

# Clarifying Purpose – Improving Outcomes



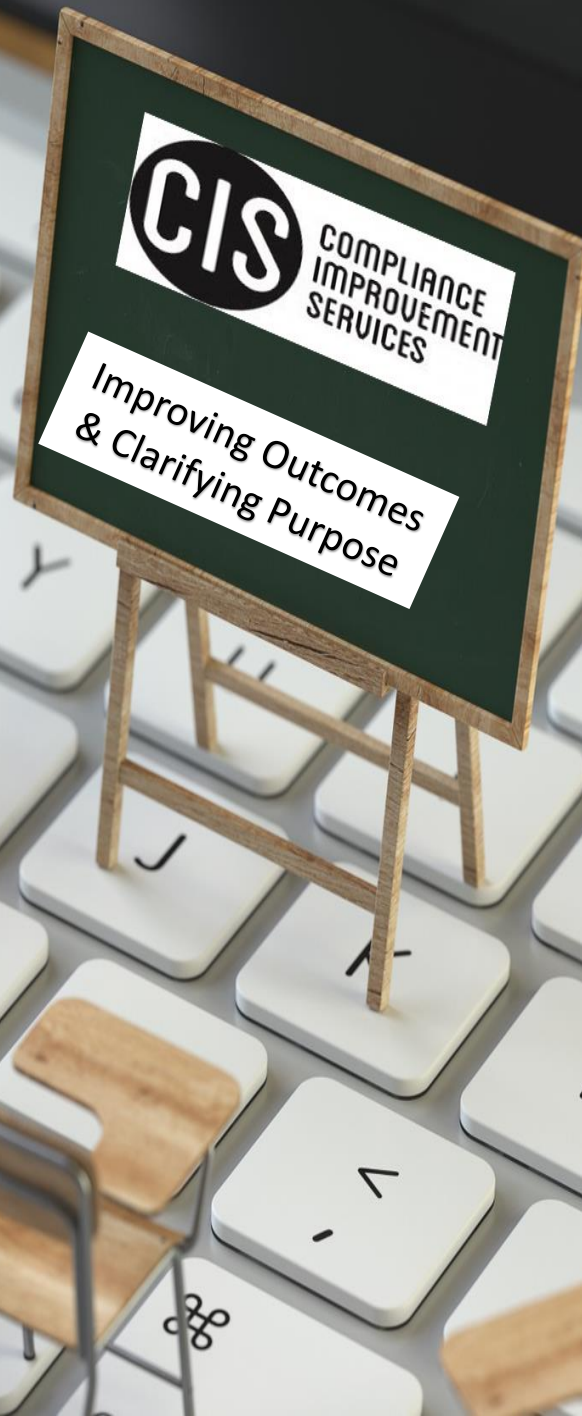
*CIS is an educational & consulting service provided by the Florida Clerks of Court Operations Corporation*

Compliance Workshop-August 10<sup>th</sup>, 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

# What's happening in compliance service for your office?



Gadsden

Dixie

Franklin

Jefferson

Madison

Wakulla

Taylor



# What is the most challenging part of managing compliance in your office?



Sufficient Staffing

Paying Customers

Judge Communication

Tracking Payments



# What areas would you like to prioritize and improve in your office?



Improved Collections

Compliance Training

Technology Tools

Trust Fund Revenues

How many employees are dedicated to compliance service duties?

Less than 1?

1- 2?

Greater than 3?





At what point do you begin managing fine & cost assessments?



What is the number of **CRIMINAL** payment plans your office establishes monthly?



What would you estimate is the number of **CIVIL TRAFFIC** payment plans your office establishes monthly?



# County Probation & Fines

At what point are you receiving fine payments from misdemeanors?

A. Directly from customer during probation

B. From probation agency during probation

C. Not receiving payments

Take court fines directly

Provide receipt copies

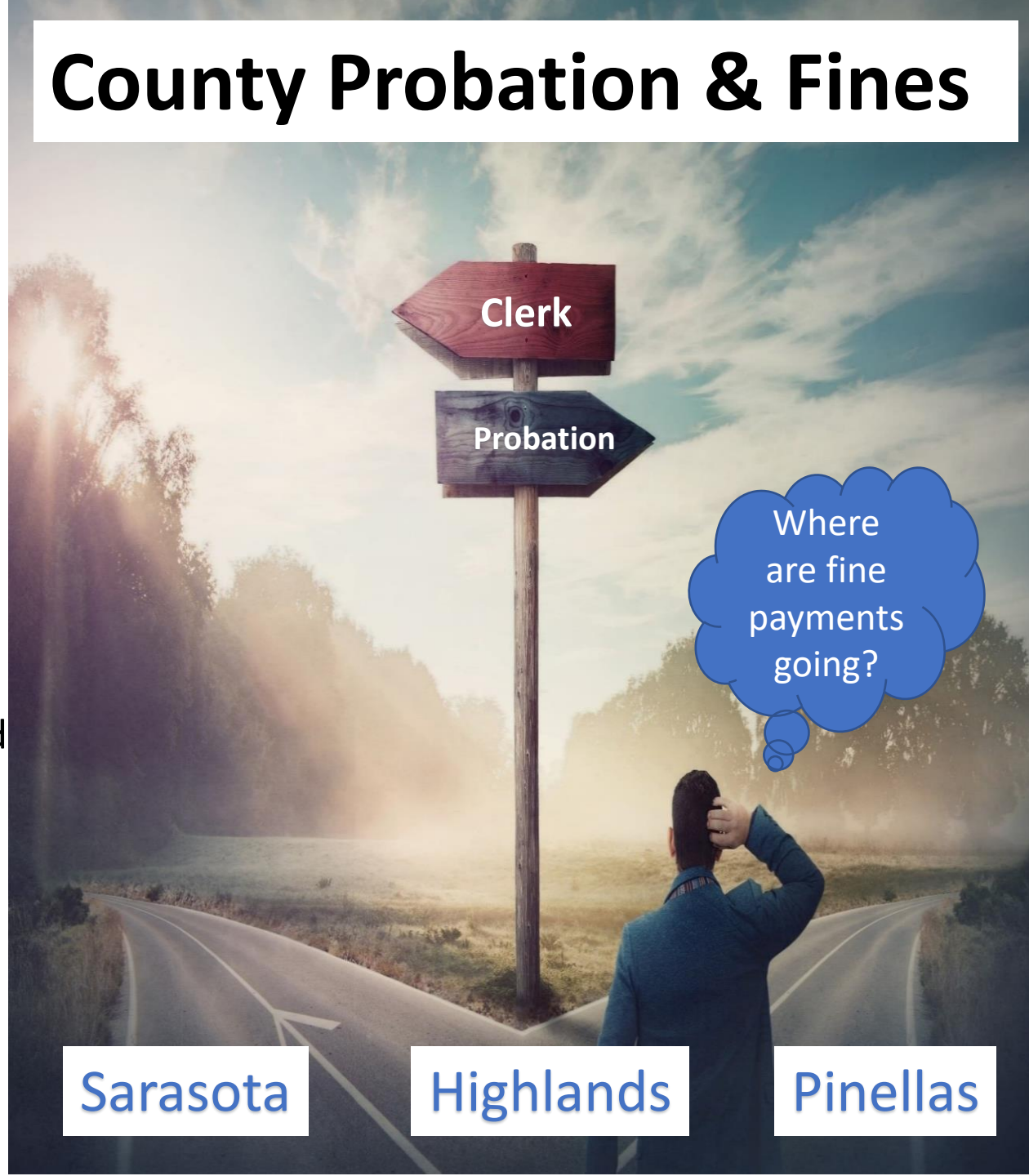
What considerations could be made to ensure fine payments are directed to Clerk from sentencing?

Where are fine payments going?

Sarasota

Highlands

Pinellas



## 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

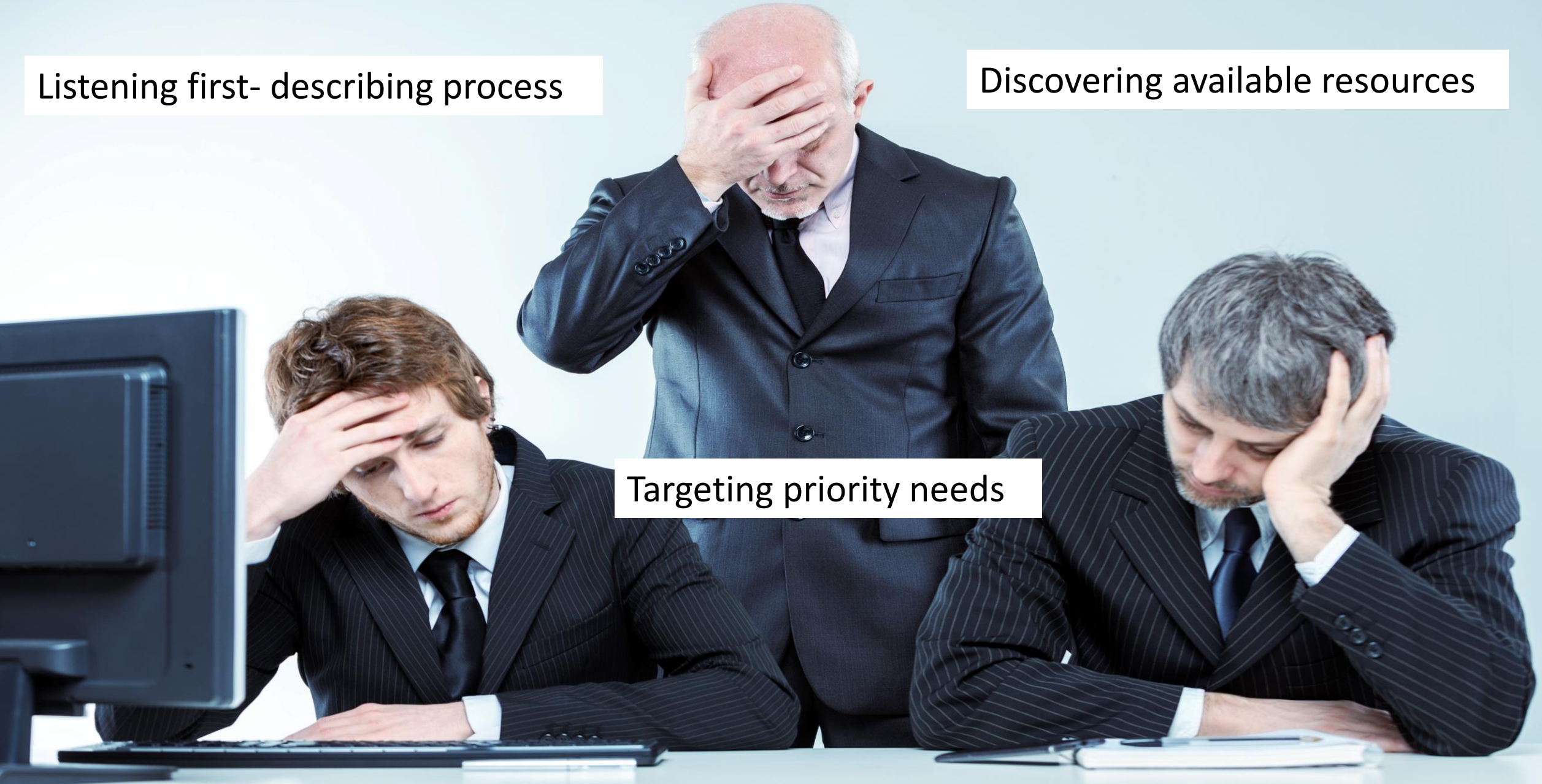


# Understanding YOUR challenges

Listening first- describing process

Discovering available resources

Targeting priority needs



# Compliance 3 Part Program

1

**Prevention:** Providing public access with multiple payment methods; establishing mutually agreed terms with the defendant; advertising a willingness to work with defendants; notification/alert systems before default.



2

**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



3

**Restoration:** An opportunity for a defendant to restore his/her driver's license without significant costs, as provided in statutes.





Let's look at three different scenarios and then talk about how your office handles compliance startup.



The court approach has defendants/customers step outside of the courtroom to make payment arrangements. At that point they come to your counter to pay court ordered sanctions. If full payment isn't made customers are enrolled into a payment plan to make installments until the debt is satisfied.

Judges may determine the payment compliance date and compliance begins later. That could be 30 days or longer. How are you encouraging compliance after court? This can include reminder notices that prompt next payments for enrolled payment plans.



The approach may also be to wait for the customer to respond to their fine sanctions and if payment arrangements are not made, send out late notices for past due payments for collections to pursue and for D6 notices to be delivered for a pending suspension.

This keeps all of the obligation in the customers hands and creates failure actions for not complying with the judge's order. This also adds additional collection agent fees to the case.

# 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

---



# PROS

Provides customer options

Generates payment installments

Creates customer contact info

Considers ability to pay

# CONS

Dedicated staffing required

Length of time to satisfy

Judicial override on plans

## 1-Payment Plan Creation



What are your pros & cons?





# 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





# How to Improve Compliance & Collections after sentencings

Fiscal Year 2020/2021

A man in a dark suit is shown from behind, jumping over a wall of papers and binary code. The background is a blue gradient with a pattern of white binary digits (0s and 1s). The papers are scattered around the man, some floating in the air and others on the ground. The man's arms are outstretched, and he is in mid-air, suggesting a leap or a jump.

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



# 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](http://www.vinelink.com) for more information.

HAVE YOU HEARD



# 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

Select the link here for  
the demo of online  
payment plans



# 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.





# 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 include 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 focus 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





# PROS

Satisfies Clerk obligation for fines

Controls payment plan initiation

Customer point of contact

# CONS

Lack of available staff

Skills required to staff

Lack of technology

## 2-In-House Program



What are your pros & cons?



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
Clerk's CCOC Budget	<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"/>
Assessment & Collections	<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"/>
Quarterly Collections Performance	<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"/>
Monthly E&C Report	<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"/>

ITEMS	CONDITION
Monthly Case Report	<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"/>
Annual Collection Agent Report	<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"/>
Annual TCAT's Report for DL Sanctions	<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.

Current Year 21-22					
County	21-22 Budget Authority	Projected Revenues	Over/Under	Designation	Revenues Booked Through end May 2022
Dixie	\$ 489,054	\$ 247,916	\$ (241,138)	Funded	\$ 177,126
Franklin	\$ 658,287	\$ 173,999	\$ (484,288)	Funded	\$ 148,762
Gadsden	\$ 1,334,828	\$ 683,342	\$ (651,486)	Funded	\$ 448,173
Jefferson	\$ 501,826	\$ 320,160	\$ (181,666)	Funded	\$ 184,504
Madison	\$ 556,502	\$ 588,000	\$ 31,498	Depository	\$ 321,526
Taylor	\$ 562,835	\$ 423,984	\$ (138,851)	Funded	\$ 251,653
Wakulla	\$ 688,701	\$ 502,132	\$ (186,569)	Funded	\$ 406,606

Percent Revenues Collected thru 5/31 2022)	Projected Monthly	Actual Monthly
71.4%	\$ 20,660	\$ 25,304
85.5%	\$ 14,500	\$ 21,252
65.6%	\$ 56,945	\$ 64,025
57.6%	\$ 26,680	\$ 26,358
54.7%	\$ 49,000	\$ 45,932
59.4%	\$ 35,332	\$ 35,950
81.0%	\$ 41,844	\$ 58,087





**Current Year Revenues by Court Division (October 2021 through May 2022)**

County	Circuit Criminal	County Criminal	Del.	Criminal Traffic	Total Criminal	Civil Traffic	All Civil	Total Trust Fund Collected thru May	percent criminal	percent traffic	percent civil
Dixie	\$ 31,569	\$ 7,846	\$ 21	\$ 11,936	\$ 51,372	\$ 46,005	\$ 79,749	\$ 177,126	29.00%	25.97%	45.02%
Franklin	\$ 27,913	\$ 23,837	\$ 170	\$ 22,534	\$ 74,454	\$ 19,332	\$ 54,976	\$ 148,762	50.05%	13.00%	36.96%
Gadsden	\$ 17,134	\$ 5,784	\$ 16	\$ -	\$ 22,934	\$ -	\$ 425,390	\$ 448,324	5.12%	0.00%	94.88%
Jefferson	\$ 10,460	\$ 9,398	\$ -	\$ 6,921	\$ 26,779	\$ 71,556	\$ 86,169	\$ 184,504	14.51%	38.78%	46.70%
Madison	\$ 31,641	\$ 13,096	\$ 10	\$ -	\$ 44,747	\$ 178,287	\$ 98,492	\$ 321,526	13.92%	55.45%	30.63%
Taylor	\$ 53,252	\$ 13,498	\$ -	\$ -	\$ 66,750	\$ 89,583	\$ 95,320	\$ 251,653	26.52%	35.60%	37.88%
Wakulla	\$ 39,891	\$ 6,546	\$ 2,369	\$ 69,804	\$ 118,610	\$ 76,138	\$ 211,858	\$ 406,606	29.17%	18.73%	52.10%





Next Year	22-23		
County	Projected Revenues	% differnce from current year	Comments
Dixie	\$ 253,283	2.2%	
Franklin	\$ 207,944	19.5%	
Gadsden	\$ 827,412	21.1%	no DUI \$ projected
Jefferson	\$ 405,420	26.6%	
Madison	\$ 623,400	6.0%	
Taylor	\$ 404,583	-4.6%	no DUI \$ projected
Wakulla	\$ 650,939	29.6%	

**CFY 2020-2021 "PERCENTAGE" MANDATORY FINES AND FEES UNDER ASSESSED BY CO**  
**Don't Assessed, Can't Collect**

	Circuit Criminal		County Criminal		Delinquency		Traffic	
County	Fines	Service Charges	Fines	Service Charges	Fines	Service Charges	Fines	Service Charges
Dixie	40.7%	37.6%	5.5%	2.9%	0.0%	0.0%	0.0%	0.0%
Franklin	1.1%	109.5%	3.1%	35.4%	0.0%	0.0%	0.0%	0.0%
Gadsden	27.0%	36.0%	12.9%	7.8%	49.7%	6.2%	0.6%	71.7%
Jefferson	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	2.3%
Madison	15.1%	2.9%	21.2%	10.1%	0.0%	0.0%	0.0%	0.0%
Taylor	2.1%	0.0%	7.3%	0.0%	0.0%	0.0%	30.6%	0.0%
Wakulla	1.4%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
STATE	8.04%	1.15%	1.84%	0.94%	10.45%	2.52%	0.79%	0.76%







## CFY 2020-2021 ASSESSMENTS OPPORTUNITIES TO BE COLLECTED

### *Mandatory Fines, Costs, and Fees Plus Discretionary Fines*

	Circuit Criminal		County Criminal		Delinquency		Traffic		Total
County	Mandatory	Discretionary	Mandatory	Discretionary	Mandatory	Discretionary	Mandatory	Discretionary	
Dixie	\$ 205,300	\$ 35,870	\$ 47,567	\$ 4,250	\$ 3,175	\$ -	\$ 186,062	\$ 259	\$ 482,483
Franklin	\$ 127,442	\$ 2,234	\$ 148,600	\$ 13,206	\$ 4,093	\$ -	\$ 79,792	\$ -	\$ 375,367
Gadsden	\$ 131,341	\$ 70,750	\$ 76,796	\$ 120,404	\$ 4,269	\$ -	\$ 78,406	\$ 1,114,105	\$ 1,596,071
Jefferson	\$ 76,053	\$ 8,229	\$ 41,807	\$ 75,335	\$ 3	\$ -	\$ 485,429	\$ -	\$ 686,856
Madison	\$ 265,471	\$ 235,105	\$ 141,384	\$ 17,526	\$ 3,449	\$ -	\$ 1,078,256	\$ -	\$ 1,741,191
Taylor	\$ 448,692	\$ 5,000	\$ 121,320	\$ 117,597	\$ 10,507	\$ -	\$ 91,275	\$ 228,117	\$ 1,022,508
Wakulla	\$ 496,955	\$ 300	\$ 167,683	\$ 4,250	\$ 7,279	\$ -	\$ 550,272	\$ -	\$ 1,226,739

**CFY 2020-21**

## ASSESSMENTS WAIVED; JUDGEMENT LIENS

	Circuit Criminal		County Criminal		Traffic	
County	Waived	Liens	Waived	Liens	Waived	Liens
Dixie	\$ 11,701	\$ 775	\$ 656	\$ 12,474	\$ 7,805	\$ -
Franklin	\$ -	\$ 14,975	\$ 125	\$ 3,715	\$ 18	\$ -
Gadsden	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Jefferson	\$ 235	\$ -	\$ 669	\$ -	\$ 3,429	\$ -
Madison	\$ 2,674	\$ 416,393	\$ 542	\$ 28,291	\$ 5,815	\$ -
Taylor	\$ 600	\$ 856,010	\$ 423	\$ 39,262	\$ -	\$ -
Wakulla	\$ 30,644	\$ 15,284	\$ 30,502	\$ -	\$ 214,282	\$ -
Note: Liens could be a focus for OGL.						

County	Circuit Criminal		County Criminal	Del.	Criminal Traffic	Civil Traffic
	With Drug Trafficking	w/o Drug Trafficking				
Dixie 20-21	34%	38%	47%	51%	64%	80%
# of action plans	0	n/a	0	0	0	4
Dixie 18-19	4%	4%	43%	4%	64%	78%
# of action plans	4	n/a	2	3	0	4
Franklin 20-21	11%	11%	49%	40%	57%	92%
# of action plans	2	n/a	0	0	0	1
Franklin 18-19	10%	10%	40%	89%	52%	85%
# of action plans	2	n/a	2	0	0	4
Gadsden 20-21	8%	10%	29%	10%	54%	77%
# of action plans	2	n/a	3	2	0	4
Gadsden 18-19	12%	12%	42%	14%	57%	85%
# of action plans	0	n/a	2	2	0	4
Jefferson 20-21	26%	28%	57%	100%	72%	91%
# of action plans	1	n/a	0	0	0	1
Jefferson 18-19	23%	23%	55%	n/a	61%	92%
# of action plans	0	n/a	1	n/a	0	0
Madison 20-21	15%	18%	44%	54%	73%	74%
# of action plans	0	n/a	1	1	0	4
Madison 18-19	16%	17%	50%	46%	65%	85%
# of action plans	1	n/a	1	0	0	4
Taylor 20-21	13%	13%	41%	15%	45%	83%
# of action plans	1	n/a	2	1	2	4
Taylor 18-19	9%	10%	50%	7%	56%	86%
# of action plans	0	n/a	0	3	0	4
Wakulla 20-21	14%	16%	44%	10%	45%	84%
# of action plans	1	n/a	1	2	1	1
Wakulla 18-19	16%	16%	46%	28%	36%	92%
# of action plans	0	n/a	1	0	2	1

Note: Delinquency percentages maybe skewed because of the relatively low dollars assessed.



## ***UNPAID ACCOUNTS REMITTED TO COLLECTION AGENTS***

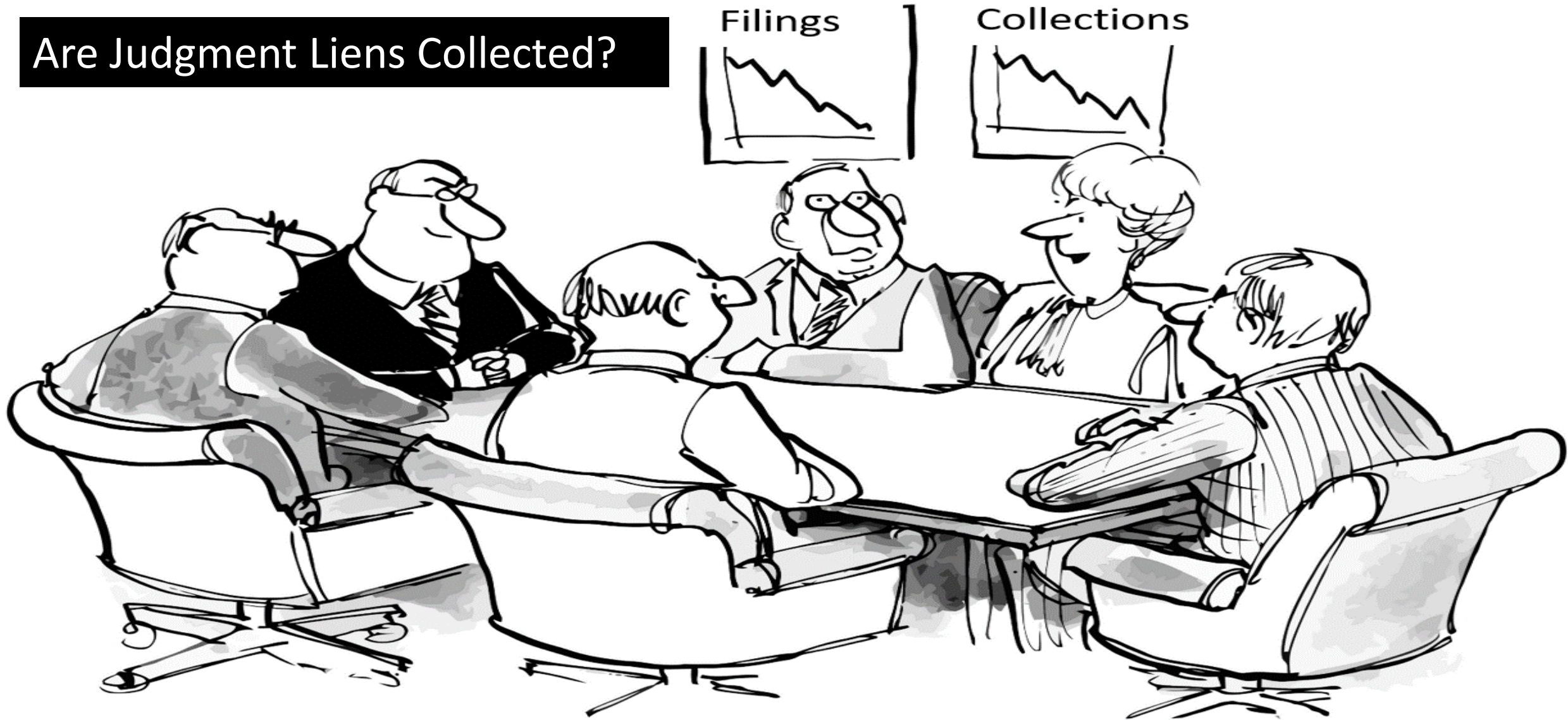
***CFY 2020-21***

<b>County</b>	<b>Circuit &amp; County Criminal</b>	<b>Criminal Traffic</b>	<b>Civil Traffic</b>
Dixie	no	no	yes
Franklin	yes	yes	yes
Gadsden	no	no	yes
Jefferson	yes	yes	yes
Madison	no	no	yes
Taylor	no	no	yes
Wakulla	no	no	yes

### ***Calendar Year 2020 Driver License Sanctions Created***

		Why the "0"
County	NOTICES CREATED IN 2020 FOR Non-payment of Traffic Fines	NOTICES CREATED IN 2020 FOR NON-PAYING Criminal Cases
Dixie	169	0
Franklin	89	23
Gadsden	550	76
Jefferson	568	0
Madison	1215	0
Taylor	442	0
Wakulla	505	1

## Are Judgment Liens Collected?



“What if we don’t change at all ...  
and something magical just happens?”



## ARE 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
Dixie	\$ -	\$ 650	\$ 650	\$ -	\$ 13,644	\$ 13,644	\$ 775	\$ 12,475	\$ 13,250
Franklin	\$ 20,459	\$ 8,600	\$ 29,059	\$ 22,483	\$ 5,250	\$ 27,733	\$ 14,974	\$ 3,714	\$ 18,688
Gadsden	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Jefferson	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Madison	\$ 432,700	\$ 13,936	\$ 446,636	\$ 230,721	\$ 13,347	\$ 244,068	\$ 416,393	\$ 28,291	\$ 444,684
Taylor	\$ 240,294	\$ -	\$ 240,294	\$ 422,485	\$ 14,008	\$ 436,493	\$ 856,010	\$ 39,263	\$ 895,273
Wakulla	\$ 30,519	\$ -	\$ 30,519	\$ 295,141	\$ -	\$ 295,141	\$ 15,284	\$ -	\$ 15,284

	EXAMPLE				NEGOTIATE 15%
County	2018-2019	2019-2020	2020-2021	TOTAL	Potential Revenues
Dixie	\$ 650	\$ 13,644	\$ 14,294	\$ 28,588	\$ 4,288
Franklin	\$ 29,059	\$ 27,733	\$ 56,792	\$ 113,584	\$ 17,038
Gadsden	\$ -	\$ -	\$ -	\$ -	\$ -
Jefferson	\$ -	\$ -	\$ -	\$ -	\$ -
Madison	\$ 446,636	\$ 244,068	\$ 690,704	\$ 1,381,408	\$ 207,211
Taylor	\$ 240,294	\$ 436,493	\$ 676,787	\$ 1,353,574	\$ 203,036
Wakulla	\$ 30,519	\$ 295,141	\$ 325,660	\$ 651,320	\$ 97,698

<b>County Criminal &amp; Criminal Traffic</b>					Performance	
County	Cases Filed	Mandatory	Discretionary	Assessment Per Case	County Criminal & Criminal Traffic	Collections per case
Dixie	541	\$ 42,180	\$ 4,250	\$ 86	56%	\$ 48
Franklin	819	\$ 161,806	\$ 4,250	\$ 203	53%	\$ 107
Gadsden	1310	\$ 76,796	\$ 120,405	\$ 151	42%	\$ 63
Jefferson	399	\$ 41,807	\$ 75,335	\$ 294	65%	\$ 191
Madison	730	\$ 141,384	\$ 17,526	\$ 218	59%	\$ 128
Taylor	869	\$ 121,320	\$ 117,597	\$ 275	43%	\$ 118
Wakulla	893	\$ 167,683	\$ 4,250	\$ 193	45%	\$ 87
<b>Civil Traffic</b>					Performance	
County	Cases Filed	Mandatory	Discretionary	Assessment Per Case	Civil Traffic	Collections per case
Dixie	1408	\$ 168,492	\$ 259	\$ 120	80%	\$ 96
Franklin	645	\$ 79,792	\$ -	\$ 124	92%	\$ 114
Gadsden	8153	\$ 78,406	\$ 1,114,105	\$ 146	77%	\$ 113
Jefferson	2522	\$ 441,688	\$ -	\$ 175	91%	\$ 159
Madison	7690	\$ 965,974	\$ -	\$ 126	74%	\$ 93
Taylor	2914	\$ 91,275	\$ 228,117	\$ 110	83%	\$ 91
Wakulla	3667	\$ 550,272	\$ -	\$ 150	84%	\$ 126



## 3- Enhanced Reporting

### PROS

Improved workload measure

Identifies ROI for program

Ability to review and adjust

### CONS

Lack of reporting available

Cost of technology

Staffing required



What are your pros & cons?



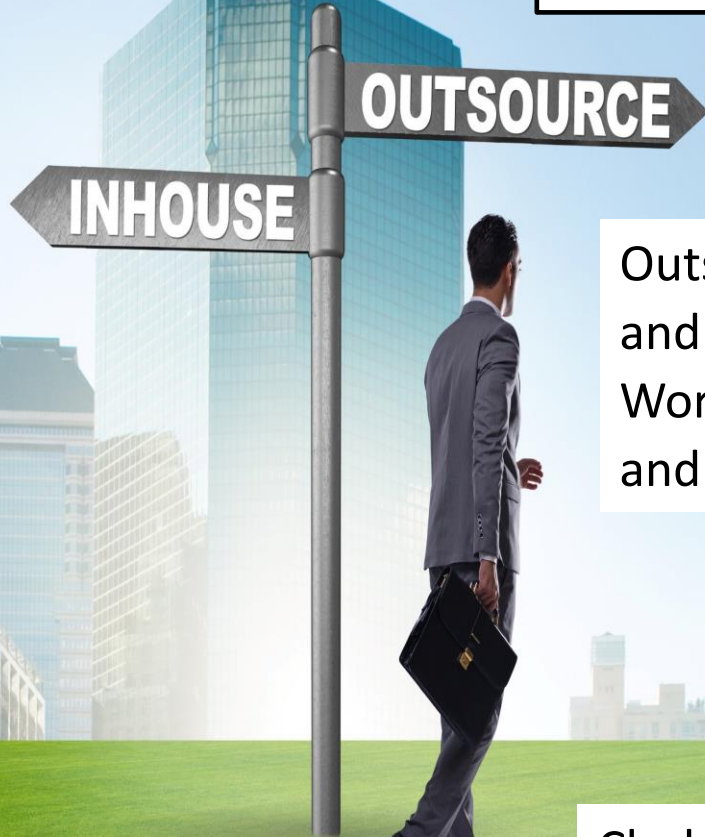


# Table Top Talk- Take 3

- 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



**LET US  
WORK  
FOR YOU**

[dmurphy@complianceimprovement.com](mailto:dmurphy@complianceimprovement.com)  
or call CIS at (239) 470-3956

Compliance Service requires attention to provide both improved collections and customer service.

Best practices identify steps required to make compliance service adjustments.

CIS has extensive experience in compliance operations and financial reporting.

CIS is a consulting and educational service provided for you by FL-CCOC.

**CALL TODAY**





# THANK YOU



COMPLIANCE  
IMPROVEMENT  
SERVICES