

# El Dorado County



Revenue Recovery Division

# Revenue Recovery

Governed by federal, state,  
and local regulations

Board of Supervisor's Policy B-4 :  
Collections – Recovery of Public Funds





# Applicable Laws

- ◆ Federal Fair Debt Collection Practices
- ◆ California Fair Debt Collection Practices
- ◆ Tax Intercept Regulations
- ◆ Health Insurance Portability and Accountability Act
- ◆ Welfare and Institutions Code

# Board Policy B-4

The Board recognizes the County's fiduciary duty to safeguard the property and monies held in public trust, and the importance that the County enforce just and legal obligations by efficient collection practices

# Revenue Recovery

Collects delinquent fees and fines for County Departments, Fair, and for the Superior Courts of El Dorado



# County Departments/Programs

- ◆ Airports
- ◆ Health Services
- ◆ Recorder-Clerk
- ◆ Probation
- ◆ Risk
- ◆ Sheriff's
  - Alarms
  - Vehicle Abatement
- ◆ Transportation
- ◆ Animal Services
- ◆ Environmental Mgt
- ◆ Library
- ◆ Development Svcs
- ◆ Public Defender
- ◆ Human Services



# Brief History

## Oversight of Revenue Recovery

- ◆ County Counsel
- ◆ Treasurer Tax Collector  
2004 – 2008
- ◆ Child Support Services  
October 2008- present

# Brief History

## Board of Supervisors Policy B-4 Collections Recovery of Public Funds

- ◆ Adopted 12/13/1988
- ◆ Revised 09/24/2002
- ◆ Currently under review



# Brief History

Board Resolution 103- 2004

Authorized Revenue Recovery to collect a reasonable portion of costs of collections or 13% of the monthly amount recovered (04/20/2004)

Collecting for Superior Court since April 2006

# Collection Overview

- ◆ Departments bill for services within 30 days
- ◆ If not paid within 30 days, second bill is sent
- ◆ If not paid within 60 from date of services, case may be referred to Revenue Recovery



# Collection Overview

- ◆ Referral is entered and demand letter is generated
- ◆ Debts are assigned to a collector
- ◆ Collectors make contact by phone and by mail



# Collection Overview

- ◆ Full payment collected or payment plan established
- ◆ If payment is refused, additional enforcement techniques applied
- ◆ Payments are disbursed to departments

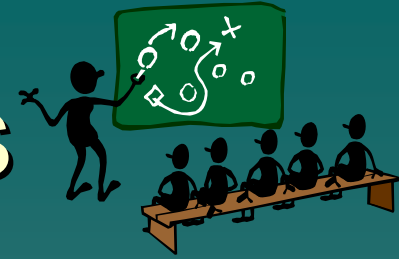


# Discharge of Accountability

Revenue Recovery or Departments can write off uncollected debts if:

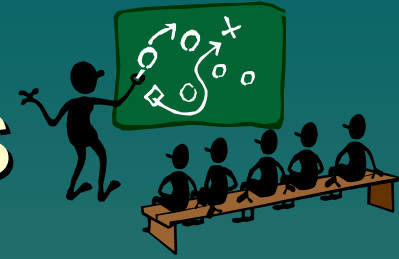
- ◆ Cost of recovery exceeds collection
- ◆ Debtor:
  - Is deceased
  - Is incarcerated
  - Is unable to pay
  - Filed bankruptcy and debt is dischargeable
  - Data is insufficient to locate
- ◆ Statue of limitation has expired
- ◆ All required collections efforts have been expended

# Collection Strategies



- ◆ Utilize automation programming to streamline and improve collections
- ◆ Utilize electronic interface for Court collections
- ◆ Obtain EDD wage verifications to enforce delinquent fees/fines
- ◆ Utilize locate tools

# Collection Strategies



- ◆ File writs, earnings withholding orders
- ◆ File small claims actions
- ◆ Intercept state tax refunds / lottery winnings

# Collection Services and Improvements

- ◆ Met with County departments
- ◆ Established daily procedures to improve efficiency and accuracy
- ◆ Established collection goals and expectations





# Collection Services and Improvements

- ◆ Established payment drop off in SLT
- ◆ Launched monthly statements
  - March 1700
  - April 3500
- ◆ Created Revenue Recovery Website
- ◆ Operating at Zero Net Cost to the County



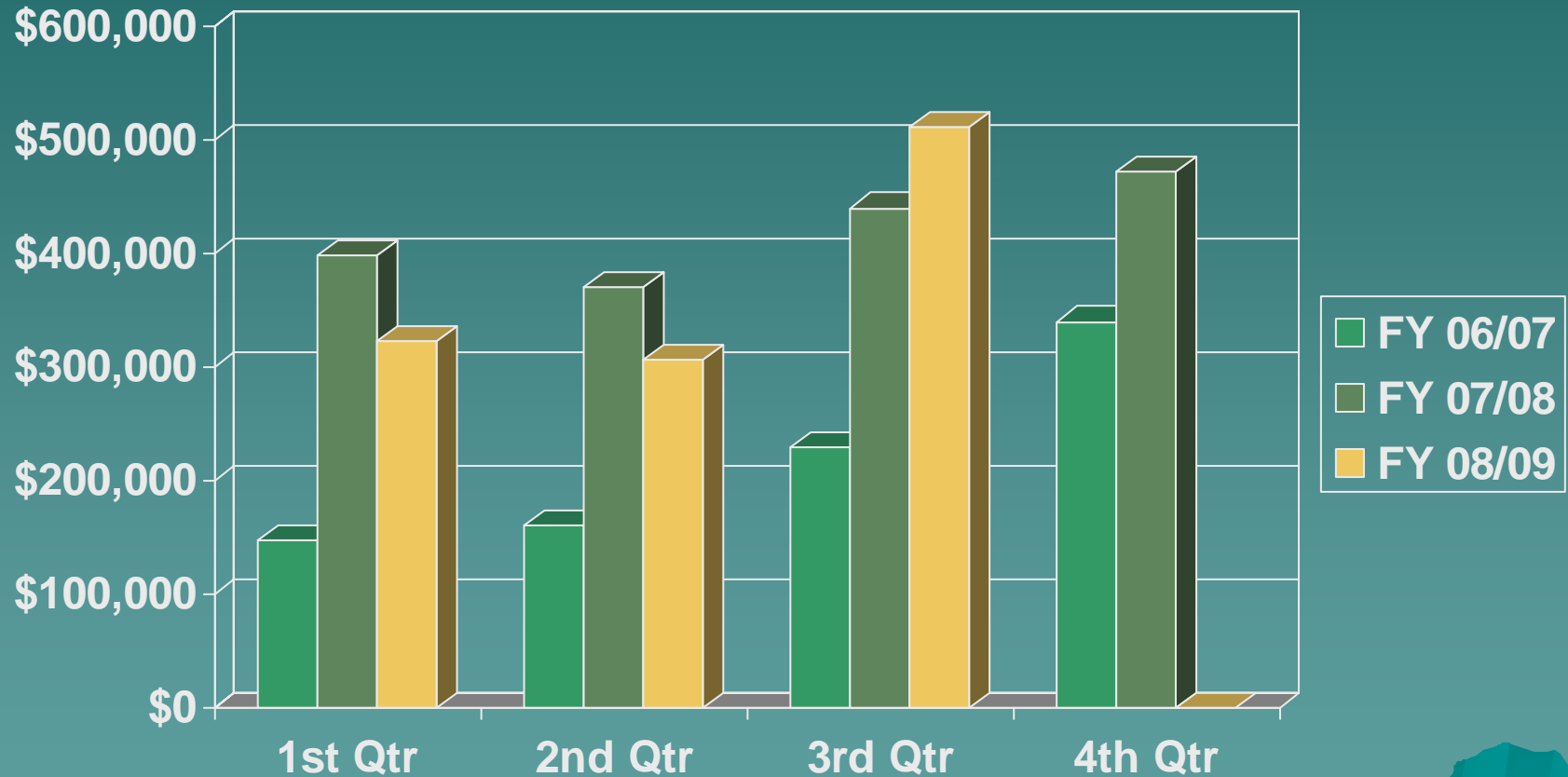
# Revenue Recovery Staff

- ◆ 2 Permanent Rev Recovery Officers
- ◆ 2 Extra – Help Rev Recovery Officers
- ◆ 1 Fiscal Assistant
- ◆ 1 Administrative Services Officer

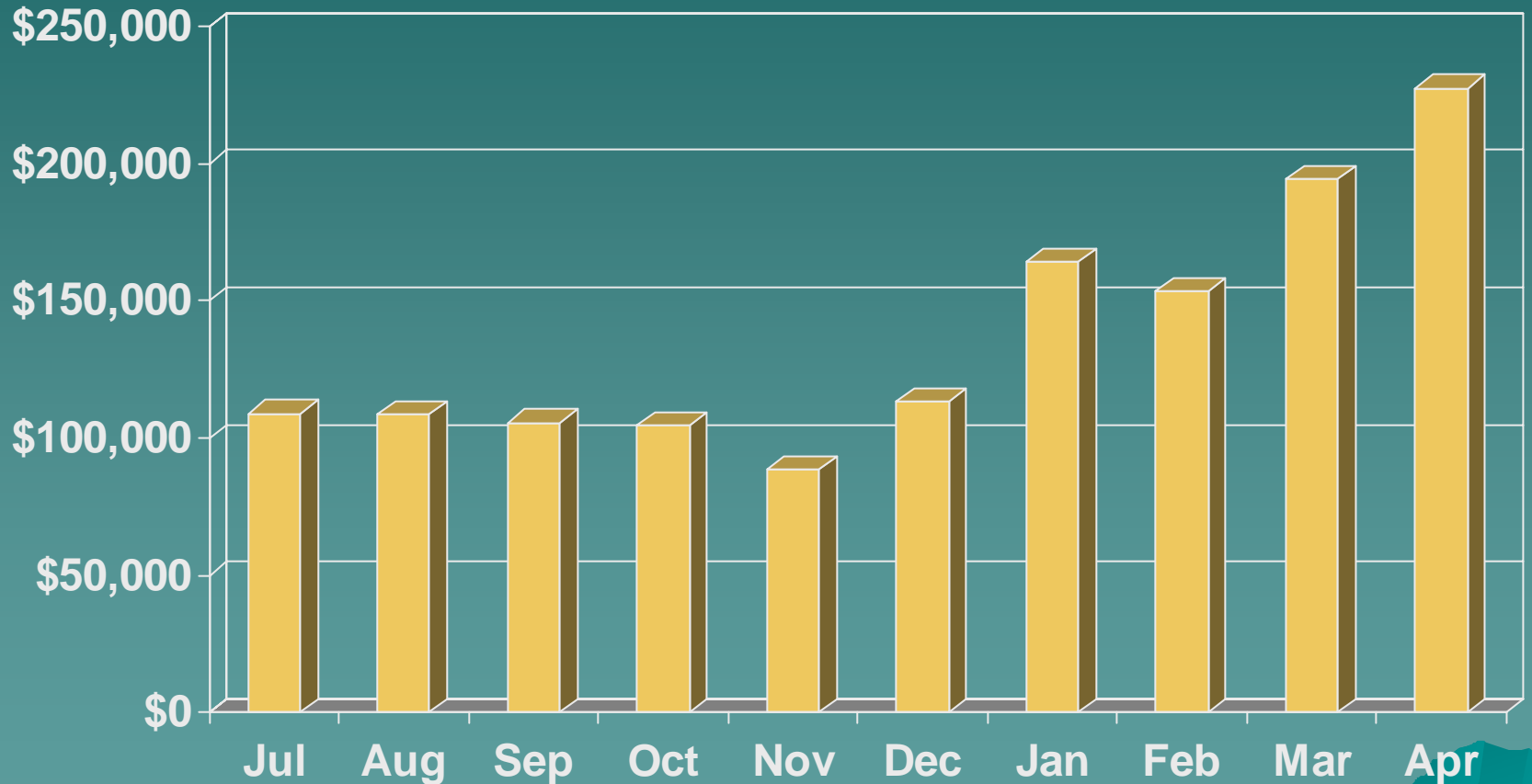
# Revenue Recovery Daily Averages

- ◆ 432 Accounts reviewed
- ◆ 168 Letters generated
- ◆ 110 Telephone contact/attempts
- ◆ 81 Skip Traced
- ◆ 5 Debtor at the window

# Revenue Recovery Collections



# FY 08-09 Collections



# In the History of Revenue Recovery...

Best Month  
April 2009

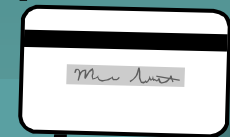
\$ 227,424

# Accounts Receivable

	March 2009	April 2009	May 2009
Cases	22,349	22,404	22,620
A/R	\$16,798,012	\$16,928,132	\$17,220,173
Courts	\$13,984,107	\$14,082,927	\$14,437,164
County	\$ 2,813,905	\$ 2,845,205	\$ 2,783,009

# Next Steps

- ◆ Continue to increase collections and revenues
- ◆ Continue collection discussions with probation, indigent fund, public defender, and victim restitution
- ◆ Provide alternative payment options
  - Web credit card payments





# Questions?