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## PIE COMMITTEE MEETING

January 19, 2021

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**JD Peacock, II**  
OKALOOSA COUNTY  
EXECUTIVE COUNCIL CHAIR

**Jeffrey R. Smith, CPA, CGMA**  
INDIAN RIVER COUNTY  
VICE-CHAIR

**Tiffany Moore Russell, Esq.**  
ORANGE COUNTY  
SECRETARY/TREASURER



**STACY BUTTERFIELD, CPA**  
POLK COUNTY

**JOHN CRAWFORD**  
NASSAU COUNTY

**TODD NEWTON**  
GILCHRIST COUNTY

**LAURA E. ROTH**  
VOLUSIA COUNTY

**HARVEY RUVIN, ESQ.**  
MIAMI-DADE COUNTY

**RON FICARROTTA**  
13TH JUDICIAL CIRCUIT JUDGE  
SUPREME COURT APPOINTEE

**ANGELINA "ANGEL"**  
COLONNOSO, ESQ.  
MANATEE COUNTY  
SENATE APPOINTEE

**VACANT**  
HOUSE APPOINTEE

**JOHN DEW**  
EXECUTIVE DIRECTOR

**JOE BOYD**  
GENERAL COUNSEL

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## PERFORMANCE IMPROVEMENT AND EFFICIENCIES COMMITTEE MEETING

**January 19, 2021**

**Meeting: 2:00 PM – 4:00 PM, Eastern**

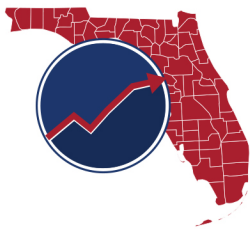
**WebEx Link:** <https://flccoc.webex.com/flccoc/j.php?MTID=mb35c2c735ac53a5072559a38d242ce75>

**Meeting Number: 180 145 2852; Password: CCOC**

**Conference Call: 1-415-655-0001; Access Code: 180 145 2852**

- 1) Call to Order and Approve Agenda .....Hon. Laura Roth
- 2) Approve Minutes from 8/20/20 Meeting .....Marleni Bruner
- 3) Performance Measures Workgroup .....Douglas Isabelle
- 4) Fiscal Management Report Form .....Marleni Bruner
- 5) Case Weights Workgroup Report .....Douglas Isabelle
- 6) Best Practice Recognition Program .....Douglas Isabelle
- 7) Other Business .....Hon. Laura Roth

**Committee Members:** Laura Roth, Chair; Gary J. Cooney, Esq.; Linda Doggett; Roger Eaton; Tara S. Green; Tiffany Moore Russell, Esq.; Victoria L. Rogers; Clayton O. Rooks, III; Donald Spencer; Carolyn Timmann; and Angela Vick



## Minutes of August 20, 2020 CCOC PIE Meeting

**Committee Action:** Review and approve with amendments as necessary.

The Performance Improvement and Efficiencies Committee of the Clerk of Courts Operation Corporation (CCOC) held a meeting via WebEx on August 20, 2020. An agenda and materials were distributed in advance of the meeting and posted on the CCOC website. Provided below is a summary of staff notes from the meeting. These staff notes are designed to document committee action, not to be a full record of committee discussions. All motions adopted by the committee are in **bold** text. All action items based on committee direction are in **red** and **bold text**.

### 1. Agenda Item 1 – Call to Order and Approve Agenda

The meeting was called to order by Clerk Laura Roth, Chair of the PIE Committee. Douglas Isabelle, Deputy Executive Director called the roll.

Present for meeting conference call: Clerk Cooney, Clerk Green, Clerk Moore Russell, Clerk Rogers, Clerk Rooks, Clerk Spencer, Clerk Timmann, and Clerk Vick

Absent from conference call: Clerk Doggett, Clerk Eaton

**A motion was made to approve the agenda by Clerk Timmann and seconded by Clerk Vick. The motion was approved with no objection.**

### 2. Agenda Item 2 – Approve Minutes from 2/5/20 Meeting

**A motion to approve the minutes from the February 5<sup>th</sup>, 2020 meeting was made by Clerk Spencer and seconded by Clerk Rooks. The motion was approved with no objection.**

### 3. Agenda Item 3 – Review Proposed Case Weight Change

Doug Isabelle explained that the proposed weight change of civil traffic cases would change to 1.5, and if not adopted, will remain at 3. Doug provided an overview and history for the calculation of 1.5 from 3, which was originally established in 2016. Clerk Roth reviewed the 1.5 weight and stated that the Budget Committee is using this weight to determine new Peer Groups. Clerk Roth opened the floor for discussion.

Clerk Timmann asked how the high dismissal rate was taken into account in this calculation. Mr. Isabelle replied that this calculation does not include the number of dismissals. The volume of statewide dismissals isn't present, but very evident in the southeast region. Clerk Timmann replied that she believes there is a workload difference for a case that is dismissed versus one that goes onto a payment plan. Mr. Isabelle assured her that this calculation was created amidst comparing other case types as well.

Clerk Roth explained that the current case weight is 3, and the suggestion to move to 1.5 will provide better balance in case weights. Clerk Green stated that depending on local practices, the weight should be applied on the workload within that county. Some counties have zero workload, while others higher. Clerk Timmann suggested a base budget concept, with layers that vary upon workload volume. Clerk Vick replied that all workloads for this case type went into consideration in the calculation of this new weight.

Clerk Roth explained that there is more work to be done on case weights. Mr. Isabelle replied that there are more recommendations from the workgroup on other case weights as well. Clerk Moore Russell stated that the case weight at hand was civil traffic and not criminal traffic.

Clerk Green stated that when the first payment plans were enacted, case weights were not as prevalent. She explained that she supports the 1.5 weight change but agreed that more case weight changes will continue to arise. Clerk Moore Russell stated that the legislature required clerks to do Operation Green Light.

**Clerk Vick made the motion to adopt the 1.5 case weight for civil traffic cases and the motion was seconded by Clerk Spencer. Seeing no objections, the motion was adopted unanimously.**

4. Agenda Item 4 – Quarter 3 Performance Measures and Action Plans Report

Mr. Isabelle stated that the report is posted to the website. Quarter 3 has revealed 48 clerks needed action plans for collections, 8 for not filing timely, and 6 for not docketing timely. This has shown improvement over the prior quarter.

No clerks had any action plans for the jury, as due to COVID-19, few juries were summoned.

5. Agenda Item 5 – Other Business

The next meeting would be past mid-October, and other case weights as well as performance measures will be discussed. Clerk Green asked that one more thing be added for the committee to be brought back to the table. She recalled compliance efforts, compliance certifications, and potentially with a recommendation to the

Budget Committee. Mr. Isabelle stated that he would bring Clerk Roth up to speed on these matters.

Clerk Moore Russell requested that not the total amount of collections, but how much effort put into collections be noted in the case weight calculations. Clerk Green agreed that activity should be tracked throughout the calculation process. She stated that if these weights are implemented, dollars will come in.

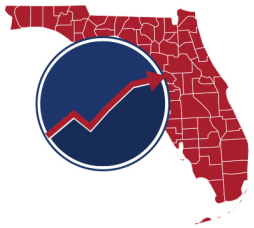
Jason Welty stated that Budget Committee work and Legislative Committee will continue to work, as the legislature sees no problem doing so. Until the impact is shown, no momentum will be gained toward statewide advocacy for the weights. He suggested that the true problem is how much is being supplemented by other sources.

Clerk Vick stated that 2-3 years ago, this exercise was gone through, and Clerks submitted real data, licenses suspended, and staff trained improperly, which showed a real-life impact on the changes. Clerk Green asked if the committee will take up and identify if the weights are reflective of effort.

Regarding Court Services Framework, Clerk Vick stated that it has been done before. Clerk Green agreed.

Mr. Welty state that in the 2015-16 Budget Request, specifics were requested that forced counties to do things that other counties do more regularly. He reminded all that the legislature reacts to what all do at the end of the day. He stated that the legislative focus should be placed on healthcare and education, while justice areas are left behind. These make up 5 Billion of 91 Billion, reaching 5.5% of the state's total budget. For general revenue, this is a battle against a small group. He stated that clerks must show that all can meet the expected performance standards.

The meeting was adjourned at 2:54 PM.



## AGENDA ITEM 3

**DATE:** January 19, 2021  
**SUBJECT:** Review Performance Measures and Standards  
**COMMITTEE ACTION:** Approve Recommendation and Provide Direction

### OVERVIEW:

Section 28.35(2)(d), F.S., requires the Corporation to develop a uniform system of workload measures and applicable workload standards for court-related functions (services). These workload measures and performance standards shall be designed to facilitate an objective determination of the performance of each clerk in accordance with minimum standard for fiscal management, operational efficiency, and effective collections. The Corporation shall develop the workload measures and standards in consultation with the Legislature.

Despite the many statutory requirements that have been enacted over the last 15 years which have impacted Clerk's court-related services, except for deleting collections performance for dependency cases and adding a jury management performance measure, the performance measures and standards have not been revised to coincide with these ever-changing laws.

The PIE Committee met in 2019 to review the performance measures and standards; however, the committee declined to make any changes at that time. When the PIE Committee met in February 2020, Clerk Roth stated that reviewing the performance measures and standards in the upcoming year would be a priority for the committee. Due to the impacts of COVID-19, the work of the PIE Committee was hampered in 2020, but it is now ready to proceed.



## PART 1 – CURRENT MEASURES

The table below is the current performance measures and standards that corresponds to each of the 8 court-related services listed in the Clerks' Court Services Framework.

**Clerks' Court Services Framework with Performance Measures and Standards**

Court-Related Services	Outputs (frequency)	Measure	Standard
Case Processing	Cases (monthly) New/subcase level; reopens	Timeliness (By Court Division) <ul style="list-style-type: none"> <li>Filing</li> <li>Docketing</li> </ul>	80% (2-3 days depending on court division)
Revenue Collection and Distribution	Assessment & Collections (quarterly)	Collections (By Court Division) <ul style="list-style-type: none"> <li>assessments/collections</li> </ul>	9% circuit criminal and delinquency; 40% county criminal and criminal traffic; 75% family, and 90% civil traffic and civil court divisions.
Financial Processing	Fiscal Management Report & financial receipts (annually)	<ul style="list-style-type: none"> <li>Twelve fiscal-related measures</li> <li>Annual Receipts (on Outputs form)</li> </ul>	<ul style="list-style-type: none"> <li>Completed timely by July 20<sup>th</sup>.</li> <li>No standard for receipts</li> </ul>
Jury Management	Juror Payments (quarterly)	Timeliness	100% within 20 days of service.
Request for Records & Reports	None	None	None
Provide Ministerial Pro Se Assistance	None	None	None
Technology Services for External Users	None	None	None
Mandated Standard Reports	None	None	None

Attached is a summary of the collections and timeliness standards reported by Clerks for the last 3 fiscal years. Based on this information, CCOC staff is making the following recommendation to the current performance measures, with an effective date of CFY 2021-22. Approved changes to performance measures and standards would require the approval of the Executive Council and discussion with Legislative staff.

### CCOC STAFF RECOMMENDATION:

#### Collections Performance Measure and Standards:

1. Circuit Civil, County Civil, Probate, Family – Eliminate standards
2. Circuit Criminal – Reduce standard to 8%; performance standard of 9% is routinely missed.
3. Criminal Traffic – Increase standard to 50%; performance standard of 40% is routinely met.
4. Civil Traffic – Reduce standard to 85%; current standard of 90% is routinely missed.

Timeliness Performance Measures and Standards:

5. All Court Divisions (Filing & Docketing) – Increase the percentage to 90%, retaining the days to meet standard; performance standard of 80% routinely met

Jury Payment Performance Measure and Standards:

6. No changes recommended.

**COMMITTEE ACTION:** Adopt CCOC Staff recommended changes, effective for CFY 2021-22.

## **PART 2 – ADDITIONAL MEASURES**

As shown in the Clerks' Court Services Framework above, currently there are NO performance measures for 4 court services: request for records, ministerial assistance, technology services, and mandated standard reports.

If additional measures are created, performance measures must be quantifiable, auditable, and collectible from all 67 clerks. Data collection and submission method must also be created.

Some other possible areas for performance measures:

1. Public Viewability Timeliness
2. MECOM Timeliness
3. Payment Plans Paid

**COMMITTEE ACTION:** Provide direction to CCOC Staff for the development of new performance measures and standards.

**LEAD STAFF:** Douglas Isabelle, Deputy Executive Director

**ATTACHMENTS:**

1. 3-Year Summary of Performance Measures



### 3-Year Collections Performance

#### Average Annual Collections Performance By Court Division

<i><b>Court Division</b></i>	<i><b>2017-18</b></i>	<i><b>2018-19</b></i>	<i><b>2019-20</b></i>	<i><b>Standard</b></i>
Circuit Criminal	12.36%	12.53%	12.47%	9%
County Criminal	46.47%	46.45%	45.59%	40%
Delinquency	26.92%	29.98%	31.15%	9%
Criminal Traffic	62.60%	62.01%	62.91%	40%
Circuit Civil	98.65%	98.42%	98.60%	90%
County Civil	99.41%	99.54%	99.56%	90%
Probate	99.32%	99.16%	99.05%	90%
Family	94.93%	95.24%	94.75%	75%
Civil Traffic	86.98%	88.05%	88.32%	90%

#### Average Number of Counties NOT meeting Current Standard

<i><b>Court Division</b></i>	<i><b>2017-18</b></i>	<i><b>2018-19</b></i>	<i><b>2019-20</b></i>	<i><b>Standard</b></i>
Circuit Criminal	18	18	23	9%
County Criminal	22	17	20	40%
Delinquency	14	13	11	9%
Criminal Traffic	1	1	1	40%
Circuit Civil	2	2	1	90%
County Civil	0	0	0	90%
Probate	0	0	0	90%
Family	0	1	0	75%
Civil Traffic	37	38	37	90%

### 3-Year Filing Cases Timely Performance

#### Average Annual Filing Performance By Court Division

Court Division	2017-18	2018-19	2019-20	Standard
Circuit Criminal	93.71%	95.80%	96.26%	80%- 2 business days
County Criminal	96.59%	96.30%	96.22%	80%-3 business days
Delinquency	95.52%	95.64%	96.14%	80%-2 business days
Criminal Traffic	93.71%	95.80%	96.26%	80%-3 business days
Circuit Civil	93.62%	94.33%	95.57%	80%-2 business days
County Civil	95.19%	95.36%	95.72%	80%-2 business days
Probate	99.06%	95.54%	97.18%	80%-2 business days
Family	98.05%	98.13%	98.26%	80%-3 business days
Dependency	99.17%	98.58%	98.36%	80%-2 business days
Civil Traffic	98.89%	98.32%	98.97%	80%-4 business days

#### Average Number of Counties NOT meeting Current Standard

Court Division	2017-18	2018-19	2019-20	Standard
Circuit Criminal	3	1	2	80%- 2 business days
County Criminal	0	0	0	80%-3 business days
Delinquency	0	1	2	80%-2 business days
Criminal Traffic	3	1	2	80%-3 business days
Circuit Civil	5	3	2	80%-2 business days
County Civil	4	2	1	80%-2 business days
Probate	4	3	1	80%-2 business days
Family	0	0	0	80%-3 business days
Dependency	0	0	2	80%-2 business days
Civil Traffic	0	1	0	80%-4 business days

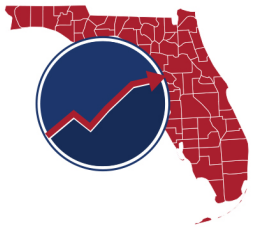
### 3-Year Docketing Cases Timely Performance

#### Average Annual Docketing Performance By Court Division

Court Division	2017-18	2018-19	2019-20	Standard
Circuit Criminal	92.88%	93.26%	93.53%	80%-3 business days
County Criminal	94.03%	93.81%	93.46%	80%-3 business days
Delinquency	94.58%	94.77%	95.05%	80%-3 business days
Criminal Traffic	93.92%	93.95%	93.91%	80%-3 business days
Circuit Civil	96.29%	93.95%	96.29%	80%-3 business days
County Civil	96.96%	96.91%	97.55%	80%-3 business days
Probate	97.11%	96.72%	96.70%	80%-3 business days
Family	96.25%	96.33%	95.89%	80%-3 business days
Dependency	97.62%	97.51%	97.16%	80%-3 business days
Civil Traffic	97.54%	97.45%	96.53%	80%-4 business days

#### Average Number of Counties NOT meeting Current Standard

Court Division	2017-18	2018-19	2019-20	Standard
Circuit Criminal	4	1	3	80%-3 business days
County Criminal	1	1	2	80%-3 business days
Delinquency	2	1	2	80%-3 business days
Criminal Traffic	0	0	2	80%-3 business days
Circuit Civil	2	0	2	80%-3 business days
County Civil	0	1	1	80%-3 business days
Probate	1	1	2	80%-3 business days
Family	2	2	1	80%-3 business days
Dependency	0	0	1	80%-3 business days



## AGENDA ITEM 4

**DATE:** January 19, 2021  
**SUBJECT:** Fiscal Management Report Form  
**COMMITTEE ACTION:** Approve Changes to the Fiscal Management Reporting Form

### OVERVIEW:

In 2019, the PIE Committee met to review Performance Measures and standards; however, ultimately opted to not proceed with any changes. During that meeting, it was recommended that the Fiscal Management Report Form (annual report) needed to be reviewed and updated. Specifically, it was requested that the questions be worded for an answer of YES or NO, removing the N/A option. CCOC staff also reviewed the form for any questions that were no longer relevant. **Attachment 1** is the current form and standards.

CCOC staff revised the Fiscal Management Report form to include the previously mentioned edits, as well included pre-filled responses based on CCOC report submission data (**Attachment 2**) for standards 4 through 9. A "NO" response would require an explanation. If a pre-populated response is NO, CCOC will provide the submission date in the explanation field. The revised report form is for CFY 2020-21, which requests the certification of information regarding CFY 2019-20. If the recommended changes are adopted, the revised form would be due on July 20, 2021.

**COMMITTEE ACTION:** Approve changes to the Fiscal Management Reporting Form; have form vetted by staff workgroup, then sent to the Executive Council for final approval. Allows CCOC to work with the Committee Chair should issues arise during testing.

**LEAD STAFF:** Marleni Bruner, Senior Budget Manager

### ATTACHMENTS:

1. CURRENT – CFY 2020-21 Fiscal Management Report form
2. PROPOSED – CFY 2020-21 Fiscal Management Report form

**Clerk of Court Annual Fiscal Management Measures Report**  
**County Fiscal Year 2019-2020**



**CCOC Form Version 1**  
**Created 6/25/2020**

**County:**

**Version #:**

**Contact:**

**E-Mail Address:**

Fiscal Management Measures and Standards		Standard Met	If "NO" or "N/A", provide an explanation
<b>Standard 1</b>	A routine annual financial audit in accordance with s. 11.45 and s. 218.39, F.S. will or has been done by an independent auditor for the prior fiscal year (CFY 2018-2019).		
<b>Standard 2</b>	There is a plan to correct any major audit findings, if applicable, in accordance with s. 218.39(6), F.S. for the prior fiscal year's audit findings (CFY 2018-2019).		
<b>Standard 3</b>	The Clerk's accounting system meets all the requirements of Generally Accepted Accounting Principles (GAAP) and the Uniform Accounting System (UAS) in accordance with s. 218.33, F.S., as mandated by the Florida Department of Financial Services (DFS) for the prior fiscal year (CFY 2018-2019).		
<b>Standard 4</b>	There is a method in place to produce a revenue assessment & collections report required by s. 28.246, F.S. for the prior fiscal year (CFY 2018-2019).		
<b>Standard 5</b>	Clerks/Counties have an accounting system that provides monthly and year-to-date expenditures by criminal and civil courts and budget categories for the prior fiscal year (CFY 2018-2019).		
<b>Standard 6</b>	Clerks/Counties have a system that produces Florida Clerks of Court Operations Corporation (CCOC) required data and information in support of budget submission requirements as established by the CCOC, including accounting data breakouts (expenditures and revenues) by budget categories/UAS codes; an expenditure and revenue projection system/methodology; an FTE count and distribution methodology for calculating administrative/Article V costs; a performance measurement collection and analysis system and a unit costing capacity (divide output measurements into expenditures) for the prior fiscal year (CFY 2018-2019).		
<b>Standard 7</b>	Required monthly expenditure and collection (EC) reports to the Florida Clerks of Court Operations Corporation (CCOC) were produced timely and according to instructions for the prior fiscal year (CFY 2018-2019).		
<b>Standard 8</b>	The Article V budget submission to the Florida Clerks of Court Operations Corporation (CCOC) was complete and submitted timely according to instructions for the prior fiscal year (CFY 2018-2019).		
<b>Standard 9</b>	A copy of the portion of the annual financial audit relating to the court-related duties of the Clerks of Court was forwarded to the Florida Clerks of the Court Operations Corporation (CCOC) as required by s. 28.35(5), F.S. for the prior fiscal year (CFY 2018-2019).		
<b>Standard 10</b>	Required quarterly s. 318.18(13), F.S. (Assessment of Additional Court Costs) reports were submitted to the Florida Clerks of Court Operations Corporation (CCOC). Each report being submitted no later than 30 days after the end of the quarter as required by s. 318.18(13)(b), F.S. for the prior fiscal year (CFY 2018-2019).		
<b>Standard 11 A</b>	Required annually pursuant to s. 28.37(3), F.S., excess funds were transferred to the Florida Clerks of Court Operations Corporation (CCOC) Trust Fund for the prior fiscal year (CFY 2018-2019). [If "Yes", please clarify result in Standard #11B. If "No", please respond to Standard #11B as "NA"]		
<b>Standard 11 B</b>	If the Clerk had excess funds to transfer (answered "Yes" to 11A) for the prior fiscal year (CFY 2018-2019), these funds were transferred to the Florida Clerks of Court Operations Corporation (CCOC) Trust Fund by the January 25, 2020 deadline. [If "No" to Standard 11A then answer NA to Standard 11B]		
<b>Standard 12</b>	A copy of the Annual Collection Agent Report was forwarded to the Florida Clerks of Court Operations Corporation (CCOC) by December 1, 2019, for the prior fiscal year (CFY 2018-19).		

**NOTES:**

1. This report is due to the CCOC via e-mail on or before July 20, 2020.
2. Submit this workbook in the original Microsoft Excel format as an attachment to reports@flccoc.org.

**Clerk of Court Annual Fiscal Management Measures Report**  
**County Fiscal Year 2020-2021**



County:   
 Contact:   
 E-Mail Address:

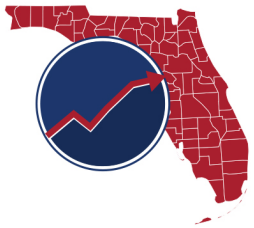
Version #:

**CCOC Form Version 1**  
**Created 01/11/21**

FISCAL MANAGEMENT MEASURES AND STANDARDS			
Standard	Standard Description	Standard Met	If "NO", provide an explanation
1	A routine annual financial audit in accordance with s. 11.45 and s. 218.39, F.S., has been completed by an independent auditor for CFY 2019-2020.		
2	For any major audit findings, there is a plan to correct in accordance with s. 218.39(6), F.S. for CFY 2019-2020. <b>If no major audit findings, leave blank.</b>		
3	Pursuant to s. 28.37(3), F.S., if any excess funds were collected, funds were transferred to the CCOC Trust Fund by the January 25, 2021 deadline for CFY 2019-2020. <b>If no excess funds collected, leave blank.</b>		
4	A copy of the portion of the annual financial audit relating to the court-related duties of the Clerks of Court was forwarded to the Florida Clerks of the Court Operations Corporation (CCOC) as required by s. 28.35(5), F.S. for CFY 2019-2020.		
5	The Article V Original budget submission to the CCOC was completed and submitted timely according to instructions for CFY 2019-2020. Submission due date was May 1, 2019.		
5.1	Original - Clerk Certification Letter		
5.2	Original - Revenue Projection		
6	The Article V Operational budget submission to the CCOC was completed and submitted timely according to instructions for CFY 2019-2020. Submission due date was November 22, 2019.		
6.1	Operational - Clerk Certification Letter		
6.2	Operational - Revenue Projection		
7	Required Annual Collection Agent Report to the CCOC was completed and submitted timely for CFY 2019-2020. Submission due date was December 1, 2020.		
8	All required monthly expenditure and collection (EC) reports to the CCOC were produced timely for CFY 2019-2020. Submission due date is the 20th of the month following the reporting month.		
9	All required monthly Ch. 2008-111, LOF, reports to the CCOC were produced timely for CFY 2019-2020. Submission due date is the 20th of the month following the reporting month.		
10	All required quarterly s. 318.18(13), F.S. (Assessment of Additional Court Costs) reports to the CCOC were produced timely for CFY 2019-2020. Submission due date is 30 days after the end of the reporting quarter.		

**NOTES:**

1. Provide an explanation for any "NO" responses.
2. Some responses are pre-populated based on CCOC submission data.
3. Submit this workbook in the original Microsoft Excel format as an e-mail attachment to reports@flccoc.org, on or before July 20, 2021.



## AGENDA ITEM 5

**DATE:** January 19, 2021  
**SUBJECT:** Review Case Weights Workgroup Report  
**COMMITTEE ACTION:** Approve the Recommended Case Weights to Select Sub-Case Types

### OVERVIEW:

The Budget and PIE Committees have worked diligently over recent years to ensure cases are being counted accurately and consistently across all 67 counties. Further work has been done to incorporate case counts into the Budget Committee's budget deliberations as well as in comparing Clerk's budgets as required by Florida Statutes.

A PIE subcommittee, Chaired by Clerk Barbee, convened a clerk staff workgroup to develop case weights for all of the sub-case types filed in a Clerk's office to reflect the work involved in each. The workgroup was comprised of staff from 10 counties, and included representatives from small, medium, and large counties. Over a span of 7 months, the workgroup developed suggested sub-case weights for the then 91 sub-case types. The PIE Committee evaluated the suggested weights and ultimately approved a final set of case weights.

As the Budget Committee's work to have reliable case count data progressed, Clerk Cooney chaired a workgroup of clerk staff from Brevard, Citrus, Collier, Lake, Martin, Nassau, and Polk counties to audit CFY 2017-18 case output data. Based on observations made during that review, the Case Counting Workgroup recommended changes to the weights of some sub-case types (**Attachment 1**).

Before the Committee today are the changes recommended by the workgroup:

- 1) The new sub-case type of Risk Protection Orders (RPO's) be weighted 6 like Baker Act/Substance abuse cases.
- 2) The new sub-case type of Vulnerable Adult cases be weighted 6 like Baker Act/Substance abuse cases.
- 3) Search Warrants be reduced from 2 to 0.
- 4) Professional Guardian Files be reduced from 2 to 0.
- 5) Other Real Property Actions be reduced from 7 to 6 and Other Civil be increased from a 5 to 6, to be consistent with the weights of Condominium and Contract and Indebtedness sub-cases.
- 6) Cases Unable to be Categorized be reduced from 1 to 0.



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## AGENDA ITEM 5 – REVIEW CASE WEIGHTS WORKGROUP REPORT

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7) All Other Felonies remains at 8.

These changes would be effective upon Executive Council approval and available for use by the Budget Committee going forward.

**COMMITTEE ACTION:** Approve the changes recommended by the Case Weights Workgroup, to be effective upon approval by the CCOC Executive Council.

**LEAD STAFF:** Douglas Isabelle, Deputy Executive Director

**ATTACHMENTS:**

1. Proposed Sub-case Weights Worksheet

**CFY 2018-2019 Subcases by Court Division  
Recommendations from Case Counting Workgroup**

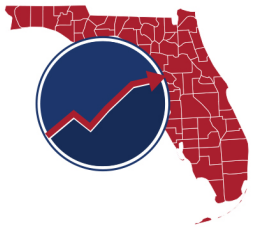
		Current	Proposed	
Court Division/Subcases		Case Weights	Case Weights	Notes
Circuit Criminal				
Capital Murders		10		Sub-type eliminated; to be included with All Other Felonies.
Non-Capital Murders		9		Sub-type eliminated; to be included with All Other Felonies.
Sexual Offenses		9		Sub-type eliminated; to be included with All Other Felonies.
All Other Felonies (SRS)		8	8	
*Appeals (AP cases) from County to Circuit (SRS)		4		
*Out of State Fugitive Warrants (Non-SRS)		3		
*Search Warrants (Non-SRS)		2	0	Sub-type eliminated in newly approved business rules.
Cases unable to be categorized		1	0	*
County Criminal				
Misdemeanors/Worthless Checks (SRS)		7		
County/Municipal Ordinances (SRS)		5		
Non-Criminal Infractions (SRS)		3		
*Out of State Fugitive Warrants (Non-SRS)		3		
*Search Warrants (Non-SRS)		2	0	Sub-type eliminated in newly approved business rules.
Cases unable to be categorized		1	0	*
Juvenile Delinquency				
Delinquency Complaints, Incl Xfers for Disposition (SRS)		7		
*Non-criminal (1st offense) juvenile sexting cases		3		
Transfers for Jurisdiction/Supervision Only (Non-SRS)		4		
Cases unable to be categorized		1	0	*
Criminal Traffic (UTC)				
DUI (SRS)		7		
Other Criminal Traffic (SRS)		6		
Cases unable to be categorized		1	0	*
Circuit Civil				
Professional Malpractice (SRS)		7		
Products Liability (SRS)		7		
Auto Negligence (SRS)		7		
Condominium (SRS)		6	6	**
Contract and Indebtedness (SRS)		6	6	**
Eminent Domain Parcels (SRS)		7		
Other Negligence (SRS)		6		
Commercial Foreclosure (SRS)		7		
Homestead Residential Foreclosure (SRS)		9		
Non-Homestead Residential Foreclosure (SRS)		8		
Other Real Property Actions (SRS)		7	6	**
Other Civil (SRS)		5	6	**
*Involuntary Civil Commitment of Sexually Violent Predators (SRS)		8		
*Appeals (AP cases) from County to Circuit Court (SRS)		4		
Writs of Certiorari (SRS)		2		
Medical Extensions (Petitions to Extend) (Non-SRS)		1		
Transfers of Lien to Security (Non-SRS)		3		
Civil Contempt for FTA for Jury Duty (Non-SRS)		3		
Confirmation of Arbitration (Non-SRS)		2		
Out of State Commission for Foreign Subpoena (Non-SRS)		2		
Foreign Judgments (Non-SRS)		3		
Cases unable to be categorized		1	0	*
County Civil				
Small Claims (up to \$5,000) (SRS)		6		
Civil (\$5,001 - \$15,000) (SRS)		5		
Replevins (SRS)		4		
Evictions (SRS)		6		
Other County Civil (Non-Monetary) (SRS)		4		
Registry Deposits without an Underlying Case (Non-SRS)		3		
Foreign Judgments (Non-SRS)		3		
Applications for Voluntary Binding Arbitration (Non-SRS)		2		
Cases unable to be categorized		1	0	*

**CFY 2018-2019 Subcases by Court Division  
Recommendations from Case Counting Workgroup**

		Current	Proposed	
Court Division/Subcases		Case Weights	Case Weights	Notes
Probate				
Probate (SRS)	7			
Guardianship (SRS)	10			
Probate Trust (SRS)	7			
Baker Act (SRS)	6			
Substance Abuse Act (SRS)	6			
Other Social (SRS)	4			
*Involuntary Civil Commitment of Sexually Violent Predators (SRS)	8			
Risk Protection Orders (SRS)	6	6		New sub-type. Mirrored Baker/Substance Abuse Acts.
Wills on Deposit (Non-SRS)	1			
Pre-Need Guardianship (Non-SRS)	1			
Notice of Trust (Non-SRS)	1			
Petition to Open Safe Deposit Box (Non-SRS)	2			
Caveat (Non-SRS)	2			
Petition to Gain Entry to Apartment of Dwelling (Non-SRS)	2			
Cert of Person's Imminent Dangerousness (Non-SRS)	3			
Professional Guardian Files (Non-SRS)	2	0		Sub-type eliminated in newly approved business rules.
Vulnerable Adults (Non-SRS)	6	6		New sub-type. Mirrored Baker/Substance Abuse Acts.
Cases unable to be categorized	1	0		*
Family				
Simplified Dissolution (SRS)	4			
Dissolution (SRS)	9			
Injunctions for Protection (SRS)	6			
Support (IV-D and Non IV-D) (SRS)	8			
UIFSA (IV-D and Non IV-D) (SRS)	6			
Other Family Court (SRS)	5			
Adoption Arising out of Chapter 63 (SRS)	4			
Name Change (SRS)	5			
Paternity/Disestablishment of Paternity (SRS)	7			
New Cases (Non-SRS)	2			
Cases unable to be categorized	1	0		*
Juvenile Dependency				
Dependency Initiating Petitions (SRS)	9			
Petitions to Remove Disabilities of Non-Age Minors (743.015) (SRS)	3			
CINS/FINS (SRS)	4			
Parental Notice of Abortion Act (SRS)	3			
Truancy (Non-SRS)	4			
Transfers for Jurisdiction/Supervision Only (Non-SRS)	4			
DCF Dependency Petition for Injunction per Chapter 39 (Non-SRS)	4			
Other New Cases (Non-SRS)	2			
Cases unable to be categorized	1	0		*
Civil Traffic				
Uniform Traffic Citations	1.5			

\*The Case Count Workgroup found cases reported here either belonged in another category or were cases that should not have been included at all. (The new business rules attempt to identify those cases in the Do Not Include sections.) Therefore, cases should be counted in the correct category or no points awarded.

\*\*The Case Count Workgroup found counties consistently reported similar case filings among these various groups, often due to the filer's choice on the Civil Cover Sheet. Question - is the work consistent enough that they could carry the same weight? If so, this would resolve the variety of ways these are being filed/reported.



## AGENDA ITEM 6

**DATE:** January 19, 2021  
**SUBJECT:** Best Practices Recognition Program  
**COMMITTEE ACTION:** Information Only

### OVERVIEW:

The FCCC Executive Committee approved the Clerk's 2025 Strategic Plan. Pillar #2 states "Promote Excellence in Efficiency & Performance through Best Practices." To achieve this goal the Plan includes a Clerk Best Practice Recognition Program component.

FCCC and CCOC staff met with the FCCC president and the CCOC PIE Chair on December 9, 2020 to start discussing issues and identifying steps on how a recognition program could be developed, implemented, and a timeline for the program.

While many issues still need to be resolved, it was noted that since the FCCC Best Practices Committee is responsible for approving individual best practices and corresponding checklists they would continue in this capacity for the Clerk Recognition Program. These checklists are an easy summary reference guide that identifies mandatory statutory activities and other fundamental tasks associated with the best practice.

It was also discussed that any recognition program pertaining to court-related best practices should involve the CCOC. As such, it was thought that the CCOC would be the entity that collects and compiles the documentation from clerk offices and ask questions such as what were the benefits to the office and the local community by implementing the best practice and cost savings and efficiencies as a result of implementation. CCOC staff would provide its recommendations to the PIE Committee and Executive Council for final approval and recognition.

A goal listed in the 2025 Strategic Plan is to use the Collections and Compliance Best Practice as a test case by the end of June 2021. As background, the Collections Best Practice was revised and checklist approved by the FCCC Board of Directors on December 10, 2015. Clerk offices completed and certified the checklist and the results were included in the Clerk's CFY 2016-17 budget process.

As part of the CCOC compliance education initiative, the checklist was reformatted in 2020 into four categories: (1) mandatory elements, (2) fundamental practice elements, (3)

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## AGENDA ITEM 6 – BEST PRACTICES RECOGNITION PROGRAM

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compliance enforcement elements, and (4) optional elements. During site visits (in-person or virtual), there were 10 counties that completed the checklist and remitted their results to the CCOC, which were subsequently forwarded to the FCCC Best Practice Workgroup. A date and time have yet to be determined for a workgroup to vet the compliance checklist.

Lastly, research continues on how other organizations like GFOA and the Sheriffs Association conduct certification programs. Other program issues, processes, and timelines have yet to be determined.

**COMMITTEE ACTION:** Information Only

**LEAD STAFF:** Douglas Isabelle, Deputy Executive Director

**ATTACHMENTS:** none