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EXECUTIVE COUNCIL CHAIR

Stacy Butterfield, CPA
POLK COUNTY
VICE-CHAIR

Tara S. Green
CLAY COUNTY
SECRETARY/TREASURER



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NASSAU COUNTY

PAT FRANK
HILLSBOROUGH COUNTY

TODD NEWTON
GILCHRIST COUNTY

JEFFREY R. SMITH, CPA
INDIAN RIVER COUNTY

RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE

KYLE HUDSON
HOLMES COUNTY
SENATE APPOINTEE

PAULA S. O'NEIL, PH.D.
PASCO COUNTY
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EXECUTIVE COUNCIL MEETING

June 25, 2018

Meeting: 2:00 PM

Conference Call line: 1-904-512-0115 Code 412463

Location:

Hilton West Palm Beach, Room: Oceana D
600 Okeechobee Blvd., West Palm Beach, FL 33401

Call to Order Hon. Ken Burke
Invocation..... Hon. John Crawford
Roll Call Hon. Tara Green

- 1) Introduction and Agenda Approval Hon. Ken Burke
- 2) Approve Minutes from 2/27/18 Council Meeting..... Hon. Tara Green
- 3) Treasurer's Report..... Hon. Tara Green
 - a) Review and Approval of the CCOC Office Budget Report for CFY 17/18 through May
 - b) Proposed CFY 18/19 CCOC Office Budget
 - c) Proposed Funding Contract with DFS
- 4) Report from Committee and Workgroup Chairs
 - a) Budget Committee
 - b) PIE Committee
 - c) Legislative Committee
 - d) Revenue Enhancement and Funding Committee
 - e) Electronic Notification Platform Workgroup
- 5) Review of Tentative Meeting Schedule for CFY 18/19 John Dew
- 6) Annual Review of Executive Director Hon. Ken Burke
- 7) CCOC Plan of Operations- Overview from May 9th Corp Meeting..... Hon. Ken Burke
- 8) CCOC Council Election Results Hon. Tara Green
- 9) Other Business Hon. Ken Burke

Committee Members: Hon. Ken Burke, CPA, Chair; Hon. Stacy Butterfield, CPA, Vice-Chair; Hon. Tara Green, Secretary/Treasurer; Hon. Sharon Bock, Esq.; Hon. John Crawford; Hon. Pat Frank; Hon. Todd Newton; Hon. Jeffrey Smith, CPA; Hon. Ronald Ficarrotta; Hon. Kyle Hudson; Hon. Paula O'Neil, Ph.D

Our Mission: As a governmental organization created by the Legislature, we evaluate Clerks' court-related budgetary needs, and recommend the fair and equitable allocation of resources needed to sustain court operations.

DRAFT MINUTES

FLORIDA CLERKS OF COURT OPERATIONS CORPORATION

TUESDAY, FEBRUARY 27, 2018 2:30 PM EST

EXECUTIVE COUNCIL MEETING

**Sanibel Harbour Marriott Resort & Spa, 17260 Harbour Point Drive, Ft. Myers, FL 33908
Everglades B Meeting Room**

The February 27, 2018 meeting of the Executive Council of the Florida Clerks of Court Operations Corporation (CCOC) was called to order by Executive Council Chair Ken Burke at 2:30 PM (EST). Chair Burke thanked all for attending and asked Mr. John Dew to call roll. Council Members present were the Honorable Ken Burke, Honorable Stacy Butterfield, Honorable Tara Green, Honorable Sharon Bock, Honorable John Crawford, Honorable Pat Frank, Honorable Todd Newton, Honorable Jeff Smith, and Honorable Paula O'Neil. The Honorable Ron Ficarrotta attended by telephone. The Honorable Kyle Hudson was unable to attend. Mr. Dew stated that there was a quorum. Chair Burke asked the audience to introduce themselves. After the audience introduction, Chair Burke asked Judge Ficarrotta to give his report on the Trial Court Budget Commission.

TRIAL COURT BUDGET COMMISSION

Judge Ficarrotta began by stating that the TCBC met last December 2017 by conference call. The Commission reviewed the budget status and allocation policies and procedures. They also re-appropriated some senior judge days and adjusted some media allocations for the Sixth Circuit. The next meeting will be a conference call on March 21st and will be a post-session wrap up. Live meetings should take place shortly thereafter to prepare for the upcoming session. He urged that we need to stick together to resolve our issues for everybody's best interest. This concluded his update. Chair Burke thanked him for his report.

APPROVAL OF MINUTES – DECEMBER 18, 2017 EXECUTIVE COUNCIL MEETING

Chair Burke presented the minutes that were in the meeting packet. He asked if there were any questions or additions to the minutes. Hearing none, he would entertain a motion to approve the minutes. Clerk Crawford made the motion. Clerk Bock seconded. The vote was taken and the motion passed.

Since attendance dwindles at the end of a meeting, Chair Burke wanted to publicly thank Mr. Jason Harrell for his work on the new CCOC website. Chair Burke noted that the website was much friendlier and is now easier to find information. If any Clerk has trouble finding information or have any suggestions on the website, please contact Jason. He will give a presentation at the end of the meeting.

TREASURER'S REPORT

Chair Burke asked Clerk Green to give the Treasurer's Report and is found on pages 10 to 51 in the meeting packet. The first item of two to be addressed is the Annual Financial Audit from Lanigan & Associates. The summary is on page 49 of the packet. The whole document is there for review. The second item is the CCOC Budget Report. CCOC has

expended about 28.5% of their budget for 1/3 of the year. Clerk Green made a motion to approve the Annual Financial Audit. Clerk Smith seconded the motion. Clerk Burke pointed out that audit was an unmodified opinion which is the highest level of opinion that can be received. It was a clean audit. He thanked Mr. Dew and his staff. Chair Burke asked if there were any questions. Hearing none, the vote was taken. The motion passed. Clerk Green next made a motion to approve the CCOC Budget Report. Clerk Crawford seconded the motion. Chair Burke asked if there were any questions or discussion. Hearing none, the vote was taken. The motion passed unanimously.

BUDGET COMMITTEE REPORT

Chair Burke called upon Clerk Butterfield, Chair of the Budget Committee to give her report. The material is found on pages 116 through 122. Chair Burke noted that there is a tremendous amount of information and data to what is happening with the Clerks statewide. The material outlines the financial situation of Clerks and trends for monthly collection activity. November is the lowest and March and April being the highest collection activity. The CCOC session at the Conference will touch more on this. He thanked Clerk Butterfield for being the Budget Chair.

Clerk Butterfield began by noting that the Budget Committee last met on December 12, 2017. The focus was to close out county fiscal year 2016-2017. The committee discussed some of the revenue projections for the current fiscal year and the projected shortfall due to Hurricane Irma. The Executive Council met on December 18th and approved all the action items of the Budget Committee. At that time, the settle-up had not been completed. The Council gave the Budget Committee Chair the authority to work with staff and Clerks to finalize the settle-up calculations. Those numbers are found on page 116 of the packet. The final net settle-up was \$8,637,608.29 with \$2,026,864.58 due from the Trust Fund and \$10,664,472.87 due to Trust Fund. She thanked the Clerks and their staff for working so diligently with the CCOC to complete the settle-up. This year's settle-up was complicated because of the mid-year change with the 10% and the redirect from Senate Bill 2506. Next year everything should be simpler as far as the settle-up calculations. Clerk Butterfield asked if there were any questions.

The next item for discussion was the Revenue Estimating Conference (REC). The REC met January 11, 2018. The REC is made up of representatives from the House, Senate and Governor's office. The CCOC staff (Jason, Doug and John) prepare material for and attend the meeting, but have no vote. CCOC staff took their projections to the meeting for the Trust Fund not only for the immediate year, but also for the out years. We worked together based on the submittals (revenue projections, etc.) from the Clerks. The REC is on the State fiscal year and the Clerks are on a County fiscal year. Once the REC settles on the results, they then convert the amounts to the County fiscal year.

The REC met in July 2017 and set the Clerks' budgets for the current fiscal year. The budget number was \$409.4 million. The \$409.4 million was made up of the jury money, the 10% money, the Trust Fund money and a carry forward projection of \$4 million. Clerk Butterfield moved forward to the January 2018 meeting with the REC re-projecting their numbers. CCOC's projection was that the projected revenues will slightly fall below the \$409.4 million level. However, the REC voting members had other numbers that showed that the Clerks were not going to have a shortfall. Hurricane Irma had significantly impacted all Clerks' offices. CCOC knew that this would affect Clerks' offices longer than just the

month of September and that is what has happened. The Governor's office and EDR were very optimistic with their estimate for our Trust Fund. The estimate that came out showed a slight increase from the July estimates.

In July, CCOC's estimate was \$397.7 million taking out the \$11.7 million and the \$4 million carry forward. In January, the REC projected their official estimate would be \$398.2 million, slightly up by \$500,000. One thing to note is the \$398.2 million now included not the \$4 million in carry forward, but \$8 million. CCOC had the final carry forward number. If you subtract the additional \$4 million, the recurring money projection showed us down \$3.6 million from the July estimate. Clerk Butterfield stated that seemed to make a little more sense because we knew that the recurring money was going to be down because of Hurricane Irma. She asked if there were any questions. Chair Burke noted that if REC is in error and if there is not enough money in the Trust Fund at the end of the year, there is no liability on the REC. That means that budgets would have to be adjusted to accommodate the incorrect projection. The REC is projecting good income in March and April to meet what will be needed as projected by the REC. Clerk Frank asked if the REC had received the Holland & Knight figures from the Clerks' collections that the Clerks are entitled to include. Chair Burke said that the REC received the Holland & Knight opinion. The REC was also sent the opinions provided by Clerk Frank as informational purposes. There were no other questions.

Clerk Butterfield continued with asking what will the new projection look like. On page 118 is the revenue update through December. It is to be remembered that the Clerks' fiscal year even though it begins October 1, the revenue from September through August is what supports the budget for the current year. The chart shows the monthly totals of revenue collections. To meet the \$409.4 million number or \$397 million in the local Trust Fund, the Clerks must collect locally \$32.8 million monthly. September had \$27.2 million collected locally. The major impact from the hurricane was in traffic tickets that were not written and will never be written. The tickets written in one month are paid in the next. There was \$32.2 million in October, \$30.9 million in November and \$30.3 million in December which amounts to \$120.6 million for four months out of the twelve months. The grand total needed is \$131.2 million based on the \$32.8 million per month for the four months. There was a shortage of \$10.6 million cumulatively.

Clerk Butterfield noted two things, one is that it does not consider the carry forward amount to help offset that and it also says for the remaining eight months of the year, the Clerks not only have to collect \$32.8 million per month but they must do better than that in some months. On page 122, there is a graph that shows for the last four years by month the revenue collections locally. Collections are high in the month of March. People are getting their tax refunds and are coming to pay off their balances due. March is historically a good month, but more needs to be collected in March. Another thing that you can see from the chart is 13-14 is the top line and 16-17 is the bottom line, the lines are falling. Each year is below the other's year line. The chart looks basically like the same roller coaster with a minor change in the last two years. The picture is we were cumulative \$10.6 million short at the end of December. Once the Legislature closes their session, Clerks will not have any opportunity to get more money if any additional money is needed. The document beginning on page 119, was provided to the House and Senate Appropriations staff with CCOC's projecting methods and collections for the remainder of the year. This was based on a couple of methodologies. The staff was

provided a low, medium and high produced by the different methodologies. As you can see from the chart at the \$409 million with the low projection, the best positive projection would be \$3.4 million short this year. The medium projection was \$3.9 million. And the high being the worst-case scenario, would be \$8.8 million short. These were the projections that were given to the House and Senate to ask for a backfill for this fiscal year. Once the session ends there are no mechanisms. The only option after session would be that CCOC would have to convene and reduce budgets.

Chair Burke noted that last September was maybe the lowest revenue month in the history of us collecting revenue data as in came in at only \$27 million. The prior year was \$34 million for the month of September. That is over a \$7 million difference. It is going to be hard to make this deficit up, but that is what the REC is expecting. Clerk Frank asked if staff estimated what the collection would be if the Holland & Knight and other opinions were followed on an annualized basis? Clerk Butterfield responded that the annualized amount was \$59 million currently. That amount is all the 2008-111 not just the revenue per the Holland and Knight opinion. The Holland and Knight opinion amount is about \$35 to \$37 million. Clerk Frank said her staff had \$55 to \$56 million for all. Clerk Frank wanted to point out that they do have the answer, but we just have to get the Legislature to recognize it that those dollars could be used by the Clerks to help resolve the insufficient funding situation. She continued that the Clerks must face that there is a society that is more sympathetic to people who are poor and are affected by the large amount they have to pay. There is legislation where they are trying not to suspend driver's licenses, reinstating the indigent fees, they are recognizing that we have a problem. But they are not getting the solution. We have a society telling the Legislature one thing and they are working toward that direction, which means there will be less revenue for the Clerks, but no resolution to the Clerks' funding problem. There is a resolution for this year and a couple years to come, but we must get the REC to read the Constitution and the opinions again. She cannot see the Clerks still having these losses, they are down to the bone now. Staff is being cut and there are going to be mistakes made. Clerks will not be performing at a level they need to be performing at and this is going to give people an opportunity to say the Clerks are not doing their jobs. If the Clerks do not do something this is one institution that is going to fail. This frightens her. She stated that she is not going backwards, but is moving forward. Clerks have to do this collectively.

Chair Burke agreed with her. He said insufficient funding does not just currently mean they are going to make mistakes in the future, but we are making mistakes now. It is because of the heavy workload. He calls it single points of failure. His county cannot afford quality control processes. Everyone tries not to make mistakes but they do. You cannot have 200 people doing the work that 350 people should be doing. He said that if you look at the trend of legislation, we do are known for doing good work as the Legislature continues to add more duties for the Clerks. The bills this year whether it is the vulnerable adult bill or the data collection bill or the community service bill, or the gun injunction bill, all most except for the community service bill have no funding. Chair Burke stated that Clerks cannot do that. He noted that this will be discussed outside CCOC and that is Proposal 55 of the Constitution Revision Commission (CRC). Thank you to Tiffany Moore Russell for asking a Commissioner to propose this through the CRC. It was successfully advocated and has passed through two committees and hopefully will be placed on the ballot. It provides for all these things. If the

Legislature is not going to provide for the Clerks on all these non-filing cases, that Clerks should have that as a due process costs and it is the responsibility of the State to fund. It is through the PIE Committee to position the Clerks for when that proposal passes that there is data that CCOC can pass to the Legislature on the costs of these cases. He told Clerk Frank that he believes that we are working in the direction of a permanent fix. Clerk Smith asked if the Clerks could start withholding the Holland & Knight funds. Chair Burke stated that Holland & Knight is the official position of the CCOC. However, it states that the Association is responsible for the distribution schedule. The distribution schedule has not been revised to reflect the Holland & Knight opinion. Some Clerks continue to follow the distribution schedule and some Clerks are following the Holland & Knight opinion and revised the distribution schedule within their office and segregate those monies.

Clerk Butterfield reminded the group that it is almost March and budgets are due to the CCOC on June 1st. She asked the Council in the form of a motion to authorize the Budget Committee to develop and implement the 2018-2019 budget startups including the forms, the timeline, and the spending. If the approval is given today, then the Budget Committee can meet and move forward with next year's budget. The motion was seconded by Clerk Smith. The information is on page 118. There was no discussion and the vote was taken. The motion passed. Chair Burke thanked Clerk Butterfield and asked if there were any questions for her. Clerk Frank asked if it reflected our budget needs. Chair Burke said that the Clerks' budget is needs-based. Clerk Butterfield pointed out that any time there are numbers put forward as our revenue, the needs-based budget is presented. And the \$409 million was down from \$422 million last year. The needs-based budget was \$60 million more. That was put on all the documents.

LEGISLATIVE COMMITTEE

Chair Burke commended the Clerks who were called upon to provide data for the Legislative Committee. The CCOC and the Association have been working cooperatively in gathering data, reviewing data and not duplicating efforts. Clerk Rushing and Fred Baggett have been appreciative of the data that CCOC has provided on the bills analyses. Chair Burke noted that it is impressive how many of these bills have been reviewed this year. It takes time to research the bills. The information about the bills is in the packet and are there for you to review. Clerk Timmann thanked Chair Burke. She began by noting that the Legislative Committee met on December 19, 2017. The main purpose of that meeting was to look at the Legislative Workgroup report. Clerk Eaton headed up a workgroup to look at Senate Bill 2506 that passed last session. The Legislative Committee voted to form this group led by Clerk Eaton. Staff from different counties helped in this. The workgroup worked in coordination with Jason Harrell and Marleni Bruner of the CCOC. They met and came up with a very comprehensive report. The workgroup went through the bill to determine if there were areas that needed clarification or improvements and how to go about addressing those and what are the benefits of doing so. There is a memo in the packet that gives the background of the work done by the group. During the implementation many finance staff and Clerks throughout different counties identified some technical issues where there could be some improvement or where it created some issues in their offices. Clerk Timmann asked Jason Harrell to discuss the high points and the areas that were identified. Mr. Harrell thanked the Clerk staff that assisted with the report. He began with the first issue

which was how SB 2506 laid out the language for the jury management. The Clerks got \$11.7 million in the budget, but the language for the implementation was in SB 2506. The workgroup noticed that one of the things that SB 2506 did was change the language relating to the jury cost more than reimbursement which was causing some issues in the terms of financial responsibilities for the Clerks' offices. Also, the workgroup wanted to understand better if the role of the JAC was necessary and wanted to review that entire process and see if there was any way we could improve upon that. The Workgroup's recommendations are in the summary section. On page 56, the first recommendation is to remove the JAC from the jury management process and place this responsibility with the CCOC with appropriate accountability including the reporting of the justification for cost and true up process to the Legislature as appropriate. It was also recommended that appropriations reflect the county fiscal year that would help the accounting staff at CCOC. The second recommendation is to amend the Statute to address the inability of Clerks to pay for jury expenses in excess of reimbursement. Draft language was offered on how this would be done. The third recommendation was if policy makers were not interested in going down that path, then add back the language that was struck because the workgroup felt it was functioning as it was previously. Chair Burke asked if there were any questions on the three recommendations on that single issue.

Mr. Harrell proceeded with Issue #2. As SB 2506 was being implemented, we were recalculating all funded depository challenges relating to the Department of Revenue Budget Authority process to get the dollars released from the CCOC Trust Fund. The Clerk funding is in the General Appropriation in a reserve category. This requires going through a very long bureaucratic process. Chair Burke noted that therefore there is a delay in Clerks getting their funding money. It is not CCOC, but it is this bureaucratic process that goes through six different people for approval. It is being recommended that this stop. Mr. Harrell continued that the recommendation is to request that the appropriation be released 100% at the beginning of the state fiscal year like other Trust Funds are. The group laid out ways that the Legislature could go about this. The second recommendation was to request the proviso language that has us in the reserve category be changed to the quarterly release plan. That would release 50% in the first and third quarters. This would help if we cannot get the 100%. This would get us through the settle-up without the problems we have been having with the bureaucratic process.

The third issue is the technical issue relating to the statutory-required 1/12 calculation and the Funded and Depository. Everyone has a 1/12 calculation that is sent to CCOC, we also have the Funded and Depository calculation. The group felt there was conflict and confusion with that. The issue was reviewed thoroughly. The workgroup determined they were not able to make a recommendation. It was requiring them to step outside the scope of the workgroup. It may need to be sent to another workgroup. Mr. Harrell asked if there were any questions. Clerk Smith noted that there was a recommendation of changing the date to the 20th. Mr. Harrell thanked him for pointing that out and said that yes there was one small technical change. Another issue found that SB 2506 shifted the 10% from the Public Modernization Trust Fund to Fine and Forfeiture Trust Fund. The group thought at first that there might be an issue there, but determined that it worked itself out. The workgroup did not make any recommendation on that issue.

The last issue dealt with some inconsistencies in SB 2506 by amending subparagraph 28.241(1)(c)1. This allows Clerks to retain fees for circuit civil crossclaims, counterclaims, counterpetitions, and third-party complaints, but did not amend paragraph 34.041(1)(c), Florida Statute to allow clerks to retain these same fees in county civil cases. The workgroup recommended that section 34.041(1)(c), Florida Statute be amended for consistency and clarity. Mr. Harrell finished his portion of the report.

Clerk Timmann stated that the Committee was encouraged after the last session. The comments from the Legislative staff noted that there might be some room for improvement in Senate Bill 2506. This was one of the reasons for the formation of this workgroup to try and look at this if those statutes opened in this session, but they did not. Legislative staff is now aware of these issues. They will be given the final report. They have expressed interest in working with us and fixing if possible, but it will not happen this session. There is a slight chance that something might open in conference in proviso language. The Workgroup will be watching for it. Part of this motion includes allowing the Workgroup to move forward and work on this just in case there is an opportunity in conference. She will continue to keep working with staff to come up with plans moving forward for next session or if something comes up administratively particularly with the DOR. FCCC knows about it and that is why the motion includes this session and moving forward for 2019 session. A motion to approve the recommendation of issues 1-5 was made by Clerk Crawford and seconded by Clerk Bock. Clerk Eaton stated that he would rather not work on the issue with DOR trying to solve this administratively without a statutory change. Chair Burke asked Clerk Roth if she would work with the group on this. She accepted. The motion had been made and seconded. The vote was taken and passed unanimously. Chair Burke wanted to make sure the minutes reflected a thank you to Clerk Eaton for his work and that Clerk Roth would be helping with the DOR issue.

Clerk Timmann continued with the Legislative Committee report. The CCOC received 22 formal requests for fiscal impact analyses from the Legislature. Those do not include those that were identified independently by finance staff and Clerks' offices or the CCOC staff. A workgroup of Clerk financial staff was utilized to help analyze these bills as was done in the previous year. She thanked the staff who had participated. All the analyses were completed and provided to the Legislature in a timely fashion. The process begins with the request from the Legislature. Jason and the CCOC team send it out to the various Clerks who have volunteered to help. The drafts come back and CCOC staff puts it in a final form. Clerk Timmann looks at the bill and writes her comments and edits. It is then sent over to the FCCC so that team can look at it. If a policy impact is identified, we make sure FCCC is focused on that. This has gone very well and she feels that we have gained some recognition from the Legislature as being able to reply quickly, accurately and in the form, they can really use. Bills with the most fiscal impact for this year include SB 1270, HB 1095 (Driver's License penalties by Senator Brandes), SB 1562 and HB 359 (Elder Abuse), and SB 90 (Texting while driving). They also received requests for feedback on amendments which is another important thing. Clerk Timmann wanted to recognize Clerk Frank and Chair Burke for referencing this issue. She stated as we really started looking at these bills and the fiscal impact of the bills and amendments, it really showed the message that unfortunately our funding model conflicts with good policy decisions by

the Legislature. She believes that it was more evident this session than any other time. There was the Driver's License suspension, how do you deal with civil citations, how do we help vulnerable people, how do you allow people that cannot afford anything to be able to offset their court fines and fees with community service, how do you handle the increased attention on mental health issues. These are good policy implications for our State, but they do conflict directly with our funding model.

Clerk Timmann believes that message has gotten through clearly this year through the fiscal analyses. The partnership between the FCCC and the CCOC has helped tremendously. Now the allocations have been made by the Legislature and they are moving into conference with the session almost over. An added note is that the Legislature has another challenge before them that they were not anticipating on the funding and budget side. They are looking at another \$400 million for school safety issues and another \$100 million for corporate tax issues. That creates a big gap. Clerk Timmann wanted everyone to know this as the Legislature moves into conference. The Legislature is very aware of the Clerks' estimated shortfalls. She noted that there will be a continued coordination of our efforts as the budget conference approaches. Discussions could start now since the allocations are out. In recognizing that, Jason is coordinating a Quick Response Team which includes coordination with the FCCC as well. Clerk staff will be on call 24/7 as the conference approaches. If the Legislature is going to end on time, there is about a week to vote on the budgets. That was the end of her report and Chair Burke asked if there were any questions. There were none. Chair Burke thanked her.

PIE COMMITTEE

Chair Burke asked Clerk Green to give an overview of what the PIE Committee is trying to accomplish. She started by inviting Clerks and staff to the CCOC training session tomorrow at 10:20 AM to get an in-depth look. She noted several years ago using the concept of the Betty Book, the PAC Framework was developed. This was an inventory of the work Clerks do and the services that they offer. The group looked at the costs in their offices and how do we prove their need. This framework is the foundation to identifying the work that the Clerks do and is based on rules, administrative orders, and staff tasks. It took a while to fill this out. There were nine service areas that goes with activities and tasks. The framework identified the work so we could start identifying the people associated with the work. And people are the core of our costs. By being able to identify the costs, one of the first things that we did was to look at where we could get by with some of the services. About 56% to 58% of the Clerk's work is case processing. All the rest of the work we do is in these eight other service areas. That was eye opening legislatively by saying cases are down your work should be down. That idea was nipped by not all our work resides in case processing. It is not all new case volume. That will be discussed later with continuing cases and why that is important. Chair Burke stated that there are six counties working with Clerk Green to do the beta testing of how we are going to do this and try to figure out the methodology. It has been an intense effort by these counties to participate in this. He recognized Clay County and Clerk Green, Citrus County and Clerk Vick, Hernando County and Clerk Barbee, Brevard County and Clerk Ellis, Polk County and Clerk Butterfield and Palm Beach County and Clerk Bock for participating.

Clerk Green invited Clerk Barbee to give an additional update on the project he has been working on. He has been working with two Workgroups that were instrumental with service costing. The reason why service costing is so important is because it got us a step closer to identifying what it costs to oversee a felony case from beginning to end. This is the path of how to tell the Legislators what a Clerk needs to cover a felony case. All this work that has been done, gets us to that number of “xyz”. This puts us ahead of the game, we have done our homework, and can offer up that information to try and problem solve the funding model which is an input over to Clerk Moore-Russell’s committee.

Clerk Green recognized Clerk’s staff Noreen Mack, Tyler Winik, Kim Stenger, Linda Warren, Doug Bakke, Robert Rocamora, Kathryn Farynowsky, Gary Cooney, Denise Bell, Shannon Ramsey, Kathy Davis, Louis Tomeo and from her staff Connie, Rick and Tracie. This is the core group that has worked countless hours with Doug and CCOC staff. We need to get more counties involved and onboard. She is looking for volunteers. Orange and Lee County have started. The more counties we have involved in this process the truer the costs we will have. We will be able to comfortably say to Legislators - this is the cost. Chair Burke asked if there was a scaled-down version to get some of the counties with populations under 100,000 to participate. He asked if you are a small county and want to participate, talk with Clerk Green while you are here at the conference. Clerk Green noted that the service costing could go in several directions. It could give input to Legislation and into budgets. That was an overview on service costing. She then asked Clerk Barbee to touch on the specifics of the two pilot programs he was working on.

Clerk Barbee began with the Statewide Subcase Weight Project. There were 77 subcase types where each is given a weight and Doug has done the math once the policy was written. He has introduced a way to say this type of case costs this much money. We took that to another step and started to look at all the cases that were not receiving money. We took two different divisions, probate and family. In Clerk Barbee’s county, mental health is combined in probate. So, he knew how many FTE’s are assigned to those cases. He has four FTE’s working on those cases. He asked how many are working on Baker Act cases and how much time is that taking them based on that weighted workload. How many were working on guardianship, probate? And based on the numbers he could “flush-out” and see how many of these cases are paying for themselves and which case types are costing money.

His Workgroup did that with guardianship, probate, mental health as well as family law which in Hernando the DCIs are combined. He found that 54% of the staff were spending their time in and out of court. That is a huge chunk without any revenues. In Clay County, their divorces are not paying for themselves. Nothing in family law is paying for itself in Clay County. That is the methodology we used and it gives you a nice picture of “Wow” this is what it costs in Hernando County or whatever county and you have zero revenue to replace that. That is a big part of telling the story to the Legislature. It is very powerful for them to see all that money being spent out of the Clerks budgets and getting zero revenue. The whole concept is that the money that the Clerks bring in is supposed to pay for the Court system. And it doesn't work and they must see it. Clerk Barbee asked if there were any questions. Clerk Green noted that a unit cost can be used for multiple reasons. Clerk Doggett asked if he used actual dollars. He said yes. He used what the CCOC gives him. This is how much in his own budget that he allocates to probate and guardianship plus benefits down to the dollar.

Clerk Green stated that there was a chart in the packet that showed different scenarios on the current budget and the proposed budget. If you go through the Framework and use it as an operational audit tool you are going to discover that there are a lot of things in the Framework that you do not do. Why? There are not enough people to do them all. To do what I am statutorily obligated to do, I may need one or two. You can load those numbers to probate or whatever and build up to needs-based budget.

Clerk Green continued with page 125 of the summary. On item number 4, continuing cases, a memo had been sent out about this. You can see that it is important to show continuing cases added to new cases. They are still considered workload with the continuing cases. It is important to capture this information. On page 126 is number 5, Civil Indigent where we are looking at what it costs us to be able to assist and help people with these cases. We continue to find ways to have a direct correlation of revenue. Chair Burke asked if these were annual figures and Clerk Green said that this was for 10 months. It was annualized out. Clerk Green invited everyone to come to the CCOC training session and there would be more in-depth discussion.

Clerk Green moved on to the Collection Agent Report that needs the Executive Council's approval. That is provided on page 158 and 169. She reminded everyone that this report is not tied to the current year. There is no correlation between what was spent and what was collected in any given year. Last year there was a \$17.5 million decrease in accounts sent to collection agencies. This is reflective of case filing. But it is still a 5% decrease. \$11.6 million decrease in court cases and \$2 million in civil traffic cases. Overall, collections have decreased \$3.4 million which is about 3.6%. Most of which the \$3 million was criminal cases. This is a report that is required to be posted. Given this, Clerk Green made a motion to approve the report and post it to the website. Clerk Crawford seconded the motion. Chair Burke asked if there were any questions. Hearing none the vote was taken. The motion carries unanimously. Clerk Green recognized Jason Harrell and Doug Isabelle for their work and support they give the Clerks and their staff.

ANNUAL REPORT

Chair Burke noted that just for informational purposes the Annual Report is in the packet. The report has already been approved. It is found on page 168 to 190 in the packet. The report is a requirement under Statute for the CCOC. He thanked Clerk Bock for allowing her staff to help in the preparation of this document.

CCOC ELECTION

The CCOC election process is on page 191 to 193. Chair Burke noted that last year at the summer conference, we approved the change to our Plan of Operations where within your population group, Clerks will vote for their representatives for this Council. That was a change that you instituted. He wanted to make sure everyone understands that for this election process. That is why we are reviewing this now so everyone is reminded of the revised voting process that was approved last year. When you receive a ballot with just your population group that is why you are receiving it. That is all you vote for is in your own population group. Clerk Green went over the timeframe found on page 192. She noted that there is a rundown of the policy behind the election of the council which Chair Burke just touched on. On the back half of that is the Executive Council election schedule stating that by March 31st the Secretary-Treasurer

will send out written notifications. April 15th will be the deadline to receive interests. May 13th ballots are out and May 31st ballots are due in. On June 8 the ballots are opened. On June 25th elected Clerks are sworn in. Clerk Green made a motion to approve the schedule she just reviewed. The motion was seconded by Clerk Crawford. Chair Burke asked if there was any discussion. Hearing none the vote was taken. The motion passed.

CCOC WEBSITE

Jason Harrell introduced the CCOC's new website. This is a part of the new branding of CCOC. He went through and discussed several pages of the new website. When you come to the website you will be able to understand what the CCOC does. It is easy to navigate and find information. Jason went through how to find the information under Executive Council and the committees. If anyone has any questions give Jason a call. Chair Burke thanked Jason.

Chair Burke asked if there were public comments and/or any questions. He thanked the Council and staff. The meeting was adjourned at 3:58 PM.

DRAFT



CCOC

FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Ken Burke, CPA
PINELLAS COUNTY
EXECUTIVE COUNCIL CHAIR

SHARON R. BOCK, ESQ.
PALM BEACH COUNTY

JOHN CRAWFORD
NASSAU COUNTY

PAT FRANK
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GILCHRIST COUNTY

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AGENDA ITEM 3

Date: June 25, 2018

Subject: CCOC Treasurer's Report

Council Action: Approve CCOC Treasurer's Report, Proposed 18/19 CCOC Office Budget, and Contract with DFS for funding office.

OVERVIEW:

Each meeting of the CCOC Executive Council a report is made by the Treasurer updating the Corporation on the finances of the CCOC office. Attached is the report through the month of May. Through 8 months we have expended less than 60% of our annual budget. We will stay within our expenditure authority for CFY 17/18.

Each year, prior to the CCOC Annual meeting, we provide to the Council a proposed budget for the next county fiscal year. For the last several years we have provided a budget that has no increases from the previous year. Each of those years, depending on the budget situation for the Clerks, the Council and Corporation left open the option of increasing the budget request if the Clerks also had an opportunity to increase their budget authority. This has not happened over the last several years. Attached for your review and approval is the same budget amount as the current year's budget. We ask that like previous years, the Council does have the option of revising the budget dependent on the outcome of the Clerks' budget approvals.

Our current contract with DFS for funding the CCOC office, as required by S. 28.35(4), F.S. expires September 30, 2018. Attached is the contract proposed for October 1, 2018 through September 20, 2021. This is the same contract we currently have with the dates changed. General Counsel Joe Boyd has reviewed the contract. It is recommended you approve this contract which can then be signed by the CCOC Chair.

ATTACHMENTS:

1. CFY 2017-18 Budget Report through May
2. CFY 2018-19 CCOC Proposed Budget
3. DFS Contract for Funding CCOC

CCOC Budgetary Report
County Fiscal Year 2017 - 2018
(October 1, 2017 - September 30, 2018)

	Budget Category Amount	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Year to Date Expenditures	(%) of Budget Expended
CCOC STAFF:	\$799,949.00	\$70,270.88	\$68,692.85	\$62,233.74	\$62,064.90	\$67,154.25	\$89,208.59	\$71,489.75	\$71,674.38	\$562,789.34	70.35%
Executive Director	\$119,128.00	\$9,927.33	\$9,927.33	\$9,927.33	\$9,927.33	\$9,927.33	\$9,927.33	\$9,927.33	\$9,927.33	\$79,418.64	66.67%
Deputy Executive Director	\$106,019.00	\$8,834.92	\$8,834.92	\$8,834.92	\$8,834.92	\$8,834.92	\$8,834.92	\$8,834.92	\$8,834.92	\$70,679.36	66.67%
Information Systems Director	\$80,500.00	\$6,708.33	\$6,708.33	\$6,708.33	\$6,708.33	\$6,708.33	\$6,708.33	\$6,708.33	\$6,708.33	\$53,666.64	66.67%
Budget & Communications Director	\$86,000.00	\$7,166.67	\$7,166.67	\$7,166.67	\$7,166.67	\$7,166.67	\$7,166.67	\$7,166.67	\$7,166.67	\$57,333.36	66.67%
Budget Manager I	\$37,867.60	\$3,155.63	\$3,155.63	\$3,155.63	\$3,155.63	\$3,155.63	\$3,155.63	\$3,155.63	\$3,155.63	\$25,245.04	66.67%
Budget Manager I	\$45,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,316.79	\$3,791.67	\$3,791.67	\$11,900.13	26.15%
Budget Manager I	\$45,500.00	\$3,875.00	\$3,875.00	\$1,073.28	\$0.00	\$4,316.79	\$3,791.67	\$3,791.67	\$3,791.67	\$24,515.08	53.88%
Sr. Budget Manager	\$67,380.48	\$5,250.83	\$5,104.58	\$5,104.58	\$5,104.58	\$5,104.58	\$5,104.58	\$5,104.58	\$5,615.04	\$41,493.35	61.58%
Data Quality Analyst	\$38,659.92	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Executive Assistant/Human Resources	\$35,901.48	\$2,991.79	\$2,991.79	\$2,991.79	\$2,991.79	\$2,991.79	\$2,991.79	\$2,991.79	\$2,991.79	\$23,934.32	66.67%
Internal Revenue(Corporation Responsibility)	\$50,000.00	\$3,699.88	\$3,685.60	\$3,466.45	\$3,281.13	\$3,603.58	\$3,902.29	\$3,880.36	\$3,918.26	\$29,437.55	58.88%
Retirement, Benefits, Workers' Comp and Other	\$176,040.00	\$18,660.50	\$17,243.00	\$13,804.76	\$14,894.52	\$15,344.63	\$33,308.59	\$16,136.80	\$15,773.07	\$145,165.87	82.46%
OPS STAFF:	\$22,000.00	\$1,919.50	\$1,699.50	\$1,430.00	\$264.00	\$162.50	\$250.00	\$487.50	\$472.92	\$6,685.92	30.39%
GENERAL EXPENSES:	\$92,761.00	\$5,182.47	\$10,003.79	\$6,697.92	\$5,423.48	\$4,622.73	\$7,543.83	\$5,500.70	\$3,959.61	\$48,934.53	52.75%
Rent (including Utilities)	\$47,761.00	\$3,473.46	\$3,342.06	\$3,512.12	\$3,361.45	\$3,345.81	\$3,355.02	\$3,332.13	\$3,375.54	\$27,097.59	56.74%
Communications (+ Internet and Phone)	\$10,000.00	\$535.06	\$310.22	\$360.40	\$287.05	\$287.51	\$258.59	\$358.58	\$147.85	\$2,545.26	25.45%
Equipment, Supplies and Other	\$35,000.00	\$1,173.95	\$6,351.51	\$2,825.40	\$1,774.98	\$989.41	\$3,930.22	\$1,809.99	\$436.22	\$19,291.68	55.12%
TRAVEL:	\$60,400.00	\$6,073.79	\$3,151.21	\$2,740.33	\$559.93	\$504.01	\$3,894.28	\$1,828.60	\$1,112.35	\$19,864.50	32.89%
STAFF TRAINING:	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$420.00	\$0.00	\$420.00	8.40%
CONTRACTUAL EXPENSES:	\$282,454.00	\$7,681.25	\$14,343.75	\$15,342.50	\$16,612.50	\$19,270.00	\$15,596.27	\$8,567.50	\$20,036.80	\$117,450.57	41.58%
General Counsel	\$111,000.00	\$3,467.50	\$6,277.50	\$5,942.50	\$5,842.50	\$2,732.50	\$12,497.50	\$6,857.50	\$8,332.50	\$51,950.00	46.80%
FY 14-15 Survey, Reporting, and Other Services	\$160,454.00	\$4,213.75	\$8,066.25	\$9,400.00	\$2,770.00	\$16,537.50	\$3,098.77	\$1,710.00	\$11,704.30	\$57,500.57	35.84%
Audit Services	\$11,000.00	\$0.00	\$0.00	\$8,000.00						\$8,000.00	72.73%
EDUCATION SERVICES	\$354,533.00	\$0.00	\$20,500.00	\$82,180.00	\$0.00	\$50,000.00	\$0.00	\$60,590.00	\$0.00	\$213,270.00	60.16%
TOTALS:	\$1,617,097.00	\$91,127.89	\$118,391.10	\$170,624.49	\$84,924.81	\$141,713.49	\$116,492.97	\$148,884.05	\$97,256.06	\$969,414.86	59.95%

*CCOC has the authority to revise category amounts due to established Legislative Budget Authority.

**CCOC Budget County Fiscal Year 2017-2018
(October 1, 2017 - September 30, 2018)**

	Budget Category Amount
CCOC STAFF:	\$ 799,949.00
Executive Director	\$119,128.00
Deputy Executive Director	\$106,019.00
IT Services Manager	\$80,500.00
Budget and Communications Director	\$86,000.00
Budget Manager II	\$67,380.48
Budget Manager I	\$37,867.50
Budget Manager I	\$46,865.00
Budget Manager I	\$46,865.00
Database Quality Analyst*	\$38,659.92
Executive Assistant/Human Resources	\$35,901.48
Internal Revenue(Corporation Responsibility)	\$50,000.00
Retirement, Benefits, Workers' Comp and Other	\$176,040.00
OPS STAFF:	\$22,000.00
GENERAL EXPENSES:	\$92,761.00
Rent (including Utilities)	\$47,761.00
Communications (+ Internet and Phone)	\$10,000.00
Equipment, Supplies and Other	\$35,000.00
TRAVEL:	\$60,400.00
STAFF TRAINING:	\$5,000.00
CONTRACTUAL EXPENSES:	\$282,454.00
General Counsel	\$111,000.00
FY 16-17 Survey, Reporting, and Other Services	\$160,454.00
Audit Services	\$11,000.00
EDUCATION SERVICES:	\$354,533.00
TOTALS:	\$1,617,097.00

**CCOC Budget Request County Fiscal Year 2018-2019
(October 1, 2018 - September 30, 2019)**

	Budget Category Amount
CCOC STAFF:	\$ 864,441.46
Executive Director	\$120,128.00
Deputy Executive Director	\$106,019.00
IT Services Manager	\$80,500.00
Budget and Communications Director	\$82,915.00
Senior Budget Manager	\$67,380.48
Budget Manager I	\$37,867.50
Budget Manager I	\$46,865.00
Budget Manager I	\$46,865.00
Human Resources/Finances/Assistant	\$35,901.48
Internal Revenue(Corporation Responsibility)	\$50,000.00
Retirement, Benefits, Workers' Comp and Other**	\$190,000.00
OPS STAFF:	\$22,000.00
GENERAL EXPENSES:	\$85,159.54
Rent (including Utilities)	\$45,159.54
Communications (+ Internet and Phone)	\$5,000.00
Equipment, Supplies and Other	\$35,000.00
TRAVEL:	\$60,400.00
STAFF TRAINING:	\$5,000.00
CONTRACTUAL EXPENSES:	\$225,563.00
General Counsel	\$111,000.00
FY 17-18 Survey, Reporting, and Other Services	\$103,563.00
Audit Services	\$11,000.00
EDUCATION SERVICES:	\$354,533.00
TOTALS:	\$1,617,097.00

*Data Quality Analyst position was not filled during FY 17-18. The position was reclassified to Budget Manager I. This position will not appear on the 18-19 Budget.

**Increase projected in health insurance, dental insurance, FRS and other.

FLORIDA CLERKS OF COURT OPERATIONS CORPORATION FUNDING CONTRACT

THIS AGREEMENT ("Contract") is entered into by and between the Department of Financial Services, Division of Accounting and Auditing ("DFS") and the Florida Clerks of Court Operations Corporation (CCOC) on the date of final signature below.

WHEREAS, Section 28.35(1)(a), Florida Statutes created the CCOC; and

WHEREAS, the budget of the CCOC shall be reviewed and approved, disapproved, or amended and approved by the Legislative Budget Commission pursuant to Section 11.90(6)(c), Florida Statutes; and

WHEREAS, in compliance with Section 28.35(4), Florida Statutes, the CCOC shall be funded pursuant to a contract with the Chief Financial Officer; and

WHEREAS, such funds shall be available to the CCOC for the performance of the duties and responsibilities set forth in Section 28.35; and

WHEREAS, DFS and CCOC wish to enter into the funding contract required by Section 28.35, Florida Statutes; and

NOW THEREFORE, the parties agree as follows:

1. Responsibilities of DFS.

- a. Subject to the availability of funds, the terms and conditions established by this Contract, and the billing procedures of DFS, DFS agrees to fund the CCOC for services, 1/12th of its annually authorized sums by the 1st day of each month, commencing October 1, 2018, and continuing until September 30, 2021, the term of this Contract pursuant to Section 28.35(4), Florida Statutes.
- b. The parties acknowledge that the funding source for this Contract is the proceeds of fees collected by Clerks of Court pursuant to section 28.2401(3), Section 28.241(1)(a), and Section 34.041(1)(b), Florida Statutes. The parties further acknowledge that any shortfalls in collections will reduce funds available for the purpose of payments to the CCOC under this Contract.

2. Responsibilities of CCOC.

- a. The CCOC shall perform its duties and responsibilities under Section 28.35, Florida Statutes.
- b. The CCOC shall be solely responsible and liable for the payment of all FICA/Social Security and other Federal tax obligations accruing on account of, or resulting from, activities undertaken by the CCOC in connection with this Contract.

3. Term. The term of this Contract shall begin on the date of the final signature below and shall continue

until September 30, 2021.

4. Contingencies.

- a. The parties acknowledge that DFS's performance and obligation to fund this Contract is contingent upon an annual appropriation or authorization by the Legislature.
- b. The parties further acknowledge that in the event that insufficient fee collections occur, as more particularly described in Paragraph 1.b. above, DFS will not make any payment due under this Contract until funds sufficient to cover the disbursement have been collected and deposited in the Administrative Trust Fund within the Department of Financial Services.

5. Contract Modification. This Contract may be amended only by a written agreement between both parties.

6. Miscellaneous.

- a. This Contract shall be governed by and construed in accordance with the laws of the State of Florida. In all cases, venue shall be in Leon County, Florida.
- b. CCOC shall comply with all federal, state and local laws and regulations, including, but not limited to, nondiscrimination, wages, social security, worker's compensation, licenses and registration requirements, sections 119.07 and 119.0701, F.S., re public records, Rule Chapter 71A-1, Florida Administrative Code (F.A.C.) and section 501.171, F.S. (superseding section 817.5681, F.S.), re data security.
- c. Upon execution of Contract, unless any other person is designated by DFS to manage this Contract, the parties acknowledge that Priscilla Clements ("DFS's Contract Manager") is authorized to administer the Contract on a day-to-day basis during its term on behalf of DFS. Authority to administer this Contract shall not be deemed to imply any authority of the part of DFS's Contract Manager to change, modify, clarify, amend or otherwise alter the terms and conditions of the Contract. The parties acknowledge that such authority is retained exclusively by DFS. Any communications to DFS's Contract Manager for this Contract shall be directed to

Priscilla Clements
State of Florida
Department of Financial Services
200 E. Gaines Street
Tallahassee, Florida 32399-0354
Phone: (850) 413-5706
Fax: (850) 413-5548
E-mail: Priscilla.Clements@MyFloridaCFO.com

- d. Upon execution of Contract, unless any other person is designated to the CCOC to manage this Contract, the parties acknowledge that **John Dew, Executive Director of the CCOC** ("the Contract Manager") is authorized to administer the Contract on a day-to-day basis during its term on behalf of the CCOC. Authority to administer this Contract shall not be deemed to imply any authority on the part of the Contract Manager to change, modify, clarify, amend, or otherwise alter the

Page 2 of 3

terms or conditions of this Contract. Any communication to the CCOC's Contract Manager shall be directed to:

e. John Dew, Executive Director
Florida Clerks of Court Operations Corporation
2560-102 Barrington Circle
Tallahassee, Florida 32308
Phone: (850) 386-2223
Fax: (850) 386-2224
E-mail: [johndew@flccoc.org](mailto: johndew@flccoc.org)

f. A change in either party's Contract Manager does not constitute a contract amendment. The parties agree to provide each other with commercially reasonable notice of any change in the identity of its Contract Manager.

IN WITNESS WHEREOF, the Department of Financial Services and the Florida Clerks of Court Operations Corporation, by their duly authorized representatives, have executed this Contract.

For the Florida Clerks of Court
Operations Corporation:

For the Florida Department of Financial Services
for the Chief Financial Officer:

Title: CCOC Chair

Title: Chief Financial Officer, or designee

Date: _____

Date: _____



CCOC

FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

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AGENDA ITEM 4a

DATE: June 25, 2018

SUBJECT: Budget Committee Report

COUNCIL ACTION: Approve Motions from April 27th Budget Committee Meeting

OVERVIEW: Since the last Executive Council meeting in February 2018, Clerk Butterfield worked with CCOC staff to prepare for the CFY 2018-19 budget cycle start up. This process was delayed as Clerk leadership considered several policy options that would have impacted the budget process.

April 27th Meeting

The Budget Committee held a meeting via conference call on April 27, 2018. The main purpose of this meeting was to consider and approve the timeline, forms, and training schedule for the CFY 2018-19 budget.

The Committee first considered what to include in the Original Budget Request for CFY 2018-19. The Committee wanted to make sure that their CFY 2018-19 requests were the amount they needed to perform their statutorily required duties. This was to include raises, new positions, health insurance and FRS rate increases, etc. **The Committee passed a motion to ask Clerks to submit the full cost of services budget as their Original Budget Request as described above.**

Also, included in the meeting materials was a draft from CCOC staff of the proposed Budget Startup, a draft timeline including training, and draft forms. The Revenue Projections would be a separate form, the certification letter an attached PDF and not part of the Excel file, and removing the Case Projections from the budget form were recommended. **The Committee approved the DRAFT timeline and authorized the Chair to amend if necessary to adjust to unforeseen issues.**

A motion was made to allow the Chair of the Budget Committee to work with CCOC staff to finalize and distribute forms for CFY 2018-19 budget process. CCOC Staff then worked with a workgroup of clerk staff on the development and testing of budget forms along with Budget Instructions. Forms were distributed as required. Training was held in May in Marianna, Orlando, and Jacksonville.

CFY 2018-19 DRAFT Budget Numbers

All 67 counties submitted their budget request to CCOC by the June 1st statutory deadline. CCOC staff is still reviewing the data and performing technical review. Initial draft numbers indicate the following:

CCOC Request	Jury Estimate	Total Request
\$ 451,965,336	\$ 13,656,735	\$ 465,622,071
	\$ 11,700,000	
	\$ 1,956,735	
\$ 453,922,071	\$ 453,922,071	\$ 465,622,071

These numbers are DRAFT and are subject to change as CCOC staff continue technical and substantive reviews. Additional information will be available in the near future and will be provided to the Budget Committee.

The available revenues for the CFY 2018-19 budget will be determined at the July 18th Article V Revenue Estimating Conference.

Revenue Update

The revenue outlook for CFY 2017-18 has improved considerably since the last Council meeting. January through April, Clerks significantly surpassed their revenue goals. This resulted in Clerks' revenues now exceeding the goal for the 8-month period. Additionally, CCOC staff estimates show that Clerks will collect enough revenues to meet their CFY 2017-18 budget authority. There will be no formal budget cuts this fiscal year. In addition, it is possible (not certain) that Clerks will be able to argue for an increased budget authority for CFY 18-19 based on positive revenue trends.

COUNCIL ACTION: Consider for approval the Budget Committee motions from the April 27th meeting; submit a cost-based budget request, forms, and DRAFT timeline.

LEAD STAFF: Marleni Bruner, Senior Budget Manager

ATTACHMENTS: None



CCOC

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AGENDA ITEM 4b

DATE: June 25, 2018

SUBJECT: PIE Committee Report

EXECUTIVE COUNCIL ACTION: Approve PIE Reports

OVERVIEW:

The Performance Improvement & Efficiency Committee (PIE) met via WEBEX on June 13 starting at 1 pm ET. The Committee approved sending to the Executive Council for final approval: 1) 2017/18 QT 1 and QT 2 Performance Reports, 2) 2017/18 Clerks Court Services Framework, 3) Risk Protection Order "interim" report form, 4) civil indigent report form, and 5) discontinue reporting of forfeited contraband cases.

- 1) Approve the 2017-18 Quarter 1 and Quarter 2 Performance Measure Reports. (See attachments 1 and 2.)

Overall there was little change from quarter 1 to quarter 2. Approximately the same number of action plans were required in both quarters. And civil traffic collections standard (90%) was not met for both quarters.

- Collections Action Plans: 99 in qt. 1 compared to 92 in qt. 2
- Filing cases timely Action Plans: 26 in qt. 1 compared to 27 in qt. 2
- Docketing cases timely Action Plans: 14 in qt. 1 compared to 12 in qt. 2
- Paying jurors timely Action Plans: 4 in qt. 1 compared 3 in qt. 2

However, compared to the end of last year we have seen an average of approximately a 7% decline in filing cases timely for criminal divisions. And, an average of approximately a 5% decline in docketing circuit civil cases was also observed. Staffing continues to be the primary reason for not meeting timely performance measures.

The Committee approved the quarterly reports to be forwarded to the Council for final approval and posting on the CCOC website.

- 2) Approve the 2017-2018 Clerks Court Services Framework. (See attachment 3). The Framework is amended each year to reflect new requirements by the Florida Legislature and the Supreme Court. The 2018 Legislative Session passed several laws that resulted in numerous additional tasks impacting several of the Clerk's court services. The Framework was amended to include these new tasks. The Committee discussed whether these "new" tasks were actually new ones or were they enhancements to existing tasks. The Committee recognized that while new laws can make for good public policy, they do have an impact on Clerk workload and budgets and many times do not have funding to offset costs.

The Committee recommended that the Framework be approved and that the Clerk Work Group review the tasks and develop a way to explain the differences between new and enhanced tasks.

- 3) Approve the Risk Protection Orders "interim" reporting form. (See attachment 4). The Legislature passed SB 7026 entitled "the Risk Protection Order Act". The new law created an action in the circuit courts that would allow a law enforcement officer to petition for a risk protection court order (RPO) to prevent a person from temporarily accessing firearms or ammunition. The Clerks were required to report these cases effective March 2018.

Since these cases constitute Clerk workload an "interim" form was created to collect the data retroactive to March through September 2018 after which time these cases would be automatically reported on the Clerk's monthly outputs report form to the CCOC. The cases that are reported on the interim form would be available for the Budget Committee to consider as workload during the budget process.

The Committee approved the use of the interim form to collect RPO cases with the report due October 20 to the CCOC.

- 4) Approve the Civil Indigent reporting form. (See attachment 5). The Committee approved the reporting of civil indigent applications filed and applications approved retroactive to October 2017 with the first report due to the CCOC August 20th. The Committee recommended adding probate court applications in addition to circuit, county, and family court divisions already reported.

The Committee delayed the reporting of loss dollars due to indigent and instead referred the issue back to the Work Group for further development.

- 5) Discontinue the reporting of forfeited contraband cases. (See Attachment 6). The Florida Contraband Forfeiture Act was enacted into law effective July 1, 2016. The law requires law enforcement entities to file \$1,000 filing fee with the Clerks. While forfeiture cases have been filed for some time, the filing fee for these actions was \$195 for the Clerk. At its June 27, 2016 meeting the Executive Council approved a

AGENDA ITEM 4b

“temporary” reporting form to begin collecting the number of cases and revenues to determine if there would be any value in continually reporting this data.

Over the last year 730 forfeited contraband cases were filed with the Clerks and predominately by 4 counties. Almost all the small counties reported NO cases during this time-period. An estimated \$542,000 in additional revenues to the Clerk could be attributed to the increased filing fee.

Clerk staff questioned the value of the report given that there are months when no Clerks are reported filing fees from this type of cases. Further they could provide detailed data upon request.

The Committee recommends discontinuing the forfeited contraband report.

COMMITTEE ACTION: Approve the reports and forms recommended by the PIE Committee. And discontinue reporting forfeited contraband cases as recommended by the PIE Committee.

LEAD STAFF: Douglas Isabelle, Deputy Executive Director

ATTACHMENTS:

- 1) Performance Measures and Action Plans Report—Quarter 1, 2017/18
- 2) Performance Measures and Action Plans Report—Quarter 2, 2017/18
- 3) 2017/18 Clerk’s Court Services Framework
- 4) Risk Protection Order “Interim” report form
- 5) Civil Indigent report form and business rules
- 6) CFY 2016-2017 Forfeited Contraband Summary Report



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

1st Quarter
County Fiscal Year 2017-18
(October 1, 2017 through December 31, 2017)

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Ken Burke, CPA
 PINELLAS COUNTY
 EXECUTIVE COUNCIL CHAIR

Stacy Butterfield, CPA
 POLK COUNTY
 VICE-CHAIR

Tara S. Green
 CLAY COUNTY
 SECRETARY/TREASURER



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Performance Measures & Action Plans Report

Background

The Florida Clerks of Court Operations Corporation (CCOC) was created as a public corporation to perform the functions specified in sections 28.35 and 28.36, Florida Statutes. Section 28.35 (2)(d), Florida Statute requires the CCOC to develop a uniform system of performance measures and applicable standards in consultation with the Legislature. These measures and standards are designed to facilitate an objective determination of the performance of each clerk in fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs. Current performance measures address:

- Collections (one measure each for nine court divisions, reported quarterly)
- Timeliness (two measures for each of ten court divisions, reported quarterly)
- Juror Payment Processing (one measure, reported quarterly)
- Fiscal Management (one measure, reported annually)

When the CCOC finds a Clerk’s office has not met the performance standards, the CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected Clerk of the Court. The CCOC is required to notify the Legislature of any clerk not meeting performance standards and provide a copy of applicable corrective action plans.

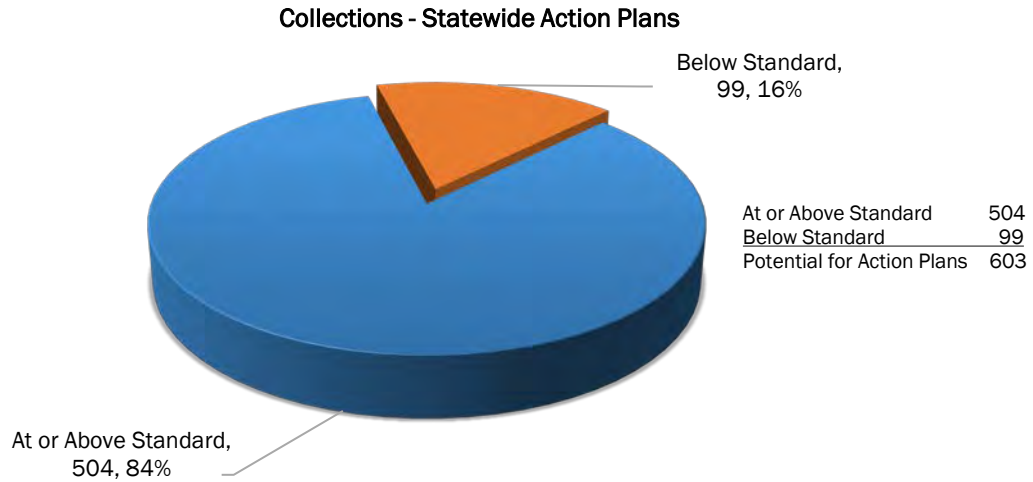
The CCOC monitors the performance of the Clerk’s offices through quarterly reports provided by the Clerk’s offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks’ performance standards to the Legislature through these quarterly reports.

The quarterly report for the 1st Quarter of CFY 2017-2018 provides information about the performance of the Clerks of Courts on standards relating to collections, timeliness, and juror payment management. The report identifies the Clerk’s offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard.

For the 1st Quarter of CFY 2017-2018, 20 counties did not have an action plan related to Collections, 47 counties had no action plans for Timeliness 1, 59 counties had no action plans for Timeliness 2, and 63 counties had no action plans regarding Jury Timeliness. The performance measure analysis and required action plans are in the following pages of this report. One county did not submit a collections report and two counties did not submit a timeliness report for this quarter.

Collections

Statewide Performance Summary



Statewide Performance by Reason Code

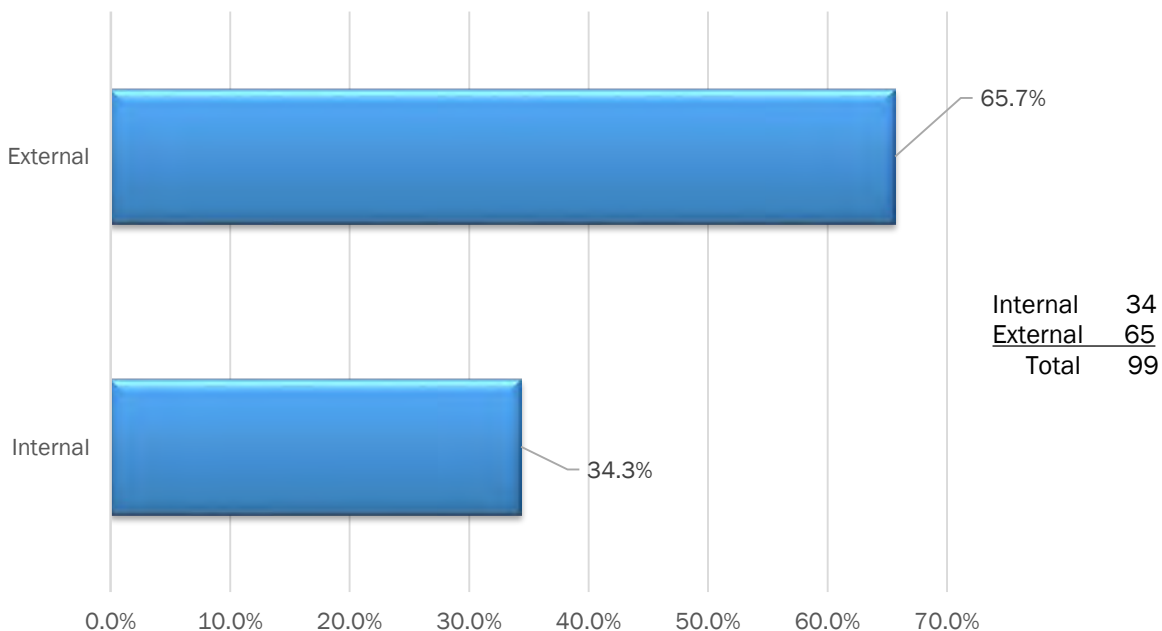
Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Collection performance measure were amended to clarify what was under the control of the Clerk’s office and what was not. The new reason codes are:

- “Internal” – Reasons are inter-office and controllable. Internal reasons will require an “Action to Improve” and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.
- “External” – Factors outside of office management and/or process control. External Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Collection Performance Standard was not met.

Of the 99 action plans where the collection standard was not met, 34 (34.3%) were classified as within the control of the Clerk. A list of the 34 action plans for 17 counties is found below. The remaining 65 (65.7%) action plans were outside the control of the Clerks’ offices. A list of these external reasons is found in Appendix B.

PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

Collections - Action Plans by Reason Code



Internal Action Plans Required

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Court Division	Plan to Improve
1	Alachua	Circuit Criminal	Did not respond.
2		Circuit Civil	Adjustments to accounts
3		County Civil	Account adjustments
4		Civil Traffic	Account adjustments
5		Family	Reversal
6	Bay	Circuit Criminal	Adjustments made to Assessments
7		Criminal Traffic	Adjustments made to Assessments
8		Circuit Civil	Adjustments made to Assessments
9		County Civil	Adjustments made to Assessments
10	Bradford	Circuit Criminal	Additional Training
11		Juvenile Delinquency	Additional Training
12	Brevard	Juvenile Delinquency	Staffing has improved
13		Circuit Civil	Expected improvement by 5-1-18.
14	DeSoto	County Criminal	Continue collection efforts
15		Juvenile Delinquency	Continue collection efforts
16	Gilchrist	Civil Traffic	We switched collection agency during this period to try and improve collections.
17	Glades	Civil Traffic	The Magistrate increased fines in Traffic Court.

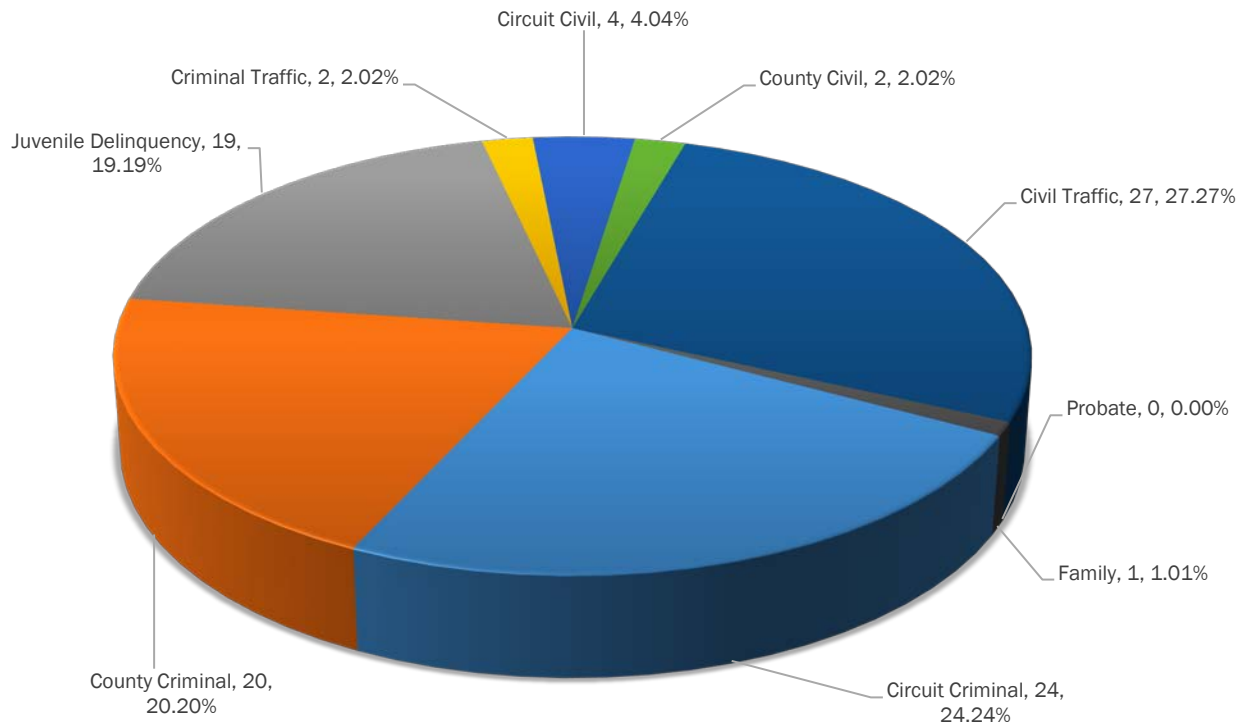
PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

	County	Court Division	Plan to Improve
18	Hardee	County Criminal	Assessment was entered in Clericus with an incorrect date which caused it to show up in the wrong quarter. Payment has been received, so we cannot make any corrections.
19	Highlands	Circuit Criminal	9% not reached due to high prison sentences. We are sending more to collections.
20	Jefferson	Civil Traffic	We are in the process of changing collection agents. We feel that this will allow us to improve and meet our performance standards.
21	Lake	Circuit Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
22		County Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
23		Civil Traffic	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
24	Lee	Circuit Criminal	Could not get the formula to adjust. The correct percentage is 16.56%
25	Liberty	Circuit Criminal	Area being reviewed and monitored. Cir Criminal rates have not been below standard - this is new concern/issue. Best Practices followed. PLEASE NOTE: with Drug Trafficking amounts considered - within standard
26		Civil Traffic	Area continues to be reviewed and monitored. Last FY changes made to correct did not improve collection rate. Best Practices followed.
27	Marion	Circuit Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee.
28		County Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee.
29	Pasco	Civil Traffic	Staffing vacancies impacted the ability to send infraction cases to collection agencies. Positions have been filled and training is underway to eliminate this issue.
30	Pinellas	Circuit Criminal	Continuing to work with staff on our collection methods to improve the process. We are increasing our performance level and we hope to achieve the standard level by next quarter ending.
31		County Criminal	Continuing to work with staff on our collection methods to improve our process. We are increasing our performance level and we hope to achieve the standard level by next quarter ending.
32		Juvenile Delinquency	Continue to improve our process and reach the performance level. We hope to achieve this level by the quarter ending 09/30/17.
33	Sarasota	County Criminal	Intensified management of payment plans and enhanced efforts of collection agencies expected to increase collection rates in 2018.
34		Civil Traffic	Recently implemented reminder letter to defendant part way thru the initial 30-day period to prompt action to pay or enter into a payment plan is expected to improve collection rates in 2018.

Statewide Performance by Court Division

As shown below, the civil traffic court division continues to exceed (27.27%) all other court divisions for not meeting collection standards. Criminal court division cases, as a whole (65.65%) continue to be a challenge to collect.

Collections - Action Plans by Court Division



PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

Historic Collection Rates

The table below shows that from the end of CFY 2016-17 through the 1st quarter of CFY 2017-18 Circuit Criminal and County Criminal showed an increase in collection performance; however, county criminal remains below the performance standard. Juvenile Dependency and Criminal Traffic saw a decrease in collection performance, but remained well above the performance standard.

In the civil court divisions, Circuit Civil, County Civil, Probate, and Family remain above their performance standards. Civil Traffic court division continues to remain below the collection standard.

Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	8.25%	9.95%				9%
Circuit Criminal (No Trafficking)	16.25%	16.14%				NA
County Criminal	39.97%	39.85%				40%
Juvenile Delinquency	13.88%	11.67%				9%
Criminal Traffic	61.91%	62.41%				40%
Circuit Civil	99.26%	99.25%				90%
County Civil	99.69%	99.58%				90%
Civil Traffic	84.57%	84.26%				90%
Probate	99.47%	99.41%				90%
Family	96.86%	96.96%				75%
	67.10%	67.04%				

After adjusting the drug trafficking mandatory assessments and collections; the statewide Circuit Criminal court division collection rate increased from 9.95% to 16.14%.

Of the 21 counties who did not meet the Circuit Criminal collection standard, 13 would have met the standard had Drug Trafficking assessments not be included as part of Circuit Criminal assessments. Drug Trafficking assessments accounted for over 40.52% of total assessments for these counties in Quarter 1. Less than a half percent was collected due to the prison sentence.

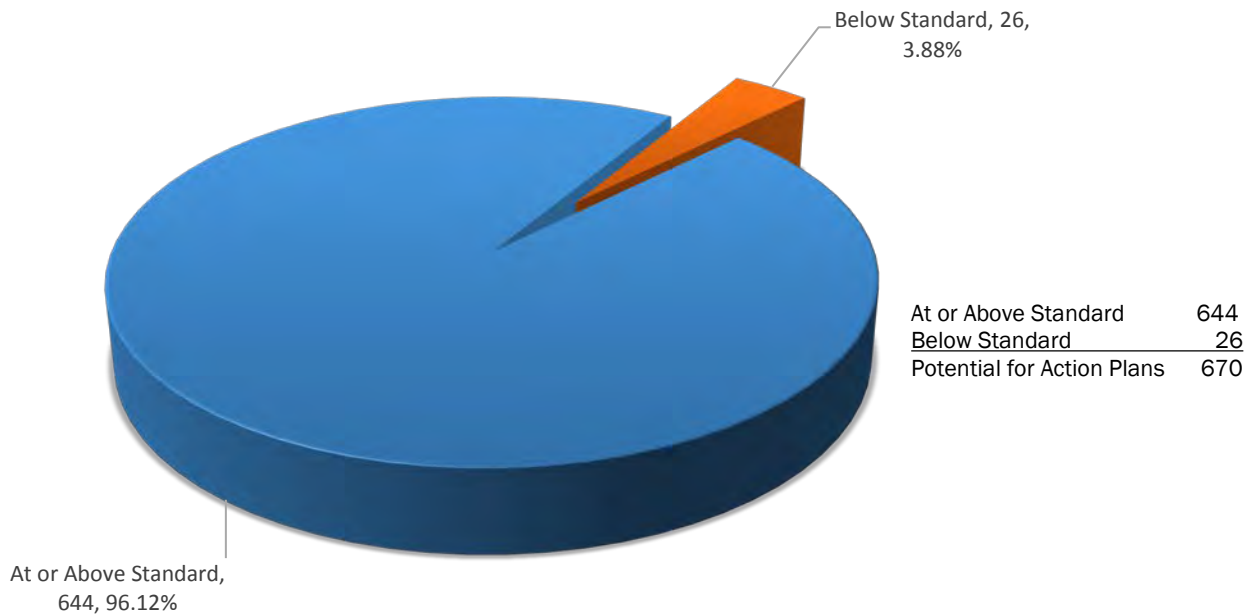
Timeliness

Statewide Performance Summary

Timeliness 1 – Filing New Cases

Of the 26 action plans required for not filing new cases timely (Timeliness 1) 19 were in the control of the Clerk to correct; 16 of those action plans cite internal staffing and the 3 other action plans cite Systems/Conversions – Internal as their reason for not meeting the standard. The 7 action plans for external reasons 3 cite staffing and 4 cite Systems/Conversions - External as their reasons for not meeting the standard. (See Appendix B for more details)

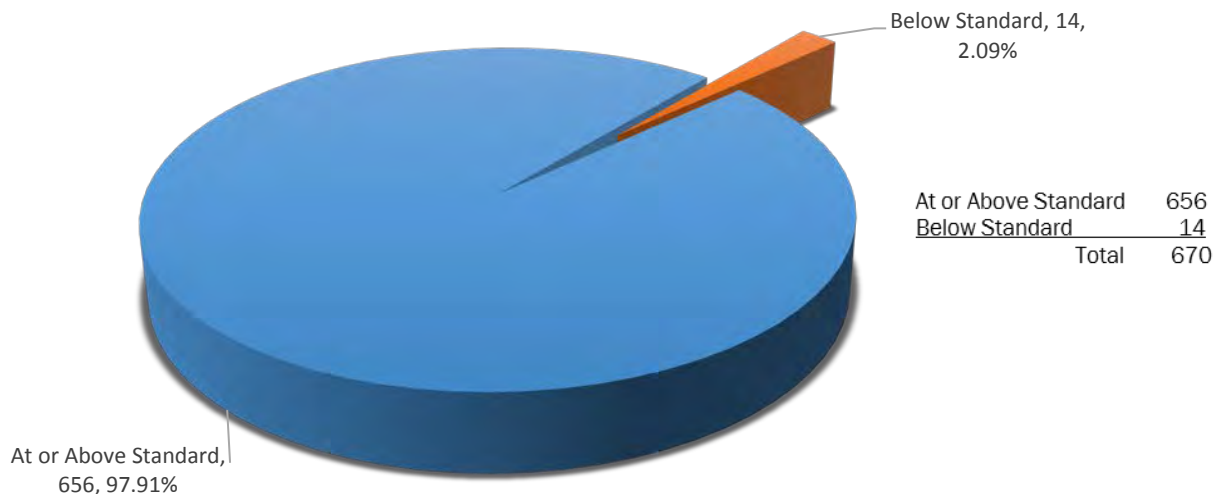
Timeliness 1 - Statewide Action Plans



Timeliness 2 – Cases Docketed

The 14 action plans required for not docketing cases timely (Timeliness 2) 11 were in the control of the Clerk to correct. All 11 of those action plans site internal staffing as their reason for not meeting the standard. The 3 action plans for external reasons also site staffing as their reasons for meeting the standard. (See Appendix B for more details)

Timeliness 2 - Statewide Action Plans



Statewide Performance by Reason Code

Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Timeliness (filing cases timely and entering dockets timely) performance measures were amended to clarify what was under the control of the Clerk’s office to correct and what was not. The reason codes are:

- “Staffing - Internal”: Reason is inter-office and controllable. Internal Staffing reasons will require an “Action to Improve” and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.
- “Staffing External”: Staffing factors outside of office management and/or process control. External Staffing Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.
- “Systems/Conversions - Internal”: Reason is inter-office and controllable. Internal System reasons will require an “Action to Improve” including all factors noted above.
- “Systems/Conversions - External”: System/Conversion is outside of office management and/or process control. External Systems/Conversion reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

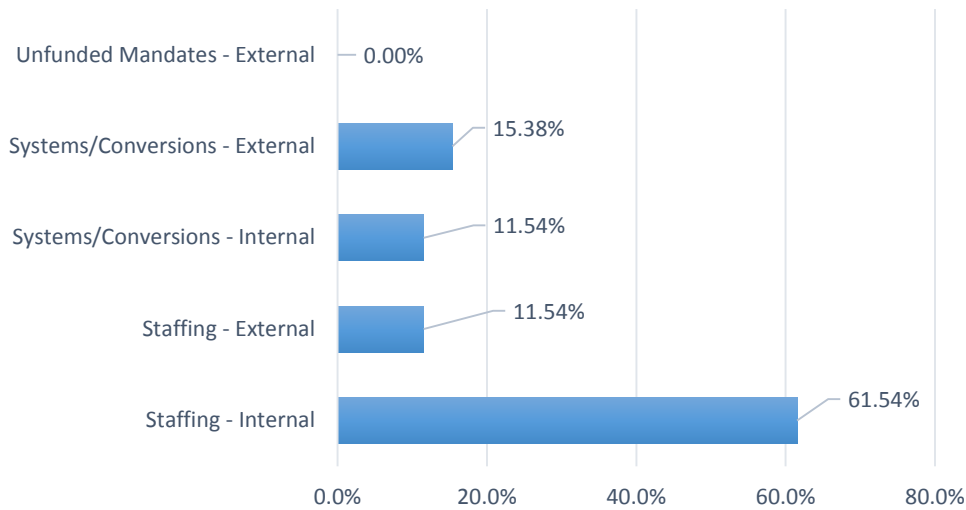
PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

- “Unfunded Mandates - External”: Federal, State and/or local mandates outside of office management and/or process control. Unfunded Mandate reason(s) will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

Timeliness 1 – Filing New Cases

There were 26 action plans for Timeliness 1 - Filing New Cases, of which 16 were for Staffing – Internal, 3 were related to Staffing – External, 3 for Systems/Conversions – Internal, 4 for Systems/Conversions – External, and none for Unfunded Mandates.

Timeliness 1: Action Plans by Reason Code

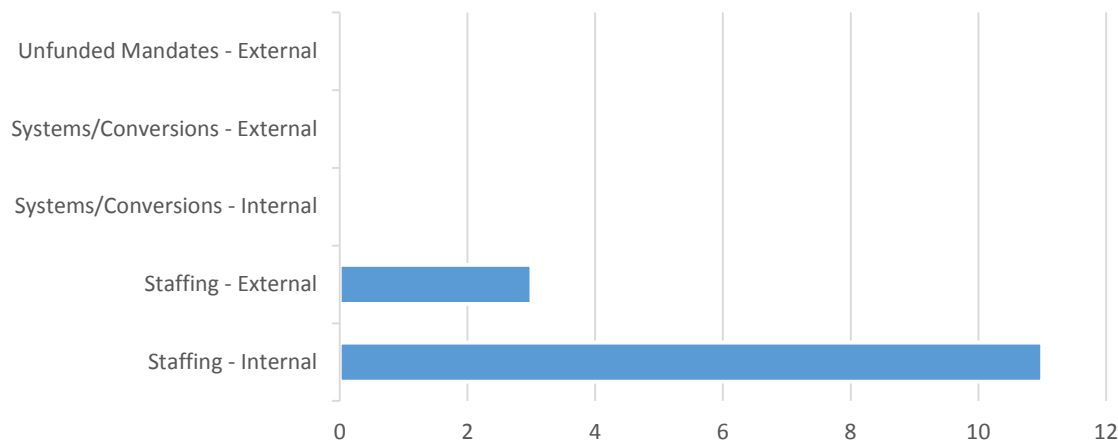


PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

Timeliness 2 – Cases Docketed

There were and 14 action plans for Timeliness 2 – Cases Docketed, of which 11 action plans were for Staffing – Internal and 3 for Staffing – External.

Timeliness 2 - Action Plans by Reason Code



Explanations for external reasons for Timeliness 1 and 2 are provided in Appendix B. Internal reasons are listed below.

**Internal Action Plans Required
Timeliness 1 – Filing New Cases**

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Brevard	Circuit Civil	Staffing - Internal	Staff out with Flu
2		County Civil	Staffing - Internal	Staff out with Flu
3	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness
4	Citrus	Circuit Criminal	Staffing - Internal	Staffing limited due to outages and training in other court areas, will realign in January.
5		Criminal Traffic	Staffing - Internal	Staffing limited due to outages and training in other court areas, will realign in January.
6	Miami-Dade	Circuit Civil	Staffing - Internal	Unable to meet standard due to reduced staff as a result of budget cuts.

PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

	County	Division	Reason Code	Action Plan to Improve
7	DeSoto	Juvenile Delinquency	Staffing - Internal	Training new clerk to help with Juvenile Division.
8	Dixie	Circuit Criminal	Need more staff	Need more money.
9	Hardee	Circuit Criminal	Systems/Conversions - Internal	CLERICUS report is incorrect. Instructed by CCOC to leave blank.
10		Criminal Traffic	Systems/Conversions - Internal	CLERICUS report is incorrect. Instructed by CCOC to leave blank.
11	Highlands	Circuit Criminal	Staffing - Internal	Felony clerk lay off (budget cut). If St Atty would file new cases through e-Portal, that would help.
12	Jefferson	Circuit Civil	Staffing - Internal	we have allocated additional staffing to Circuit Civil to ensure standards are met moving forward.
13	Lake	Probate	Staffing - Internal	Lack of staffing to keep workload current when regular staff members are out of the office.
14	Levy	Juvenile Delinquency	Staffing - Internal	clerks have to work other depts.,
15	Monroe	Circuit Civil	Staffing - Internal	Short staffed. Trying to hire more employees. We also had Hurricane Irma that we had to deal with.
16	Putnam	Circuit Criminal	Staffing - Internal	Shifting resources and retraining as possible.
17		Probate	Staffing - Internal	3 of 4 Civil employees have turned over in the past 9 months, including the Probate expert in September. Reorg and training in process.
18	Santa Rosa	Criminal Traffic	Systems/Conversions - Internal	My report shows 556 total cases
19	Taylor	County Civil	Staffing - Internal	Changes in procedures

PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

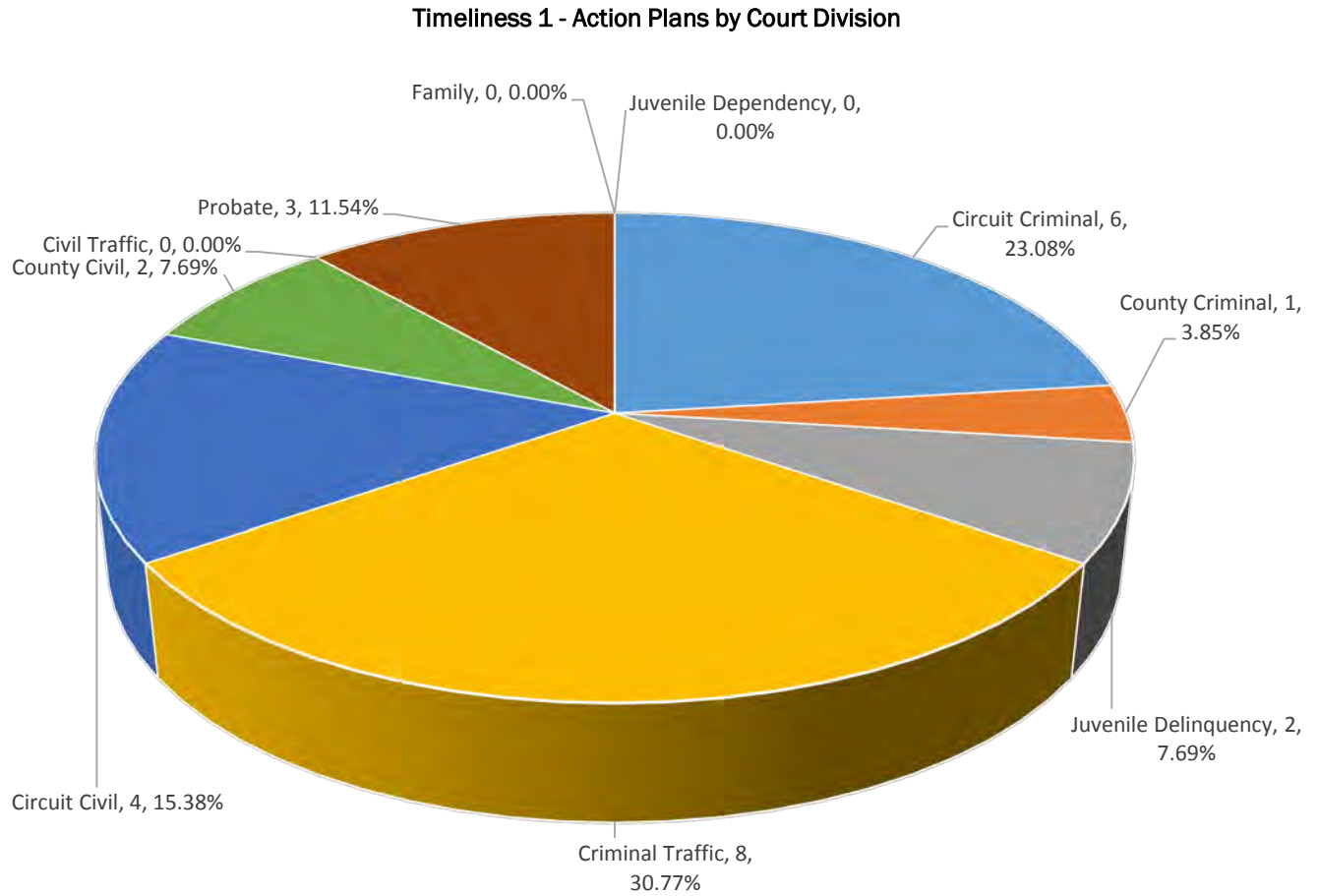
Timeliness 2 – Cases Docketed

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness
2		Family	Staffing - Internal	Restructured staff; continued improvement is expected.
3	Miami-Dade	Circuit Civil	Staffing - Internal	Unable to meet standard due to reduced staff as a result of budget cuts
4		Family	Staffing - Internal	Unable to meet standard due to reduced staff as a result of budget cuts
5		Juvenile Dependency	Staffing - Internal	Unable to meet standard due to reduced staff as a result of budget cuts
6	Dixie	Circuit Criminal	Staffing - Internal	Need more money.
7	Levy	County Criminal	Staffing - Internal	Training
8	Monroe	Juvenile Delinquency	Staffing - Internal	Short staff, trying to hire more employees. We also had Hurricane Irma that we had to deal with
9	Putnam	Circuit Criminal	Staffing - Internal	Experienced Case Entry Clerk left for a position with a neighboring county. Shifting resources and training in process.
10		Juvenile Delinquency	Staffing - Internal	Training/Learning Curve
11		Probate	Staffing - Internal	Expert Probate Clerk left an already decimated group. New employee hired in October. Training in process.

**Statewide Performance by Court Division
Timeliness 1 – Filing New Cases**

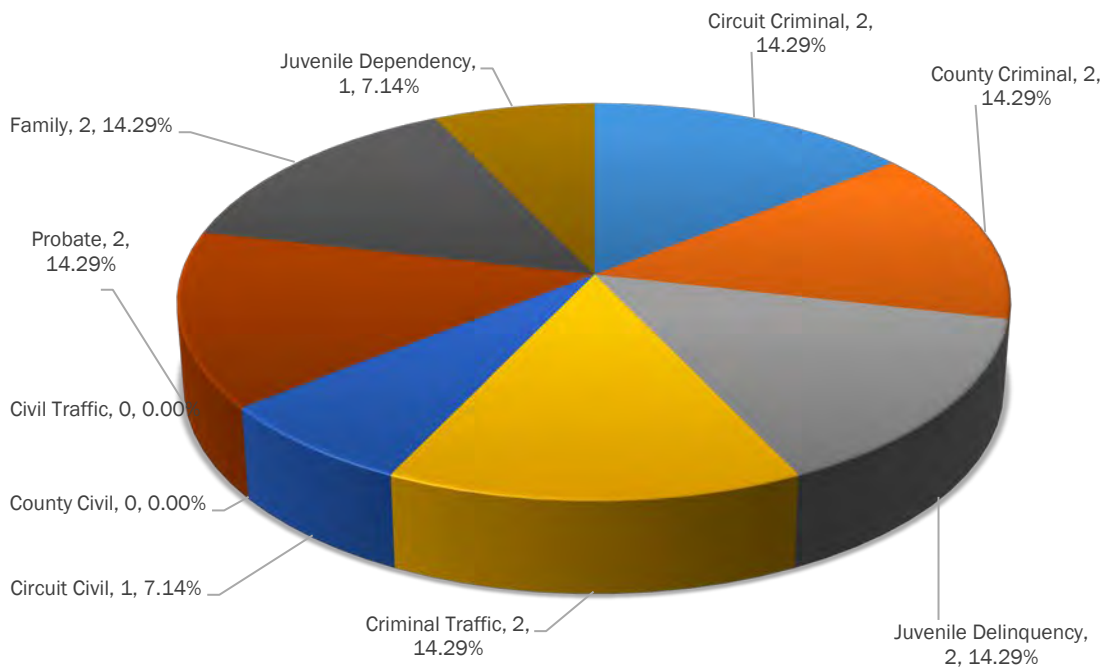
As shown below, 65.39% of action plans for Timeliness 1 (Filing New Cases) were in the Criminal court divisions, accounting for 17 of the 26 action plans. Criminal Traffic alone accounted for 30.77% of the actions plans for Timeliness 1.



Timeliness 2 – Cases Docketed

As shown below, 57.16% of action plans for Timeliness 2 Cases Docketed were in the Criminal court divisions, accounting for 8 of the 14 action plans. Civil Traffic and County Civil had no action plans.

Timeliness 2 - Action Plans by Court Division



Historic Timeliness Rates

Timeliness 1 – Filing New Cases

For Timeliness 1 – Filing New Cases, all court divisions are meeting the 80% standard. For the Criminal court divisions, half had a slight increase over CFY 2016-17 totals, except for an increase in Circuit Criminal and Criminal Traffic. All the Civil court divisions had an increase.

Timeliness 1 - Filing New Cases Quarter 1 CFY 2017-18						
Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	94.46%	85.79%				80.00%
County Criminal	95.48%	88.97%				80.00%
Juvenile Delinquency	95.30%	86.24%				80.00%
Criminal Traffic	92.97%	89.55%				80.00%
Circuit Civil	84.79%	94.65%				80.00%
County Civil	94.68%	86.82%				80.00%
Civil Traffic	96.11%	97.79%				80.00%
Probate	92.89%	85.41%				80.00%
Family	96.04%	90.09%				80.00%
Juvenile Dependency	95.99%	89.16%				80.00%

PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 1

Timeliness 2 - Cases Docketed

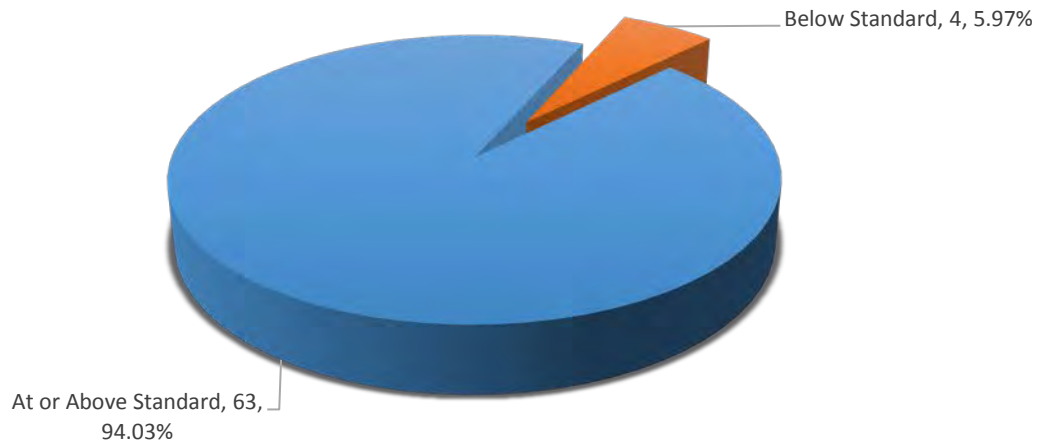
For Timeliness 2 – Cases Docketed, all court divisions are meeting the standard for entering dockets timely. For the Criminal court divisions, all had a slight decrease over CFY 2016-17 totals. County Civil, Family, and Juvenile Dependency were the only court divisions to increase.

Timeliness 2 – Cases Docketed Quarter 1 CFY 2017-18						
Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	94.71%	93.39%				80.00%
County Criminal	94.86%	94.80%				80.00%
Juvenile Delinquency	96.52%	96.14%				80.00%
Criminal Traffic	95.52%	95.34%				80.00%
Circuit Civil	94.51%	92.16%				80.00%
County Civil	95.37%	97.01%				80.00%
Civil Traffic	97.56%	94.82%				80.00%
Probate	94.97%	90.80%				80.00%
Family	93.09%	94.32%				80.00%
Juvenile Dependency	93.49%	98.35%				80.00%

Jury Payment

Statewide Action Plans Required

Jury Payment - Statewide Action Plans



Statewide Action Plans by Reason Code

The performance standard for timely juror payment is 100% payment of jurors within 20 days of final jury attendance. There are five reason codes for not meeting the performance measure: Staffing – Training, Staffing – Workload, Systems, Procedural, and Other. Of the five reason codes for not meeting the performance standard, Staffing – Training and Procedural had none. Two counties listed Other, one listed Staffing – Workload, and one county listed Systems.

Jury Payment Action Plans

The following are the action plans for counties missing the statewide performance measure as submitted by the Clerks:

	County	Reason	Action Plan
1	Bay	Systems	Notified Software Vendor of Issue
2	Citrus	Staffing - Workload	Approvals and posting payment delayed.
3	Gilchrist	Other (Explain)	Juror filled out payment request incorrectly.
4	Monroe	Other (Explain)	The Finance Dept. didn't cut the checks before the Thanksgiving Holiday!

**Appendix A
Collections Performance by Division
CFY 2017-18 Quarter 1**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua	Internal		External		Internal	Internal	Internal		Internal	6
Baker							External			1
Bay	Internal	External		Internal	Internal	Internal	External			6
Bradford	Internal		Internal							2
Brevard			Internal		Internal					2
Broward	External		External				External			3
Calhoun	External	External	External	External						4
Charlotte		External								1
Citrus			External							1
Clay										0
Collier										0
Columbia	External									1
Miami-Dade		External					External			2
DeSoto		Internal	Internal							2
Dixie										0
Duval	External	External	External				External			4
Escambia	External		External				External			3
Flagler	External									1
Franklin							External			1
Gadsden	External						External			2
Gilchrist	External	External	External				Internal			4
Glades	External						Internal			2
Gulf			External				External			2
Hamilton							External			1
Hardee		Internal								1
Hendry			External							1
Hernando	External									1
Highlands	Internal	External								2
Hillsborough							External			1
Holmes			External				External			2
Indian River										0
Jackson	External		External							2
Jefferson							Internal			1
Lafayette										0
Lake	Internal	Internal					Internal			3
Lee	Internal									1
Leon		External			External					2
Levy										0
Liberty	Internal						Internal			2
Madison										0
Manatee										0
Marion	Internal	Internal								2
Martin										0
Monroe										0
Nassau										0
Okaloosa										0
Okeechobee		External					External			2
Orange		External	External				External			3
Osceola										0
Palm Beach		External	External							2
Pasco	External						Internal			2
Pinellas	Internal	Internal	Internal							3
Polk	External	External					External			3
Putnam										0
Santa Rosa	External						External			2
Sarasota		Internal					Internal			2
Seminole							External			1
Saint Johns										0
Saint Lucie										0
Sumter										0
Suwannee										0
Taylor			External							1
Union		External					External			2
Volusia	External	External	External							3
Wakulla										0
Walton							External			1
Washington										0
Statewide	24	20	19	2	4	2	27	0	1	99
Internal Reasons	9	6	4	1	3	2	8	0	1	34
External Reasons	15	14	15	1	1	0	19	0	0	65



**Appendix A
Timeliness 1 - Filing New Cases by Division
CFY 2017-18 Quarter 1**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard					Staffing -	Staffing -					2
Broward								Staffing -			1
Calhoun											0
Charlotte											0
Citrus	Staffing -			Staffing -							2
Clay											0
Collier											0
Columbia				Systems/Conversions - External							1
Miami-Dade					Staffing -						1
DeSoto			Staffing -								1
Dixie	Staffing -										1
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee	Systems/Conversions - Internal			Systems/Conversions - Internal							2
Hendry	Staffing-External	Staffing-External		Staffing-External							3
Hernando				Systems/Conversions - External							1
Highlands	Staffing -										1
Hillsborough											0
Holmes				Systems/Conversions - External							1
Indian River											0
Jackson											0
Jefferson					Staffing -						1
Lafayette											0
Lake								Staffing -			1
Lee											0
Leon											0
Levy			Staffing -								1
Liberty											0
Madison											0
Manatee											0
Marion											0
Martin											0
Monroe					Staffing -						1
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk											0
Putnam	Staffing -							Staffing -			2
Santa Rosa				Systems/Conversions - Internal							1
Sarasota											0
Seminole											0
Saint Johns											0
Saint Lucie											0
Sumter											0
Suwannee											0
Taylor						Staffing -					1
Union											0
Volusia											0
Wakulla				Systems/Conversions - External							1
Walton											0
Washington											0
Statewide	6	1	2	8	4	2	0	3	0	0	26
Internal Reasons	5	0	2	3	4	2	0	3	0	0	19
External Reasons	1	1	0	5	0	0	0	0	0	0	7



**Appendix A
Timeliness 2 - Cases Docketed by Division
CFY 2017-18 Quarter 1**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard											0
Broward								Staffing - Internal	Staffing - Internal		2
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
Miami-Dade					Staffing - Internal				Staffing - Internal	Staffing - Internal	3
DeSoto											0
Dixie	Staffing - Internal										1
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden				Staffing - External							1
Gilchrist											0
Glades											0
Guif											0
Hamilton											0
Hardee											0
Hendry		Staffing - External		Staffing - External							2
Hernando											0
Highlands											0
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy		Staffing - Internal									1
Liberty											0
Madison											0
Manatee											0
Marion											0
Martin											0
Monroe			Staffing - Internal								1
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk											0
Putnam	Staffing - Internal		Staffing - Internal					Staffing - Internal			3
Santa Rosa											0
Sarasota											0
Seminole											0
Saint Johns											0
Saint Lucie											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	2	2	2	2	1	0	0	2	2	1	14
Internal Reasons	2	1	2	0	1	0	0	2	2	1	11
External Reasons	0	1	0	2	0	0	0	0	0	0	3



Appendix B
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2017-18 Quarter 1

	County	Division	Reason Code	Description
Collections				
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money. Added a new additional Assessment.
2	Baker	Civil Traffic	External	We D6 their DL weekly and forward all unpaid citations to the collections agency. We are open for any suggestions
3	Bay	County Criminal	External	We're using all options available
4	Bay	Civil Traffic	External	We're using all options available
5	Broward	Circuit Criminal	External	Increases in the number of indigent defendants
6	Broward	Juvenile Delinquency	External	Continued impact of courthouse closures due to hurricane
7	Broward	Civil Traffic	External	Continued impact of courthouse closures due to hurricane
8	Calhoun	Circuit Criminal	External	Defendants went to prison.
9	Calhoun	County Criminal	External	\$10019.00 of this money has been reduced to a civil judgment. We are working on collecting this money through the payment plan.
10	Calhoun	Juvenile Delinquency	External	Probation closing cases before money is paid. Met with the Judge and Probation to try and resolve this issue.
11	Calhoun	Criminal Traffic	External	Working with Probation and collections
12	Charlotte	County Criminal	External	Hired additional Collection Agents in December 2017. Increase in collections should be realized in the next 6 months.
13	Citrus	Juvenile Delinquency	External	We are sending to collection after juvenile turns 18, improved our %
14	Columbia	Circuit Criminal	External	Drug trafficking assessments are the reason this measure is not met.
15	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
16	Miami-Dade	Civil Traffic	External	We have a significant number of payment plans which extend the time required for full collection. Additionally, a significant number of citations go to court which also delays collection times.
17	Duval	Circuit Criminal	External	Reviewing collection agency performance and other on-line payment options.
18	Duval	County Criminal	External	Reviewing collection agency performance and other on-line payment options.
19	Duval	Juvenile Delinquency	External	Reviewing collection agency performance and other on-line payment options.
20	Duval	Civil Traffic	External	Reviewing collection agency performance and other options to pay as well as enforcing 30 days to pay.
21	Escambia	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. The total risk factor for circuit criminal in Escambia's most recent A&C Report was 92.27%.
22	Escambia	Juvenile Delinquency	External	The local economy and ability to pay affect the collection rate. Escambia was \$108.98 short from meeting the performance standard.
23	Escambia	Civil Traffic	External	The local economy and ability to pay greatly impact the collection rate.
24	Flagler	Circuit Criminal	External	Four drug trafficking cases that were incarcerated for ten years
25	Franklin	Civil Traffic	External	Franklin County is using all methods at our disposal to collect fees.
26	Gadsden	Circuit Criminal	External	Due to budget cuts this division lost a position and is under staffed. We will continue to attempt to meet the standard using the resources we have at our disposal.
27	Gadsden	Civil Traffic	External	we are a small office with a small staff. We will continue to attempt to meet the standard using the resources we have at our disposal.
28	Gilchrist	Circuit Criminal	External	Trafficking assessment coupled with Incarceration makes this quarters goal unattainable
29	Gilchrist	County Criminal	External	Will continue to d6 license for failure to pay
30	Gilchrist	Juvenile Delinquency	External	One Defendant with multiple cases, including new county criminal charges that have assessments due
31	Glades	Circuit Criminal	External	The economy and nature of these type cases cause these to be difficult to collect.
32	Gulf	Juvenile Delinquency	External	Offenders ability to pay has large effect on the measures.
33	Gulf	Civil Traffic	External	Switching of collections agencies has affected the collections of tickets.
34	Hamilton	Civil Traffic	External	Citations not being paid. We send all cases over 90 days in arrears to collections. Drivers Licenses are suspended after 30 days delinquent



35	Hendry	Juvenile Delinquency	External	Community Service is usually chosen over making a payment
36	Hernando	Circuit Criminal	External	We continue to work on improving this collection rate. It would be 11.87% without the drug trafficking measure.
37	Highlands	County Criminal	External	Salvation Army is our collections agent for County Criminal Cases. This is a contract an we must let them continue with collections as per contract.
38	Hillsborough	Civil Traffic	External	Continued transmissions to Collection Agencies
39	Holmes	Juvenile Delinquency	External	Clients are not paying. Can't start collections until client is 18 years old.
40	Holmes	Civil Traffic	External	Non-payment....currently sending letters from our inhouse collections department.
41	Jackson	Circuit Criminal	External	These individuals have been sentenced to prison. We do record liens and refer to a collection agency.
42	Jackson	Juvenile Delinquency	External	We will continue to work with the Juvenile PO's to assist in these collections. We are also sending letters notifying violators that driving privileges will be suspended.
43	Leon	County Criminal	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not
44	Leon	Circuit Civil	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. Leon County will continue to monitor this.
45	Okeechobee	County Criminal	External	Cases will be sent to collections.
46	Okeechobee	Civil Traffic	External	Cases will be sent to collections.
47	Orange	County Criminal	External	We have never met this standard. The majority of our customers are on payment plans that extend beyond the 5 quarters of this report.
48	Orange	Juvenile Delinquency	External	Juveniles do not pay amounts due and if they are on a payment plan, the plans extend beyond 5 quarters. Also, juvenile dollars are so immaterial, it is not worth pursuing.
49	Orange	Civil Traffic	External	A lot of out of state/out of country visitors who don't pay and a general disregard for paying traffic cases. People don't care if they have a DL suspension or not
50	Palm Beach	County Criminal	External	Defendant's provided too much time to pay without being ordered onto a Clerk payment plan. Defendants on probation are not ordered to establish payment plans. Failure to pay as a condition does not have negative impact on successful completion of probation. Since meeting with the judges, we have seen an increase in payment plans. We expect the collection rate to increase as payment plan activity increases.
51	Palm Beach	Juvenile Delinquency	External	Defendants placed on probation are not ordered to establish payment plans. Failure to pay as a condition of probation is usually converted to community service.
52	Pasco	Circuit Criminal	External	Drug trafficking cases caused the missed percentages.
53	Polk	Circuit Criminal	External	Customers are not paying.
54	Polk	County Criminal	External	Customers not paying
55	Polk	Civil Traffic	External	Customers not paying.
56	Santa Rosa	Circuit Criminal	External	Increased probation, cannot collect until probation sentence has completed
57	Santa Rosa	Civil Traffic	External	Partial payment agreements can go up to 18 months which is outside the reporting time frame. Civil citation issued along with a criminal citation is held until the disposition of the civil citation.
58	Seminole	Civil Traffic	External	Get additional funding.
59	Taylor	Juvenile Delinquency	External	6 Juvenile cases, none of the 6 paid anything. We are looking into driver's license suspensions for those that are 16.
60	Union	County Criminal	External	Civil Judgments have been entered and DL's suspended. Referring all cases to collections.
61	Union	Civil Traffic	External	All unpaid citations D-6'd and referred to Collections
62	Volusia	Circuit Criminal	External	Increase in the number of late pay cases we are sending to collections.
63	Volusia	County Criminal	External	Increase in the number of late pay cases we are sending to collections
64	Volusia	Juvenile Delinquency	External	Increase in the number of late pay cases we are sending to collections.
65	Walton	Civil Traffic	External	Budget cuts resulting in reduced staff.



Timeliness 1 - Filing New Cases				
	County	Division	Reason Code	Description
1	Columbia	Criminal Traffic	Systems/Conversions - External	This is due to the recent change in the Business rules for outputs. Our actual rate is not this low.
2	Hendry	Circuit Criminal	Staffing-External	Current layoffs, short-staffed, no OT
3	Hendry	County Criminal	Staffing-External	Current layoffs, short-staffed, no OT
4	Hendry	Criminal Traffic	Staffing-External	Current layoffs, short-staffed, no OT
5	Hernando	Criminal Traffic	Systems/Conversions - External	The correct percent is 79.92% or rounded, 80%. The report form is pulling cases from Clericus but using the sub-case data and rolls up automatically, giving distorted data on all case types.
6	Holmes	Criminal Traffic	Systems/Conversions - External	Due to reclassification of criminal cases the report is not pulling correctly. However, we had a total of 34 cases and completed 34 cases on the 3rd business day.
7	Wakulla	Criminal Traffic	Systems/Conversions - External	the new business rules do not apply to the timeliness quarterly report! The 73 cases are not just CT cases this number is pulling other UCN types!

Timeliness 2 - Cases Docketed				
	County	Division	Reason Code	Description
1	Gadsden	Criminal Traffic	Staffing - External	We are a small office with insufficient staff due to budget cuts. We will continue to attempt to meet the standard with the resources we have at our disposal.
2	Hendry	County Criminal	Staffing-External	Current layoffs, short-staffed, no OT
3	Hendry	Criminal Traffic	Staffing-External	Current layoffs, short-staffed, no OT





Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

2nd Quarter
County Fiscal Year 2017-18
(January 1, 2018 through March 31, 2018)

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Performance Measure & Quarterly Action Plan Background

The Florida Clerks of Court Operations Corporation (CCOC) was created as a public corporation to perform the functions specified in sections 28.35 and 28.36, Florida Statutes. Section 28.35 (2)(d), F.S. requires the CCOC to develop a uniform system of performance measures and applicable standards in consultation with the Legislature. These measures and standards are designed to facilitate an objective determination of the performance of each clerk in fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs. Current performance measures address:

- Collections (one measure each for nine court divisions, reported quarterly)
- Timeliness (two measures for each of ten court divisions, reported quarterly)
- Juror Payment Processing (one measure, reported quarterly)
- Fiscal Management (one measure, reported annually)

When the CCOC finds a Clerk's office has not met the performance standards, the CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected Clerk of the Court. The CCOC is required to notify the Legislature of any clerk not meeting performance standards and provide a copy of applicable corrective action plans.

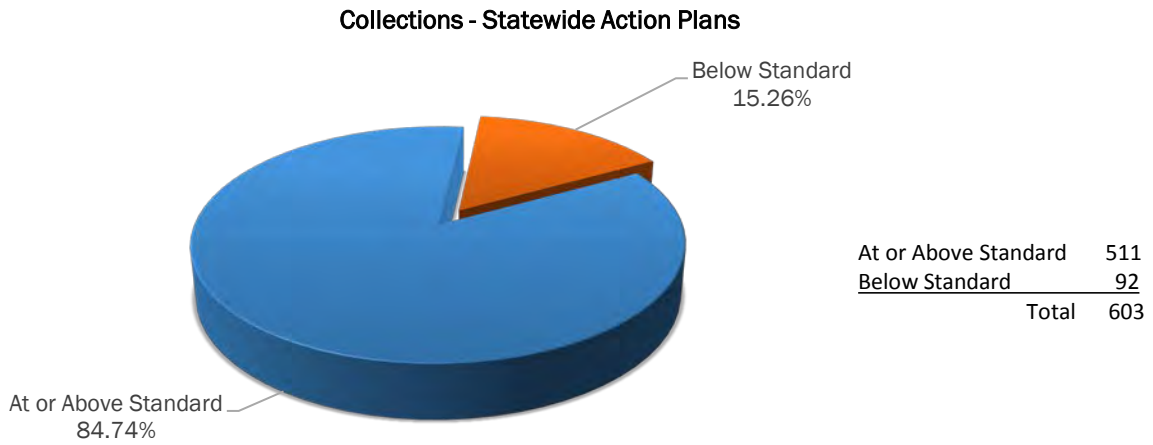
The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly reports.

The quarterly report for the 2nd Quarter of CFY 2017-2018 provides information about the performance of the Clerks of Courts on standards relating to collections, timeliness, and juror payment management. The report identifies the Clerk's offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard.

For the 2nd Quarter of CFY 2017-2018, 18 counties did not have an action plan related to Collections, 47 counties had no action plans for Timeliness 1, 56 counties had no action plans for Timeliness 2, and 64 counties had no action plans regarding Jury Timeliness. The performance measure analysis and required action plans are in the following pages of this report. Four counties did not submit a collections report and two counties did not submit a timeliness report for this quarter.

Collections

Statewide Performance Summary



Collection Performance by Reason Code

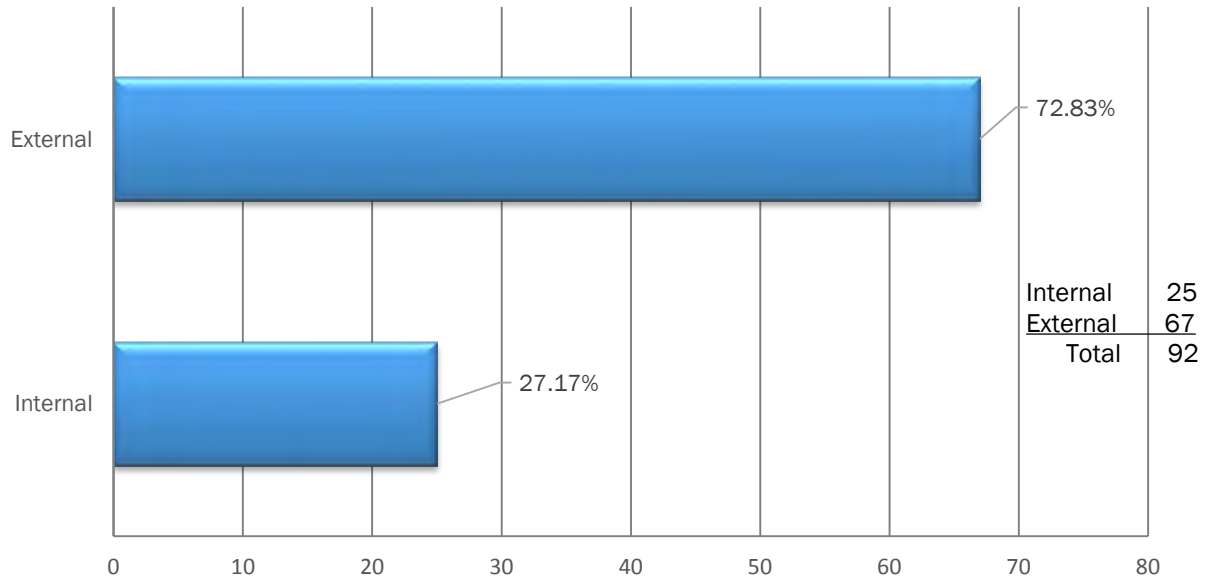
Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Collection performance measure were amended to clarify what was under the control of the Clerk’s office and what was not. The new reason codes are:

- “Internal” – Reasons are inter-office and controllable. Internal reasons will require an “Action to Improve” and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.
- “External” – Factors outside of office management and/or process control. External Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Collection Performance Standard was not met.

Of the 92 action plans where the collection standard was not met, 25 (27.17%) were classified as within the control of the Clerk. A list of the 25 action plans for 15 counties is found below. The remaining 67 (72.83%) action plans were outside the control of the Clerks’ offices. A list of these external reasons is found in Appendix B.

PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 2

Collections - Action Plans by Reason Code



Internal – Action Plans

	County	Division	Plan to Improve
1	Bay	Circuit Criminal	Adjustments made to Assessments
2		County Civil	Adjustments made to Assessments
3	Bradford	Circuit Criminal	Additional Training on assessing cases
4		County Civil	Office wide refresher on assessment procedure.
5	Brevard	Circuit Criminal	The Standard was not met despite pursuit of all collection efforts within the control of the Clerk. 6-1-18 to maintain Standard
6		Juvenile Delinquency	The Standard was not met despite pursuit of all collection efforts within the control of the Clerk. 6-1-18 Standards to be met.
7		Circuit Civil	Reversed Assessments entered in Error 6-1-18 for Corrections
8		Probate	Did not respond.
9	DeSoto	County Criminal	Continue collection efforts
10	Glades	Probate	A collection letter will be sent.
11	Hernando	Juvenile Delinquency	We continue to work with parents to pay for the court costs and fees, but they typically pay restitution first. We will continue to notice them and attempt collections.
12	Highlands	Circuit Criminal	9% not reached due to high prison sentences. We continue to send older cases to Penn Credit for collections.
13	Jefferson	Family	We currently have several larger cases that are on payment plans. While this not typical for Family cases, we feel as the monthly payments are made this control groups collection rate will continue to increase.

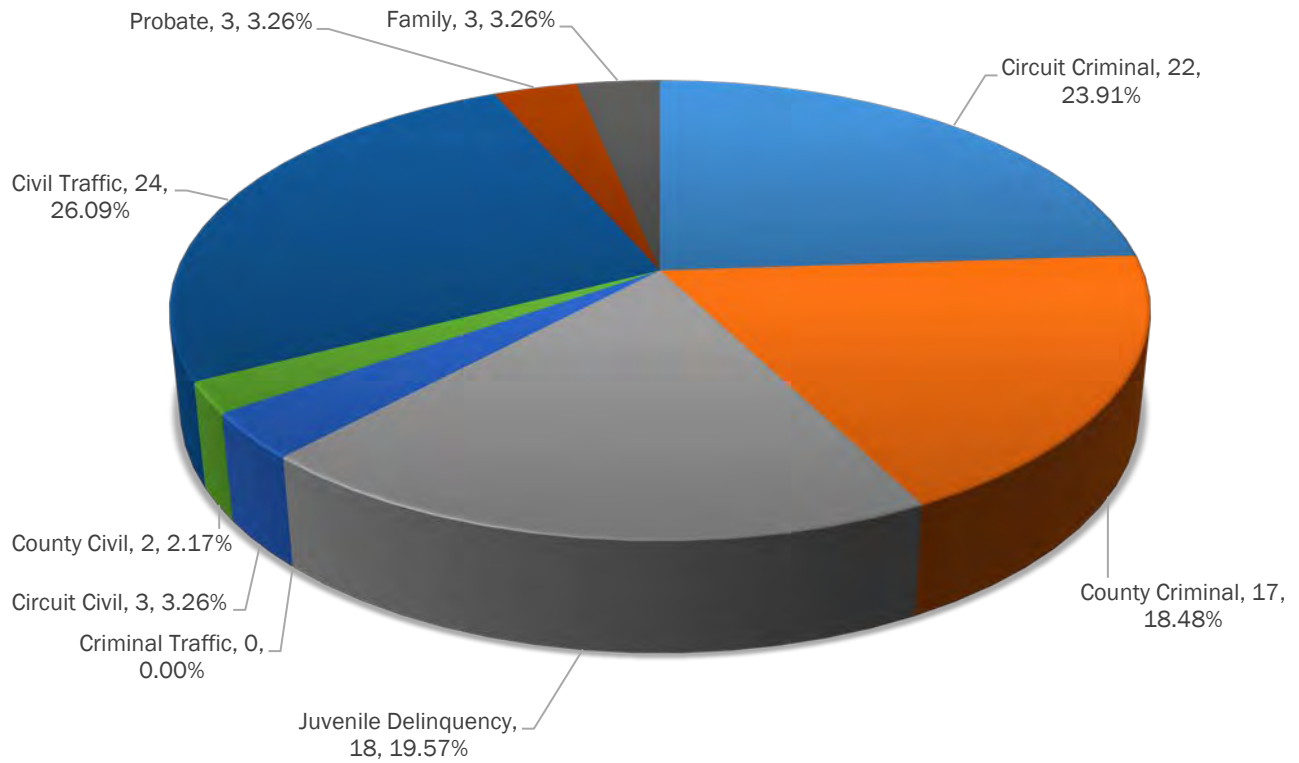
PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 2

	County	Division	Plan to Improve
14	Lake	Circuit Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
15		County Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
16	Lee	Circuit Criminal	Back dated assessments.
17	Madison	Circuit Criminal	Consideration to the amount of trafficking monies assessed in the initial quarter.
18		County Criminal	Area being monitored and reviewed. Best Practices for Collections in place. Does not seem to be trend with other quarters of report.
19		Civil Traffic	Area continues to be monitored/attempts have been made to improve collection rate over the years to no avail. Best Practices followed.
20	Marion	County Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee.
21	Pasco	Civil Traffic	Staffing vacancies impacted the ability to send infraction cases to collection agencies. Positions have been filled and training is underway to eliminate this issue.
22	Pinellas	County Criminal	Continuing to work with staff on our collection methods to improve our process. We are increasing our performance level and we hope to achieve the standard level by next quarter ending.
23		Juvenile Delinquency	Continue to improve our process and reach the performance level. We hope to achieve this level by the quarter ending 09/30/17.
24	Sarasota	County Criminal	Intensified management of payment plans and enhanced efforts of collection agencies expected to increase collection rates in 2018.
25		Civil Traffic	Recently implemented process to send two reminder letters to defendants within 40 days of citation being filed to prompt payment or entry into a payment plan. Expected to improve collection rates in 2018.

Statewide Performance by Court Division

As shown below, the civil traffic court division continues to exceed (26.09%) all other court divisions for not meeting collection standards. Criminal court division cases, as a whole (61.96%) continue to be a challenge to collect.

Collections - Action Plans by Division



PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 2

Historic Collection Rates

The table below shows that from the end of CFY 2016-17 through the 2nd quarter of CFY 2017-18. All Courts showed an increase in collection performance except for Family and circuit criminal which slightly decreased. Although Family and Circuit Criminal decreased, they remained well above the performance standard.

Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	8.25%	9.95%	10.31%			9%
Circuit Criminal (No Trafficking)	16.25%	16.14%	15.49%			NA
County Criminal	39.97%	39.85%	40.16%			40%
Juvenile Delinquency	13.88%	11.67%	13.18%			9%
Criminal Traffic	61.91%	62.41%	62.43%			40%
Circuit Civil	99.26%	99.25%	99.31%			90%
County Civil	99.69%	99.58%	99.73%			90%
Civil Traffic	84.57%	84.26%	85.41%			90%
Probate	99.47%	99.41%	99.45%			90%
Family	96.86%	96.96%	94.99%			75%
	67.10%	67.04%	67.22%			

After adjusting the drug trafficking mandatory assessments and collections; the statewide Circuit Criminal court division collection rate increased from 10.31% to 15.49%.

Of the 21 counties who did not meet the Circuit Criminal collection standard, 8 would have met the standard had Drug Trafficking assessments not be included as part of Circuit Criminal assessments. Drug Trafficking assessments accounted for over 35.48% of total assessments for these counties in Quarter 2. Less than a half percent was collected due to the prison sentence.

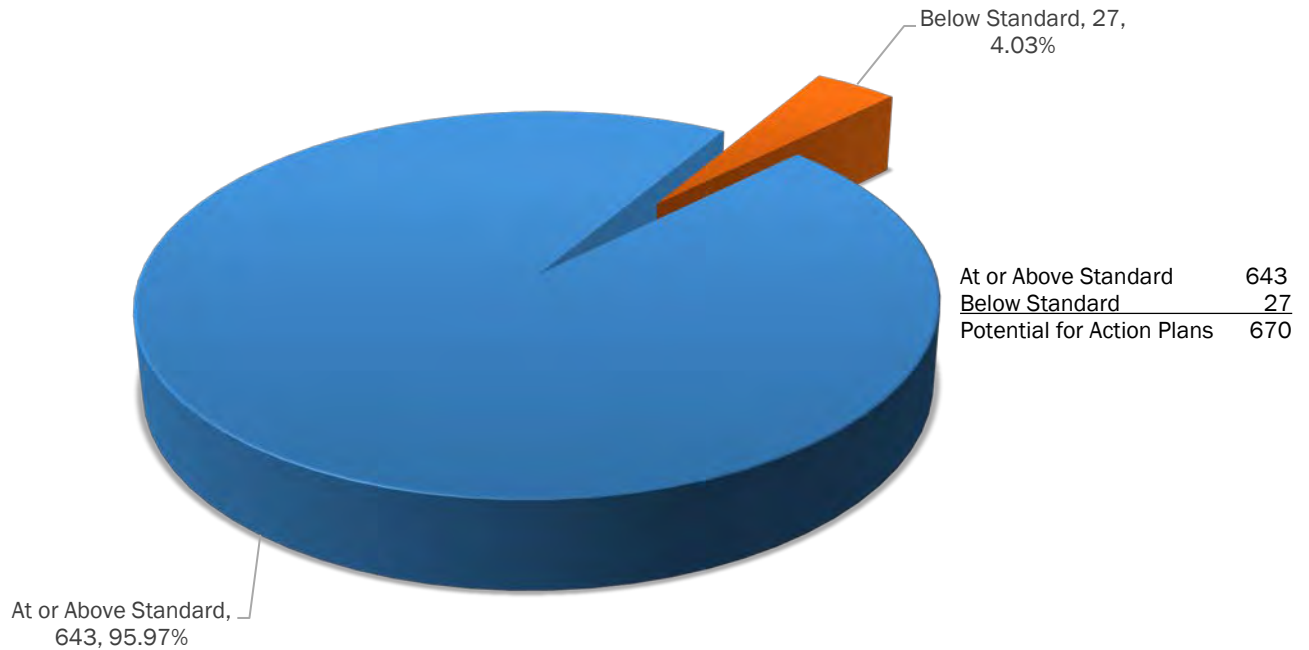
Timeliness

Statewide Performance Summary

Timeliness 1 – Filing New Cases

The 27 action plans required for not filing new cases timely (Timeliness 1) 12 were in their control to correct. 11 of those action plans cite internal staffing and the 1 other action plan cite Systems/Conversions – Internal as their reason for not meeting the standard. 8 of the 15 action plans for external reasons also cite staffing and the remaining 7 cite Systems/Conversions - External as their reasons for not meeting the standard. (See Appendix B for more details)

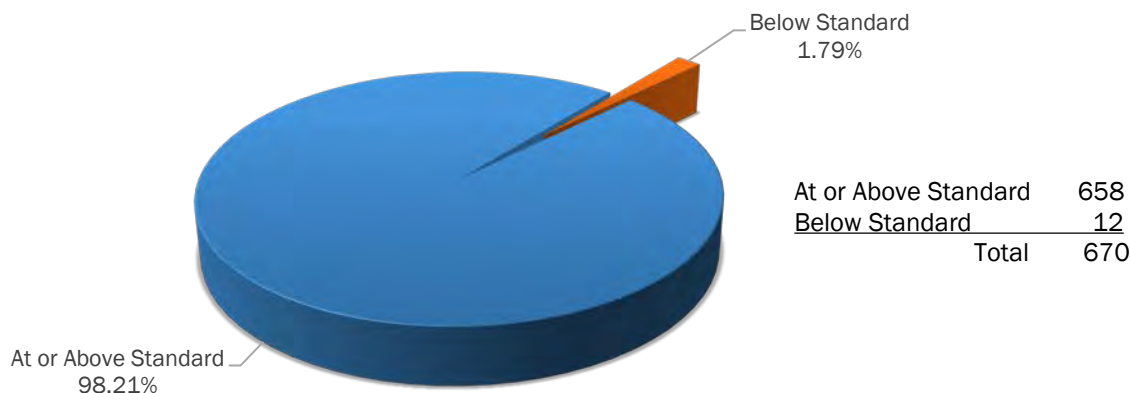
Timeliness 1 - Statewide Action Plans



Timeliness 2 – Cases Docketed

The 12 action plans required for not docketing cases timely (Time 2) 11 were in their control to correct. All 11 of those action plans site internal staffing as their reason for not meeting the standard. The 1 action plan for external reasons also site staffing as their reasons for meeting the standard. (See Appendix B for more details)

Timeliness 2 - Statewide Action Plans



Timeliness Performance by Reason Codes

Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Timeliness (filing cases timely and entering dockets timely) performance measures were amended to clarify what was under the control of the Clerk’s office to correct and what was not. The reason codes are:

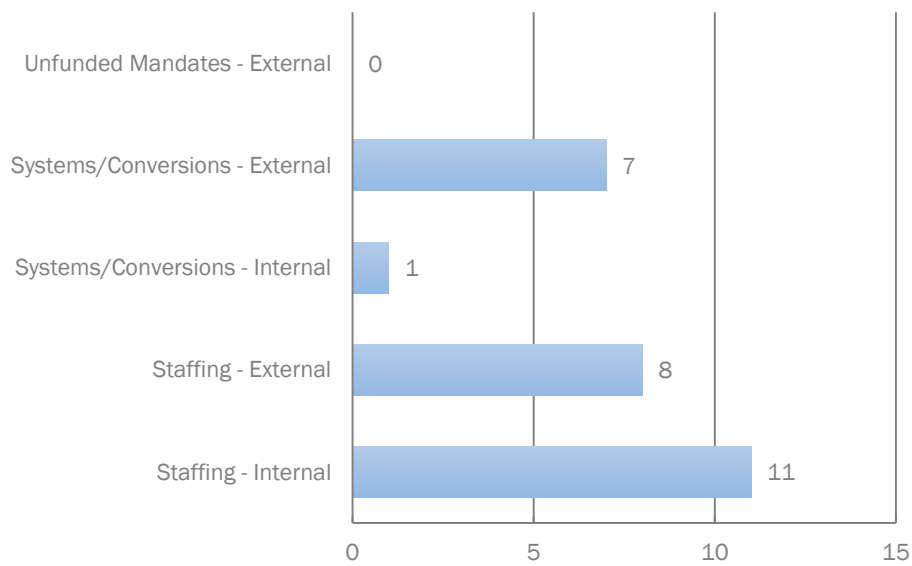
- “Staffing - Internal”: Reason is inter-office and controllable. Internal Staffing reasons will require an “Action to Improve” and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.
- “Staffing External”: Staffing factors outside of office management and/or process control. External Staffing Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.
- “Systems/Conversions - Internal”: Reason is inter-office and controllable. Internal System reasons will require an “Action to Improve” including all factors noted above.
- “Systems – Conversions - External”: System/Conversion is outside of office management and/or process control. External Systems/Conversion reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

- “Unfunded Mandates - External”: Federal, State and / or local mandates outside of office management and/or process control. Unfunded Mandate reason(s) will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

Timeliness 1 – Filing New Cases

There were 27 action plans for Timeliness 1 - Filing New Cases, of which 11 were for Staffing – Internal, 8 were related to Staffing – External, 1 for Systems/Conversions – Internal, 7 for Systems/Conversions – External, and none for Unfunded Mandates.

Timeliness 1: Action Plans by Reason Code

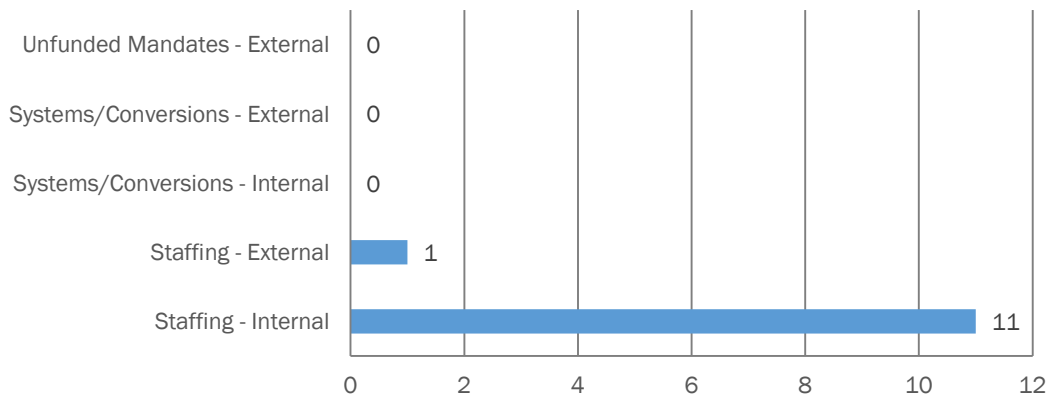


PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 2

Timeliness 2 (Docket Entries) – Performance by Reason Code

There were and 12 action plans for Timeliness 2 – Cases Docketed, of which 11 action plans were for Staffing – Internal and 1 for Staffing – External.

Timeliness 2: Performance by Reason Code



**Internal Action Plans Required
Timeliness 1 – Filing New Cases**

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Brevard	Circuit Civil	Staffing - Internal	Staff out with Flu and training new employees
2		County Civil	Staffing - Internal	Staff out with Flu and training new employees
3	Broward	Circuit Civil	Staffing - Internal	As the budget permits, fill vacant positions and use overtime to meet standard.
4		Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness
5	Miami-Dade	Circuit Civil	Staffing - Internal	Unable to meet standard due to reduced staff because of budget cuts
6	Hardee	Criminal Traffic	Systems/Conversions - Internal	CLERICUS report is incorrect. Instructed by CCOC to leave blank.
7	Highlands	Circuit Criminal	Staffing - Internal	Waiting for criminal case initiation in e-Portal.
8		Criminal Traffic	Staffing - Internal	CT Clerks in court 3 days a week. Cross train MM clerks.

PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 2

	County	Division	Reason Code	Action Plan to Improve
9	Lee	Circuit Criminal	Staffing - Internal	Work with the judiciary on the time change related First Appearance.
10	Levy	Juvenile Delinquency	Staffing - Internal	Clerk works in other departments.
11		Criminal Traffic	Staffing - Internal	Need Full-Time Clerk
12	Putnam	Juvenile Dependency	Staffing - Internal	Training/Learning Curve

Timeliness 2 – Cases Docketed

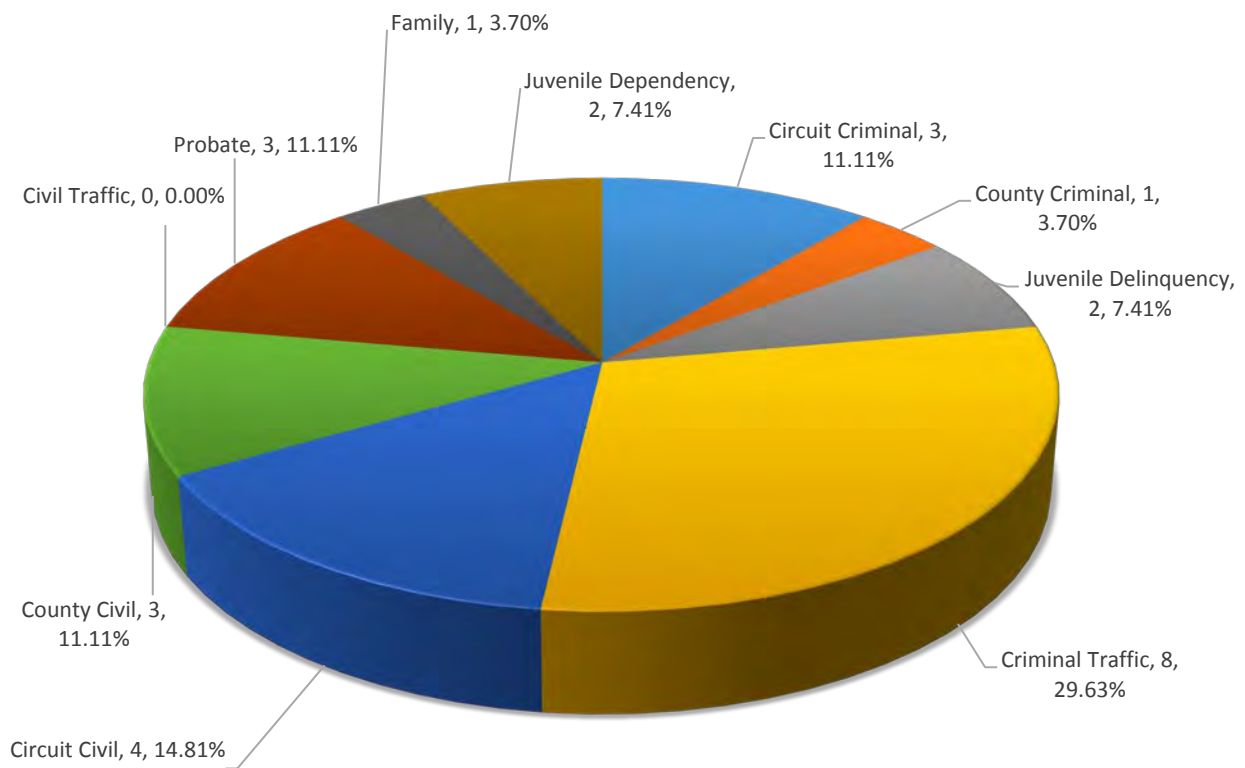
The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Brevard	County Civil	Staffing - Internal	New Staff being trained and some still out with FLU
2	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness.
3	Miami-Dade	Circuit Civil	Staffing - Internal	Unable to meet standard due to reduced staff as a result of budget cuts
4		Probate	Staffing - Internal	Unable to meet standard due to reduced staff as a result of budget cuts
5	Holmes	Circuit Criminal	Staffing - Internal	Workload and understaffed
6	Monroe	Juvenile Delinquency	Staffing - Internal	Additional training and additional supervision to insure these tasks are completed timely.
7	Nassau	Circuit Criminal	Staffing - Internal	Cross-trains for when staff may be out sick and short staffed
8	Okeechobee	Juvenile Delinquency	Staffing - Internal	short staffed
9	Polk	Family	Staffing - Internal	Staff in training will be fully trained; receiving assistance from other departments; this qtr saw 4,508 more filings than last qtr
10	Putnam	Juvenile Delinquency	Staffing - Internal	Training/Learning Curve
11	Wakulla	Circuit Criminal	Staffing - Internal	We are doing what we can with the resources we have been given.

**Statewide Performance by Court Division
Timeliness 1 – Filing New Cases**

As shown below, 51.85% of action plans for Timeliness 1 (Filing new cases) were in the Criminal court divisions, accounting for 14 of the 27 action plans. Criminal Traffic alone accounted for 29.63% of the actions plans for Timeliness 1

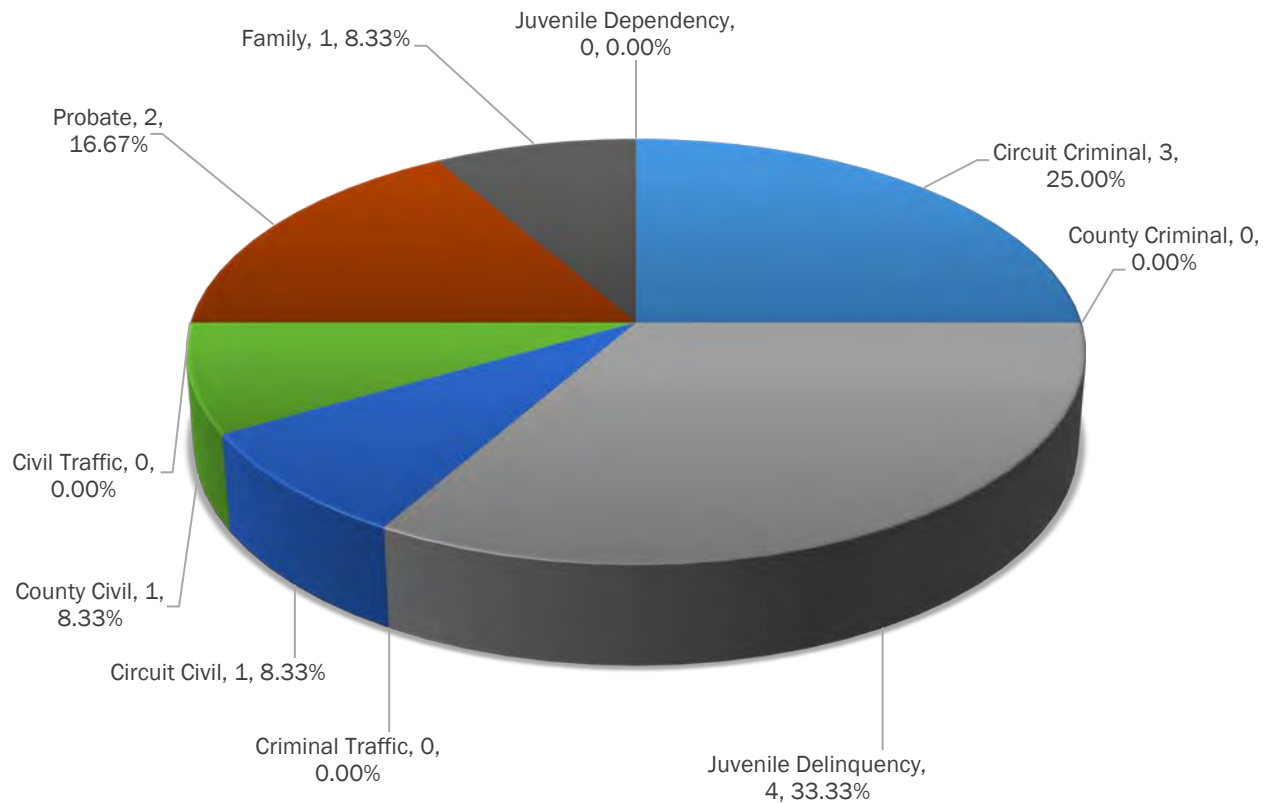
Timeliness 1 - Action Plans by Court Division



Timeliness 2 – Cases Docketed

As shown below, 58.33% of action plans for Timeliness 2 (docket entry) were in the Criminal court divisions, accounting for 7 of the 12 action plans.

Timeliness 2 - Action Plans by Court Division



PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 2

Historic Timeliness Rates

Timeliness 1 – Filing New Cases

For Timeliness 1 (Filing New Cases), all court divisions are meeting the 80% standard. Five court divisions increased from quarter I to quarter II, one remained unchanged, and four decreased.

Time 1 Quarter 2 CFY 2017-18						
Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	94.46%	85.79%	87.50%			80.00%
County Criminal	95.48%	88.97%	89.10%			80.00%
Juvenile Delinquency	95.30%	86.24%	86.11%			80.00%
Criminal Traffic	92.97%	89.55%	91.95%			80.00%
Circuit Civil	84.79%	94.65%	87.39%			80.00%
County Civil	94.68%	86.82%	87.06%			80.00%
Civil Traffic	96.11%	97.79%	97.79%			80.00%
Probate	92.89%	85.41%	86.80%			80.00%
Family	96.04%	90.09%	89.53%			80.00%
Juvenile Dependency	95.99%	89.16%	89.55%			80.00%

PERFORMANCE MEASURES & ACTION PLANS REPORT – CFY 2017-18, QUARTER 2

Timeliness 2 - Cases Docketed

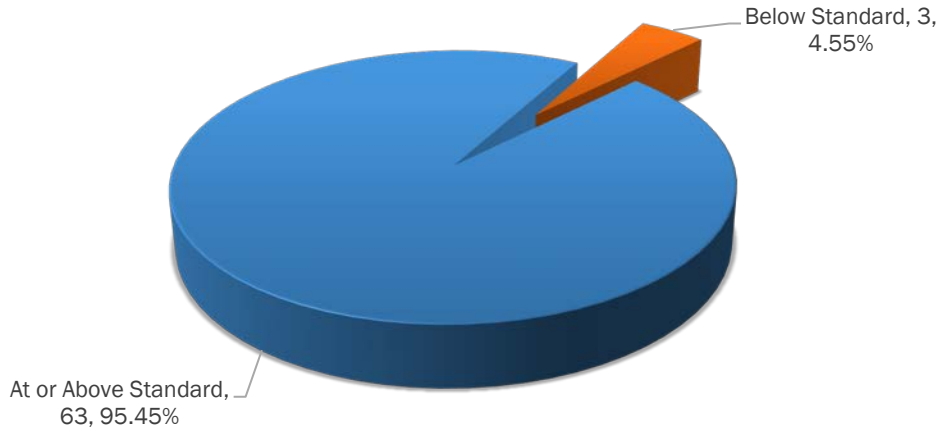
For Timeliness 2, all court divisions are meeting the standard for entering dockets timely. For the Criminal court divisions, all had increased slightly from quarter I to quarter II. Half of the Civil court divisions decreased while Civil Traffic and Family increased.

Time 2 Quarter 2 CFY 2017-18						
Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	94.71%	93.39%	94.70%			80.00%
County Criminal	94.86%	94.80%	94.91%			80.00%
Juvenile Delinquency	96.52%	96.14%	96.15%			80.00%
Criminal Traffic	95.52%	95.34%	95.63%			80.00%
Circuit Civil	94.51%	92.16%	89.45%			80.00%
County Civil	95.37%	97.01%	95.12%			80.00%
Civil Traffic	97.56%	94.82%	98.32%			80.00%
Probate	94.97%	90.80%	90.77%			80.00%
Family	93.09%	94.32%	94.97%			80.00%
Juvenile Dependency	93.49%	98.35%	95.08%			80.00%

Jury Payment

Statewide Action Plans Required

Jury Payment - Statewide Action Plans



Jury Payment Action Plans by Reason Code

The performance standard for timely juror payment is 100% payment of jurors within 20 days of final jury attendance. Of the three reason codes for not meeting the performance standard, Staffing – Workload, Systems, Other, and Procedural had none. All three counties list Staffing – Training.

Jury Payment Action Plans

County	Reason	Action Plan to Improve
Charlotte	Staffing - Training	Training to ensure future measurement compliance
Hendry	Staffing - Training	Training
Monroe	Staffing - Training	Staffing - Workload

Appendix A Collections Performance by Division CFY 2017-18 Quarter 2										
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker		External					External			2
Bay	Internal					Internal				2
Bradford	Internal						Internal			2
Brevard	Internal		Internal		Internal			Internal		4
Broward	External		External				External			3
Calhoun	External						External			2
Charlotte										0
Citrus										0
Clay										0
Collier										0
Columbia	External	External								2
DeSoto		Internal								1
Dixie										0
Duval	External	External	External				External			4
Escambia			External				External			2
Flagler										0
Franklin	External	External								2
Gadsden	External						External			2
Gilchrist			External							1
Glades			External					Internal		2
Gulf			External				External			2
Hamilton							External			1
Hardee	External									1
Hendry			External							1
Hernando	External		Internal							2
Highlands	Internal	External								2
Hillsborough		External					External			2
Holmes	External						External			2
Indian River	External									1
Jackson										0
Jefferson									Internal	1
Lafayette			External							1
Lake	Internal	Internal								2
Lee	Internal		External		External	External	External	External	External	7
Leon										0
Levy										0
Liberty										0
Madison	Internal	Internal					Internal			3
Manatee										0
Marion		Internal								1
Martin										0
Miami-Dade		External					External			2
Monroe			External		External					2
Nassau										0
Okaloosa							External			1
Okeechobee			External							1
Orange		External	External				External			3
Osceola			External				External		External	3
Palm Beach	External	External	External							3
Pasco							Internal			1
Pinellas		Internal	Internal							2
Polk	External						External			2
Putnam	External	External					External			3
Saint Johns										0
Saint Lucie										0
Santa Rosa							External			1
Sarasota		Internal					Internal			2
Seminole										0
Sumter										0
Suwannee							External			1
Taylor										0
Union										0
Volusia	External	External								2
Wakulla							External			1
Walton										0
Washington	External									1
Statewide	22	17	18	0	3	2	24	3	3	92
Internal Reasons	7	6	3	0	1	1	4	2	1	25
External Reasons	15	11	15	0	2	1	20	1	2	67

Appendix A Timeliness 1 - Filing New Cases by Division CFY 2017-18 Quarter 2											
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard					Staffing - Internal	Staffing - Internal					2
Broward					Staffing - Internal			Staffing - Internal			2
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden				Staffing - External							1
Gilchrist											0
Gilades											0
Gulf											0
Hamilton											0
Hardee				Systems/Conversions - Internal							1
Hendry	Staffing - External		Staffing-External	Staffing - External							3
Hernando		Staffing - External		Staffing - External							2
Highlands	Staffing - Internal			Staffing - Internal							2
Hillsborough						Staffing - External					1
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette								Systems/Conversions External			1
Lake											0
Lee	Staffing - Internal										1
Leon											0
Levy			Staffing - Internal	Staffing - Internal							2
Liberty											0
Madison						Systems/Conversions - External					1
Manatee				Staffing - External							1
Marion				Systems/Conversions - External							1
Martin											0
Miami-Dade					Staffing - Internal						1
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee					Systems/Conversions - External						1
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk											0
Putnam										Staffing - Internal	1
Saint Johns											0
Saint Lucie											0
Santa Rosa								Systems/Conversions External	Systems/Conversions External	Systems/Conversions - External	3
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	3	1	2	8	4	3	0	3	1	2	27
Internal Reasons	2	0	1	3	3	1	0	1	0	1	12
External Reasons	1	1	1	5	1	2	0	2	1	1	15

Appendix A Timeliness 2 - Cases Docketed by Division CFY 2017-18 Quarter 2											
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard						Staffing - Internal					1
Broward								Staffing - Internal			1
Calhoun			Staffing - External								1
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Guif											0
Hamilton											0
Hardee											0
Hendry											0
Hernando											0
Highlands											0
Hillsborough											0
Holmes	Staffing - Internal										1
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy											0
Liberty											0
Madison											0
Manatee											0
Marion											0
Martin											0
Miami-Dade					Staffing - Internal			Staffing - Internal			2
Monroe			Staffing - Internal								1
Nassau	Staffing - Internal										1
Okaloosa											0
Okeechobee			Staffing - Internal								1
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk									Staffing - Internal		1
Putnam			Staffing - Internal								1
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla	Staffing - Internal										1
Walton											0
Washington											0
Statewide	3	0	4	0	1	1	0	2	1	0	12
Internal Reasons	3	0	3	0	1	1	0	2	1	0	11
External Reasons	0	0	1	0	0	0	0	0	0	0	1

Appendix B				
Descriptions of External Factors for Not Meeting Performance Standards				
CFY 2017-18 Quarter 2				
	County	Division	Reason Code	Description
Collections				
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money. Added a new additional Assessment.
2	Baker	County Criminal	External	The court places the defendants on probation and our office sets up payment plans and suspend the defendants DL for non payment. We are open for any suggestions
3		Civil Traffic	External	We D6 their DL weekly and forward all unpaid citations to the collections agency. We are open for any suggestions
4	Broward	Circuit Criminal	External	Increases in the number of indigent defendants
5		Juvenile Delinquency	External	Continued impact of courthouse closures due to hurricane
6		Civil Traffic	External	Increases in the number of indigent defendants
7	Calhoun	Circuit Criminal	External	Continue to work collection plan when released from prison
8		Civil Traffic	External	Continue to suspended driver license
9	Columbia	Circuit Criminal	External	Drug trafficking assessments are the reason this measure is not met.
10		County Criminal	External	The majority of these defendants are on probation.
11	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
12		Civil Traffic	External	We have a significant number of payment plans which extend the time required for full collection. Additionally, a significant number of citations go to court which also delays collection times.
13	Duval	Circuit Criminal	External	Reviewing collection agency performance and other on-line payment options.
14		County Criminal	External	Reviewing collection agency performance and other on-line payment options.
15		Juvenile Delinquency	External	Reviewing collection agency performance and other on-line payment options.
16		Civil Traffic	External	Reviewing collection agency performance and other options to pay as well as enforcing 30 days to pay.
17	Escambia	Juvenile Delinquency	External	Escambia was \$333.01 short from meeting the 9% performance measure standard. The local economy and ability to pay affect the collection rate.
18		Civil Traffic	External	The local economy and ability to pay greatly impact the collection rate.
19	Franklin	Circuit Criminal	External	Franklin County is using all methods at our disposal to collect fees.
20		County Criminal	External	Franklin County is using all methods at our disposal to collect fees
21	Gadsden	Circuit Criminal	External	Due to budget cuts this division lost a position and is under staffed. We will continue to attempt to meet the standard using the resources we have at our disposal.
22		Civil Traffic	External	we are a small office with a small staff. We will continue to attempt to meet the standard using the resources we have at our disposal.
23	Gilchrist	Juvenile Delinquency	External	One Defendant with multiple cases, including new county criminal charges that have assessments due
24	Glades	Juvenile Delinquency	External	Sent to Collections
25	Gulf	Juvenile Delinquency	External	Offenders ability to pay has large effect on the measures.
26		Civil Traffic	External	Switching of collections agencies has affected the collections of tickets.
27	Hamilton	Civil Traffic	External	We have changed collection agencies and are getting better results with the new agency.
28	Hardee	Circuit Criminal	External	Drug trafficking conviction. Defendant is incarcerated.
29	Henry	Juvenile Delinquency	External	Community Service is usually chosen over making a payment
30	Hernando	Circuit Criminal	External	10.46% is the collection rate, not inclusive of Drug Trafficking. We continue to offer payment plans and work with the defendants to pay what is owed. Many are incarcerated or indigent.
31	Highlands	County Criminal	External	With next Cleric update we will be able to accept electronic payments through our website, which should improve the partial payments being collected.
32	Hillsborough	County Criminal	External	Unpaid balance notices sent. Preparing transmission to Collection Agencies
33		Civil Traffic	External	Continued transmissions to Collection Agencies
34	Holmes	Circuit Criminal	External	Non-Payments, continuing to use our collections dept. by sending our due diligent letters and judgements.
35		Civil Traffic	External	Non-payment....currently sending letters from our inhouse collections department.
36	Indian River	Circuit Criminal	External	felons don't pay and large dollar drug cases
37	Lafayette	Juvenile Delinquency	External	Defendant in juvenile case with large assessments is currently in detention.
38	Lee	Juvenile Delinquency	External	Back dated assessments
39		Circuit Civil	External	Refund Given
40		County Civil	External	Refunds Given
41		Civil Traffic	External	Representative in the uncollected balance are toll cases that have been referred to collections.
42		Probate	External	Refunds Given
43		Family	External	Refund given
44	Monroe	Juvenile Delinquency	External	Data has been an issue since last fiscal year # 5879174 CRM:001162946433 RE: Article V Collection Rate Report issue
45		Circuit Civil	External	Data has been an issue since last fiscal year # 5879174 CRM:001162946433 RE: Article V Collection Rate Report issue
46	Okaloosa	Civil Traffic	External	Due to unsustainable court funding, our ability to prioritize collections in this case type are constrained.
47	Okeechobee	Juvenile Delinquency	External	Cases will be sent to collections.
48	Orange	County Criminal	External	We have never met this standard. The majority of our customers are on payment plans that extend beyond the 5 quarters of this report.
49		Juvenile Delinquency	External	juveniles do not pay amounts due and if they are on a payment plan, the plans extend beyond 5 quarters. Also, juvenile dollars are so immaterial, it is not worth pursuing.
50		Civil Traffic	External	a lot of out of state/out of country visitors who don't pay and a general disregard for paying traffic cases. People don't care if they have a DL suspension or not
51	Osceola	Juvenile Delinquency	External	A high percentage of our cases are satisfying fines/cost by community service.
52		Civil Traffic	External	The standard was not met despite collection efforts within the control of the Clerk's Office. In addition we have a percentage of tourist in our county who live out of country and we are unable to collect on. Also, our case filings are down.
53		Family	External	We have a high number of indigent cases.
54	Palm Beach	Circuit Criminal	External	There was a large drug trafficking assessment that has skewed the collection rate for this five quarter reporting period. As you can see, the amount collected is more than the previous five quarter reporting period, however the high assessment caused us to not meet the performance standard.

Appendix B Descriptions of External Factors for Not Meeting Performance Standards CFY 2017-18 Quarter 2				
County	Division	Reason Code	Description	
Collections				
55	County Criminal	External	Defendant's provided too much time to pay without being ordered onto a Clerk payment plan. Defendants on probation are not ordered to establish payment plans. Failure to pay as a condition does not have negative impact on successful completion of probation. Since meeting with the judges, we have seen an increase in payment plans. We expect the collection rate to increase as payment plan activity increases.	
56	Juvenile Delinquency	External	Defendants placed on probation are not ordered to establish payment plans. Failure to pay as a condition of probation is usually converted to community service.	
57	Polk	Circuit Criminal	External	Customers are not paying.
58		Civil Traffic	External	Customers not paying.
59	Putnam	Circuit Criminal	External	High incarceration rates and minimal to negative income/assets make collections on these cases virtually impossible.
60		County Criminal	External	High incarceration rates and minimal to negative income/assets. Judge not ordering supervised probation and does not require participation in our partial payment plan.
61		Civil Traffic	External	Partial payment plans, and other collection efforts in place, cannot offset poor local economic factors, i.e., low wages, high unemployment, high level of transfer payments.
62	Santa Rosa	Civil Traffic	External	Partial payment agreements can go up to 18 months which is outside the reporting time frame. Civil citation issued along with a criminal citation is held until the disposition of the civil citation.
63	Suwannee	Civil Traffic	External	Collection Agency changed ownership causing them to need to migrate all files to new data base.
64	Volusia	Circuit Criminal	External	Increase in the number of late pay cases we are sending to collections.
65		County Criminal	External	Increase in the number of late pay cases we are sending to collections
66	Wakulla	Civil Traffic	External	citizens are forgetting to pay and being D-6, some doing community service others are sent to collections.
67	Washington	Circuit Criminal	External	Incarceration , we have set up payment plans

Timeliness 1 - Filing New Cases				
County	Division	Reason Code	Action Plan to Improve	
1	Gadsden	Criminal Traffic	Staffing - External	We are a small office with insufficient staff due to budget cuts. We will continue to attempt to meet the standard with the resources we have at our disposal.
2	Hendry	Circuit Criminal	Staffing-External	Short-staffed, No OT allowed
3		Juvenile Delinquency	Staffing-External	Short-staffed, No OT allowed
4		Criminal Traffic	Staffing-External	Short-staffed, No OT allowed
5	Hernando	County Criminal	Staffing - External	72.88 due to shortage of staffing due to state-wide budget constraints
6		Criminal Traffic	Staffing - External	68.53 due to shortage of staffing due to state-wide budget constraints
7	Hillsborough	County Civil	Staffing - External	Significant increase in the filing of cases with limited number of staff to process due to budget constraints.
8	Lafayette	Probate	Systems/Conversions - External	Payment error in Eportal for 2 probate cases.
9	Madison	County Civil	Systems/Conversions - External	19 Non-Reportable Evictions, so if include those (72+19 = 91) which is 100%
10	Manatee	Criminal Traffic	Staffing - External	Significant increase in number of circuit criminal cases filed and bumped down to crim traffic using original file date of felony case places filing date outside of standard.
11	Marion	Criminal Traffic	Systems/Conversions - External	Report changes have not been made to correct DUIs from Felony cases to count in CTs
12	Okeechobee	Circuit Civil	Systems/Conversions - External	E-Portal corrections being made by Attorneys and resubmitted after the 2 initial days.
13	Santa Rosa	Probate	Systems/Conversions - External	My report shows 240 total cases
14		Family	Systems/Conversions - External	My report shows 535 total cases
15		Juvenile Dependency	Systems/Conversions - External	Did not respond.

Timeliness 2 - Cases Docketed				
County	Division	Reason Code	Action Plan to Improve	
1	Calhoun	Juvenile Delinquency	Staffing - External	Issue with data retrieval and issues have been resolved.

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
Case Processing	Attachment - record	maintain court case record											F.S. 28.13, 28.211, 28.2205, 34.031, and Fla. Sm. Cl. R. 7.040
1	4	Timestamp, verify, index party names and demographic information, add charges/cause of action, docket and image new cases filed in paper	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.13 (maintain and time stamp), Fla. R. Jud. Admin. 2.520(d) (stamp requirements), 2.525(c)(4)(conversion to image), Fla. Sm. Cl. R. 7.040(a)(3) (index)
2	Item	Verify, index party names and demographic information, add charges/cause of action, and docket new cases filed through the ePortal	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.13 (maintain and time stamp), 28.2205 (implement electronic filing), Fla. R. Jud. Admin. 2.520(a) & (d) (electronic required) (maintain and time stamp), 2.525 (electronic filing), Fla. Sm. Cl. R. 7.040(a)(3) (index)
3	Agenda	Create administrative case for maintenance of search warrants, as necessary	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 28.13 (maintain), Fla. R. Jud. Admin. 2.420(c)(6) (warrants retained by clerks confidential)
4		Verify case type and venue	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.13 (maintain), 28.211 (progress docket), 34.031 (clerk of county court), Fla. Sm. Cl. R. 7.040 (maintain calendar, docket and index)
5		Search name index and identify companion case(s)	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Fla. R. Civ. P. 1.100(c)(2) (cover sheet required), Fla. R. Jud. Admin. 2.525(d) (related notice in family law required), Fla. Sm. Cl. R. 7.050(c) (must assist with cover sheet)
6		Process and maintain judicial assignments.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.215(b)(4) (chief judge to assign judges to courts and divisions), Fla. R. Jud. Admin. 2.215(b)(6) (chief judge may require attendance of clerks and periodic reports)
7		Create and maintain attorney information and relate to respective cases/parties; review for attorney/judicial conflict assignment	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. Code of Judicial Conduct, Canon 3.E.
8		Process statements of claim - Small Claims	N	N	N	N	N	N	Y	N	N	N	Fla. Sm. Cl. R. 7.050(c) (helping prepare statements of claim)
9		Process posting of motor vehicle repair bonds	N	N	N	N	N	Y	Y	N	N	N	F.S. 559.917(1)(a)
10		Enter data elements into Case Maintenance System required to satisfy reporting requirements established by statute.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 318.18(8)(a) (TCATS - Traffic Citation Accounting Transmission System), F.S. 943.05(2) (OBTS - Offender Based Transaction System), F.S. 943.052 (OBTS - Offender Based Transaction System), F.S. 28.2405 (CCIS - Comprehensive Case Information System), F.S. 790.065(2)(d) (MECOM - Mental Competency Database)
11		Send Lis Pendens to Recording	Y	Y	N	Y	N	Y	Y	Y	Y	N	F.S. 28.222(3)(b) (recording upon payment of fee)
12		Send certified copy of Foreign Judgment to Official Records to be recorded; after recording prepare and send Notice to Judgment Debtor.	N	N	N	N	N	Y	Y	N	SPLIT	N	F.S. 55.503 & F.S. 55.505
13		Create bar codes, labels and jacket for paper documents											Fla. R. Jud. Admin. 2.520(c)(1)(A) & (d)(1) & (7) (exceptions to electronic)
14		Prepare and/or issue initial and subsequent summons and subpoenas	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.241(1)(d) (issue summons), Chapter 49, F.S. (constructive service), Fla. R. Civ. P. 1.070(a) & (b) (issue initial and subsequent summons)
15		Process and issue notice of action	N	N	N	N	N	Y	Y	Y	Y	Y	F.S. 49.08 (issuing), F.S. 49.12 (mailing), and Fla. R. Civ. P. 1.070(e) (mailing)
16		Timestamp, verify, docket, and image subsequently filed paper documents	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.13 (maintain and time stamp), Fla. R. Jud. Admin. 2.520(d) (stamp requirements), 2.525(c)(4)(conversion to image)
17		Verify and docket documents subsequently filed through the ePortal or return to the Portal Correction Queue	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.13 (maintain and time stamp), 28.2205 (implement electronic filing), Fla. R. Jud. Admin. 2.520(a) & (d) (electronic required) (maintain and time stamp), 2.525 (electronic filing)
18		Protect confidential information in court records; publish order determining confidentiality as necessary	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(d)(1) & (2) & (e)(4) (confidential requirements)
19		Process counter/cross claims and 3rd party complaints	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 28.13 (maintain and time stamp), F.S. 28.241(1)(c) (fees for counter claims and cross claims), Fla. R. Civ. P. 1.170 (counter claims and cross claims), Fla. R. Jud. Admin. 2.520(d) (stamp requirements), 2.525(c)(4)(conversion to image), Fla. Sm. Cl. R. 7.040(a)(3) (index)
20		Schedule court event and prepare and provide notices to all parties, parents or guardians, attorneys and/or bondsman	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	F.S. 903.26(1)(b) (notice to surety), F.S. 923.02 (criminal trial notice), Fla. Sm. Cl. R. 7.090(b) (set pretrial)
21		Administer oaths, acknowledgments and affidavits	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.24(13) (fee) F.S. 92.50(1) (authorization)
22		Accept and/or approve civil bonds	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 28.24(19) (fee), F.S. 56.16 (officer having the execution), F.S. 72.01(3) (tax assessment challenges bond approved by court), F.S. 76.12 (attachment bond), F.S. 77.031(3) (garnishment bond by plaintiff), F.S. 77.24 (garnishment bond by garnishee), F.S. 78.065(2)(e) (replevin bond approved by court), F.S. 79.02 (habeas corpus), F.S. 83.12 (distress writ issued by court with bond approved by clerk), F.S. 713.76 (bond for release of lien on property), F.S. 733.402(1) (probate bond approval), F.S. 744.351(1) (guardianship bond approval), Fla. R. Traf. Ct. 6.340(b) (bond for affidavit in lieu of appearance)
23		Maintain small claims trial calendar and docket court minutes	N	N	N	N	N	N	Y	N	N	N	Fla. Sm. Cl. R. 7.040(a)(1) (calendar) & (2) (docket book), but see Fla. Sm. Cl. R. 7.040(b) (no minute book for small claims)
24		Reschedule court dates	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
25		Process statements of claim - Probate	N	N	N	N	N	N	N	Y	N	N	F.S. 733.703 (filing a claim in probate), Fla. Prob. R. 5.490(c) (clerk mailing claims to attorney)
26		Review case activity for appropriate entry of default upon motion	N	N	N	N	N	Y	Y	N	Y	N	Fla. R. Civ. P. 1.500(a) (request) and Fla. R. Civ. P. 1.160 (authority)
27		Prepare and/or process dismissal notices/dockets for lack of prosecution/service	N	N	N	N	N	Y	Y	Y	Y	N	Fla. R. Civ. P. 1.420(c) (court or clerk may serve notice)
28		Prepare small claims summary procedure judgment	N	N	N	N	N	N	Y	N	N	N	Fla. Sm. Cl. R. 7.170(a) (default against defendant for failure to appear)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
29		Prepare and/or process, and issue civil writs (e.g., garnishment, replevin, attachment, distress, execution, etc.)	N	N	N	N	N	Y	Y	N	Y	N	F.S. 76.03 (writ of attachment processed by clerk), F.S. 76.12 (attachment bond approved by clerk), F.S. 77.031(1) (prejudgment garnishment), F.S. 77.041(1) (attaching notice to writ), F.S. 78.068 (replevin), F.S. 83.12 (distress writ issued by court with bond approved by clerk), Fla. R. Civ. P. 1.550 (executions), Fla. R. Civ. P. 1.570 (executions and various writs), Fla. R. Civ. P. 1.580(a) (possession of real property), Fla. R. Jud. Admin. 2.130 (appellate rules apply in trial court when exercising appellate jurisdiction), Fla. R. App. P. 9.100(e) & (f) (mandamus)
30		Process 20 year old unsatisfied writs of executions from Sheriff	N	N	N	N	N	Y	Y	N	N	N	F.S. 56.041(2)
31		Process and implement requirements set forth in administrative orders											
32		Review, accept, process and present appropriate motions and proposed orders for judicial review	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
33		Conform and provide copies	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.516(g) (when clerk is required then) & (h) (transmitted by court or under its direction)
34		Prepare satisfactions of liens/judgments	Y	Y	Y	Y	Y	Y	Y	N	Y	N	F.S. 55.141(2) (execution and recording of satisfactions), F.S. 713.24 (transferring construction lien to security), F.S. 713.76 (bond for release of lien on property), F.S. 713.78(5)(b) & (13)(c)2. (towing and storage liens), F.S. 713.785(4)(b) & (8)(c)2. (mobile home towing and storage liens), F.S. 938.29(3) (satisfaction of legal assistance debt), F.S. 938.30(9) (satisfaction of criminal obligations)
35		Maintain original documents as required by Rule or Statute Link to "approved" list	Y	Y	Y	Y	Y	N	N	Y	N	N	Fla. R. Jud. Admin. 2.430 (retention), Fla. R. Jud. Admin. 2.525(c)(2)(F) (documents required to be maintained in paper form) & (c)(7) (unless clerk is required to maintain as paper), Fla. R. Crim. P. 3.030(c) (judgment or sentence or required by statute to be sworn or notarized), Fla. R. Crim. P. 3.030 (b) (filing with clerk) & (c) (judgment and sentence deposited with clerk), Fla. R. Crim. P. 3.125 (sworn LEO notice to appear), Fla. R. Crim. P. 3.140(g) (information under oath), Fla. R. Crim. P. 3.160 (arraignment waiver of counsel or affidavit of indigence), Fla. R. Crim. P. 3.190(c) (motion to dismiss indictment or information), Fla. R. Crim. P. 3.190(d) (state's traverse), Fla. R. Crim. P. 3.190(i) (motion to perpetuate testimony), Fla. R. Crim. P. 3.240(b)(1) (affidavit for change of venue), Fla. R. Crim. P. 3.575 (motion to interview juror), Fla. R. Crim. P. 3.590 (motions for new trial), Fla. R. Crim. P. 3.692 (petitions to seal and expunge with affidavits and sworn statements), Fla. R. Crim. P. 3.800 (motions regarding sentences), Fla. R. Crim. P. 3.811(d)(3) (affidavit of evidence unavailability for execution stays), Fla. R. Crim. P. 3.840(a) (affidavit for order to show cause for indirect criminal contempt), Fla. R. Crim. P. 3.850(c) (motion to correct sentence to be under oath), Fla. R. Crim. P. 3.851(e) (motion for collateral relief from death sentence need not be under oath but rather certified by the attorney), Fla. R. Crim. P. 3.853(b) (motion for post-conviction DNA testing under oath), Fla. R. Crim. P. 3.984 (form for indigency requires attestation), Fla. R. Crim. P. 3.987(7) (form for post-conviction relief must be under oath), Fla. R. Crim. P. 3.989 (form for seal and expunge must be under oath), Fla. R. Civ. P. - S.V.P. 4.460 (documents required to be maintained in paper form), Fla. R. Civ. P. - S.V.P. 4.460 (post judgment habeas corpus governed by 3.850), Fla. Prob. R. 5.043 (wills and codicils), Fla. Fam. L. R. P. 12.025(b) (termination of parental rights documents exempt from 2.525(c)), AOSC 16-14
36		Provide copies of applicable final judgments to Child Support Depository	N	N	N	N	N	N	N	N	Y	Y	F.S. 61.081(10)(d)1. (minor child w/ alimony not paid through the depository), F.S. 61.131(1)(d)2. (support not immediately deducted), F.S. 61.1301(1)(a) (income deduction order made through depository)
37		Process case transfers to other counties	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	F.S. 28.242 (service charge earned even if wrong venue), Fla. R. Civ. P. 1.060 (transfer authorized), Fla. R. Civ. P. 1.170(j) (demand exceeding jurisdiction and method), Fla. Fam. L. R. P. 12.060 (utilize 1.060)
		Serve examining committee reports via electronic or U.S. mail on petitioner and alleged incapacitated's attorney. Docket certificate of such service.	N	N	N	N	N	N	N	Y	N	N	F.S. 744.331(3)(h)
38		Process guardianship orders for payment of expert examinations/testimony	N	N	N	N	N	N	N	Y	N	N	F.S. 744.368(1) (custodian of guardianship files)
39		Process guardianship orders for payment of examining committee and court appointed attorney	N	N	N	N	N	N	N	Y	N	N	F.S. 744.331(7) (entitlement to fees), F.S. 744.368(1) (custodian of guardianship files)
40		Provide copies of incapacity and appointment of guardian to interested parties	N	N	N	N	N	N	N	Y	N	N	Fla. R. Civ. P. 2.516(g) (when clerk is required then) & (h) (transmitted by court or under its direction)
41		Process professional guardian files, including maintenance of guardianship bonds, continuing education, and fingerprints	N	N	N	N	N	N	N	Y	N	N	F.S. 744.3135 (background check by court, including fingerprints), F.S. 744.3145 (educational requirements), F.S. 744.351 (bonds),
42		Prepare notice to guardians re: Inventory Due and dates for guardianship report	N	N	N	N	N	N	N	Y	N	N	
43		Audit appointed guardians inventory of the ward's assets	N	N	N	N	N	N	N	Y	N	N	F.S. 744.368(3) (audit report)
44		Review guardian's annual plan for the ward's care	N	N	N	N	N	N	N	Y	N	N	F.S. 744.368(1)(a)-(e) (annual plan for the person elements)
45		Audit guardian's annual accounting of the ward's receivables and expenditures; request additional info and issue subpoenas etc.	N	N	N	N	N	N	N	Y	N	N	F.S. 744.368(3) (audit report) F.S. 744.368 (5)(7) (Issue subpoenas)
46		Prepare Clerk Report for annual guardianship report	N	N	N	N	N	N	N	Y	N	N	F.S. 744.368(2) (upon review of report), F.S. 744.368(4) (report not timely filed), F.S. 744.369(1) (court review of clerk's report)
47		Prepare orders regarding guardianship report	N	N	N	N	N	N	N	Y	N	N	
48		Review and prepare guardianship status reports/orders to court	N	N	N	N	N	N	N	Y	N	N	F.S. 744.368(2) (upon review of report), F.S. 744.368(4) (report not timely filed), F.S. 744.369(1) (court review of clerk's report)
49		Process petitions for guardian's fees; alert judge of extraordinary entries and draft proposed order	N	N	N	N	N	N	N	Y	N	N	F.S. 744.108 (guardian's and attorney's fees)
50		Process guardianship petitions for attorney's fees, alert judge of extraordinary entries	N	N	N	N	N	N	N	Y	N	N	F.S. 744.108 (guardian's and attorney's fees), F.S. 744.368 (report review), F.S. 744.444(16) (attorney's fees subject to approval in annual accounting)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
51		Complete checklist upon receipt of closing document	N	N	N	N	N	N	N	Y	N	N	F.S. 744.108 (guardian's and attorney's fees), F.S. 744.368 (report review), F.S. 744.444(16) (attorney's fees subject to approval in annual accounting), F.S. 744.527 (guardianship final report review), Fla. Prob. R. 5.670(c) (final report change of domicile), Fla. Prob. R. 5.680(c) (final report other termination)
52		Process order of discharge to estate and guardianship case	N	N	N	N	N	N	N	Y	N	N	F.S. 733.901 (discharge of PR, probate), F.S. 735.206(2), (3) & (4) (order of summary administration), F.S. 744.531 (order of discharge, guardianship), Fla. Prob. R. 5.400(e) (order of discharge, probate), Fla. Prob. R. 5.680(g) (order of discharge, guardianship)
53		Process order for registry of court deposit/disbursements	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 28.24(10) (fee for receiving money), F.S. 28.33 (investment of and interest on registry money), F.S. 43.18 (withdrawals), F.S. 43.19 (unclaimed funds paid to court), F.S. 45.031 (funds from judicial sales), F.S. 45.032 (funds from judicial sales), F.S. 45.035 (clerk's fees from judicial sales), F.S. 56.27(2)(b) (surplus from execution sale), F.S. 69.041 (DoR right to participate in mortgage foreclosure proceeds), F.S. 72.011(3) (tax assessment challenges), F.S. 73.111 (deposit upon eminent domain judgment), F.S. 74.051(4) (deposit and investment upon eminent domain pre-take order), F.S. 77.082 (garnishee deposit after no reply), F.S. 79.02 (habeas corpus), F.S. 83.232 (tenant rent), F.S. 83.56(5)(a)(2) (tenant rent), F.S. 83.60(2) (tenant rent), F.S. 83.61 (disbursement of tenant rent), F.S. 85.031(2) (sale of repair materials), F.S. 116.21 (disposition of unclaimed funds), F.S. 173.07 (tender to defend against tax foreclosure), F.S. 173.11 (surplus of tax foreclosure sale), F.S. 440.09(4)(c) (worker's comp benefits on appeal), F.S. 475.709(5) (commercial real estate commission), F.S. 475.711(2) (commercial real estate commission), F.S. 520.07(10)(b) (motor vehicle contract dispute), F.S. 559.917(1)(a) (cash posted for motor vehicle repair dispute), F.S. 697.07(4) (deposit of assigned rents during foreclosure), F.S. 713.11 (sale proceeds from sale of real property improvement), F.S. 713.24(1) (claim of lien transferred to security), F.S. 713(5)(b) (owner challenging vehicle or vessel towing charges), F.S. 716.02 (escheats to state), F.S. 718.117(17)(b) (interpleader of proceeds upon condominium termination), F.S. 718.401(1)(d)1. (condominium leasehold rent challenge), F.S. 719.401(1)(d)1. (cooperative leasehold rent challenge), F.S. 744.534(2)(a) (termination of guardianship), F.S. 775.089(11)(a) (court ordered restitution collection and disbursement), F.S. 775.089(12)(b)4.c. (income deduction order restitution collection and disbursement),
54		Process judicial sale orders, to include service to all parties	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.031(1)(a) (court may order sale by clerk) and (c) (copies judgment to be furnished by clerk)
55		Process cancellations and resets of judicial sales	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.031 (2) (publication of sale and enlargement of time)
56		Calendar, monitor, and perform judicial sales (electronic or courthouse steps)	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.031 (3) (conduct of sale and service charge for making sale)
57		Compute and collect good faith deposit and remainder bid amount on judicial sales	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.031 (3) (5% deposit)
58		Prepare and/or process, and serve certificate of sale or no sale	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.031 (4) (certificate of sale)
59		Compute and collect documentary stamps, and/or prepare Certificate of Title, and send to be recorded in Official Records	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.031 (5) (certificate of title), F.S. 201.02 (doc stamps)
60		Disburse proceeds, determine amount of surplus funds and appoint trustee from qualified list.	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.031 (7)(a) (disburse proceeds, certificate of disbursements and determination of surplus), F.S. 45.032 (3)(c) (appointment of trustee),
		Terminate appointment if surplus funds remain unclaimed after statutory period and process as unclaimed property.	N	N	N	N	N	Y	Y	N	N	N	F.S. 45.032 (4) (termination of trustee),
61		Process drivers license suspensions for statutory reasons	Y	Y	Y	Y	Y	N	N	N	N	N	318.15 (1)(a) (suspension for failing to comply), F.S. 322.245(3) (failure to comply with court directives) & (5)(a) (notice from clerk failure to pay financial obligation), Fla. R. Traf. Ct. 6.590 (failure to complete school)
62		Prepare and process drivers license clearances and/or reinstatements	Y	Y	N	Y	Y	N	N	N	Y	N	F.S. 318.15(2), F.S. 322.245(4), F.S.322.29(2)
63		Add Victim/Witness names and addresses, as appropriate, in local Case Maintenance System	Y	Y	Y	Y	Y	N	N	N	N	N	F.S. 316.066(1)(b)4. (witnesses on long form) & (c)4. (witnesses on short form), Fla. R. Civ. P. 1.410(a) (subpoena may be issued by clerk or attorney), Fla. R. Civ. P. 1.410(b)(2) (subpoena shall be issued by clerk upon request of attorney or party), Fla. R. Crim. P. 3.361(a) (subpoena may be issued by clerk or attorney), Fla. R. Crim. P. 3.361(b)(2) (subpoena shall be issued by clerk upon request of attorney or party), Fla. R. Traf. Ct. 6.150(a) (civil and criminal procedure for attendance of witnesses govern traffic cases)
64		Process, docket and image Affidavit for Statutory Election; review for eligibility and grant or deny	Y	Y	N	Y	Y	N	N	N	N	N	F.S. 318.14(10) and F.S. 322.34(11)
65		Determine eligibility for clerk's dismissal of certain traffic infractions	Y	Y	N	Y	Y	N	N	N	N	N	F.S. 318.18(2)(b)1., 2., and 3. (valid registration, valid DL, and valid security)
66		Determine eligibility for clerk's dismissal of certain medical marijuana infractions	Y	Y	Y	N	N	N	N	N	N	N	F.S. 381.986(12)(e)2. (medical marijuana use registry ID card)
67		Accept and track posted bond (Surety, Property, ROR or Cash)	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.105 (cash appearance), F.S. 903.16 (cash or bonds, appearance), F.S. 903.17 (money or bonds for other bail), F.S. 903.18 (surety for money or bonds), F.S. 903.21 (exoneration on surrender), F.S. 903.26 (notices and forfeiture process, including automatic clerk discharge), F.S. 903.27 (judgment process), F.S. 903.28 (remission process, clerk as party), F.S. 903.286 (return of cash bond), F.S. 903.31 (bond cancellation)
68		Retrieve, docket and image defendant motor vehicle history from DHSMV	Y	Y	Y	Y	Y	N	N	N	N	N	F.S. 119.0712(2)(b) (confidential information covered by MOU)
69		Prepare, issue, sign and seal capias for all State Attorney initiated cases; Certify and distribute copies for sheriff's service.	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 932.48 (docket information and issue capias)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
70		Process original/amended charging documents filed by State Attorney	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 932.48 (docket information and issue capias)
71		Process Affidavit of Defense or Admission and Waiver of Appearance for hearings	N	Y	N	N	Y	N	N	N	N	N	Fla. R. Traf. Ct. 6.340(a) (affidavit in lieu of appearance)
72		Process/Post bond in lieu of appearance - (Civil traffic hearings only)	N	N	N	N	Y	N	N	N	N	N	Fla. R. Traf. Ct. 6.340(b) (bond for affidavit in lieu of appearance)
73		Process Order to Set, Modify or Reduce Bond; Add/Update bond data	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.03 (setting bail), F.S. 903.035(2) (hearing for modification), F.S. 903.047(2) (condition modification), F.S. 903.0471 (revocation)
74		Process, docket and image Affidavit Electing Traffic School and completion certificate	Y	Y	N	Y	Y	N	N	N	N	N	F.S. 28.24(8) (writing any paper), F.S. 318.14(9) (traffic school election), Fla. R. Traf. Ct. 6.340(a) (traffic school election), Fla. R. Traf. Ct. 6.360(b) (enlargement of time)
75		Withdraw warrants remaining unserved after applicable timeframe	N	Y	N	Y	N	N	N	N	N	N	F.S. 28.32 (destruction of instrument executed to secure performance or non-performance of act after 20 years), F.S. 775.15 (statute of limitations on crimes)
76		Maintain on site, as space allows, non-identitary paper documents which require retention, or send to records storage facility for safekeeping	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.430 (retention), Fla. R. Jud. Admin. 2.525(c)(2)(F) (documents required to be maintained in paper form) & (c)(7) (unless clerk is required to maintain as paper), Fla. R. Crim. P. 3.030(c) (judgment or sentence or required by statute to be sworn or notarized), Fla. R. Crim. P. 3.030 (b) (filing with clerk) & (c) (judgment and sentence deposited with clerk), Fla. R. Crim. P. 3.125 (sworn LEO notice to appear), Fla. R. Crim. P. 3.140(g) (information under oath), Fla. R. Crim. P. 3.160 (arraignment waiver of counsel or affidavit of indigence), Fla. R. Crim. P. 3.190(c) (motion to dismiss indictment or information), Fla. R. Crim. P. 3.190(d) (state's traverse), Fla. R. Crim. P. 3.190(i) (motion to perpetuate testimony), Fla. R. Crim. P. 3.240(b)(1) (affidavit for change of venue), Fla. R. Crim. P. 3.575 (motion to interview juror), Fla. R. Crim. P. 3.590 (motions for new trial), Fla. R. Crim. P. 3.692 (petitions to seal and expunge with affidavits and sworn statements), Fla. R. Crim. P. 3.800 (motions regarding sentences), Fla. R. Crim. P. 3.811(d)(3) (affidavit of evidence unavailability for execution stays), Fla. R. Crim. P. 3.840(a) (affidavit for order to show cause for indirect criminal contempt), Fla. R. Crim. P. 3.850(c) (motion to correct sentence to be under oath), Fla. R. Crim. P. 3.851(e) (motion for collateral relief from death sentence need not be under oath) but rather certified by the attorney), Fla. R. Crim. P. 3.853(b) (motion for post-conviction DNA testing under oath), Fla. R. Crim. P. 3.984 (form for indigency requires attestation), Fla. R. Crim. P. 3.987(7) (form for post-conviction relief must be under oath), Fla. R. Crim. P. 3.989 (form for seal and expunge must be under oath), Fla. R. Civ. P. - S.V.P. 4.460 (documents required to be maintained in paper form), Fla. R. Civ. P. - S.V.P. 4.460 (post judgment habeas corpus governed by 3.850), Fla. Prob. R. 5.043 (wills and codicils), Fla. Fam. L. R. P. 12.025(b) (termination of parental rights documents exempt from 2.525(c)), AOSC 16-14
77		Monitor data integrity and quality of business process results for precision and timeliness; implement corrective action as needed.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
78		Process case/charge dispositions/closures	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.516(h) (transmitted by court or under its direction)
79		Send final orders, dismissals, and Public Defender Liens to Recording	Y	Y	N	Y	N	Y	Y	Y	Y	N	F.S. 28.222(3)(b) (recording upon payment of fee)
		Criminal Data - SB 1392											
		Effective 7/1/2018											
80		Data collection and reporting effective 1/1/2019											F.S. 900.05(3)
81		Reprogram the CMS to store 60 +/- data elements for each criminal case											F.S. 900.05(3)
82		Collect, bi-weekly, 60 +/- data elements for each criminal case											F.S. 900.05(3)
83		Report to FDLE, monthly, 60 +/- data elements for each criminal case											F.S. 900.05(3)
84		Aid in the creation of a misdemeanor prearrest diversion program											F.S. 901.41(3)(a)
85		Create a database separate from the court record in which to store the personal identifying information of prearrest diversion program participants											F.S. 901.41(3)(b)
86		Receive, electronically, from the "program operator" personal identifying information of prearrest diversion program participants											F.S. 901.41(3)(b)
87		Maintain as confidential the personal identifying information of prearrest diversion program participants											F.S. 901.41(3)(b)
88		Maintain the personal identifying information of prearrest diversion program participants in a statewide database											F.S. 901.41(3)(b)
89		Collect and deposit any fee received for the receipt and maintenance of the personal identifying information into the fine and forfeiture fund established under Section 142.01											F.S. 901.41(3)(b)
90		Pay for the receipt and maintenance of the personal identifying information out of the fine and forfeiture fund established under Section 142.01											F.S. 901.41(3)(b)
91		Effective 7/1/2018											F.S. 921.0024(6)
92		Digitize and transmit scoresheets to DOC at least monthly											F.S. 921.0024(7)
93		Digitize and transmit scoresheets and uniform judgments and sentences to DOC											F.S. 921.0024(7)
94		Effective 7/1/2018											F.S. 943.687(1)
95		Capture and use the "unique identifier" of a defendant for that defendants court case(s)											F.S. 985.12(2)(a)
96		Effective 7/1/2018											F.S. 985.12(2)(a)
97		Aid in the creation of a juvenile circuit misdemeanor civil citation or prearrest diversion program											F.S. 985.12(2)(b)5.
98		Collect the clerk's portion of any program fee received											F.S. 985.12(2)(b)5.
		Possession of Real Property - HB 631											

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
95	Effective 7/1/2018	Mail, by first class mail, copies of summons and complaint to defendant's residence and business address as provided by plaintiff											F.S. 82.05(2)
96		Note the mailing of the summons and complaint in the docket											F.S. 82.05(2)
97		Create a certificate of the fact and date of mailing the summons and complaint											F.S. 82.05(2)
98		File the certificate of mailing in the court file											F.S. 82.05(2)
	Guardianship - HB 1187												
99	Effective 7/1/2018	Audit guardianship reports											F.S. 744.368(5)
100		Advise the court of audit results											F.S. 744.368(5)
101		Disclose confidential information to DCF or law enforcement											F.S. 744.3701(4)
102		Receive information regarding Section 744.368 investigations											F.S. 744.444(17)
103		Maintain the confidentiality of information regarding Section 744.368 investigations											F.S. 744.444(17)
	RPO's (Gun Bill) SB 7026												
104	Effective 3/9/2018	Receive petitions for RPOs from law enforcement agency or officer											F.S. 790.401(3)(a)
105		Forward petition to court or make court aware of petition											F.S. 790.401(3)(a)
106		Receive copy of notice of hearing from court											F.S. 790.401(3)(a)
107		Forward, on or before the next business day, a copy of Notice of Hearing and Petition to Sheriff or other law enforcement agency for service on respondent											F.S. 790.401(3)(a)1.
108		Attend all hearings on RPO's (necessary to certify and deliver copies at hearing)											F.S. 790.401(5)(b)
109		Furnish a copy of the notice of hearing, the petition, and temporary ex parte RPO or RPO to the sheriff of the county where the respondent resides or can be found											F.S. 790.401(5)(a)
110		Furnish a physical description and location of the respondent to the sheriff of the county where the respondent resides or can be found											F.S. 790.401(5)(a)
111		Transmit to the sheriff, at the sheriff's request, a facsimile copy of a temporary ex parte RPO or RPO which has been certified											F.S. 790.401(5)(a)
112		Certify copies of all orders issued											F.S. 790.401(5)(b)
113		Deliver certified copies to all parties at the time of the entry of the order											F.S. 790.401(5)(b)
114		Obtain signatures on the original order from all parties acknowledging the receipt of the certified copies											F.S. 790.401(5)(b)
115		Note on the original order that "service was effected" if a party fails or refuses to acknowledge receipt of a certified copy of an order											F.S. 790.401(5)(b)
116		Mail, to the last known address, certified copies of the order to any party to whom delivery of a certified copy at the hearing on the order was not possible											F.S. 790.401(5)(b)
117		Prepare and file a written certification of all service under F.S. 790.401(5)(b) specifying the time, date, and method of service											F.S. 790.401(5)(b)
118		Notify the sheriff of all service pursuant to F.S. 790.401(5)(b)											F.S. 790.401(5)(b)
119		Receive requests to vacate from respondents											F.S. 790.401(6)(a)1.
120		Forward requests to vacate to court or make court aware of requests to vacate											F.S. 790.401(6)(a)1.
121		Receive copy of notice of hearing from court											F.S. 790.401(6)(a)1.
122		Serve a copy of the notice of hearing and the request to vacate on the petitioner											F.S. 790.401(6)(a)1.
123		Notify the law enforcement agency holding surrendered items of any order to vacating the RPO											F.S. 790.401(6)(a)4.
124		Notify petitioner at least 30 days in advance of the impending end of the RPO											F.S. 790.401(6)(b)
125		Receive motions from petitioners to extend RPO's											F.S. 790.401(6)(c)1.
126		Forward motions to extend RPO's to court or make court aware of such motions											F.S. 790.401(6)(c)1.
127		Receive copy of order setting hearing											F.S. 790.401(6)(c)1.
128		Serve a copy of the order setting hearing and the motion to extend on the respondent or furnish a copy of the order setting hearing and the motion for extension to the sheriff of the county where the respondent resides or can be found											F.S. 790.401(6)(c)1.b.
129		Issue warrants for items not surrendered under an RPO											F.S. 790.401(7)(b)
130		Receive the original receipt for items surrendered under an RPO											F.S. 790.401(7)(c)
131		Receive sworn statements of non-compliance with RPO surrender orders											F.S. 790.401(7)(d)
132		Forward sworn statements of non-compliance to court or make court aware of same											F.S. 790.401(7)(d)
133		Issue warrants in response to court findings of probable cause of non-compliance with RPO's											F.S. 790.401(7)(d)
134		Provide confirmation to law enforcement of vacation or expiration of RPO's											F.S. 790.401(8)(a)
135		Enter, within 24 hours, any RPO or temporary ex parte RPO into "the uniform case reporting system"											F.S. 790.401(10)(a)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
136		Forward, within 24 hours, a copy of any RPO or temporary ex parte RPO to the appropriate law enforcement agency specified in the RPO											F.S. 790.401(10)(b)
137		Forward, within 3 business days, all available identifying information of the respondent to any RPO along with the date of issuance of the RPO or temporary ex parte RPO to the Department of Agriculture and Consumer Services											F.S. 790.401(10)(c)
138		Forward, on the day of any order to vacate any RPO, a copy of the order vacating the RPO or temporary ex parte RPO to the Department of Agriculture and Consumer Services and the appropriate law enforcement agency specify in the order to vacate											F.S. 790.401(10)(d)
139		Receive from OSCA the master copy of the RPO petition and order forms, instructions, and informational brochures											F.S. 790.401(14)(c)
140		Within 90 days after receiving from OSCA the master copy of the RPO petition and order forms, instructions, and informational brochures, make same available											F.S. 790.401(14)(d)
141		Notify the appropriate district school superintendent of the name and address of any student the court refers to mental health services											F.S. 1006.08(2)
	Create and maintain child support/alimony depository record												F.S. 61.181
142		Input and maintain personal and financial information into state-wide depository system, including amount of support due, schedule of payments ordered, payments received; maintain account balances	N	N	N	N	N	N	N	N	Y	N	F.S. 61.181(3)(a), F.S. 61.1826
143		Update system with supplemental orders/judgments, adjust balances as ordered	N	N	N	N	N	N	N	N	Y	N	F.S. 61.181(3)(a)6, F.S. 61.1826
144		Perform balance adjustments relative to financial intercepts relative to workers compensation, lottery proceeds, unemployment benefits, etc.	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
145		Track emancipation of dependents and adjust obligation accordingly	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
146		Receipt Payments, (purge, over counter, lockbox) and reconcile daily balances	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
147		Respond to customers inquiries regarding payments, balances, and enforcement options	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
148		Process request for driver license suspension for non-payment of support, including preparation of notice of delinquency, processing motion to contest, and sending suspension notice to DHSMV if applicable.	N	N	N	N	N	N	N	N	Y	N	F.S. 61.13016 (notice of intent to suspend, etc.), F.S. 61.14(6)(a)1, F.S. 322.058
149		Track unpaid balance of any arrearage due, prepare applicable Notice of Delinquency, process Motion to Contest Delinquency, and prepare applicable Final Judgment of Delinquency; send to Official Records for recording.	N	N	N	N	N	N	N	N	Y	N	F.S. 61.14(6)(a) & (b)
150		Provide payoff statement as requested; Prepare and send Satisfaction of Judgment to Official Records for recording upon full payment	N	N	N	N	N	N	N	N	Y	N	F.S. 61.14(6)(f)1, F.S. 61.14(6)(f)2
151		Prepare Income Deduction Orders upon request	N	N	N	N	N	N	N	N	N	N	F.S. 61.1301 (income deduction orders, no clerk preparation mentioned)
152		Perform audits on depository accounts	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
153		Process arrest orders for non-payment of support; Prepare Writ of Bodily Attachment; coordinate hearings within 24 hours of arrest	N	N	N	N	N	N	N	N	N	N	F.S. 61.11(2)(b)
154		Reconcile and prepare reports	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
155		Prepare Title IV-D invoice and submit to DOR monthly	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
156		Prepare and participate with annual audit (IV-D, DOR)	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
157		Evaluate and prepare Indirect Cost Calculation	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
158		Establish, maintain, and monitor Random Moment Sampling for federal reimbursement IV-D cost allocation	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
	Determine indigent status												F.S. 27.52, F.S. 57.082, and F.S. 57.085
159		Provide and review application for determination of indigency; document indigent status in case maintenance system	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	F.S. 27.52, F.S. 57.082, and F.S. 57.085
160		Assess and waive filing fees, if indigent, for tracking purposes; establish payment plan for costs, etc.	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 27.52, F.S. 57.081, F.S. 57.082, and F.S. 57.085
161		Time stamp Application for Criminal Indigent Status to Appoint Public Defender and verify for completeness.	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 27.52
162		Review state motor vehicle title records and property records in the county of residence to determine disqualifying factors for assignment of Public Defender	N	N	N	N	N	N	N	N	N	N	F.S. 27.52(2)(a)2.
163		Review and complete the Clerk's Determination Certification as indigent or not indigent; Notify public defender of the assignment if applicable and assess mandatory Public Defender application fee.	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 27.52(1)(b) (fee), F.S. 27.52(2)(c)1. (determination)
	Prepare for and attend court												F.S. 28.212; 34.031
164		Create and update court calendar, obtain and prepare case files including companion/related cases	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 43.26(2)(d) (Chief Judge may require may require attendance of clerks, but see , Morse v. Moxley , 691 So.2d 504 (Fla. 5th DCA 1997) for limitation of this power)
165		Prepare and/or distribute court docket	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	F.S. 28.211 (preparation of progress docket)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
166		Provide copies of all court calendars to Judges, State Attorney, Public Defender, Private Attorneys, Booking, Department of Juvenile Justice, Department of Children/Families, State Probation, County Probation and Bailiffs	Y	Y	Y	Y	Y	N	N	N	N	Y	F.S. 903.26(1)(b) (notice to surety), F.S. 923.02 (sounding of the docket and clerk sending notice in criminal cases)
167		Prepare lists for prisoner transfers from jail	Y	Y	Y	Y	N	N	N	N	N	N	
168		Attend court sessions, hearings and trials	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 43.26(2)(d) (chief judge may require may require attendance of clerks, but see , Morse v. Moxley , 691 So.2d 504 (Fla. 5th DCA 1997) for limitation of this power)
169		Accept, secure and file recording of non-criminal traffic hearing made by party	N	N	N	N	Y	N	N	N	N	N	Fla. R. Traf. Ct. 6.460(b) (clerk shall secure and file hearing recording upon immediate delivery by party)
170		Review Written Pleas of Not Guilty and Waiver of Arraignment and continue case to next applicable court event, reading of the charges	Y	Y	N	Y	Y	N	N	N	N	N	Fla. R. Crim. P. 3.160(a) (waiver by attorney and cancellation of arraignment)
171		Prepare form and process oral motions/orders to determine confidentiality	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(h)(3) (hold as confidential until written order)
172		Administer oaths	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 34.13(6) (oath for municipal ordinance violations), F.S. 90.605 (1) (witness required to take oath), F.S. 92.50(1) (clerk allowed to administer oath)
173		Process hearing continuances/resets	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Fla. R. Civ. P. 1.460 (motion for continuance), Fla. R. Crim. P. 3.190(f) (motion for continuance)
174		Create next court event for all continuances; Provide notice to defendant, parent or guardian, attorney of record and bondsman (if applicable)	Y	Y	Y	Y	Y	N	Y	N	N	Y	F.S. 903.26(1)(b) (notice to surety), F.S. 923.02 (sounding of the docket and clerk sending notice in criminal cases)
175		Empanel jury	Y	Y	N	Y	N	Y	Y	Y	N	N	F.S. 40.001 (chief judge may assign additional duties), F.S. 92.50(1) (oaths may be administered by clerk), Standard Jury Instructions - Civil Cases 101.1 & 101.2
176		Swear/poll jury	Y	Y	N	Y	N	Y	Y	Y	N	N	Fla. R. Crim. P. 3.440 (clerk reads verdict to jurors looking for any disagreement), Fla. R. Crim. P. 3.450 (on motion the court shall cause the jurors to be polled)
177		Accept, label, log and maintain chain of custody of exhibits/evidence	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
178		Read verdict	Y	Y	N	Y	N	Y	Y	Y	N	N	Fla. R. Crim. P. 3.440 (clerk reads verdict to jurors looking for any disagreement)
179		Prepare and/or process final judgment/orders	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.29 (recording civil final judgments)
180		Deliver evidence to vault for storage	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.213 and Fla. R. Civ. P. 1.450(b)
181		Prepare and process (out of county) judge reassignment case - (Due to judicial absence, disqualification or recusal reason)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.260(g) (clerk duties on change of venue)
182		Prepare and docket court minutes	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.212 (clerk may keep minutes)
183		Complete, Process and Distribute court minutes/case dispositions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.212 (clerk may keep minutes)
	Process case after court decision												F.S. 28.211 and 28.29
184		Prepare final judgment/orders for injunctions for protection and child pick up	N	N	N	N	N	N	N	N	Y	Y	F.S. 741.30(8) (clerk to furnish forms, includes a myriad of other duties for domestic violence cases), F.S. 784.0485(2)(c) (provide simplified forms and brochures and copies of the order of injunction in stalking cases)
185		Prepare service packet for injunctions for protection/child pick up orders and forward to law enforcement for service	N	N	N	N	N	N	N	N	Y	Y	F.S. 741.30(8) (clerk to furnish forms, includes a myriad of other duties for domestic violence cases, including forwarding orders to law enforcement), F.S. 784.0485(2)(c) (provide simplified forms and brochures and copies of the order of injunction in stalking cases)
186		Publish Grand Jury indictment	Y	Y	N	Y	N	N	N	N	N	N	Fla. R. Crim. P. 3.140(l) (indictment in custody of clerk) & (m) (clerk to release to defendant)
187		Process Deferred Prosecution Agreement; Dispose court event; Dispose case in local Case Maintenance System; Provide copies to defendant, attorney of record, booking (if incarcerated) and bondman (if applicable)	Y	Y	Y	Y	N	N	N	N	N	N	
188		Process restitution order; Add restitution assessment, if applicable	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 960.001(1)(j) (clerk to make enforcement info available if restitution converted to civil lien or judgment), F.S. 985.437(3) (clerk the receiving and dispensing agent for juvenile restitution), Fla. R. Crim. P. 3.986 (judgment and sentence contains provision for payment to clerk)
189		Prepare, process and distribute bond forfeiture notices and documents	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.26(2)(a)
190		Process court ordered DL suspensions	Y	Y	Y	Y	Y	N	N	N	N	N	318.15 (1)(a) (suspension for failing to comply), F.S. 322.245(3) (failure to comply with court directives) & (5)(a) (notice from clerk failure to pay financial obligation), F.S. 832.09(2) (clerk to notify DHSMV of worthless check suspension), Fla. R. Traf. Ct. 6.590 (failure to complete school)
191		Prepare, process and distribute court ordered Failure to Appear Capias and Order to Take into Custody; prepare and process withdrawal as appropriate	Y	Y	Y	Y	N	N	N	N	Y	N	F.S. 938.30(2) (failure to appear at hearing for criminal financial obligations), Fla. R. Crim. P. 3.131(j) (clerk to issue capias on indictment or information) & (k) (clerk to issue capias on summons), Fla. R. Crim. P. 3.730 (clerk to issue capias to bring defendant before court)
192		Prepare and certify Judgments Assessing Costs, and send for recording in Official Records	Y	Y	Y	Y	Y	N	N	N	N	N	F.S. 938.27(1) (costs to be included in every judgment) & (6) (clerk to collect and disburse costs), F.S. 938.29(2)(b) (legal assistance costs), F.S. 939.185(1)(a) (county additional costs)
193		Prepare and e-Serve clearance forms to DHSMV at Court Assist regarding financial obligation payoffs not filed on UTC	Y	Y	N	Y	Y	N	N	N	N	N	F.S. 322.245(5)(b) (clerk to provide affidavit of satisfaction) (no e-serve or court assist required)
194		Process disposition orders/court minutes; Serve parties with copies	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
195		Prepare and send Satisfaction of Judgment for recording upon full payment.	Y	Y	Y	Y	Y	N	N	N	Y	N	F.S. 55.141(1) (payment to the registry) & (2) (clerk to execute and record satisfaction)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
196		Provide, process and distribute applicable forms (e.g. Dispositions, PD Applications, Plea Forms, Notice of Fines and Costs)	Y	Y	Y	Y	Y	N	N	N	N	N	F.S. 27.52(1) (PD form created by CCOC and approved by Supreme Court)
197		Process and respond to bond remission motions	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.28(1)-(6) (remission motions), F.S. 903.28(10) (clerk may hire attorney for remission process), F.S. 903.28(10) (clerk is real party in interest)
198		Process bond remission orders to finance	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.28(1)-(6) (remission motions and orders)
199		Prepare, record, process and disburse certified copies of Financial Obligations Converted to Judgment Lien, Disposition Orders and Department of Corrections Judgment and Sentencing Commitment Packets; Add sentence data in local Case Maintenance System	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 938.30(9) (clerk to enforce supplemental criminal obligations), Fla. R. Crim. P. 3.670 (clerk to serve within 15 days, or hand deliver in court, a copy of judgment and sentence)
200		Prepare, docket, image and provide booking with Jail/DOC/DJJ Commitment Orders	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 944.17(4) (clerks to use DOC commitment form to issue commitments), F.S. 985.442(2) (DJJ commitment documents), Fla. R. Crim. P. 3.810 (commitment to have certified copy of sentence, and a return to court)
201		Prepare, docket, image and process court ordered Vehicle Impound/Immobilization Notice for DU's; Check DHSMV for lien holder data on vehicles owned by defendant; Provide copy of form to defendant, Probation Officer, Attorney of Record and lien holder (if applicable)	Y	Y	N	Y	N	N	N	N	N	N	F.S. 316.193 (6)(d) (clerk to provide notice)
202		Apply and track all statutory financial assessments; enter minimum mandatory court assessment if not ordered by Court; Notify defendant, Probation (if necessary) and attorney of record of all assessment adjustments.	Y	Y	Y	Y	Y	N	N	N	N	N	F.S. 28.2457(1)(a) (mandatory assessments shall be imposed)
203		Process Order Adjudicating Defendant; Provide certified copies of the Order, Arrest Report, Information and Psychological Evaluations to the Forensic Program Coordinator(s), State Attorney, Attorney of Record, and the local Sheriff's Office; add or update data in FDLE MECOM	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 790.065(2)(a)4.c.(i) (clerk to report to FDLE within 1 month) & (l) (clerk to report to FDLE within 24 hours), Fla. R. Crim. P. 3.670 (clerk to serve within 15 days, or hand deliver in court, a copy of judgment and sentence)
204		Add evidence data in local Case Maintenance System; Prepare evidence for storage and transfer to custody of Evidence Management Dept.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
205		Monitor Community Service Hours	N	Y	N	Y	Y	N	N	N	N	N	F.S. 28.246(1)(d) (clerk to report to CCOC and Legislature money converted to community service), F.S. 318.18(5)(b)3.a. (clerk notified of community service hours) & b. (clerk to certify completion to court), F.S. 1003.29 (clerk to notify school of anything involving school, including community service hours)
206		Prepare and/or review check requests for financial processing	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
207		Review and apply cash bonds to all unpaid court fees, court costs, and criminal penalties or prepare check request to return deposit	Y	Y	N	Y	Y	N	N	N	N	N	F.S. 903.286
208		Link civil contraband forfeiture and criminal case to apply contraband surplus	Y	Y	N	Y	N	Y	N	N	N	N	F.S. 895.09 (RICO forfeitures)
209		Send final orders and dismissals to Recording	Y	Y	N	Y	N	Y	Y	Y	Y	N	F.S. 28.222(3)(b) (recording upon payment of fee)
210	Process Reopened Cases	Receive reopening petition/motion and update status in case maintenance system	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.241
211		Review case for type of reopen and time frame to determine assessment of fee and assess as appropriate	N	N	N	N	N	Y	Y	Y	Y	Y	F.S. 28.241 (reopen fees and exemptions), Fla. R. Civ. P. 1.540 (relief from orders)
212		Prepare, docket, image and e-File Modification/Probation Orders and Subsequent Commitment documents (including verification form with DOC)	Y	Y	N	Y	N	N	N	N	N	N	AOSC14-18
213		Process request for traffic hearing up to 180 days post disposition (including those filed as counts within criminal case)	Y	Y	N	Y	Y	N	N	N	N	N	F.S. 318.14(7)(a) (certification to DHSMV 10 days after disposition) & (b) (if certification more than 180 days after final hearing or payment DHSMV may modify suspension), F.S. 318.15(1)(c) (may request a hearing up to 180 days regardless of court or DHSMV suspension), Fla. R. Traf. Ct. 6.325 (speedy trial)
214		Reinstitute case processing activities/tasks as applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.241 (reopen fees and exemptions), Fla. R. Civ. P. 1.540 (relief from orders)
215	Seal/Expunge	Provide forms and ministerial support for Sealing and/or Expunging Cases; Ensure all court ordered assessments relative to case are paid in full.	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 943.0585 (court ordered expunction, with clerk to provide copies, not assistance), F.S. 943.059 (court ordered sealing, with clerk to provide copies, not assistance), Fla. R. Crim. P. 3.692(e) (clerk's duties, which do not include forms and assistance), Fla. R. Crim. P. 3.969 (the forms, with no mention of clerk assistance)
216		Process Petition to Seal/Expunge, Affidavit, Certificate of Eligibility and Order to Seal/Expunge; Cashier mandatory service fee	Y	Y	Y	Y	N	N	N	Y	Y	Y	F.S. 28.24(25) (fee for sealing or expunging court file), Fla. R. Jud. Admin. 3.692 (processing and clerk's duties), Fla. Fam. L. R. P. 12.280(e) (Request to seal family cases), Fla. Fam. L. R. P. 12.400 (Request to seal family cases)
217		Remove or seal case and images upon receipt of Order to Expunge/Seal; Provide certified copies to all parties listed in the Order or by Rule	Y	Y	Y	Y	N	N	N	Y	Y	Y	F.S. 943.0585(3)(b) (certified copies of order to expunge to agencies), F.S. 943.059(3)(b) (certified copies of order to seal to agencies), Fla. R. Jud. Admin. 2.420(e)(g) (procedure for confidentiality of various cases), Fla. R. Crim. P. 3.692 (processing and clerk's duties)
	Prepare Record for Appealed Cases												F.S. 28.241 and Fla. R. App. P. 9.200(d)
218		File and time stamp Notice of Appeal, send to be recorded if applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.040(g)(original petition see 9.100(f), filing fee see 9.130(b))
219		Provide certified copy of Notice of Appeal and Notice of Appeal Transmittal Form to DCA or Supreme Court (Circuit Court to DCA or Circuit Court to Supreme Court)	Y	N	Y	N	N	Y	N	Y	Y	Y	Fla. R. App. P. 9.040(g)
220		Provide a certified copy of Notice of Appeal to Circuit Court (County Court to Circuit), and, if applicable, the petition in 9.030(c)(2) and (3) cases	N	Y	N	Y	Y	N	Y	N	N	N	Fla. R. App. P. 9.040(g) (notice of appeal), Fla. R. App. P. 9.100(f) (petition)

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			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
221		Determine and ensure compliance with timelines	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.110(e) (final order appeals record time), Fla. R. App. P. 9.140(f) (criminal appeals record time), Fla. R. App. P. 9.141(b)(2)(A) (post-conviction immediate record time), Fla. R. App. P. 9.142(a)(1)(A) (death penalty record time by chief judge), Fla. R. App. P. 9.142(d)(2)(C) (3.851(i) cases), Fla. R. App. P. 9.146(g) (juvenile dependency), Fla. R. App. P. 9.147(c) (parental notice), Fla. R. App. P. 9.160(g) (county court decisions), Fla. R. App. P. 9.170(c) (probate and guardianship cases)
222		File, process, and comply with documents/orders filed from the appellate courts	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.040(a) (appellate courts have jurisdiction as necessary for a complete determination of cause), Fla. R. App. P. 9.600(a) (jurisdiction of appellate court and lower tribunal)
223		Select and number documents, prepare index, prepare cost estimate, collect deposit (unless determined indigent)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.24(2) (service charge), Fla. R. App. P. 9.200(d)
224		Prepare record on appeal, redact, and transmit index and record to appellate court	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.100(i) (no record in original proceedings unless ordered by the court), Fla. R. App. P. 9.141(b)(2)(A) & (B) (post-conviction record and index), Fla. R. App. P. 9.142(a)(1)(B) (death penalty record), Fla. R. App. P. 9.130(d) (no record in non-final order cases unless ordered by the court), Fla. R. App. P. 9.200
225		Compile a redacted trial transcript and/or an unredacted trial transcript into a single PDF file that is text searchable and paginated to correspond with the master trial index pursuant to Appellant Court AO	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.200(d)
226		Prepare supplemental records	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.200(f)
227		Review case filings for exempt or confidential data and ensure all images are scanned accurately; Update confidential docket descriptions (if necessary)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(d), Fla. R. Jud. Admin. 2.525(c)(4), Fla. R. App. P. 9.200(d)
228		Copy exhibits; Provide physical evidence only (when required) to DCA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.200(a)
229		File, send for recording if applicable, and distribute copies of mandates	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.420(b)(2) (service of copies by clerk acting in appellate capacity), Fla. R. App. P. 9.340 (mandate)
	Perform Records Management/Retention												F.S. 28.30
230		Maintain, catalog, and archive documents and files in environmentally controlled facility, regardless of media (e.g. films, CD's, tapes, computer media)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.30 (authorizing electronic record keeping for non-court records?), Fla. R. Jud. Admin. 2.430 & Appendix (records retention), Fla. R. Crim. P. 3.030 (b) (filing with clerk) & (c) (judgment and sentence deposited with clerk)
231		Transport documents and files to and from offsite storage/courthouse	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.30 (authorizing electronic record keeping for non-court records?), Fla. R. Jud. Admin. 2.430 & Appendix (records retention)
232		Prepare files and convert to non-paper format	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.30 (authorizing electronic record keeping for non-court records?), Fla. R. Jud. Admin. 2.430 & Appendix (records retention), Fla. R. Jud. Admin. 2.525(c)(4) (automatic conversion of new documents) & (7) (discretionary conversion of old documents)
233		Verify, process, and destroy paper files/documents following conversion	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.30 (authorizing electronic record keeping for non-court records?), Fla. R. Jud. Admin. 2.430 & Appendix (records retention), Fla. R. Jud. Admin. 2.525(c)(4) (automatic conversion of new documents), (6) (return or destroy after conversion), & (7) (discretionary conversion of old documents)
234		Sanitize/redact historical case file/images	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420
235		Microfilm, microfiche and/or image filings	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.525(a) (allows the clerk to store on microfilm, etc.) & (c)(2) (provides that the official electronic court file may be supplemented by nonelectronic documents)
236		Review case files to identify eligible cases for destruction (Confirm case is closed; Confirm payment received in full or judgment recorded; Ensure case does not contain an active process; Confirm no case activity for various term limits set forth in retention rules)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.430, Fla. R. Traf. Ct. 6.575
237		Prepare form for destruction	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.430, Fla. R. Traf. Ct. 6.575
238		Destroy eligible cases	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.430, Fla. R. Traf. Ct. 6.575
239		Administratively dismiss and dispose civil traffic UTC's with outstanding suspensions after 7 years; Notify the Department of Highway Safety and Motor Vehicles	N	N	N	N	Y	N	N	N	N	N	Fla. R. Traf. Ct. 6.575
	Perform Evidence Management/Retention												F.S. 28.213 and Fla. R. Civ. P. 1.450(b)
240		Ensure evidence rooms contain layered security with climatic controlled equipment and a fire suppression system	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
241		Receive and inventory evidence from court clerk and catalog	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
242		Place into secure evidence vault	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
243		Mark confidential evidence appropriately to prevent inadvertent release	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(d) (clerk to maintain confidentiality of information)
244		Maintain a dual verification chain of custody process	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
245		Enter or update all evidence with storage location in the evidence tracking system	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
246		Perform periodic inventory of physical evidence	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
247		Review Department of Corrections website for date of death of defendant sentenced to Life/Death	Y	N	N	N	N	N	N	N	N	N	F.S. 28.213 (3 years if no possibility of appeal), Fla. R. Jud. Admin. 2.430(f)(1) (criminal exhibits disposed as provided by law)
248		Review and maintain evidence retention requirements	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.213 (3 years if no possibility of appeal), Fla. R. Jud. Admin. 2.430(f)(1) (criminal exhibits disposed as provided by law) & (2) (all other exhibits)
249		Prepare, process and provide Notice of Intention to Dispose of or Destroy for all introducing/interested parties in the case	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.430(f) (notice) & (g) (disposition without destruction)
250		Prepare, process, and provide all required forms, motions, and proposed orders for release/return/disposition of evidence	Y	Y	Y	Y	80	Y	Y	Y	Y	Y	F.S. 28.213 (criminal exhibits), Fla. R. Jud. Admin. 2.430(f)(1) (criminal exhibits) and (2) (all other exhibits), Fla. R. Jud. Admin. 2.430(g) (disposition without destruction)

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			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
251		Process return of original documents at the direction of the court	N	N	N	N	N	Y	Y	N	N	N	Fla. R. Civ. P. 1.450(b)
252		Prepare and process Petition to Transfer Evidence and an Evidence Chain of Custody form for criminal convictions involving firearms, weapons, obscene materials, narcotics or medication, etc. to transfer custody to Sheriff's Dept.	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 847.011(7) (obscene materials), F.S. 790.08(2) (weapons), F.S. 893.12(1) (controlled substances)
253		Conduct CCIS security check prior to returning firearm to individual pursuant to the Gun Control Act	Y	Y	Y	Y	N	N	N	N	N	N	18 U.S.C. 922(d)
254		Return weapons, electric weapons or devices, or arms to any person acquitted of offenses within 60 days from and after the acquittal or dismissal upon filing of motion and issuance of court order; prepare forms and secure signatures; If defendant fails to retrieve item must be transferred to Sheriff	Y	Y	Y	N	N	N	N	N	N	N	F.S. 790.08(3)
255		Review and arrange for disposal of biohazard evidence with the local fire department; contact specialized vendor and pay destruction fees	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	F.S. 403.703(2) (biomedical waste), (13) (hazardous waste), & (37) (storage), F.S. 403.727 (violations of hazardous waste storage and disposal rules and penalties)
256		Prepare and process Petition to Sell Unclaimed Evidence (Auction)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.213 (clerk to sell evidence with monetary value), Fla. R. Jud. Admin. 2.430(f)(1) (criminal exhibits) and (2) (all other exhibits), Fla. R. Jud. Admin. 2.430(g) (disposition without destruction)
257		Store and/or destroy DNA evidence pursuant to guidelines	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 925.11
258		Prepare and submit an order for the destruction of gambling machines, apparatuses or devices must be destroyed in the presence of the Clerk or an assigned deputy clerk (except money inside those items); Requires a court order	Y	Y	N	N	N	N	N	N	N	N	F.S. 849.18
259		Dispose of evidence timely and lawfully	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.213 (3 years if no possibility of appeal), Fla. R. Jud. Admin. 2.430(f)(1) (criminal exhibits disposed as provided by law) & (2) (all other exhibits)
260		Generate report for audit/tracking inventory	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
261		Conduct biohazard training	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 403.703(2) (biomedical waste), (13) (hazardous waste), & (37) (storage), F.S. 403.727 (violations of hazardous waste storage and disposal rules and penalties)
Revenue Collection and Distribution													
	Establish and maintain assessment, collection, and distribution schedules												F.S. 28.42 (annual fee schedule), F.S. 28.246(2)
262		Monitor and perform review of legislation, supreme court orders, judicial admin orders, county or local ordinances for fee and distribution changes	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.42 (annual fee schedule)
263		Obtain, review, and reconcile the FCCC annual Distribution Schedule of Court-Related Filing Fees, Service Charges, Costs, and Fines, including a Fee Schedule for Recording	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.42 (annual fee schedule)
264		Evaluate and update in Case Maintenance System, website, handouts, forms for any fees/distributions changes (including meetings with stakeholders)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.42 (annual fee schedule), F.S. 28.246(2)
	Assess and Collect, and Distribute Fines, Fees, Court Costs, and Service Charges												
265		Create system of accounts receivable and receipt payments received via mail, over counter, telephone, on-line payments, from 3rd party vendors (Amscot, Western Union, ePortal, myfloridacounty, collection agencies, appointments, etc.)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(2) (system of accounts), (4) (payment plans), & (6) (collection agencies)
266		Perform electronic interface processing, daily balancing, and accounting for payment files from all external payment sources (ePortal, collection agency, credit card)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	GAAP
267		Perform manual daily balancing and accounting from all external payment sources (ePortal, collection, credit card)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	GAAP
268		Perform daily cashier balancing and prepare deposits	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	GAAP
	Establish and ensure compliance with payment plans												F.S. 28.246(4)
269		Determine payment plan structure; establish payment plan by enrolling payor	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.24(26) (payment plan fees), F.S. 28.246(4) (payment plans in general), F.S. 318.14(4) (traffic payment plans)
270		Maintain payment plans; negotiate and restructure payment plans as appropriate	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(5) (maintain), F.S. 938.30(9) (compromise criminal debts)
271		Review established plans for non-compliance, communicate non-compliance for further action if applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
272		Perform collection efforts for noncompliance; notify DHSMV of suspension by suspending license in case maintenance system, or otherwise; refer case to collections	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections), 318.15 (1)(a) (suspension for failing to comply), F.S. 322.245(3) (failure to comply with court directives) & (5)(a) (notice from clerk failure to pay financial obligation)
273		Respond to customer inquiries and reinstate or establish renegotiated plans if applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(4), F.S. 938.30(9) (compromise criminal debts)
	Pursue collection of delinquent debts												
274		Develop criteria, maintain interface, and integrate with Collection Agency	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
275		Collect, Reconcile, Adjust, and Distribute Funds	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
276		Perform Collection Monitoring and Reporting	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
277		Recall cases from collection agency as applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)

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			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
278		Perform periodic reassignments between agencies as applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
279		Diligently pursue payment of non-sufficient funds checks, credit/debit charge backs, up to and including forwarding to SAO for prosecution	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.243(1) (clerk personally liable for worthless check unless forwarded to SAO), F.S. 832.05(9) (reporting form to be provided by SAO)
280		Enforce, satisfy, compromise, settle, subordinate, release or otherwise dispose of any debts or liens	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 938.30(9) (compromise criminal debts)
281		Process DL Suspensions as statutorily allowed	Y	Y	N	Y	Y	N	N	N	N	N	318.15 (1)(a) (suspension for failing to comply), F.S. 322.245(3) (failure to comply with court directives) & (5)(a) (notice from clerk failure to pay financial obligation), Fla. R. Traf. Ct. 6.590 (failure to complete school)
Financial Processing													
		Establish fine and forfeiture fund											F.S. 142.01
282		Establish a fine and forfeiture fund for the county	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 142.01
283		Pay into, and dispense from, the fine and forfeiture fund all appropriate money.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 142.01, F.S. 142.03 (certain infractions to be paid to municipalities), F.S. 142.16 (change of venue transfer of funds)
		Reconcile financial transactions											
284		Review, approve, and process accounts payable transactions including refunds, overpayments, and restitution payments	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 960.001(1)(j) (clerk to make enforcement info available if restitution converted to civil lien or judgment), F.S. 985.437(3) (clerk the receiving and dispensing agent for juvenile restitution), Fla. R. Crim. P. 3.986 (judgment and sentence contains provision for payment to clerk), GAAP
285		Perform balancing and reconciliation of accounts to financial ledgers	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 218.39 (annual audit required), GAAP
286		Perform Daily/Monthly bank reconciliation including positive pay, transfers between locations, ACH wires, etc.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	GAAP
287		Analyze, reconcile, and prepare timely electronic remittances as required to State of Florida Department of Revenue for appropriate distribution	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.245 (distribution must be in accordance with distribution schedule), GAAP
288		Analyze, reconcile and prepare timely remittances for distribution to County, Municipalities, and other agencies	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.240(2) (distribution municipal ordinance fines), F.S. 28.245 (distribution must be in accordance with distribution schedule), F.S. 34.045(2) (distribution municipal ordinance fines), F.S. 318.21(2)(g) (special improvement district, municipal, and county civil traffic penalties), Fla. R. Jud. Admin. 2.265(b) (chief judge of circuit to set schedule of costs for municipal ordinance violations), GAAP
289		Prepare and/or post periodic billings for any activity for which payment is not made at the time of service	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
		Maintain Escrow Accounts											
290		Set Up, Manage and Reconcile Escrow Accounts	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 166.231(1)(c) (challenges to public service tax), F.S. 903.27(4) (payment of bail bond judgment along with motion to set aside judgment)
291		Accept deposits and withdraw funds for applicable amounts due	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 166.231(1)(c) (challenges to public service tax), F.S. 903.27(4) (payment of bail bond judgment along with motion to set aside judgment)
292		Perform periodic reconciliation of accounts	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 218.39 (annual audit required), GAAP
		Process Bonds											F.S. 903.106, 903.16, 903.26, 903.27, 903.28, 903.286, and 903.31
293		Conduct periodic reconciliation of cash bonds against GL accounts	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.16 (deposit of cash bonds with clerk)
294		Track and Process estreated/forfeited bonds for transfer to clerk revenue	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.26 (procedure for forfeiture), F.S. 903.28 (remission or partial remission up to two years)
295		Process bond forfeiture to judgment	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.27
296		Prepare paperwork for notification to bond company, surety company, Department of Insurance, Department of Financial Services, for judgment on unpaid bond	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.27(1)
		Process Abandoned/Unclaimed property											F.S. 43.19, 116.21, 142.01, 717.113, 744.534
297		Maintain a retention system for money deposited into the registry of the court	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 43.18 (money paid into registry maintained unless withdrawn by court order), F.S. 43.19 (unclaimed funds)
298		Compile for, and provide to, the administrative judge a list of all money, and the person entitled thereto, which has remained unclaimed for the required statutory period.	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 43.19(1) (unclaimed after 5 years, judge in case or one of the judges shall direct to CFO)
299		Remit money to the Chief Financial Officer as directed by the court.	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 43.19(2) (written order to be filed in case)
300		Maintain a retention system for money not in the registry of the court, but which otherwise comes into the possession of the clerk.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 116.21
301		Compile and publish, at the clerk's expense, a list of all money, and any defendant connected therewith, which has remained unclaimed since January 1 of the previous year.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 116.21(2) (list and publication during July)
302		Process any written claims for unclaimed money.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 116.21(3) (written claims)
303		Pay any money into the fine and forfeiture fund of the clerk's county which goes unclaimed by September 1.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 116.21(1) (unclaimed to fine and forfeiture fund) and (2) (unclaimed as of September 1 forfeited to county)
304		Deposit into the registry of the court all funds received from a guardian upon the appropriate termination of a guardianship where no recipient entitled thereto can be located	N	N	N	N	N	N	N	Y	N	N	F.S. 744.534(2)(a) (deposit to registry)
305		Provide notice in an appropriate manner, depending upon the value of the funds, a notice which will put interested persons on notice of the availability of the funds	N	N	N	N	N	N	N	Y	N	N	F.S. 744.534(2)(a)1. and 2. (notice)
306		Deposit with the Chief Financial Officer all funds going unclaimed for the statutory period following the notice	N	N	N	82	N	N	N	Y	N	N	F.S. 744.534(2)(a)3. (deposit with CFO)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority	
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency		
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N		
307		Furnish to Department of Legal Affairs as required all estates being administered in which no person appears to be entitled to property	N	N	N	N	N	N	N	N	Y	N	N	Fla. Prob. R. 5.386
308	Unclaimed Money - HB 1361 Effective - 7/1/2019	Report and remit any surplus remaining with the clerk one year after a sale pursuant to Chapter 45												45.032(3)(c)
	Manage funds deposited into the Court Registry													F.S. 28.24(10), 28.33, 43.18, 56.27, 83.232, 83.60, 83.61
309		Create, manage and monitor accounts for registry deposits	N	N	N	N	N	Y	Y	Y	Y	Y	N	F.S. 28.24(10) (fee for registry deposit), F.S. 28.33 (interest on registry money), F.S. 43.18 (no withdrawals from registry without court order), F.S. 56.27(2)(b) (excess from sale into registry if junior creditors exist), F.S. 83.232 (rent in landlord tenant disputes into registry), F.S. 83.60 (rent in landlord tenant disputes into registry)
310		Calculate and disburse payments and any applicable interest per court order	N	N	N	N	N	Y	Y	Y	Y	Y	N	F.S. 28.24(10) (fee for registry deposit), F.S. 28.33 (interest on registry money), F.S. 43.18 (no withdrawals from registry without court order), F.S. 83.61 (disbursement of rent)
311		Periodically reconcile accounts with GL	N	N	N	N	N	Y	Y	Y	Y	Y	N	F.S. 218.39 (annual audit required), GAAP
	Requests for Records and Reports													
	Satisfy customer copy and record requests													F.S. 28.345 and Fla. R. Jud. Admin. 2.420(b)(1)(A)
312		Receive and review requests for records	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(b)(1)(A) (court records are kept by the clerk), Fla. R. Jud. Admin. 2.420(b)(3) (custodian is the official charged with keeping the records), Fla. R. Jud. Admin. 2.420(m) (requests directed to custodian who determines access)
313		Determine whether the requested records are confidential or expunged, and whether customer has the right to review or know of the record	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(m)(2) (determining access and exemptions)
314		Acknowledge and respond to customer inquiries	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(m)(2) (providing access or written denials)
315		Conduct records search, compile data, provide results to customer as necessary	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.24(20) (\$2.00 per year searched for searching records), Fla. R. Jud. Admin. 2.420(m)(2) (providing access or written denials)
316		Retrieve archival records from offsite storage locations, as needed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(m)(2) (providing access or written denials)
317		Review and apply proactive/View on Request (VOR) redactions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Rule 2.420, AOSC 16-14
318		Process requests for certification and exemplification (other examples of types of record requests and charges for same)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.24 (3) (\$2.00 per instrument for certification), F.S. 28.24 (17) (\$7.00 per exemplified certificate)
319		Compute, assess, and collect statutory fees	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.24 (5)(a) (\$1.00 per </= 8 1/2 x 14 page), (5)(b) (\$5.00 per >= 8 1/2 x 14 page), (7) (\$6.00 per page for any non-photographic copy), (20) (\$2.00 per year searched for searching records), Fla. R. Jud. Admin. 2.420(m)(2) (custodian to determine form of provided record), Fla. R. Jud. Admin. 2.420(m)(3) (fees for records)
320		Provide records	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(m)(2) (providing access or written denials)
	Prepare and manage custom reports/bulk data requests													AOSC 16-14
321		Review and respond to request to determine parameters and applicable systems/data fields	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, but see AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
322		Write report request with specific data fields	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, but see AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
323		Conduct staff/department review of report to insure accuracy/review anomalies	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, but see AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
324		Provide report to customer/post on website	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, but see AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
325		Update report programmatically or as needed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, but see AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
326		Compute, assess, and collect fee	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access or set fee, but see AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
	Provide Ministerial Pro Se Assistance													F.S. 28.215
	Assist self-represented (pro se) litigants with filings including, but not limited to, Domestic, Repeat, Sexual, Dating, and Stalking Injunctions; Tenant Evictions; Small Claims cases; Simplified Dissolutions of Marriage; and Mental Health cases													F.S. 741.30(2)
327		Interface with protective shelters	N	N	N	N	N	N	N	N	Y	N	N	F.S. 741.30(2)(c)7. (clerk to make information on certified centers available)
328		Provide ministerial assistance in filling out forms for filing	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 741.30(2)(c)1. (clerk to provide assistance)
329		Coordinate service of documents	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 741.30(7) (clerk to provide copies to law enforcement for service)
330		Update website and form packets with approved Supreme Court and other forms as necessary	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 741.30(2)(c)2. (forms)
331		Provide information/referrals for applicable agencies outside of Clerk's office	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 741.30(2)(c)7. (clerk to make information on certified centers available)
332	Vulnerable Adult - HB 1059 Effective - 7/1/2018	Assist petitioners filing an initial petition for injunction against exploitation of a vulnerable adult												F.S. 825.1035(4)(a)
333		Assist petitioners filing a petition alleging a violation of an injunction against exploitation of a vulnerable adult												F.S. 825.1035(4)(a)
334		Provide simplified forms relating to exploitation of a vulnerable adult												F.S. 825.1035(4)(b)
335		Provide privacy for the petitioner												F.S. 825.1035(4)(c)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
336		Provide petitioner with two certified copies of the petition without charge											F.S. 825.1035(4)(d)
337		Practice law by informing the petitioner of the necessary steps for service of process and enforcement											F.S. 825.1035(4)(d), but see, F.S. 28.215(prohibiting the provision of legal advice to pro se litigants), F.S. 454.18 (prohibiting clerks or full-time deputy clerks from practicing law) and F.S. 454.23 (making it a felony to practice law without a license)
338		Provide petitioner with certified copies of an order of injunction (no mention is made of whether to charge)											F.S. 825.1035(4)(e)
339		Practice law by informing the petitioner of "the service of process and enforcement"											F.S. 825.1035(4)(e), but see, F.S. 28.215(prohibiting the provision of legal advice to pro se litigants), F.S. 454.18 (prohibiting clerks or full-time deputy clerks from practicing law) and F.S. 454.23 (making it a felony to practice law without a license)
340		Receive training in the effective assistance of petitioners											F.S. 825.1035(4)(f)
341		Produce a brochure to include information about the exploitation of vulnerable adults and the effect of providing false information to the court.											F.S. 825.1035(4)(g)
342		Provide the informational brochure to petitioners, local senior centers, local aging and disability resource centers, or appropriate state or federal agencies											F.S. 825.1035(4)(g)
343		Provide a copy of all petitions and orders filed under Section 825.1035 to the "adult protective services program" (this appears to be the program under the aegis of DCF mentioned in Chapter 415)											F.S. 825.1035(4)(h)
344		Submit a quarterly reimbursement request to OSCA for \$40 for each petition processed											F.S. 825.1035(4)(i)
345		Pay law enforcement \$20 out of each \$40 received for each injunction served											F.S. 825.1035(4)(i)
346		Track the amount of filing fees and service charges waived by Section 825.1035 for purposes of having those charges assessed against guilty respondents											F.S. 825.1035(8)(a)2.f.
347		Furnish a copy of the petition, the financial affidavit, the notice of hearing, and any temporary injunction to the sheriff or a law enforcement agency of the county in which the respondent resides or can be found											F.S. 825.1035(10)(a)1.a.
348		Transmit to the sheriff, at the sheriff's request, a facsimile copy of an injunction which has been certified											F.S. 825.1035(10)(a)1.a.
349		Furnish a copy of the petition, the financial affidavit, the notice of hearing, and any temporary injunction to the sheriff or a law enforcement agency of the county in which the vulnerable adult resides or can be found											F.S. 825.1035(10)(a)2.a.
350		Transmit to the sheriff, at the sheriff's request, a facsimile copy of an injunction which has been certified											F.S. 825.1035(10)(a)2.a.
351		Certify copies of all orders issued											F.S. 825.1035(10)(a)4.
352		Attend all hearings on injunctions (necessary to certify and deliver copies at hearing)											F.S. 825.1035(10)(a)4.
353		Deliver certified copies to all parties at the time of the entry of the order											F.S. 825.1035(10)(a)4.
354		Obtain signatures on the original order from all parties acknowledging the receipt of the certified copies											F.S. 825.1035(10)(a)4.
355		Note on the original petition that "service was effected" if a party fails or refuses to acknowledge receipt of a certified copy of an order											F.S. 825.1035(10)(a)4.
356		Mail, to the last known mailing address, certified copies of the order to any party to whom delivery of a certified copy at the hearing on the order was not possible											F.S. 825.1035(10)(a)4.
357		Serve certified copies of the order on depositories or financial institutions as provided in Section 655.0201											F.S. 825.1035(10)(a)4. (Section 655.0201 provides the location and persons who may be served, but not the actual method of service)
358		Notify the sheriff of all service pursuant to F.S. 825.1035(10)(a)4.											F.S. 825.1035(10)(a)4.
359		Prepare and file a written certification of all service under F.S. 825.1035(10)(a)4. specifying the time, date, and method of service											F.S. 825.1035(10)(a)4.
360		Serve, by mail, any subsequent petitions "for an injunction seeking an extension of time" on any respondent who was previously served with a temporary injunction and failed to appear at the initial hearing on the temporary injunction.											F.S. 825.1035(10)(a)5.
361		Forward, within 24 hours, to the sheriff with jurisdiction over the residence of the petitioner , any orders issuing, changing, continuing, extending, or vacating an injunction											F.S. 825.1035(10)(b)1.
362		Notify, within 24 hours of an injunction being terminated or rendered ineffective by ruling of the court, the sheriff receiving original notification under F.S. 825.1035(10)(b)1. (the sheriff with jurisdiction over the residence of the petitioner)											F.S. 825.1035(10)(b)5.
363		Collect any assessment or fine for enforcing a Section 825.1035 injunction											F.S. 825.1035(11)(a)
364		Transfer monthly any assessment or fine collected for enforcing a Section 825.1035 injunction to DOR for deposit in the Domestic Violence Trust Fund											F.S. 825.1035(11)(a)
365		Assist a petitioner in preparing an affidavit alleging a violation of an injunction for protection against the exploitation of a vulnerable adult when the person who violated the injunction has not been arrested or direct the petitioner to a chief judge designated office for injunction violations											F.S. 825.1036(1)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
366		Immediately forward any Section 825.1036(1) affidavit received to the state attorney and to "the court or judge as the chief judge determines to be the recipient of affidavits of violation."											F.S. 825.1036(2)
367		If a Section 825.1036(1) affidavit alleges that a crime has been committed, forward the affidavit to the "appropriate law enforcement agency for investigation"											F.S. 825.1036(2)
Technology Services for External Users													
	Provide and maintain Online Electronic Access												AOSC 16-14
368		Receive applications for access to remote applications and/or subscription services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, AUTHENTICATION REQUIREMENTS
369		Assign login and password; reset password and unlock accounts as needed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, AUTHENTICATION REQUIREMENTS
370		Perform table management; link specific users' participant IDs as needed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, AUTHENTICATION REQUIREMENTS
371		Manage/update access roles as changed by governing authorities	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, ACCESS MATRIX
372		Test/troubleshoot problems	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, QUALITY ASSURANCE
373		Maintain interface, logins/passwords for bulk data purchasers via FTP/bulk sharing network	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, SECURITY, Paragraph 6.
374		Monitor ongoing eligibility for access	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, SECURITY and AUTHENTICATION REQUIREMENTS, FCTC requirements
	Maintain the eFiling Portal												AOSC 09-30, SC 10-2101, AOSC 11-399, and Fla. R. Jud. Admin. 2.420
375		Maintain internal user access	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30
376		Add law firm and associate firm administrators	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30
377		Add/edit/associate/disassociate docket codes, court types/sub-types, case types, fee codes, fee schedules, party types, and work queues	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30
378		Triage/troubleshoot issues for customers	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30
379		Monitor e-filing workflow between local system and statewide Portal	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30
380		Manage corrective action/abandoned filing queues	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30
381		Perform Release Management (e.g. testing new releases prior to implementation)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30
	Maintain data and image integration with Judicial Viewer application												Fla. R. Jud. Admin. 2.525
382		Maintain user access	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.525(c)(2) (official court file is electronic), AOSC 16-14 (judges may access records electronically)
383		Maintain interface between Case Maintenance System and viewer	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.525(c)(2) (official court file is electronic), AOSC 16-14 (judges may access records electronically)
384		Provide training to judicial/clerk staff	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.525(c)(2) (official court file is electronic), AOSC 16-14 (judges may access records electronically)
385		Test/troubleshoot problems	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.525(c)(2) (official court file is electronic), AOSC 16-14 (judges may access records electronically)
	Establish and maintain Clerk website												AOSC 16-14
386		Build/maintain website to provide access to reports, information, and case data	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14 (case information on the web authorized)
387		Manage content, including court calendars; contact information for departments and divisions including Supreme Court Self Help; FAQs; fees and charges	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.222(5) (limitation of internet content), F.S. 63.054(3) (claim of paternity forms), F.S. 63.085(1)7. (paternity registration forms), F.S. 721.855(7)(a) (foreclosure sale of a timeshare interest), F.S. 721.856(7)(a) (foreclosure sale of a timeshare interest), F.S. 960.001(1)(j) information on enforcing restitution liens and judgments), Fla. R. Jud. Admin. 2.420(e)(4)(A) (publishing an order of confidentiality), Fla. R. Jud. Admin. 2.516 (link for served documents on clerks website), Fla. R. Jud. Admin. 8.225(f)(5)(B) (link to document served), Fla. R. Jud. Admin. 8.635(b)(2)(A) (link to document served)
388		Establish/maintain links and interfaces with new applications or collegial entities	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.222(5) (limitation of internet content), F.S. 63.054(3) (claim of paternity forms), F.S. 63.085(1)7. (paternity registration forms), F.S. 721.855(7)(a) (foreclosure sale of a timeshare interest), F.S. 721.856(7)(a) (foreclosure sale of a timeshare interest), F.S. 960.001(1)(j) information on enforcing restitution liens and judgments), Fla. R. Jud. Admin. 2.420(e)(4)(A) (publishing an order of confidentiality), Fla. R. Jud. Admin. 2.516 (link for served documents on clerks website), Fla. R. Jud. Admin. 8.225(f)(5)(B) (link to document served), Fla. R. Jud. Admin. 8.635(b)(2)(A) (link to document served)
Mandated Reporting Services													
	Compile and submit state and local reports and data extracts	<i>list of reports to be verified/updated and linked</i>											F.S. 28.35, F.S. 198.30, and Fla. R. Jud. Admin. 2.245
389		Determine parameters and applicable systems/data fields in accordance with respective Interface Control Document	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.35(3)(a) (funding for data collection and reporting) and Fla. R. Jud. Admin. 2.245 (case reporting as required by the Supreme Court)
390		Write report request with specific data fields	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.35(3)(a) (funding for data collection and reporting) and Fla. R. Jud. Admin. 2.245 (case reporting as required by the Supreme Court)
391		Conduct staff/department review of report to ensure accuracy/review anomalies	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.35(3)(a) (funding for data collection and reporting) and Fla. R. Jud. Admin. 2.245 (case reporting as required by the Supreme Court)
392		Update report programmatically or as needed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.35(3)(a) (funding for data collection and reporting) and Fla. R. Jud. Admin. 2.245 (case reporting as required by the Supreme Court)

CLERKS COURT SERVICES FRAMEWORK

Service	Activity	Task	Criminal				Traffic	Civil					Authority
			Circuit	County	Juvenile Delinquency	Criminal Traffic	Civil Traffic	Circuit	County	Probate	Family	Juvenile Dependency	
			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
393		Create and maintain auditable detail records	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.35(3)(a) (funding for data collection and reporting) & (5) (audits to determine compliance with F.S. 28.35), F.S. 218.39 (annual audit required), Fla. R. Jud. Admin. 2.245 (case reporting as required by the Supreme Court)
394		E-mail or electronically upload data to recipient agency	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.35(3)(a) (funding for data collection and reporting) and Fla. R. Jud. Admin. 2.245 (case reporting as required by the Supreme Court)
395		Maintain interface with agency for proper reporting of data	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.35(3)(a) (funding for data collection and reporting) and Fla. R. Jud. Admin. 2.245 (case reporting as required by the Supreme Court)
Jury Management													
	Establish and manage jury pools												F.S. CHAPTERS 40 and 905
396		Create, manage, and update annual jury list from DHSMV for petit and grand jury	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.011 (initial local petit and grand list), F.S. 40.02 (final random juror candidate list), F.S. 905.37 (statewide grand)
397		Evaluate scheduled trial data; determine appropriate number of jurors needed; produce venire; prepare and mail summonses	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.221 (venire), F.S. 40.23(1) (summons)
398		Review excusal requests and questions for qualified juror participation; reschedule requests	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.23(2) (excuses)
399		Coordinate and verify jurors for check-in, including transport/parking/DL verification, pending qualification and swearing in for voir dire	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.231
400		Coordinate meals, lodging and parking, if applicable; reconcile invoices and payment of vendors after trials	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.235, F.S. 40.26 (sheriff to provide, clerk to pay), F.S. 40.29(quarterly funding), F.S. 40.32
401		Determine eligibility and pay jurors for services performed, transfer of payment for donations, provide information for donations and school/work excusals	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.24, F.S. 40.29(quarterly funding), F.S. 40.32
402		Research and void/reissue juror payments	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.24
403		Purge the jury list periodically for convicted felons, deceased, and mentally incapacitated persons	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.022
404		Furnish to, and/or maintain for, the Division of Elections, a list of those persons adjudicated mentally incapacitated or those persons who have had their voting rights restored based upon a determination of mental incapacity, and those persons who have returned signed jury notices during the preceding months indicating a change of address	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.22(4), FS 98.093(2)(b)
405		Prepare and Submit Jury Service Management Report to OSCA	Y	Y	N	Y	N	Y	Y	N	N	N	Jury Manager's Manual, Page 6-1
	Support enforcement of Failure to Appear for Jury Duty												F.S. 40.23
406		Validate and document potential juror failures to appear	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.23(3) (failure to appear)
407		Issue and mail notice to appear for court	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.001 (chief judge may assign additional duties),
408		Attend court proceedings, maintain court minutes, and process resulting order including any applicable fine	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.001 (chief judge may assign additional duties), F.S. 43.26(2)(d) (chief judge may require may require attendance of clerks, but see, Morse v. Moxley, 691 So.2d 504 (Fla. 5th DCA 1997) for limitation of this power), Fla. R. Jud. Admin. 2.215(b)(6) (chief judge may require attendance of clerks and periodic reports)
	Request funds and reconcile jury cost reimbursement												F.S. 40.29, 40.32, 40.33, and 40.34
409		Prepare and submit quarterly jury management cost estimate to CCOC/JAC jury management	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.29(1) (quarterly estimate)
410		Track and reconcile expenditures for juror reimbursement advance	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.355 (full accounting)
411		Participate in DFS audit of juror revenue/expense	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.361 (all applicable laws of budgeting and financing shall apply to jury funds)
Administration													
	Human Resources Support												
412		Conduct Training sessions for Management and staff											
413		Benefits											
414		Recruitment											
415		Provide public outreach											
	Financial Support												
416		Budget Development											F.S. 218.35 (budgeting for courts and BCC)
417		Audits											F.S. 218.39 (annual audit required)
418		Purchasing and Procurement											
	Legal Support												Art. V, Sec. 16, Fla. Const.
419		Interpreting laws, rules, legislative changes											
420		Preparation and review of contracts											
421		Represent the Clerk before the Court											F.S. 903.28(10) (clerk is real party in interest for bail bond appeals)
422		Acts as liaison with Judiciary, constitutions, and other entities											F.S. 218.35 (budgeting for courts and BCC)
423		Ensure compliance with State & Federal Regulations, Rules of Courts, Florida Statutes and Rules of Procedures and how they pertain to each area											F.S. 218.35 (budgeting for courts and BCC)
	Facilities Support												
424		Emergency Management											
425		Records Storage											
426		Perform annual clerk fixed assets inventory											F.S. 218.39 (annual audit required)

CCOC Additional Outputs Reporting

County Fiscal Year 2017-2018

Item 4b- Attachment 4



County:

Contact:

E-Mail Address:

Agenda **Reporting Month:**

CCOC Form Version 1
Revised 06/06/18

	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD Total
Risk Protection Orders	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ -

Comments/Additional Notes:

County:

Contact:

E-Mail Address:

Report Month:

Version #:

Workload

Number of Civil Indigence Applications	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD Total
Circuit Civil													0
County Civil													0
Probate													0
Family													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

Number of Applications Approved	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD Total
Circuit Civil													0
County Civil													0
Probate													0
Family													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

Comments/Additional Notes:

**BUSINESS RULES FOR COUNTING
APPLICATIONS FOR INDIGENCY**

**Revised June 2018
Amended by PIE Committee- June 13, 2018**

PURPOSE:

Pursuant to section 57.081, Florida Statutes, “[a] party who has obtained a certification of indigence pursuant to s. 27.52 or s. 57.082 with respect to a proceeding is not required to prepay costs to a court, clerk, or sheriff and is not required to pay filing fees or charges for issuance of a summons.”

The intent of the following definitions and instructions is to assist clerks in capturing and reporting: (1) the number of indigent applications filed in a specified period of time; and (2) the number of applications approved.¹

DEFINITIONS:

Civil Actions – Include circuit civil, county civil, and family/domestic relations, and probate cases in which fees are eligible to be assessed.

Applications – Only report the number of applications and approvals for indigent findings which otherwise waive a defined filing fee or service charge.

INSTRUCTIONS:

Include all applications made in a specific month, as well as all approvals of applications for indigency made by either the clerk or the court in a specific month. This measurement does not capture the number of payment plans or amount of dollars enrolled in a payment plan for civil actions. This measurement also does not include any deferred court costs/charges by indigent prisoners under section 57.085, Florida Statutes.

NOTES: The number of applications filed may not be correlative to the number of applications approved. Clerks should count applications approved by either the clerk or the court in their total number of approved applications. Applications shall be noted in the month in which they are received. Approvals of applications are to be noted in the month in which the approval is given. Approvals may not necessarily occur in the same month as an application.

NUMBER OF APPLICATIONS FILED:

1. Count the number of eligible applications for indigency filed by month.

¹ Clerks will report the number of applications filed and approved effective the implementation of this policy and backward for FY17/18.

2. Multiple applications arising in the same case should be counted separately.

NUMBER OF APPLICATIONS APPROVED:

1. Count the number of eligible applications approved by either the clerk or the court by month.
2. Multiple approvals for the same case should be counted separately.

**CFY 2016-2017 Forfeited Contraband
Summary Report**

County	Total Cases Filed	State Agency Cases Filed	Total Revenues at \$1,000	Revenues using \$195 filing fee	Additional Revenues to the Clerks
Alachua	15	0	\$15,000	\$2,925	\$12,075
Baker	0	0	\$0	\$0	\$0
Bay	14	0	\$14,000	\$2,730	\$11,270
Bradford	0	0	\$0	\$0	\$0
Brevard	25	0	\$25,000	\$4,875	\$20,125
Broward	109	0	\$109,000	\$21,255	\$87,745
Calhoun	2	1	\$1,000	\$390	\$610
Charlotte	0	0	\$0	\$0	\$0
Citrus	0	0	\$0	\$0	\$0
Clay	0	0	\$0	\$0	\$0
Collier	1	2	\$1,000	\$195	\$805
Columbia	3	2	\$1,000	\$585	\$415
Desoto	0	0	\$0	\$0	\$0
Dixie	0	0	\$0	\$0	\$0
Duval	30	0	\$30,000	\$5,850	\$24,150
Escambia	16	0	\$16,000	\$3,120	\$12,880
Flagler	0	0	\$0	\$0	\$0
Franklin	0	0	\$0	\$0	\$0
Gadsden	2	2	\$0	\$0	\$0
Gilchrist	1	0	\$1,000	\$195	\$805
Glades	0	0	\$0	\$0	\$0
Gulf	0	0	\$0	\$0	\$0
Hamilton	0	0	\$0	\$0	\$0
Hardee	0	0	\$0	\$0	\$0
Hendry	0	0	\$0	\$0	\$0
Hernando	6	2	\$4,000	\$1,170	\$2,830
Highlands	0	0	\$0	\$0	\$0
Hillsborough	85	1	\$84,000	\$16,575	\$67,425
Holmes	1	0	\$1,000	\$195	\$805
Indian River	6	1	\$5,000	\$1,170	\$3,830
Jackson	0	0	\$0	\$0	\$0
Jefferson	0	0	\$0	\$0	\$0
Lafayette	0	0	\$0	\$0	\$0
Lake	11	3	\$8,000	\$2,145	\$5,855
Lee	36	3	\$33,000	\$7,020	\$25,980
Leon	9	1	\$8,000	\$1,755	\$6,245
Levy	0	0	\$0	\$0	\$0
Liberty	0	0	\$0	\$0	\$0
Madison	0	0	\$0	\$0	\$0
Manatee	8	1	\$7,000	\$1,560	\$5,440
Marion	23	2	\$21,000	\$4,485	\$16,515
Martin	9	0	\$9,000	\$1,755	\$7,245
Miami-Dade	84	11	\$73,000	\$16,380	\$56,620
Monroe	3	0	\$3,000	\$585	\$2,415
Nassau	0	0	\$0	\$0	\$0

Agenda Item 7, Attachment 1

Okaloosa	3	1	\$2,000	\$585	\$1,415
Okeechobee	1	0	\$1,000	\$195	\$805
Orange	39	5	\$34,000	\$7,605	\$26,395
Osceola	5	0	\$5,000	\$975	\$4,025
Palm Beach	36	3	\$33,000	\$7,020	\$25,980
Pasco	8	1	\$7,000	\$1,560	\$5,440
Pinellas	33	0	\$33,000	\$6,435	\$26,565
Polk	51	1	\$50,000	\$9,945	\$40,055
Putnam	0	0	\$0	\$0	\$0
Saint Johns	0	0	\$0	\$0	\$0
Saint Lucie	21	1	\$20,000	\$4,095	\$15,905
Santa Rosa	2	1	\$1,000	\$390	\$610
Sarasota	4	0	\$4,000	\$780	\$3,220
Seminole	5	1	\$4,000	\$975	\$3,025
Sumter	0	0	\$0	\$0	\$0
Suwannee	0	0	\$0	\$0	\$0
Taylor	3	1	\$2,000	\$585	1415
Union	0	0	\$0	\$0	\$0
Volusia	19	0	\$19,000	\$3,705	\$15,295
Wakulla	0	0	\$0	\$0	\$0
Walton	1	1	\$0	\$195	\$0
Washington	0	0	\$0	\$0	\$0
Total	730	48	\$684,000	\$141,960	\$542,235

CCOC summary of Clerk reported data.

Apr-18



Report from CCOC Revenue Enhancement Committee

Chair: Tiffany Moore Russell

Agenda Item 4d Attachment

CCOC Revenue Enhancement Committee

Goal: Develop Long-Term Funding Solution for Clerks

- Committee Organized Sept. 2017

Short Term:

- Provided Funding Recommendations to CCOC Legislative Committee For 2018 Session As Required By Statute

Long Term:

- Develop a Case-Based Funding Model (*all work/case types have costs associated with them*)
- *Post Legislative Session directed by CCOC Exec. Council Chair to continue on same path*



CCOC Revenue Enhancement Committee

- Kathryn Farynowski, Orange County, Mgr - Data Quality & Forecasting, is chairing a workgroup to develop cost data, basis for model options, and impact.
- Kathryn met with CCOC Staff who will provide data in an appropriate model & do the heavy lifting on the math
- CCOC will have initial data model by mid-July.
- Revenue Enhancement Committee Will Meet Late July/Early August To Review The Funding Concepts & Methodology





CCOC

FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Ken Burke, CPA
PINELLAS COUNTY
EXECUTIVE COUNCIL CHAIR

SHARON R. BOCK, ESQ.
PALM BEACH COUNTY

JOHN CRAWFORD
NASSAU COUNTY

PAT FRANK
HILLSBOROUGH COUNTY

TODD NEWTON
GILCHRIST COUNTY

Stacy Butterfield, CPA
POLK COUNTY
VICE-CHAIR

JEFFREY R. SMITH, CPA
INDIAN RIVER COUNTY

RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE

KYLE HUDSON
HOLMES COUNTY
SENATE APPOINTEE

Tara S. Green
CLAY COUNTY
SECRETARY/TREASURER

PAULA S. O'NEIL, PH.D.
PASCO COUNTY
HOUSE APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

JOE BOYD
GENERAL COUNSEL

2560-102 BARRINGTON CIRCLE | TALLAHASSEE, FLORIDA 32308 | PHONE 850.386.2223 | FAX 850.386.2224 | WWW.FLCCOC.ORG

AGENDA ITEM 4(e)

Date: June 25, 2018

Subject: CCOC Electronic Notification Platform Workgroup

Council Action: For Informational Purposes Only.

OVERVIEW:

The 2018 Legislature provided \$750,000 in non-recurring general revenue for information technology to support alert reminders and information, such as court appearance. The proviso language requires that the Office of the State Court Administrator shall coordinate with the Florida Clerks of Court Operations Corporation to competitively procure an information technology platform to electronically transmit alert reminders and information to individuals in the court system.

Chair Burke asked Clerk Peacock to lead the workgroup along with Clerk Russell and Clerk Crawford. The Clerk's workgroup met on May 31st. (Agenda attached.) Subsequently three Judges representing OSCA and the Clerk's workgroup had a conference call on June 15th. (Materials from that meeting attached.)

Additional meetings will be schedule in July and August with the contractual process tentatively scheduled for August. Clerk Peacock will update the Council members on the project.

Lead Staff: John Dew, CCOC Executive Director

ATTACHMENTS: 1. Clerks' Workgroup May 31st Agenda
2. Joint meeting with Clerks and Judges June 15th Meeting Packet

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PINELLAS COUNTY
EXECUTIVE COUNCIL CHAIR

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CCOC Texting Platform Clerk Workgroup

May 31, 2018- 2:30 EST

Phone Conference Call: (904) 512-0115, Code 412463

- 1) Call to Order and Introduction
 - 2) Explanation and History of Appropriations Proviso Language
 - 3) Overview of Previous Meeting with OSCA
 - 4) Summary of CCOC Survey of Clerks on current Electronic Notification Process
 - 5) Development of the Project Scope
 - 6) Timeline for Project
 - 7) Working with OSCA and Judges
- Other Business

**Electronic Notification Advisory Group
Conference Call
June 15, 2018, 3:00PM – 4:00PM EST**

Agenda

- I. Opening Remarks and Introductions**
- II. Review of Legislative Proviso**
- III. Highlights of the Report *Using Behavioral Science to Improve Criminal Justice Outcomes: Preventing Failures to Appear in Court***
- IV. Review of Draft Work Plan and Overview of the Procurement Process**
- V. Results of Survey on Existing Systems**
- VI. Overview of Existing Systems**
 - a. Fourth Judicial Circuit (developed “in-house”)**
 - b. Okaloosa Clerk of Court (developed “in-house”)**
 - c. Hillsborough Clerk of Court, tentative (vendor developed solution)**
- VII. Discussion of Project Goals and Scope**
- VIII. Next Steps**
 - a. Meeting with Local Public Safety Councils**
 - b. Research and Summarize Activities of Other States**
 - c. Plan and Prepare for Next Meeting**

Call-In Information:

Dial: (904) 512-0115 and then 412463.

Agenda Item II: Review of Legislative Proviso

The fiscal year 2018-19 General Appropriations Act (GAA) enacted by the Legislature and approved by Governor appropriates \$750,000 in non-recurring general revenue for information technology to support alert reminders and information, such as court appearances. The GAA appropriation is as follows:

3141A SPECIAL CATEGORIES
GRANTS AND AIDS - CLERK OF COURT
INFORMATION TECHNOLOGY
FROM GENERAL REVENUE FUND 750,000

From the funds in Specific Appropriation 3141A, the Office of the State Courts Administrator shall coordinate with the Florida Clerks of Court Operations Corporation to competitively procure an information technology platform to electronically transmit alert reminders and information to individuals involved in the criminal justice system. The platform shall integrate with existing offender-based information systems, as necessary. Any data collected is the property of the State of Florida or designated agency.

Agenda Item III: Highlights of the Report *Using Behavioral Science to Improve Criminal Justice Outcomes: Preventing Failures to Appear in Court*

Using Behavioral Science to Improve Criminal Justice Outcomes

Preventing Failures to Appear in Court

Brice Cooke
Binta Zahra Diop
Alissa Fishbane
Jonathan Hayes
Aurelie Ouss
Anuj Shah

January 2018

Acknowledgments

We are grateful to the Laura and John Arnold Foundation, the John D. and Catherine T. MacArthur Foundation, and the Abdul Latif Jameel Poverty Action Lab (J-PAL) for their early and continued support of this work. We are also greatly appreciative for the support and close partnership with the New York City Mayor’s Office of Criminal Justice, in particular Elizabeth Glazer, Alex Crohn, Allie Meizlish, and Angela LaScala-Gruenewald; the New York City Police Department, in particular Deputy Commissioner Susan Herman, Detective Kenneth Rice, and Lieutenant Denis O’Hanlon; and the New York State Unified Court System Office of Court Administration, in particular Justin Barry, Jason Hill, Karen Kane, Carolyn Cadoret, and Zac Bedell.

We also would like to thank our colleagues at ideas42 and the University of Chicago Crime Lab and especially Roseanna Ander, Katy Brodsky Falco, Chelsea Hanlock, Zachary Honoroff, Christina Leon, and Jens Ludwig for their invaluable assistance, Christina Avellan, Hannah Furstenberg-Beckman, and Jessica Leifer for their contributions to the diagnosis and designs of the text message reminders, and Ethan Fletcher, Jaclyn Lefkowitz, David Munguia Gomez, and Allison Yates-Berg for their contributions to the summons form redesign.

The views expressed in this report are solely those of the authors and do not necessarily reflect those of any funders or data providers.

Contact: Alissa Fishbane (alissa@ideas42.org) or Aurelie Ouss (aouss@sas.upenn.edu)





About ideas42

We're a leader in our field with unique expertise and experience at the forefront of behavioral science. We use this to innovate, drive social change, and improve millions of lives. We create fresh solutions to tough issues based on behavioral insights that can be scaled up for the greatest impact. ideas42 also educates leaders and helps institutions improve existing programs and policies.

Our work spans 30 countries and encompasses consumer finance, economic mobility, education, energy and the environment, health, international development, and safety and justice. As a global nonprofit organization, our partners include governments, foundations, companies, NGOs, and many other institutions.

At its core, behavioral science helps us understand human behavior and why people make the decisions they do. It teaches us that context matters, that asking the right questions is critical, and that simple solutions are often available, but frequently overlooked or dismissed. We work to identify the subtle but important contextual details that can have a disproportionate impact on outcomes.

Visit ideas42.org and follow [@ideas42](https://twitter.com/ideas42) on Twitter for more.

About the University of Chicago Crime Lab



The U.S. has the highest rate of homicide among any developed nation in the world. The U.S. also has by far the highest rate of incarceration among any high-income nation, with over 2.2 million people currently incarcerated nationwide. Both of these problems disproportionately affect our most economically disadvantaged and socially marginalized communities.

Taken together, all levels of government in the U.S. spend well over \$200 billion per year on the criminal justice system (including police, courts, and corrections). Yet we have made little long-term progress on these problems. The homicide rate in America today is about the same as it was in 1950, or even 1900. This stands in stark contrast to the enormous progress the U.S. has made toward reducing mortality rates from almost every other leading cause of death. One key reason we have not made more progress on these problems is a striking lack of rigorous evidence about what actually works, for whom, and why.

The University of Chicago Crime Lab and sister organization Crime Lab New York aim to change this by doing the most rigorous research possible in close collaboration with city government and non-profits. Using randomized controlled trials, insights from behavioral economics, and predictive analytics, the Crime Lab partners with government agencies and frontline practitioners to design and test promising ways to prevent violence and reduce the social harms of the criminal justice system, with the ultimate goal of helping the public sector deploy its resources more effectively (and humanely) to improve lives.

Building on the model of the Crime Lab, the University of Chicago launched Urban Labs in 2015 to help cities identify and test the policies and programs with the greatest potential to improve human lives at scale. Under the direction of leading social scientists, Urban Labs utilizes this approach across five labs that tackle urban challenges in the crime, education, energy & environment, health, and poverty domains.

Visit urbanlabs.uchicago.edu/labs/crime

Executive Summary

In 2014, nearly 41% of the approximately 320,000 cases from tickets issued to people for low-level offenses in New York City (NYC) had recipients who did not appear in court or resolve their summons by mail. This represents approximately 130,000 missed court dates for these offenses. Regardless of the offense severity (summons are issued for offenses ranging from things like littering on the street or sidewalk to drinking in public), failure to appear in court automatically results in the issuance of an arrest warrant. Because warrants are costly and burdensome for both the criminal justice system and recipients, the NYC Mayor's Office of Criminal Justice—in partnership with the New York City Police Department and New York State Unified Court System Office of Court Administration—asked ideas42 and the University of Chicago Crime Lab to design and implement inexpensive, scalable solutions to reduce the failure to appear (FTA) rate.

We tackled this problem using a two-sided approach. First, we redesigned the NYC summons form to make the most relevant information stand out, making it easier for people to respond appropriately. In the new form, important information about one's court date and location is moved to the top, the negative consequence of failing to act is boldly displayed, and clear language encourages recipients to show up to court or plead by mail.

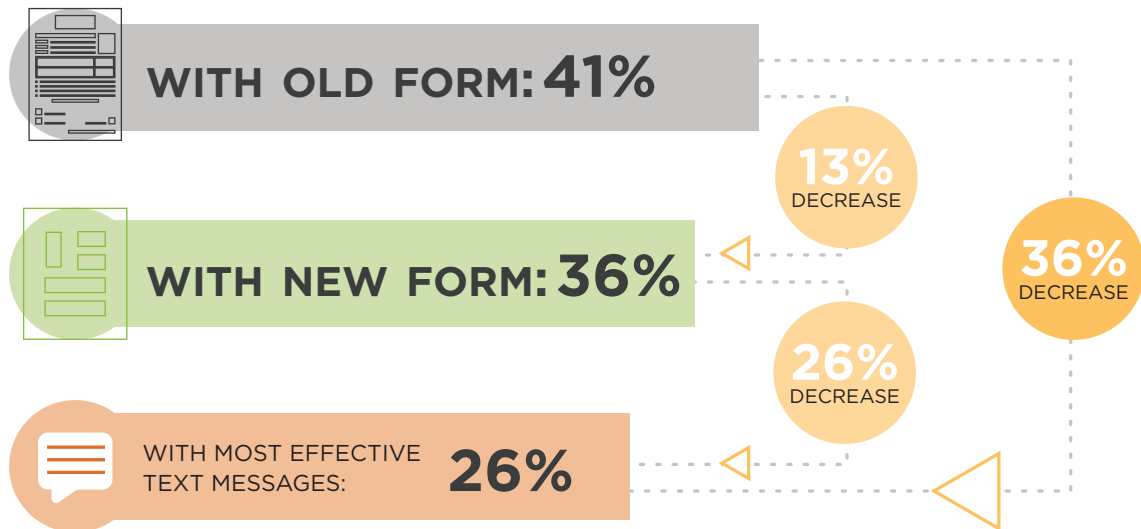
Second, we created text message reminders. We identified behavioral barriers leading many to miss their court dates: people forget, they have mistaken beliefs about how often other people skip court, they see a mismatch between minor offenses and the obligation to appear in court, and they overweigh the immediate hassles of attending court and ignore the downstream consequences. We then designed different reminders targeted at helping recipients overcome these barriers.

From March 2016 to September 2017 we implemented and evaluated our interventions, and showed that both have significant and positive effects on appearance rates. **We found that behavioral redesign of the form reduced FTA by 13%.** This form has already been scaled system-wide to all criminal court summonses, and, based on 2014 figures, translates to preventing roughly 17,000 arrest warrants per year.

Using a randomized controlled trial, **we found that the most effective reminder messaging reduced FTA by 26%** relative to receiving no messages. **Looking 30 days after the court date, the most effective messaging reduced open warrants by 32% relative to receiving no messages.** This stems from both reducing FTA on the scheduled court date as well as court appearances after the FTA to clear the resulting warrant. These results are in addition to the gains already realized from the summons form redesign. The most effective messaging combined information on the consequences of not showing up to court, what to expect at court, and plan-making elements.

Improvements in timely court appearance

FTA Rates



Estimates for summons recipients who provide a phone number

Traditionally, criminal justice policy is informed by the assumption that people make an explicit decision to offend, and so most approaches aim to make crime less worthwhile. But our interventions are built on the view that people who miss their court date do not necessarily make an active choice to skip it. Rather, they may have failed to consider the decision at all due to a number of obstacles. The results indicate that crime policies that focus on behavioral barriers can offer humane approaches to reduce negative consequences for both citizens and the criminal justice system, without resorting to the traditional lever of increasing enforcement.

Introduction

To bring about behavior change and crime prevention, policymakers within the criminal justice system have traditionally focused on deterrence. For example, longer prison sentences are often used to discourage crime by making crimes more costly for offenders.

However, these policies will only be effective if people carefully consider the costs and benefits of their actions. Yet a growing body of literature in the behavioral sciences suggests that people often do not think systematically about costs and benefits before acting. Instead, people often base their decisions on intuitive or automatic processes that falter in predictable ways. Fortunately, the predictability of these processes opens up additional levers for generating behavior change. For example, behavioral science has shown people will reduce their energy consumption if told how much energy they use relative to their neighbors¹ or that medical adherence can be boosted with simple reminders to reduce forgetting.² However, insights from behavioral science have yet to be methodically applied to criminal justice, where they hold promise for making the system fairer and more efficient.

To illustrate this, we focus on one problem: failures to appear in court (FTA). The criminal justice system cannot work if people fail to appear in court, which is why the system places great weight on ensuring that people attend required hearings and enforces prescribed responses if they fail to do so. Nationally, the FTA rate is approximately 21-24% for felony cases.³ FTA rates for misdemeanor and low-level offenses are even higher: historically this rate is around 40% for summons cases in New York City (NYC), which in 2014 represented about 130,000 missed court dates. In many jurisdictions, failing to appear can result in an arrest warrant; in NYC this is the default response in accordance with state law.

To reduce FTAs, a traditional policy approach would propose stricter enforcement of warrants, based on the assumption that people skip court because they weren't deterred by existing penalties. However, a behavioral science perspective suggests many other factors could lead people to miss court. For example, they may not have paid close attention to information about their court date when they got it, they may have simply forgotten, or they may not have planned for taking time off from work in order to attend their court date. If these behavioral barriers account for some instances of FTA, then behavioral interventions may help courts reduce FTA rates without resorting to stricter enforcement.

¹ Allcott, Hunt, and Sendhil Mullainathan. "Behavior and energy policy." *Science* 327, no. 5970 (2010): 1204-1205.
<http://science.sciencemag.org/content/327/5970/1204>

² Dai, Hengchen, Katherine L. Milkman, John Beshears, James J. Choi, David Laibson, and Brigitte C. Madrian. "Planning prompts as a means of increasing rates of immunization and preventive screening." *Public Policy & Aging Report* 22, no. 4 (2012): 16-19.
http://nber.org/aging/roybalcenter/planning_prompts.pdf

³ Cohen, T. H. (2010). Pretrial release of felony defendants in state courts: State court processing statistics, 1990-2004.
<https://www.bjs.gov/content/pub/pdf/prfdsc.pdf>

This policy brief outlines the process and results of a joint project with ideas42 and the University of Chicago Crime Lab, in partnership with the New York City Mayor’s Office of Criminal Justice (MOCJ), New York City Police Department (NYPD), and the New York State Unified Court System Office of Courts Administration (OCA). The project’s aim was to develop and test two behavioral approaches to addressing the common issue of FTA, which plagues court systems across the country. Instead of applying traditional approaches to increase compliance with court summonses (via stiffer enforcement), we looked for opportunities to address contextual factors that were contributing to missed appearances in NYC courts.

In the following sections, we outline the extent of the FTA problem in NYC, the contextual factors we identified as contributing to the problem, and two simple, cost-effective solutions we designed and tested to address it. After presenting results of each intervention, we conclude with thoughts and recommendations for moving forward.



What is behavioral science?

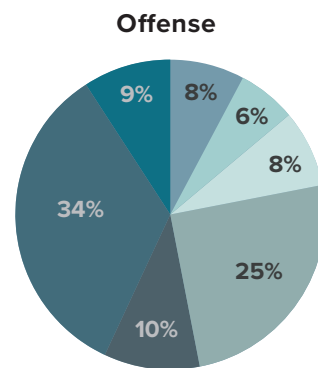
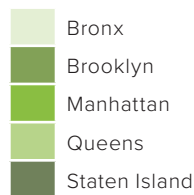
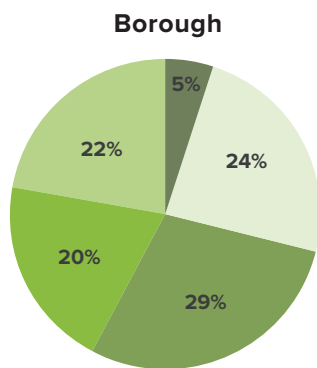
Behavioral science is the study of how people make decisions and act within a complex and textured world where details matter. It draws from decades of research in the social sciences to create a more realistic framework for understanding people. The standard approach to predicting human behavior suggests that we consider all available information, weigh the pros and cons of each option, make the best choice, and then act on it. The behavioral approach suggests something different. We make decisions with imperfect information and do not always choose what’s best for us. Seemingly small and inconsequential details undermine our intentions to act. Behavioral science has been used across a variety of fields to realign policies, programs, and products with how we really behave in order to improve outcomes.

Behavioral Reasons People Fail to Appear in Court

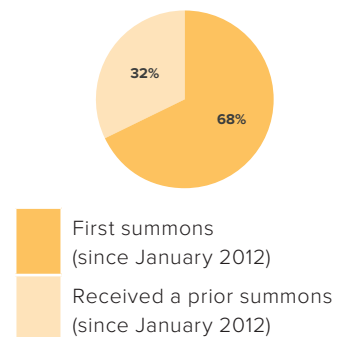
Court appearance tickets are issued for low-level offenses, which range from public consumption of alcohol and public urination to riding a bicycle on the sidewalk and spitting. Among summonses requiring an in-person court appearance (that were not resolved through plea by mail⁴), historically, around 40% end in FTA.

Who Receives Summonses? Descriptive Statistics of Summons Recipients⁵

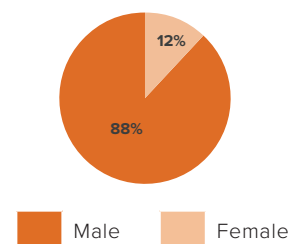
Summons recipients between January 2016 and June 2017



Prior Summons Recipients



Gender Breakdown



34
years old

Average age of summons recipients

⁴ The plea by mail option is available for two offenses: public consumption of alcohol and public urination.

⁵ Source: New York State Unified Court System data

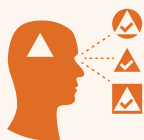
In NYC, hundreds of thousands of arrest warrants are currently open due to FTA, which is problematic for both civilians (who can be taken into custody upon future interaction with police officers) and for law enforcement (whose time and resources are spent taking individuals into custody who might otherwise walk away from interactions with the police). The negative consequences for recipients could include time in police custody, potential immigration issues, and disruptions to work and family life—not to mention the psychological costs of worrying about being picked up on an open warrant. Dealing with these warrants also places a burden on the police and court systems.

To uncover the psychological and contextual features contributing to FTAs, ideas42 and the Crime Lab conducted quantitative and qualitative research using our behavioral diagnosis methodology. We uncovered four main barriers contributing to FTAs.



Mental Models

First, some recipients believe that receiving a ticket for a minor offense and having to attend court for it is unfair. The crime feels misaligned with the punishment. Other recipients receiving a ticket for a minor offense did not expect a warrant to be issued for not attending court. That is, having to go to court for a seemingly minor offense (e.g., being in a park after hours) doesn't match with people's "**mental model**" of what necessitates a court appearance, much less an arrest warrant.



Present Bias

Second, the immediate financial or psychological costs of attending court, such as taking time off work or fears around what may happen at court, outweigh the (often unknown) consequences of not appearing. Many people we interviewed weren't aware that a warrant was a consequence of FTA, but even among those who were aware of the warrant, some still reported missing court because immediate costs of going loomed larger than the risk of getting arrested in the future. This focus on immediate costs over future ones, even when those future costs are objectively larger, is known as "**present bias.**"



Social Norms

Third, there is a misperception about court attendance. A majority of interviewees hold the misperception that most people do not attend their court dates, which (consciously or unconsciously) may influence their own decision to attend or not. Prior work from behavioral science shows that the perceived behavior of peers ("**social norms**") can have a strong influence on our decisions and actions.



Inattention

Fourth, the long lag time between receiving the summons and attending court leads many to forget. In NYC, the court date is typically 60 to 90 days after the ticket was issued, which is plenty of time for people to forget about their court date or the summons altogether. This forgetting can be attributed to "**inattention.**"

Behavioral Interventions to Reduce FTA

With our understanding of the contextual and psychological barriers influencing court attendance, we designed two simple, low-cost, scalable solutions to increase appearances.⁶ Our first touch point was the summons form itself, which is the recipients' main source of information regarding where and when they must attend court. One reason for FTA could be that people do not take the time to carefully read the form. We redesigned it to limit the attention needed to acquire the most important information by putting the essential details near the top of the form and clearly stating the consequences of missing court.

Comparing the old and new summons forms

We made several changes to the recipient copy of the summons form. Some of the main changes of the front page of the form are described in the call out boxes on the next page.⁷

OLD

CRK-3206 (5/12)

Complaint/Information
The People of the State of New York vs.

Name (Last, First, MI) _____ Date of Birth (mm/dd/yy) _____

Street Address _____ Apt. No. _____

City _____ State _____ Zip Code _____

ID/License Number _____ State _____ Type/Class _____ Expires (mm/dd/yy) _____ Sex _____

Date of Birth (mm/dd/yy) _____ Ht _____ Wt _____ Eyes _____ Hair _____ Place/Beg _____

Reg. State (Expires mm/dd/yy) _____ Plate Type _____ Veh. Type _____ Make _____ Year _____ Color _____

The Person Described Above is Charged as Follows:

Time 24 Hour (dd-mm) _____ Date of Offense (mm/dd/yy) _____ County _____

Place of Occurrence _____ Precinct _____

In Violation of Subsection VTL Admin Penal Park Other

Title of Offense:

Bronx Criminal Court - 215 E 161st Street, Bronx, NY 10451

Kings Criminal Court - 346 Broadway, New York, NY 10013

Redhook Community Justice Center - 88-94 Visitation Place, Brooklyn, NY 11231

New York Criminal Court - 346 Broadway, New York, NY 10013

Midtown Community Court - 314 W 54th Street, New York, NY 10019

Queens Criminal Court - 120-55 Queens Boulevard, Kew Gardens, NY 11415

Richmond Criminal Court - 67 Targee Street, Staten Island, NY 10304

Defendant stated in my presence (in substance): _____

I personally observed the commission of the offense charged herein. False statements made herein are punishable as a Class A Misdemeanor pursuant to section 210.65 of the Penal Law. Affirmed under penalty of law.

Complainant's Full Name Printed _____ Rank/Full Signature of Complainant _____ Date Affirmed (mm/dd/yy) _____

Agency _____ Tax Registry # _____ Criminal Code _____

The person described above is summoned to appear at NYC Criminal Court _____ Summons Part _____ County _____

Date of Appearance (mm/dd/yy) _____ At 9:30 a.m.

DEFENDANT'S COPY

NEW

CRK-3206 (1/16)

Criminal Court Appearance Ticket

Name (Last, First, MI) _____ Date of Birth (mm/dd/yy) _____

Cell Phone Number (x how court may contact you) _____ Home Phone Number (x how court may contact you) _____

Show up to court on: _____ at: **9:30 a.m.**

Court Appearance Date (mm/dd/yy) _____

Your court appearance location: Home Kings & New York Midtown Redhook Queens Richmond

****To avoid a warrant for your arrest, you must show up to court.****

At court, you may plead guilty or not guilty.

Please see back for exceptions for Public Consumption of Alcohol and Public Urination offenses.

Court Locations: You must appear at the court location identified below:

Bronx Criminal Court 215 E 161st Street, Bronx, NY 10451

Kings & New York Criminal Court 1 Centre Street, 10th Floor, New York, NY 10007

Redhook Community Justice Center 88-94 Visitation Place, Brooklyn, NY 11231

Midtown Community Court 314 W 54th Street, New York, NY 10019

Queens Criminal Court 120-55 Queens Boulevard, Kew Gardens, NY 11415

Richmond Criminal Court 26 Central Ave, Staten Island, NY 10301

You are charged as follows:

Title of Offense:

Time 24 Hour (dd-mm) _____ Date of Offense (mm/dd/yy) _____ County _____

Place of Occurrence _____ Precinct _____

In Violation of Subsection VTL Admin Penal Park Other

For Additional Information and Questions:

Visit the website or call the number below for additional information about your court appearance and translation of this document.

www.mysummons.nyc
OR
Call 646-760-3010

Defendant stated in my presence (in substance): _____

I personally observed the commission of the offense charged herein. False statements made herein are punishable as a Class A Misdemeanor pursuant to section 210.65 of the Penal Law. Affirmed under penalty of law.

Complainant's Full Name Printed _____ Rank/Full Signature of Complainant _____ Date Affirmed (mm/dd/yy) _____

Tax Registry # _____ Agency _____ Criminal Code _____

DEFENDANT'S COPY

⁶ Most recently, the Mayor's Office worked with four district attorneys (Bronx, Brooklyn, Manhattan and Queens) to dismiss over 644,000 outstanding summons warrants that were over 10 years old for minor offenses like drinking alcohol in public or entering a park after hours.

⁷ See idea42's website for more details on the form redesign: <http://www.ideas42.org/summons>

OLD

CRC-3206 (5/12)

Complaint/Information ①

The People of the State of New York vs.

Name (Last, First, MI)											
Street Address										Apt. No.	
City						State			Zip Code		
ID/License Number				State		Type/Class		Expires (mm/dd/yy)		Sex	
Date of Birth (mm/dd/yy)			Ht		Wt		Eyes		Hair		Plate/Reg
Reg State		Expires (mm/dd/yy)		Plate Type		Veh Type		Make		Year	Color

The Person Described Above is Charged as Follows:

Time 24 Hour (hh:mm)				Date of Offense (mm/dd/yy)				County			
Place of Occurrence								Precinct			
In Violation of Section		Subsection		<input type="checkbox"/> VTL	<input type="checkbox"/> Admin Code	<input type="checkbox"/> Penal Law	<input type="checkbox"/> Park Rules	Other			

Title of Offense:

Bronx Criminal Court - 215 E 161st Street, Bronx, NY 10451

Kings Criminal Court - 346 Broadway, New York, NY 10013

Redhook Community Justice Center - 88-94 Visitation Place, Brooklyn, NY 11231

New York Criminal Court - 346 Broadway, New York, NY 10013

Midtown Community Court - 314 W 54th Street, New York, NY 10019

Queens Criminal Court - 120-55 Queens Boulevard, Kew Gardens, NY 11415

Richmond Criminal Court - 67 Targee Street, Staten Island, NY 10304

Defendant stated in my presence (in substance):

I personally observed the commission of the offense charged herein. False statements made herein are punishable as a Class A Misdemeanor pursuant to section 210.45 of the Penal Law. Affirmed under penalty of law.

Complainant's Full Name Printed				Rank/Full Signature of Complainant				Date Affirmed (mm/dd/yy)			
Agency			Tax Registry #			Command Code					

The person described above is summoned to appear at NYC Criminal Court located at:

Date of Appearance (mm/dd/yy)								At 9:30 a.m.			
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②

DEFENDANT'S COPY

NEW

GLUE LINE

CRC-3206 (1/16)

Criminal Court Appearance Ticket ①

Name (Last, First, MI)										Date of Birth (mm/dd/yy)	
Cell Phone Number (where court may contact you)						Home Phone Number (where court may contact you)					

②

Show up to court on:
Court Appearance Date (mm/dd/yy): **at: 9:30 a.m.**

Your court appearance location: Other (specify) _____

Bronx Criminal Court Kings & New York Criminal Court Midtown Community Court Redhook Community Justice Center Queens Criminal Court Richmond Criminal Court

③

****To avoid a warrant for your arrest, you must show up to court.****
At court, you may plead guilty or not guilty.

Please see back for exceptions for Public Consumption of Alcohol and Public Urination offenses.

Court Locations: You must appear at the court location identified above.

Bronx Criminal Court 215 E 161st Street, Bronx, NY 10451
 Kings & New York Criminal Court 1 Centre Street, 16th Floor, New York, NY 10007
 Redhook Community Justice Center 88-94 Visitation Place, Brooklyn, NY 11231
 Midtown Community Court 314 W 54th Street, New York, NY 10019
 Queens Criminal Court 120-55 Queens Boulevard, Kew Gardens, NY 11415
 Richmond Criminal Court 26 Central Ave, Staten Island, NY 10301

You are Charged as Follows:

Title of Offense:

Time 24 Hour (hh:mm)				Date of Offense (mm/dd/yy)				County			
Place of Occurrence								Precinct			
In Violation of Section		Subsection		<input type="checkbox"/> VTL	<input type="checkbox"/> Admin Code	<input type="checkbox"/> Penal Law	<input type="checkbox"/> Park Rules	Other			

For Additional Information and Questions:

Visit the website or call the number below for additional information about your court appearance and translation of this document.

www.mysummons.nyc
OR
Call 646-760-3010

Defendant stated in my presence (in substance):

I personally observed the commission of the offense charged herein. False statements made herein are punishable as a Class A Misdemeanor pursuant to section 210.45 of the Penal Law. Affirmed under penalty of law.

Complainant's Full Name Printed				Rank/Full Signature of Complainant				Date Affirmed (mm/dd/yy)			
Tax Registry #			Agency			Command Code					

②

DEFENDANT'S COPY

- ① Clear title describes the purpose and required action.
- ② The date, time, and location of the appearance is moved from the bottom to the top, where it is more likely to be read.
- ③ The consequence of missing is clearly articulated and framed to spur loss aversion, the human tendency to feel losses more severely than equivalent gains.

The **second** touch point addressed the lag time between receipt of the summons and the court date. We designed text message reminders tailored to address the bottlenecks described above. Compared to other forms of reminders, such as letters or robo-calls, text messages are inexpensive, and information is easily received and retrievable later.

We designed multiple sets of text messages to determine which messaging is most effective at reducing FTA. Some were sent before a person’s scheduled court date (pre-court messages) and some were only sent if they had missed their court date (post-FTA messages). In order to test which messages were most impactful on FTA rates, recipients were randomly assigned to receive some combination of pre-court and/or post-FTA messages, or no message at all.

The pre-court message sets consist of three different texts, sent seven, three, and one day(s) before the scheduled court date. This schedule was chosen in order to prompt recipients to take preemptive action for attending court (i.e. scheduling time away from work or securing childcare) without reminding them too early, which could lead to procrastination.

Some pre-court messages emphasized the consequences of failing to appear and provided information about what to expect at court (“consequences”), while others focused on helping people develop concrete plans for appearing in court (“plan-making”). A third set combined consequences and plan-making messages. All messages helped to address inattention or forgetting the court date.

Pre-Court Messages

CONSEQUENCES MESSAGES

7 days before court

Helpful reminder: go to court Mon Jun 03 9:30AM. We'll text to help you remember. [Show up to avoid an arrest warrant.]¹ Reply STOP to end texts. www.mysummons.nyc

3 days before court

Remember, you have court on Mon Jun 03 at 346 Broadway Manhattan. [Tickets could be dismissed or end in a fine (60 days to pay).] [Missing can lead to your arrest.]³

1 day before court

At court tomorrow at 9:30AM [a public defender will help you through the process.] [Resolve your summons (ID#####) to avoid an arrest warrant.]⁴

- ¹ Makes the costs of FTA more salient to overcome present bias.
- ² Reduces the ambiguity and perceived costs of attending court.
- ³ Highlights penalties to overcome present bias and the mental model that you don’t need to go to court for minor violations.
- ⁴ Repeats the consequence to keep the cost of missing court top-of mind, reinforcing that despite the mismatch between crime and punishment, you must attend to avoid a warrant.

PLAN-MAKING MESSAGES

7 days before court

Helpful reminder: go to court on Mon Jun 03 9:30AM. [Mark the date on your calendar and set an alarm on your phone.] Reply STOP to end messages. www.mysummons.nyc

1

3 days before court

You have court on Mon Jun 03 at 346 Broadway Manhattan. [What time should you leave to get there by 9:30AM? Any other arrangements to make? Write out your plan.]

2

1 day before court

You have court tomorrow for summons ID#####. [Did you look up directions to 346 Broadway Manhattan?] Know how you're getting there? Please arrive by 9:30AM.

3

- 1 Encourages people to set reminders to help them remember.
- 2 Aids people to think ahead and overcome potential barriers (or costs) to showing up to court.
- 3 Helps plan how to get there and makes the act of going more concrete.

COMBINATION MESSAGES

7 days before court

Helpful reminder: go to court Mon Jun 03 9:30AM. We'll text to help you remember. Show up to avoid an arrest warrant. Reply STOP to end texts. www.mysummons.nyc

3 days before court

You have court on Mon Jun 03 at 346 Broadway Manhattan. What time should you leave to get there by 9:30AM? Any other arrangements to make? Write out your plan.

1 day before court

Remember, you have court tomorrow at 9:30AM. Tickets could be dismissed or end in a fine (60 days to pay). Missing court for ##### can lead to your arrest.

These messages, combining elements from both sets above, address present bias, mental models, and plan-making as previously described.

In addition to the pre-court reminders, we developed two types of messages sent only if a person had missed the court appearance and a warrant had been issued. The first type focused on consequences, letting recipients know that a warrant was issued, but that they wouldn't be arrested if they clear it at the court. The second type relied on the power of social norms and informed recipients that most people actually had attended their court date. Again, both addressed inattention or forgetting.

Post-FTA Messages

CONSEQUENCE MESSAGE

- 1 [Since you missed court on Jun 03 (ID#####), a warrant was issued.]
- 2 [You won't be arrested for it if you clear it at 346 Broadway Manhattan.]
www.mysummons.nyc

Sent when a warrant is triggered by an FTA

- 1 Notifies of the serious consequence that has occurred.
- 2 Encourages action to resolve the open warrant.

SOCIAL NORMS MESSAGE

- 1 [Most people show up to clear their tickets but records show you missed court for yours (ID#####).]
Go to court at 346 Broadway Manhattan.
www.mysummons.nyc

Sent when a warrant is triggered by an FTA

- 1 Provides feedback that their behavior goes against the norm.

Results

Solution 1: Summons Form Behavioral Redesign

The redesigned summons form was first introduced to replace old forms in March 2016 and universally adopted by July 2016. The rollout period culminated in a rapid adoption of the new form across NYC between June and July 2016. Once the new form was issued citywide, the old forms were revoked and collected for destruction.

In order to isolate the impact of the redesigned summons form from other contributing factors to FTA, we compared outcomes between people issued an old form and a new form using a quasi-experimental approach called a regression discontinuity design. We focused on the narrow time-window around new form adoption, comparing people who received summonses just before and just after their issuing officer switched to the new form. The intuition behind this research design is that within a few weeks of the switch, the form version a recipient received was as good as random: they happened to get whichever form the officer was using at that time. This means that any change in FTA is likely caused by the new forms.⁸

Those who happened to receive the new summons form have an FTA rate that is 13%, or 6.4 percentage points, lower than those who happened to receive the old summons form because their issuing officer had not switched yet. As the key variable between these two similar groups of summons recipients, we can determine that the new forms caused this reduction in FTA.

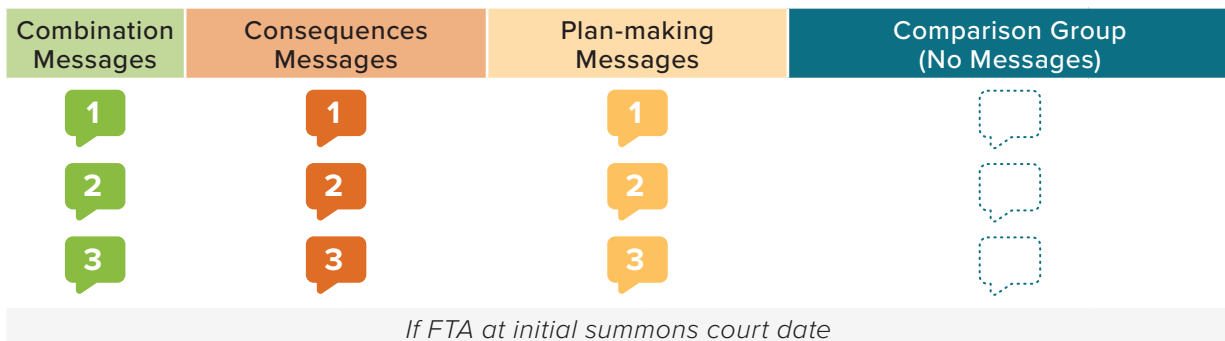
Solution 2: Behavioral Text Messages to Reduce FTA

We evaluated the effect of behavioral text messages using a randomized controlled trial. Anyone in NYC who was issued a summons and provided their cell phone number was eligible to receive text message reminders. Approximately 20,000 summons recipients were randomized to receive one of the pre-court or post-FTA message sets, or no messages (the “comparison group”). All effects seen here are in addition to the gains in court attendance already realized through the behavioral summons form redesign.

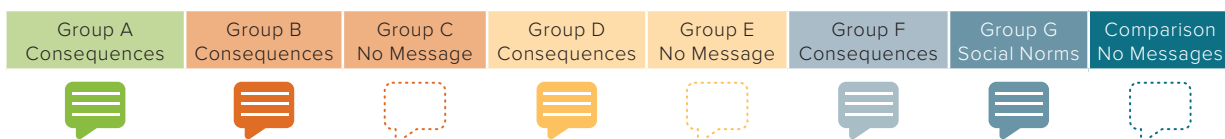
⁸ In fact, the characteristics of summons recipients were very similar just before and just after officers switched forms, in terms of the kinds of offenses they received summonses for, their age and gender composition, and their likelihood of having received summonses in the past. Thus, any difference in FTA rate between those who received the old and new forms would suggest that the new forms were responsible for the change.

TEXT MESSAGE SETS

PRE-COURT MESSAGES



POST-FTA MESSAGES



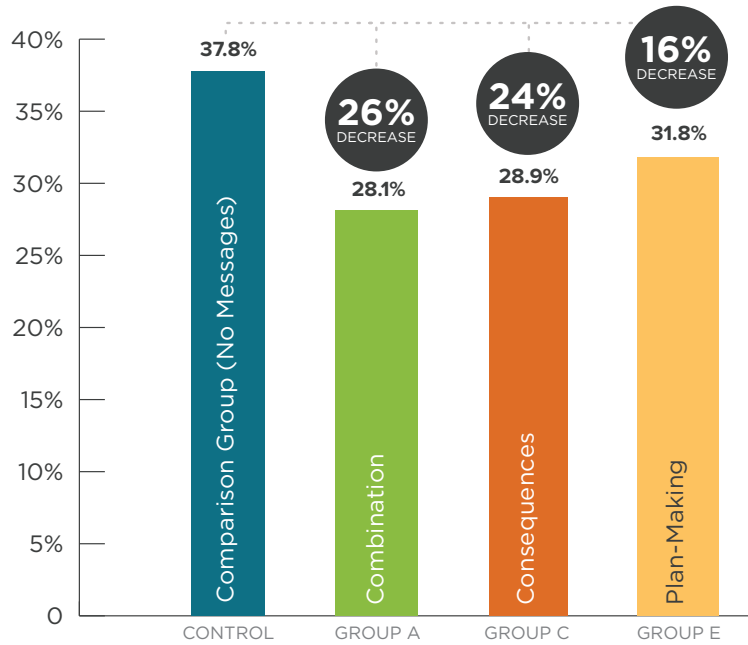
We found that receiving any pre-court message reduces FTA on the court date by 21%. **The combination messages, using elements of both the consequences and plan-making sets, were the most effective, reducing FTA by 26% (from 38% to 28%).** This 26% FTA reduction is measured on the court date, and comes after receiving the sequence of three pre-court messages.

We also looked at the impact 30 days after the court date, as some summons recipients show up to court to clear their warrants after their scheduled court date. Individuals receiving the combination messages receive a post-FTA message if they fail to appear in court on their scheduled date. Relative to receiving no text message, **we find a 32% reduction in open warrants for people who received a combination message set and a post-FTA message (from 24% to 17%).** This reflects both the change in FTA on the court date, as well as subsequent court appearances to clear warrants within 30 days of the scheduled court date.

There is also a question of whether timing of messages matters for reducing FTA—are messages more effective when they are sent before missing a court date or after? We find that post-FTA messages alone are helpful, leading to a 15% reduction in failures to return to court within 30 days, but not as helpful as pre-court messages. Among post-FTA messages, the consequences message (16% reduction) was more effective than the social norms message (14% reduction).⁹

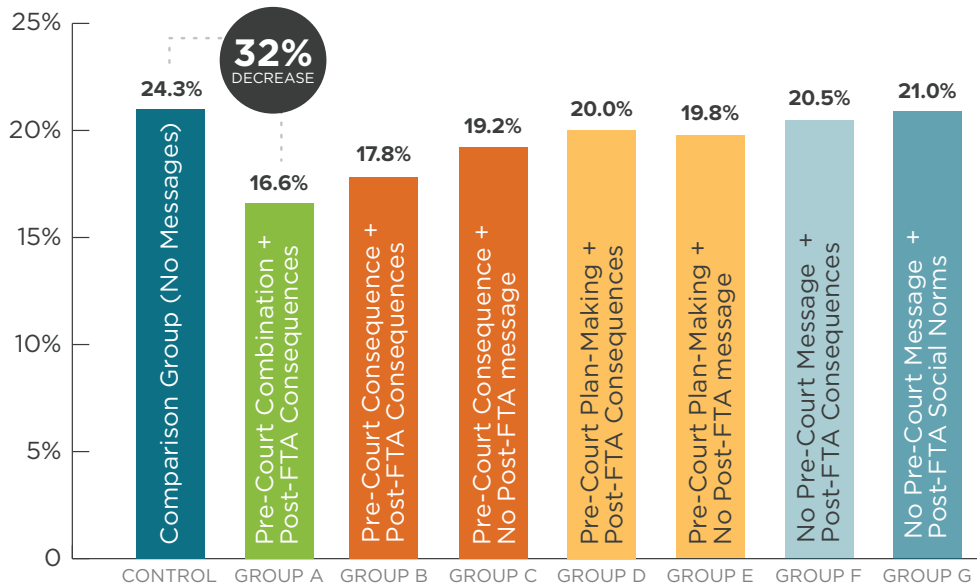
⁹ We also compared sending just the pre-court messages vs. pre-court *plus* post-FTA messages. Here, we find that for people who received pre-FTA messages the effect of receiving an additional post-FTA message is encouragingly in the right direction, but not yet statistically significant at the typical 5% level.

FTA Rate by Type of Message



The difference in FTA rates between the comparison group and any treatment arm is significant at the 1% level ($p < 0.01$)

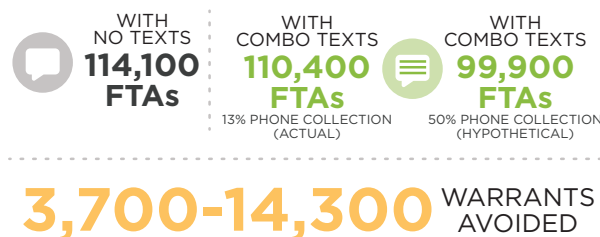
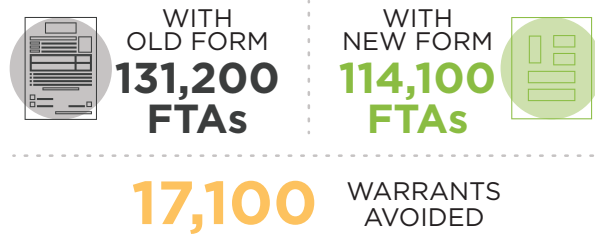
Open Warrant Rate 30 Days After Court Dates



The difference in FTA rates between the comparison group and any treatment arm is significant at the 1% level ($p < 0.01$)

WARRANTS THAT COULD HAVE BEEN AVOIDED IN 2014

320,000 scheduled arraignments **41%** FTA RATE



20,800-31,300
Total Warrants Avoided Per Year (APPROXIMATE)

Cost-Benefit Analysis

Both the redesign and text message interventions are inexpensive and scalable. Using the redesigned form has exactly the same cost as using the old form, and the only cost is incurred during a one-time change. The text messages are also inexpensive, at less than one cent (\$0.0075) per message. For example, sending all 2014 summons recipients three messages would have cost less than \$7,500.

By contrast, the costs of failing to appear in court are much higher. Entry into the criminal justice system—as would be the case if a person was arrested for having an FTA warrant—can have major adverse impacts on people’s lives, regardless of the severity of the initial offense. Failures to appear in court also divert time and resources in both courts and policing. The benefits could be even larger if these kinds of messages also reduce FTA for more severe offenses, since this could result in a lesser use of pre-trial detention. By reducing FTA rates,¹⁰ behavioral interventions might make it possible to allow more people to await trial outside of jail—an important goal for NYC and other U.S. jurisdictions that are concerned about the racial and social disparities of pre-trial detention. Because they are so inexpensive and easy to replicate, both interventions could easily be adapted for other locations and for other types of courts and offenses.

¹⁰ Prior failures to appear in court are among the strongest predictors of future missed court appearances, and similarly the most heavily weighted factors in considering pre-trial release <https://www.bjs.gov/content/pub/pdf/prfdsc.pdf> http://www.nycja.org/lwdcms/doc-view.php?module=reports&module_id=678&doc_name=doc

Next Steps

The interventions described here are among the first applications of behavioral science to criminal justice policy.¹¹ Promisingly, not only are these solutions impactful, their effects are as large or larger than some of the most successful similar behavioral interventions in other domains. We see these interventions as an encouraging first step toward incorporating insights from behavioral science into criminal justice reform.

An immediate next step is to build off of the results and continue to scale the most effective interventions to reach more people. As a measure of the potential for future growth, a recent survey found that 87% of adults nationwide own a cell phone, with ownership reaching nearly 96% in NYC.¹² While text messages are very effective, only about 13% of summons recipients in NYC currently provide a cell phone number, which represents a significant opportunity to expand reach. Enabling more recipients to get these messages would increase the potential impact of this intervention.

Another promising avenue we are exploring is “personalized reminders.” The usual approach in behavioral science is to identify the intervention with the largest average effect and administer the same “nudge” to everyone. We might achieve larger gains by tailoring reminders to individuals, so that a given individual receives messages specific to the barriers that they are experiencing. For instance, busy people may be particularly responsive to plan-making messages, while first-time summons recipients may be more responsive to consequences messages.

Our findings have the potential for impact beyond low-level offenses and beyond NYC. Another aim is to scale both the redesign of other complex forms that recipients receive and text message reminders across different court systems and cities. Future work could specifically investigate the gains to behavioral enhancements at criminal courts that handle more serious misdemeanors and felonies in jurisdictions across the country.

The work we describe here represents an early success in using behavioral science to improve the criminal justice system. Because behavioral approaches to criminal justice reform have been largely overlooked, we believe that there are many “easy wins” to be had. Of course, effective nudges are not substitutes for substantial policy change, but they could be an effective complement and can be more readily implemented and scaled than broad policy changes. A concerted effort toward low-cost, incremental benefits could add up to make a significant difference both for the criminal justice system and for people’s lives.

This research by ideas42 and the University of Chicago Crime Lab, in collaboration with MOCJ, NYPD, and OCA, is a promising step toward incorporating behavioral science in criminal justice. We are eager to continue efforts to better understand how novel, low-cost strategies could be used by NYC and other jurisdictions to make progress on persistent policy challenges.

¹¹ Another early example is the work of Bornstein et al (2013)." <http://ppc.unl.edu/wp-content/uploads/2012/08/Bornstein-et-al-Reducing-courts-failure-to-appear-rate-by-written-reminders-Psychology-Public-Policy-and-the-Law-2013.pdf>

¹² <https://www1.nyc.gov/assets/dca/MobileServicesStudy/Research-Brief.pdf>



The Crime Lab partners with policymakers and practitioners to help cities identify, design, and test the policies and programs with the greatest potential to reduce crime and improve human lives at scale. To learn more visit us at urbanlabs.uchicago.edu/labs/crime



ideas42 uses the power of behavioral science to design scalable solutions to some of society's most difficult problems.

To find out more, visit us at ideas42.org or follow us [@ideas42](https://twitter.com/ideas42)  

Agenda Item IV: Review of Draft Work Plan

Proviso for Alert Reminders and Information – Implementation Work Plan

Proviso

The fiscal year 2018-19 General Appropriations Act (GAA) enacted by the Legislature and approved by Governor appropriates \$750,000 in non-recurring general revenue for information technology to support alert reminders and information, such as court appearances. The GAA appropriation is as follows:

3141A SPECIAL CATEGORIES
GRANTS AND AIDS - CLERK OF COURT
INFORMATION TECHNOLOGY
FROM GENERAL REVENUE FUND 750,000

From the funds in Specific Appropriation 3141A, the Office of the State Courts Administrator shall coordinate with the Florida Clerks of Court Operations Corporation to competitively procure an information technology platform to electronically transmit alert reminders and information to individuals involved in the criminal justice system. The platform shall integrate with existing offender-based information systems, as necessary. Any data collected is the property of the State of Florida or designated agency.

Key High-Level Action Items

- Determine role(s) to be played by OSCA and by CCOC
- Develop policy requirements and technical specifications for platform through advisory group
- Conduct competitive procurement
- Contract with selected vendor
- Develop and deploy platform
- Monitor and measure outputs and outcomes

Work Plan Activities and Target Dates

Note: Due to need for rapid implementation, it is anticipated that activities will have to be occurring simultaneously. For example, while the advisory group is developing/discussing policy requirements and technical specifications, staff will be drafting procurement documents. Dates in this work plan are preliminary and subject to modification, with the goal being to implement electronic notification as quickly as possible.

Activity	Target Date	Issues/Considerations
Organization/Initial Project Scope		
Survey clerks of court on current electronic notification systems in use; case types; contracts; and procurement information	Completed	OSCA also surveying CTOs
Appoint court and clerk members of implementation advisory group	Completed	
Conduct OSCA and clerk staff planning meeting to prepare for advisory group and other activities	June 8, 2018 – Completed	
Conduct first meeting of advisory group by telephone	June 15, 2018	<p>Key action items for first meeting include:</p> <ul style="list-style-type: none"> ■ Review survey results ■ Overview of existing systems ■ Identify primary goals of electronic notification platform ■ Discuss list of events or case types to be considered and explored for inclusion in notification scope ■ Assign members to reach out to local public safety coordinating councils for input on applicable events/cases ■ Discuss procurement options and issues ■ Agree on method to develop policy requirements and technical specifications ■ Approve work plan and identify dates for future meetings

Activity	Target Date	Issues/Considerations
Policy Requirements		
Advisory group members contact public safety coordinating councils for input on list of events/case types	By June 22	Report back via e-mail
Decide which “individuals” under the proviso will be entitled to notification	Second meeting of advisory group	Late June or early July
Agree on preliminary list of events/case types and finalize scope	Second meeting of advisory group	
Decide what information is to be provided in the notification	Second meeting of the advisory group	
Solution and hosting requirements	Second meeting of the advisory group	Will the solution be one that is installed locally (requires maintenance/updates) or an ongoing service that connects to local systems (ongoing cost)? Hosted locally, at a statewide level (where) or in the cloud?
Determine which entity (OSCA or CCOC) will conduct the procurement and sign the resulting contract(s)	Second (or third) meeting of the advisory group	Decision may impact procurement documents and procurement timeline
Finalize policy requirements	Third meeting of advisory group	Week of July 16
Technical Specifications		
Staff evaluate functionality of current systems/platforms in use and determine if can be modified	By June 29	OSCA with SCS; CCOC with Clerks
Estimate what, if any, modifications may need to be made to existing systems to allow the alert system to function	By July 13	
Staff draft technical specifications for consideration and approval	By July 13	
Approve technical specifications	Third meeting of advisory group	Week of July 16

Activity	Target Date	Issues/Considerations
Procurement		
Staff assess extent to which existing contracts can be amended	End of June	
Staff prepare procurement specification documents	End of July	Determine prior to issuance whether it will be single award or multiple award
Advertise procurement	August 1	
End advertisement period	August 31	
Modify existing contracts to comply with policy requirements and technical specifications	August 1	
Evaluate responses to advertisement	September 1 – 30	
Intent to Award Noticed	October 1	
Execute contract(s)	October 8	
Deployment		
To extent existing contracts can be amended and existing platforms modified as necessary	August 31	Will depend on the system(s) and the amount of time necessary to develop, implement and deploy
Under new vendor contract(s)	October 8 – December 30	Will depend on the system(s) and the amount of time necessary to develop, implement and deploy
Monitoring and Measurement		
Identify existing relevant measures and data collected by clerks and courts	June	May be limited by available data
Determine new measures and data that will be necessary; determine if these measures constitute technical specifications	Week of July 16	If these measures and data constitute technical specifications, they would be approved by advisory group along with other technical specifications. May require modification(s) of clerk systems as well
Begin collecting data	Upon deployment	
Prepare first report on outputs and, to the extent available, outcomes	By March 1, 2019	

Agenda Item V: Results of Survey on Existing Systems

Electronic Notification Survey Summary

	County Name	Electronic Notification?	In House or Contract?	Send a copy of contract?	Include Link to Payment portal?	What processes notifying?	Other Comments
8	Charlotte	Yes	In House	Skipped	No	UTC and Court Appearance Suspension Reminders	None
15	Flagler	Yes	Vendor	Yes	Yes	Both	None
18	Glades	Yes	In House	Skipped	No	FHP and most attorneys are sent NTA by email for civil traffic	None
21	Hernando	Yes	Outlook Mail	NA	Yes for collections	Payment Plans, Bondsman notices	None
23	Hillsborough	Yes	Both	Yes	Yes	On-site customer queue text notification. E-mail notification of court appearances and Surety Bond Agents.	None
25	Jefferson	Yes	In House	NA	No	UTC and Court Appearance Suspension Reminders	
29	Leon	Yes	Both	Yes	No	VOR requests and jury appearance reminders/information	None
36	Miami-Dade	Yes	In House	NA	No	Court Hearing Notification None	None
37	Okaloosa	Yes	In House	NA	Yes	Payment Plans	None
39	Orange	Yes	In House	NA	No	Passive notifications are made for Court hearings which are placed on the Clerk website that includes case number, hearing room, time, and Judge.	None
40	Osceola	Yes	In House	NA	No	Injunction Notice and VOR requests	None
43	Putnam	Yes	Vendor	Yes	No	Payment Plans	None
44	Saint Lucie	Yes	Vendor	No	No	Notify PD, SA, Sheriff- arrests affidavits, indigency determinations, court notes, informations, etc.	None
48	Walton	Yes	Both	Yes	Court Case payments offered through myfloridacounty provides both a notification email and receipt.	We utilize multiple means when providing electronic notice.	None

Agenda Item VI: Overview of Existing Systems

No attachments.

Agenda Item VII: Discussion of Project Goals and Scope

Among the principal considerations for the advisory group are the goals for the electronic notification initiative and the scope of cases, proceedings, individuals, and information to which electronic notification should apply. The appropriation proviso specifies that the procured information technology platform shall electronically transmit “alert reminders and information to individuals involved in the criminal justice system.” However, to the extent feasible within the available appropriation, it also may be possible for the platform to address individuals involved with the civil justice system or engaged in certain types of civil proceedings.

Solely for purposes of generating initial discussion and ideas, following are considerations related to project goals and scope.

Criminal Justice System – Potential Proceedings for Notification
Summons
Citation
Civil Citation
Arrest Warrant Issued
Arraignment
Docket Sounding/Pretrial Conference
Pretrial Motion Hearings at which Judge Orders Attendance by Defendant
Competency Evaluation Matters <ul style="list-style-type: none"> ■ Raising of issue ■ Examination ■ Hearing and Disposition
Jury Selection
Trial
Problem-Solving Court Proceedings
Post-Adjudicatory Proceedings

Civil Justice System – Potential Case Types/Proceedings for Notification
Dependency
Termination of Parental Rights
Family
Guardianship
Landlord-Tenant
Small Claims
Injunctions

Criminal Justice System – “Individuals” to be Notified
Defendants Who Receive Summons/Citation
Individuals Who Receive Civil Citation
Defendants Who Bond Out
Juveniles
Parents/Guardians of Juveniles
Attorneys
Witnesses/Victims
Law Enforcement/Probation Officers
Jurors
Problem-Solving Court Participants, Including Members of Team

Civil Justice System – “Individuals” to be Notified
Pro Se Litigants
Guardian Ad Litem
Attorneys
Witnesses
Jurors

Information to be Provided
Case Number
Event Date and Location
Consequences for Failure to Appear
Fine, Fee, and Cost Payment Information

Agenda Item VIII: Next Steps

No attachments.



CCOC
**FLORIDA CLERKS OF COURT
 OPERATIONS CORPORATION**

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 PINELLAS COUNTY
 EXECUTIVE COUNCIL CHAIR

Stacy Butterfield, CPA
 POLK COUNTY
 VICE-CHAIR

Tara S. Green
 CLAY COUNTY
 SECRETARY/TREASURER

SHARON R. BOCK, ESQ.
 PALM BEACH COUNTY

JEFFREY R. SMITH, CPA
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PAULA S. O'NEIL, PH.D.
 PASCO COUNTY
 HOUSE APPOINTEE

JOHN CRAWFORD
 NASSAU COUNTY

RON FICARROTTA
 13TH JUDICIAL CIRCUIT JUDGE
 SUPREME COURT APPOINTEE

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AGENDA ITEM 5

Date: June 25, 2018

Subject: CCOC Calendar of Tentative Meeting Dates

Council Action: For Informational Purposes Only.

Council Action:

Review Calendar of tentative meeting dates.

Overview:

The CCOC Plan of Operation in Section 1.5 requires that at the annual Corporation meeting the Council shall establish a schedule of all regular meetings for the coming year. Historically, the CCOC has attempted to arrange all Council meetings with the FCCC training schedule to make it more convenient for Clerks and staff to attend meetings. Therefore, the Council usually provides a list of tentative meeting dates based on the FCCC calendar.

We contacted the FCCC and they provided us a tentative calendar. (Attached.) Below are the potential meeting dates which could be subject to change.

July-August-September, 2018- The Council will determine what dates to meet during this time to receive recommendations from the Budget Committee to approve Clerk's budgets.

October 2nd, 2018- Executive Council Meeting. Location: Hyatt Regency, Jacksonville. The meeting would take place prior to the 2018 Fall Conference.

February 26, 2019- Executive Council Meeting. Location: Plaza Resort and Spa, Daytona Beach. This would be in association with the FCCC Winter Conference.

June 25th, 2019- Executive Council Meeting. Location: Omni Champion Gate, Orlando. The meeting would take place prior to the 2019 Summer Conference.

Attachments: Draft FCCC 2018-19 Calendar of Events.



2018-19 CALENDAR OF EVENTS

July

July 9	FDLE CJJIS Council	Tampa Marriott Waterside
July 10-12	FDLE CJIS Symposium	Tampa Marriott Waterside
July 18	Article V Revenue Estimating Conference	Tallahassee, 9 a.m.
July 18	2018 Court Operations Statewide Regional Workshop #1	Walton County
July 19	FCCC Executive Committee	WebEx – 10 a.m.
July 25	2018 Court Operations Statewide Regional Workshop #2	Manatee County
July 26	2018 Court Operations Statewide Regional Workshop #3	Broward County
July 27	2018 Court Operations Statewide Regional Workshop #4	Volusia County

August

August 1	CiviTek Retreat	Orlando
August 2-3	Florida Courts Technology Commission	Miami
August 8	FCCC Board of Directors (In-Person)	TBD
August 15	2018 Recording Fundamentals Regional Workshop #1	Bay County
August 16	Florida Trust Board	Clearwater Beach Marriott
August 16-17	Florida Trust Summer Seminar	Clearwater Beach Marriott
August 21-22	FCCC Board & Committee Chair Orientation	Orlando
August 22	2018 Recording Fundamentals Regional Workshop #2	Collier County
August 23	2018 Recording Fundamentals Regional Workshop #3	Brevard County
August 24	2018 Recording Fundamentals Regional Workshop #4	Marion County
August 28	Primary Election	Statewide
August 30	August Monthly Update	WebEx – 10 a.m.

September

September 5	2017 Technology Regional Workshop #1	Bay County
September 12	2017 Technology Regional Workshop #2	Palm Beach
September 13	2017 Technology Regional Workshop #3	Polk County
September 14	2017 Technology Regional Workshop #4	Clay County
September 20	FCCC Executive Committee	WebEx – 10 a.m.
September	<i>Monthly Update will not be held in September due to Fall Conference</i>	

October

October 1	FCCC Board of Directors (In-Person) (Will be held in conjunction with 2018 Fall Conference)	Hyatt Regency Jacksonville
October 2	Florida Courts E-Filing Authority	Hyatt Regency Jacksonville
October 3-5	2018 Fall Conference <i>Executive, Records, Technology</i>	Hyatt Regency Jacksonville
October 25	Florida Trust Board	Tampa
October 26	October Monthly Update	WebEx – 10 a.m.

November

November 1-2	Florida Courts Technology Commission	Tampa
November 6	General Election	Statewide
November 8	FCCC Executive Committee	WebEx – 10 a.m.
November 30	November Monthly Update	WebEx – 10 a.m.

December

December 6	FCCC Executive Committee	WebEx – 10 a.m.
December	<i>Monthly Update will not be held in December due to Holidays</i>	

2019 CALENDAR OF EVENTS

January

January 16	FCCC Board of Directors (In-Person)	TBD
January 25	January Monthly Update/Legislative Update	WebEx – 10 a.m.

February

February 25	FCCC Board of Directors (In-Person) (Will be held in conjunction with 2019 Winter Conference)	Plaza Resort & Spa Daytona Beach
February 26	Florida Courts E-Filing Authority	Plaza Resort & Spa Daytona Beach
February 27- March 1	2019 Winter Conference	Plaza Resort & Spa Daytona Beach
February	<i>Monthly Update will not be held in February due to Winter Conference</i>	

March

March 5	2019 Legislative Session Begins	
March 8	Legislative Update	WebEx – 10 a.m.
March 15	Legislative Update	WebEx – 10 a.m.
March 20	FCCC Executive Committee	WebEx – 10 a.m.
March 22	Legislative Update	WebEx – 10 a.m.
March 29	March Monthly Update/Legislative Update	WebEx – 10 a.m.

April

April 5	Legislative Update	WebEx – 10 a.m.
April 10	FCCC Board of Directors (In-Person)	TBD
April 12	Legislative Update	WebEx – 10 a.m.
April 18	Legislative Update	WebEx – 10 a.m.
April 26	April Monthly Update/Legislative Update	WebEx – 10 a.m.

May

May 3	2019 Legislative Session Ends	
May 3	Legislative Update	WebEx – 10 a.m.
May 8	FCCC Executive Committee	WebEx – 10 a.m.
May 19-22	GFOA 2018 Annual Conference	Convention Center Los Angeles, CA
May 30	May Monthly Update	WebEx – 10 a.m.

June

June 8-12	FGFOA 2018 Annual Conference	Diplomat Resort Hollywood
June 23	FCCC Board of Directors (In-Person) (Will be held in conjunction with 2019 Summer Conference)	Omni ChampionsGate Orlando
June 25	Florida Courts E-Filing Authority	Omni ChampionsGate Orlando
June 25-27	2019 Summer Conference	Omni ChampionsGate Orlando
June 26-29	Florida Bar Annual Convention	Boca Raton Resort & Club Boca Raton



FCCC Clerk trainings



FCCC Clerk meetings



Clerk associated meetings and events



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AGENDA ITEM 7

Date: June 25, 2018

Subject: CCOC Plan of Operation

Council Action: For Informational Purposes Only.

OVERVIEW:

The Corporation had a meeting on May 9th. The purpose was to consider revisions to the Plan of Operation as submitted by Corporation members. The Council did not review the proposals prior to the meeting.

The membership approved three revisions. First, section 2-3 was revised to allow all Clerks to vote for Clerks to represent each of the four population groupings. Second, section 2-6 was clarified to establish that a quorum of the Corporation would consist of a majority of the Corporation members present in person and by phone. Third, Section 4-3 was added that requires the Chair of the Corporation and Executive Director to meet regularly with the FCCC President and Executive Director to coordinate efforts related to economic budget and legislative issues.

Lead Staff: John Dew, CCOC Executive Director

ATTACHMENTS: 1. May 9th Approved CCOC Plan of Operation

PLAN OF OPERATION

FLORIDA CLERKS OF COURT OPERATIONS CORPORATION

ARTICLE I GENERAL PROVISIONS

Section 1-1: Name

The name of the Corporation shall be the Florida Clerks of Court Operations Corporation.

Section 1-2: Establishment

The Florida Clerks of Court Operations Corporation, hereinafter known as “Corporation”, is established under Section 28.35, Florida Statutes, as amended from time to time. The statutory duties assigned to the Corporation shall be performed by the Executive Council. Any future reference to the Executive Council in this document shall be referred to as the “Council”.

Section 1-3: Legal Structure

A. The Corporation is established as a public corporation organized to perform those functions specified in statute and delineated herein.

B. Membership in the Corporation shall be the Clerks of the Circuit Court who shall hold their position and authority in an ex officio capacity.

C. Corporation Plan of Operation shall be adopted by the members and may be amended by a majority vote of the Corporation members at the annual meeting of the Corporation held pursuant to provisions herein. Plan of Operation may not contradict the statutory purpose, construction, operation, or scope of duties/authority of the Corporation.

Section 1-4: Corporation Powers and Duties

The duties of the Corporation shall include:

A. The functions assigned to the Corporation, as defined in s. 27.52, 28.35, s.28.36, 28.37, 57.082, and 318.18 Florida Statutes.

B. Adopting a Plan of Operation.

C. Conducting the election of an Executive Council.

D. Recommending to the Legislature changes in the amounts of the various court-related service charges, fines, fees and costs established by law to ensure reasonable and adequate funding of the Clerks of Court in the performance of their court-related functions.

- E. Performing the functions specified in sections 28.35 and 28.36, Florida Statutes.
- F. Developing and certifying a uniform system of workload measures and clerk workload performance standards as set forth in law and defined by the membership of the Corporation.
- G. Reviewing, certifying and recommending proposed budgets using the methodology set forth in law.
- H. Submitting its proposed budget and the information described in 28.35(2)(f), F.S., along with proposed budgets for each Clerk of Court, to the Legislative Budget Commission.
- I. Developing and conducting Clerk education programs.
- J. Submitting an audited annual financial statement to the Auditor General and such other entities if required by law.
- K. Hiring staff and paying other expenses, as necessary, to perform the responsibilities and duties of the Corporation as described by law.

Section 1-5: Corporation Meetings

Meetings of the Corporation shall be governed by the following provisions:

- A. The Corporation shall hold an annual business meeting each year and such other meetings as deemed necessary by the call of the Council or upon the petition to the Council by twenty-two (22) or more members of the Corporation. At the annual business meeting the Council shall recommend a tentative schedule of all regular meetings for the coming year. In the name of efficiency and economy, the Corporation will try to coordinate its meetings with the meetings of the Florida Court Clerks & Comptrollers.
- B. Notice of the Corporation's annual meeting shall be given thirty (30) days prior to the meeting date. The agenda shall advise the members the substance and nature of each agenda item and will be provided seven (7) days prior to the annual meeting. For other meetings of the Corporation, as provided in Section 1-5 A, notices shall be provided a minimum of seven (7) days prior to such meetings with agenda provisions as previously noted.
- C. All meetings of the Council and the annual meeting of the Corporation shall be open to the public pursuant to Florida law.
- D. Proceedings of Corporation meetings shall be governed by the most current edition of "Robert's Rules of Order" with detailed minutes of all proceedings taken and maintained by the Secretary/Treasurer. Said minutes, upon approval of the Corporation, shall be placed on and maintained by the Corporation on the Corporation's website for public access.

ARTICLE II COUNCIL

Section 2-1: Duties and Responsibilities

The Council shall perform on behalf of the Corporation, those duties and responsibilities assigned by statute and the plan of operation to the Corporation. Such duties and responsibilities shall be administered in accordance with the Plan of Operation approved by the Corporation and as such may be subsequently amended as provided in Section 1-3 C. The Council shall develop for its own internal use, administrative, personnel, and purchasing policies for the Corporation Office.

The Council shall have standing committees to help more efficiently carry out statutory duties. Ad hoc committees may be established as determined necessary by the Chair. Summary minutes of all proceedings of meetings of the standing committees shall be taken and maintained by CCOC staff and placed and maintained on the Corporation website for public access. Minutes are not required to be taken at the ad hoc committee meetings. Standing committees shall include:

Budget Committee: The primary duties of the Budget Committee shall be to: Develop budget forms and instructions for Clerks; Inform and educate Clerks on the budget process; Request Clerks to submit a budget; Develop budgetary evaluation criteria; Review Clerks proposed budgets consistent with the evaluation criteria; Recommend to the Council a proposed budget for all Clerks and; Recommend such amendments to existing or proposed budgets as may be required. The Committee shall also be responsible for presenting the budget before the Legislature, Governor or their staff as needed. The Committee shall identify Legislative problems and solutions and recommend them to the CCOC Legislative Committee.

Performance Improvement and Efficiency Committee: The Committee shall work with Corporation members to help carry out statutory duties of developing workload measures and clerk workload performance standards as well as seeking methods to develop where feasible further efficiencies in Clerks' court-related duties.

Legislative Committee: The Committee shall act on behalf of the Council as requested to provide recommendations to the Legislature as required by statute and the Plan of Operations. The Committee shall further review Legislative priorities, committee hearings, bills, and other issues as they relate to Clerks and CCOC activities.

Clerk Education Program Committee: The Committee shall work with Corporation members to help carry out statutory duties of developing and conducting clerk education programs.

Revenue Enhancement Committee: The Committee shall work with the Council to recommend to the Legislature changes in the various amounts of court-related fines, fees, service fees, and costs.

Executive Committee: The Committee shall consist of the Council Officers as established in Section 3-1. The purpose of the Committee is to act on behalf of the Council when decisions need to be made on issues requiring immediate attention or on administrative issues. The Council shall be notified of any action taken by the Executive Committee. All decisions of the Executive Committee shall be provided to the Council at the Council's next meeting for confirmation.

Section 2-2: Membership

The Council shall be composed of eight Clerks elected by the Corporation members. Two Clerks shall be from each of the following four population categories and shall serve for a term of two years.

Group A: Less than 100,000 citizens

Group B: 100,000 but fewer than 500,000

Group C: 500,000 but fewer than 1 million

Group D: 1 million or more

The Executive Council shall consist of staggered two (2) year terms. The Executive Council shall establish the process, the terms and division within Groups to implement the staggered terms.

The Council shall also include, as ex officio members, a designee of the President of the Senate, a designee of the Speaker of the House of Representatives, and a designee of the Chief Justice of the Supreme Court.

Section 2-3: Election of Council

At the annual meeting, the currently sitting Council members shall conduct the meeting then the incoming board members will be sworn in.

Council members, other than designees of the President of the Senate, the Speaker of the House of Representatives and Chief Justice of the Supreme Court, assuming office at the annual meeting, shall be elected pursuant to the following:

A. Counties comprising population categories delineated herein shall be based on individual county population estimates for the year in which the election is held as published by the Bureau of Economic and Business Research, University of Florida.

B. On or before April 1 of each year, the Secretary/Treasurer shall provide written notice to all Clerks of the Court of the upcoming election. Notification of the election shall include an

election schedule as well as notice to Clerks of the Court to submit to the Council Secretary/Treasurer by April 15 their intent to be a candidate for election to the Council.

C. By May 15 of each year, the Secretary/Treasurer shall prepare an election ballot which shall contain the names of all Clerks of Court divided into appropriate population categories of their respective counties. The names of those Clerks of Court who have expressed their intent to be a declared candidate for Council election shall be so indicated on the ballot. The ballot shall be distributed to all Clerks of Court in such a manner as to provide documentation of proper delivery and to ensure receipt by the Clerks of Court a minimum of fifteen (15) days prior to the ballot return deadline. The ballot package shall be clearly marked as an official ballot and shall include an envelope with the proper return address.

D. All ballots shall be returned to the specific address of a Certified Public Accountant (CPA) selected by the Council by the designated date for the official opening and counting of the ballots. The CPA shall maintain custody of all ballots until the designated date and time for opening and counting.

E. On the date and at the time and location noticed for the official opening and counting of the ballots, the designated CPA shall open and count all ballots and shall certify the official results of the election. Electronic votes shall be counted and certified, as established above. The designated CPA shall serve notice of certification to the Council and, the Corporation Members.

F. Special elections as may be necessary and called pursuant to Section 2-4 shall be conducted within the requirements and framework of the above provisions including applicable schedule timelines. Special elections may be held to fill a vacated term on the Council for the remaining term of the vacated office.

G. If a candidate is unopposed, then no ballot process/election process shall be required.

Section 2-4: Council Meetings

A. The Council shall meet in accordance with the annually published schedule of meetings. Other meetings may be called by the Chair and/or by petition of a minimum of three (3) Council members.

B. Notice of the Council meetings shall be given seven (7) days prior to the meeting date to the Council and members of the Corporation and said notice shall include the agenda which shall advise the Council and Corporation members the substance and nature of each agenda item. For other meetings of the Council, as provided herein, notices shall be provided a minimum of seven (7) days of such meetings with agenda provisions as previously noted. The seven (7) day notice can be waived by seven (7) members of the Council at the commencement of the meeting.

C. In any Council meetings all reasonable efforts shall be made to have telephone access available to all members. Council members should attend personally but may attend and vote electronically.

D. All meetings of the Council shall be open to the public governed pursuant to Florida law.

Section 2-5: Member Attendance and Participation

Attendance and participation of Council members shall be governed by the following provisions:

A. A vacancy in office is declared when a member has three consecutive unexcused absences from meetings of the Council; dies while in office; or no longer holds the office which would entitle him or her to be a member of the Council. An excusal shall be granted by the Chair.

B. Upon such a vacancy becoming imminent, the Secretary/Treasurer or the Chair shall provide written notification to the Council.

C. Upon such notification by the Secretary/Treasurer or the Chair, the Council shall notify the Corporation members of the vacancy.

D. If such occurs, and the remaining time on the term is less than six (6) months, the vacancy will be left open until the next regular election. If the term remaining is more than six (6) months, the Council shall direct the Secretary/Treasurer or Chair to conduct a special election pursuant to Section 2-3 to fill the unexpired term. The timeframe for such process pursuant to Sections 2-3 may be shortened such that the process is concluded within 30 days total.

E. The attendance by a member's designated representative at any regular and/or special meeting of the Council and/or Committee of the Council does not constitute official attendance by that member and such representative shall not be permitted to cast a vote on behalf of the represented member.

Section 2-6: Quorum

Executive Council: A quorum shall consist of at least five (5) members of the Council being physically present. After a quorum is established other members can participate and vote by phone. However, in an emergency situation, subject to the call of the Chair, a meeting of the Council can be held by phone and a quorum be present if at least 5 members call in.

Corporation Annual Meeting: After provided proper notice as outlined under Section 1-5, a quorum will consist of a majority of the Corporation membership. This includes counting those present in person and by phone.

ARTICLE III COUNCIL OFFICERS

Section 3-1: Executive Officers

The Executive Officers shall be the Chair, Vice Chair, and Secretary/Treasurer. Said officers shall be elected by majority vote of the Council at the first meeting of the Council at the beginning of each new Council year with each officer serving a one (1) year, and shall develop a schedule for meetings of the Council and Corporation for the coming year. Executive Officers may serve successive terms. All officers of the Council are also officers of the Corporation. If at any time during the one year an officer's position becomes vacant, the Council at their next meeting shall select a Council member to fill the vacant position.

A. Chair: The Chair shall preside at all meetings of the Corporation and the Council and shall serve as the Council's Executive Officer. If the Chair and the Vice Chair will not be present for a meeting, the Chair may designate another officer or member to preside in the Chair's absence. The Chair shall have authority to appoint regular or special committees as deemed necessary, appoint committee members, and appoint the chair and vice chairs of each committee.

B. Vice Chair: The Vice Chair shall exercise all the powers and duties of the Chair during the Chair's absence or inability to act and shall perform such other duties as may be assigned by the Council or Chair.

C: Secretary/Treasurer: The Secretary/Treasurer shall oversee the keeping of a true up-to-date record of all proceedings of the Council and the Corporation and shall be chief financial agent of the Corporation. As chief financial agent, he or she shall oversee the financial matters of the Corporation, shall be the Chair of any audit committee, and shall propose the annual budget of the Corporation.

Section 3-2: Other Officers

The ex-officio non-voting Officers of the Council shall be an Executive Director, and a General Counsel. Said officials shall be appointed by the Council based on the professional requirements of the applicable position and subject to such other provisions herein.

A. Executive Director: The Executive Director shall serve as the Administrator for the functions of the Council. Employment and/or contracting for position shall be pursuant to Section 4-2 and the Corporation's Annual Budget, pursuant to Section 4-1 B. The Executive Director is a managerial and policy making employee who serves at the pleasure of the Council without civil service protection. A performance evaluation shall be conducted annually of the Executive Director by July 1st. The Chair shall request from each Council member an evaluation that shall be submitted directly to the Chair. The Chair shall go over the evaluations with the Director. The Chair will provide the compilation of the evaluations to the Council members.

The Executive Director has responsibility to effect or recommend personnel, budget, expenditure, or policy decisions in his or her area of responsibility. The Executive Director shall be included in the Senior Management Services Class of the Florida Retirement System. The Executive Director shall be responsible for the day to day operations of the Corporation as well as act as a liaison between the Corporation and the Florida Court Clerks & Comptroller's.

B. General Counsel: The General Counsel shall provide legal services in accordance with the policy directives of the Council relative to the operations and the statutory duties and responsibilities of the Corporation.

ARTICLE IV ADMINISTRATION

Section 4-1: Financial Administration

A. Fiscal Year: The Corporation's fiscal and program year shall commence beginning October 1 and end on September 30.

B. Budget and Program Administration: The Corporation, at its annual meeting shall adopt an annual operating budget and program work plan for each fiscal year as presented by the Executive Director and recommended by the Council. Each budget and work plan shall be structured as to provide a detailed delineation of projected revenues and proposed expenditures by classification.

Each quarter, unless otherwise requested by the Corporation and/or the Council, the Secretary/ Treasurer shall report to the Corporation and the Council as to the status of the budget and make such recommendations for required modifications.

C. Accounting and Financial Reporting: The financial reporting system for funds received by the Florida Clerk of Court Operations Corporation to execute its statutory responsibilities and the associated annual audit shall be in accordance with the following provisions:

(1) The Council shall maintain a financial reporting system that records, establishes accountability for and provides controls over all funds received in accordance with Generally Accepted Accounting Principles and applicable state law.

(2) The Council shall cause to be made each year an independent audit of the preceding year's financial statements and records associated with the financial reporting system provided herein by a Certified Public Accountant (CPA) in accordance with Generally Accepted Governmental Auditing Standards issued by the Comptroller's Office of the United States of America.

The Council shall timely submit the resulting annual audit report, management letter and Council response to the Corporation members and such other entities that may be designated by law.

D. Administration of Procurement and Contracting: The Council shall develop and adopt policies and guidelines for procurement and contracting in accordance with law.

Section 4-2: Personnel Administration

Each year, as an element of the Corporation’s annual budget and work plan, the Council shall submit to the Corporation for consideration, a staffing plan for the next fiscal year. Said plan shall delineate for each position the position title; position classification; and compensation.

Section 4-3: Program/Policy Coordination

For efficiency and economic benefit to the public, the Chair of the Corporation and its Executive Director shall meet with the President of the Florida Association of Court Clerks, Inc., and its Executive Director regularly to coordinate efforts related to economic budget and legislative issues.

**ARTICLE V
OPERATIONS**

Pursuant to the functions of the Corporation as provided by statute and performed by the Council, and pursuant to the Plan of Operation, the following specific provisions shall govern the Council in the administration of such functions.

Section 5-1: Plan of Operation

The Council shall submit to the Corporation each year during its annual business meeting such changes and modifications as deemed necessary.

Section 5-2: Legislative Recommendations

The Council shall develop such legislative changes it deems appropriate for recommendation to the Florida Legislature. Such recommendations shall be coordinated with the Legislative Committee of the Florida Association of Court Clerks, Inc., for the purpose of obtaining input regarding Legislative initiatives. The proposed changes shall be agendaed for consideration at the next scheduled regular meeting of the Council prior to November 30 of each year.

Section 5-3: Research and Analytical Services

The Corporation may contract to provide ongoing research and analytical evaluation relative to the budgetary requirements, performance measures, and applicable performance standards on the Clerks of the Court, including review and monitoring of expenditures, fines, fees, service charges, and court costs as provided by law.

Section 5-4: Clerk of Court Education Programs

The Corporation, pursuant to Clerk of Court education function assigned to the Corporation may contract for developing and conducting said education programs. Programs administered pursuant to such contract(s) may be based on the following requirement classifications and within the general provisions as herein provided.

A. Certification Training – The contract may provide for the development, implementation, and administration of a program of training and education as required by s. 145.051, F.S., and delineated in Administrative Order of the Florida Supreme Court, dated November 18, 1996.

B. Budgetary Training – The contract may provide for the development, implementation, and administration of training requirements deemed necessary by the Council for the effective on-going implementation and administration of the Clerk of Court budgetary and reporting process.

C. Notification- Any contracts entered into by the Corporation for educational training of Clerks and staff shall include in the contract and training announcements, publication, and materials that funding for such training is paid for by the Corporation.



CCOC

FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Ken Burke, CPA
PINELLAS COUNTY
EXECUTIVE COUNCIL CHAIR

SHARON R. BOCK, ESQ.
PALM BEACH COUNTY

JOHN CRAWFORD
NASSAU COUNTY

PAT FRANK
HILLSBOROUGH COUNTY

TODD NEWTON
GILCHRIST COUNTY

Stacy Butterfield, CPA
POLK COUNTY
VICE-CHAIR

JEFFREY R. SMITH, CPA
INDIAN RIVER COUNTY

RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE

KYLE HUDSON
HOLMES COUNTY
SENATE APPOINTEE

Tara S. Green
CLAY COUNTY
SECRETARY/TREASURER

PAULA S. O'NEIL, PH.D.
PASCO COUNTY
HOUSE APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

JOE BOYD
GENERAL COUNSEL

2560-102 BARRINGTON CIRCLE | TALLAHASSEE, FLORIDA 32308 | PHONE 850.386.2223 | FAX 850.386.2224 | WWW.FLCCOC.ORG

AGENDA ITEM 8

Date: June 25, 2018

Subject: Results of CCOC Election

Council Action: For Informational Purposes Only.

OVERVIEW:

Each year Clerks elect four Clerk members to the Executive Council. One from each of the four population groups.

Ballots were provided to the Clerks on May 13th. The due date for returning the ballots to the CPA firm of Lanigan and Associates was May 31st. Lanigan and Associates counted the ballots on June 8th and the Clerks were informed of the results that afternoon. (Certification Attached.)

Selected from the population group of fewer than a population of 100,000 was Clerk Crawford. Clerk JD Peacock was chosen from the population group of 100,000 to 500,000. Clerk O'Neil was chosen from the population group of 500,001 to 1,000,000. Clerk Ruvin was chosen from the population group of more than 1,000,000.

The new Council members will be sworn in during the Council Organization Session immediately following the June 25th Corporation meeting

ATTACHMENTS: 1. Certified Results of 2018 CCOC Executive Council Election

LANIGAN & ASSOCIATES, P.C.
CERTIFIED PUBLIC ACCOUNTANTS
www.lanigancpa.com

Please reply to:
Tallahassee

314 Gordon Avenue
Thomasville, GA 31792
(229) 226-8320
(229) 226-0038 Fax

Bernard Lanigan (1918-1982)
Bernard Lanigan, Jr., CPA
Frank J. Mercer, CPA, CFP
C. Bradford Jackson, CPA, CFA
D. Mark Fletcher, CPA, CFE
G. Thomas Harrison, Jr., CPA, CFP
John W. Keillor, CPA
Michael O. Sills, Jr., CPA, CFE
Robert M. Milberg, CPA (of Counsel)

2630 Centennial Place, Suite 1
Tallahassee, FL 32308
(850) 893-8418
(850) 893-9745 Fax

3353 Peachtree Road, NE
North Tower, Suite 545
Atlanta, GA 30326
(404) 848-7221
(404) 442-2728 Fax

June 8, 2018

**Members of the Florida Clerks of Court Operations Corporation
President of the Florida Senate
Speaker of the Florida House of Representatives
State of Florida Chief Financial Officer**

In accordance with the Plan of Operation for the Florida Clerks of Court Operations Corporation, we are providing this written notification to serve as notice of our certification of the election results for the most recent election of the Executive Council.

The voting procedures outlined in the Plan of Operation were followed as per the prescribed method. Our firm controlled the receipt and the counting of the ballots. The ballot counting was completed by our staff on June 8, 2018. The following members have been elected to the Executive Council.

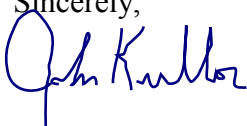
Group 1
John Crawford

Group 2
JD Peacock

Group 3
Paula O'Neil

Group 4
Harvey Ruvin

Thank you for the opportunity to be of service.

Sincerely,


John Keillor, CPA