

Section 7

Court Special Services

COURT SPECIAL SERVICES

NO PRESENTATION

SIGNIFICANT ACCOMPLISHMENTS

- The Court has continued to refine its process for collection delinquent fines.
 - The Court has developed a cost recovery process where the County implemented PC 1463.007 "Deduction by Counties and Courts of Costs of Operating Program to Collect Delinquent Fees, Fines, Forfeitures, Penalties and Assessments." This code section allows the County to deduct and deposit the cost of operating its collections program, excluding capital expenditures, from any delinquent revenues collected prior to making any distribution of revenues to other governmental entities. In addition the County collects an indirect cost rate of 22% on all collection program salaries and benefits. The program reimbursement revenue was \$984,787 in FY 2008-09 and estimated revenue of \$950,000 in FY 2009-10.
 - The Collections Outdial Program which uses existing telephone lines that are in place for the Traffic and Criminal Interactive Voice Response (IVR) systems was completed in February 2010. This Outdial Program features the ability to dial a defendant's telephone number and deliver a message re an outstanding fine to an answering machine or live party. It will also allow the person on the telephone to transfer into the credit card payment module of the Integrated Voice Response System. The Outdial Program makes these telephone calls between 3PM and 5PM Monday through Friday. The Outdial creates a campaign of phone numbers and case information from flagged records, calls the associated telephone numbers and marks the record as successful or unsuccessful, keeps Outdial call records, redials and retries tracking for unsuccessful Outdial telephone calls and produces Outdial campaign reports. On a typical afternoon the Outdial called 151 defendants of which 30% of the calls were successful.

SERVICE LEVEL REDUCTIONS

- Juvenile Justice - School Programs aimed at educating students in the criminal justice system will no longer be funded.

LAYOFFS IN RECOMMENDED BUDGET

- NA

BUDGET EXPANSION REQUESTS

- NA