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PERFORMANCE IMPROVEMENT AND EFFICIENCIES COMMITTEE Collections and Timeliness Workgroup Meeting

May 3, 2022

Meeting: 2:00 PM – 3:00 PM, Eastern

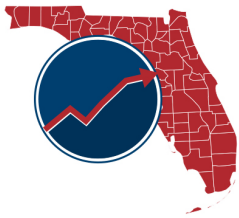
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Meeting Number: 2312 470 4063; Password: CCOC

Conference Call: 1-415-655-0001; Access Code: 2312 470 4063

- 1) Call to Order.....Marleni Bruner
- 2) Collections – Circuit CriminalMarleni Bruner
- 3) Timeliness.....Marleni Bruner
- 4) Next MeetingMarleni Bruner

Workgroup Members: Melissa Geist (Orange), Jessica Padilla (Orange), Angela Gary-Austin (Hillsborough), Dian Diaz (Broward), Elizabeth Maxwell (Saint Lucie), Laura Thrift (Citrus), Raymond Milum (Collier), Beth Yeatman (Pinellas)



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AGENDA ITEM 2

DATE: May 3, 2022
SUBJECT: Collections – Circuit Criminal

OVERVIEW:

At the workgroup meeting held on April 5, discussion was held regarding the performance measure for collections in the Circuit Criminal division. The workgroup requested data to show the comparison of counties meeting the standard with drug trafficking included and with drug trafficking removed. It was also requested to have the information by peer group. The information is attached.

LEAD STAFF: Marleni Bruner, Performance, Policy & Education Director

ATTACHMENTS:

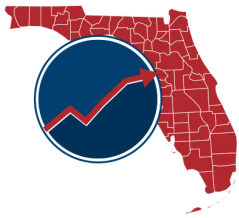
1. Collection Analysis 2020-21

Collections Analysis 2020-21

County	Circuit Criminal	
	With Drug Trafficking	Without Drug Trafficking
Alachua	18.98%	9.78%
Baker	10.76%	17.17%
Bay	5.76%	8.70%
Bradford	14.46%	19.92%
Brevard	9.64%	14.00%
Broward	6.19%	10.26%
Calhoun	5.92%	8.06%
Charlotte	16.87%	8.06%
Citrus	9.92%	18.23%
Clay	9.94%	17.01%
Collier	9.76%	26.25%
Columbia	14.01%	18.87%
Desoto	8.55%	16.49%
Dixie	37.60%	37.60%
Duval	5.26%	9.72%
Escambia	6.72%	16.07%
Flagler	9.61%	13.89%
Franklin	11.17%	11.17%
Gadsden	7.96%	10.33%
Gilchrist	21.75%	21.75%
Glades	19.99%	37.55%
Gulf	15.29%	15.29%
Hamilton	22.71%	22.71%
Hardee	2.44%	13.17%
Hendry	49.77%	49.22%
Hernando	10.71%	17.01%
Highlands	9.05%	11.16%
Hillsborough	13.02%	22.82%
Holmes	10.27%	12.05%
Indian River	17.50%	18.27%
Jackson	7.11%	10.97%
Jefferson	25.55%	25.55%
Lafayette	12.60%	12.60%
Lake	7.21%	11.93%
Lee	12.73%	16.23%
Leon	13.09%	16.32%
Levy	12.23%	14.13%
Liberty	10.50%	16.11%
Madison	15.24%	15.24%
Manatee	10.74%	18.00%

Collections Analysis 2020-21

County	Circuit Criminal	
	With Drug Trafficking	Without Drug Trafficking
Marion	10.11%	25.92%
Martin	11.07%	26.61%
Miami-Dade	9.41%	10.55%
Monroe	27.94%	27.94%
Nassau	9.76%	16.71%
Okaloosa	13.91%	0.00%
Okeechobee	9.63%	16.54%
Orange	14.47%	19.91%
Osceola	18.25%	32.00%
Palm Beach	12.51%	17.73%
Pasco	10.56%	15.48%
Pinellas	11.05%	16.91%
Polk	5.80%	12.83%
Putnam	4.55%	8.93%
Saint Johns	11.60%	22.53%
Saint Lucie	17.28%	23.66%
Santa Rosa	11.72%	20.97%
Sarasota	10.60%	14.41%
Seminole	12.42%	30.80%
Sumter	14.48%	15.70%
Suwannee	20.06%	0.00%
Taylor	12.84%	12.87%
Union	8.71%	15.95%
Volusia	10.54%	12.83%
Wakulla	15.88%	15.88%
Walton	17.01%	20.49%
Washington	11.21%	10.44%
	13	6



AGENDA ITEM 3

DATE: May 3, 2022
SUBJECT: Timeliness

OVERVIEW:

The PIE Committee previously reviewed making adjustments to Timeliness standards using data from CFY 2016-17. Six pilot counties were used to tracking the number of days and the total cases processed by day. The previous workgroup recommended changing the standard from 80% to 90% and reducing the number of days by 1. The summary for Time 1 – Filing New Cases and Time 2 – Docketing Cases is attached.

A summary of the reason for failing to meet the standard for CFY 2020-21 is also attached.

The workgroup will need to discuss:

- If they want to re-do the pilot with new counties
- The impact of changing the days to process on systems
- The impact of changing the percentage on systems and counties who would now fail to meet the standard
- If this standard for these court divisions is relevant or if the standard should be something new.

LEAD STAFF: Marleni Bruner, Performance, Policy & Education Director

ATTACHMENTS:

1. CFY 2016-17 Summary of Pilot Counties Timeliness Study
2. CFY 2020-21 Corrective Action Plan Analysis Timeliness

Timeliness 6 Pilot Counties

Filing Cases Timely Performance Measure		2016-2017	Days to Process								Actual within 1 business day	Workgroup Recommendation	# counties attain recommended standard
Court Division	Standard	New Cases Filed	same day	1	2	3	4	5	6	7+			
Circuit Civil	80% within 2 business days	21,087	33%	49%	14%	3%	1%	0%	0%	0%	82% within 1 business day	90% within 1 business day	4 of 6
County Civil	80% within 2 business days	43,456	49%	36%	10%	3%	1%	0%	0%	0%	85% within 1 business day	90% within 1 business day	4 of 6
Family	80% within 3 business days	38,152	77%	16%	5%	1%	0%	0%	0%	0%	93% within 1 business day	90% within 2 business days	6 of 6
Probate	80% within 2 business days	30,623	57%	28%	7%	3%	2%	1%	0%	2%	85% within 1 business day	90% within 1 business day	4 of 6
Dependency	80% within 2 business days	2,644	82%	15%	2%	0%	0%	0%	0%	0%	97% within 1 business day	90% within 1 business day	6 of 6
Circuit Criminal	80% within 2 business days	49,544	88%	7%	4%	1%	0%	0%	0%	0%	95% within 1 business day	90% within 1 business day	4 of 6
County Criminal	80% within 3 business days	57,911	55%	19%	15%	8%	2%	0%	0%	1%	74% within 1 business day	90% within 2 business days	4 of 6
Criminal Traffic	80% within 3 business days	44,468	39%	36%	14%	7%	2%	1%	0%	0%	75% within 1 business day	90% within 2 business days	3 of 6
Delinquency	80% within 2 business days	10,295	70%	21%	6%	1%	1%	0%	0%	0%	91% within 1 business day	90% within 1 business day	4 of 6
Civil Traffic	80% within 4 business days	290,082	48%	26%	12%	8%	4%	1%	0%	1%	74% within 1 business day	90% within 3 business days	4 of 6

% may not equal 100% due to rounding

Timeliness 6 Pilot Counties

Docket Cases Timely Performance Measure		2016-2017	Days to Process								Actual within 2 business days	Workgroup Recommendation	# counties attain recommended standard
Court Division	Standard	Docket entries	same day	1	2	3	4	5	6	7+			
Circuit Civil	80% within 3 business days	1,104,426	46%	35%	12%	4%	2%	0%	0%	0%	93% within 2 business days	90% within 2 business days	5 of 6
County Civil	80% within 3 business days	730,705	48%	33%	12%	4%	1%	0%	0%	0%	93% within 2 business days	90% within 2 business days	5 of 6
Family	80% within 3 business days	1,124,050	51%	27%	11%	6%	2%	1%	0%	1%	89% within 2 business days	90% within 2 business days	5 of 6
Probate	80% within 3 business days	528,797	41%	28%	16%	8%	4%	1%	0%	1%	85% within 2 business days	90% within 2 business days	3 of 6
Dependency	80% within 3 business days	286,358	66%	24%	7%	2%	0%	0%	0%	0%	97% within 2 business days	90% within 2 business days	5 of 6
Circuit Criminal	80% within 3 business days	2,155,488	65%	19%	9%	4%	2%	1%	0%	1%	93% within 2 business days	90% within 2 business days	3 of 6
County Criminal	80% within 3 business days	1,101,928	65%	16%	10%	5%	2%	1%	0%	1%	91% within 2 business days	90% within 2 business days	4 of 6
Criminal Traffic	80% within 3 business days	942,112	71%	14%	8%	4%	1%	1%	0%	1%	93% within 2 business days	90% within 2 business days	3 of 6
Delinquency	80% within 3 business days	454,331	57%	29%	9%	3%	1%	0%	0%	1%	95% within 2 business days	90% within 2 business days	3 of 6
Civil Traffic	80% within 4 business days	1,769,548	81%	9%	4%	3%	1%	1%	0%	1%	94% within 2 business days	90% within 3 business days	5 of 6

% may not equal 100% due to rounding

CFY 2020-21 Timeliness 1 - Filing New Cases

External Reasons Provided				
Quarter 1				
	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Continue to be understaffed for volume of cases/documents
2		Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
3	Union	Circuit Criminal	Staffing - External	Normal Staffing levels to resume in 2021
4		County Criminal	Staffing - External	Normal Staffing levels to resume in 2021
5	Volusia	Juvenile Delinquency	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
6		Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
7		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
3	7			
Internal Reasons Provided				
Quarter 1				
	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - Internal	Staff shortages caused backlog in adding new cases. Staff is working overtime to clear backlog.
2		County Civil	Staffing - Internal	Staff shortages caused backlog in adding new cases. Staff is working overtime to clear backlog.
3		Probate	Staffing - Internal	Staff shortages-one new employee has been hired to be trained and assist in this area
4	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
5	Dixie	Circuit Criminal	Staffing - Internal	Internal vacancies has resulted in case processing delays.
6	Glades	Juvenile Delinquency	Staffing - Internal	We have hired 1 new employee to help with staffing shortage.
7		Circuit Civil	Staffing - Internal	We have hired 1 new employee to help with staffing shortage.
8	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
9		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
10		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
11	Hillsborough	Juvenile Delinquency	Staffing - Internal	Cross Training of Staff.
12	Levy	County Criminal	Staffing - Internal	TRAINING
13		Civil Traffic	Staffing - Internal	SHORT STAFFED
14	Manatee	Civil Traffic	Staffing - Internal	Lost Civil Traffic staff during FY19/20 to attrition and lay offs due to budgetary constraints. Positions have been filled FY20/21 and are in training. As new staff members progress timeliness will progress.
15	Okaloosa	Circuit Civil	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
16	Pam Beach	Circuit Civil	Staffing - Internal	COVID 19 related staffing issues. Training new clerks to open cases
17	Polk	Circuit Civil	Staffing - Internal	work flow and processes being re-evaluated to come up with more efficiencies.
18		County Civil	Staffing - Internal	work flow and processes being re-evaluated to come up with more efficiencies.

CFY 2020-21 Timeliness 1 - Filing New Cases

19	Suwannee	County Criminal	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
20		Criminal Traffic	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
21	Wakulla	Criminal Traffic	Staffing - Internal	Insufficient amount staff to cover outages and handle workload.
22	Washington	Juvenile Delinquency	Staffing - Internal	Due to COVID absences.
	14	22		
External Reasons Provided Quarter 2				
	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		
Internal Reasons Provided Quarter 2				
	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

CFY 2020-21 Timeliness 1 - Filing New Cases

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		

External Reasons Provided Quarter 3

	County	Division	Reason Code	Description
1	Hendry	Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
	1	1		

Internal Reasons Provided Quarter 3

	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - Internal	Staff shortages and implementation of changes related to AOSC 20-23
2		County Civil	Staffing - Internal	Staff shortages and implementation of changes related to AOSC 20-23
3	Gadsden	County Civil	Staffing - Internal	There are only 2 people in this office.
4	Glades	Criminal Traffic	Staffing - Internal	We are working hard to make sure all deadlines are met in a timely manner.
5		Civil Traffic	Staffing - Internal	I have since hired an additional traffic clerk to help with the workload. Getting closer to having all County citations electronically filed.
6	Hillsborough	County Criminal	Staffing - Internal	Cross Training of Staff.
7	Lee	County Criminal	Staffing - Internal	A staffing shortage and outsourcing of a resource to another area caused processing delays outside of the 3-day standard.
8		County Civil	Staffing - Internal	Total case filings were double for May due to an influx of new case filings causing a process delay outside the 2-day standard.
9	Manatee	County Civil	Staffing - Internal	Continued loss of staff members; small pool of applicants to fill positions
10	Okaloosa	Juvenile Delinquency	Staffing - Internal	Covid Related illnesses caused reduced staff combined with increased caseload due to Spring Break
11	Putnam	Juvenile Delinquency	Staffing - Internal	Staff is being trained in this area.
12		Juvenile Dependency	Staffing - Internal	Staff is being trained in this area.
13	Union	Criminal Traffic	Staffing - Internal	No Misdemeanor or Criminal Traffic Deputy Clerk
	9	13		

External Reasons Provided Quarter 4

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Continue to be understaffed for volume of cases/documents
2		Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
3	Volusia	Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
4		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
	2	4		

CFY 2020-21 Timeliness 1 - Filing New Cases

Internal Reasons Provided Quarter 4				
	County	Division	Reason Code	Description
1	Baker	Juvenile Dependency	Staffing - Internal	The low volume of cases and staff was in court, we have limited backup.
2	Brevard	Circuit Civil	Staffing - Internal	Training new staff and unanticipated staff shortages causing backlogs.
3	Broward	Circuit Civil	Staffing - Internal	AO 2021-35-CO was signed 7/23/21; section (V) affected how new insurance cases are processed; which had a major impact on the new case filing section. We also had staffing challenges. Budget permitting overtime will be utilized to improve timeliness.
4		County Civil	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
5	Columbia	Juvenile Delinquency	Staffing - Internal	Juvenile Clerk on vacation, this will be rectified by having a back up juvenile back up clerk.
6	Gadsden	Criminal Traffic	Staffing - Internal	There are only 3 employees and more absences than normal this quarter.
7		County Civil	Staffing - Internal	There are only 2 people in this office.
8	Glades	Civil Traffic	Staffing - Internal	I have hired additional clerk to help with traffic department
9	Hernando	Circuit Civil	Staffing - Internal	Loss of key trained personnel whose responsibilities have now been reassigned
10		County Civil	Staffing - Internal	Loss of key trained personnel whose responsibilities have now been reassigned
11	Highlands	Circuit Criminal	Staffing - Internal	Budget reductions; employees out due to Covid-19 requirements.
12	Lee	Circuit Civil	Staffing - Internal	A staffing shortage compounded by staff being OOTO for summer vacation resulted in processing delays outside the standard.
13	Manatee	County Civil	Systems/Conversion	Staff hired/in training; implemented new imaging/workflow system which has affected workload. Next quarter should see improvements to timeliness.
14	Putnam	Circuit Criminal	Staffing - Internal	Impact resulted from staff member leaving the office. The office is currently in the process hiring to fill vacancies in this department
15		Juvenile Delinquency	Staffing - Internal	Continued training of staff in this department.
11		15		

CFY 2020-21 Timeliness 2 - Cases Docketed				
External Reasons Provided				
Quarter 1				
	County	Division	Reason Code	Description
1	Calhoun	Circuit Criminal	Staffing - External	Continue to cross train
2		County Criminal	Staffing - External	Continue to cross train
3	Hendry	Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
4	Union	Juvenile Delinquency	Staffing - External	Normal staffing levels to resume in 2021
5		Criminal Traffic	Staffing - External	Normal staffing levels to resume in 2021
6	Volusia	Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
7		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
	4	7		
Internal Reasons Provided				
Quarter 1				
	County	Division	Reason Code	Description
1	Baker	Juvenile Delinquency	Staffing - Internal	COVID hit, low staff
2	Brevard	Probate	Staffing - Internal	Staff shortages-one new employee has been hired to be trained and assist in this area
3	Dixie	Circuit Criminal	Staffing - Internal	Critical vacancies has resulted in a backlog of case processing.
4	Gulf	Juvenile Dependency	Staffing - Internal	New employee training. Results should improve next Quarter
5	Hillsborough	County Criminal	Staffing - Internal	Cross Training of Staff.
6		Juvenile Delinquency	Staffing - Internal	Cross Training of Staff.
7		Criminal Traffic	Staffing - Internal	Cross Training of Staff.
8		Juvenile Dependency	Staffing - Internal	Cross Training of Staff.
9	Holmes	Juvenile Delinquency	Staffing - Internal	Staff turnover, training in progress
10	Okaloosa	Circuit Civil	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
11		County Civil	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
12		Probate	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
13		Family	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
14	Polk	Circuit Civil	Staffing - Internal	The workflow is being re-evaluated to have more staff process documents in this area.
15		County Civil	Staffing - Internal	The workflow is being re-evaluated to have more staff process documents in this area.
16		Family	Staffing - Internal	Training is being completed and workflow is being re-evaluated to cover for reduced or absent staff.
17	Putnam	Circuit Criminal	Staffing - Internal	Recently filled positions, 2 in our Criminal area, are being trained. Still struggling with COVID leave.
18		County Criminal	Staffing - Internal	Recently filled positions, 2 in our Criminal area, are being trained. Still struggling with COVID leave.
19		Criminal Traffic	Staffing - Internal	Recently filled positions, 2 in our Criminal area, are being trained. Still struggling with COVID leave.
20	Suwannee	County Criminal	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
21		Criminal Traffic	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
22	Wakulla	County Criminal	Staffing - Internal	Insufficient amount of staff to cover outages and handle workload.
23		Criminal Traffic	Staffing - Internal	Insufficient amount of staff to cover outages and handle workload.
	11	23		

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

Internal Reasons Provided Quarter 2				
	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 hire
8		Criminal Traffic	Staffing - Internal	Short staff. Trying to hire
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		

External Reasons Provided Quarter 3				
	County	Division	Reason Code	Description
1	Hendry	Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
2	Monroe	County Criminal	Staffing - External	Still Short Staff and Training a new employee
3	Volusia	Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
4		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
	3	4		

Internal Reasons Provided Quarter 3				
	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.

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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 hire.
8		Criminal Traffic	Staffing - Internal	Short staff. Trying to hire.
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			
External Reasons Provided Quarter 4				
	County	Division	Reason Code	Description
1	Hendry	County Criminal	Staffing - External	Continue to be understaffed for volume of cases/documents
2		Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
	1	2		
Internal Reasons Provided Quarter 4				
	County	Division	Reason Code	Description
1	Glades	Civil Traffic	Staffing - Internal	I hired additional help for the traffic department.
2	Hillsborough	Juvenile Dependency	Staffing - Internal	Cross Training of Staff
3	Lee	County Criminal	Staffing - Internal	A staffing shortage and the process of training additional personnel affected the numbers for this quarter.
4		Criminal Traffic	Staffing - Internal	A staffing shortage and the process of training additional personnel affected the numbers for this quarter.
5	Madison	Juvenile Delinquency	Staffing - Internal	At 79.96% Day 3 then 80.60% Day 4, due to Staff out a couple weeks this quarter
6	Manatee	Circuit Civil	Systems/Conversions - Internal	Implemented new imaging/workflow system which has affected workload - should see significant improvement in the next quarter.
7		County Civil	Systems/Conversions - Internal	Staffing complete and training; implemented new imaging/workflow system which has affected workload. Should see significant improvement in the next quarter.
8		Probate	Systems/Conversions - Internal	Implemented new imaging/workflow system which has affected workload. Should see significant improvement in next quarter.
9	Monroe	Circuit Criminal	Staffing - Internal	Still Short Staff, Trying to hirer
10		County Criminal	Staffing - Internal	Still Short Staff, Trying to hirer
11		Criminal Traffic	Staffing - Internal	Still Short Staff, Trying to hirer
12	Orange	Family	Staffing - Internal	Several new clerks in the area, currently cross training to expand knowledge base. Increased in volume specific to debits and credits process. May 17948, June 12697, July 8451, Aug 6888, Sept 9399.
13	Polk	Circuit Civil	Staffing - Internal	working O.T. to get caught up and training new staff.
14		County Civil	Staffing - Internal	working O.T. to get caught up and training new staff.
15	Volusia	Circuit Civil	Staffing - Internal	We are in the process of re-assigning and training additional staff to this task
16		County Civil	Staffing - Internal	We are in the process of re-assigning and training additional staff to this task
17	Wakulla	Juvenile Delinquency	Staffing - Internal	New staff, continued training, not quite up to speed.
18		Criminal Traffic	Staffing - Internal	Criminal Traffic Clerk is also Co Criminal Clerk, not sufficient staffing to cover workload.
10	18			