Current Prior Combined			No. of People Served Not Available	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 11,267	No. of Delinquent Cases With Payments 3,655.00
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	-	-	-	-	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	\$530,950	-	\$127,428	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	-	\$530,950	-	\$127,428	-	-	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$129,177	5,112	\$31,002
2 - Written Notice(s)	\$269,212	10,654	\$64,611
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	\$132,561	5,246	\$31,815
5 - FTB-COD	\$0	0	\$0
6 - FTB-IIC	\$0	0	\$0
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$530,950	21,012	\$127,428

Trinity: Summary of Collection Reporting Template 2022–23

Program Overview

The collection of delinquent court-ordered debt transitioned from the County of Trinity to the Superior Court of Trinity County, effective July 1, 2021, terminating the written memorandum of understanding (MOU) for delinquent collections. This report contains collections information as reported in the Collections Reporting Template (CRT).

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Superior Court of Trinity County collections program, since the last reporting, the court has established a contract with the Franchise Tax Board Court-Ordered Debt (FTB-COD) program for further collections efforts. The court is involved with the ability to pay (ATP) program and still working out some glitches, such as community service calculating properly when ordered and follow up on cases where fines were reduced but not paid. At this time eCourt does not have a report that can be generated to collect data needed for this CRT. After speaking with JTI, that report should be available and automated by next fiscal year; data will automatically feed into the reports.

Since the last reporting, the court has become familiar with the case management system and is currently contracted with the FTB-COD for collections. Although the court has not filled its collection position the clerks of the court are handling all collection needs, mailing out notices and establishing payment plans.

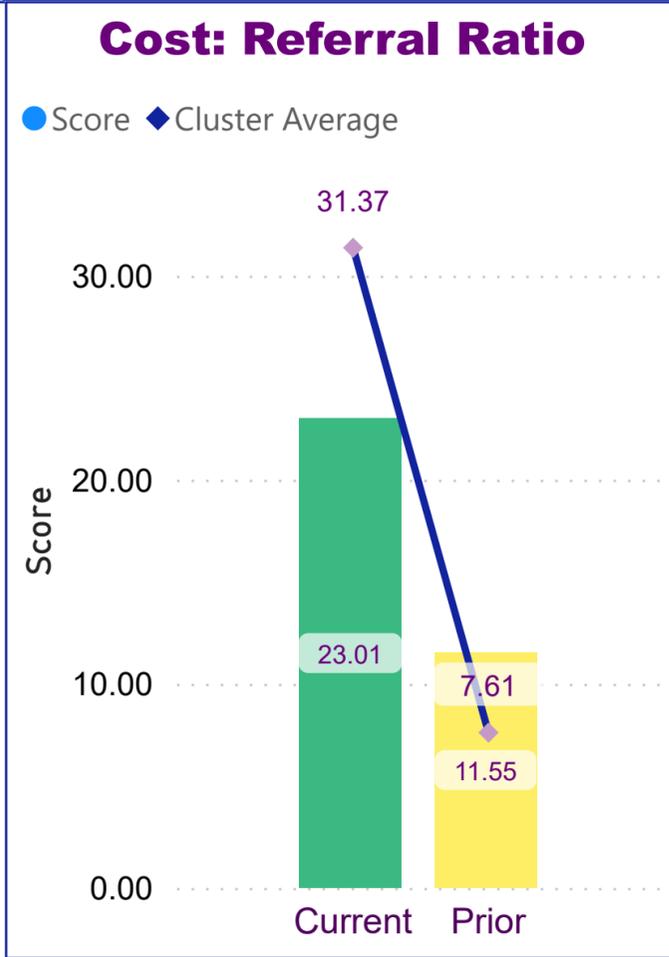
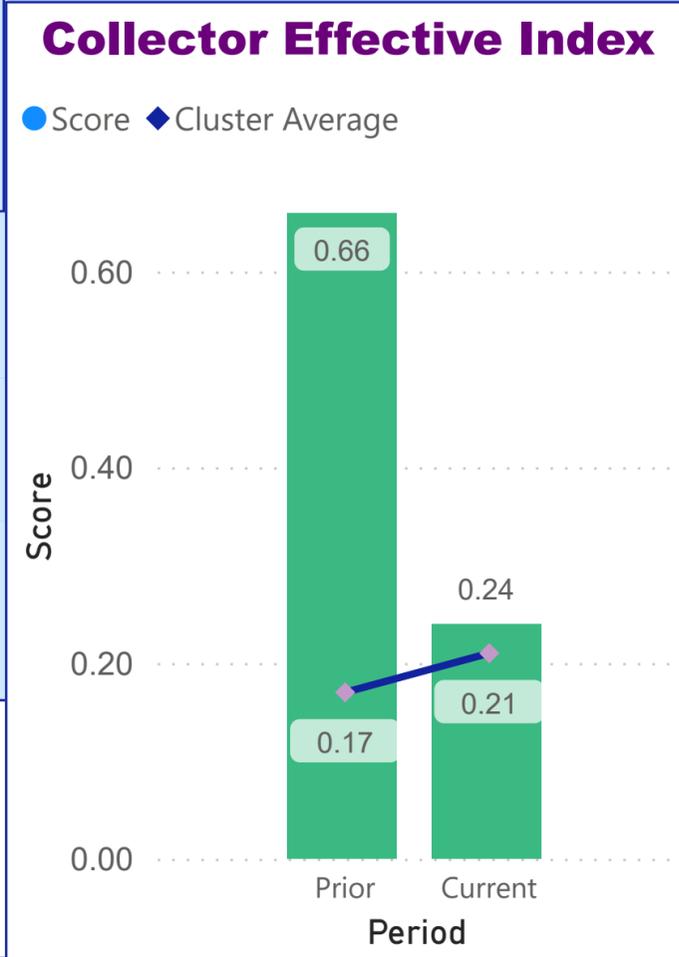
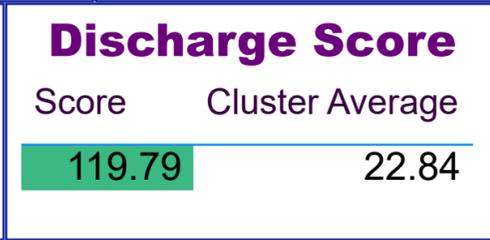
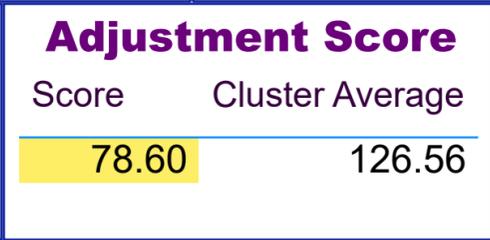
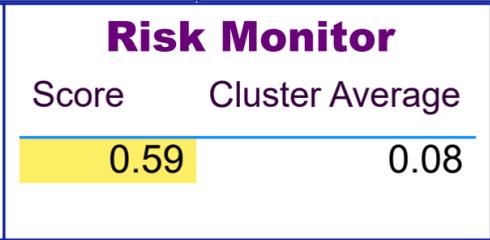
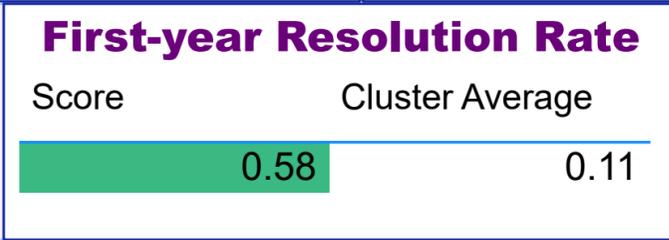
Program actuals for civil assessments vacated because of Assembly Bill 199 are \$639,472 for 2022–23. The program is unable to run reports that break up victim restitution as delinquent and non delinquent. The program is also unable to run a report that shows delinquent and non delinquent for ability to pay. According to JTI, these reports will be available by next reporting period.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court Trinity	Outstanding Balance \$5,287,398	Nondelinquent Revenue \$859,599	Delinquent Revenue \$1,559,802	Administrative Cost \$130,865	Adjustments \$671,392	Discharge \$1,023,240
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2022-23 Collections Individual Program Report

Cluster
1



Spend Efficiency Score

Period	Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
Court		0.23	0.45	0.06	0.18	0.08	0.26
FTB-COD		0.22	0.18	0.15	0.15	0.21	0.15

Population
15,965

Judges
2

Commissioners
0.30

Best Practices Engaged
18/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.24	0.21
Prior	0.66	0.17
Combined	0.55	0.16

Cost: Referral Ratio

Period	Score	Cluster Average
Current	23.01	31.37
Prior	11.55	7.61
Combined	14.44	9.38

Dashboard Comments

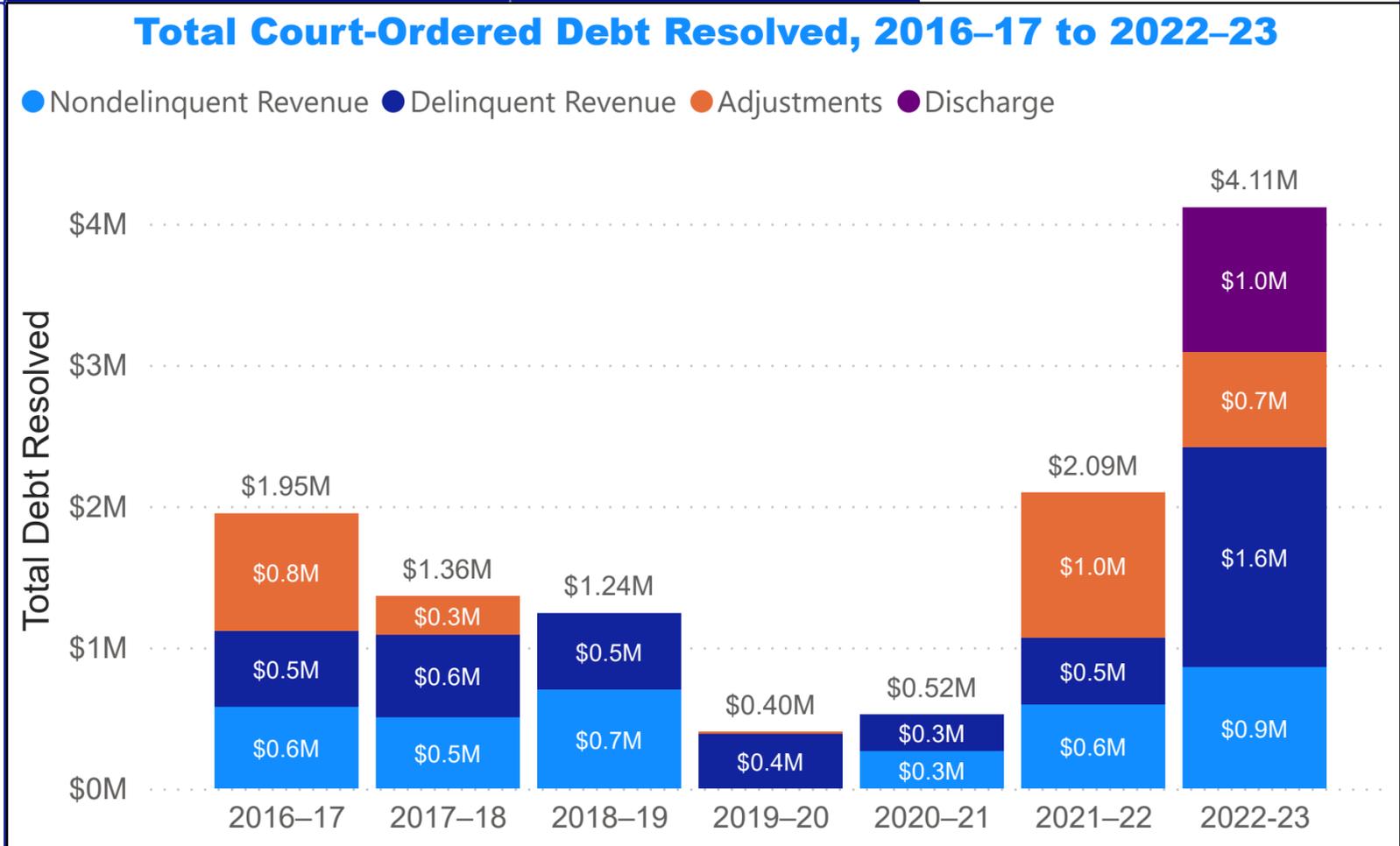
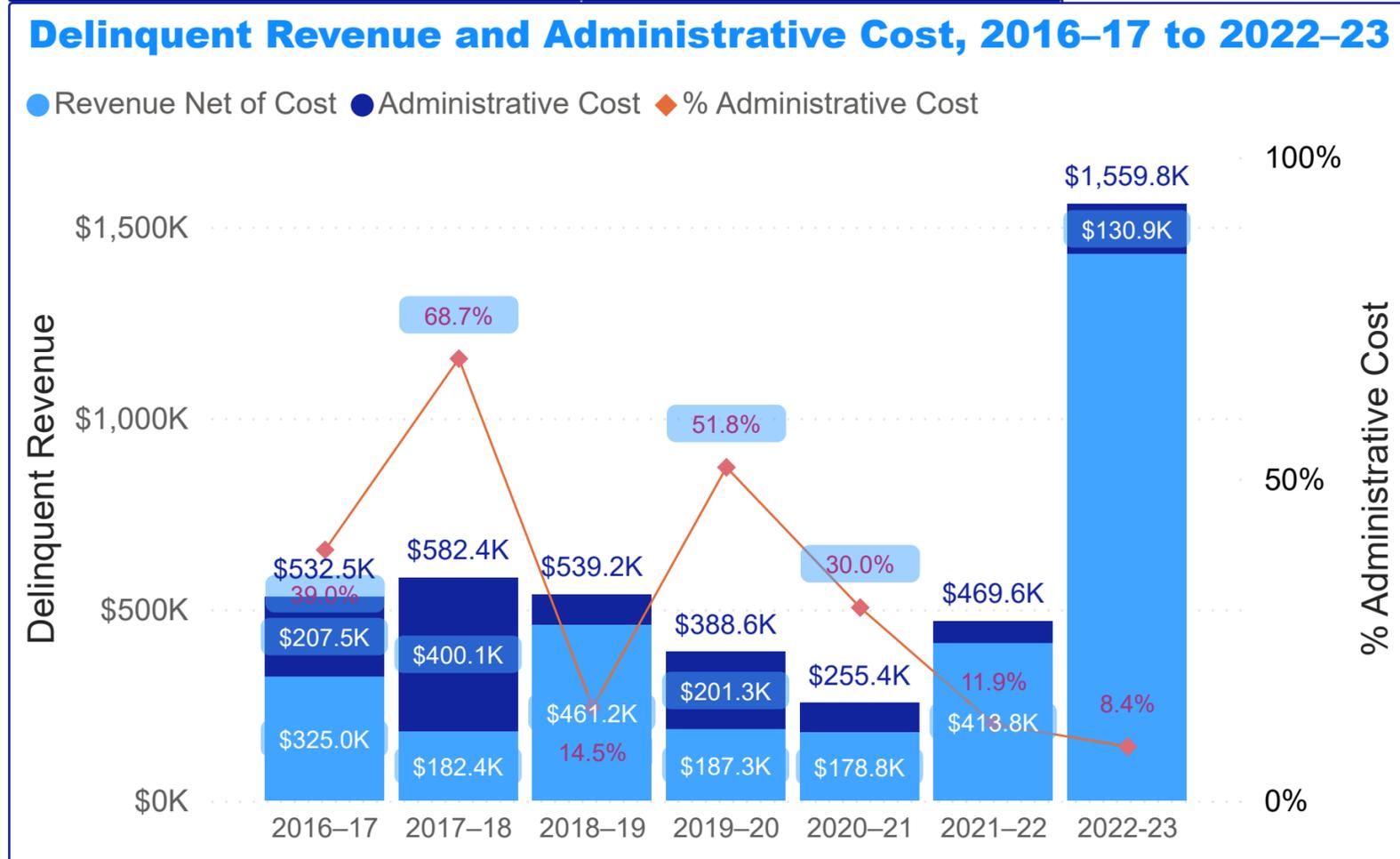
The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Collections Activities Performed
10/16

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court <input type="text" value="Trinity"/>	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 4,455	No. of Delinquent Cases Reported 9,063	No. of Delinquent Cases With Payments 5,029.00
	49%	-	49%			



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$186,598	\$1,319,768	\$43,212	\$76,632	\$654,829	\$16,563	-	\$1,023,240
County	-	-	-	-	-	-	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$41,606	\$11,830	\$9,303	\$1,718	-	-	-	-
FTB-IIC	-	-	-	-	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$228,204	\$1,331,598	\$52,515	\$78,350	\$654,829	\$16,563	-	\$1,023,240

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	-
6 - FTB-IIC	-	-	-
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	-	-	-
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	-	-	-

Tulare: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Tulare collections program, the county program reported that \$421,150.82 in adjustments were due to Assembly Bill 177. The court vacated \$58,937,406 in adjustments due to AB 199. The program cancelled contract with its private agency effective November 2022, and stopped referring new cases effective July 1, 2022. Reported costs represent the 20 percent charged by the intrabranch program, which also processes referrals to the Franchise Tax Board's Interagency Intercept Collections program.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Tulare ▼	\$232,325,119	\$25,393,112	\$7,004,367	\$1,687,722	\$62,501,282	\$7,823,730

2022-23 Collections Individual Program Report

Cluster
3

First-year Resolution Rate

Score	Cluster Average
0.13	0.31

Risk Monitor

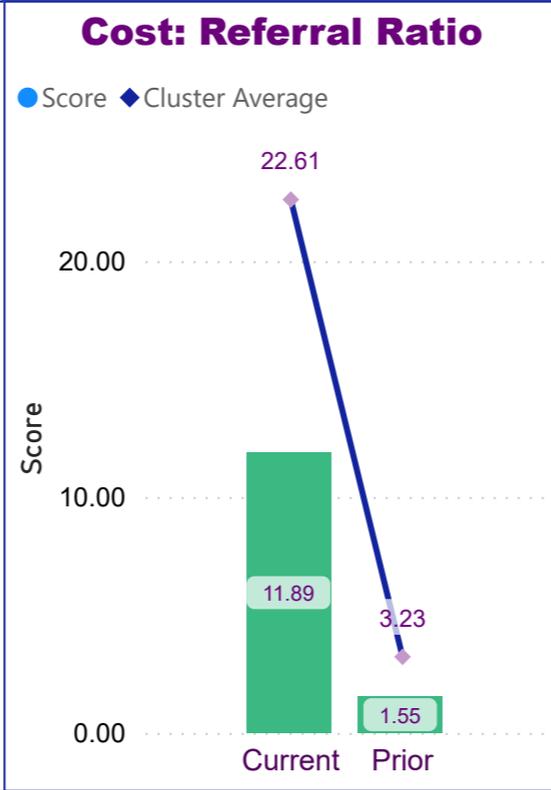
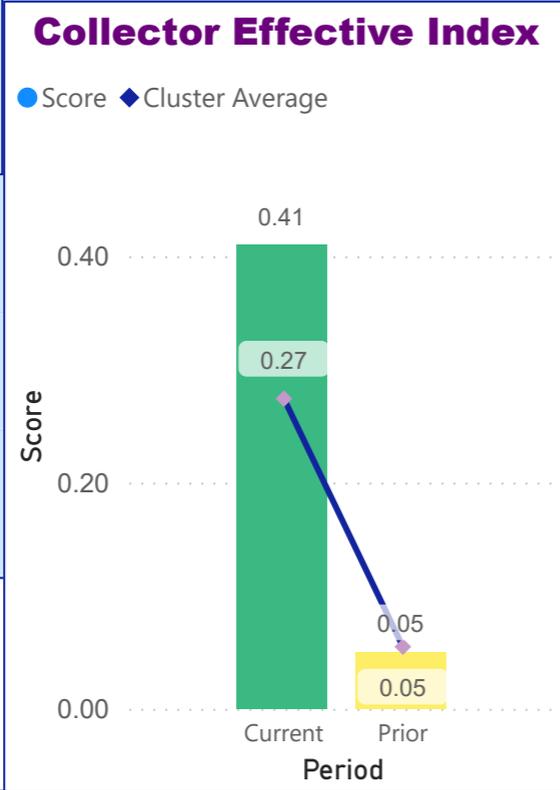
Score	Cluster Average
0.60	0.58

Adjustment Score

Score	Cluster Average
201.84	183.23

Discharge Score

Score	Cluster Average
25.27	45.09



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.36	0.35	0.60	0.32	0.46	0.33
County	0.18	0.32	0.17	0.36	0.17	0.34
Private Agency		0.18	0.10	0.30	0.10	0.27
FTB-COD	0.15	0.15	0.15	0.20	0.15	0.19
FTB-IIC	0.17	0.07	0.20	0.07	0.20	0.07
Intrabranh	0.20	0.25	0.20	0.21	0.20	0.24

Population
476,480

Judges
22

Commissioners
3.00

Best Practices Engaged
22/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.41	0.27
Prior	0.05	0.05
Combined	0.07	0.08

Cost: Referral Ratio

Period	Score	Cluster Average
Current	11.89	22.61
Prior	1.55	3.23
Combined	2.33	5.01

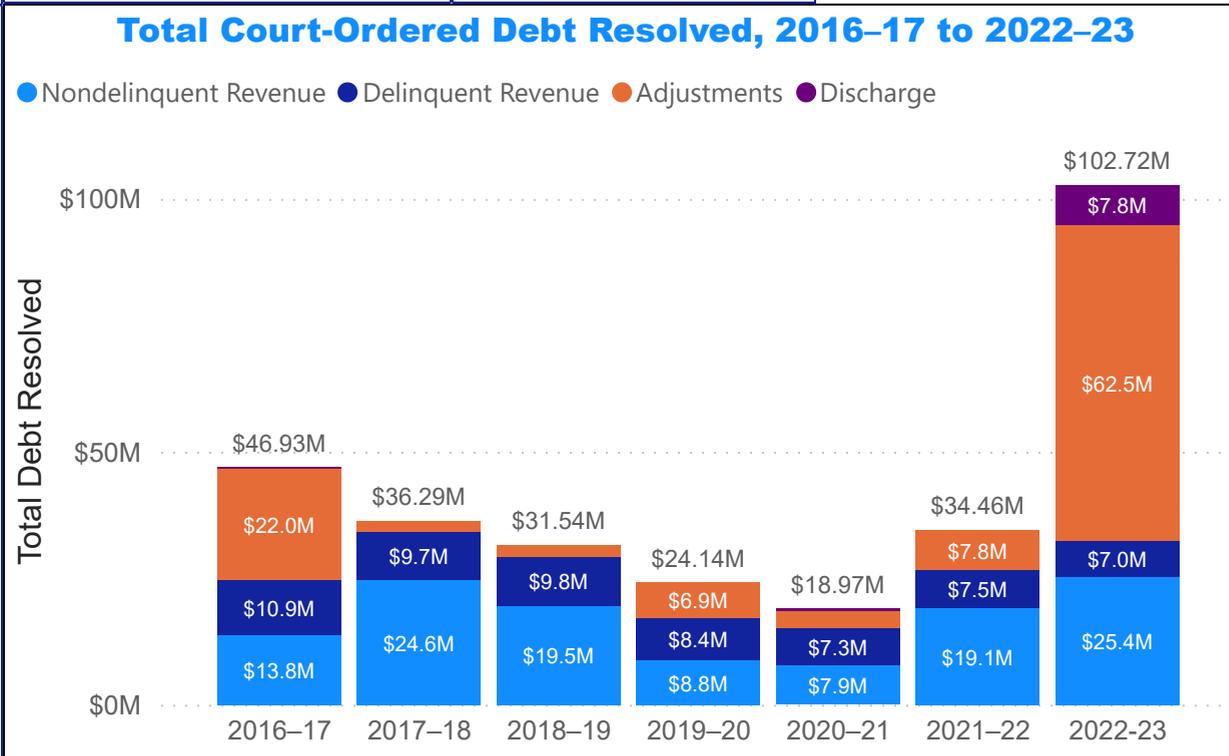
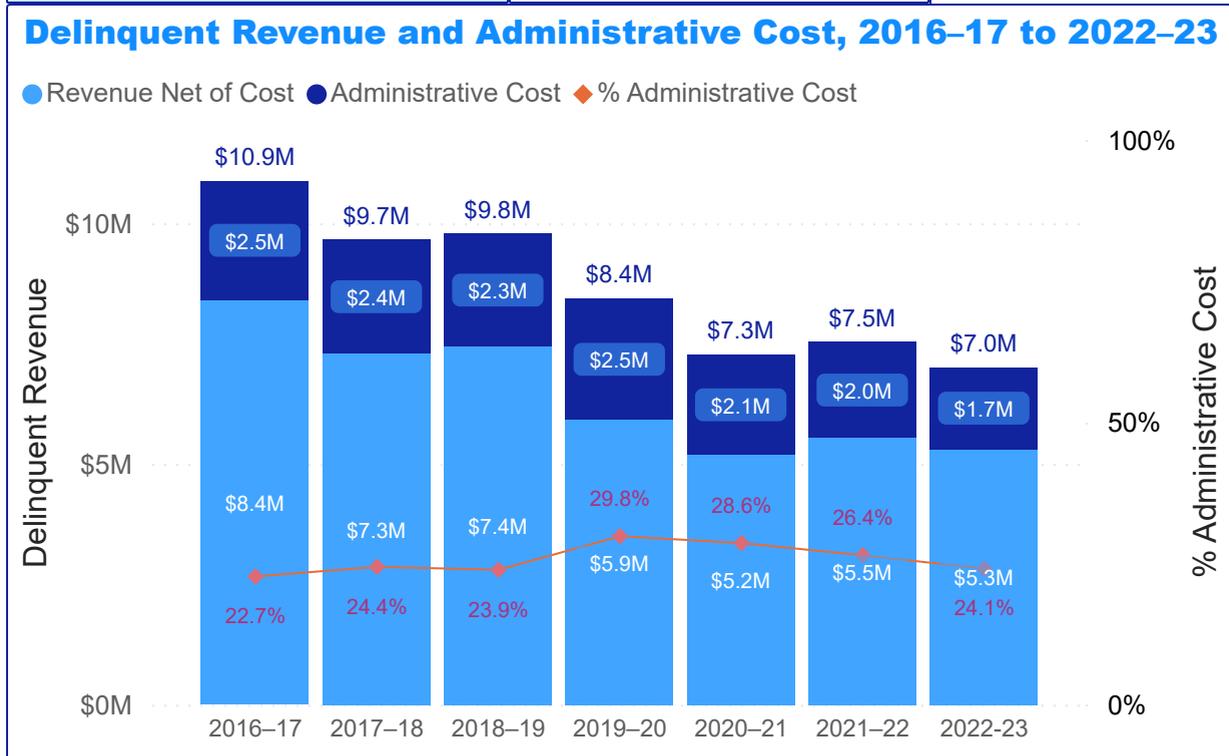
Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key

Positive	Needs Improvement	No Data
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Court Tulare	Default Rate Current Prior Combined 42% 88% 80%			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 320,730	No. of Delinquent Cases Reported 724,125	No. of Delinquent Cases With Payments 53,528



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$1,042,893	\$722,843	\$378,415	\$435,610	\$1,719,662	\$60,357,267	-	\$7,823,730
County	\$39,772	\$143,961	\$6,996	\$24,805	-	\$424,353	-	-
Private Agency	-	\$177,125	-	\$17,713	-	-	-	-
FTB-COD	\$1,409,542	\$1,552,190	\$211,864	\$233,307	-	-	-	-
FTB-IIC	\$140,536	\$948,313	\$23,910	\$189,663	-	\$0	-	-
Intrabranh	\$148,319	\$678,873	\$29,664	\$135,775	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$2,781,062	\$4,223,305	\$650,849	\$1,036,873	\$1,719,662	\$60,781,621	-	\$7,823,730

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$1,414,965	11,375	\$478,452
2 - Written Notice(s)	\$478,449	3,580	\$161,422
3 - Lobby/Counter	\$744,005	7,428	\$322,292
4 - Skip Tracing	\$35,375	290	\$12,556
5 - FTB-COD	\$2,961,731	40,259	\$445,171
6 - FTB-IIC	\$1,088,849	3,540	\$213,573
7 - DL Hold/Suspension	\$103,866	844	\$36,543
8 - Private Agency	\$177,125	1,566	\$17,713
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$7,004,366	68,882	\$1,687,721

Tuolumne: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template (CRT)*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Tuolumne collections program, program software is unable to separate current and prior year data, which impacts the performance calculations of this report. All collection data has been reported in the prior year due to systems limitations. The program had been on the cusp of purchasing a software upgrade when the county made the decision to return collections to the court by December 31, 2023.

While the program has the ability to track the number of calls made, and letters and statements sent, it can neither tie these actions to revenue nor separate the data from current and prior year cases. In addition, current software limitations cannot separate the costs on collecting prior and current period debt. Lastly, current software limitations cannot accurately track balances that are in default or current.

Due to state legislation that eliminated many fees, budgetary, software and personnel constraints, it was determined that the county will cease collections for Tuolumne County Superior Court as of December 31, 2023.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Tuolumne ▼	\$26,945,832	\$46,409	\$2,595,795	\$278,052	\$2,280,341	\$0

2022-23 Collections Individual Program Report

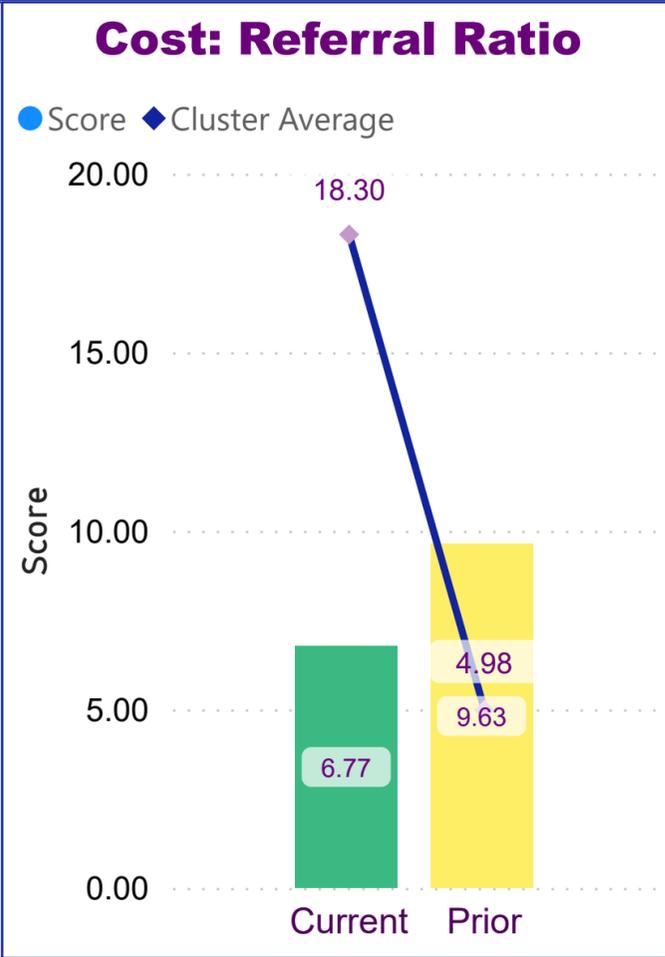
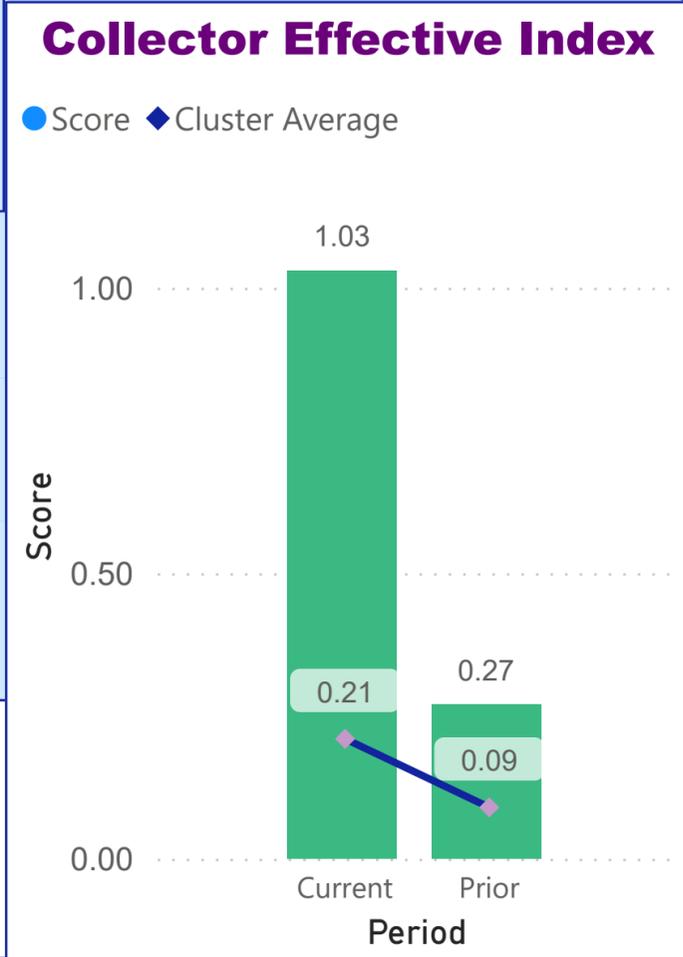
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.05 0.19

Risk Monitor
Score Cluster Average
0.88 0.57

Adjustment Score
Score Cluster Average
71.66 151.71

Discharge Score
Score Cluster Average
0.00 28.98



Spend Efficiency Score						
Period	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average
County		0.42	0.12	0.46	0.12	0.44
FTB-COD	0.15	0.12	0.15	0.15	0.15	0.14
FTB-IIC		0.01	0.01	0.06	0.01	0.06

Population
52,932

Judges
4

Commissioners
0.75

Best Practices Engaged
21/22

Collector Effective Index		
Period	Score	Cluster Average
Current	1.03	0.21
Prior	0.27	0.09
Combined	0.33	0.10

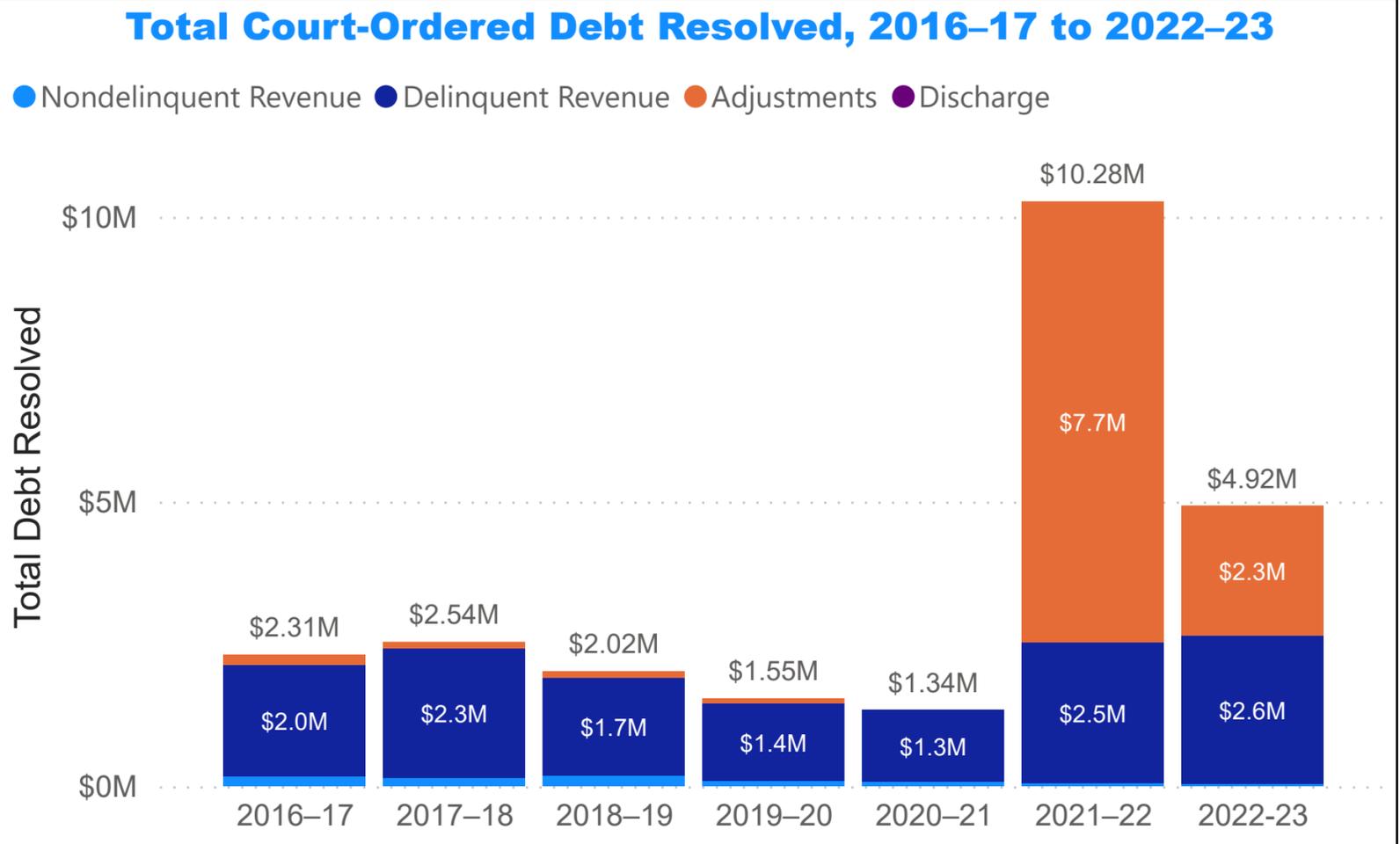
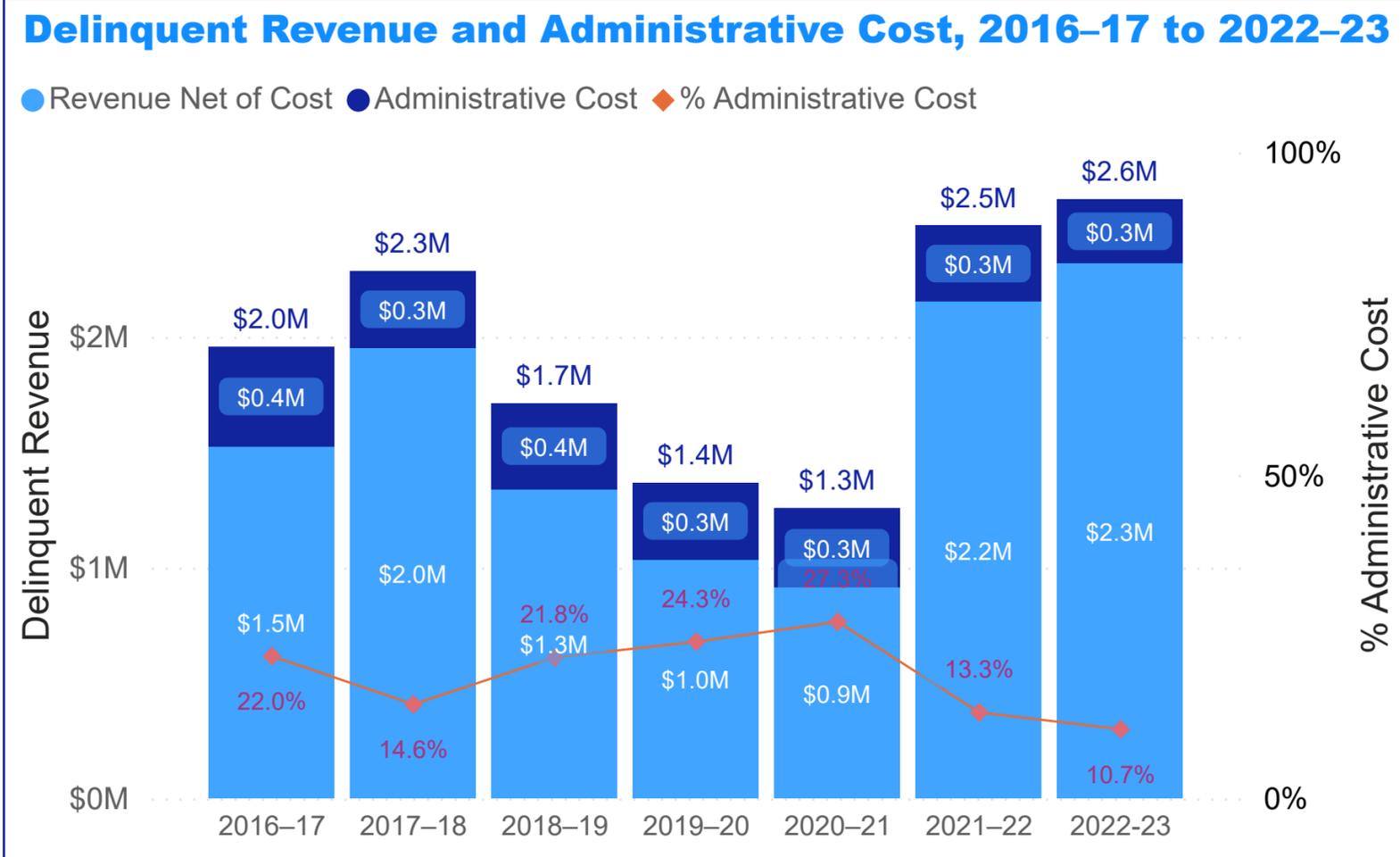
Cost: Referral Ratio		
Period	Score	Cluster Average
Current	6.77	18.30
Prior	9.63	4.98
Combined	9.40	6.60

Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Tuolumne"/>	Default Rate Current Prior Combined		No. of People Served 0	No. of Nondelinquent Cases With Payments 336	No. of Delinquent Cases Reported 29,583	No. of Delinquent Cases With Payments 9,840.00
	- 0% -					



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	-	-	-	-	-	-	-
County	-	\$1,946,423	-	\$231,912	-	\$1,154,621	-	-
Private Agency	-	-	-	-	-	-	-	-
FTB-COD	\$106,516	\$187,210	\$15,977	\$28,081	-	-	-	-
FTB-IIC	-	\$355,646	-	\$2,082	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	\$1,125,720	-	-
Total	\$106,516	\$2,489,279	\$15,977	\$262,075	-	\$2,280,341	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$389,285	0	\$43,884
2 - Written Notice(s)	\$1,557,138	0	\$175,536
3 - Lobby/Counter	\$0	0	\$12,039
4 - Skip Tracing	\$0	0	\$453
5 - FTB-COD	\$293,726	6,718	\$44,058
6 - FTB-IIC	\$355,646	928	\$2,082
7 - DL Hold/Suspension	\$0	0	\$0
8 - Private Agency	\$0	0	\$0
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$2,595,795	7,646	\$278,052

Ventura: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below.¹

Performance

According to the Ventura collections program, they continue to see a decrease in revenue and collectible delinquent debt due to additional legislative changes, most recently Assembly Bill 199 which eliminated fees and made the outstanding balance uncollectible. The court also saw a decrease in the revenue received on ability to pay cases. The program refers cases to Franchise Tax Board's Court-Ordered Debt (FTB-COD) collections program and participates annually in the FTB's Interagency Intercept Collections (IIC) program. Ventura participates in IIC's identification search process, which allows the private agency to submit accounts to IIC without a Social Security Number. Also, cases are referred to three private third-party private collection agencies.

On the Annual Financial Report, payments received by the DMV were reported under the "Other" line. Because of AB 199, civil assessment fees were vacated on 114,247 cases in the amount of \$30,423,238. This amount is reflected in prior period adjustments. Last year's ending balance of \$112,415,849 was adjusted this year to reflect the true amount in the beginning balance in of \$234,684,452, based on improved reporting capabilities. Also, it was determined that a portion of fines and fees were previously reported under the victim restitution inventory.

During 2022–23, Ventura Superior Court provided collections services to Amador, Plumas, San Mateo, Santa Clara, Sierra, Sutter, and Tulare Superior Courts.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Ventura ▼	\$205,830,223	\$11,501,227	\$17,555,445	\$3,511,090	\$32,447,128	\$0

2022-23 Collections Individual Program Report

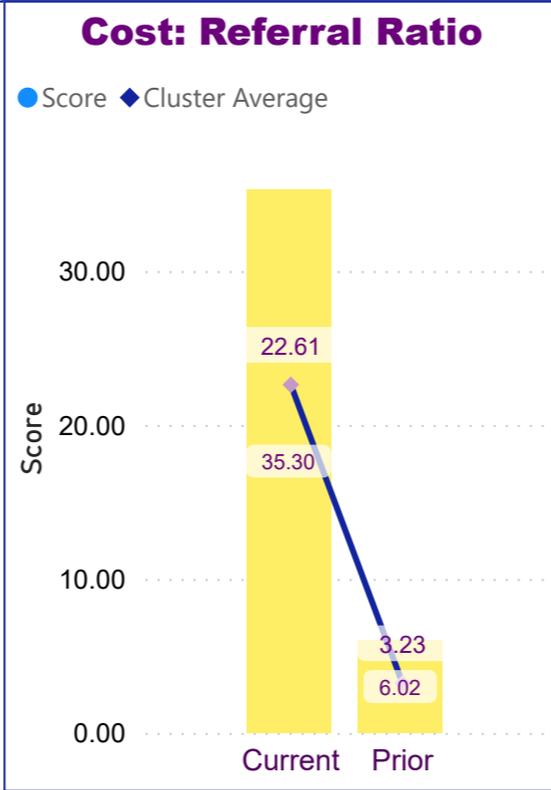
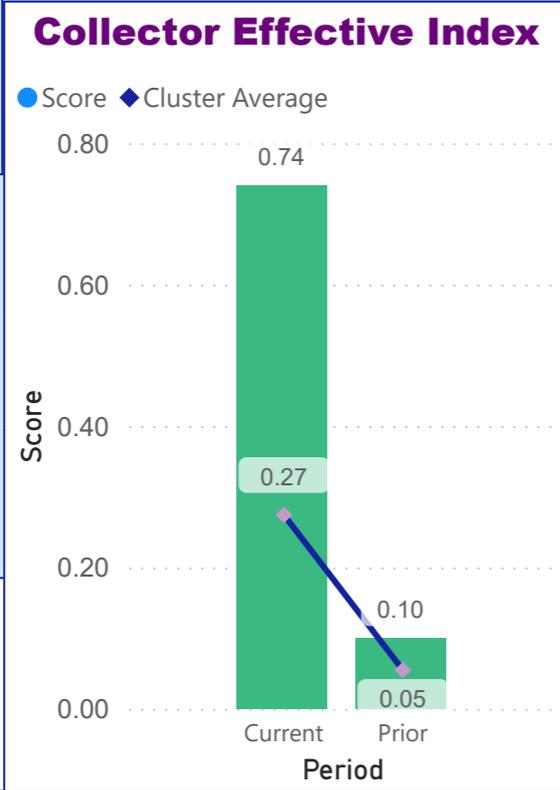
Cluster
3

First-year Resolution Rate
Score Cluster Average
0.43 0.31

Risk Monitor
Score Cluster Average
0.53 0.58

Adjustment Score
Score Cluster Average
126.83 183.23

Discharge Score
Score Cluster Average
0.00 45.09



Spend Efficiency Score

Period Program	Current		Prior		Combined	
	Score	Cluster Average	Score	Cluster Average	Score	Cluster Average
Court	0.20	0.35	0.20	0.32	0.20	0.33
Private Agency	0.20	0.18	0.20	0.30	0.20	0.27
FTB-COD	0.20	0.15	0.20	0.20	0.20	0.19
FTB-IIC	0.20	0.07	0.20	0.07	0.20	0.07
Other	0.20	0.20	0.20	0.20	0.20	0.20

Population
824,426

Judges
30

Commissioners
4.00

Best Practices Engaged
21/22

Collector Effective Index

Period	Score	Cluster Average
Current	0.74	0.27
Prior	0.10	0.05
Combined	0.18	0.08

Cost: Referral Ratio

Period	Score	Cluster Average
Current	35.30	22.61
Prior	6.02	3.23
Combined	9.59	5.01

Dashboard Comments

The program did not comment on the dashboard. Please see page 1 of the Individual Program Report for other performance comments.

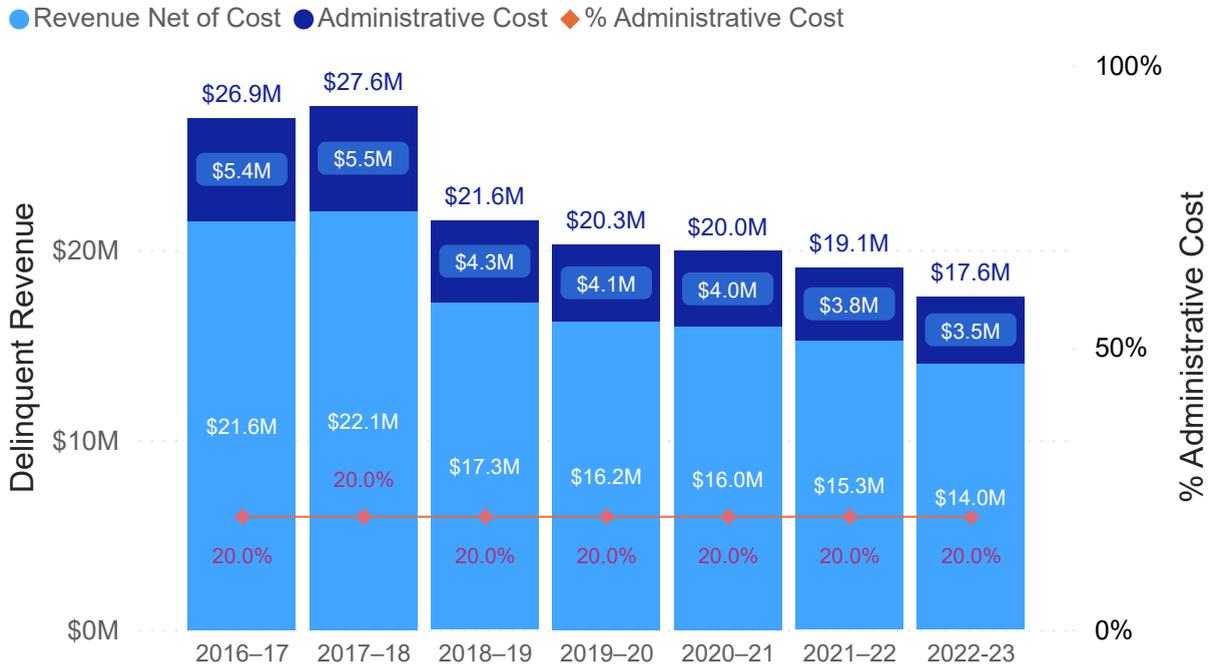
Collections Activities Performed
14/16

Performance Metrics Key

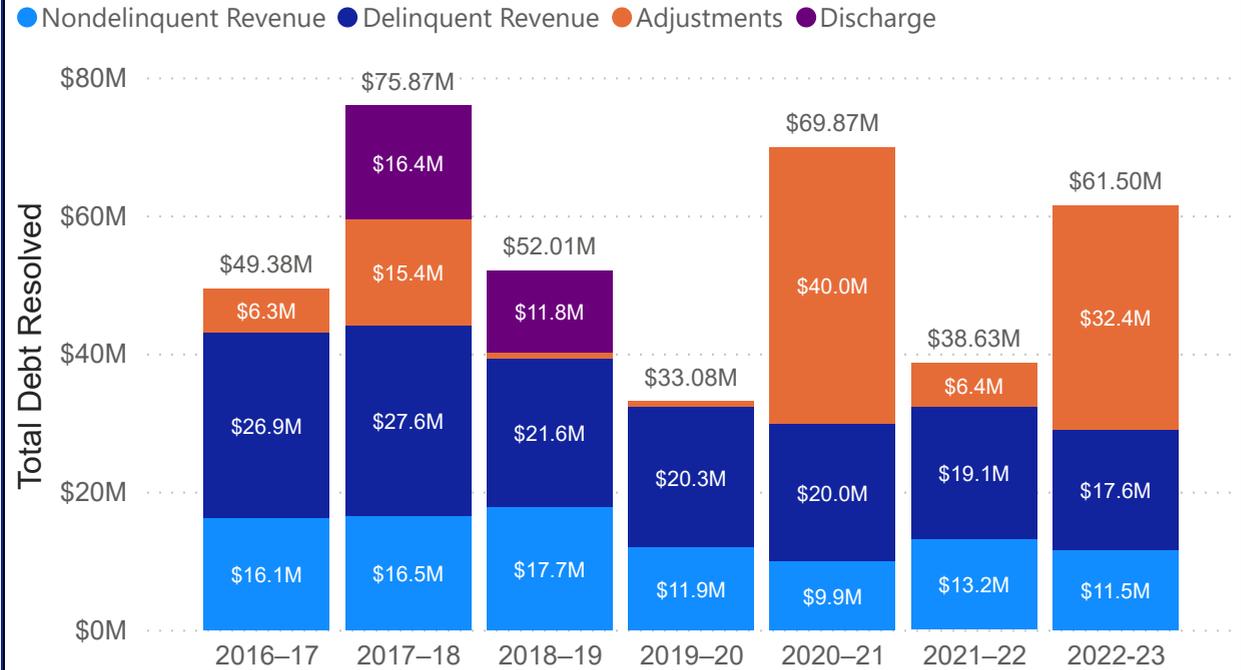
Positive Needs Improvement No Data

Court Ventura	Default Rate Current Prior Combined		No. of People Served Not Available	No. of Nondelinquent Cases With Payments 42,385	No. of Delinquent Cases Reported 366,254	No. of Delinquent Cases With Payments 64,104
	57%	88%				

Delinquent Revenue and Administrative Cost, 2016-17 to 2022-23



Total Court-Ordered Debt Resolved, 2016-17 to 2022-23



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$6,501,984	\$6,485,520	\$1,300,397	\$1,297,104	\$1,252,120	\$31,195,008	-	\$0
County	-	-	-	-	-	-	-	-
Private Agency	\$131,476	\$70,213	\$26,295	\$14,043	\$0	\$0	\$0	\$0
FTB-COD	-	\$2,020,429	-	\$404,086	-	\$0	-	\$0
FTB-IIC	\$1,096,303	\$1,106,743	\$219,261	\$221,349	\$0	\$0	\$0	\$0
Intrabranch	-	-	-	-	-	-	-	-
Other	\$136,475	\$6,302	\$27,295	\$1,260	\$0	\$0	\$0	\$0
Total	\$7,866,238	\$9,689,207	\$1,573,248	\$1,937,842	\$1,252,120	\$31,195,008	\$0	\$0

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$3,963,721	14,288	\$792,744
2 - Written Notice(s)	\$5,756,067	15,486	\$1,125,514
3 - Lobby/Counter	\$3,396,216	14,726	\$679,243
4 - Skip Tracing	-	-	-
5 - FTB-COD	\$2,020,429	9,920	\$404,086
6 - FTB-IIC	\$2,203,046	8,210	\$440,610
7 - DL Hold/Suspension	\$14,277	473	\$28,555
8 - Private Agency	\$201,689	1,001	\$40,338
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$17,555,445	64,104	\$3,511,090

Yolo: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the *Collections Reporting Template*.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Yolo collections program, the \$25,098,080 in adjustments relates to various adjustment types including civil assessments and ability to pay. Of the adjustment amount stated, \$24,462,009 relates to Assembly Bill 199. The county only participates in the Franchise Tax Board (FTB) Court-Ordered Debt program for victim restitution.

The court's case management system (CMS) does not currently have the reporting capability to separately extract information for installment agreements. Therefore case value and the default balance cannot be determined. The number of cases relating to the ending balance of victim restitution cannot be separated from the ending balance of cases with payments made on fines, fees, forfeitures, penalties, and assessments. The CMS is not configured to separate current and prior period inventory. As a result, all delinquent debt is reported as prior period. The court is making continuous efforts to create custom reports to satisfy all components of the CRT. Our current report does not allow us to separate online ability to pay (ATP) payments from in-person ATP payments.

The county made modifications to victim restitution beginning balances as the amounts reported in the prior year were incorrect. The beginning balance for private agency and the FTB Interagency Intercept Collections differ from last year's ending balance due to a reconciliation performed by the private agency. They confirmed the beginning balances should be updated to reflect their system. At this time, the court was unable to claim administrative costs for nondelinquent ATP installment cases. The court will need to configure a tracking mechanism for those ATP cases that are not paid in full so that duplicate costs are not claimed.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Yolo ▼	\$60,600,935	\$2,457,171	\$3,139,520	\$944,588	\$25,098,080	\$628,778

2022-23 Collections Individual Program Report

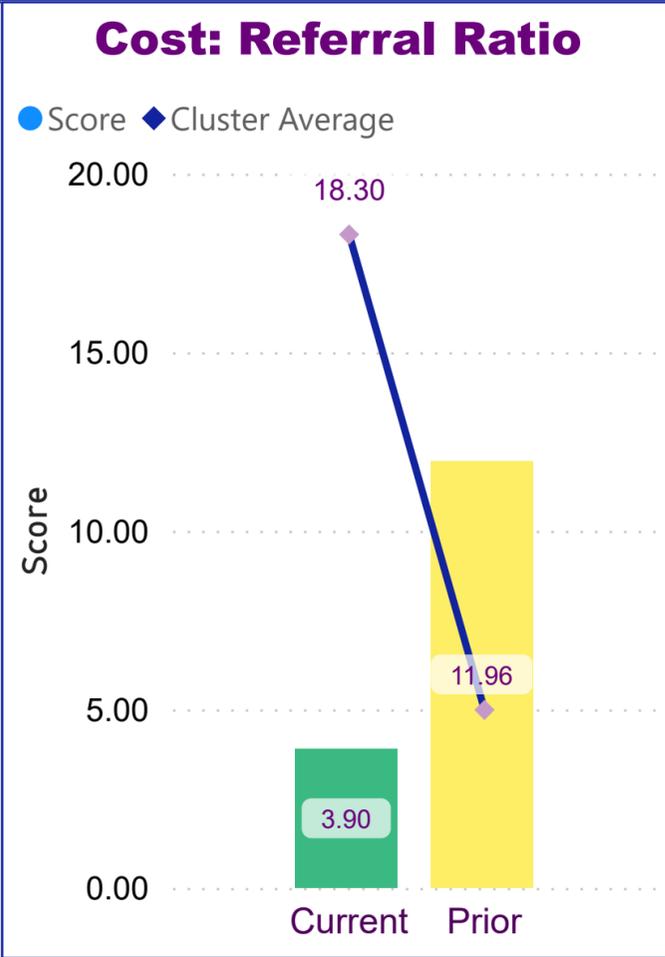
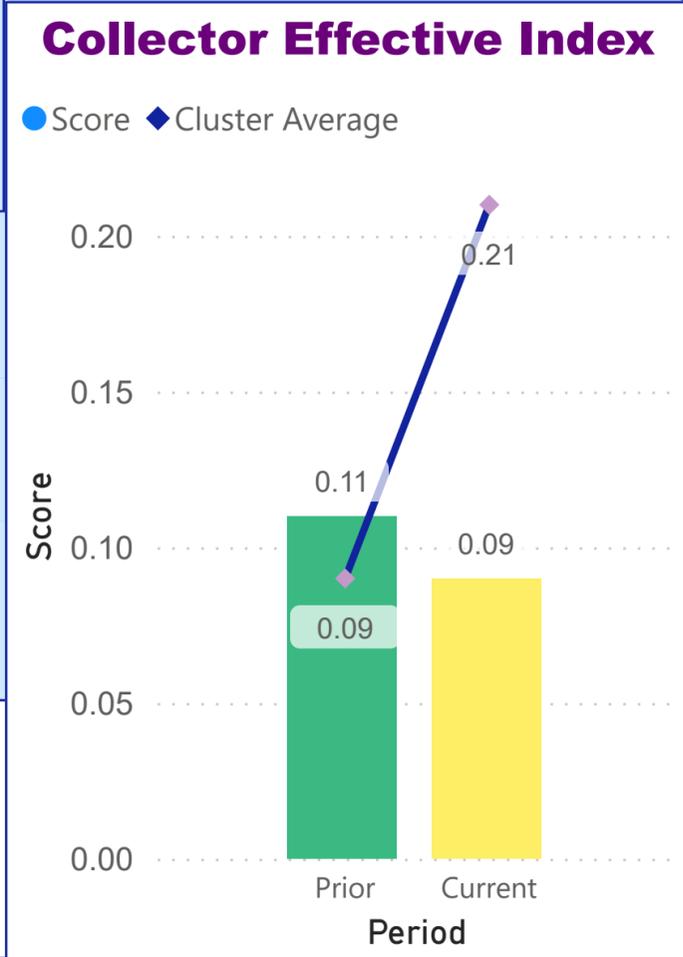
Cluster
2

First-year Resolution Rate
Score Cluster Average
0.03 0.19

Risk Monitor
Score Cluster Average
1.00 0.57

Adjustment Score
Score Cluster Average
280.53 151.71

Discharge Score
Score Cluster Average
7.03 28.98



Spend Efficiency Score						
Period	Program	Score	Current Cluster Average	Score	Prior Cluster Average	Combined Score Cluster Average
Court			0.24	0.57	0.22	0.57 0.23
Private Agency		0.16	0.15	0.38	0.15	0.34 0.15
FTB-IIC		0.01	0.01	0.01	0.06	0.01 0.06

Population
223,467

Judges
11

Commissioners
0.40

Best Practices Engaged
19/22

Collector Effective Index			
Period	Score	Cluster Average	
Current	0.09	0.21	
Prior	0.11	0.09	
Combined	0.11	0.10	

Cost: Referral Ratio		
Period	Score	Cluster Average
Current	3.90	18.30
Prior	11.96	4.98
Combined	11.59	6.60

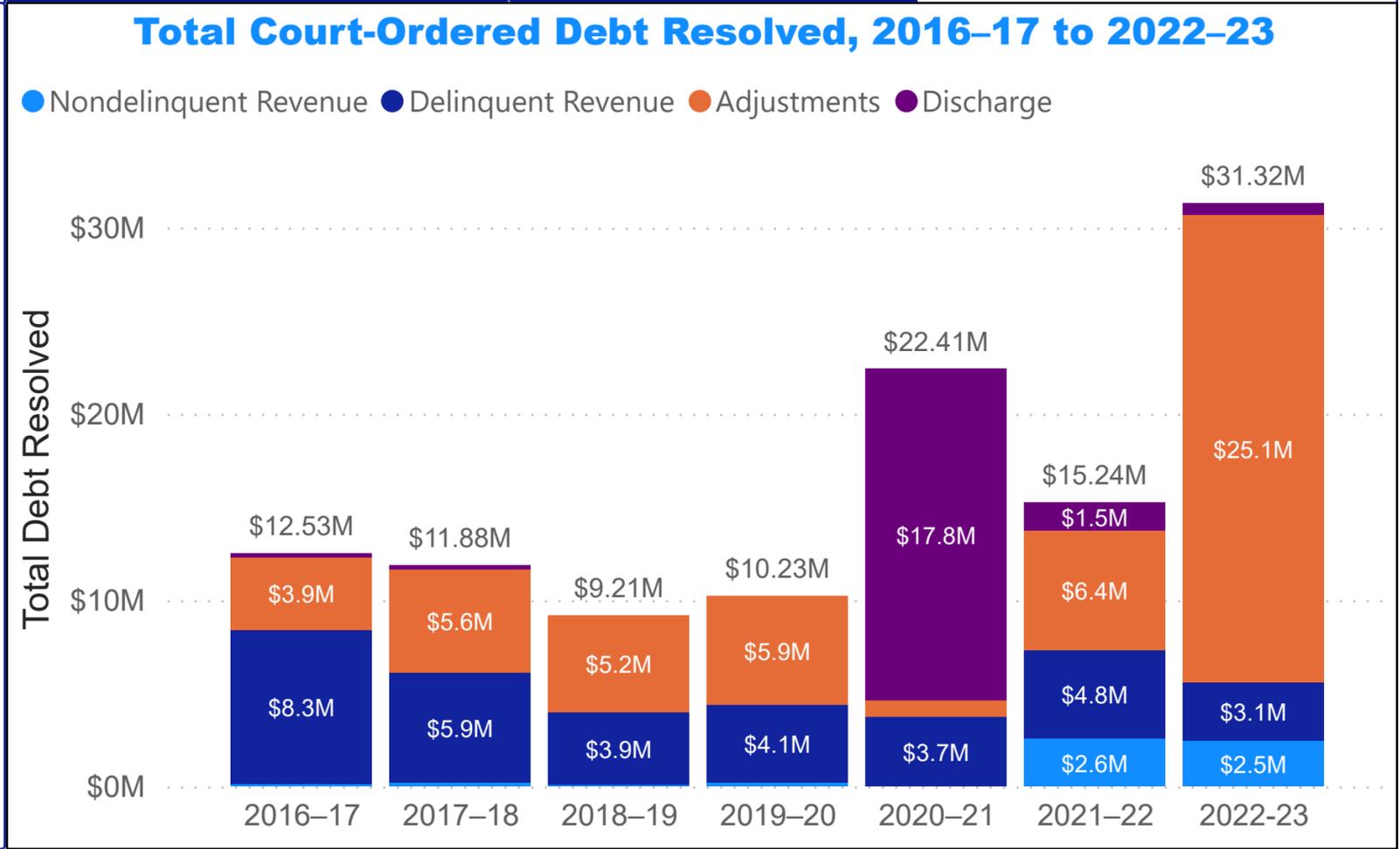
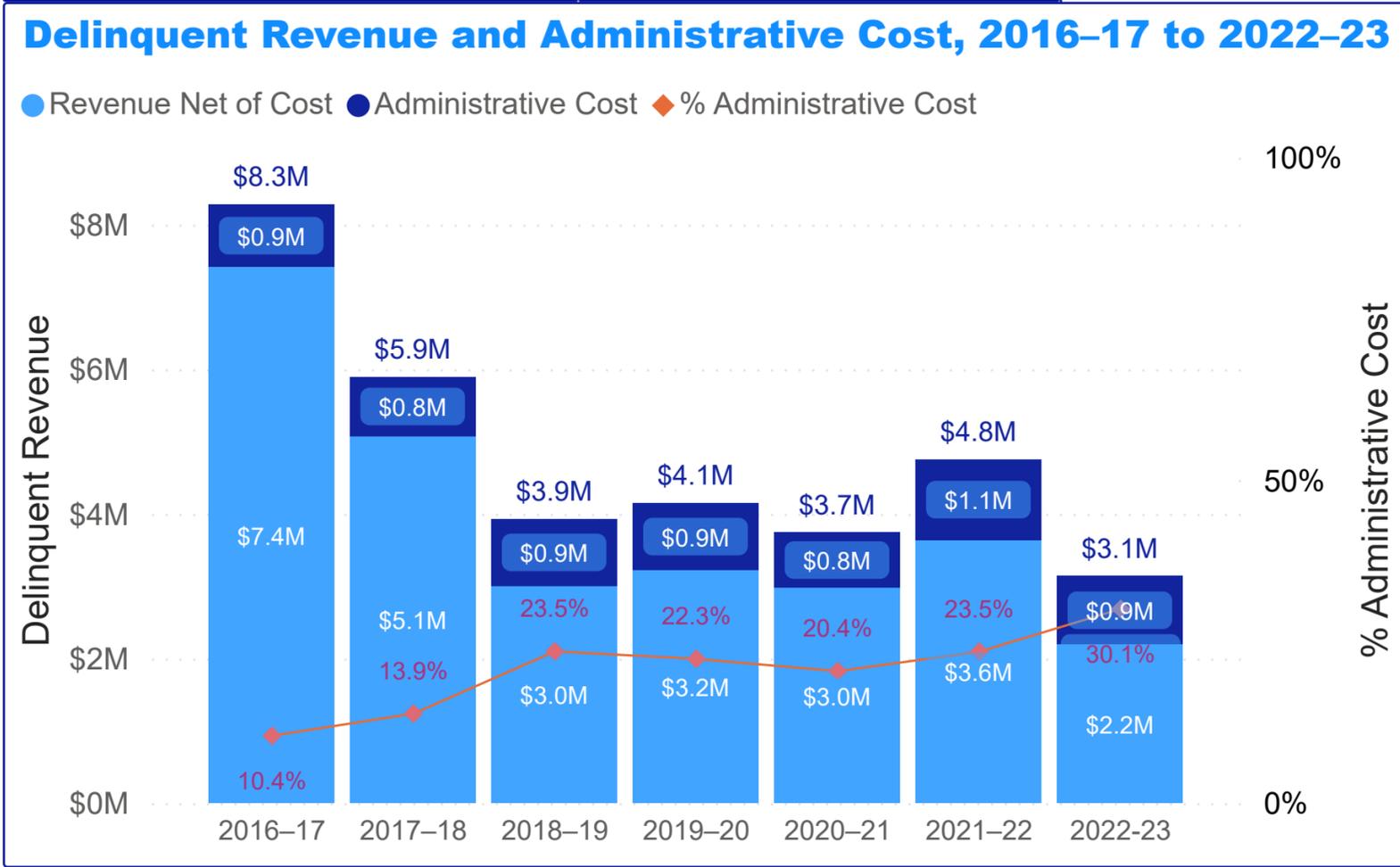
Dashboard Comments

The \$25,098,080 in adjustments relates to various assembly bills affecting civil assessments and other fees.

Collections Activities Performed
12/16

Performance Metrics Key		
Positive	Needs Improvement	No Data

Court <input type="text" value="Yolo"/>	Default Rate Current Prior Combined			No. of People Served 4,289	No. of Nondelinquent Cases With Payments Not Available	No. of Delinquent Cases Reported 81,474	No. of Delinquent Cases With Payments 8,763.00
	78%	58%	59%				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	-	\$1,395,173	-	\$796,871	-	\$3,188,391	-	\$628,778
County	-	-	-	-	-	\$502	-	-
Private Agency	\$85,872	\$329,601	\$13,931	\$125,410	\$28,093	\$20,737,293	-	-
FTB-COD	-	-	-	-	-	\$1,143,802	-	-
FTB-IIC	\$52,021	\$1,276,853	\$335	\$8,042	-	-	-	-
Intrabranh	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$137,893	\$3,001,627	\$14,266	\$930,322	\$28,093	\$25,069,988	-	\$628,778

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	-	-	-
2 - Written Notice(s)	-	-	-
3 - Lobby/Counter	\$1,395,173	4,289	\$796,871
4 - Skip Tracing	-	-	-
5 - FTB-COD	-	-	\$0
6 - FTB-IIC	\$1,328,874	3,091	\$8,377
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$415,473	1,383	\$139,340
9 - Wage/Bank Garnishments & Liens	\$0	0	\$0
Total	\$3,139,520	8,763	\$944,588

Yuba: Summary of Collection Reporting Template 2022–23

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. This report contains collections information as reported in the Collections Reporting Template.

Detail on the number of best practices met and collection activity components engaged is displayed on tables below. ¹

Performance

According to the Yuba collections program, collections continue to be impacted by Assembly Bill 1869 and AB 177. The collections program converted from a legacy case management system to a more modern case management system in April 2022. Adjustments have been made so total amounts in this report match the deposit records reasonably understood to represent collections received by the collections program. Adjustments were made within the 4th quarter data on a pro-rata or program basis as deemed appropriate.

The program has begun the process of configuring the reporting in the new case management system (CMS) to minimize such adjustments for the upcoming fiscal years. The CMS is not capable of separating out specific revenues collected by activity at this time. Thus, it is not confidently able to provide accurate figures, leaving blank cells. The IT department continues to work with vendors to make upgrades to the CMS where possible so that the program can report information that is more accurate. Any blank cells are due to CMS limitations where accurate information is unable to be collected.

Since the intrabranch absorbs the collections fees for the Franchise Tax Board's Court-ordered Debt and Interagency Intercept Collections programs, as well as the private agency programs, all collections costs have been consolidated and reported in the intrabranch program. The amount represents 24% of gross revenue collected.

¹ A dash (-) in the tables below represents data that is currently unavailable or is not provided by the program. This may include collection entities not engaged or practices not used, as well as data unavailable due to reporting limitations of the program's case management systems.

Court ▼	Outstanding Balance	Nondelinquent Revenue	Delinquent Revenue	Administrative Cost	Adjustments	Discharge
Yuba ▼	\$139,615,675	\$3,993,429	\$1,987,214	\$361,597	\$0	\$0

2022-23 Collections Individual Program Report

Cluster	First-year Resolution Rate	Risk Monitor	Adjustment Score	Discharge Score
2	Score Cluster Average	Score Cluster Average	Score Cluster Average	Score Cluster Average
	0.04 0.19	0.72 0.57	0.00 151.71	0.00 28.98

Collector Effective Index	Cost: Referral Ratio	Spend Efficiency Score																																										
<p>● Score ◆ Cluster Average</p>	<p>● Score ◆ Cluster Average</p>	<table border="1"> <thead> <tr> <th>Period Program</th> <th>Score</th> <th>Current Cluster Average</th> <th>Prior Score</th> <th>Prior Cluster Average</th> <th>Combined Score</th> <th>Combined Cluster Average</th> </tr> </thead> <tbody> <tr> <td>Court</td> <td>0.15</td> <td>0.24</td> <td>0.15</td> <td>0.22</td> <td>0.15</td> <td>0.23</td> </tr> <tr> <td>Private Agency</td> <td></td> <td>0.15</td> <td>0.24</td> <td>0.15</td> <td>0.24</td> <td>0.15</td> </tr> <tr> <td>FTB-COD</td> <td></td> <td>0.12</td> <td>0.24</td> <td>0.15</td> <td>0.24</td> <td>0.14</td> </tr> <tr> <td>FTB-IIC</td> <td></td> <td>0.01</td> <td>0.24</td> <td>0.06</td> <td>0.24</td> <td>0.06</td> </tr> <tr> <td>Intrabranh</td> <td></td> <td>0.25</td> <td>0.24</td> <td>0.24</td> <td>0.24</td> <td>0.24</td> </tr> </tbody> </table>	Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average	Court	0.15	0.24	0.15	0.22	0.15	0.23	Private Agency		0.15	0.24	0.15	0.24	0.15	FTB-COD		0.12	0.24	0.15	0.24	0.14	FTB-IIC		0.01	0.24	0.06	0.24	0.06	Intrabranh		0.25	0.24	0.24	0.24	0.24
Period Program	Score	Current Cluster Average	Prior Score	Prior Cluster Average	Combined Score	Combined Cluster Average																																						
Court	0.15	0.24	0.15	0.22	0.15	0.23																																						
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FTB-COD		0.12	0.24	0.15	0.24	0.14																																						
FTB-IIC		0.01	0.24	0.06	0.24	0.06																																						
Intrabranh		0.25	0.24	0.24	0.24	0.24																																						

Population
82,973

Judges
5

Commissioners
0.33

Best Practices Engaged
19/22

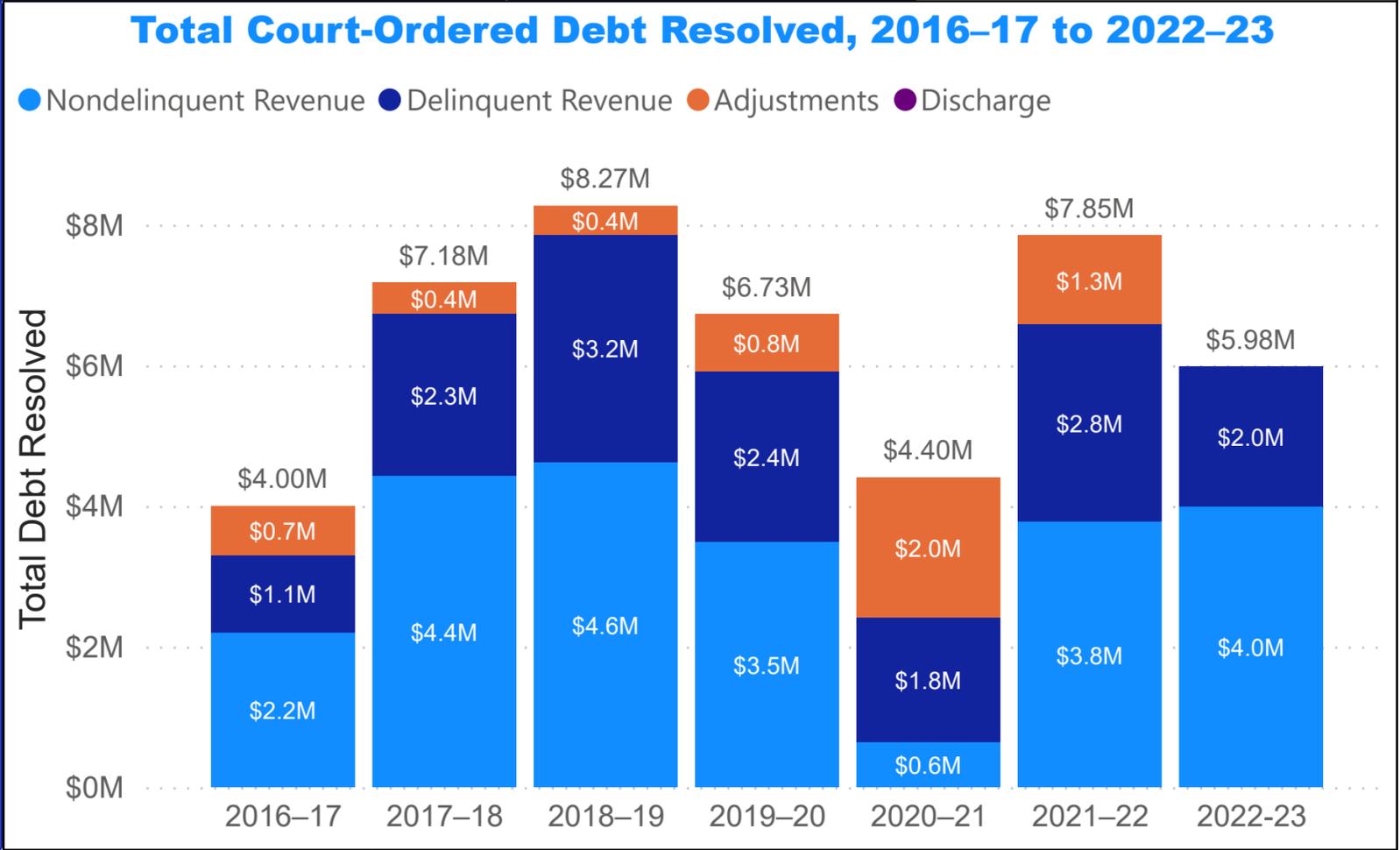
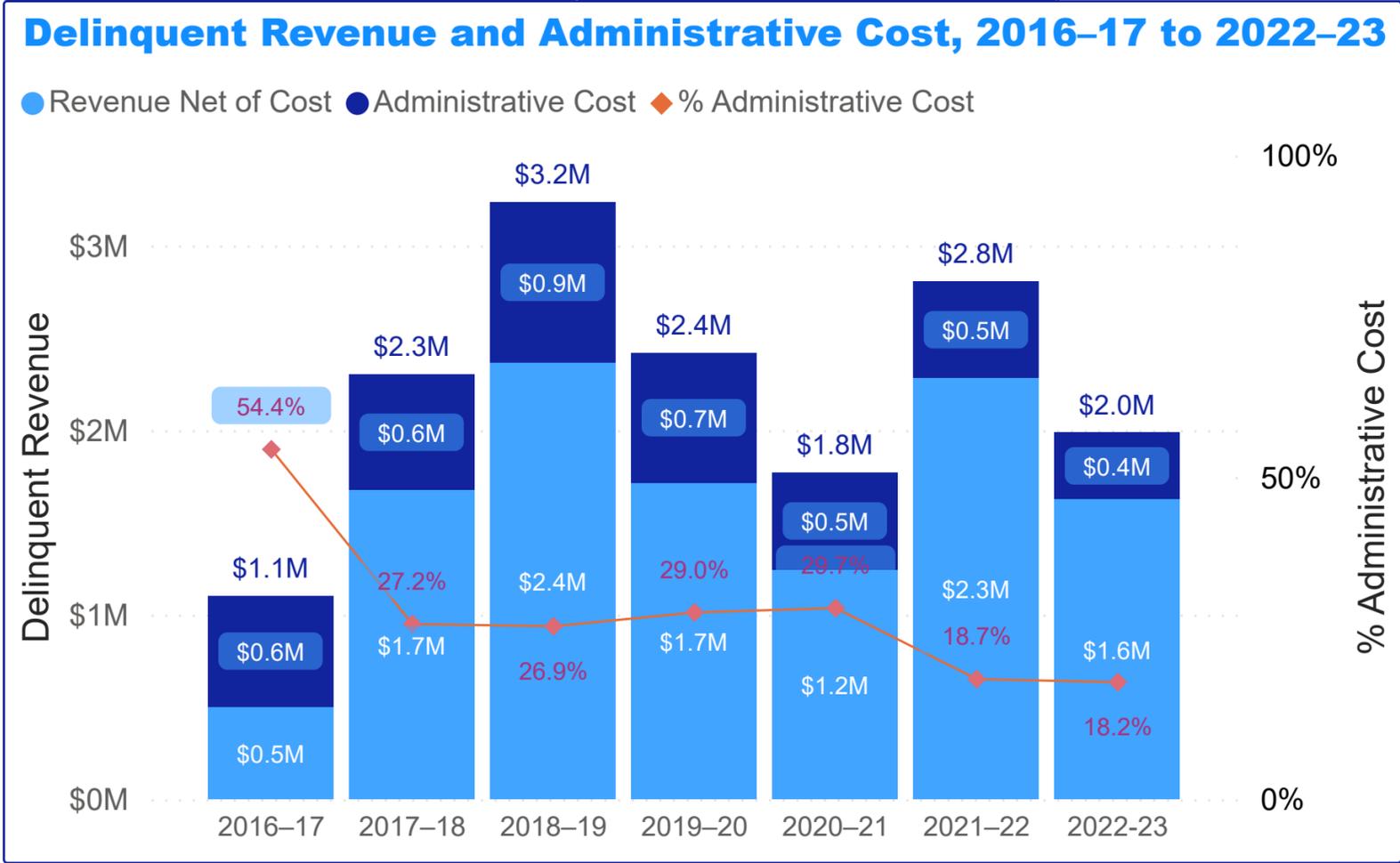
Dashboard Comments

Shasta has not yet been able to configure the new CMS to extract the data necessary for outside counties. Total collections are correct. However, for some report requirements, we only have partial or incomplete data, and many can't be determined at all. Dividing collections between current year & prior year isn't yet possible, so all collections are reported as prior year.

Collections Activities Performed
13/16

Collector Effective Index	Cost: Referral Ratio	Performance Metrics Key																								
<table border="1"> <thead> <tr> <th>Period</th> <th>Score</th> <th>Cluster Average</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>0.17</td> <td>0.21</td> </tr> <tr> <td>Prior</td> <td>0.07</td> <td>0.09</td> </tr> <tr> <td>Combined</td> <td>0.07</td> <td>0.10</td> </tr> </tbody> </table>	Period	Score	Cluster Average	Current	0.17	0.21	Prior	0.07	0.09	Combined	0.07	0.10	<table border="1"> <thead> <tr> <th>Period</th> <th>Score</th> <th>Cluster Average</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>4.73</td> <td>18.30</td> </tr> <tr> <td>Prior</td> <td>2.07</td> <td>4.98</td> </tr> <tr> <td>Combined</td> <td>2.26</td> <td>6.60</td> </tr> </tbody> </table>	Period	Score	Cluster Average	Current	4.73	18.30	Prior	2.07	4.98	Combined	2.26	6.60	<p>▼</p> <p>Positive Needs Improvement No Data</p>
Period	Score	Cluster Average																								
Current	0.17	0.21																								
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Period	Score	Cluster Average																								
Current	4.73	18.30																								
Prior	2.07	4.98																								
Combined	2.26	6.60																								

Court Yuba ▼	Default Rate			No. of People Served Not Available	No. of Nondelinquent Cases With Payments 10,196	No. of Delinquent Cases Reported 160,028	No. of Delinquent Cases With Payments 11,704.00
	Current	Prior	Combined				
	-	-	-				



Annual Financial Report by Program and Period

Program	Revenue		Administrative Cost		Adjustments		Discharge	
	Current	Prior	Current	Prior	Current	Prior	Current	Prior
Court	\$350,032	\$1,004,338	\$54,200	\$155,515	\$0	\$0	-	-
County	-	-	-	-	-	-	-	-
Private Agency	-	\$28	-	\$7	-	\$0	-	-
FTB-COD	-	\$478,412	-	\$114,819	-	(\$0)	-	-
FTB-IIC	-	\$49,374	-	\$11,850	-	(\$0)	-	-
Intrabranh	-	\$105,031	-	\$25,207	-	(\$0)	-	-
Other	-	-	-	-	-	-	-	-
Total	\$350,032	\$1,637,182	\$54,200	\$307,397	\$0	\$0	-	-

Delinquent Collections Activity

Category	Revenue	No. of Cases	Cost
1 - Telephone	\$20,293	1,917	\$4,870
2 - Written Notice(s)	\$62,752	5,928	\$15,060
3 - Lobby/Counter	-	-	-
4 - Skip Tracing	\$21,986	2,077	\$5,277
5 - FTB-COD	\$478,412	9,422	\$114,819
6 - FTB-IIC	\$49,374	0	\$11,850
7 - DL Hold/Suspension	-	-	-
8 - Private Agency	\$28	833	\$7
9 - Wage/Bank Garnishments & Liens	-	-	-
Total	\$632,844	20,177	\$151,883

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

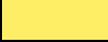
Judicial Council:

Performance Measures Reference Guide

THIS DASHBOARD IS DESIGNED TO:

Provide entities with contextual and performance-based metrics based on reported CRT data and to give entities a deeper understanding of performance, case distribution, and costs. Cluster averages are included for reference and to give entities an opportunity to share best practices and strategies. The goal is to encourage information sharing, investigation into errors or areas that may require attention and to give entities more data and information to influence collections strategy moving forward.

Key:

	Positive
	Room for Improvement

Collector Effective Index (CEI):

Definition: The Collector Effective Index (CEI) shows the *percentage of referrals with payment received versus total referrals of that age*.

WHAT IT MEANS:

- › CEI shows an entity's effectiveness at collecting referrals of a specific age by calculating the *percentage of cases with payment* for debts of specific, pre-determined ages.
- › CEI gives a numeric (percentage) and visual representation of how an entity is performing versus peers in collecting referrals of a specific age.

Entities should strive to maximize CEI for both Current and Prior referrals.

Spend Efficiency Score (SES):

Definition: The Spend Efficiency Score is the number of dollars spent to collect \$1 in delinquent referrals for the various programs.

WHAT IT MEANS:

- › SES shows the cost to collect \$1 in delinquent referrals.
- › An SES for Private Agency of 0.2 means that an entity spent 20 cents to collect each dollar of delinquent referrals when using that program.

Low SES means an entity is spending less to collect delinquent referrals, a high SES means an entity is spending more to collect delinquent referrals. An SES greater than 1 should always be investigated.

Cost to Referral Ratio:

Definition: Cost to Referral ratio show the average dollars spent (costs) per referral.

WHAT IT MEANS:

- › The Cost to Referral ratio is helpful when entities are looking to compare relative operating costs with other entities, and to the cost of resolving court-ordered debt.
- › This benchmark shows the average cost-per-referral for current, prior, and combined referrals, in addition to the cost-per-total cases resolved.

First-year Resolution rate:

Definition: First-year Resolution is the percentage of 'current' referral balance that was resolved within the first year.

WHAT IT MEANS:

- › How effective entities are at collecting and resolving first-year (current) referrals within that year
- › This shows the percentage of current referral dollars that were resolved within the first year through collections, adjustments and/or discharges. Higher percentages mean an entity was able to resolve more first-year debt.

Entities should strive to make First-year Resolution Rate as high as possible.

Adjustment Score:

Definition: Adjustment Score is a representation of the dollar value of adjustments against the total referral balance.

WHAT IT MEANS:

- › The amount of revenue that an entity adjusted through non-cash means.

The adjustment score is a *normalizing metric* and is intended to help entities understand where they stand in terms of adjustments with the other entities in their cluster.

Discharge Score:

Definition: Discharge Score is a representation of the dollar value of discharges against the total referral balance.

WHAT IT MEANS:

- › The amount of revenue that an entity discharged.

The discharge score is a *normalizing metric* and is intended to help entities understand where they stand in terms of discharges with the other entities in their cluster.

Risk Monitor:

Definition: The Risk Monitor is the percentage of referrals that went delinquent out of the total current referral pool for that year.

WHAT IT MEANS:

- › The Risk Monitor is designed to assign a 'riskiness score' to an entity's current year referrals to help the entity (and JCC) set expectations for performance on those specific referrals.
 - A high Risk Monitor means fewer referrals were paid before going delinquent and the remaining pool is riskier
 - A low Risk Monitor means more referrals were paid before going delinquent and the remaining pool is less risky

Potential Errors / Issues:

This dashboard exclusively uses reported CRT data so if one of the metrics seems off (100% or 0%) it is likely due to an error or irregularity in the CRT data. We have included the specific equations used to calculate each metric to aid in error investigation work.

In this same vein, if entities report inaccurate or incomplete data, it will impact the cluster averages.

Cluster 1	Cluster 2		Cluster 3	Cluster 4
Alpine	Butte	Shasta	Contra Costa	Alameda
Amador	El Dorado	Siskiyou	Fresno	Los Angeles
Calaveras	Humboldt	Sutter	Kern	Orange
Colusa	Imperial	Tehama	Monterey	Riverside
Del Norte	Kings	Tuolumne	San Francisco	Sacramento
Glenn	Lake	Yolo	San Joaquin	San Bernardino
Inyo	Madera	Yuba	San Mateo	San Diego
Lassen	Marin		Santa Barbara	Santa Clara
Mariposa	Mendocino		Solano	
Modoc	Merced		Sonoma	
Mono	Napa		Stanislaus	
Plumas	Nevada		Tulare	
San Benito	Placer		Ventura	
Sierra	San Luis Obispo			
Trinity	Santa Cruz			

1	Court/County	Select court/county (see Contact Informa
2	Court Contact:	
	Telephone Number:	
	E-mail Address:	

3	County Contact:	
	Telephone Number:	
	E-mail Address:	

4	List collection agencies or programs used by order in which debt is referred:	1. <input type="text"/>
		2. <input type="text"/>
		3. <input type="text"/>
		4. <input type="text"/>
		5. <input type="text"/>

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			
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			
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

Additional Information:

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.

Number of Cases	Value (\$)
<input type="text"/>	<input type="text"/>

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

Is the program qualified as a comprehensive collection program? No

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 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 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 drive when appropriate for a failure to appear in court.
- 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.
- 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.

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

- | | | |
|--|--|---|
| <input type="checkbox"/> Audits (Judicial Council) | <input type="checkbox"/> Revenue Distribution | <input type="checkbox"/> Cost Recovery |
| <input type="checkbox"/> Audits (SCO) | <input type="checkbox"/> Discharge from Accountability | <input type="checkbox"/> Other Collections-Related Issues |

Comments or explanations:

The number of best practices used is: 0

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.

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.

Annual Financial Report

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

REPORTING PERIOD		Col. A										
1	Beginning Date-First day of Reporting Period	01-Jul-20										
2	Ending Date-Last day of Reporting Period	30-Jun-21										
CURRENT PERIOD (NEWLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS												
		Number of Cases Established or Referred as Delinquent	Value of Cases Established or Referred as Delinquent	Number of Cases with Payment(s) Received (Items 1 and 2)	Gross Revenue Collected	Cost of Collections (Penal Code 1463.007) enter as negative number	Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence (Item 3)	Discharge from Accountability (Item 3)	Net Value of Newly- Established Delinquent Debt at End of Period (Col. C - E - G - H)	Value of Cases on Installment Agreement (Item 8)	Default Balance Installment Agreement (Item 8)	Percentage of Debt Defaulted On (Installment Agmt.) (Col. K / Col. J)
Row	Program	Col. B	Col. C	Col. D	Col. E	Col. F	Col. G	Col. H	Col. I	Col. J	Col. K	Col. L
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 (PREVIOUSLY-ESTABLISHED) DELINQUENT DEBT: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS												
		Number of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet)	Value of Delinquent Cases at Period Beginning (Ending Balance from Transfer Worksheet)	Number of Cases with Payment(s) Received	Gross Revenue Collected	Cost of Collections (Penal Code 1463.007) enter as negative number	Adjustment: Amount satisfied by Court-ordered Suspension, Dismissal or Alternative Sentence	Discharge from Accountability	Net Value of Previously- Established Delinquent Debt at End of Period (Col. N - P - R - S)	Value of Cases on Installment Agmt. (Ending Balance from Prior Year)	Default Balance Installment Agreement	Percentage of Debt Defaulted On (Installment Agmt.) (Col. V / Col. U)
Row	Program	Col. M	Col. N	Col. O	Col. P	Col. Q	Col. R	Col. S	Col. T	Col. U	Col. V	Col. W
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											
COMBINED: BEGINNING AND ENDING BALANCES; FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS												
		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	
Row	Program	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											
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				$(\text{Collections} + \text{Adjustments} + \text{Discharges}) / \text{Referrals}$			Measures a collection program's ability to resolve delinquent court-ordered debt, including alternative sentences, community service, suspended sentences and discharges.				
28	Success Rate				$\text{Collections} / (\text{Referrals} - \text{Adjustments} - \text{Discharges})$			Measures the amount of revenue collected on delinquent court-ordered debt based on total delinquent accounts referred after adjustments and discharges, including NSF checks.				
VICTIM RESTITUTION AND OTHER JUSTICE-RELATED REIMBURSEMENTS												
		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
Row	Program	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											
Reviewed by Court						Reviewed by County						
Printed Name _____						Printed Name _____						
Signature _____						Signature _____						
Date _____						Date _____						
Title (Court Executive or Presiding Judge) _____						Title (County Auditor-Controller or other) _____						

Transfer Worksheet

	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. M	Col. N
Non-Delinquent Collections						
Court Collection Program					-	-
County Collection Program					-	-
Private Agency					-	-
FTB Court-Ordered Debt					-	-
Intra-Branch Program					-	-
Other					-	-
Sub-total Delinquent	-	-	-	-	-	-

Penal Code 1463.007 Collections Activities by Category

PC 1463.007 Collections Activity	Category	Task/Activity
<p>3a. Attempts telephone contact with delinquent debtors for whom the program has a telephone number</p> <p>k. Uses an automated dialer or automatic call distribution system to manage telephone calls.</p>	<p>1= Telephone Contact</p>	<p>Outbound Call Inbound Call</p> <p>Dialer blast messaging</p>
<p>3b. Notifies delinquent debtors for whom the program has an address in writing of their outstanding obligation within 95 days of delinquency.</p> <p>4e. Sends monthly bills or account statements to all delinquent debtors.</p>	<p>2=Written Notice(s)</p>	<p>Delinquent Notice (Failure to Appear, Failure to Pay, Civil Assessment) Handle all collections-related mail correspondence E-mail received Email sent</p>
<p>3c. Generates internal monthly reports to track collections data, such as age of debt and delinquent amounts outstanding.</p> <p>3e. Accepts payment of delinquent debt by credit card.</p>	<p>3= Lobby/Counter</p>	<p>Receive/post cash, check and credit card payments Provide case information to individuals Establish payment plan agreements including amendments to existing plan Schedule walk-in arraignment, upon individual's request to go before a judge Update DMV, if needed Enter notes on the case, etc. Work the Out of Court--Collection Queue (Judge orders case be handled in collections) Process all criminal and juvenile probation orders; update financials and establish payment plans. Process all criminal and juvenile DA forms; update financials and establish payment plans Process payments from Intra-branch, generate weekly payment report Process payments and commission credit adjustments from private agency. Assist vendor w/case info., account balances, email them any directives from Judge on case and prepare commission checks at the end of month. Process all payments and commission credit adjustments from FTB-COD. Contact FTB-COD for additional information such as account balances, levy actions, etc.</p>
<p>3d. Uses Department of Motor Vehicles information to locate delinquent debtors.</p> <p>4f. Contracts with local, regional, state, or national skip tracing or locator resources or services to locate delinquent debtors.</p> <p>4g. Coordinates with the probation department to locate debtors who may be on formal or informal probation.</p> <p>4h. Uses Employment Development Department employment and wage information to collect delinquent debt.</p>	<p>4=Skip Tracing</p>	<p>Perform skip tracing (DMV, internet, third party vendors)</p> <p>Obtain debtor information from probation and/or EDD</p>
<p>4a. Sends delinquent debt to the Franchise Tax Board's Court-Ordered Debt Collections Program.</p>	<p>5=FTB-COD</p>	<p>Refer case to FTB-COD</p>
<p>4b. Sends delinquent debt to the Franchise Tax Board's Interagency Intercept Collections Program.</p>	<p>6= FTB-IIC</p>	<p>Refer case to FTB-IIC</p>
<p>4c. Initiates driver's license suspension or hold actions when appropriate for a failure to appear in court.</p>	<p>7=DL Hold/Suspension</p>	<p>Send abstract to DMV for Failure to Appear driver's license hold/suspension</p>
<p>4d. Contracts with one or more private debt collectors to collect delinquent debt.</p>	<p>8= Private Agency</p>	<p>Refer case to private collection agency</p>
<p>4i. Establishes wage and bank account garnishments where appropriate.</p> <p>4k. Places liens on real property owned by delinquent debtors when appropriate.</p>	<p>9= Wage/bank Garnishments and Liens</p>	<p>Wage and/or bank accounts are garnished</p> <p>Place liens</p>

Sample list of activities/tasks to be used to report activities utilized in the collection of delinquent court-ordered debt. See corresponding "Category" on the Contact and Other Information Sheet, Items 5, 6 and 7.

Quality Criteria Checklist

Row	Quality Checklist	CURRENT PERIOD: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS
1	<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.
2	<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).
3	<input type="checkbox"/>	Rows 4-9, include newly established/referred/transferred cases, gross revenue collected, adjustments, or discharges posted during the reporting period.
4	<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.
5	<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.
6	<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.
7	<input checked="" type="checkbox"/>	Rows 4-9, Column E, include all monies received towards the satisfaction of delinquent court-ordered debt, including installment payments.
8	<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.
9	<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.
10	<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.
11	<input type="checkbox"/>	Column I is the change in value of Cases Referred/Established/Transferred minus (-) Gross Collections, Adjustments, and Discharged debt. (Column C - E - G - H).
12	<input type="checkbox"/>	Rows 4-9, Column J, includes the value of all cases set-up on an installment agreement (A/R or monthly installment payment plan) by the court or collecting entity.
13	<input type="checkbox"/>	Rows 4-9, Column K, includes the balances from delinquent cases where the individual is non-compliant with the terms of the agreement (i.e., payments have not been received) and the plan was not reinstated at the end of the fiscal year.
14	<input type="checkbox"/>	Column L is formula driven and calculates the percentage of fines and fees defaulted on by dividing the installment agreement balance (amount <i>defaulted on</i>) by the initial value of court-ordered debt set-up on payment plan (Col. K/ Col. J)
PRIOR PERIODS INVENTORY: FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS		
15	<input type="checkbox"/>	Row 11, Column O, 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 11, Column P includes the number of cases associated with non-delinquent revenue collections reported in Row 11, Column O.
16	<input type="checkbox"/>	Rows 12-17 include all fines, fees, forfeitures, penalties, and assessments on traffic, criminal, and juvenile delinquency case types (infraction, misdemeanors, and felonies), except victim restitution and other justice related fees (see Row 29-35 for more information).
17	<input type="checkbox"/>	Rows 12-17 include all cases in inventory referred or transferred to a collections program in a prior period, and gross revenue collected, court-ordered adjustments, or discharges that were received and posted during the current reporting period.
18	<input type="checkbox"/>	Rows 12-17, Column O, include the number of cases with payments received during the reporting period. Note: any late postings from prior year should be reported in Column M, and the case value should be reported in Column N as part of the ending balance from prior year.
19	<input type="checkbox"/>	Rows 12-17, Column P, include all monies received towards the satisfaction of delinquent court-ordered debt.
20	<input type="checkbox"/>	Rows 12-17, Column Q, 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 Q as a negative number unless posting a reversal.
21	<input type="checkbox"/>	Rows 12-17, Column R, 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.
22	<input type="checkbox"/>	Value reported in Column S includes all previously established debt deemed uncollectible and discharged in the reporting period, per Government Code section 25257-25259.95.
23	<input type="checkbox"/>	Value reported in Column T is the change in Value of Cases (Ending Balance from Prior Year) minus (-) Gross Collections, Adjustments, and Discharged debt. (Column N - P - R - S).
24	<input type="checkbox"/>	Column U is the value of cases carried over from the prior year for all cases on an installment agreement that remained unpaid at the end of the year.
25	<input type="checkbox"/>	Column V includes the balance from all cases on an installment agreement carried over where payment(s) were not received in the reporting period.
26	<input type="checkbox"/>	Column W captures the percentage of delinquent fines and fees payable in installments that were defaulted on. The cell is formula driven and calculates a percentage by dividing the rolling balance by the value of cases (carried over) on installment agreements. (Column V/Column U)
COMBINED: ENDING BALANCE FINES, FEES, FORFEITURES, PENALTIES AND ASSESSMENTS		
27	<input type="checkbox"/>	Row 19, Column Z, includes the combined total of non-delinquent gross revenue collected.
28	<input type="checkbox"/>	Rows 20-25, Columns X, Y, Z, AA, AB, AC and AD include the combined case number and value of new and prior period inventory, change in value, gross revenues, cost of collections, and adjustments, and discharge from accountability.
29	<input type="checkbox"/>	Rows 20-25, Columns X, Y, Z, AA, AB, AC and AD are formula driven, no input required. Value of Cases reported in Columns Y and AF reconcile to figures reported from underlying systems and vendors.
30	<input type="checkbox"/>	Value reported in Column AE includes the total number of cases at the end of the reporting period for each program.
31	<input type="checkbox"/>	Values reported in Column AF balance to value of cases at beginning of period (Col. Y), minus the change in value reported in Col. AD (which is the sum of the amounts shown in Col. Z, AB and AC.)
32	<input type="checkbox"/>	An Error Message in Column AG indicates that the beginning balance in Column Y, minus the value of transactions reported in Column AD does not equal the ending balance reported in Column AF.
VICTIM RESTITUTION AND OTHER JUSTICE RELATED REIMBURSEMENTS		
33	<input type="checkbox"/>	Row 29 includes only non-delinquent cases referred/established, revenue collected, or adjustment posted during the reporting period.
34	<input type="checkbox"/>	Rows 30-35 include victim restitution and other justice related fees owed to other entities that were not included in Rows 3-9 or 11-17
35	<input type="checkbox"/>	Rows 30-35, include cases referred/established, revenue collected, or adjustments posted during the reporting period.
36	<input type="checkbox"/>	Column AR includes gross revenue collected on other justice related fees and should be entered as a positive number unless posting reversal. Column AS are adjustments that decrease or increase the amount outstanding for individual debt items.
37	<input type="checkbox"/>	Column AT includes the total amount of restitution owed to a victim by court order under Penal Code section 1202.4(f) collected by each collections program during the reporting period. Row 29 includes non-delinquent restitution collections.
38	<input type="checkbox"/>	Column AU includes the value of Col. AQ less the amounts shown in columns AR, AS, and AT (this field is formula-driven, so no separate calculation or entry is required).
39	<input type="checkbox"/>	Column AV includes the number of cases of all delinquent outstanding debt (new and inventory). In addition to restitution, debt balances may include other criminal justice-related fees not reported in rows 4-9 and 12-17.
40	<input type="checkbox"/>	Column AW should equal the beginning balance in Column AO plus the sum of transactions for the period, as shown in Col. AU (AU =A Q - AR -AS -AT).
41	<input type="checkbox"/>	Column AX is blank unless errors or potential errors are detected in the worksheet. If an out of balance message appears correct the identified error or explain in Performance Report.

Instructions for Completing the Collections Reporting Template

1. About the Collections Reporting Template (CRT)

Under Government Code section 68514 and Penal Code section 1463.010, as amended by Assembly Bill 1818, (Stats. 2019, Ch. 637), each superior court and county shall jointly report each year on the collection of revenue from criminal fines and fees, including information related to specific collections activities, the use of best practices, and amount of outstanding court-ordered debt. This report shall be submitted to the Judicial Council on or before September 1, using a template provided by the Council.

The following worksheets include the data elements required by both Government Code section 68514 and Penal Code section 1463.010. The worksheets must be completed and submitted by the date indicated below to the Judicial Council as part of the CRT:

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

2. Due Date

The CRT must be submitted to the Judicial Council as part of the report *due on or before September 1*, per Penal Code section 1463.010. If September 1 falls on a weekend or holiday, the report shall be due the next business day.

3. Reporting Period

The CRT should be completed for the period of July 1 of the prior calendar year through June 30 of the calendar year the report is prepared. For example, for the 2023 report, the reporting period is July 1, 2022–June 30, 2023. The reporting period may also be referred to as the current period, the current year, the fiscal year, the reporting year, the year, or similar terms.

4. What Should Be Reported

The following should be reported in the CRT:

- All delinquent court-ordered fines, fees, forfeitures, penalties, and assessments, as well as victim restitution, imposed by law or court order in criminal (infraction, misdemeanor, and felony) cases, including juvenile delinquency cases, and the number of cases associated with those collections.
- All revenues generated by each collection program (e.g., court, county, private agency, Franchise Tax Board (FTB), intra-branch, or other program) from delinquent cases during the reporting period and the number of cases associated with those collections.
- All revenues generated from non-delinquent cases during the reporting period and the number of cases associated with those collections.

- The value and number of new cases established or referred during the reporting period, as well as the value and number of cases from prior period inventory which are still outstanding.

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

This worksheet captures contact information and data in response to Items 4, 5, 6, and 7 of the reporting requirements under Government Code section 68514 (highlighted in green). Required data corresponding to Items 1, 2, 3 and 8 is captured in the Annual Financial Report. Refer to sections that follow for instructions on how to complete the Contact and Other Information worksheet. See Crosswalk tool to help map each item listed in Government Code section 68514 to corresponding worksheet(s) in the CRT (page 17).

Penal Code section 1463.007 requires that each program engage 10 of 16 collections activities, including each of the first five activities listed. The collections programs may collectively meet the requirement. For the purposes of this report, the collection activities were grouped into nine (9) categories. (See the Category Key).

NOTE: Based on the number of activities checked, the worksheet will indicate whether your collections program has fulfilled that component of the requirements of a comprehensive collection program.

The **Category** column identifies the number assigned to each activity. Each activity utilized in the collection of delinquent court-ordered debt should be reported by Category. See the Categories tab for a non-exhaustive list of tasks/activities.

Item 4: In this column, check each activity that is met by at least one of the collections programs (e.g., court, county, private agency, FTB, and intra-branch program). This complies with the reporting requirement for a description of the collection activities used pursuant to Penal Code section 1463.007. It is expected that if a collection activity is marked on this Worksheet that is also listed as a best practice on the Program report, it will be marked there as well.

Item 5: In this column, for each case, track and record payment(s) received per collection activity and report the total amount collected in the corresponding Category at the end of the fiscal year.

NOTE: The total in Item 5, Row 22, should reconcile with the Gross Revenue Collected, Column Z, Row 29, of the Annual Financial Report.

Item 6: For the purposes of this report, item 6 is interpreted as requesting information on each case plus a unique person (one individual).

In Column Item 6a, track and record each case by activity that the program engages (utilizes) as part of the collection effort and report the total number of cases by Category at the end of the fiscal year, whether or not the activity resulted in collections.

In Column Item 6b, track and record one individual in Category 3 regardless of the number of associated case(s) in 6a and report the total number of individuals at the end of the fiscal year.

NOTE: Since a program may utilize one or more of the 16 activities during the collections process, the number of cases by activity in 6a will always be equal to or greater than the associated number of individuals reported in 6b.

Item 7: In this column, for each case, track and record total operating costs per collection activity and report total costs in the corresponding category, as a negative (–) entry, at the end of the fiscal year.

For purposes of this report, operating costs are as defined in the [Guidelines and Standards for Cost Recovery](#). Operating costs should be calculated and recovered using the *Guidelines* approved methodologies.

NOTE: The total in Row 22, Item 7, must reconcile with Cost of Collections, Column AA, Row 29, of the Annual Financial Report.

**Wondering how to report data on CRT?
See an Example of the Process on page 16**

6. Worksheet 2: Program Report

Programs should provide a description of any changes to collections during the reporting period, including a description of the extent to which Judicial Council–approved Collections Best Practices are being met and any obstacles or problems that prevent the program from meeting the best practices. In the bottom section, indicate areas (by checkmark) in which training, assistance, or additional information is necessary. If additional space is required, please submit the information as an attachment in Microsoft Word format.

If a best practice on this report matches a collection program or activity on either Worksheet 1 or Worksheet 4 which shows activity, it should be checked as being used on this report as well.

7. Worksheet 3: Performance Report

Programs should provide a summary of the collection program’s performance during the reporting year, including the extent of the program’s reporting capabilities as it relates to the information required by Government Code section 68514. If data cannot be provided at this time or if the reported data differs from these Instructions, please describe the submitted data and any plans for providing this information in the future.

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 during the reporting period (i.e., July 1–June 30) and the number of cases associated with those collections, court-ordered adjustments, discharged debt, and cost of collections. Data in response to Items 1, 2, 3 and 8 of the reporting requirements under Government Code section 68514 are captured in this worksheet. Information related to the collection of victim restitution and cases subject to ability to pay determinations are also captured on this worksheet in separate sections.

NOTE: This worksheet is protected, and data entry is required only in unshaded cells. Refer to sections that follow for instructions on how to complete the Annual Financial Report worksheet.

9. Worksheet 5: Transfer Worksheet

If accounts with previously established debt are transferred from one collection program to another during the reporting period, the transfer worksheet should be used to record those transfers, so that any collections, adjustments, or discharges which occur are correctly attributed in the Annual Financial Report. *Use of this form is optional but encouraged if needed to clearly show the net transfer of accounts between the programs.*

10. Worksheet 6: Performance Metrics

The new performance metrics align to reporting requirements, as required in statute, and are intended to effectively track and measure each program’s performance. The worksheet is formula driven and captures information on the programs’ individual performance.

The performance indicators are designed to gauge an entity’s performance across a variety of metrics including collection of referrals and cost control:

- **Collector Effective Index (CEI)**— gauges an entity’s effectiveness at collecting from referrals of groups defined by the age of the court-ordered debt by calculating the percentage of cases with payment for debts of those groups.
- **First Year Resolution Rate**— provides the percentage of “current” referral balance that is resolved within the first year or how effective an entity is at resolving first-year referrals.
- **Spend Efficiency Score (SES)**— measures the cost to collect \$1 in delinquent referrals for each component and age group.
- **Cost to Referral Ratio**— reflects the average dollars spent (costs) per referral.

The normalizing metrics are designed to assist entities better understand any unique conditions and will provide additional context to an entity’s performance:

- **Risk Monitor**— assesses the potential of an entity’s current year referrals becoming delinquent to help the entity set expectations for performance on specific referrals.
- **Adjustment Score**— represents the value of debt resolved through non-cash means.
- **Discharge Score**— represents the value of debt discharged by an entity

Any comments provided in the worksheet (500 character maximum) will be included in the program’s dashboard and attached to the report to the legislature.

HOW TO COMPLETE THE ANNUAL FINANCIAL REPORT: STEP-BY-STEP

CURRENT PERIOD (NEWLY-ESTABLISHED) DEBT: Fines, Fees, Forfeitures, Penalties, and Assessments

For each collections program, (e.g., court, county, private agency, FTB, or an intra-branch program) enter all transactions on newly established and referred cases that occurred during the reporting period, also known as current period debt. “Newly established and referred cases” includes all cases for which criminal fines, fees, forfeitures, penalties, and assessments became delinquent during the fiscal year. It also includes forthwith payments on cases established during the reporting year, which are reported as a single total not assigned to specific collection programs. Victim restitution should NOT be included as part of current period debt, but reported separately in its own section.

- In row 3, report only the number of non-delinquent cases for which payments were received (e.g., traffic bail forfeitures, forthwith payments, accounts receivable, and payment plans for non-delinquent debt), in column D, and the amount of non-delinquent gross revenue collected, in column E.
- In rows 4–10, report the number (column B) and value (column C) of cases newly established or referred as delinquent during the reporting period; detailed explanations for each column are below.
 - the number of cases for which payments were received – column D,
 - gross revenue collected – column E,
 - cost of collections – column F,
 - adjustments – column G,
 - discharges posted during the year on newly-delinquent cases only – column H. Discharge can only be performed by the court or the county (rows 4 or 5)

NOTE: As a reminder, programs which have contracted with another court or county to handle collections should report all collections activity on Row 8, for Intra-Branch Program.

- In row 10, enter amounts that cannot be broken out or attributed to a single collection program. These amounts may include revenue collected by the Department of Motor Vehicles (DMV).

NOTE: If revenue is received from FTB-IIC in a case that is also assigned to another program, the value of the inventory should be reported on row 8 and subtracted from the other program's reported value.

Column B: Number of Cases Established or Referred as Delinquent

Enter the total net number of new cases established or referred to each respective collection program within the reporting year. Cases that were previously established, but never referred to collections, are considered new cases and should be reported in Col. B. Report newly delinquent debt only.

To avoid double-counting, a case should be reported only once, under the collection program that has the case in inventory at year end (June 30th). If a case is fully resolved through payment, adjustment, or discharge, it should be reported under the program that has the case when it is resolved.

Example: If an individual has two delinquent cases: Case 1 is a DUI and Case 2 includes two Vehicle Code violations, two cases are reported in Col. B, regardless of the number of violations. For cases that are "bundled" into one case for referral to a collections program (i.e., the Franchise Tax Board), only one case should be reported in Col. B.

NOTE: Reporting an accurate case count is as important as reporting an accurate value of delinquent debt. Both are required reporting elements under Government Code section 68514.

Column C: Value of Cases Established or Referred as Delinquent

Enter the total net value of cases identified in Col. B that were newly established or referred as delinquent during the reporting period. Delinquent debt which was established or referred to a program in prior years should be reported in Col. N.

Column D: Number of Cases with Payment(s) Received

In row 3, include the number of cases associated with non-delinquent collections reported in Col. D. In rows 4 through 10, enter the number of newly delinquent cases with payment(s) received (including payment(s) on an installment agreement) during the fiscal year that are directly associated with the total delinquent revenues reported in Col. E.

NOTE: Report the number of cases with payment received, non-delinquent and delinquent, not the number of payments. The number of cases with payments received (Col. D) cannot be greater than the number of cases reported in Col. B.

Using example in Column B above: If at the end of the year six installment payments are received on Case 1 and three on Case 2, the number of cases reported in Column D is two, regardless of the number of payments received.

Column E: Gross Revenue Collected

As noted above, in row 3 include non-delinquent traffic bail forfeitures, forthwith payments, accounts receivable, and current payment plans. In rows 4 to 10, enter the total amount of delinquent revenue collected by each collections program on newly delinquent debt during the reporting year, including payment(s) from an accounts receivable or installment payment plan. If revenue cannot be separated between the current and prior periods, report all revenue, and the associated number of cases, in the prior reporting period.

Column F: Cost of Collections

Enter as a *negative number* the cost of collections allowable for recovery under Penal Code section 1463.007. If cost of collections cannot be distinguished by period, prorate and report costs based on the value of revenue collected in each period.

Column G: Adjustments

Enter the total dollar value of court-ordered debt satisfied by means other than payment that decreases or increases the outstanding debt amount. This includes court-ordered adjustments, such as dismissals, suspensions, and waivers of all or part of the total fine, and alternative payments such as community service or post sentence service of time in custody in lieu of fine, or other non-cash adjustments that occurred during the reporting period. It also includes changes resulting from legislation which affect outstanding court-ordered debt.

This total 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. For example, charges for a bad check would be entered as a negative (-) dollar amount, as this would increase the amount of debt outstanding.

Column H: Discharge from Accountability

Enter the total dollar value of accounts established as delinquent **and** discharged during the current year, per Government Code sections 25257 to 25259.95. The value should be entered as a positive number as the net effect is to reduce the amount of debt outstanding.

Column H should include *only* debt established in the current period, otherwise report the value in Column S. For example, if a \$600 debt being collected by the county is discharged, +\$600 would be entered in Col. H, row 5.

Column I: Net Value of Newly Established Delinquent Debt at End of Period

The amount in Column I is formula driven; no data entry required. The formula calculates the change in value of transactions reported in columns C, E, G, and H, as follows: (Column I= C- E- G- H), or the value of cases established, minus all collections, adjustments, and discharges.

Column J: Value of Cases on Installment Agreements

In Column J, enter the original value of all delinquent cases set-up on an installment agreement, by the court or collecting entity, for installment payment(s) on newly established delinquent court-ordered debt.

The value of cases on installments cannot be greater than the value of cases reported in Column C.

Column K: Default Balance Installment Agreements

In Column K, enter the balance of newly established delinquent cases set-up on an installment agreement where the individual did not fulfill their payment obligation, i.e., payment(s) have not been received as promised and the plan was not reinstated at the end of the fiscal year. Include only the value of installment plans where the individual failed to comply with the terms of the installment agreement.

A delinquent case that is set-up on an installment payment plan as part of the collections process is considered “*defaulted on*” if the individual fails to fulfill his/her payment obligation, per the terms of the agreement. The default balance should not include the unpaid balance of cases set-up on installment plans that are “current”, i.e., installment payment(s) have been made according to the agreement terms.

Column L: Percentage of Debt Defaulted On (Installment Agreements)

The amount in Column L is formula-driven; no data entry required. The formula calculates the percentage of court-ordered debt *defaulted on* by dividing the default balance by the original case value set-up on an installment agreement. (Col. K / Col. J)

NOTE: Court-ordered debt should be reported separately, by Current and Prior Periods. If any portion of court debt established in the Current Period cannot be accurately distinguished from debt established in a Prior Period, report the combined total in Prior Period. In the Performance Report explain when the program anticipates reporting collections information as required by statute.

**PRIOR PERIOD (PREVIOUSLY-ESTABLISHED) DELINQUENT DEBT:
Fines, Fees, Forfeitures, Penalties, and Assessments**

In response to the reporting requirement under Government Code section 68514, the Annual Financial Report captures data by Current Period (Newly Established Delinquent Debt), Prior Period (Previously Established Delinquent Debt), and Combined total.

Data reported in the Previously Established Delinquent Debt, or Prior Period, section will be used to comply with subdivision (b) of Government Code section 68514, which requires a section that lists information on fines and fees which were established prior to the current reporting period that had outstanding balances in the current year. Victim restitution should NOT be included as part of prior period debt, but reported separately in its own section.

For each collections program, (e.g., court, county, private agency, FTB, or an intra-branch program), enter all transactions that occurred during the current fiscal year, as follows:

- In row 12 report only the number of non-delinquent cases from which payments were received (e.g., traffic bail forfeitures, forthwith payments, accounts receivable, and payment plans for non-delinquent debt), in column O, and the amount of gross revenue collected, in column P. This includes installment payments or accounts receivable which were established prior to July 1 but received payments during the reporting period.

- In rows 13–19, like rows 4-10 in the current period, report on cases previously established as delinquent. Detailed explanations are below:
 - report the number of cases in inventory from the prior year – column M
 - value of cases in inventory from the prior year – column N
 - the number of cases for which payments were received – column O
 - gross revenue collected – column P
 - cost of collections – column Q
 - adjustments – column R
 - discharges from accountability on all cases in inventory which were established prior to the current year – column S.
- In row 18, report collections activity from contract with another court or county to handle collections through an Intra-Branch Program.
- In row 19, enter amounts that cannot be broken out or attributed to a single collection program. These amounts would include revenue collected by the DMV.

NOTE: If revenue is received from FTB-IIC in a case that is also assigned to another program, the value of the inventory should be reported on row 17 and subtracted from the other program's reported value.

Column M: Number of Delinquent Cases at Period Beginning (Ending Balance from Prior Year)

Enter the total number of cases initially referred or established in each respective collection program in prior fiscal years, which remain in inventory. This number should be the same as the ending number of cases reported in the previous year (Column AE), as modified by any transfers between collection programs reported on the Transfer Worksheet, if necessary. Any variance from the previous year's ending balance not included on the Transfer Worksheet (if used) should be reported and explained in the Performance Report worksheet.

Example: The ending number of cases for the county collection program on the previous year's report is 1,000. During the current reporting period, 300 cases are transferred to the private agency and 200 cases are transferred to Franchise Tax Board Court-Ordered Debt (FTB-COD). On the Transfer Worksheet, report a reduction of 500 cases for the county collection program, an increase of 300 cases for the private agency, and an increase of 200 cases for FTB-COD. These modified amounts are entered into Col. M.

Column N: Value of Delinquent Cases at Period Beginning (Ending Balance from Prior Year)

Enter the total net value of cases identified in Col. M that were referred or established in prior reporting periods which remain in inventory, following adjustments for transfers between collection programs. This value represents the ending balance reported at the end of the previous year (Column AF), as modified by transfers between collection programs during the reporting period as reported on the Transfer Worksheet, if necessary. Any variance between the ending balance on the previous year's report and the value reported in Column N not included on the Transfer Worksheet (if used) should be reported and explained in the Performance Report worksheet.

Example: The ending balance for the county collection program on the previous year's report is \$25,000. During the current reporting period, \$10,000 is transferred to the private agency and \$5,000 is transferred to FTB-COD. On the Transfer Worksheet, report a \$15,000 reduction in the balance of the county collection program, a \$10,000 increase in the balance of the private agency, and a \$5,000 increase in the balance of FTB-COD. These modified amounts are entered into Col. N.

NOTE: As of 2021-22 collections activity of the FTB-IIC program should be reported in Rows 8 and 17. The number and value of cases reported in 2020-21 as "Other", in Columns M and N, should be subtracted from "Other" and reported in the FTB-IIC line.

Column O: Number of Cases with Payment(s) Received

In row 12, include the number of cases associated with non-delinquent collections reported in Col. P. In rows 13–19, enter the number of cases with payments received (including cases on installment plans) during the current reporting year from previously-established cases, which are associated with the gross revenue collected in Col. P. As stated regarding Column D above, report the number of cases with payments, not the number of payments received.

Column P: Gross Revenue Collected During the Period

As noted above, in row 12, include non-delinquent traffic bail forfeitures, forthwith payments, accounts receivable, and current payment plans. In rows 13–19, enter the total amount of delinquent revenue collected during the current reporting period by each collection program from previously-established cases. If revenue cannot be separated between the current and prior periods, please report all revenue, and the associated number of cases, in the prior reporting period.

Column Q: Cost of Collections

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

Column R: Adjustments

Enter the total dollar value of court-ordered debt satisfied by means other than payment that decreases or increases the amount outstanding for individual debt item. This includes court-ordered adjustments, such as suspensions and dismissals, and alternative payments such as community service or post sentence service of time in custody in lieu of fine, or other non-cash adjustments that occurred during the current reporting period. It also includes changes resulting from ability to pay determinations and legislation which affect outstanding court-ordered debt.

This total 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. For example, charges for a bad check would be entered as a negative (–) dollar amount, as this would increase the amount of debt outstanding.

Column S: Discharge from Accountability

Enter the total dollar value of accounts previously established, referred or transferred that were discharged during the current fiscal year, per Government Code sections 25257–25259.95. The value 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 S, row 14.

Column T: Net Value of Previously Established Delinquent Debt at End of Period

This is formula driven, no data entry required. The formula calculates the change in value of transactions reported in columns N, P, R, and S as follows: (Column T= N– P– R– S), or beginning value minus all collections, adjustments, and discharges on previously-existing debt.

Column U: Value of Cases on Installment Agreement (Ending Balance from Prior Year)

Enter the value carried over from the prior year for all cases on an installment agreement that were defaulted on, i.e., payment(s) were not received as promised and the plan was not reinstated at the end of the fiscal year. The value carried over should not include the unpaid balance of cases set-up on installment plans that are “current”, i.e., installment payment(s) have been received according to the agreement terms.

The value of cases on installment plans cannot be greater than the value of cases reported in Column N.

Column V: Default Balance Installment Agreement

Enter the default balance from all delinquent cases on an installment agreement carried over from the prior year with no payment(s) received in the current year.

Column W: Percentage of Debt Defaulted On (Installment Agreements)

Column W is formula-driven, no separate calculation or data entry required. The formula calculates the percentage of court-ordered debt *defaulted on* by dividing the default balance by the value carried-over from prior year. (Col. V / Col. U)

NOTE: Court-ordered debt should be reported separately, by Current and Prior Periods. If any portion of court debt established in the Current Period cannot be accurately distinguished from debt established in a Prior Period, report the combined total in Prior Period. In the Performance Report explain when the program anticipates reporting collections information as required by statute.

**COMBINED DELINQUENT DEBT:
Beginning and Ending Balance Fines, Fees, Forfeitures, Penalties, and Assessments**

The Combined Beginning and Ending Balances section includes the number and value of ALL cases; new and previously established. Except for Columns AE and AF, information from the Current Period (Newly Established) and Prior Period (Previously Established) Delinquent Debt sections is captured by formula for each program; no separate calculation or entry is required.

Column X: Number of Cases—Beginning Balance

Column X calculates the total number of cases on inventory at the beginning of the period plus the total number of newly delinquent cases established during the reporting period. (Col. B + Col. M)

Column Y: Value of Cases—Beginning Balance

Column Y calculates the total value of cases in inventory at the beginning of the year or newly established during the reporting year. (Col. C + Col. N)

Column Z: Gross Revenue Collected

Column Z calculates all payments received towards the satisfaction of delinquent court-ordered debt during the current fiscal year. (Col. E + P)

Column AA: Cost of Collections

Column AA calculates the combined total cost of collections which, pursuant to Penal Code section 1463.007 is allowable to offset revenue prior to distribution to other governmental entities. Cost of collections should be reported as a negative (-) number unless posting a reversal. (Col. F + Col. Q)

Columns AB: Adjustments

Column AB calculates the total amounts satisfied by means other than payment that decreased or increased the amount outstanding for individual debt items during the current fiscal year. (Col. G + Col. R)

Column AC: Discharge from Accountability

Column AC calculates the total amount of debt deemed uncollectible that was discharged during the reporting period, per Government Code sections 25257-25259.95. (Col. H + Col. S)

Column AD: Change in Value

Column AD calculates the value of transactions in columns Z, AB, and AC, or the total amount of revenue collected, adjustments, and discharges.
=SUM (Z+ AB+ AC)

Column AE: Number of Cases—Ending Balance

Enter the total number of cases at the end of the fiscal year for each program.

Column AF: Value of Cases—Ending Balance

Enter the total net value of cases at the end of the reporting year for each program. The value of cases at end of period (Col. AF) should equal the value of cases at beginning of period (Col. Y), minus the value reported in Column AD (which is the sum of Columns Z, AB and AC).

Column AG: Error Messages

This data field displays “Out of Balance” if the ending balance in Col.AF does not equal the beginning balance in Col. Y, minus the value of transactions reported in Col. AD.

- If the beginning balance for the County Collection Program in column Y, row 23 is \$10,000,000; and
- The gross revenue collected in Col. Z, row 23 is \$2,000,000; and
- The value of adjustments in Col. AB, row 23 is \$250,000, and
- The value of discharged debt in Col. AC, row 23 is \$250,000.
- Then the ending balance reported in Col. AF, row 23 should be \$7,500,000, because:

$$\$10,000,000 - \$2,000,000 - \$250,000 - \$250,000 = \$8,000,000.$$

If the ending balance in Col. AF reconciles to the program’s case management and/or accounting system but does not reconcile to the information input in columns Y, AZ, AB, and AC, explain the “Error Message” in the Performance Report worksheet.

Collections from Cases Subject to Ability to Pay (ATP) Determination

This section was added to capture supplemental ATP collections information to help estimate the level of funding needed to backfill amounts reduced by the ability-to-pay program. Such information includes the total amount collected from nondelinquent and delinquent cases which have been subject to an ability to pay (ATP) determination processed in person or through the online tool ([MyCitations](#)) established by Government Code section 68645.

Also, as authorized by Government Code section 68645.2, an administrative cost of up to \$35 per installment plan approved may be claimed on nondelinquent cases. For delinquent cases, costs associated with the collection of any reduced amounts ordered under the ability to pay program for delinquent cases may be recovered, per Penal Code section 1463.007.

NOTE: Implementation of the online tool (MyCitations) is ongoing, complete statewide expansion is expected by June 30, 2024. If your court has not been onboarded, report \$0 in this section.

Column AH: Online ATP Revenue Nondelinquent

Enter gross revenue collected from the total outstanding amount due on nondelinquent ATP cases processed through the online tool (MyCitations) established by Government Code section 68645.

Column AI: Online ATP Revenue Delinquent

Enter gross revenue collected from the total outstanding amount due on delinquent ATP cases processed through the online tool (MyCitations) established by Government Code section 68645.

Column AJ: Online ATP Revenue Combined

This cell is self-populating, no data entry required.

Column AK: In-Person (Paper Form) ATP Revenue Nondelinquent

Enter gross revenue collected from the total outstanding amount due on nondelinquent ATP cases processed in-person, using a paper form, or other methods aside from the online (MyCitations) tool.

Column AL: In-Person (Paper Form) ATP Revenue Delinquent

Enter gross revenue collected from the total outstanding amount due on delinquent ATP cases processed in-person, using a paper form, or other methods aside from the online (MyCitations) tool.

Column AM: In-Person (Paper Form) ATP Revenue Combined

This cell is self-populating, no data entry required.

Column AN: Online ATP Cases w/Installment Payments Nondelinquent

Enter the number of nondelinquent ATP cases with approved installment plans processed through the online tool (MyCitations) established by Government Code section 68645.2.

For example, if 124 cases are reported in Column AN, then the total reported in Column AO should be \$4,340 (124 x \$35 = \$4,340). If the costs claimed is less than \$35 per approved installment plan, indicate the adjusted amount in the Performance Report.

Column AO: Online ATP Installment Costs Claimed Nondelinquent

Enter the administrative cost (up to \$35 per case) for nondelinquent ATP cases with approved installment plans processed through the online tool established by Government Code section 68645.2.

Column AP: In-Person (Paper Form) ATP Cases w/Installment Payments Nondelinquent

Enter the number of nondelinquent ATP cases with approved installment plans processed in-person, using a paper form, or other methods aside from the online (MyCitations) tool.

Column AQ: In-Person ATP Installment Costs Claimed Nondelinquent

Enter the administrative cost (up to \$35 per case) for nondelinquent ATP cases with approved installment plans processed in-person, using a paper form, or other methods aside from the online tool established by Government Code section 68645.2.

Victim Restitution

This section captures the ending balances (number and value of cases) from prior year and values for the current reporting period for victim restitution.

In rows 33–40, enter transactions that occurred during the reporting period concerning restitution owed to a victim by court order under Penal Code section 1202.4(f). Victim restitution should not be reported in rows 3–10 and 12–19. Administrative fees repealed by law and formerly reported in this section should be deducted from the balance reported in Column AS.

Column AR: Number of Cases (Ending Balance from Prior Year)

The Beginning Balance should include the number of cases of all delinquent outstanding victim restitution (case inventory) reported as the Number of Cases-Ending Balance on the previous year’s report.

Column AS: Value of Cases (Ending Balance from Prior Year)

The Beginning Balance should include the value of cases of all delinquent outstanding victim restitution (case inventory) that were reported as Value of Cases-Ending Balance on the previous year’s report.

Column AT: Number of Cases Established/ Referred/ Transferred in Period

Enter the total net number of newly established, referred, or transferred victim restitution cases for the reporting period. Cases that were previously established, but never referred to collections, are considered new and should be reported in column AP.

Column AU: Value of Cases Established/ Referred/ Transferred in the Reporting Period

Enter the total net value of new victim restitution cases identified in Column AT that were established, referred, or transferred during the reporting period.

Column AV: Gross Revenue Collected

Enter the total amount of restitution owed to a victim by court order under Penal Code section 1202.4(f) collected by each collections program during the reporting period. Report non-delinquent restitution collections in row 33.

Column AW: Change in Value

Column AW captures the value of column AU, less the amounts shown in column AV (this field is formula-driven, so no separate calculation or entry is required).

Column AX: Number of Cases Ending Balance

Include the number of cases of all delinquent outstanding victim restitution (new and inventory).

Column AY: Value of Cases Ending Balance

The ending balance in column AY should equal the beginning balance in column AS plus the value of newly established cases reported in Column AU, less the gross amount collected ($AY = AS + AU - AV$).

Column AZ: Error Messages

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

Quality Checklist

Confirm that the data reported complies with the stated specification. (See Quality Checklist Tab.) For boxes left unchecked, please explain in the Program Report worksheet.

Signature Block

Print the names, dates, and job titles of as well as obtain the authorized signatures from the court representative *and* county representative on the Annual Financial Report worksheet.

Submitting the Collections Reporting Template

Print all completed worksheets in the Collections Reporting Template. Obtain electronic signatures from the authorized court *and* county representative and e-mail the signed PDF report and the Excel workbook to collections@jud.ca.gov

If You Have Questions If you have any questions about the Collections Reporting Template, please send them to collections@jud.ca.gov.

EXAMPLE: HOW TO FILL OUT THE CRT

Case information: A citation is filed and court mails courtesy notice. Individual fails to appear in court or make a payment on the due date and \$720 case is established as delinquent. Individual fails to respond to two delinquency notices and three attempted telephone calls. Case is referred to a private vendor for collections (15% commission). Individual is located via skip tracing, agrees to an installment agreement. As signed, the individual agrees to a \$60.00, 12-month installment plan. Individual makes two installment payments during the reporting period. No activity or other payment arrangements on the record, the plan is not reinstated by collections program at year end. **At the end of the fiscal year, report data as follows on CRT:**

Step by Step:	Worksheet:	Column/Category:	What to Input?
A citation is filed and court mails courtesy notice.			No entry needed. Case is not delinquent.
Individual fails to appear in court or make a payment on the due date and the \$720 case is established as delinquent.	Annual Financial Report	Col. B, Row 6 Col. C, Row 6	Report 1 Report \$720
Individual fails to respond to two delinquency notices and three attempted telephone calls. In Item 6a: report one (1) in each Category regardless of the number of notices mailed or telephone calls attempted.	Contact and Other Information Sheet Annual Financial Report	Item 6a, Category 1 Item 6a, Category 2 Item 7, Category 1, 2 Column F, Row 4	Report <u>one</u> (1) Report <u>one</u> (1) Report actual costs* Report actual costs* (Include staff salary, paper, postage, phone bill, etc.)
Case is referred to a private vendor for collections. (15% commission) In Item 6b: report one (1) in Category 3, regardless of the number of cases reported in 6a.	Contact and Other Information Sheet Annual Financial Report	Item 6a, Category 8 Item 6b, Category 3 Item 7, Category 8 Column F, Row 6	Report one (1) Report one (1) Report -\$18 Report -\$18
Individual is located via skip tracing, agrees to an installment agreement.	Contact and Other Information Sheet		No entry needed. Skip tracing costs included in private vendor costs.
As signed, the individual agrees to a \$60.00, 12-month installment plan. Individual makes two installment payments, in the reporting period to the private vendor.	Contact and Other Information Sheet Annual Financial Report	Item 5, Category 8 Col. D, Row 6 Col. E, Row 6 Col. J, Row 6	Report \$120 Report one (1) Report \$120 Report \$720
No activity or other payment arrangements on the record, the plan is not reinstated by collections program at year end.	Annual Financial Report	Col. K, Row 6	Report \$600

Crosswalk

GC § 68514 Item	Description	CRT Worksheet	Column
1	Non-delinquent revenue, number of cases	Annual Financial Report	D, E, O, P
2	Delinquent revenue, number of cases	Annual Financial Report	D, E, O, P
3	Fine and fees dismissed, discharged, satisfied by other means	Annual Financial Report	G, H, R, S
4	Collection activities used pursuant to PC 1463.007	Program Report	Item 4
5	Total amount collected per collection activity	Contact sheet	Item 5
6	Total number of cases by collection activity, individuals associated	Contact sheet	Item 6a, 6b
7	Total operating costs per collection activity	Contact sheet	Item 7
8	Percentage of fines and fees defaulted on	Annual Financial Report	J, K, U, V
9	Extent best practices and performance measures/benchmarks met	Program Report Annual Financial Report	AI, AJ, AK
10	Changes necessary to improve performance	NA	NA

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(e) 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 and post sentence service of time in custody in lieu of 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. A case may include multiple violations, but is filed as one case.

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.

Default: A default occurs when an individual fails to make a payment on the date specified by a court or as agreed to under the terms and conditions of an installment payment or accounts receivable (A/R) plan set by a court or collecting entity. For purposes of complying with GC68514, Item 8, a delinquent account that is set-up on an installment payment plan as part of the collections process is considered “defaulted on” if the individual fails to fulfill their payment obligation (i.e., payment(s) are not made as promised based on agreement terms) and the plan was not reinstated, at the end of the fiscal year.

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. Once the debt becomes delinquent, it continues to be delinquent and may be subject to collection by a comprehensive collection program. An account is considered delinquent the day after the payment is due.

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(e).

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 as 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.

Judicial Council Approved Collections Best Practices

Penal Code section 1463.010 as amended by Assembly Bill 1818 (Stats. 2019, ch.637) 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 the external collections Web site: <http://www2.courtinfo.ca.gov/collections>; or by contacting staff of the Funds & Revenues 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 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's licenses for individuals with unpaid fees, fines, or penalties.¹

¹ Assembly Bill 103 (Stats. 2017, ch. 17) limits driver's license suspension or hold actions to only failures to appear in court.

12. Conduct trials by written declaration under Vehicle Code section 40903 and, as appropriate in the context of such trials, impose a civil assessment.²
13. Evaluate the effectiveness and efficiency of external collection agencies or companies to which court-ordered debt is referred for collection.
14. Accept payments via credit and debit card.
15. Accept payments via the Internet.
16. Include in a collection program all court-ordered debt and monies owed to the court under a court order.
17. Include financial screening to assess each individual's ability to pay prior to processing installment payment plans and account receivables.^{3, 4}
18. Use restitution rebate, as authorized by Government Code section 13963(f), to further efforts for the collection of funds owed to the Restitution Fund.
19. 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.
20. 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.
21. 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.
22. Require private vendors to complete the components of the Collections Reporting Template that corresponds to their collection programs.

² The Judicial Council repealed the *Criteria for a Successful Civil Assessment Program* (2005), effective July 1, 2022.

³ Assembly Bill 177 (Stats. 2021, ch. 257) repealed the imposition and collection of fees authorized by Penal Code sections 1205 (e) and 1202.4(l), effective January 1, 2022.

⁴ Assembly Bill 143 (Stats. 2021, ch. 79) authorized the establishment of an online tool for adjudicating infraction violations, including ability-to-pay determinations, to be available statewide on or before June 30, 2024.