

Court Administrators Seminar  
Corpus Christi

### What's New In Collections

*Jim Lehman – Collections Program Manager  
Office of Court Administration*

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### Texas Office of Court Administration



- State Agency
- Created in 1977
- Chief Justice - Texas Supreme Court
- Provides Administrative & Technical Support
- Serves Approximately 2,600 Courts in the State
- (512) 463-1625

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### Office of Court Administration Publications, Forms, and Online Information

- Online Texas Judicial Directory
- Online Monthly Reports
- Standardized Felony Judgment Forms
- Official Uniform Model Jury Summons and Questionnaire
- Template for Competency Evaluations
- 2009 State of the Judiciary
- Annual Reports, Texas Judicial System
- Report on Judicial Salaries and Turnover
- Studies & Special Reports
- JCIT Reports and Publications
- Indigent Defense
- Guidelines for Gender Neutral Courtroom
- District Clerk Manual (2008 Edition)
- County Clerk Manual (2009 Edition)
- Court Financial Management Handbook for Cities
- Court Financial Management Handbook for Counties
- Filing Fees and Court Costs Charts



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## Collection Improvement Program



Office of Court Administration

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## Collection Improvement Program

- Set of Principles and Processes designed to assist cities and counties with collecting court costs, fees, and fines when payment is not made immediately.



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## Collection Improvement Program

*"OCA Technical Support Role"*

- **Assist with Local Development**
  - Developed & staffed 5 regions Statewide
- **Assist with Local Implementation**
  - Conduct simulated audits (walk-throughs)
- **Provide Training**
  - Conducted regional & on-site workshops
  - Work with related professional and educational associations
- **Monitor Compliance & Performance**
  - Evaluate & analyze program results
  - Make recommendations to maximize effectiveness

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## Collection Improvement Program "Program Training"

- Developing and designing a program
- The application/contact information process
- Conducting an effective interview
- Determining the appropriate payment schedule
- Defendant communication
  - Face to face communications
  - Phone techniques
  - Effective notices
  - Dealing with difficult defendants
  - Skip tracing strategies and techniques



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## Collection Improvement Program "Program Training"

- Collections Tool Box
  - Verification/validation tools and services
  - Skip tracing technologies
  - Outsourcing and sub-contracting services
  - Electronic & internet payment products and services
  - Broadcast and interactive voice dialer systems
- Statutory Remedies
  - Non-renewal of drivers license (DPS-OmniBase Program)
  - Denial of Vehicle Registration (Scoff Law Program)
  - Inmate Trust Garnishment



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## What's New

- New Collections Related Legislation
- OCA Mandatory Program Audit
- Collections Tool Box Automations
  - Automated Verification/validation tools and services
  - Automated Contact systems
  - Automated Skip tracing technologies
  - Outsourcing Alternatives
  - Automated Electronic & internet payment products and services
- Statutory Remedies
  - Non-traditional Denial of Vehicle Registration (Scoff Law Program)



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## What's New

- Collections Tool Box Automations
  - Automated Verification/validation tools and services
    - Employment
    - Address
    - Phone



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## What's New

- Collections Tool Box Automations
  - Automated Contact systems
    - Phone
      - IVR
      - Text
    - Mail
      - Service Providers
    - Internet
      - Email
      - Social Networks



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## What's New

- Collections Tool Box Automations
  - Automated Skip tracing technologies
    - Cybertracker
    - Express Track Data
    - PPRS
    - DRN
    - Accurint
    - Masterfiles



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## What's New

- Collections Tool Box Automations
  - Outsourcing Alternatives
    - Pre-paid Services
  - Automated Electronic & internet payment products and services
- Statutory Remedies
  - Non-traditional Denial of Vehicle Registration (Scoff Law Program)




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**Texas**

**Collections Regions**

- Region 1 - Cynthia Montes
- Region 2 - Karolyn Williams
- Region 3 - Daphne Webber
- Region 5 - Chad Graff
- Region 6 - Aaron Castillo

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# *The Justice Team*

- Cynthia Montes- North Region ([cynthia.montes@courts.state.tx.us](mailto:cynthia.montes@courts.state.tx.us))
- Karolyn Williams- Houston Region ([karolyn.williams@courts.state.tx.us](mailto:karolyn.williams@courts.state.tx.us))
- Chad Graff- East Region ([michael.graff@courts.state.tx.us](mailto:michael.graff@courts.state.tx.us))
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- Aaron Castillo- South Region ([aaron.castillo@courts.state.tx.us](mailto:aaron.castillo@courts.state.tx.us))
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Office of Court Administration

TELE:(512)463.1625

[www.courts.state.tx.us/oca](http://www.courts.state.tx.us/oca)

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