

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Amber Kincheloe

Honoree's Job Title: Program Coordinator

Department: District Clerk

Years of Service with the County: 2.5 years

Why the Honoree is receiving a GEM Award including dates:

As Program Coordinator, Amber Kincheloe was tasked with setting up a new Felony Court Collections program in May 2013. Amber hit the ground running by working with the District Judges and the Texas Department of Criminal Justice to recover court fines and fees from inmates who are in prison. In just eight months, Collin County was able to recover over \$81,000 from the inmate trust account- an amount that was considered impossible by many. To ensure a smooth transition of felony collections from CSCD to the District Clerk's office, Amber drafted and implemented policies and procedures; ensured staff were appropriately trained to handle their new responsibilities; sought out additional assistance when needed; and ensured that the significant workload attributed to the transfer was completed by the established deadlines. In the first 60 days after the transfer, Amber rolled up her sleeves and actively assisted her staff in making 3,816 phone calls, working 4,200 cases, renegotiating 258 payment plans, and sending out over 5,500 notices. This effort resulted in collecting over \$335,000 in court costs and fees; which was an 80% increase over the previous two months of collection efforts by CSCD. Thanks to Amber's leadership and commitment, it is anticipated that the Felony Collection program will continue flourish and become a model for the state.

Approved by elected official or department head on the 9th day of June, 2014

Andrea Thompson
Signature of Elected Official
or Department Head

Andrea Thompson
Printed Name