| | County Clerk | |
|--|--|----------------|
| | Sample | Rest |
| Initial Interview (whether at window or (for inmates) at Transfer Holding) | | |
| * Have Defendant fill out Personal Data Info Contact Form | Basic Info Only (All info for Probation cases) | Yes |
| * For Defendants with Probation, scan Personal Data Info Contact form to CCSD | Yes | Yes |
| * Provide Bill of Costs | Yes | Yes |
| * Ask for payment on Bill of Costs | Yes | Yes |
| * Determine if cash bond is available to apply | Yes | Yes |
| * Accept credit card payment and provide receipt | Yes | Yes |
| * Send to other office to pay other methods | Yes, if needed | Yes, if needed |
| * If can't pay w/I 30 days, set up payment plan | No | Yes |
| * Verify references from Personal Data Info Contact form | No | Yes |
| * Have applicant fill out Extended Payment Application | If Defendant requests, then Yes | Yes |
| * If applicant can't pay \$50 per month, perform indigency screening | If Defendant requests, then Yes | Yes |
| * Qualify? Yes - calculate community service hours & document in case | If Defendant requests, then Yes | Yes |
| * Qualify? No - Document in case for Court review. | If Defendant requests, then Yes | Yes |
| * Provide Payment Agreement and Payment Schedule to Defendant | No | Yes |
| Defendants who didn't show up for Initial Interview or weren't yet told to (Class C Atty Only cases) | | |
| * If Failed to Report, email Court | Yes | Yes |
| * Mail required documents (judgement, data sheet, Bill of Cost, notice of how and where to pay | Yes | Yes |
| * Include in mailing Notice to Report to Court Collections for Payment Plan | No | Yes |
| Additional Fees Charged to Case/Defendant | | |
| * Mail required documents, including updated Bill of Cost, notice of how and where to pay | | |
| | | |
| General | | |
| * Answer calls and return voicemails | Yes | Yes |
| * Take payments in person or over phone | Yes | Yes |
| * Mail Delinquent Letter - 1 day delinquent | No | Yes |
| * Mail 2nd Delinquent Letter and call Defendant - 2 weeks delinquent | No | Yes |
| * Mail Final Delinquent Letter and call Defendant - 4 weeks delinquent | No | Yes |
| * Mail Account Status Letter and call Defendant - 6 weeks delinquent | No | Yes |
| * Mail Warrant/Omni Notice and call Defendant - 8 weeks delinquent | No | Yes |
| * Request Warrant or add to Omni and call Defendant - 10 weeks delinquent | No | Yes |
| * If Deferred Class C, request Adjudication Hearing and call Defendant - 10 weeks delinquent | Yes | Yes |
| * Post Warrant/Omni, mail notice and call Defendant every 30 days | No | Yes |
| * Change payment plans for Defendant's whose financial situation has changed | No | Yes |
| * Returned mail - Call Defendant or locate new address | Yes | Yes |
| * Daily Balancing | Yes | Yes |
| * Perform case management (Document all communications with Defendant, family, court, attorney; scan/attach relevant documents in software, create required Events in ODY) | Yes | Yes |
| scary actaon relevante documents in software, create required events in 65 / y | | |
| Defendant turns in Community Service hours | | |
| * Verify with Agency and enter credit in ODY | Yes | Yes |
| | | |
| Other Activities | | |
| * If Motion to Revoke is filed, stop collection activities | N/A | Yes |
| * If Motion to Revoke is withdrawn, mail required documents | Yes | Yes |
| * If Motion to Revoke is withdrawn, re-start collection activities | No | Yes |
| * If Appeal is filed, stop collection activities | N/A | Yes |
| * If Appeal is disposed, mail required documents | Yes | Yes |
| * If Appeal is disposed, re-start collection activities | No | Yes |
| | | |

Does OMNI effort (flagging DL in Omni at 60 days with no payment history) have an incremental return on investment? Suspect answer is yes - look at this contribution to ROI separately

CC answer: Collected \$60,237.19 to-date (10/13) on Omni cases