

## Obligation Recovery Center Summary of Activity Fiscal Year 2017

- The Obligation Recovery Center began debt collections on July 15, 2016;
- The following agencies have referred these debts to the Center:

Agency	Number of Accounts	Value of Accounts*
Unified Judicial System	54,716	\$ 26,718,498
Department of Corrections	4,193	\$ 9,296,964
Department of Game, Fish and Parks	245	\$ 205,203
Department of Revenue	1,082	\$ 5,052,809
Department of Agriculture	1	\$ 418
Board of Regents - USD	820	\$ 1,788,588
Board of Regents - NSU	321	\$ 498,928
Board of Regents - DSU	334	\$ 520,926
Board of Regents - BHSU	503	\$ 962,177
Board of Regents - SDSU	732	\$ 1,801,187
Board of Regents - SDSM&T	115	\$ 218,432
Department of Human Services	1	\$ 8,333
Department of Transportation	272	\$ 413,346
Secretary of State	1	\$ 3,000
<b>Total</b>	<b>63,336</b>	<b>\$ 47,488,811</b>
<b>Average Value Per Account</b>		<b>\$750</b>

\*Account value includes principal, interest and penalties.

- Memorandums of Understanding between the Center and agencies that are completed:
  - **Unified Judicial System** – began turning accounts over July 15, 2016;
  - **Department of Corrections** – began turning accounts over July 15, 2016;
  - **Department of Game, Fish and Parks** – began turning accounts over in September 2016;
  - **Department of Agriculture** – began turning accounts over in September 2016;
  - **Department of Revenue** – began turning accounts over in September 2016;
  - **Board of Regents** – USD sent file in late December 2016; NSU sent file in January 2017; DSU in March 2017; and BHSU in April 2017; and SDSU and SDSM&T in May 2017;
  - **Department of Human Services** – began turning accounts over in May 2017;
  - **Department of Transportation** – began turning accounts over in March 2017;
  - **Secretary of State** – began turning accounts over in January 2017; and
  - **Department of Public Safety** – no debts to refer at this time

- **As of June 30, 2017, the Center has:**
  - Established 4,348 payment plans to recover \$7,228,587.48 in agency debt;
  - Sent 145,723 collection notices;
  - Made 119,210 outbound telephone calls;
  - Handled 28,863 inbound telephone calls received from individuals with debts owed to the State;
- BOA approved administrative rules took effect December 4, 2016. BOA updated its debt collection policy to be in concert with the rules.
- As of June 30, 2017, the Center has paid \$244,226.70 in cost recovery fees.
- On March 13, 2017, the Center began referring uncollected debts to the third party collection agencies. As of June 30, 2017, 30,866 accounts have been referred with total revenue of \$25,826,980.46.

<b>ORC Collection Activity</b>		
\$	1,613,843	Money collected for agencies by the Center
\$	195,579	Money collected for agencies by third party collections
\$	1,504,445	Payments resulting from final agency notices
<b>\$</b>	<b>3,313,867</b>	<b>Total money collected for agencies</b>
\$	7,228,587	Dollar value of payment plans with the Center
\$	460,764	Dollar value of payment plans with third party collectors
<b>\$</b>	<b>7,689,352</b>	<b>Total value of payment plans</b>
<b>\$</b>	<b>11,003,219</b>	<b>Total Financial Impact of Collection Activities</b>