



For Informational Purposes
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Temporary Suspension in Franchise Tax Board Restitution Collections

The California Department of Corrections and Rehabilitation's (CDCR) Office of Victim and Survivor Rights and Services (OVSRS) has temporarily suspended the collection of victim restitution orders through the Franchise Tax Board (FTB). This suspension is necessary to review and resubmit cases in compliance with recent changes in the law. FTB had been actively attempting collection on 14, 518 of the cases that were referred by CDCR.

Who is affected:

- Victims: Only those receiving restitution from a formerly incarcerated person whose debt was referred to FTB.
- Formerly incarcerated people: Only those whose victim restitution orders have been referred to FTB for collection.

Who is not affected:

- Victims owed restitution by a currently incarcerated person.
- Currently incarcerated people who owe restitution.

What's happening:

- All restitution cases with FTB are being returned to CDCR for review.
- Once reviewed, cases will be resubmitted to FTB for collection.
- During this suspension, victims in the affected group will temporarily stop receiving payments.
- Victims may continue to receive voluntary payments that are made directly to CDCR by the formerly incarcerated person.
- The suspension does not forgive or cancel restitution debt — it remains owed until fully paid.

What you can expect next:

- CDCR will prioritize these reviews and can provide updates when a timeline becomes available.
- Attempts to collect restitution will resume once cases are resubmitted to FTB for processing.
- Victims can contact OVSRS to confirm or update their contact information to ensure uninterrupted payment when collections resume.
- Formerly incarcerated persons can continue making voluntary payments directly to CDCR by mail or approved electronic payment vendors (JPay, Access Corrections, GTL/ConnectNetwork).

What do you need to do:

- Victims: No action is required, but you may call OVSRS at 1-877-256-6877 or email CDCRRestitution@cdcr.ca.gov to update your contact information.
- Formerly incarcerated people: You may continue payments using cashier's checks, money orders, personal checks, or the approved electronic payment vendors listed above.