

Clarifying Purpose – Improving Outcomes

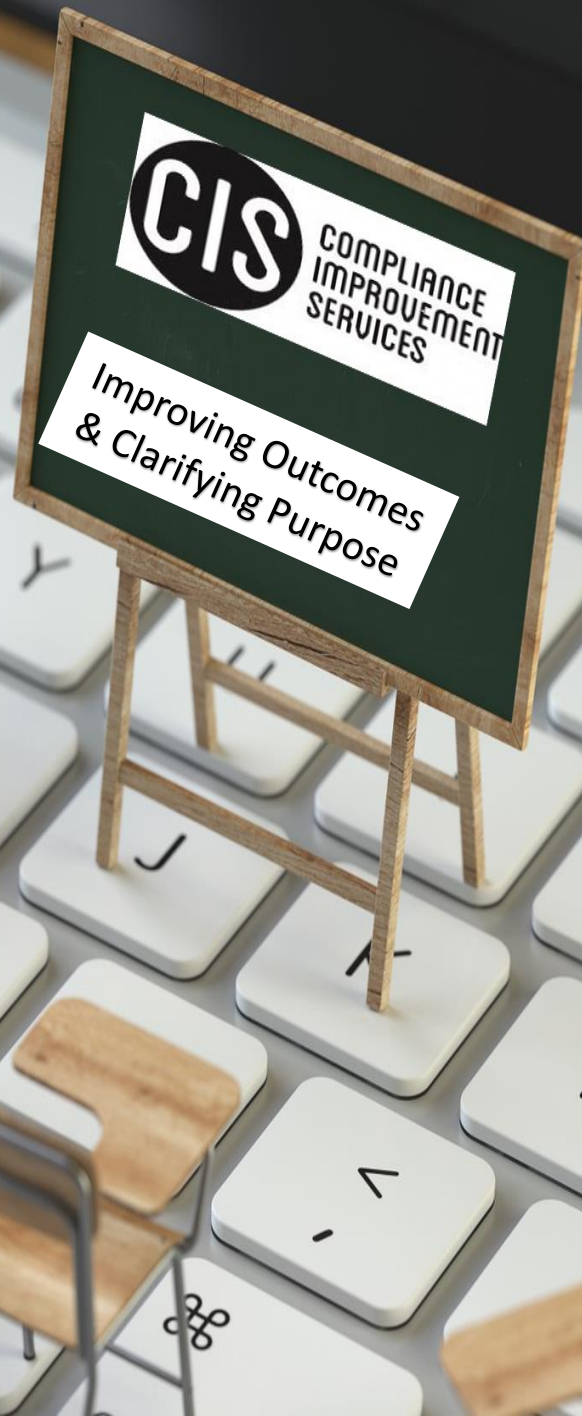


CIS is an educational & consulting service provided by the Florida Clerks of Court Operations Corporation



Compliance Workshop October 19th , 2022

Workshop Agenda



Workshop Opening- Clarifying Purpose

- Understanding Challenges & Listening
- Compliance Survey Conversation
- Pros & Cons Discussion- Payment Plans
- Table-Top Talk Take 1

Vision for Better Outcomes

- Best Practice Checklist
- Ideal Compliance Service
- Table-Top Talk Take 2

Prioritizing Goals

- Importance of focus
- Options for program improvements
- Pros & Cons Discussion- In-house program

Workload & Financial Framing of Compliance

- Workload & Financial Profile
- Pros & Cons Discussion- Enhanced Reporting
- Table-Top Talk Take 3

Outsourcing Compliance Service

- Providing compliance resource option
- Comparing needs versus ability
- Pros & Cons Discussion

Recap for Improving Outcomes

- Listening & Dialogue
- Concluding Q & A

Clerks are using social media to promote the use of payment plans

Payment plans go beyond timely debt recovery through partial payments.

Payment plans steer customers away from past due complications including collection agent referrals and driver license suspension.

 **Flagler County Clerk of the Circuit Court** @FlaglerClerk · Aug 25 ...

Did you know? The Flagler Clerk's Office offers payment plans that help customers remain compliant with court obligations and stay on the road. If you have outstanding court obligations or a suspended driver license, contact us and get on a payment plan today.

[#flaglerclerk](#)



**Late Court Obligations?
Driver License Suspended?**

**See your Clerk.
Get a Plan!**

Commonsense Payment Plans

OFFERING PAYMENT PLANS TO HELP CUSTOMERS COMPLY
WITH COURT OBLIGATIONS AND KEEP THEIR LICENSE

What can you do to get the word out about the benefits of payment plans?



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).*



Collection & Compliance for Fines & Costs is a Clerk responsibility

On Aug. 23rd Clay County Clerk or Courts Tara Green and Florida Court Clerks & Comptrollers Govt. Relations Director Jason Harrell reviewed legislative changes impacting compliance and collection.

Updates include payment plan forms, initializing payment terms in plans, and simplifying the driver's license reinstatement process through Clerk's offices.



Legislation



Compliance



[Senate Bill 838](#)
[House Bill 397](#)

Statewide Payment Plan Form via CCOC

- **F.S. 28.42 (2)** *By October 1, 2021, the clerks of court, through the Florida Clerks of Court Operations Corporation, shall develop a uniform payment plan form for use by persons seeking to establish a payment plan in accordance with s. 28.246(4). The form must inform the person of the minimum payment due each month, the term of the plan, acceptable payment methods, and the circumstances under which a case may be sent to collections for nonpayment.*
- **(3)** *By January 1, 2022, each clerk of court shall use the uniform payment plan form developed pursuant to subsection (2) when establishing payment plans.*
- **Clerk Point:** The CCOC has created a statewide payment plan form which all Clerks must now use. This ensures more standardizations for customers across counties.



Payment Plans for Each Case Type

- **F.S. 28.246 (4)(a)** - *Each clerk of the circuit court shall accept partial payments for **each case type** for court-related fees, service charges, court costs, and fines in accordance with the terms of an established payment plan developed by the clerk.*
- **Clerk Point:** Make sure your office policy allows payment plans for all case types.



State-wide Payment Plan



Section 1 ACKNOWLEDGEMENT OF TERMS AND FAILURE TO COMPLY CONSEQUENCES (s. 28.246(4), F.S.)		
Initial	I attest/confirm/swear that the information provided on this application is true and accurate to the best of my knowledge. I will abide by the terms of the payment plan and understand failure to do so may result in the suspension of my driver's license for failure to pay a financial obligation and potentially my case(s) being referred to a collection agency and additional collection fees assessed.	
	I understand that court-imposed financial obligations are penalties from my sentence and pursuant to F.S. 938.30, I am required to pay for all fines, fees, and costs incurred from my case proceeding(s).	
	I wish to enroll in a payment plan per s. 28.246(4)(B), F.S.	
Applicant Signature		Date
Section 2 GENERAL INFORMATION (s. 28.246(4)(b), F.S.)		
First Name	Middle Name	Last Name
Street Address		
City	State	Zip Code
Date of Birth	Driver License or State ID Number	
PAYMENT NOTIFICATIONS Data and message rates may apply.		
I consent to payment notifications by email <input type="checkbox"/> Yes <input type="checkbox"/> No		Email Address
I consent to automated notifications by phone <input type="checkbox"/> Yes <input type="checkbox"/> No		I consent to payment notifications by text message <input type="checkbox"/> Yes <input type="checkbox"/> No
Phone Number		Cell Phone

Customer requests plan

Identifies case/cases

Identifies amount due

Enters contact data

Authorizes contacts



Determine Installment Amounts

Standardizes Monthly Payment Plans/ Initial Down Payments

- **F.S. 28.246(4)(b)1.** - *A monthly payment amount, calculated based upon all fees and all anticipated fees, service charges, court costs, and fines, is presumed to correspond to the person's ability to pay if the amount does not exceed the greater of:*
 - *a. Two percent of the person's annual net income, as defined in s. 27.52(1), divided by 12; or*
 - *b. Twenty-five dollars.*
- **Clerk Point:** Clerks now have a standard benchmark to use in setting up payment plans which may protect against liability or potential litigation.



Helps Make Setting Up Payment Plan More Affordable

- **F.S. 28.246(4)(b)2.** - *Any amount required by the clerk as down payment to initially establish a payment plan shall be the lesser of 10 percent of the total amount owed or \$100. The amount does not include the imposition of a service charge pursuant to s. 28.24(27)(b) or (c). The clerk shall establish all terms of a payment plan, and the court may review the reasonableness of the payment plan.*
- **Clerk Point:** If your office requires a down payment it needs to align to these standards.





Clerk Establishes ALL Terms of Payment Plan

- **F.S. 28.246 (4)(b)2.** - *The clerk shall establish **all terms of a payment plan**, and the court may review the reasonableness of the payment plan*
- **Clerk Point:** The statute codifies the Clerk role in establishing the terms of the payment plan. Clerks can use this in working with local judiciary in order to increase compliance.



Incarcerated Individuals Timeframe

- **F.S. 28.246 (4)(b)** - *It is the responsibility of an **individual** who is released from incarceration and has outstanding court obligations to **contact the clerk within 30 days** after release to pay fees, service charges, court costs, and fines in full, or to apply for enrollment in a payment plan.*
- **Clerk Point:** Clerks don't have to track this. It is the responsibility of the individual to contact the Clerk but may help you with local procedures with county jails and DOC to encourage more people to come in and pay.

VINE Network Notification Service

The Department of Corrections offers a toll-free automated inmate information and notification service. Victim Information and Notification Everyday (VINE) Service is available 24 hours a day, seven days a week.

Anyone may call the toll-free number 1-877-VINE-4-FL (1-877-846-3435), and receive an inmates current location and tentative release date. Visit www.vinelink.com for more information.

HAVE YOU HEARD



Encourages Payment Plans Through Information From DHSMV Order

- **F.S. 318.15 (1)(a)** - *The order also must inform the person that he or she may contact the clerk of the court to establish a payment plan pursuant to s. 28.246(4) to make partial payments for court-related fines, fees, service charges, and court costs.*
 - Also included in F.S. 318.20 and 322.245
- **Clerk Point:** With an increase in promotion of payment plans, more individuals may be contacting your office regarding their options.





Clarifies and Codifies a Best Practice for Clerks

- **F.S. 775.083 (3)** - *The clerk of the court of each county is the entity responsible for collecting payment of fines, fees, service charges, and court costs. Unless otherwise designated by the court, a person who has been ordered to pay court obligations under this section shall immediately contact the clerk to pay fines, fees, service charges, and court costs in full or to apply for enrollment in a payment plan pursuant to s. 28.246(4).*
- **Clerk Point:** Clerks can use this statute to work with their local judiciary to ensure procedures to obtain payment in full or payment plan.

Judge Communication Exercise

Knowing the need for reducing burden there are a few points to reinforce with the judge.

1. By directing defendants to the Clerk, they are providing immediate financial counseling on how to take care of court ordered compliance.
2. Clerk assistance provides continuing resources to develop a plan that meets individual circumstances to an amount and time frame within a payment plan as needed.
3. Judges will see fewer failure actions and suspended license cases by ensuring defendants receive payment plan assistance.
4. Clerks will provide updates on payment plan cases to the judge to demonstrate progress and make sure regular proceedings are moving smoothly.





Easier to Reinstate DL at Clerk's Office

- **F.S. 322.29(3)** - *The department must work with the clerks of court, through their association, to ensure the ability within their technology systems for clerks of court to reinstate suspended driver licenses for failure to pay court obligations.*
- **Clerk Point:** Within the next few months Clerks will have the ability within their system to clear more suspensions for court obligations and where applicable will be able to retain the \$37.50 fee.



Table Top Talk- Take 1

Who is currently performing compliance service?
Compliance clerks, Counter clerks, Other?

When does compliance service start in your office?

Which cases are you offering payment plans?
Explain how that process works?

What things prevent you from starting payment plans closer to
sentencing dates?



Measures Program Effectiveness

Based on Best Practice Standards

Looks at Mandatory Elements

Evaluates Optional Practices

BEST PRACTICE CHECKLIST-COMPLIANCE SERVICES

Mandatory Elements

Fundamental Mandatory Elements

1. ☐ Enforce, ☐ satisfy, ☐ compromise, ☐ settle, ☐ subordinate, ☐ release, or ☐ dispose of debts and liens as required by s. 938.30(9), F.S.
2. ☐ Impose statutory fees for payments as required by s. 28.24(26), F.S.
3. ☐ Distribute funds in the tiers required by s. 28.246(5), F.S., after distributing funds as required by s. 27.52(1)(c), F.S.
4. ☐ Comply with all bond forfeiture requirements noted in s. 903.26, s. 903.27, and s. 903.28, and s. 142.01, F.S.
5. ☐ Collect administrative costs for compliance per s. 938.30(12), F.S., for postage per s. 28.24(27), F.S., for copying per s. 28.24(5)(a), F.S., and for service fees per s. 318.15(1)(b), F.S., s. 318.18(8)(a), F.S., and s. 322.245(2), F.S.
6. ☐ Establish a payment program to accept partial payments for court related fees, service charges, costs, and fines as required by s. 28.246(4), F.S.
7. ☐ Apply cash bonds to financial obligations as required by s. 903.286, F.S.
8. ☐ Send cases to collections that are delinquent after 90 days per s. 28.246(6), F.S.
9. ☐ Hold Driver License Reinstatement Days event annually per s. 322.75, F.S.
10. ☐ Complete the collections performance report as required s. 28.35 F.S.

Compliance Enforcement Mandatory Elements

1. ☐ Record court-ordered criminal judgments and sentences to ensure that a lien is created under s. 938.30(6), F.S. for the entire 20-year period per s. 938.30(8), F.S.
2. ☐ Suspend driver licenses for non-compliance under s. 322.245(5) and s. 318.15, F.S.
3. ☐ Contract with collection firms as required by s. 28.246(6), F.S.
4. For cases sent to a collection firm when new costs and fines have been imposed:
 - a. ☐ Amend amounts with collection firm so that all court costs and fines on a case are combined, or
 - b. ☐ Retract and resend after 90-day time period so that all court costs and fines on a case are combined.

Ideal Compliance Process

Judge orders fines at sentencing



- Nearly all criminal & traffic cases receive fines
- Compliance hindered by late enrollment
- Increases potential default on court order
- Produces late payment fees and collections
- Increases court activity for failure to pay cases

Clerk meets with Customer inside or near courtroom

- Clarifies payment obligation
- Provides ability to comply with repayment options
- Establishes authorization for email & texting
- Creates and delivers payment plan
- Initializes early customer relationship





Compliance Assistance Immediately After Court





How to Improve Compliance & Collections after sentencings

Fiscal Year 2020/2021



More than 307,000
Criminal Sentencings

Nearly all sentences
receive fine & fee sanctions

Payment Plan (\$25 each)
= \$7.65 Million Dollars

Early payment planning participation

Clerk staffing reallocated not increased.

Probation does not override Clerk responsibilities

Felony cases have options using VINES Network

Ideal Compliance Process

Clerk meets with Customer inside or near courtroom

- ✓ Begins Immediate Payment Service
- ✓ Clarifies future contact & notification process
- ✓ Customer acknowledges obligation
- ✓ Establishes Clerk Compliance Service



Ideal Compliance Process



Make Plan Enrollment Easier

- Simplify the payment plan application.
- Reduce inline wait times at service counters.
- Create additional hours for compliance service.
- Provides virtual option for customers.

Automated Payment Plans

- Electronic application available for payment plans.
- Data in application reused for payment plan process.
- Reduces data entry for compliance clerks.



Ideal Compliance Process

Online Payment Plans provide remote service that meets customer needs

See how payment plans can be created and published electronically from your customer's home computer, tablet, or smart phone without driving to the courthouse. Click the picture to learn more.



Ideal Compliance Process

Make Payment Plan access easier through online applications

- ✓ Provides virtual access with expanded hours.
- ✓ Creates online payment plan data.
- ✓ Reduces payment plan creation time.
- ✓ Promotes improved customer service.



Ideal Compliance Process



Create improved notifications for better customer responses.

Improve mail delivery for compliance notices.
Reduce staffing required in mail process.
Determine effectiveness of notifications.

Automated Notification Service

Provide email & texting for customers.
Creates instant delivery for notices.
Offers opportunity to pay using notice URL.
Reduces clerk handling time for mailings
Provides online delivery and response reporting.



Ideal Compliance Process

Automated Notifications provide upgraded service

- ✓ Americans send roughly 26 billion text messages every day.
- ✓ The rate of speed for a text delivery is between 1 and 3 seconds for over 90% of all messages.
- ✓ Creating URL links in message provides payment opportunity.
- ✓ Many people use text messages daily and they go out to recipients very quickly.



Ideal Compliance Process



Establish consistent negotiation process

Exercises Clerk authority under FS. 938.30 (9).
Gains customer payments on otherwise unpaid accounts.
Provides compliance clerks with negotiation guidelines.
Improves revenue and customer service.

Improving collection opportunities with past due accounts

Create negotiation opportunities for past due payments.
Understand possibilities to recover debt from lien cases.
Clarify potential to work with customers on overdue cases.



ARE Criminal JUDGEMENT LIENS BEING COLLECTED?

cfy 2018-2021

	2018-2019			2019-2020			2020-2021		
County	circuit criminal	County criminal & CT	Total	circuit criminal	County criminal & CT	TOTAL	circuit criminal	County criminal & CT	Total
Baker	\$ 668	\$ 118,070	\$ 118,738	\$ 2,596	\$ 89,187	\$ 91,783	\$ -	\$ 79,558	\$ 79,558
Bradford	\$ 130,139	\$ 94,573	\$ 224,712	\$ 133,048	\$ 75,991	\$ 209,039	\$ 862,874	\$ 141,003	\$ 1,003,877
Columbia	\$ 1,613,640	\$ 255,409	\$ 1,869,049	\$ 448,723	\$ 158,084	\$ 606,807	\$ 768,438	\$ 102,553	\$ 870,991
Gilchrist	\$ 71,257	\$ 32,462	\$ 103,719	\$ 41,729	\$ 22,932	\$ 64,661	\$ 154,520	\$ 31,603	\$ 186,123
Lafayette	\$ 123,384	\$ 12,719	\$ 136,103	\$ 39,447	\$ 7,285	\$ 46,732	\$ 91,531	\$ 12,084	\$ 103,615
Levy	\$ 222,610	\$ 68,756	\$ 291,366	\$ 65,141	\$ 51,450	\$ 116,591	\$ 75,182	\$ 67,537	\$ 142,719
Hamilton	\$ 619,899	\$ 17,415	\$ 637,314	\$ 68,340	\$ 10,209	\$ 78,549	\$ 92,284	\$ 3,490	\$ 95,774
Suwannee	\$ 319,419	\$ 16,682	\$ 336,101	\$ 94,806	\$ 27,312	\$ 122,118	\$ 105,785	\$ 36,468	\$ 142,253
Union	\$ 158,657	\$ 24,034	\$ 182,691	\$ 99,463	\$ 12,881	\$ 112,344	\$ 66,401	\$ 21,194	\$ 87,595
Alachua	\$ 2,059,128	\$ 431,960	\$ 2,491,088	\$ 1,053,987	\$ 333,079	\$ 1,387,066	\$ 2,551,181	\$ 319,187	\$ 2,870,368
	EXAMPLE				NEGOTIATE 15%				
County	2018-2019	2019-2020	2020-2021	TOTAL	Potential Revenues				
Baker	\$ 118,738	\$ 91,783	\$ 79,558	\$ 290,079	\$ 43,512				
Bradford	\$ 224,712	\$ 209,039	\$ 1,003,877	\$ 1,437,628	\$ 215,644				
Columbia	\$ 1,869,049	\$ 606,807	\$ 870,991	\$ 3,346,847	\$ 502,027				
Gilchrist	\$ 103,719	\$ 64,661	\$ 186,123	\$ 354,503	\$ 53,175				
Lafayette	\$ 136,103	\$ 46,732	\$ 103,615	\$ 286,450	\$ 42,968				
Levy	\$ 291,366	\$ 116,591	\$ 142,719	\$ 550,676	\$ 82,601				
Hamilton	\$ 637,314	\$ 78,549	\$ 95,774	\$ 811,637	\$ 121,746				
Suwannee	\$ 336,101	\$ 122,118	\$ 142,253	\$ 600,472	\$ 90,071				
Union	\$ 182,691	\$ 112,344	\$ 87,595	\$ 382,630	\$ 57,395				
					\$ -				
Alachua	\$ 2,491,088	\$ 1,387,066	\$ 2,870,368	\$ 6,748,522	\$ 1,012,278				

Ideal Compliance Process

Debt Negotiation satisfies customer obligation and increases revenue

- ✓ Over \$61 million in Circuit Criminal fines in fiscal year 19/20 with court ordered liens.
- ✓ \$18.7 million in County Criminal fines in fiscal year 19/20 with court ordered liens.
- ✓ FS 938.30 (9) authorize Clerks the ability to negotiate fine balances.



Negotiating Examples

Liens & Negotiations

- The Palm Beach Clerk employs the services of their staff attorney to research and initiate the contact. They targeted sentenced felons with prison cases that have completed incarceration, not had any subsequent arrests, and previously retained a private attorney at the time their case was sentenced. 23 letters were sent and 14 cases settled, 7 established a payment plan, and 2 did not respond. No court assessment limits were established.
- The Volusia Clerk contracted with Perdue, Brandon, Fielder, Collins & Mott, LLP. Procedures for negotiations that included limits on lien accounts with an aggregate balance of at least \$1,000 with a final adjudication older than 2 years. Procedures and forms were created for the settlement in cash or of certified funds. Cases 2-5 years old may be settled for 75% of the amount of the obligation. Cases older than 5 years may be settled for 50% of the amount of the obligation. The Clerk may make exceptions in circumstances involving public policy. The vendor is paid with a reduced collection fee.
- The St. Lucie Clerk is in the process of pilot testing a contract to negotiate with Travis Walker Esq. that focuses on negotiating settlement of old local ordinance violations. Details and results are not currently available.



How to begin negotiating

Unpaid Court Obligation [Negotiation](#) Guidelines-2022

1. Age of case 5 years or less: Waive CA fee and interest and up to 15% of fines and fees
2. Age of case is 5 to 10 years: Waive CA fees and interest and up to 30% of fines and fees
3. Age of case is over 10 years: Waive CA fees and interest and up to 50% of fines and fees

Ideal Compliance Process

Processing can hinder staffing response

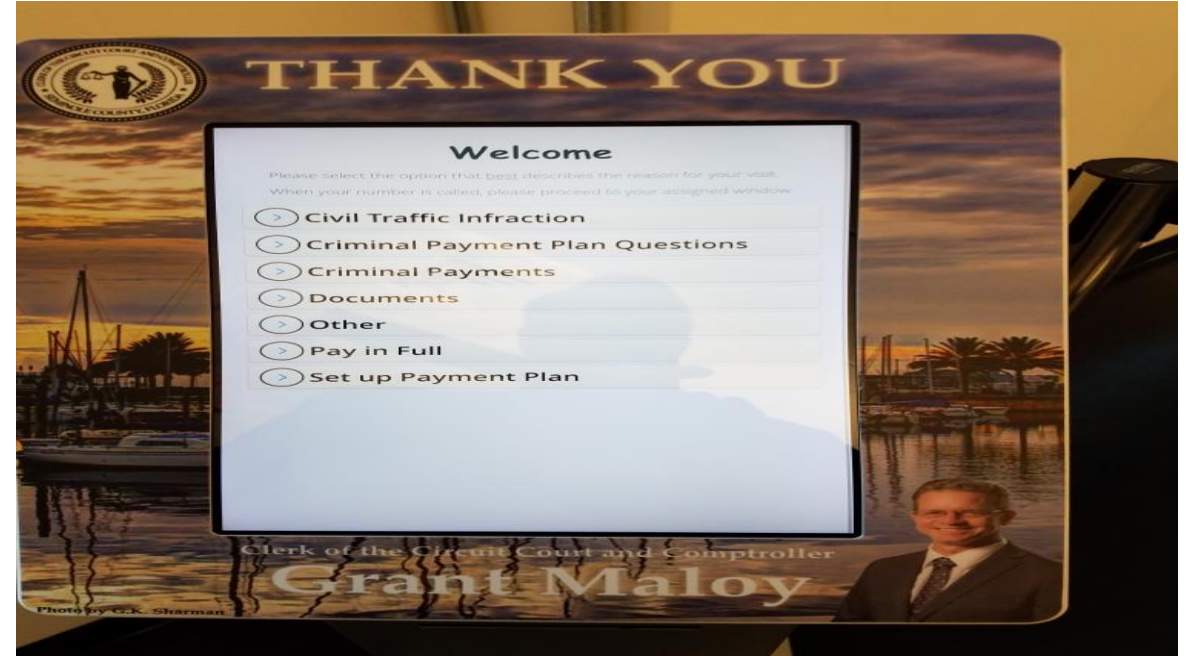
Payment plans must be hand-written & typed into case management software.

Mailing requires additional handling.

Reporting must be manually calculated to measure workload progress.



Compliance technology as a partner



Software available for payment plan creation

Text & email integrated into auto scheduling.

Data at initiation, notifications, and payment plan updates creates data results.

Ideal Compliance Process

Compliance Technology as a Service Partner

- ✓ Software exists to manage compliance service.
- ✓ Automation reduces staffing on process and builds focuses on customer service.
- ✓ Workload reporting creates informed processing and better decision making.
- ✓ Better equipped, timely results available by employing software in compliance service.



Ideal Compliance Process

What can be done to improve compliance service?

- ✓ Meet with Customer inside or near courtroom
- ✓ Make Payment Plans available online
- ✓ Automate Notifications to improve service
- ✓ Use negotiation to satisfy payments
- ✓ Employ Technology as a Service Partner



Pick a priority to improve

Align dedicated resources

Line up tasks to a workplan

Take baby steps

Evaluate progress & stay with it

Keep reaching for additional goals



**FOCUS
ON THE GOAL
NOT THE
OBSTACLES**

Table Top Talk- Take 2

What could make your process work better?

- Understanding how best practices fit my office needs
- Dedicated staffing and technology tools
- Better understanding by justice partners
- Tips for improving bottom line



We are looking under the hood of the clerk's compliance program & kicking the tires.



No one needs a new car, they just need to fix the one they have.

PERFORMED FREE INSPECTION:

Customer: _____ Phone: _____ Mileage: _____

Year/Make/Model: _____ VIN: _____

☐ NO IMMEDIATE ATTENTION ☐ MAY REQUIRE FUTURE ATTENTION ☐ IMMEDIATE ATTENTION

ITEMS	CONDITION
Revenue Gaps & Trends	<input type="radio"/> <input type="radio"/> <input type="radio"/>
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Assessment & Collections	<input type="radio"/> <input type="radio"/> <input type="radio"/>
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	<input type="radio"/> <input type="radio"/> <input type="radio"/>
Quarterly Collections Performance	<input type="radio"/> <input type="radio"/> <input type="radio"/>
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	<input type="radio"/> <input type="radio"/> <input type="radio"/>
Operation Greenlight	<input type="radio"/> <input type="radio"/> <input type="radio"/>
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ITEMS	CONDITION
Annual Collection Agent Report	<input type="radio"/> <input type="radio"/> <input type="radio"/>
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Judgment Liens	<input type="radio"/> <input type="radio"/> <input type="radio"/>
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Annual TCAT's Report for DL Sanctions	<input type="radio"/> <input type="radio"/> <input type="radio"/>
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	<input type="radio"/> <input type="radio"/> <input type="radio"/>
PAYMENT PLAN WORKLOAD-COMIN SOON	<input type="radio"/> <input type="radio"/> <input type="radio"/>
	<input type="radio"/> <input type="radio"/> <input type="radio"/>
	<input type="radio"/> <input type="radio"/> <input type="radio"/>

Comments: _____

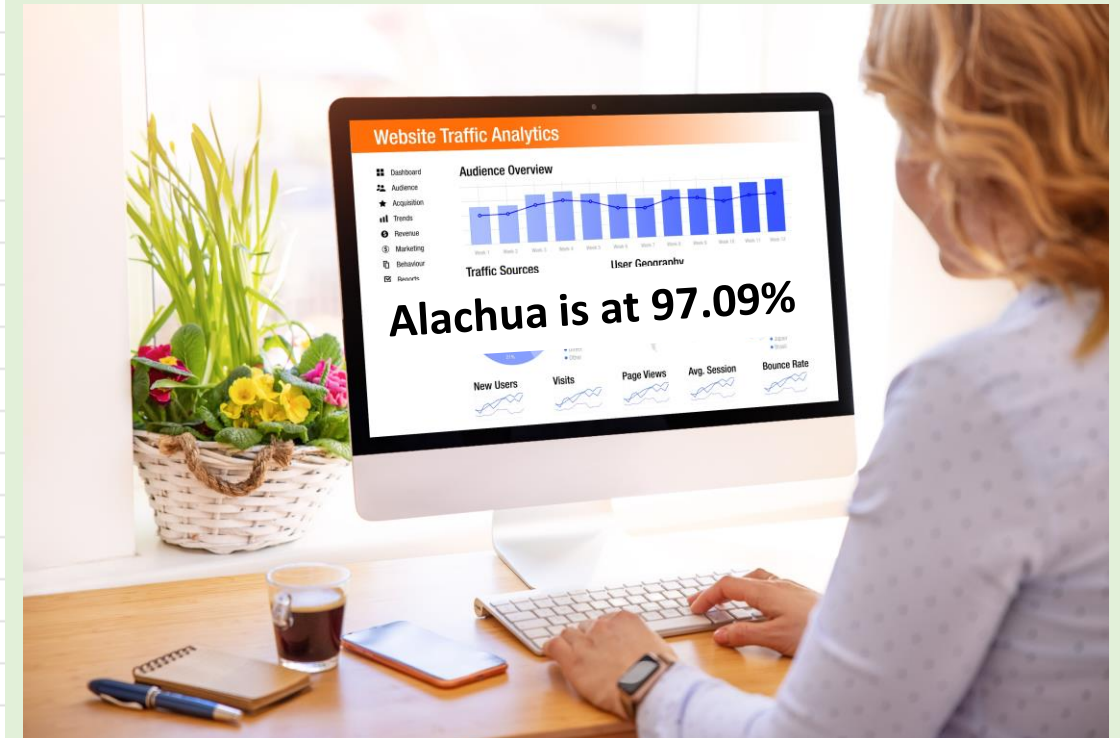
Inspected by: _____ Date: _____

A digital multimeter with a yellow display screen and a black pen are visible in the bottom right corner of the form.

County	County Criminal	Criminal Traffic	Civil Traffic
State Requirement	40%	50%	90%
Baker 20-21	36.65%	69.42%	79.47%
Baker 18-19	39.06%	46.51%	84.26%
Bradford 20-21	28.97%	44.63%	91.73%
Braford 18-19	42.56%	60.77%	92.11%
Columbia 20-21	50.61%	67.29%	81.69%
Columbia 18-19	42.81%	62.67%	89.48%
Gilchrist 20-21	68.13%	68.36%	93.09%
Gilchrist 18-19	55.66%	68.08%	89.16%
Lafayette 20-21	66.31%	82.86%	89.25%
Lafayette 18-19	67.13%	64.75%	95.52%
Levy 20-21	41.60%	43.67%	84.12%
Levy 18-19	50.92%	53.11%	91.26%
Hamilton 20-21	80.80%	88.20%	82.28%
Hamilton 18-19	62.67%	77.19%	86.51%
Suwanne 20-21	57.35%	78.58%	89.56%
Suwannee 18-19	49.27%	71.97%	89.71%
Union 20-21	45.17%	69.57%	89.73%
Union 18-19	50.00%	61.86%	88.34%
Alachua 20-21	43.44%	66.69%	97.09%
Alachua 18-19	46.63%	63.86%	92.47%

The Civil Traffic standard is 90%

Actual results are trending near 80% state-wide



There are counties exceeding the standard

What is attributing to above performance outcomes?



Juvenile sentences include fines and costs.

Some counties pursue delinquency compliance & some do not.

What are some of the obstacles in working delinquency compliance?

What are the most effective tips for keeping up with delinquency?

County	Del.
Baker 20-21	17.51%
Baker 18-19	36.54%
Bradford 20-21	28.16%
Braford 18-19	23.32%
Columbia 20-21	7.03%
Columbia 18-19	65.20%
Gilchrist 20-21	36.77%
Gilchrist 18-19	0.00%
Lafayette 20-21	100.00%
Lafayette 18-19	0.00%
Levy 20-21	38.60%
Levy 18-19	70.91%
Hamilton 20-21	n/a
Hamilton 18-19	n/a
Suwanne 20-21	22.85%
Suwannee 18-19	39.40%
Union 20-21	21.65%
Union 18-19	25.80%
Alachua 20-21	5.29%
Alachua 18-19	4.78%

Revenues, Assessments, & Collections Handouts

Revenues

GAPS—FUNDED & DONOR COUNTIES

TRENDS CURRENT FISCAL YEAR

TRENDS BY COURT DIVISION



COURT ASSESSMENTS:

- DON'T ASSESS, CAN'T COLLECT
- MANDATORY & DISCRETIONARY ASSESSMENT
- ASSESSMENTS WAIVED AND LIENS
- ASSESSMENTS & COLLECTIONS PER CASE
- ASSESSMENTS BY PEER GROUPS 1-3

COLLECTION PERFORMANCE

- 3-YEAR
- REASONS AND ACTIONS TO IMPROVE

OPERATION GREENLIGHT



DRIVER LICENCE CITATION SANCTIONS



COLLECTION AGENTS

- HOW USED, TERMS, & TRENDS



JUDGMENT LIEN HISTORY





1. How often do you send unpaid accounts to collections?
2. It appears that many of you do not send criminal cases to collections, why?
3. What kind of reports do you received from your agents? How often? Do you use these reports?
4. Do your agents collect on cases with judgment liens?
5. How long do you ask your agents to follow up on a case? Do you have time limits before a case becomes cold? Do you record these cold cases as a lien?
6. If a case is in collections and this person shows up at your window to pay;; do you collect the agent fees or do waive them? Or do you refer the person to your collection agent to pay?

Collection Agent Service

1. What precludes you from contracting with more than one agent?
2. How do you determine the collection agent fees?
3. Do you bid out your collection agent contract?
4. Do you allow agent to set up payment plans? If yes, how do you manage these plans?
5. Do you allow agent to negotiate on your behalf?





PAYMENT PLANS & RESULTS

- NUMBER OF PLANS ESTABLISHED PER MONTH
- QUARTERLY RESULTS
- STANDARDS FOR SUCCESS
 - \$ ESTABLISHED
 - \$ COLLECTED
- # OF CASES/PAYMENT PLANS & ON-GOING PAYMENTS

Payment Plan



MEASURING EFFECTIVENESS

OF

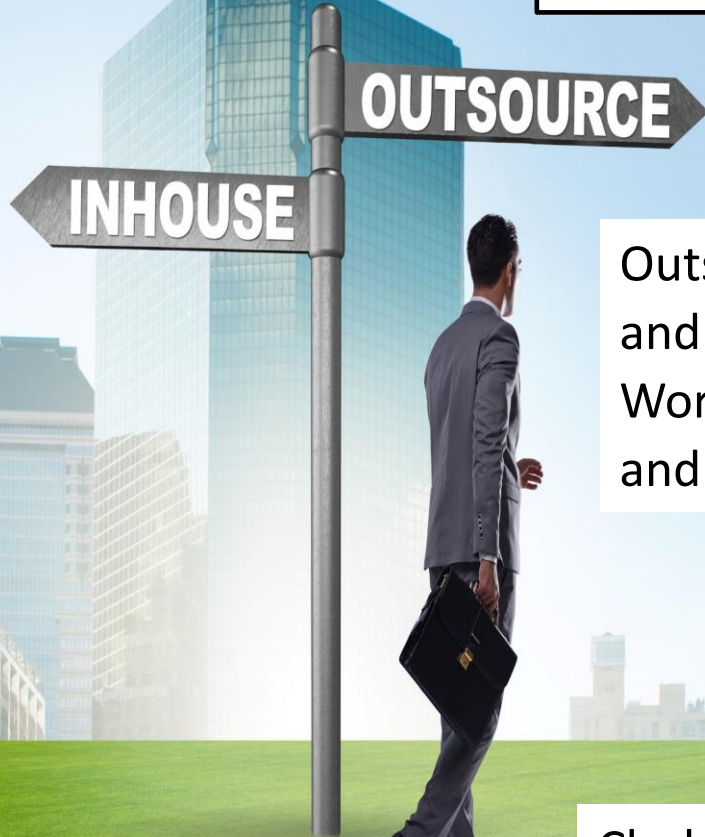
PAYMENT PLANS

Table Top Talk- Take 3

- 1) How do you use the CCOC reports to manage your revenue compliance efforts?
- 2) How difficult is for you to report the number of payment plans and plan balances?
How does this process work?
- 3) Do you know how much it cost to monitor payment plans, send default notices, remit case to collection agencies, notify DHSMV of default?
- 4) Is there any information that you would like collected which would assist you with your collection efforts?



What is Outsourced Compliance Services?



Outsourced compliance service is an optional virtual staffing and technology solution implemented to free up resources. Work would be monitored to ensure adequate response times and satisfactory service.

Clerks employ outsourced services to virtually fill work needs. Customers receive immediate hands-on assistance through a virtual delivery platform that keeps up with compliance service and reduces local office workload.

Why use Outsourced Compliance Services?

1. ability to focus on the main activity

2. reduction of personnel costs

3. sharing responsibility

4. overall cost reduction

5. access to higher quality services



How does Outsourced Compliance Service work?

Court data to Outsource- *(electronically- must include name, case, amount, contact information)*

Outsource creates plan- *(electronically- total due, installment amounts, due dates- State plan)*

Outsource notifies Customer- *(electronically- delivered to customer using Clerk provided contact information)*

Plan payments from Customer to Outsource/Clerk- *(Clerk counter, online, UPS mail, or call center)*



How does Outsourced Compliance Service work?



Outsource provides reminders to Customer- *(electronically- email/text includes due date, amount due, options to pay)*

Outsource provides past due notices to Customer- *(electronically and USPS mail includes due date, amount,, and failure to pay warning)*

Plan failure delivered back to Clerk- *electronically for Collections Referral & DL suspension actions for Clerk action*

Outsource provides regular progress reporting to Clerk- *electronically provided and reviewed upon request*



Sounds familiar?

Past Due Collections Service

PROS

Reduces staffing obligation

Satisfies compliance requirement

Provides workload reporting

CONS

Coordination with staff

Off site work requirement

Service Costs

4-Outsourced Program



What are your pros & cons?



So, what's next?



Q & A

Review In-House Program

Ask more questions

Identify Options



Review Outsource Options

Seek Guidance



For further information contact us at
www.complianceimprovement.com

Clarifying Purpose Improving Outcomes



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THANK YOU

