

## County Hires Collectors, Recovers \$4.6 Million

*A Chicagoland county has been seeing success after it sent a tag-team of collection agencies on the hunt for delinquent fees and fines.*

DuPage County, Ill., has successfully recovered more than \$4.6 million in payments on delinquent fines and fees since employing the services of two debt collection firms a little more than 18 months ago, according to Bill Maio, the county clerk's chief compliance officer.

"A couple of years ago, Illinois law changed, allowing us to use outside collection agencies, with their fee added on to the outstanding debt," Maio said. DuPage County limits the fees for its collection agencies – Harris and Harris of Chicago and Alliance One of Gig Harbor, Wash., to 30 percent of the outstanding debt.

DuPage County Clerk Chris Kachiroubus decided several years ago that collecting outstanding debt was a primary goal and named Maio to oversee the program. DuPage is predominately a wealthy, white collar suburban area located west of Chicago.

"We thought this [outside agencies] would be a good way to go to clean up a lot of our bad debt," Maio added. The clerk's office turns accounts over to the collection firms once the debts are 30 days delinquent.

Initially there were some complaints from delinquent payers, Maio said. "They didn't think we were serious at first. Now I haven't heard a complaint in eight to nine months."

"We've sent a message that no matter where you are, we are going to find you," Maio said. "I have one guy in prison that sends me \$1.25 a month." The county is successfully collecting delinquent debts from other prisoners as well, Maio added. "For every dollar we collect, that's one dollar less DuPage County residents have to pay in taxes."

By  
**Phil Britt**

Initially there were some complaints from delinquent payers, Maio said. "They didn't think we were serious at first. Now I haven't heard a complaint in eight to nine months."

– Bill Maio  
DuPage County  
Chief Compliance  
Officer



REVENUE RECOVERY | ANALYTICS | ATTORNEYS

Harris & Harris, Ltd., 222 Merchandise Mart Plaza, Suite 1900, Chicago, IL 60654 P: 312.423.7421 or 866.781.4538 [HarrisCollect.com](http://HarrisCollect.com)