

Ken Burke, CPA 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 Ron Ficarrotta 13th Judicial Circuit Judge SUPREME COURT APPOINTEE	John Crawford Nassau County Kyle Hudson Holmes County SENATE APPOINTEE	Pat Frank Hillsborough County Paula S. O'Neil, Ph.D Pasco County HOUSE APPOINTEE
	Todd Newton Gilchrist County John Dew EXECUTIVE DIRECTOR	Jeffrey R. Smith, CPA Indian River County Joe Boyd GENERAL COUNSEL

DRAFT Agenda

PIE Meeting

August 14, 2017

Date: August 14, 2017

Time: 10:00 am ET

Location: **Go-To Meeting-** Log in at <https://www.gotomeet.me/jdew/pie-meeting>. Those only wanting to listen and cannot make comments can dial in by phone at 872-240-3212. Access code 731-348-277.

- Call to Order Tara Green
- Roll Call CCOC Staff
- Approval of Agenda and Welcome Tara Green
- 1) Approval of PAC Framework Tara Green
- 2) Status of Ongoing Project Doug Isabelle
- a. Service Costing and Revenues
 - b. Service Performance Measures
 - c. Amending Timeliness Business Rules
- 3) Discuss Statewide Collection Initiatives Tara Green
- 4) Other Business Tara Green

Committee members: Tara Green (Chair), Don Barbee (Vice Chair), Linda Doggett, Pat Frank, Don Spencer, Neil Kelly, Marcia Johnson, Kellie Connell, Carolyn Timmann, Angela Vick



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.

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Agenda Item 1

PIE Meeting

August 14, 2017

Date: August 1, 2017

Subject: Agenda item 1: Discuss PAC Framework

Committee Action: Approve the CFY 2017 Performance Accountability Clerk Framework (PAC)

Overview/Background:

The PAC Framework team met on July 10 and 11 and updated the attached PAC Framework. The Framework includes 9 court services, 35 activities, and 330 tasks. It was most recently updated to reflect new legislation from the 2017 session. (See attached summary.)

The PAC Framework is a document that will be amended each year to reflect new requirements by the Florida Legislature and Supreme Court.

The Framework can be used today to “Tell the Clerks’ Story”.

1. Provides a description of services and activities that the Clerks provide to the citizens of Florida.
2. Provides legal authority for these services and activities.
3. Provides some workload performance measures.
4. Provides some estimated costs of programs and services.
5. Provides a list of customers for the Clerks services.

Future enhancements include (see agenda item 2):

1. Developing an automation and query system.
2. Identifying revenue streams for each service.
3. Enhancing performance measures and standards.
4. Enhancing service and activity costs.
5. Linking service best practices.

Recommendation: Approved the CFY 2017 PAC Framework.

Lead Staff: Douglas Isabelle, Deputy Executive Director

Attachments:

- 2017 PAC Framework
- Summary of Services, Activities, and Tasks



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PERFORMANCE AND ACCOUNTABILITY OF CLERKS FRAMEWORK

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
	Case Processing			Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	
		Create and maintain court case record												F.S. 28.13, 28.211, 28.22205, 34.031, and Fla. Sm. Cl. R. 7.040
1			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			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), 28.22205 (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			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), 28.22205 (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	Y	Y	Y	Y	Y	N	F.S. 28.24(19) (fee), F.S. 56.16 (officer having the execution), F.S. 72.011(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. Cl. 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)

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
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)
			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)
29			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)
30			Process and implement requirements set forth in administrative orders											
31			Review, accept, process and present appropriate motions and proposed orders for judicial review	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
32			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)
33			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)
34			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
35			Provide copies of applicable final judgments to Child Support Depository	N	N	N	N	N	N	N	N	Y	Y	F.S. 61.08(10)(d)1. (minor child w/ alimony not paid through the depository), F.S. 61.13(1)(d)2. (support not immediately deducted), F.S. 61.1301(1)(a) (income deduction order made through depository)
36			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)
37			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)

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
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)
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),
61			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),
62			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)
63			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)
64			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)

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
65			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)
			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)
			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)
66			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)
67			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)
68			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)
69			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)
70			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)
71			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)
72			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)
73			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)
74			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)
75			Maintain on site, as space allows, non-evidentiary 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
76			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	
77			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)
78			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)
79														
80		Create and maintain child support/alimony depository record												F.S. 61.181
81			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
82			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
83			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

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
84			Track emancipation of dependents and adjust obligation accordingly	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
85			Receipt Payments, (purge, over counter, lockbox) and reconcile daily balances	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
86			Respond to customers inquiries regarding payments, balances, and enforcement options	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
87			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
88			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)
89			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
90			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)
91			Perform audits on depository accounts	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826
92			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)
93			Reconcile and prepare reports	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
94			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)
95			Prepare and participate with annual audit (IV-D, DOR)	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
96			Evaluate and prepare Indirect Cost Calculation	N	N	N	N	N	N	N	N	Y	N	F.S. 61.1826(4)
97			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)
98														
99														
100		Determine indigent status												F.S. 27.52, F.S. 57.082, and F.S. 57.085
101			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
102			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
103			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
104			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.
105			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)
106														
107														
108		Prepare for and attend court												F.S. 28.212; 34.031
109			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, <i>but see</i> , <i>Morse v. Moxley</i> , 691 So.2d 504 (Fla. 5th DCA 1997) for limitation of this power)
110			Prepare and/or distribute court docket	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	F.S. 28.211 (preparation of progress docket)
111			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)
112			Prepare lists for prisoner transfers from jail	Y	Y	Y	Y	N	N	N	N	N	N	
113			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, <i>but see</i> , <i>Morse v. Moxley</i> , 691 So.2d 504 (Fla. 5th DCA 1997) for limitation of this power)
			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)
114			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)
115			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)
			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)
116														
117			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)
			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)
118														
119			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

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
120			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)
121			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)
122			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)
123			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)
124			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)
125			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)
126			Prepare and docket court minutes	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.212 (clerk may keep minutes)
127			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)
128														
129														
130		Process case after court decision												F.S. 28.211 and 28.29
131			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)
132			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)
133			Publish Grand Jury Indictment	Y	Y	N	Y	N	N	N	N	N	N	Fla. R. Crim. P. 3.140(i) (indictment in custody of clerk) & (m) (clerk to release to defendant)
134			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	
135			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)
136			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)
137			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)
138			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)
139			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)
140			Prepare and e-Serve clearance forms to DHSMV at Court Assist regarding financial obligation payoffs not filed on UTC	Y	Y	N	Y	N	N	N	N	N	N	F.S. 322.245(5)(b) (clerk to provide affidavit of satisfaction) (no e-serve or court assist required)
141			Process disposition orders/court minutes; Serve parties with copies	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
142			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)
143			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)
144			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)
145			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)
146			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)
147			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)

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
148			Prepare, docket, image and process court ordered Vehicle Impound/Immobilization Notice for DUI'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)
149			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)
150			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.(l) (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)
151			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)
152			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(8)(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)
153			Prepare and/or review check requests for financial processing	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
154			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
155			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)
156			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)
157														
158														
159		Process Reopened Cases												F.S. 28.241
160			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 (reopen fees and exemptions), Fla. R. Civ. P. 1.540 (relief from orders)
161			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)
162			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
163			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)
164			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)
165														
166														
167		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. 3.989 (the forms, with no mention of clerk assistance)
168			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)
169			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)
170														
171		Prepare Record for Appealed Cases												F.S. 28.241 and Fla. R. App. P. 9.200(d)
172			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))
177			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)
178			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)

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
173			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)
184			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)
174			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)
175			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
182			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)
176			Prepare supplemental records	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. App. P. 9.200(f)
179			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)
180			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)
183			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)
185														
186		Perform Records Management/Retention												F.S. 28.30
187			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)
188			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)
189			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)
190			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)
191			Sanitize/redact historical case file/images	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420
192			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)
193			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
194			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
195			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
196			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
197														
198														
199		Perform Evidence Management/Retention												F.S. 28.213 and Fla. R. Civ. P. 1.450(b)
200			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)
201			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)
202			Place into secure evidence vault	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
203			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)
204			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)
205			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)
206			Perform periodic inventory of physical evidence	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
207			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)

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
208			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)
209			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)
210			Prepare, process, and provide all required forms, motions, and proposed orders for release/return/disposition of evidence	Y	Y	Y	Y	Y	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)
211			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)
212			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)
213			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)
214			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)
215			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)
216			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)
217			Store and/or destroy DNA evidence pursuant to guidelines	Y	Y	Y	Y	N	N	N	N	N	N	F.S. 925.11
218			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
219			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)
220			Generate report for audit/tracking inventory	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Civ. P. 1.450(b)
221			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)
222														
223	Revenue Collection and Distribution													
224		Establish and maintain assessment, collection, and distribution schedules												F.S. 28.42 (annual fee schedule), F.S. 28.246(2)
225			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)
226			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)
227			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)
228														
229		Assess and Collect, and Distribute Fines, Fees, Court Costs, and Service Charges												
230			Create system of accounts receivable and receipt payments received via mail, over counter, telephone, on-line payments, from 3rd party vendors (Amiscol, 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)
231			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
232			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
233			Perform daily cashier balancing and prepare deposits	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	GAAP
234														
235														

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
236		Establish and ensure compliance with payment plans												F.S. 28.246(4)
237			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)
238			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)
239			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)
240			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)
241			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)
242														
243		Pursue collection of delinquent debts												
244			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)
245			Collect, Reconcile, Adjust, and Distribute Funds	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
246			Perform Collection Monitoring and Reporting	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
247			Recall cases from collection agency as applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
248			Perform periodic reassignments between agencies as applicable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 28.246(6) (collections)
249			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)
250			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)
251			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)
252														
253														
254	Financial Processing													
255		Establish fine and forfeiture fund												F.S. 142.01
256			Establish a fine and forfeiture fund for the county	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 142.01
257			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)
258														
259		Reconcile financial transactions												
260			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
261			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
262			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
263			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
264			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. 28.2402(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
265			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	
266														
267														
268		Maintain Escrow Accounts												
269			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)
270			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)
271			Perform periodic reconciliation of accounts	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 218.39 (annual audit required), GAAP
272														
273														

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
274		Process Bonds												F.S. 903.106, 903.16, 903.26, 903.27, 903.28, 903.286, and 903.31
275			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)
276			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)
277			Process bond forfeiture to judgment	Y	Y	N	Y	N	N	N	N	N	N	F.S. 903.27
278			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)
279														
280														
		Process Abandoned/Unclaimed property												F.S. 43.19, 116.21, 142.01, 717.113, 744.534
281														
282			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)
			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)
283														
284			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)
285														
			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
286			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)
287														
288			Process any written claims for unclaimed money.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	F.S. 116.21(3) (written claims)
289			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)
290														
			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	
291														F.S. 744.534(2)(a) (deposit to registry)
			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	
292														F.S. 744.534(2)(a)1. and 2. (notice)
293			Deposit with the Chief Financial Officer all funds going unclaimed for the statutory period following the notice	N	N	N	N	N	N	N	Y	N	N	F.S. 744.534(2)(a)3. (deposit with CFO)
			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	Y	N	N	
294														Fla. Prob. R. 5.386
295														
296														
297		Manage funds deposited into the Court Registry												F.S. 28.24(10), 28.33, 43.18, 56.27, 83.232, 83.60, 83.61
			Create, manage and monitor accounts for registry deposits	N	N	N	N	N	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)
298														
299			Calculate and disburse payments and any applicable interest per court order	N	N	N	N	N	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)
300			Periodically reconcile accounts with GL	N	N	N	N	N	Y	Y	Y	Y	N	F.S. 218.39 (annual audit required), GAAP
301														
302														
303	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)
304			Receive and review requests for records	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)
305														
			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	Fla. R. Jud. Admin. 2.420(m)(2) (determining access and exemptions)
306			Acknowledge and respond to customer inquiries	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(m)(2) (providing access or written denials)
307														
			Conduct records search, compile data, provide results to customer as necessary	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)
308														
			Retrieve archival records from offsite storage locations, as needed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(m)(2) (providing access or written denials)
309														

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
310			Review and apply proactive/View on Request (VOR) redactions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Rule 2.420, AOSC 16-14
311			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	F.S. 28.24 (3) (\$2.00 per instrument for certification), F.S. 28.24 (17) (\$7.00 per exemplified certificate)
312			Compute, assess, and collect statutory fees	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)
313			Provide records	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Fla. R. Jud. Admin. 2.420(m)(2) (providing access or written denials)
314														
315														
316		Prepare and manage custom reports/bulk data requests												AOSC 16-14
317			Review and respond to request to determine parameters and applicable systems/data fields	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, <i>but see</i> AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
318			Write report request with specific data fields	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, <i>but see</i> AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
319			Conduct staff/department review of report to insure accuracy/review anomalies	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, <i>but see</i> AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
320			Provide report to customer/post on website	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, <i>but see</i> AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
321			Update report programmatically or as needed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access, <i>but see</i> AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
322			Compute, assess, and collect fee	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	No requirement for access or set fee, <i>but see</i> AOSC 16-14 Standards and Security Matrix Commercial Purchasers of Bulk Records User Group
323														
324														
325	Provide Ministerial Pro Se Assistance													F.S. 28.215
326		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	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	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	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	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	F.S. 741.30(2)(c)7. (clerk to make information on certified centers available)
332														
333														
334	Technology Services for External Users													
335		Provide and maintain Online Electronic Access												AOSC 16-14
336			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
337			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
338			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
339			Manage/update access roles as changed by governing authorities	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, ACCESS MATRIX
340			Test/troubleshoot problems	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, QUALITY ASSURANCE
341			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.
342			Monitor ongoing eligibility for access	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 16-14, SECURITY and AUTHENTICATION REQUIREMENTS, FCTC requirements
343														
344														
345		Maintain the eFiling Portal												AOSC 09-30, SC 10-2101, AOSC 11-399, and Fla. R. Jud. Admin. 2.420
346			Maintain internal user access	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	AOSC 09-30

				Criminal				Traffic		Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic		Circuit	County	Probate	Family	Dependency	Authority
347			Add law firm and associate firm administrators	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	AOSC 09-30
348			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
349			Triage/troubleshoot issues for customers	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	AOSC 09-30
350			Monitor e-filing workflow between local system and statewide Portal	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	AOSC 09-30
351			Manage corrective action/abandoned filing queues	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	AOSC 09-30
352			Perform Release Management (e.g. testing new releases prior to implementation)	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	AOSC 09-30
353															
354															
355		Maintain data and image integration with Judicial Viewer application													Fla. R. Jud. Admin. 2.525
356			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)
357			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)
358			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)
359			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)
360															
361															
362		Establish and maintain Clerk website													AOSC 16-14
363			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)
364			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. 28.221(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)
365			Establish/maintain links and interfaces with new applications or collegial entities	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	F.S. 28.221(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)
366															
367															
368	Mandated Reporting Services														
369		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
370			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)
371			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)
372			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)
373			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)
374			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)
375			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)
376			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)
377															
378															
379	Jury Management														

				Criminal				Traffic	Civil					Authority
	Service	Activity	Task	Circuit	County	Delinquency	Traffic	Civil Traffic	Circuit	County	Probate	Family	Dependency	Authority
380		Establish and manage jury pools												F.S. CHAPTERS 40 and 905
381			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)
382			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)
383			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)
384			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
385			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
386			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
387			Research and void/reissue juror payments	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.24
388			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
389			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)
390			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
391														
392		Support enforcement of Failure to Appear for Jury Duty												F.S. 40.23
393														
394			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)
395			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),
396			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)
397														
398														
399		Request funds and reconcile jury cost reimbursement												F.S. 40.29, 40.32, 40.33, and 40.34
400			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)
401			Track and reconcile expenditures for juror reimbursement advance	Y	Y	N	Y	N	Y	Y	N	N	N	F.S. 40.355 (full accounting)
402			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)
403														
404	Administration													
405		Human Resources Support												
406			Conduct Training sessions for Management and staff											
407			Benefits											
408			Recruitment											
409			Provide public outreach											
410														
411		Financial Support												
412			Budget Development											F.S. 218.35 (budgeting for courts and BCC)
413			Audits											F.S. 218.39 (annual audit required)
414			Purchasing and Procurement											
415														
416		Legal Support												Art. V. Sec. 16, Fla. Const.
417			Interpreting laws, rules, legislative changes											
418			Preparation and review of contracts											
419			Represent the Clerk before the Court											F.S. 903.28(10) (clerk is real party in interest for bail bond appeals)
420			Acts as liaison with Judiciary, constitutionsals, and other entities											F.S. 218.35 (budgeting for courts and BCC)
421			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)
422														
423		Facilities Support												
424			Emergency Management											
425			Records Storage											
426			Perform annual clerk fixed assets inventory											F.S. 218.39 (annual audit required)
427														

Performance and Accountability of Clerks Framework (July 2017)

<u>Services</u>	<u>Activities</u>	<u>Tasks</u>
1)Case Processing		
	1) Create and maintain court record	82
	2) Create and maintain child support/alimony depository record	17
	3) Determine indigent status	5
	4) Prepare for and attend court	20
	5) Process case after court decision	26
	6) Process Reopened cases	5
	7) Seal/Expunge	3
	8) Prepare Record for Appealed Cases	12
	9) Perform Records Management/ Retention	10
	10) Perform Evidence Mangement/ Retention	22
Total	<u>10 Activities</u>	<u>202</u>
2)Revenue Collection and Distribution		
	1) Establish and maintain assessment, collection and distribution schedules	3
	2) Assess, collect, and distribute fines, fees, court costs, and service charges	4
	3) Establish and ensure compliance with payment plans	5
	4) Pursue collection of delinquent debts	8
Total	<u>4 Activities</u>	<u>20</u>
3)Financial Processing		
	1) Establish fine and forfeiture fund	2
	2) Reconcile financial transactions	6
	3) Maintain escrow accountes	3
	4) Process bonds	4
	5) Process abandoned/ unclaimed property	11
	6) Manage funds deposited into the court registry	3
Total	<u>6 Activities</u>	<u>29</u>
4)Requests for Records & Reports		
	1) Satisfy customer copy and record requests	9
	2) Prepare and manage custom reports/ bulk requests	6
Total	<u>2 Activities</u>	<u>15</u>
5)Provide ministerial pro-se assistance		
	1) Assist self-represented litigants with filings	5
Total	<u>1 Activity</u>	<u>5</u>
6)Provide technology services for external users		
	1) Provide and maintain Online electronic access	7
	2) Maintain the eFiling Portal	7
	3) Maintain data and image integraion with Judicial Viewer Application	4
	4) Establish and maintain Clerk website	3
Total	<u>4 Activities</u>	<u>21</u>
7)Provide mandated reports		
	1) Compile and submit state and local reports and data extracts	7
Total	<u>1 Activity</u>	<u>7</u>
8)Jury management		
	1) Establish and manage jury pools	10
	2) Support enforcement of failure to appear for jury duty	3
	3) Requests funds and reconcile jury costs reimbursement	3
Total	<u>3 Activities</u>	<u>16</u>
9)Administration		
	1) Human Resources Support	4
	2) Financial Support	3
	3) Legal Support	5
	4) Facilities Support	3
Total	<u>4 Activities</u>	<u>15</u>
<u>9 Services</u>	<u>35 Activities</u>	<u>330</u>

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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Agenda Item 2

PIE Meeting

August 14, 2017

Date: August 1, 2017

Subject: Agenda item 2: Discuss status of ongoing projects by workgroup

Committee Action: Status Report.

Overview/Background:

A work group of Clerk staff has met several times and are working on various aspects of the PAC Framework and on timeliness business rules. At their last meeting, the work group created several teams, identified tasks, work products, and tentative plans. These teams will be working closely with Clerk staff to move these products forward. Below is a status of 5 ongoing projects.

- **1) Service costing project:** Five counties (Citrus, Clay, Hernando, Brevard, and Polk) volunteered to costs out their court-related 9 services as defined by the PAC Framework. Using their CFY 2016/17 Budget these counties estimated their FTE's, personnel, operational, and capital costs. The data from these five counties are being compiled and the budgeted costs of the services will be approximated by service. For example, the list of 9 services and percent average costs is shown in the table below.

Draft Work-in-Progress

Court Services	Percent Average
Case Processing	58.29%
Revenue Collection & Distribution	10.45%
Financial Processing	5.56%
Ad Hoc Requests and Reports	6.08%
Technology for External Users	4.13%
Ministerial Pro Se Assistance	4.75%
Standard Requests and Reports	2.54%
Jury Management	1.77%
Administration	5.9%
Total	100%

This methodology will be applied to the 2017/18 Budget request to estimate service costs. The goal is to have the service cost methodology finalized this fall.



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.

2) Revenue identification project: The goal of this project is to identify the revenue streams that are associated with the 9 court-related services. For example, filing fee revenues are dedicated revenue streams associated to case processing. However, there are no dedicated revenue streams associated with compiling reports, and processing cases for state agencies, and providing pro-se assistance. The tentative plan is to identify these revenue streams the fall.

3) Joint costs and revenue project: The purpose of this project is specific and limited in scope. The project goal is to show a “funding gap” for providing selective court-related services and certain case types. For example;

- There are Clerks’ costs of compiling reports and providing data to state agencies with no associated revenue streams.
- There are Clerks’ costs associated with processing cases filed by the State such as; dependency cases (DCF), and DOR child support enforcement cases with limited associated revenue streams to offset these costs.
- There are Clerks’ costs associated with processing injunctions for protection-s. 741.30(2)(a) F.S., and mental health cases with no associated revenue streams.

The results from this project could be used to support funding needs in the upcoming Legislative session as well as toward a long-term funding solution for Clerks.

4) Service performance measures project: Florida statutes s. 28.35(d), F.S. requires the CCOC to develop and certify a uniform system of workload measures and applicable workload standards for court-related functions as developed by the corporation and clerk. These measures and standards shall be designed to facilitate an objective determination of the performance of each clerk in accordance with minimum standards for fiscal management, operational efficiency, and effective collections. The corporation shall develop the measures and standards as defined by the membership of the Corporation and in consultation with the Legislature.

The PIE Committee typically reviews the current list of performance measures and standards annually to determine whether they should be modified. The current performance measures and standards includes;

- (1) Filing and docketing cases timely, (2) paying jurors timely, (3) collection rates, and (4) fiscal management. Timeliness and collections performance is reported to the CCOC quarterly, while fiscal management measure is reported annually.

The work group is tasked with reviewing the current list of measures and standards and determining applicability to the 9 court-related services and identifying potential new workload measures and standards with the goal of developing measures that best “tell the Clerks’ story” and justifying the need for expenditures and supporting revenues. For example, there currently are no measures and standards for providing technology services for external users or for providing pro-se ministerial assistance. Consideration for any additional measures is the costs and time of collecting

the data. The work group is tentatively scheduled a meeting in August and will be developing a plan with goals and dates. This plan and any new measures and standards would be vetted by the PIE Committee at their next scheduled meeting.

5) Amending timeliness business rules: Last year the Budget and Finance Committee required amendments to the new case counting business rules. The goal of the requirement was to, once again, attempt to have all clerks count new cases the same. At the same time, subcases were introduced into the new case business rules. Weights were then applied to determine comparable workloads among clerks' offices. However, these new cases rules have impacted the timeliness performance measures for filing new cases (e.g. within 2-3 business days). The current timeliness business rules should be amended to take into consideration the new case counting rules. It is not anticipated that timeliness will be measured at the subcase level. When drafted, the business rules will be vetted by the work group and forwarded to this Committee for final approval and distribution. The goal is to have the new rules in place and effective October 1, 2017.

Lead Staff: Douglas Isabelle, Deputy Executive Director

Agenda Item 3

PIE Meeting

August 14, 2017

Date: August 1, 2017

Subject: Agenda item 3: Discuss possible statewide collection initiatives

Committee Action: Provide direction.

Overview/Background:

The purpose of these statewide collection initiatives is not only to increase revenues for the State and Clerk Trust Fund but to educate Clerk staff around the state on best collection practices. Two initiatives are highlighted below.

1. **Collection summit:** A few years ago, the CCOC held its first “collection summit” in Orlando. This all-day event was well attended and provided an opportunity for Clerk offices from around the state to come together and share local collection best practices, the results of their collection success and identify future opportunities and potential legislation.

Much has changed since the last collection summit. Numerous Clerk’s offices have implemented best practices and some offices have created in-house collection programs. Additionally, last year there were legislative bills filed that would reduce collections such as the elimination of the use of drivers’ licenses as a means of collecting overdue court obligations; and diversion programs. As such, Clerk staff have asked the CCOC to host another summit that would provide an opportunity to share best practices, lessons learned, and identify possible collection initiatives.

A work group of Clerk staff will assist the CCOC with developing an agenda. Topics would include collection agencies, effective collection technology, resolving common court collection issues, effective collection tools, pros and cons of amnesty programs, benefits of establishing sound payment plan process and settlement negotiations.

If Clerks and/or staff would like to provide agenda suggestions and be involved with developing the agenda, please contact CCOC staff at 850-386-2223.

With the assistance of Clerk staff, CCOC could schedule a collection summit later this year. Is this the direction the Committee would like staff to pursue?



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.

2. Statewide collections effort: A couple years ago, the Clerks came together and conducted a statewide “Operation Greenlight”. This successful event occurred in the spring around tax time that resulted in additional revenues to the Clerk, the state and other government entities. Are there other statewide collection initiatives that could be scheduled next year especially around tax time?

One suggestion that has been identified to staff is using the Clerks’ authority per s. 938.30(9), F.S. Specifically, the Clerks are authorized to “enforce, satisfy, compromise, settle, subordinate, release, or dispose of debts and liens”. Last year the Clerks reported over \$153 m. in assessments that were reduced to judgment/liens could these accounts be negotiated and result in additional revenues? (Source: 2016 Annual Assessment and Collections Report).

CCOC staff is asking the Committee to provide direction on developing a statewide collection initiative particularly focusing on negotiations.

Lead Staff: Douglas Isabelle, Deputy Executive Director