



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

2nd Quarter
County Fiscal Year 2020-21
(Jan 1, 2021 through Mar 31, 2021)

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SUPREME COURT APPOINTEE

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KEN BURKE, CPA
PINELLAS COUNTY
HOUSE APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

FIRM OF BOYD AND DURANT
GENERAL COUNSEL

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

Quarterly Performance Measures & Action Plans Report

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

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

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

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

The CFY 2020-2021 2nd Quarter report identifies the Clerk's offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard. There were 50 clerk offices that required an action plan related to collections, 18 clerk offices required an action plan for not filing cases timely, and 9 clerk offices required an action plan for not docketing cases timely. Due to COVID-19, there were three counties that did not issue jury summons. While 64 counties issued summons, 58 counties issued payments, they were all timely.

All counties have submitted their Collections performance report for Collections, Timeliness, and Juror Payment. The performance measure analysis and required action plans are in the following tables.

Table A
Collections Performance by Division
CFY 2020-21 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker		External					External			2
Bay	External	External					External			3
Bradford		External		External						2
Brevard	External	External	External				External			4
Broward	External		External				External			3
Calhoun	External						External			2
Charlotte										0
Citrus	External									1
Clay		External								1
Collier										0
Columbia	External	External								2
DeSoto										0
Dixie							External		External	2
Duval	External	External	External				External			4
Escambia	External						External			2
Flagler	External									1
Franklin										0
Gadsden		External	External				External			3
Gilchrist										0
Glades										0
Gulf							External			1
Hamilton							External			1
Hardee	External	External								2
Hendry			External				External			2
Hernando	External									1
Highlands		External								1
Hillsborough							External			1
Holmes	External				External		External			3
Indian River										0
Jackson		External	External							2
Jefferson										0
Lafayette										0
Lake	External	External								2
Lee			External							1
Leon										0
Levy		External					External			2
Liberty										0

Table A
Collections Performance by Division
CFY 2020-21 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison					External		External			2
Manatee		External					External			2
Marion	External	External								2
Martin	External									1
Miami-Dade	External	External		External						3
Monroe										0
Nassau							External			1
Okaloosa							External			1
Okeechobee										0
Orange		External					External			2
Osceola							External			1
Palm Beach		External	External							2
Pasco							Internal			1
Pinellas		External	External							2
Polk	External						External			2
Putnam										0
Saint Johns			External							1
Saint Lucie										0
Santa Rosa	External	External					External			3
Sarasota	External	External					External			3
Seminole			External							1
Sumter		External								1
Suwannee										0
Taylor		External		External			External			3
Union			External							1
Volusia	External	External								2
Wakulla			Internal							1
Walton										0
Washington							External			1
Statewide	20	24	14	3	2	0	27	0	1	91
Internal Reasons	0	0	1	0	0	0	1	0	0	2
External Reasons	20	24	13	3	2	0	26	0	1	89

Table B
Timeliness 1 - Filing New Cases by Division
CFY 2020-21 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker										Staffing - Internal	1
Bay											0
Bradford											0
Brevard					Staffing - Internal	Staffing - Internal					2
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus				Staffing - Internal							1
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie	Staffing - Internal			Staffing - Internal							2
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden						Staffing - External					1
Gilchrist											0
Glades							Staffing - Internal				1
Gulf											0
Hamilton											0
Hardee											0
Hendry	Staffing - External			Staffing - External							2
Hernando	Staffing - Internal				Staffing - Internal	Staffing - Internal					3
Highlands											0
Hillsborough	Staffing - Internal										1
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee			Staffing - Internal								1
Leon											0
Levy							Staffing - Internal				1
Liberty											0

Table B
Timeliness 1 - Filing New Cases by Division
CFY 2020-21 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee						Staffing - Internal					1
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa		Staffing - Internal	Staffing - Internal	Staffing - Internal	Staffing - Internal						4
Okeechobee											0
Orange											0
Osceola											0
Palm Beach					Staffing - Internal						1
Pasco											0
Pinellas											0
Polk											0
Putnam			Staffing - Internal								1
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union				Staffing - Internal							1
Volusia					Staffing - External	Staffing - External					2
Wakulla											0
Walton											0
Washington											0
Statewide	4	1	3	5	5	5	2	1	0	1	27
Internal Reasons	3	1	3	4	4	3	2	1	0	1	22
External Reasons	1	0	0	1	1	2	0	0	0	0	5

Table C
Timeliness 2 - Cases Docketed by Division
CFY 2020-21 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard					Staffing - Internal	Staffing - Internal			Staffing - Internal		3
Broward											0
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
Miami-Dade											0
DeSoto	Staffing - Internal										1
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist							Staffing - Internal				1
Glades											0
Gulf											0
Hamilton											0
Hardee				Staffing - External							1
Hendry					Staffing - Internal						1
Hernando											0
Highlands											0
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy											0
Liberty											0

Table C
Timeliness 2 - Cases Docketed by Division
CFY 2020-21 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion											0
Martin											0
Monroe		Staffing - Internal		Staffing - Internal							2
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal				Staffing - Internal		2
Putnam			Staffing - Internal								1
Santa Rosa											0
Sarasota											0
Seminole											0
Saint Johns											0
Saint Lucie											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia					Staffing - External	Staffing - External					2
Wakulla											0
Walton											0
Washington											0
Statewide	1	1	1	2	4	2	1	0	2	0	14
Internal Reasons	1	1	1	1	3	1	1	0	2	0	11
External Reasons	0	0	0	1	1	1	0	0	0	0	3

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 2

Collections				
	County	Division	Reason Code	Description
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money. Added a new additional Assessment. Which is very high.
2	Baker	County Criminal	External	The court places the defendants on probation and our office sets up payment plans and suspends the defendants DL for non-payment.
3		Civil Traffic	External	OUR OFFICE FORWARDS THE LATE CITATIONS TO TALLAHASSEE WEEKLY TO SUSPENDED DEF DL AND ALSO FORWARD ALL LATE CITATIONS TO THE COLLECTION AGENCY ONCE A MONTH
4	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
5		County Criminal	External	Bay County Uses all means available to collect as much money as possible.
6		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
7	Bradford	County Criminal	External	People are not paying the assessments they have been charged.
8		Criminal Traffic	External	People are not paying the assessments they have been charged.
9	Brevard	Circuit Criminal	External	External economic factors
10		County Criminal	External	External economic factors
11		Juvenile Delinquency	External	External economic factors
12		Civil Traffic	External	External economic factors
13	Broward	Circuit Criminal	External	The number of indigent defendants impact collection efforts.
14		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
15		Civil Traffic	External	The number of indigent defendants impact collections.
16	Calhoun	Circuit Criminal	External	Continue to place on payment plans, suspend driver license
17		Civil Traffic	External	Continue to suspend and turn over to collections
18	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released
19	Clay	County Criminal	External	COVID-19
20	Columbia	Circuit Criminal	External	Collection efforts continue, a compliance dept has been added to help with this. Defendant's being sentenced to prison, amounts are being assessed but are unable to pay at the time of assessment.
21		County Criminal	External	Collection efforts continue, a deputy clerk is in court at arraignment which is when majority of the fines and costs are being assessed. Payment plans are being created by each defendant, there is a compliance department in the office sending out late notices, <u>defendants just aren't able to pay.</u>
22	Miami-Dade	Circuit Criminal	External	Standard was not met due to the COVID-19 pandemic situation and its economic impact in
23		County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
24		Criminal Traffic	External	We have a significant number of payment plans which extend the time required for full collection. Additionally, a significant number of citations go to court which also delays collection times.
25	Dixie	Civil Traffic	External	Inability to pay due to low median income level makes collection efforts difficult.
26		Family	External	Inability to pay due to low median income level makes collection efforts difficult.
27	Duval	Circuit Criminal	External	Limitations posed by COVID-19 including limited staff, collections reduced due to collections agency's inability to collect and the closure of the courthouse.

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 2

Collections				
28		County Criminal	External	Limitations posed by COVID-19 including limited staff, collections reduced due to collections agency's inability to collect and the closure of the courthouse.
29		Juvenile Delinquency	External	Limitations posed by COVID-19 including limited staff and the closure of the courthouse.
30		Civil Traffic	External	Limitations posed by COVID-19 including limited staff, collections reduced due to collections agency's inability to collect and the closure of the courthouse.
31	Escambia	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia now offers expanded payment options such as online payments and is handing out court cards to defendants after their court appearance detailing their payment options. Escambia is also working with an outside collections agency in an effort to improve the criminal collections rate. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.
32		Civil Traffic	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia now offers expanded payment options such as online payments and is handing out court cards to defendants after their court appearance detailing their payment options. Escambia is also working with an outside collections agency in an effort to improve the criminal collections rate. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.
33	Flagler	Circuit Criminal	External	Incarceration; Drug Trafficking
34	Gadsden	County Criminal	External	Due to Covid collections are down. We continue to use every resource available to meet the standard.
35		Juvenile Delinquency	External	Due to Covid collections are down. We continue to use every resource available to meet the standard.
36		Civil Traffic	External	Due to Covid collections are down. We continue to use every resource available to meet the standard.
37	Gulf	Civil Traffic	External	Due to Covid 19 people are unemployed and unable to pay. Working on repayment establishing repayment plans for these accounts.
38	Hamilton	Civil Traffic	External	We are continuing to work with our collection agency and doing other activities, i.e. payment plans, acceptance of payments online, phone and in person. COVID-19, of course, has also reduced our income from traffic citations as well as other court fines. We also feel that a 90% performance standard in civil traffic is too high.
39	Hardee	Circuit Criminal	External	Drug Trafficking Case Incarcerated case put on lien 252018CF000051, 252018CF000248, and 252019CF000096.
40		County Criminal	External	Cases are either in Collections, PPP, or Lien.
41	Hendry	Juvenile Delinquency	External	Juveniles usually choose community service over making payments
42		Civil Traffic	External	A lot of people have been out of work due to COVID. This should resolve as the pandemic gets better.
43	Hernando	Circuit Criminal	External	PARTIAL RESPONSIBILITY FALLS ON THE PANDEMIC, ECONOMIC CHANGES IN OUR COMMUNITY, AND OUR COLLECTION AGENCY'S ABILITIES TO COLLECT. WE CONTINUE TO WORK WITH OUR COLLECTION AGENCY, CREATE PAYMENT PLANS AND RECALL CASES FROM COLLECTIONS.
44	Highlands	County Criminal	External	Continue to send cases to collections.
45	Hillsborough	Civil Traffic	External	Reinstated transmissions to Collections Agencies
46	Holmes	Circuit Criminal	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
47		Circuit Civil	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
48		Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
49	Jackson	County Criminal	External	Majority of the unpaid assessments were reduced to a civil judgment at time of sentencing. Prior to referring to a collection agency, our office send notices about our payment plans.
50		Juvenile Delinquency	External	We will continue to work with the Juvenile Probation Officer's to assist in these collections.

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 2

Collections				
51	Lake	Circuit Criminal	External	Collections have decreased due to COVID-19. Still, would have met rate but for drug trafficking assessments.
52		County Criminal	External	Collections have decreased due to COVID-19.
53	Lee	Juvenile Delinquency	External	Due to minimal collection efforts in 2020 during the Covid Pandemic. We are discussing ways to improve collection rates.
54	Levy	County Criminal	External	COVID / NO COLLECTION
55		Civil Traffic	External	COVID / NO COLLECTION
56	Madison	Circuit Civil	External	Continue our Collection efforts and reach the Circuit Civil Performance Level by Quarter
57		Civil Traffic	External	We have began our Collection efforts and hope to see improvements by Quarter ending June 30, 2021
58	Manatee	County Criminal	External	Reductions due to COVID-19 and reductions to staffing due to budget constraints.
59		Civil Traffic	External	Reductions due to COVID-19 and reductions to staffing due to budget constraints.
60	Marion	Circuit Criminal	External	Reduction in revenue due to COVID-19 and court closures. Payment plans are not to exceed 2% of a person's annual net income which restricts the monthly payment amount.
61		County Criminal	External	Reduction in revenue due to COVID-19 and court closures. Payment plans are not to exceed 2% of a person's annual net income which restricts the monthly payment amount.
62	Martin	Circuit Criminal	External	Eleven trafficking cases (\$492,773.43) are included in this assessment window, incarcerations of 3 to 7 years; cases have gone to collections. Excluding these trafficking cases, collection rate would be 22.18%.
63	Nassau	Civil Traffic	External	DUE TO PANDEMIC CONTINUE TO SEND FINES AND FEES TO COLLECTIONS
64	Okaloosa	Civil Traffic	External	Covid related budget cuts led to the shortfall. We are redefining the collection plans to address the shortages.
65	Orange	County Criminal	External	most criminal defendants are on payment plans which extend well beyond 5 quarters, so this standard is not met for this case type. We have never met the standard on this case type
66		Civil Traffic	External	Orange has a lot of out of state/out of country visitors who don't pay. Also, there is a general disregard for paying traffic cases. People don't seem to care if they have a DL suspension or not
67	Osceola	Civil Traffic	External	Covid-19 pandemic has decreased the amount of tickets and collections.
68	Palm Beach	County Criminal	External	Due to a high volume of defendants sentenced to jail, as well as the homeless population, only 27% of misdemeanor assessments are collectible. Will work with Sheriff's Office to obtain address information for defendants released in order to mail them payment reminders
69		Juvenile Delinquency	External	Defendants placed on probation are not ordered to establish payment plans. Failure to pay as a condition of probation is usually converted to community service
70	Pinellas	County Criminal	External	Continue to work with defendants to set up payment plans that better meet their income and helping them be successful in making their payments.
71		Juvenile Delinquency	External	Continue to work on better collections by working with the defendants to establish pay plans.
72	Polk	Circuit Criminal	External	Customers not paying due to financial hardships or incarceration. Without drug trafficking cases included we meet the standard.
73		Civil Traffic	External	Defendants not paying timely/Covid Pandemic
74	Santa Rosa	Circuit Criminal	External	COVID
75		County Criminal	External	COVID
76		Civil Traffic	External	Partial payment agreements can go up to 18 months which is outside the reporting time frame. Civil citation issued along with a criminal citation is held until the disposition of the civil citation.
77	Sarasota	Circuit Criminal	External	Economic conditions caused by the COVID-19 pandemic impacted the ability of defendants to pay. For this quarter, the Drug Trafficking case assessments represented 38% of the assessments compared to the norm range of 15% to 20% and had \$0 amount collected.

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 2

Collections				
78		County Criminal	External	Economic conditions caused by the COVID-19 pandemic impacted the ability of defendants to pay and limited collection activities by our office and our collection agencies. This office continues to increase the volume and variety of reminders to customers
79		Civil Traffic	External	Economic conditions caused by the COVID-19 pandemic impacted the ability of defendants to pay and limited collection activities by our office and our collection agencies. This office continues to increase the volume and variety of reminders to customers
80	Seminole	Juvenile Delinquency	External	very large restitution fee was ordered this quarter: \$405,000 on single defendant. 28.98% collection rate without that individual
81	Saint Johns	Juvenile Delinquency	External	No increase in collections due to economy/pandemic
82	Sumter	County Criminal	External	Covid-19 closures hindered the collections as defendants were out of work. We had 10% of defendants serving time and not paying fines. Suspensions were stayed for several months due to court directives mid 2020.
83	Taylor	County Criminal	External	Due to Covid-reduced payments and relaxed collections. Full collections have since been reinstated.
84		Criminal Traffic	External	Due to Covid-reduced payments and relaxed collections. Full collections have been reinstated.
85		Civil Traffic	External	Researching how we can implement a way to send reminders via text message.
86	Union	Juvenile Delinquency	External	2 cases no payment. In one case the defendant is currently in high-risk placement. The other case the parents of the child are disabled and live in government housing.
87	Volusia	Circuit Criminal	External	Increase in the number of late paying cases
88		County Criminal	External	Increase in the number of late paying cases
89	Washington	Civil Traffic	External	Driver License Suspended and sent to collection agency.
48		89		

CFY 2020-21 Quarter 2
Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Gadsden	County Civil	Staffing - External	There are only 2 people in this office. One was out more than usual this quarter
2	Hendry	Circuit Criminal	Staffing - External	Continue to be understaffed for volume of cases/documents
3		Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
4	Volusia	Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
5		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
3		5		

CFY 2020-21 Quarter 2
Timeliness 2 - Cases Docketed; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
2	Volusia	Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
3		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
2		3		

Table E Descriptions of Internal Factors for Not Meeting Performance Standards CFY 2020-21 Quarter 2 Collections				
	County	Division	Reason Code	Description
1	Pasco	Civil Traffic	Internal	The collection workflow procedures are being reviewed and updated to assist in eliminating this impact going forward. Additionally, the Covid-19 pandemic negatively affected the quarters overall performance.
2	Wakulla	Juvenile Delinquency	Internal	Courts are attempting to resume pleas and sentencing.
	2	2		

CFY 2020-21 Quarter 2 Timeliness 1 - Filing New Cases; Internal Reasons Provided				
	County	Division	Reason Code	Description
1	Baker	Juvenile Dependency	Staffing - Internal	Due to communication errors with Judicial, court dockets are not being entered accurately.
2	Brevard	Circuit Civil	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
3		County Civil	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
4	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
5	Citrus	Criminal Traffic	Staffing - Internal	Continue training to build bench strength including reallocation of a position for criminal initiation to be filled in the next quarter.
6	Dixie	Circuit Criminal	Staffing - Internal	Training
7		Criminal Traffic	Staffing - Internal	Clerk out with covid. Her family then herself.
8	Glades	Civil Traffic	Staffing - Internal	I have one traffic clerk handling all traffic duties. I do not have the funds to hire additional help. I hope to have all citations electronic soon. That will cut down a lot of time spent on having to manually enter citations.
9	Hernando	Circuit Criminal	Staffing - Internal	Loss of key trained personnel, plans to redistribute and prioritize workload which will only ease, depending on budgetary constraints, when we are able to replace lost staff
10		Circuit Civil	Staffing - Internal	Loss of key trained personnel, plans to redistribute and prioritize workload which will only ease, depending on budgetary constraints, when we are able to replace lost staff
11		County Civil	Staffing - Internal	Loss of key trained personnel, plans to redistribute and prioritize workload which will only ease, depending on budgetary constraints, when we are able to replace lost staff
12	Hillsborough	Circuit Criminal	Staffing - Internal	Cross Training of Staff.
13	Lee	Juvenile Delinquency	Staffing - Internal	Absences due to COVID-19 and limited backup support during Christmas/New Year's holiday weeks.
14	Levy	Civil Traffic	Staffing - Internal	NEED HELP SHORT STAFFED
15	Manatee	County Civil	Staffing - Internal	Lost staff due to attrition during FY19/20 - attempts to keep positions filled due to workload is constant. Three current team members with limited experience - 6-month, 2-month, and new tenure; all in training.
16	Okaloosa	County Criminal	Staffing - Internal	Covid Related illnesses caused reduced staff combined with increased caseload due to spring break
17		Juvenile Delinquency	Staffing - Internal	Covid Related illnesses caused reduced staff combined with increased caseload due to spring break
18		Criminal Traffic	Staffing - Internal	Covid Related illnesses caused reduced staff combined with increased caseload due to spring break
19		Circuit Civil	Staffing - Internal	Covid Related illnesses caused reduced staff combined with increased caseload due to spring break
20	Palm Beach	Circuit Civil	Staffing - Internal	Covid 19 related staffing issues. Training new clerks to open cases
21	Putnam	Juvenile Delinquency	Staffing - Internal	Impact resulted from staff being out due to illness. In addition, a staff member has now transferred to this department and is being cross-trained in this area
22	Union	Criminal Traffic	Staffing - Internal	No Misdemeanor or Criminal Traffic Deputy Clerk.
	15	22		

Table E Descriptions of Internal Factors for Not Meeting Performance Standards CFY 2020-21 Quarter 2 CFY 2020-21 Quarter 2 Timeliness 2 - Cases Docketed; Internal Reasons Provided				
	County	Division	Reason Code	Description
1	Bradford	Circuit Civil	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
2		County Civil	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
3		Family	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
4	Dixie	Circuit Criminal	Staffing - Internal	Training
5	Glades	Civil Traffic	Staffing - Internal	I have one traffic clerk handling all traffic duties. I hope to have all citations received electronically soon. That will reduce the amount of time manually entering citations.
6	Hernando	Circuit Civil	Staffing - Internal	Loss of key trained personnel, plans to redistribute and prioritize workload which will only ease, depending on budgetary constraints, when we are able to replace lost staff
7	Monroe	County Criminal	Staffing - Internal	Short staff. Trying to hirer
8		Criminal Traffic	Staffing - Internal	Short staff. Trying to hirer
9	Polk	Circuit Civil	Staffing - Internal	Two out of four indexers in training - plus staff out on leave during this period.
10		Family	Staffing - Internal	Staff still in training, but progressing. Absenteeism is still a factor beyond our control due to COVID.
11	Putnam	Juvenile Delinquency	Staffing - Internal	Impact resulted from staff being out due to illness. In addition, a staff member has now transferred to this department and is being cross-trained in this area
	7	11		

Table F
Descriptions for Not Meeting Performance Standards
CFY 2020-21 Quarter 1

Jury			
	County	Reason Code	Description
1	Hardee	Staffing - Workload	Staff will be reminded of the due date and adhere to procedure.
2	Lee	Procedural	Documentation RE: Group email notification
3	Martin	Procedural	Review COVID-related Jury processes.
4	Sarasota	Staffing - Training	Jury Clerk error. Steps have been taken to train.
	4	4	