

SUCCESS STORY



“RevQ listens and provides its government clients with a forum to address and resolve common issues. Their ongoing efforts have resulted in superior products and solutions to meet our needs.”

CARL T. CLINE II (“ROCKY”)
Chief of Collections, San Bernardino County Central Collections

San Bernardino County Central Collections

- San Bernardino County is the largest county by area in the contiguous United States by area with a population of 2,028,013.
- The collections department is comprised of 91 staff members; 55 of whom are collectors.
- The office manages collections for court ordered fines, traffic citations, victim restitution, hospital accounts and unsecured taxes among others, and averages \$45–50 million a year in secured payments.

At-A-Glance

- ✓ San Bernardino County is one of the early pioneers in the government sector for deploying a collection technology solution and was one of RevQ's first clients.
- ✓ Since the deployment of RevQ's RPCS, the County's recovery rate for fines have averaged 79 percent; its delinquency rate in unsecured taxes went down from 8 percent to 2 percent.
- ✓ Thirty-eight of California's 58 counties have followed in San Bernardino's footsteps and have now deployed RPCS.

Issue: Improve Collection Processes

A proactive organization with a forward-thinking approach, San Bernardino County was one of the first government agencies to implement a collection technology solution. “We wanted to work smarter, faster and better and take advantage of new solutions that would help us achieve our goals,” said Carl Cline, chief of collections, San Bernardino County. “Back when collection software first hit the market in the early 1980's, most government agencies were handling collections notes on 3 x 5 index cards. This was not an efficient or effective way to manage our work but it was the only method available. However, with emerging companies such as RevQ introducing new technologies for the collection industry, we now had an opportunity to move away from the card method and explore additional ways to improve and enhance our productivity and workload utilizing the latest tools and solutions.”

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Solutions: Eliminating cards to automating processes with RevQ's RPCS

“In the old days, nearly every task required a collector to move around the office. Everything was manual – from looking up contact information to completing forms to sending information out,” said Cline. Since the deployment of RevQ's RPCS, a tool specifically tailored for government use, the County has significantly benefited from streamlining many of the time and manual-intensive tasks. Account information, work-in-process (WIP) lists, and access to reports can now be done without collectors leaving their desks.

Collection supervisors can also help forecast and manage workloads by being able to access a snapshot of a collector's daily performance. Updating files and accounts are done seamlessly and innovative templates take care of creating additional attachments, which helps reduce the collector's time to complete these task.

Furthermore, custom programming capabilities have enabled the County to add modules for handling multiple victim restitution, automating submission of tax intercept, and accessing credit reports among others.

The Results: Recovery Rate Hit 79 percent with Delinquency of Unsecured Taxes Down to 1 percent

Today, the San Bernardino County Central Collections office is nearly paperless. “A lot of what we do today on a day-to-day basis was nearly impossible before we implemented the RevQ solution,” said Cline. “Before RevQ, our delinquency rate in unsecured taxes was nearly 8 percent. Today, it has dropped to under 2 percent, and our recovery rate for fines averages 79 percent. Cline notes that RevQ's programming and automation capabilities have been key to the County's success. Today, RevQ is deployed in 38 counties in California.

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About RevQ

RevQ is part of the Columbia Ultimate family of companies, providing industry leading software and consulting services to improve collections for the public sector. Leveraging innovative collections tools, techniques and technologies, RevQ provides extensive government experience and unsurpassed expertise in delivering compliance improvement and revenue results, which are critical to today's Courts, Taxation and other public sector entities.



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