

Meeting Overview

Clerk Maloy covered the three questions that the CCOC Budget Committee asked us to review:

1. Review and determine if a compliance component should be incorporated into the budget development process.
2. Determine how this would be quantified, identify and review factors to be considered for this component.
3. Determine how this would be verified.

CCOC Director John Dew gave an overview of the collection issue over the years.

Courts didn't want to be responsible for collections. 2004 Clerks became responsible.

Rebasing budget was based on revenue collection and collection efforts were very valuable to each office.

2009 the State took over the budget process. Although there is pressure on us to collect revenue, there is no direct benefit to each individual county.

Legislators told clerks to collect more outstanding balances to fund offices.

New law allows courts to carry over money to the next fiscal year. This year approximately 9 million.

Most clerks do statutory minimum.

It's difficult to tie the budget to compliance.

There was a compliance component reviewed two years ago, new departments were funded, but that got cut due to budget reductions due to COVID shutdowns.

Clerk Maloy mentioned the documents sent out to the work group for you to review, which included the Clerk Collection Best Practices, Minimum Collection Program Standards 2016/17 (summary by peer group 2016-17), Best Practices Minimum Requirements Checklist and Compliance 20 PowerPoint.

A summary of the discussions from the work group included some discussion on what different offices were doing to effectively maximize collections. There was discussion on the complexities of measuring the effectiveness of each county's compliance efforts. For example, smaller counties cannot dedicate resources to create a compliance department. Some counties cross train counter staff to initiate payment plans as part of many other duties, therefore, determining the FTE's or what portion of their CCOC budget is allocated to compliance is not feasible. New technology such as having citizens fill out payment plans online to submit them for review, or newer technologies such as text reminders and automatic monthly payment agreement, can reduce the need for compliance staff, while increasing revenue. Also, CCOC does not have data on what counties allocate to compliance that could be used to formulate a compliance component to the CCOC budget process. It was also discussed about the services of CIS (Compliance Improvement Services), that provides to Clerk's offices who need establishing robust compliance strategies. CCOC's contract with CIS is currently in place for two additional years.

After gathering input from those on the call, Clerk Maloy made a recommendation of a concept to forward to the CCOC Budget Committee.

Maloy suggested that the simplest way to encourage all Clerk's offices to employ all recommended measures to collect revenues, is to include a component to the CCOC budget process, that clerks offices meet the requirements of a "Certified Compliance Best Practice Business Model" in order to be fully funded.

Benefits of including a Certified Best Practice Business Model component to the budget process would include:

- Demonstrating to legislators that clerks are meeting clear goals to maximize collections in order to receive their share of funding.
- Assuring to all clerks that each county must meet a standard of service to be fully funded. This should help assure clerks that this is a "team effort".
- If there is a clerk's office that does not meet the best practice standards, then CCOC will work with that county with CSI to help the clerk meet the requirements.

Seeing that we operate on fines and fees, this would be the easiest way to keep the important topic of compliance as a very high priority, in order to maximize our budgets.

Those on the call agreed to explore this concept further.

Clerk Maloy asked the clerks on the call to review the best practices recommendations that have been distributed, and make suggestions to update the document. New technologies should be considered. Please forward your suggestions to Clerk Maloy at gmaloy@seminoleclerk.org and copy CCOC Executive Director John Dew at jdew@flccoc.org

The goal is to update the best practices. If there is agreement from the committee, they will forward the recommendations to the CCOC Budget Committee, for their review.

The next workgroup meeting will meet February 9th 2:30 pm Teams Meeting:

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