

SUCCESS STORY

“The benefits of RevQ’s solutions to the DOR are vital. We now have the ability to collect data, prioritize it and make it work to our advantage.”

WAYNE RESCH, Director, IT Services, Department of Revenue, Santa Clara County

State of California Santa Clara County Department of Revenue

- Santa Clara County boasts a population of 1.7 million.
- The Department of Revenue is comprised of 77 staff members that handle professional collection services, including billing and collection, negotiating payment arrangements, delinquent noticing, and client follow-up for many departments within the County.
- The County collected \$58 million of money owed in 2005.

Results At-A-Glance

- ✓ Collected \$58 Million at the end of 2005
- ✓ Effectively manage, on average, 200,000 cases
- ✓ Court collections process significantly enhanced with government modules

Challenge: Lack of Automation with Collections Process

The Department of Revenue (DOR) provides agencies and departments within the County with professional collection services including billing and collection, negotiating payment arrangements, delinquent noticing, collection pursuit, small claims action and lawsuits, accounting and distribution of revenue collected to appropriate funds and entities.

“On average, the DOR has about 200,000 active cases with 80% of these cases being delinquent,” says Wayne Resch, director, IT Services, DOR, Santa Clara County. “We deal with a high volume of cases which means that we need the right tools that will help automate many of the time-intensive tasks so we can make progress.”

Automation, however, was not a part of the County’s collections process back in the late 1980s. At that time, the DOR relied on a central mainframe system, in which staff members would enter information. Report generation would take approximately 24 hours. Once a week, microfiche would be generated with all the case information. Every collector had a microfiche viewer on their desk to look up the cases and keep an ongoing paper trail and files.



“We attribute the increase in DOR collections to the organization that RPCS brought to our staff...”

“It was an incredibly laborious process that was obviously not going to help the collectors keep pace with incoming case activities,” said Resch. “We lacked any type of automation and needed to implement a new system that would allow collectors to work faster and more productively, and eliminate the paper-heavy administrative duties.”

Solution: RevQ’s RPCS Brings Improved Collections

Following a series of internal application development and implementation initiatives, the DOR now had a more advanced solution in place than the mainframe system. However, it still lacked some key functionalities and features making it hard for the staff to fully leverage and utilize it to their advantage. Resch came across RevQ and learned that the company’s solutions could be modified to meet the County’s unique needs.

In 1988, the County implemented RevQ’s RPCS. The DOR began using RPCS to streamline and organize its methods of collecting outstanding accounts, prioritizing the right accounts to work, automating payment plans, and automatically sending follow-up notices at pre-determined intervals among other

activities. Furthermore, the DOR worked with RevQ to develop government modules such as the Victim Restitution and Account Distribution, which easily interface with its existing software to streamline the collections process and enable staff to make significant progress in their day-to-day operations.

Results: Collections Increased by \$2 Million After RPCS Implementation

According to Resch, collections increased by over \$2 million after RPCS was implemented the first year. “We attribute this increase in part to the organization that the system brought to our staff and to our operation in maintaining priority and a constant set of rules and guidelines by which our staff worked”.

The DOR recently extended its collection program to increase management of court collections including traffic citations. “The benefits of RevQ’s solutions to the DOR are vital. We now have the ability to collect data, prioritize it and make it work to our advantage,” says Resch.

In 2005, the DOR collected \$58 million.



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, the RevQ staff provides over 90 years of collective 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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4400 NE 77th Avenue, Suite 100 • Vancouver, WA 98662
www.revq.com • 1-866-684-REVQ