

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: February 27, 2026

To: Marcelia Nicholson Bovell, Chairwoman, Milwaukee County Board of Supervisors

From: Anna Maria Hodges, Clerk of Circuit Court 

SUBJECT: From the Clerk of Circuit Court requesting authorization to execute a Professional Service Agreement with Credit Service International for the collection of court-ordered judgments and tax refund intercept processing for the time period of April 1, 2026 through March 31, 2028, with two renewable extensions of two years each.

File Type: Action Report

REQUEST

Milwaukee County Clerk of Circuit Court Anna Maria Hodges requests authorization to execute a Professional Service Agreement with Credit Service International for the collection of court-ordered judgments and tax refund intercept processing. This contract is requested for the time period of April 1, 2026 through March 31, 2028, with two renewable extensions of two years each.

POLICY

Wis. Stat. § 59.40(4) authorizes the Clerk of Circuit Court to contract for the collection of court-ordered fines and forfeitures, surcharges, assessments, and attorney fees, with vendor compensation to be drawn from the proceeds it recovers. In addition, authority for this request was granted by the Milwaukee County Board of Supervisors by resolution dated February 1, 1996, File Number 96.99.

BACKGROUND

In 2016, pursuant to the aforementioned statutory authorization, the then-Clerk of Circuit Court oversaw a competitive bid process for a court-ordered judgment and tax refund intercept processing contract. The resulting Professional Services Agreement was awarded to Credit Management Control and was approved by the Board of Supervisors per File Number 16-273. Its initial term ran for two (2) years, from June 1, 2016 to May 31, 2018, with two (2) options to renew the contract for two (2) years each. Both two-

year extensions were exercised, running from June 1, 2018 to May 31, 2020 and from June 1, 2020 to May 31, 2022, respectively.

In 2022, the then-interim Clerk of Circuit Court oversaw the early stages of an RFP process for collection services to competitively solicit a provider to collect court-ordered judgments and tax refund intercept processing, and planned to award said contract in the same year. To facilitate this process, the Board of Supervisors (in File Number 22-684) authorized the Clerk of Circuit Court to extend the preexisting agreement on a month-to-month basis until the award of a new contract was made or until May 31, 2023. Unanticipated complications arose, including the review of statutory requirements governing the RFP's language and the exploration of publicly-provided collection services through the Wisconsin Department of Revenue, which have prevented the issuance of a new RFP in the intervening months. In addition, a new Clerk of Circuit Court was elected in November 2022 resulting in the transition to a new administration with a new policy outlook.

Consultations between the incumbent Clerk of Circuit Court's administration and the Department of Administrative Services have yielded consensus to proceed with an RFP for collection services in 2025. This RFP will be structured in a manner that explicitly aligns with all statutory and ordinance-mandated obligations but also with Milwaukee County's strategic vision of becoming the healthiest county in the state by achieving racial equity, with a specific focus on fulfilling all pertinent court orders while preventing the financial exploitation of Milwaukee County residents. In order to continue the fulfillment of pertinent court orders involving fines and forfeitures, surcharges, assessments, attorney fees, and the processing of tax refund intercepts, it is necessary to complete this RFP process. It is anticipated that this process will be completed before March 31, 2026.

FISCAL EFFECT

This is a revenue contract and creates no impact on the county's tax levy. As detailed in the accompanying Fiscal Note, this contract involves the collection of debt, owed pursuant to court orders.

TERMS

This Professional Services Agreement will provide professional debt collection services on an annual basis, beginning April 1, 2026 and continuing at the County's sole option until award of a new contract is made or until December 31, 2032, whichever comes first.

VIRTUAL MEETING INVITES

Anna Maria Hodges, Clerk of Circuit Court
Samotria Matthews, Senior Administrator, Clerk of Circuit Court
L. Wesley MCKenzie III, Senior Financial Manager, Clerk of Circuit Court

PREPARED BY:

L. Wesley MCKenzie III, Senior Financial Manager, Clerk of Circuit Court

APPROVED BY:

Anna Maria Hodges, Clerk of Circuit Court

ATTACHMENTS:

Resolution

Fiscal Note

Professional Service Agreement