

Response to CCOC RFP

Clerk Revenue Compliance Services



Compliance Improvement Services, Inc.
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1.0 About Compliance Improvement Services

In July of 2019, Compliance Improvement Services began a working partnership with the Florida Clerks of Court Operations Corporation (FLCCOC) to consult, educate, and assist Clerks implementing best practices in collections and compliance to:

“Ensure successful completion of court ordered obligations with the goal of keeping Floridians working, driving, and moving forward with their lives.” (Revenue Enhancement Committee - meeting minutes of September 11, 2018).



Why CIS

Experience matters. There is a level of operational experience required in consulting, education services, and project management which positively contributes to successful compliance services. CIS brings both operational background and Clerk specific experience.

Don Murphy is the Principal and Senior Consultant for [Compliance Improvement Services \(CIS\)](#) serving over 25 years in Clerk administration and management and is a certified Project Management Professional (PMP) and a Fellow with the National Center for State Courts.

In August of 2021 [Doug Isabelle joined CIS](#) as a Contract Consultant. Doug has been with the Florida Clerks of Court Operations Corporation since 2009. He brings 30 years of experience in state and federal government and over 10 years with the Clerk’s Association. Doug holds a Master’s in Public Administration from Albany New York State University.

Experienced CIS staffing and positive contributions to compliance improvement for Florida Clerks have led to two additional renewals for compliance service with FLCCOC since the original contract award in June of 2019.

What Developed

Since July of 2019, CIS traveled across the State in over thirty counties. Visits consisted of reviewing each county's approach to compliance and providing [best practice options](#) for improving service. This has not been a one size fits all approach. Each county has unique challenges consisting of resources, environment, and technology capabilities. Using Clerk Best Practices as a guide, CIS planning reviews worked through compliance program initiation, processing, and reporting. In March of 2020 site visits halted due to the COVID-19 pandemic. CIS immediately launched a zoom communications network to visit virtually and keep the education process moving forward.



What's ahead

As we move into 2022 onsite and virtual visits should continue in order to improve the effectiveness of compliance best practices through CIS educational consulting. These interactions create program awareness and mutual benefit including potential workgroups, webinars, and spotlighted conversations on compliance service available to all Clerk programs in Florida.

We appreciate the opportunity to bid for the RFP for Clerk and Staff Revenue Collections Education, Training, and Compliance Services and thank both Florida Clerks and the Florida Clerks of Court Operations Corporation for your continued consideration. In this RFP response CIS will demonstrate how we can continue to contribute to benefiting Clerk compliance programs while meeting compliance best practice objectives.

Don Murphy, PMP
Principal/Senior Consultant
Compliance Improvement Services, Inc.

2.0 CCOC Scope of Services

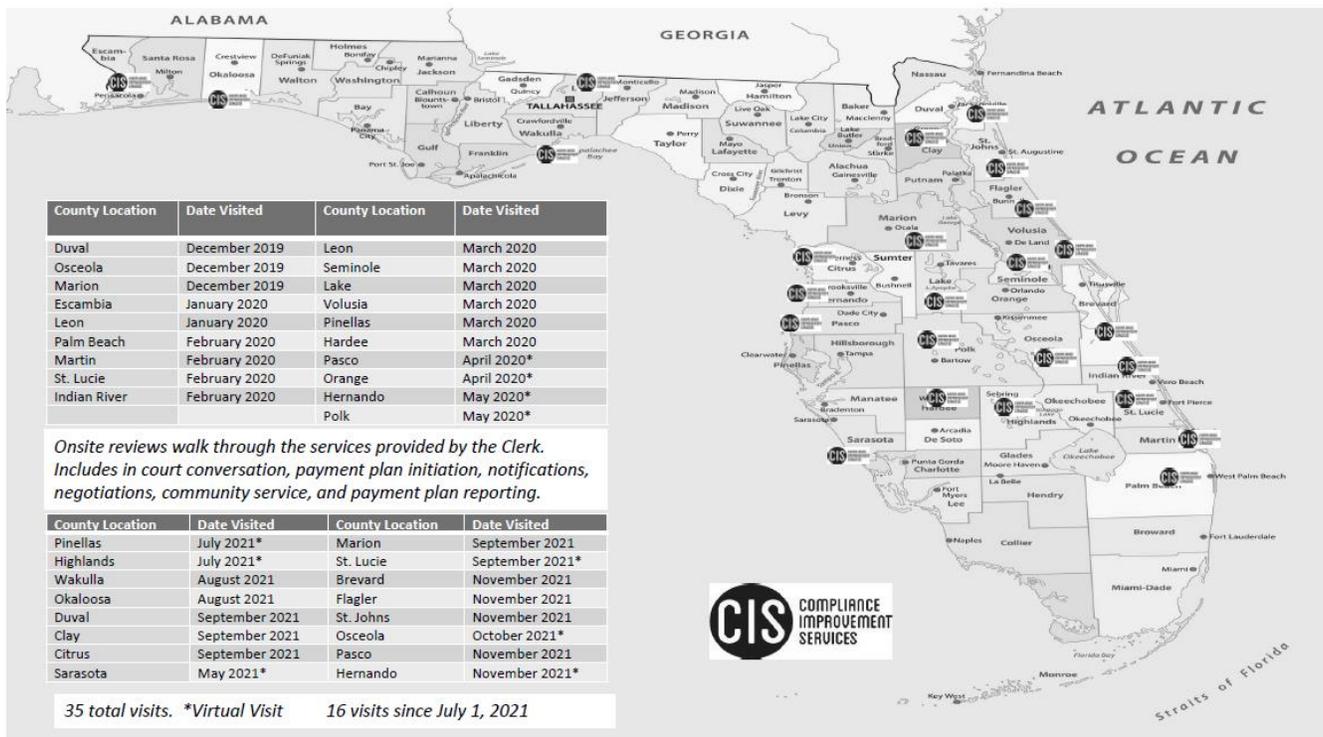
The CIS roadmap approach looks at each step in the compliance process for improvement opportunities. Onsite and virtual visits examine resources for clerk teams, approaches to life cycle processing, and technology tool options involved in compliance service.

2.1 Onsite and Virtual Visits-Understanding the Compliance Landscape

Collections has evolved beyond taking payment or revoking privileges in order to keep contributions coming in and creating community awareness of compliance as a service. Payment plans provide installment options to satisfy fine obligations with flexibility to meet customer abilities to comply. CIS works with clerk teams to establish payment plan consistency using Clerk Best Practices.

Initial site selections were based on county feedback from the October 2019 Compliance Summit. This event, hosted by FL-CCOC and the Florida Court Clerks & Comptrollers brought Clerks and their teams together to train and share information about compliance practices. CIS helped gather background for the event by creating, releasing, and summarizing results from a survey on compliance best practices and how Clerks implemented them. Fifty-seven of Sixty-seven counties responded. CIS then reviewed results with Clerks and compliance teams at the summit as a speaker for the program.

From December of 2019 until March of 2020 CIS visited with fifteen counties. When travel paused due to the COVID-19 pandemic CIS created virtual visit options which included online meetings. CIS provided additional virtual material through the development of e-Learning along with regular blog posts and news events related to compliance and collections.



2.2 EXTENDING THE COMPLIANCE CONVERSATION

Compliance Service has always been an important story to tell and repeat often. That requires providing multiple delivery methods to reach users. Clerk visits begin the learning process at the courthouse or through video conferencing in a virtual visit format. Additionally, CIS helped and continues to organize workgroups made up of Clerk's offices from around the state involved in compliance service to discuss best practice opportunities and legislative updates. Webinar Workshops keep the conversation going online while enabling greater participation.

The [Compliance Corner](#), which is the FLCCOC communications page for compliance, provides a space for users to receive news and commentary on the latest in fine compliance and collections in Florida and around the country. News updates are provided to subscribed users from the 2019 Compliance Summit and others who have requested service. To date there are 134 subscribers that have received over thirty postings.

CIS created e-Learning as an additional method to make compliance learning available to Clerk teams during the COVID-19 pandemic to continue to keep up with best practice instruction in a freely provided web program available on demand. The "[Starter's Guide to Compliance Service](#)" currently provides ten narrated modules with a step-by-step journey into compliance service.

These reinforcements in educational service equip Clerk teams with training to meet compliance challenges. Since June of 2019, CIS has provided multiple methods to educate users on best practices in compliance that compliment site visits with county compliance users.

1- Conferences & Workshops

FLCCOC Compliance Summit- October 2019- *Understanding Statewide Collection Practices*

FCCC Winter Conference- February 2020

FCCC Summer Conference- June 2020- *Consistency is the Key to Improved Compliance*

Webinar: [Online Payment Plan Service](#) - August 19, 2020

Webinar: [To Bundle or Not to Bundle-](#) March 30, 2021

Webinar: [Compliance as a Service-](#) June 9th, 2021

2- Spotlight presentations

St. Lucie Clerk Online Plan Instruction- December 2020

Managing Multiple Cases in Plans Survey January 2021

3- e-Learning

E-Learning at Compliance Corner begins with the [Starter's Guide to Compliance Improvement Service](#), an online interactive program built to provide users in compliance service a path to improve their compliance and customer service skills.

2.3 CONSULTING FOR COMPLIANCE IMPROVEMENTS

Today's payments for criminal and civil traffic matters are routinely satisfied by time-based payments as part of a payment plan. The proper initialization and monitoring of payment plans encourage better citizen participation and often-times lead to improved compliance. A needs analysis reviews the court situation to properly understand court conditions which include opportunities and constraints. At the direction of CCOC county specific projects can help identify opportunities.

CIS provides experienced consultants in compliance and collections to research current challenges identified in customer reviews and through changing conditions in the workplace. Even the smallest of changes can benefit a compliance operation such as the payment plan update in St. Lucie County.

"We removed extraneous data fields to simplify the application process. Now when customers apply for a payment plan via their mobile, internet, or in person, the application time has reduced by five minutes. The five-minute reduction with last year's numbers would have saved an additional 12 hours per month. This is 12 hours per month that we can focus on other compliance rated tasks." **Gina Magana, former Central Cashiering Manager, St. Lucie Clerk of Court after consultation with CIS**

Technology Options Evaluated

During county visits CIS reviews uses of technology that fit compliance operations. Each possibility is determined by current technology resources and how case management systems work with payment and compliance service needs.

Bundling payment plans

CIS brought county compliance specialists together to talk about efficiency opportunities when creating payment plans. Some counties initiated a new plan for each case number. A survey was created to explore options to the single payment plan to case procedure. Results identified counties who bundle cases into one plan. Discussion in an online seminar workgroup provided options to improve the process.

Traffic Citation Notification Opportunities for Compliance Service

[CIS initiated a study on Traffic Citation](#) collections based on performance figures over the past few years. The purpose of the report was to point out trends and workable solutions to improve performance.

Restoration of Voting Rights and Fine Compliance

Prior to the 2020 election, advocacy groups were looking for ways to satisfy debt obligations in felony cases to restore voter's rights. CIS researched the subject in Florida and across the country and provided [news relevant to compliance and collections](#).

2.4 COMPLIANCE BEST PRACTICE IMPLEMENTATION

Compliance Service is about connecting with citizens who are required to pay fine and cost obligations. Waiting for the defendant to walk-in for service in most cases is too late or doesn't happen at all. It is important to progressively approach the payment process by extending options to participants and by starting the process from the time the judge orders court fines and costs.

REQUIRED CLERK STATUTORY DUTY

Florida Statute 938.30 (9) *The clerk of the court **shall** enforce, satisfy, compromise, settle, subordinate, release, or otherwise dispose of any debts or liens imposed and collected under this section in the same manner as prescribed in s. 938.29(3).*

The compliance services review begins with a best practice survey to document where counties are in their process. From this review the Clerk's office and Florida CCOC can begin mapping a plan to enhance existing processes to meeting compliance improvement goals in your office orders.

2.5 COMPLIANCE BEST PRACTICE REVIEW

The Florida Clerks of Court Operations Corporation- (FLCCOC), has designed a 3-part program to successfully complete compliance service for citizens of Florida.

- **Prevention:** Providing public access with multiple payment methods; establishing mutually agreed terms with the defendant; advertising a willingness to collaborate with defendants; notification/alert systems before default.
- **Restoration:** An opportunity for a defendant to restore his/her driver's license without significant costs, as provided in statutes.
- **Mediation:** Not just waiving fees but a process that provides defendants an opportunity to restructure payment terms including extending payment time periods, modifying the payment amount due, and date payment due, and community service option.

The FLCCOC in coordination with the Florida Court Clerks and Comptrollers (FACC) has developed a Collections/Compliance Best Practice with a user-friendly checklist for clerks to use as a tool to review whether they are complying with the best practices including minimum mandatory statutory requirements.

Step 1- Best Practice Awareness

In 2021 twenty-nine clerks completed this self-reporting checklist asserting that they are following and meeting the minimum mandatory compliance requirements. If the CCOC Budget Committee is going to rely on this checklist to allocate resources, it would be necessary to institute a validation process.

Step 2- Compliance Improvement Strategic Planning

CIS has conducted thirty-five on-site and virtual compliance training sessions over the last two years. Clerk offices and staff should be recognized for attending the session (which is an element of the best practice) and for developing a strategic plan. CIS proposes to “certify” staff for their attendance at these sessions (retro participation should be considered); and develop a process to recognize offices for their commitment with compliance.

Step 3- Best Practice Checklist Validation

CIS proposes identifying documentation necessary to validate the completed checklist that could meet auditing standards ([Yellow Book](#)*); and develop an approval process for the CCOC Budget Committee used during the annual budget review process.

**The Yellow Book is used by auditors of government entities. Auditors of federal, state, and local government programs use these standards to perform their audits and produce their reports*

A Clerk Collection/Compliance Program should be capable of demonstrating return on investment (ROI). Currently, the Clerks report total trust fund revenues to the CCOC which does not differentiate revenues that are collected as a result of creating an in-house compliance program. CIS proposes to develop a process and report form which clerks could use to justify expenditures during the budget process.

Step 4- Compliance Service Results and Recognition

CIS proposes the following criteria assisting CCOC with implementation.

ELIGIBILITY REQUIREMENTS & STANDARDS: Clerk compliance programs demonstrate one of the following standards: Superior Innovation (Good), Outstanding Achievement (Better) or Exceptional Delivery of Service (Best).

- A **Superior Practice** demonstrates outcomes that meets all mandatory tasks and provides some optional compliance practices outlined in the Best Practice Checklist for Compliance Programs resulting in Superior service. These program implementations have resulted in measurable and significant increases in productivity, customer service and/or cost savings for the Clerk’s office.
- An **Outstanding Achievement** demonstrates outcomes that meets all mandatory tasks and provides all optional compliance practices, and some enhanced optional compliance practices outlined in the Best Practice Checklist for Compliance Programs resulting in Outstanding Achievements. These program implementations have resulted in measurable and significant increases in productivity, customer service and/or cost savings for the Clerk’s office.

- **Exceptional Service** demonstrates outcomes that meets all mandatory tasks and provides all optional compliance practices. The program also provides many of the enhanced optional compliance practices as outlined in the Best Practice Checklist for Compliance Programs resulting in Exceptional Service. These program implementations have resulted in measurable and significant increases in productivity, customer service and/or cost savings for the Clerk's office.

2.6 COMPLIANCE IMPROVEMENT SERVICES LITIGATION- (NONE)

Compliance Improvement Services has **not** been involved in any litigation or grievances.

3.0 Professional References

Name	Title	Organization	Phone	Email
Kathy Davis	Business Analyst Administrator	Citrus County Clerk of Court and Comptroller	352-341-6431	kdavis@citrusclerk.org
Kristi Wagstaff	Collections Enforcement Manager	Polk County Clerk of Court and Comptroller	863-534-4422	kristiwagstaff@polk-county.net
Rose Devoe	Deputy Chief Administrative Officer	Duval County Clerk of Court and Comptroller	904-255-2014	Rose.Devoe@duvalclerk.com
Stephanie Wright	Criminal Department Manager	Clay County Clerk of Court and Comptroller	904-529-4098	wrights@clayclerk.com
Jerome Kaszubowski	Clerk & Comptroller	Highlands County Clerk of Court and Comptroller	863-402-6566	jkaszubowski@hcclerk.org
Edward Dwyer	Operations Manager Criminal Quality Services Team	Pasco County Clerk of Court and Comptroller	727-847-2411 ext., 8443	edwyer@pascoclerk.com
Alan Hebdon	Project Planning & Compliance Officer	Pinellas County Clerk of Court and Comptroller	727-464-4438	ahebdon@mypinellasclerk.org
Deborah Kennedy	Director of Strategy and Data Integrity	Hernando County Clerk of Court and Comptroller	352-540-6361	dkennedy@hernandoclerk.org
Louis Tomeo	Criminal Director	Palm Beach County Clerk of Court and Comptroller	561-355-6257	Ltomeo@mypalmbeachclerk.com>

What People are saying about CIS

*“You and Doug provided a good presentation and got our team thinking. “- **Nikki Alvarez-Sowles, Esq., Pasco County Clerk & Comptroller***

*“Thank you for your insight, assistance, and your encouragement yesterday. There was one word that was left with me yesterday “Trust;” gaining the trust of our constituents is critical in the compliance process.” – **Rose Devoe, Deputy Chief Administrative Officer, Duval County Clerk of the Court***

*“Polk County has had our compliance/collections program in place since 2005. Over those years there have been many changes. Compliance Improvement Services has been instrumental in assisting us with many areas over the past couple of years. Any time we have a question about upcoming legislative changes or have some ideas in our strategic planning sessions, CIS has been instrumental in helping us through the thought process. I like to brainstorm aloud, and CIS has been a great sounding board for me when I am brainstorming new ideas for our compliance program. Don and Doug are great to work with! We look forward to many years working with CIS!”- **Kristi Wagstaff-Collections Enforcement Manager, Polk County Clerk of Court***

*I am extremely grateful for the assistance that you and Doug provided related to Highlands and statewide statistics, as well as general information about creating a successful collections program! - **Jerome Kaszubowski- Highlands County Clerk & Comptroller***

*“Compliance Improvement Services has worked with us to re-focus our efforts on an actionable improvement plan. We have identified real opportunities and are using best practice-oriented decision making to effect achievable change. Don Murphy has been very available in assisting us and is committed to our success.”- **Alan Hebdon, Project Planning & Compliance Officer – Pinellas County Clerk of Court***

4.0 Fee Schedule and Rates

Compliance Improvement Services was founded on bringing better consulting and education to our customers in the most efficient and cost-effective manner. Each task is carefully itemized and bundled into task deliveries. CIS packaged 850 hours for the full calendar year of January 1, 2022, concluding December 31, 2022. This base proposal is patterned after the July 2021 bid, a 425-hour, six-month proposal.

CIS created base pricing to manage daily demands and included an a la cart menu of services approach to allow you to apply additional hours to the quote that best meets your special projects and service needs. Recommended options are provided for consideration based on current compliance events and field experiences with counties.

CIS carefully examined our ability to deliver timely and useful service in the coming year. As a result, this quote reflects an hourly rate increase from \$62.50 to \$70 to meet rising operational costs for delivery.

Type	Hours	Number of tasks	Total Hours	Rate	Cost
site visit	20	10	200	\$70.00	\$14,000.00
virtual visit	11	15	165	\$70.00	\$11,550.00
workshop	16	4	64	\$70.00	\$4,480.00
conference	33	2	66	\$70.00	\$4,620.00
education	1	148	175	\$70.00	\$12,250.00
consulting	1	112	180	\$70.00	\$12,600.00
TOTAL			850		\$59,500.00
*Price Quote with Option 1 & 2					
Option 1-Best Practices Review Project					\$5,880.00
Option 2- Workload & ROI Reporting					\$6,650.00
Total Cost Base with Options 1 and 2					\$72,030.00

*Total estimated costs are subject to specific scope needs defined during negotiations. All Clerk and Conference site travel expenses paid by CCOC. The quote for compliance services provided by Compliance Improvement Services, Inc. is available for work performed during 2022.

Dated this 22nd day of November 2021.



Don Murphy
Principal & Senior Consultant



Fee Schedule and Rates Service Menu

Option 1-Best Practices Review Project					
Workshop Virtual	16	2	32	\$70.00	\$2,240.00
Virtual Visit-Pilot Review of Best Practices	11	2	22	\$70.00	\$1,540.00
Project Consulting and Summary Reporting	10	1	30	\$70.00	\$2,100.00
Option 1 Total Cost			84	\$70.00	\$5,880.00

Option 2- Workload & ROI Reporting

Workshop Virtual- Reporting Review	16	2	32	\$70.00	\$2,240.00
Virtual Visit-Pilot- Data Collection and Review	11	3	33	\$70.00	\$2,310.00
Project Consulting and Summary Reporting	10	1	30	\$70.00	\$2,100.00
Option 2 Total Cost			95	\$70.00	\$6,650.00

CIS Optional Task and Services Menu

Service Hours per Task

Tasks	Hours	Rate	Cost
Conference			
Prep	9	\$70.00	\$630.00
Site Work	15	\$70.00	\$1,050.00
Post Conference	2	\$70.00	\$140.00
Travel	7	\$70.00	\$490.00
Total	33		\$2,310.00
Workshop onsite			
Prep	9	\$70.00	\$630.00
Site Work	15	\$70.00	\$1,050.00
Post Conference	2	\$70.00	\$140.00
Travel	7	\$70.00	\$490.00
Total	33		\$2,310.00
On Site Visit			
Prep	9	\$70.00	\$630.00
Site Work	2	\$70.00	\$140.00
Post Site Visit	2	\$70.00	\$140.00
Travel	7	\$70.00	\$490.00
Total	20		\$1,400.00

Tasks	Hours	Rate	Cost
Workshop virtual			
Prep	12	\$70.00	\$840.00
Site Work	2	\$70.00	\$140.00
Post Conference	2	\$70.00	\$140.00
Total	16		\$1,120.00
Virtual Visit			
Prep	7	\$70.00	\$490.00
Meeting	2	\$70.00	\$140.00
Post Visit	2	\$70.00	\$140.00
Total	11		\$770.00

Tasks	Hours	Rate	Cost
Educational Services	100	\$70.00	\$7,000.00
Consulting Services	100	\$70.00	\$7,000.00

5.0 Appendix

Attachment 1- Professional Resume

Don K. Murphy-4436 Waterscape Lane, Fort Myers, FL 33966
239-470-3956 | dmurphy@complianceimprovement.com

Objective

To improve organizational decision making through court consulting, strategic planning, and project management.

Professional Certifications

National Center for State Courts certification

Institute for Court Management Fellows Program – May 2015

Project Management Professional Certification

PMP- Project Management Institute (PMI)- December 2003

Experience

Principal & Senior Consultant- Compliance Improvement Services Inc. | Mar. 2018-

- Owner of Compliance Services business dedicated in providing improved compliance and customer service for Clerks and Courts. Focused on consulting, project management, and training.

Chief Officer of Courts | Lee County Clerk of Court | Aug. 2014-Jan. 2018

- Served as Executive Court Officer for the Clerk for all court departments to over 160 employees. Implemented court improvement projects and provided oversight to court budget.

Director of Court Operations | Volusia County Clerk of Court | Oct.06-Aug. 14

- Directed the court operational activities of all court departments for the Clerk for a staff of over two hundred employees. Experienced in workflow analysis, budget planning, and implementation of business improvement projects.

County Applications Manager | Volusia County | Feb 03-Oct. 06

- Responsible for planning, coordinating, and overseeing system design, procurement, installation, and maintenance of enterprise financial, and criminal justice applications.

Senior Project Manager | Creative Data Solutions | Sept. 95- Jan. 03

- Managed multiple inter-agency system technology implementations including software deployment, legacy system conversions, and re-engineering for State and Local government clients.

Skills & Abilities

Project management

- Criminal Justice Information System (CJIS) Project- Volusia County, Florida
- Criminal Case Management System Project- Sarasota County, Florida
- Child Support State Software Implementation- Orange County Florida
- Criminal Case Management System Project- Alachua County, Florida

Communication

- Speaker-Optimizing Compliance Tools- Florida Clerks of Court Operations-Nov. 2017
- Panelist- Irma Impact -Florida Court Clerks and Comptrollers Conference- Oct. 2017
- Speaker-Innovative Court Fee Collections -Georgia Court Administrators- Sept. 2016Publications

“Why Crime Doesn’t Pay” National Center for State Courts Fellows Program- 2015

<http://www.ncsc.org/Education-and-Careers/ICM-Fellows/ICM-Fellows-Papers>

Education

B.S. Business Administration | University of Florida

Attachment 1- Professional Resume

Douglas Isabelle-1931 Vineland Lane, Tallahassee, FL 32317

Objective

Provide consulting and educational services leading to informed decision making and better trained constituents.

Experience

Principal & Chief Consultant, Isabelle Performance & Evaluation | 2021-

Owner and innovator in consulting practice dedicated to improving service for state and local government agencies. Currently consulting for Compliance Improvement Services, Inc. in compliance service and reporting projects.

Deputy Executive Director, FL Clerks of Court Operations Corporation | 2009-2021

Assisted in managing a 9- person office and helped direct a statewide court-related budget process of 67 Clerks of Court.

Director of Court Services, Florida Court Clerks & Comptrollers | 1999-2009

Directed Courts Services activities and projects in the legislatively created Clerks of Court Operations Corporation (CCOC) in 2004 as required by Revision 7 to Article V of the Florida Constitution. Served as representative on the State Revenue Estimating Conference for the Clerks of Court.

Best Practices, Education, and Training

- Tri-County Collections Seminar--- February 11, 2011
- Collection Toolbox for In-House Collection Programs—October 17, 2013
- Best Practices and Excellence Awards Program (ongoing)
- Compliance: Mission Possible Optimizing Compliance Tools—November 2017/October 2019
- Inaugural Statewide Operation Greenlight April 2015

Speaking Engagements & Training

- Cost Model---Embassy Suites ---August 29, 2000
- “A fine is punishment only if it is collected”—2008 FCCC Summer Conference
- Traffic Collection Challenges, And Opportunities to Improve Performance --- Spring 2009
- Urban County Clerk’s Collection Processes—March 2011
- Clerks of Court Operations Corporation Collection Program Activities --- April 2012
- Revenue Analysis—CCOC Executive Council, February 16, 2016
- Miami-Dade Civil Traffic Program--- May 2019

Reporting

- Article V Performance & Accountability System --- September 2002
- Workload Study—Article V Pilot Site Study---April 7, 2003
- Study of Cost Factors and Efficiencies—June 1, 2007
- Stabilization Revenues for the State Courts System and Clerks of Court—November 1, 2011
- Study of the Effectiveness of Collections in the Florida Courts—November 26, 2012
- Funding Continuity Action Plan--- CCOC Revenue Enhancement Committee --- July 2014
- Florida Clerks of Courts Workload Analysis Report (North highland) --- 2015

Education

MPA. Public Administration | State University of New York at Albany

Attachment 2-CIS Compliance Service Profile Sample

Payment Plan Profile				
County	Citrus	EXAMPLE		
	Survey Questions	Estimated # of Payment Plans	Estimated Cases Corresponding to the Payment plans	Estimated Balance as of 5/20/2020
1	How many payment plans and cases are you actively monitoring?	1,133	2,017	\$ 23,287,786.35
2	What is the estimated number of payment plans by case type?			
a	Circuit Criminal (felony)	414	497	\$ 15,154,830.22
b	County Criminal (misdemeanor)	197	238	\$ 735,844.55
c	County/Municipal Ordinance	2	2	\$ 10,063.00
d	Juvenile Delinquency	2	3	\$ 2,722.00
e	Criminal Traffic	125	135	\$ 259,994.29
f	Civil Traffic	133	196	\$ 78,717.99
g	Other	260	946	\$ 7,045,614.30
	Total	1,133	2,017	\$ 23,287,786
If cannot report by court divisions then only complete question 1 on this tab.				
Payment plans and cases can be the same.				
Balance is determined by the date this report is compiled.				

Attachment 3- Compliance Corner Blogpost Articles



DDN MURPHY · APRIL 18, 2021

The Impact of Homelessness on Compliance

When you see it, you can solve it. Acknowledging a homeless case opens options for a proper case resolution. Services and social agency assistance are available at the state and local level. The process begins at the initial court appearance to arrange attorney representation and bond. A homeless status can be uncovered as part of the defendant's background review for court. The homeless cry for help becomes clearly visible. Once acknowledged, the justice community has the obligation to defer the case for additional screening.

[Read More](#) →

Altering the Course of Compliance

DDN MURPHY · FEBRUARY 12, 2021

Compliance service has evolved from bill collection to financial counseling. The bill payor comes to the courthouse or through online services to review payment terms and resolve their court ordered debt.

Compliance Service clerks join with bill payors to assist customers in completing their court obligation. Clerks initiate a payment conversation to either pay in full or make time-based payments in a payment plan. This allows customers to keep in compliance without closing the debt immediately and avoids the risk of enforcement sanctions for failing to pay. [Read More](#) →



DDN MURPHY · FEBRUARY 11, 2021

Slowing Traffic - Compliance with Citations

There were over 15.3 million registered Florida drivers in 2018. Drivers don't always obey traffic laws. Law enforcement officers write over 2.6 million tickets each year that then must be resolved through the courts. Despite the increases in population and traffic on Florida highways, citation filings have declined and continue to fall. [Read More](#) →



DDN MURPHY · OCTOBER 13, 2020

Compliance Improvement- The Science of Better Service

What are your goals? Do they align with the work you want to accomplish? Are you properly staffed and resourced to perform the work? Do you regularly communicate goals with your team, and do they understand the mission?

[Read More](#) →



DDN MURPHY · JULY 17, 2020

Going the Distance- COVID Compliance Practices

Showing up to see the judge is not even close to the same anymore. The onset of the corona virus shuttered most courthouses for nearly 3 months. We rethink what compliance for court means these days. It's more about social distancing, respecting neighbors by wearing masks, washing hands, limiting crowd sizes, and monitoring symptoms to ensure all are safe. And that's a good thing, but the work continues! [Read More](#) →



DDN MURPHY · JUNE 9, 2020

For what it's worth- Reexamining Negotiation

Nearly all criminal and civil traffic cases involve fines. The goal has always been to collect what is owed. The message is changing. Collect what is owed but also keep customers contributing.

Keep them driving. Negotiating can contribute to a resolution that provides relief to both the customer trying to pay and the compliance office trying to collect. It's time to consider options for negotiating payment plans. [Read More](#) →

Attachment 4-CIS Podcast Samples



DDN MURPHY · JULY 6, 2020

Rethinking Court Events & Compliance Service

We explore virtual options that can lead to better service in search of continual best practices in these changing conditions in our podcast "Rethinking Court Events & Compliance Service at Compliance Corner."

[Read More](#) →



DDN MURPHY · MARCH 24, 2020

Creating Trust in Compliance Service

The Coronavirus has made a terrible impact on us all. It goes beyond flu having no vaccine yet causing mandatory isolation to prevent the spread.

It sounds dire at times but we are overcoming this challenge. As we begin to return to work those of us in Compliance Service should reflect on how we think about and talk about Compliance Service. [Read More](#) →



DDN MURPHY · MARCH 2, 2020

Better Service using Payment Plans

Payment plans are contracts made with customers on the outstanding balance of their court fine to make regularly scheduled installments. Once a customer completes and delivers a payment plan to the Clerk's office, clerks then review the application and confirm the customer's request into an active payment plan agreement.

Just like court cases, payment plans are initiated, noticed, worked, modified, and disposed of. Most if not all of the clerk resources in a compliance program are devoted to some aspect of payment plans. Let's talk about what it takes to make payment plans work well for you and your customers. [Read More](#) →

CIS News and Current Events



Mike Bloomberg raises \$16 million to allow former felons to vote in Florida

As published in the Washington Post, Michael Bloomberg has raised over \$16 million dollars to pay off fines in felony cases in Florida. The money would complete sentencing obligations of 32,000 felons just in time for the general election in November.

Sep 23, 2020



Florida can bar ex-felons from voting if they owe court payments, appeals court rules

A higher court ruling has been made regarding Florida law forbidding felons the right to vote until court fine obligations are paid as part of their sentence. As reported by CNN the 6-4 ruling by the full 11th US Circuit Court of Appeals overturned a lower court's ruling blocking the law.

Sep 11, 2020

Attachment 5-CIS Survey Sample

How do you handle payment plans?



Payment plans have become the heart of compliance service. Most people need time to settle their court obligated fines. How you put those plans together can improve your ability to serve your customers and provide you with additional time in your office. The survey link below asks for your opinion. How do you do things in your compliance office?

CLICK HERE

To begin your payment plan survey select the [CLICK HERE link](#) or follow the hyperlink to the survey. **Results due Tuesday, February, 2nd.**

Attachment 6- CIS e-Learning preview

Starter's Guide Chapter 1- Module 1- Talking as a Team!

What does it mean to be on the same page? In compliance service your team should understand the messaging necessary to collaborate with customers.

This includes scheduling time for payment due dates and plan durations, what forms to use, when notices should be created and the methods to deliver them such as calling, mailing, emailing, and text messaging. It may also include when to escalate customer issues and how to keep track of work tasks for measuring team progress.

The screenshot displays an e-learning interface with the following components:

- Navigation:** 'OUTLINE' and 'NOTES' tabs at the top left. A search bar labeled 'Search...' is positioned below the tabs.
- Outline:** A vertical list of seven items:
 1. Compliance Improvement Service
 2. ---
 3. Course Objectives
 4. Chapter 1- Preventive Practices
 5. --- (highlighted)
 6. ---
 7. Talking as a Team
- Main Content Area:** A video player showing a woman in a blue denim shirt standing and talking to two seated colleagues (a man and a woman) in a modern office setting.
 - Lightbulb Callout:** A white box with a lightbulb icon and the title 'Module 1- Talking as a Team'. The text reads: 'A clear vision for your Compliance team must be communicated and embraced by your team leader and top management. All involved team members should understand what you want to accomplish and how you plan to get there. Everyone needs to row the boat at the same time and in the same direction.'
 - Smartphone Overlay:** A graphic of a smartphone displaying a CCOC icon and the text: 'Check out compliance best practices about communication using the link provided here or click the [Florida CCOC icon.](#)'
- Player Controls:** At the bottom, there is a play button, a progress bar showing '5 / 17', a time indicator '00:04 / 00:26', and icons for refresh, volume, and full screen. On the right side, there are 'PREV' and 'NEXT' navigation buttons.