

# Stacy M. Butterfield, CPA Polk County Clerk of Courts and County Comptroller

## COLLECTIONS ENFORCEMENT

Kristi M. Wagstaff, CPM  
Collections Enforcement Manager  
Polk County Clerk of Courts, Florida



Stacy M. Butterfield, CPA, Polk County Clerk of Courts

# Polk County Collections Enforcement



- 116,653 cases processed through Collections Enforcement since department inception on August 8, 2005.
- Out of \$49,322,187.93 assessed, \$30,545,448.15 has been collected to date (approximately 62%).
- Of those on active payment plans, approximately 80% are paying on time.
- \*\*Information as of 9/2013

Stacy M. Butterfield, CPA, Polk County Clerk of Courts

# Points of Interest



- “Purple Folder” County
- Main Courthouse plus two branch locations
- Criminal Traffic, Misdemeanor, Felony
- Application with telephone numbers verified
- Average of 60 interviews per day

# Successful collections



- **Successful Collections is critical, not only for individual Clerk's Offices, but for each individual County, and also the State.**
- **Current economic conditions are causing entities to focus on increasing revenue, first and foremost through collection of fines and court costs!!!**
- **Performance measures set by the State must be met each quarter.**
- **Must have staff in place and optimal training.**
- **Automated Collections Software is key for providing full automation with payment plans as well as reports.**

Stacy M. Butterfield, CPA, Polk County Clerk of Courts

# QUALITY STAFF

- Professional
- Persuasion and Negotiation Skills
- Communication Skills
- Organization Skills
- Ability to multi-task



Stacy M. Butterfield, CPA, Polk County Clerk of Courts

i-Plow.com

Reap What You Sow.

**Justice Collections & Compliance  
Documents & Reports**

- **Scrutinization – Fully Automated**
- **Establish Payment Plans and Community Service Plans**
- **Automated Phone Calls**
- **Dunning Letters**
- **Due Diligence Events and Reminders**
- **Various staff performance reports**
- **Various case activity reports**
- **Various overall compliance/collections reports**
- **i-Plow's design concept is like Play Dough®: malleable enough to be molded to fit your local requirements. You define how it works. It is also fully configurable to the court level.**

Stacy M. Butterfield, CPA, Polk County Clerk of Courts

# Due Diligence Events

**JCC Plug-In: Payment/Service Plan and Due Diligence for Case# CR115225**

Actions Back

Selected Group (9397) **DEFENDANTS** 3/21/2007

Selected List (9397) **MASTER LIST**

**Zachary Vaughn**  
8000 EDDINBURGH DR.  
MIDLAND, TX 79707  
Home: (432)694-4398 Work:

**CR115225 Flexible Plan Ver. 1** [SEND DEMAND1](#)

INITIAL PAYMENT OF  due on  with  
the balance due in   installments of  dollars with  
the first installment of  due on  plus  
a final installment of  due on  including  
estimated time payment and transaction fees (if applicable).

TOTAL FFCC ASSESSMENT: \$ 353.00  
Less payments and credits: \$ 100.00  
**Current Balance Due: \$253.00**

Payment of:  due on

Assigned Collector

Work:

(Double-click [HERE](#) for Case Notes)

DD Code  Notes related to this particular event

Follow-up on (optional)

Here, the collector is recording a due diligence event. There will be an automatic reminder on the follow-up date so that the collector can call the defendant—this is a very effective communication tool.



## Contact i-Plow

- For additional information, you may contact Mark W. Odom at 239-940-0469.
- E-Mail: [mwodom@i-plow.com](mailto:mwodom@i-plow.com)





# Status Conferences

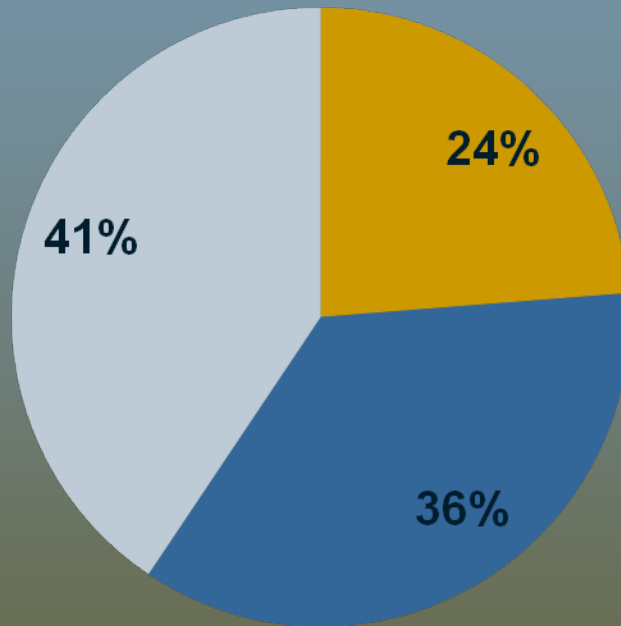


- Our department holds collections status conferences twice a month. Those who failed to comply with the payment agreement—and/or failed to stay in contact with their compliance officer—are sent a summons (only through regular mail) to appear in a courtroom on a given day. However, this is not in front of the judge (although the Defendant does not know that before appearing). It is basically just follow-up interviews with the Defendant, but in the Courtroom. When they appear they are told if they are paying in full today they can come up to the front and then are free to leave.
- While we do not have the greatest success with regards to those who actually appear for these status conferences and pay, we feel our success is in the numbers who pay prior to the appearance date so they can eliminate having to come to court.

# Status Conference



## Stats



■ Appeared

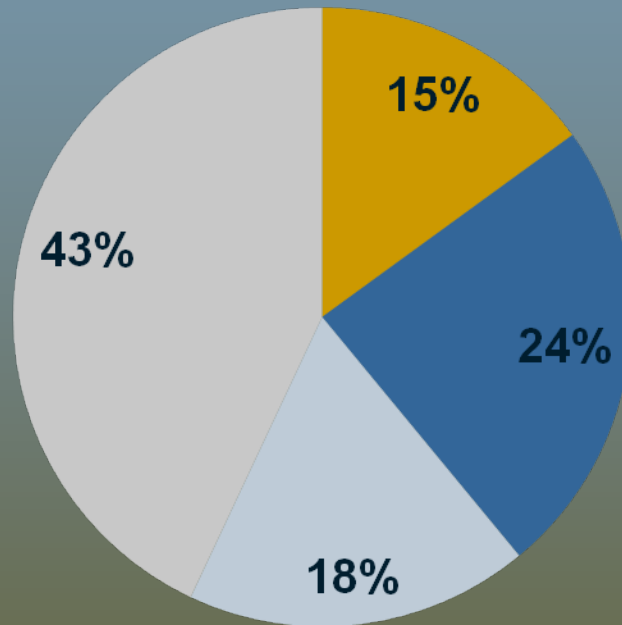
■ Failed to Appear

■ Paid in Full Prior to Day of Court (most likely a result of receiving summons)

# Status Conference



## Defendants who Appeared



- Paid Day of Court
- Made Partial Payment Day of Court
- Paid within 30 days
- Other (New Payment Plan Created, D6 license, etc.)

# Questions??



Stacy M. Butterfield, CPA, Polk County Clerk of Courts

# CONTACTS

Kristi M. Wagstaff, CPM  
Collections Enforcement Manager  
kristiwagstaff@polk-county.net  
863.534.4422

H. Lyle Bulman, CPM  
Criminal Division Director  
lylebulman@polk-county.net  
863.534.7734

Stacy M. Butterfield, CPA  
Clerk of the Circuit Court  
and County Comptroller  
stacybutterfield@polk-county.net  
863.534.4522

