

Department of Revenue Instructions

Juvenile Justice Court Santa Clara County State of California



Dear Minor, Parent(s) and/or Guardian(s):

The law requires that the Judge order certain amounts that have to be paid in every case that comes to Court. In almost every case, the Judge orders the minimum amount allowed. You cannot make payments directly to the Court, or to the minor's probation officer. (For parents and guardians, the "minor" means your child.) The Department of Revenue is a County agency that collects money you owe.

Each of you have been ordered to go to the Department of Revenue for a financial evaluation of your ability to pay certain fines and fees that have been imposed as a result of the minor's delinquent behavior. Under California law, minors, parents and guardians share equal responsibility for the minor's care and expenses. If the minor cannot pay, the parents and guardians must. (Civil Code section 196). The County is allowed to be re-paid for certain reasonable out-of-home costs of care and/or legal expenses for the minor. (Welfare and Institutions Code sections 903 and 903.1). For the State General Fund fine and any victim restitution, the judge has already made a determination about your ability to pay, so the Department of Revenue will not be talking to you about whether you have an ability to pay those. The Department of Revenue may be talking to you about other fines and fees.

You must contact the Department of Revenue in the next 30 days to set up an appointment for a financial evaluation interview. This is a Court order and a condition of the minor's probation. Even though you have 30 days, it is suggested you go today or this week so that you do not forget to go. To avoid having to make two trips to the Department of Revenue, please bring on your first trip the paperwork that is suggested on the next page. If you want, you can pay all your fines and fees at one time. Or you can pay in monthly installments. If you do not contact the Department of Revenue and appear for the interview within the next 30 days, you will be required to pay what you owe at all at one time (and you will not be given the opportunity of monthly installment payments).

If you do not make payments, there will be a civil judgment against you, which may lead to automatic deductions from your paychecks, or liens on any vehicles, homes, land, or property you own. Failure to pay fines, fees and/or victim restitution can result in a violation of probation and can result in the minor remaining on probation. If you do pay off your fines, fees and victim restitution, the minor will be one step closer to having his/her probation ended.

The following information is provided to help you get in touch with the Department of Revenue, complete the financial evaluation interview and begin paying the fines, fees and/or victim restitution. Department of Revenue staff are available to talk to people in Spanish, Vietnamese, Farsi, and possibly other languages.

FINANCIAL EVALUATION INTERVIEW

What to bring to the Interview

Your identification.

Paperwork from court.

Any pay stubs or paperwork as verification of money or income you get from any source.

Regardless of from where you get cash, checks, welfare, Social Security, or whatever (even if from friends or family), under the law you must tell the Department of Revenue about it.

Address

Department of Revenue, County of Santa Clara
County Government Service Center
Building 2, First Floor
1555 Berger Drive
San Jose, CA 95112

Phone Number: (408) 282-3200

Office Hours

Monday, Wednesday, Thursday, and Friday: 8:00 am - 5:00 pm
(Last payment accepted at 4:45 pm)

Tuesday: 8:00 am - 7:00 pm
(Last payment accepted at 6:45 pm)

Directions to the Department

(There is a map attached to this instruction handout.)

- From Juvenile Justice Court: Go east on West Hedding Street to North Thirteenth Street and turn left. North Thirteen Street becomes Old Oakland Road after crossing over Hwy 101. Continue on Old Oakland Road to Berger Drive and turn left.
- From Interstate 680: Take Hwy 101 North. Exit at Old Oakland Road and go north. Turn left onto Berger Drive.
- From Interstate 280: Take Hwy 101 North. Exit at Old Oakland Road and go north. Turn left onto Berger Drive.
- From Hwy 880 (17): Take Hwy 101 South. Exit at Old Oakland Road and go north. Turn left onto Berger Drive.

- From Hwy 101 North: Exit at Old Oakland Road and go north. Turn left onto Berger Drive.
- From Hwy 101 South: Exit at Old Oakland Road and go north. Turn left onto Berger Drive.

Parking

Please park in Visitor Parking areas to avoid a parking ticket.

Public Transportation

The Santa Clara Valley Transportation Authority provides bus service via Line # 66. The route and schedule are shown here: http://www.vta.org/schedules/SC_66.html .

To plan your trip by bus or light rail, you can go to: <http://maps.google.com/> and select the “by public transit” button, which looks like a little train.

What if I disagree with the monthly payments that are set?

If you disagree with the monthly payments that are set after the financial evaluation interview, you can request a financial hearing before the Juvenile Justice Court. At that hearing, you have the right to be heard in person and to be represented by an attorney. If you cannot afford an attorney, you have the right to be provided one. You also have the right to present witnesses and other evidence, to see and hear the other witnesses and have those witnesses questioned by your attorney, to know of the evidence against you, and to have a written statement of the Court’s decision after the hearing.

If after the financial hearing in Juvenile Justice Court, the judge determines that you have the ability to pay all or part of the costs, the Court will set the amount to be reimbursed and order you pay that amount to the Department of Revenue under a monthly payment plan. The Court may also order that you pay for the cost of your attorney, if you received a court-appointed attorney.

PAYMENT INFORMATION

In-person Payments:

By traveling to the Department of Revenue office, you can pay with cash, checks, money orders, or credit cards in most cases (but please read the information below for exceptions).

The address and hours of the Department of Revenue are on page 2, above.

A payment drop box (that looks like a curbside mailbox) is available outside Building # 2 for your convenience during non-business hours. Do not deposit cash into the drop box.

Credit Card Payments (Visa and MasterCard Only)

If you want to pay by credit card, here is how:

You can pay over the Internet. Go to: www.sccvote.org/portal/site/dor and select “Payment Information” on the far left side.

You can pay using a toll-free interactive voice response system. You will not be charged for the phone call, but you will be charged a small convenience fee for the transaction. The convenience fee will be explained for your approval prior to you authorizing payment by phone. Go to: www.sccvote.org/portal/site/dor and select “Frequently Asked Questions” on the far right side.

You may or may not be able to use your credit card by walking into the Department of Revenue office. For fines and fees, the Department of Revenue will accept credit card payments from people who walk in the door. For victim restitution, the Department of Revenue does not allow people to walk into their offices to pay by credit card.

Checking Account Payments by Phone

You can always do an electronic funds transfer from your checking or savings account by using the toll-free interactive voice response system. You will be charged a small convenience fee for transacting this payment. Go to: www.sccvote.org/portal/site/dor and select “Frequently Asked Questions” on the far right side.

Payments by Mail

You may start getting bills in the mail for your fines, fees and/or victim restitution. When you pay these bills, make sure you keep a record of your payments, and make sure you pay attention to what you are paying for. Some bills are for fines and fees. Some bills are for victim restitution. Some bills are for the cost of Electronic Monitoring at home. Some bills are for the cost of your minor’s stay at Juvenile Hall or a County Ranch. Pay attention to the different account numbers on the bills if you want to make the right payment to the right account. (See more about this under “Billing Information” below.) It helps to keep a folder in a safe place at your home with all the minor’s Court papers, as well as your Department of Revenue bills, receipts and records.

If you do not have a bill in front of you, and you want to pay victim restitution first before fines and fees, please write on the front of the check “Apply to Victim Restitution First.”

If you are writing a check, make the check payable to the “Department of Revenue.” Write on the front of the check your Department of Revenue (“DOR”) account number and the minor’s name.

If possible, please put inside the blue “return payment” envelope your check along with the “remittance slip” that came with the bill. If you do not have your bill or the blue envelope, payments may be put in any envelope and addressed to:

County of Santa Clara
Department of Revenue
PO Box 1897
San Jose CA 95109-1897

BILLING INFORMATION

Each month, the department sends out a billing statement to all of its clients. There are two billing cycles based on the client's last name. Last names beginning with "A" to "L" will be billed near the 7th day of each month. Names beginning with "M" to "Z" will be billed on the 21st day of each month. You should receive your bill within 7 – 10 days of the billing cycle date.

The initial bill sent to a new client will provide a description of the new charges, transaction dates, amounts owed for each charge, the account number, statement date, a client reference number (usually a court case number or a hospital medical record number), payment due date, and the name and phone number of the Department of Revenue account representative servicing the account.

The reverse side of the billing statement (at the top) contains information that should be helpful in making your payment and managing your account. The bottom half of the billing statement is a remittance stub which can easily be returned in the blue reply envelope with your payment to insure you receive proper credit toward your account.

Later monthly statements will provide a description of any new charges, adjustments or payments, as well as any amounts currently due or past due.

Delinquent Notices

If you are late in payments, the Department of Revenue will send you a late notice by mail. These notices are different in color from your monthly billing statements. Every client is encouraged to contact their account representative to advise the representative of changes in your ability to make scheduled payments. In many instances the Department of Revenue representatives can assist you with adjustments to resolve your debt.

PROBLEMS?

If you have any problems:

Call the Department of Revenue account representative whose name and number appear on your bills.

Go to the Department of Revenue website at www.sccvote.org/portal/site/dor .

Call the minor's probation officer.

Ignoring problems will probably not end in a good result for you or your family.

We appreciate your effort in paying the amounts owed, following the Court orders, and fulfilling the conditions of probation.

Thank you.