

# Clarifying Purpose – Improving Outcomes



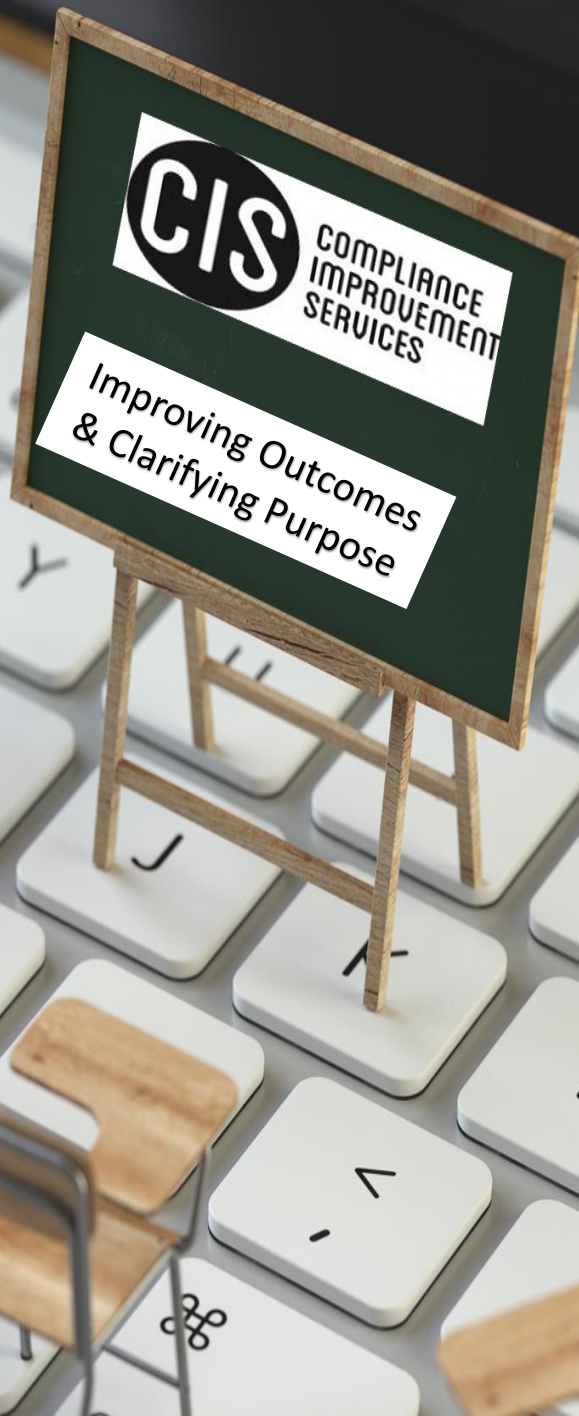
*CIS is an educational & consulting service provided by the Florida Clerks of Court Operations Corporation*

Compliance Workshop-May 11<sup>th</sup>, 2022





# Workshop Agenda



## **Workshop Opening- Clarifying Purpose**

- Understanding Challenges & Listening
- Pre-Event Survey Results
- Pros & Cons Discussion- Payment Plans
- Table-Top Talk Take 1

## **Vision for Better Outcomes**

- Compliance workflow life cycle
- Good, Better, Best & BP Checklist
- 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 we learned from Pre-Meeting Survey

Improving Revenue

Staffing to get there



**“You can sum up this year’s budget with one word.”**



## 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

# Part 1 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

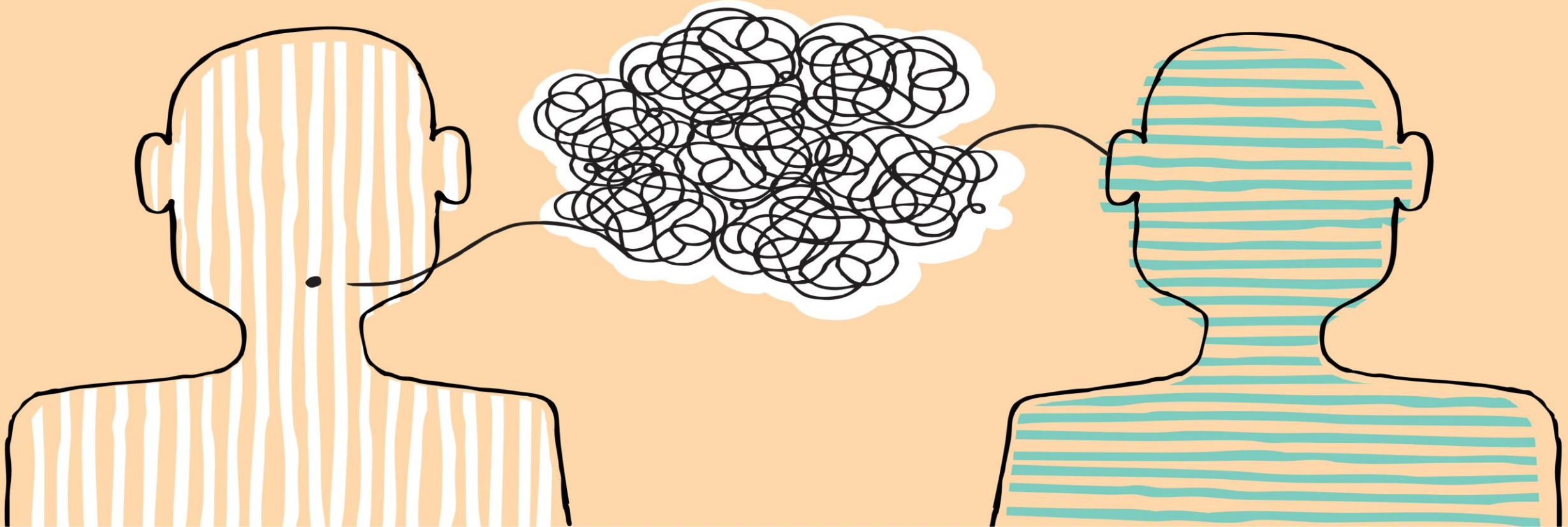


3

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



## Listening first- Describing process



Everyone has an approach in daily activities. Even if that approach is to wait. We can't come in and provide you with a lot of solutions if we haven't taken the time to listen to your current approach and your challenges with compliance service.

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



1

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.





# 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?

# 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

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# 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

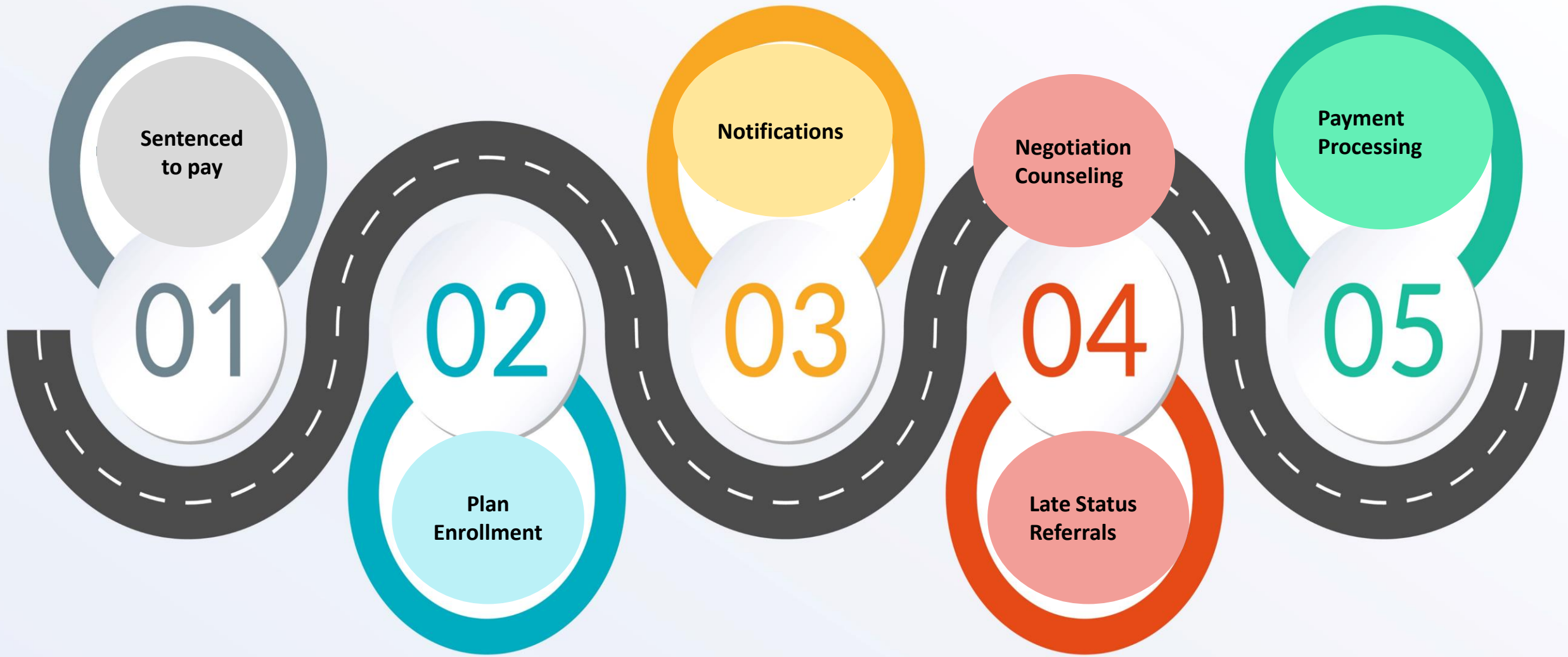
## 1-Payment Plan Creation



What are your pros & cons?







Initiating Compliance Service

Due Date Management

Reworking Plans

\$ \$



# Where is your program?



**GOOD**

**BETTER**

**BEST**





Measures Program Effectiveness

Based on Best Practice Standards

Looks at Mandatory Elements

Evaluates Optional Practices

## BEST PRACTICE CHECKLIST-COMPLIANCE SERVICES

### Mandatory Elements

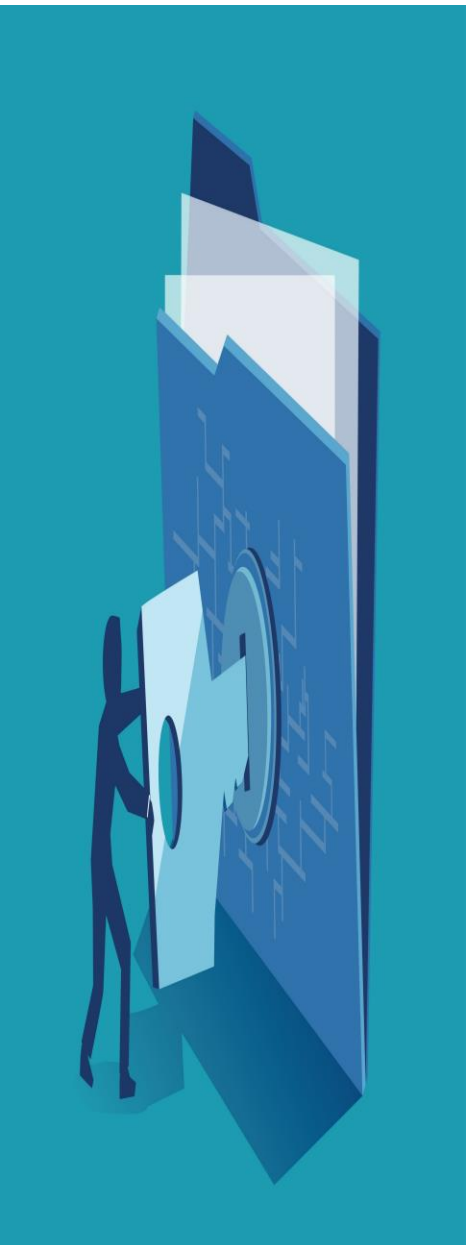
#### Fundamental Mandatory Elements

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.

# Compliance Best Practice Review



Best Practice Characteristics	Good	Better	Best
Dedicated Compliance Staff	✓	✓	✓
Day of Sentencing Payment Plan Enrollment	✓	✓	✓
Notifications generated for late payments	✓	✓	✓
Collection Agent Enrollment for past due payment plans	✓	✓	✓
Statistical Reporting tracking payment plans, participation, total dollar, monthly averages	✓	✓	✓
Payment Plan Management Software- tracks all plans, initiates notifications, reports plan results		✓	✓
Call Center dedicated to payment plan calls for upcoming or late payments, and payment collection		✓	✓
Notifications generated in advance of payment due dates		✓	✓
Thankyou notifications delivered upon receipt of plan payments		✓	✓
Community Service offering to citizens for those unable to make payment contributions		✓	✓
Compliance team review of services on at least an annual basis to make improvements		✓	✓
Negotiation staff available to work with citizens to satisfy payment obligations			✓
Call Center IVR available to send out automated calls for payments due on plans			✓
Online payment plan enrollment available to create and track plan involvement for citizen and County			✓
Electronic notifications through email and text messages for payments due on plans			✓

# Probation Staff & Court Fines

At what point are you receiving fine payments from misdemeanors?

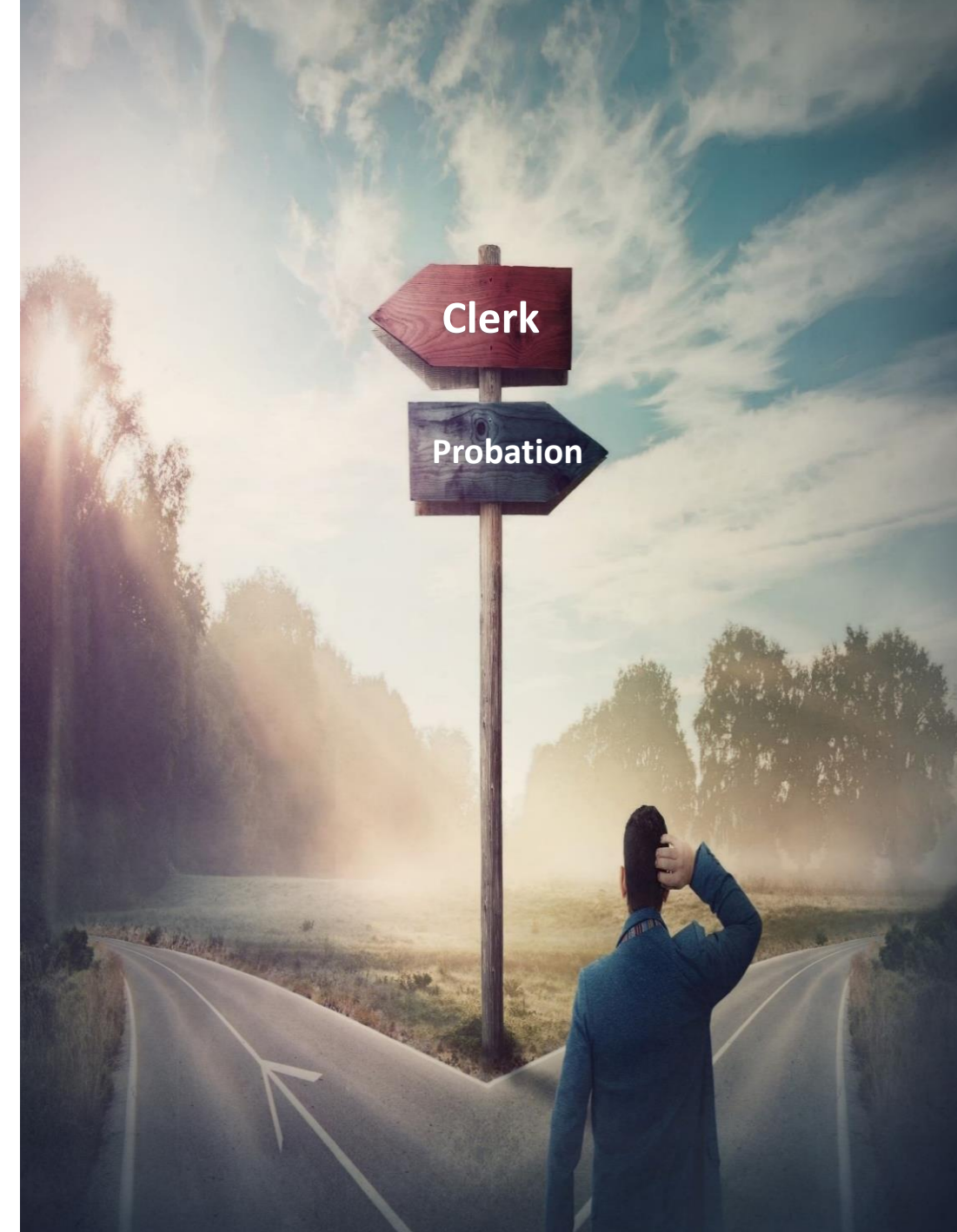
What considerations could be made to ensure fine payments are directed to Clerk from sentencing?

## Probation Experiences

Sarasota

Highlands

Pinellas





# 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"/>
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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"/>
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	<input type="radio"/> <input type="radio"/> <input type="radio"/>

Comments: \_\_\_\_\_

Inspected by: \_\_\_\_\_ Date: \_\_\_\_\_

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<b>REVENUE GAP TO BUDGETS</b>						
<b>County</b>	<b>Approved 20-21 Budget</b>	<b>Projected Revenues</b>	<b>Actual Revenues Collected</b>	<b>Actual Shortfall</b>		<b>Percent Revenues Collected of Budget</b>
Liberty	\$ 288,357	\$ 127,733	\$ 157,635	\$ (130,722)		55%
Calhoun	\$ 423,037	\$ 157,000	\$ 231,118	\$ (191,919)		55%
Gulf	\$ 460,067	\$ 213,996	\$ 246,117	\$ (213,950)		53%
Holmes	\$ 552,802	\$ 268,600	\$ 507,208	\$ (45,594)		92%
Franklin	\$ 620,259	\$ 152,340	\$ 194,496	\$ (425,763)		31%
Washington	\$ 741,009	\$ 401,961	\$ 541,459	\$ (199,550)		73%
Jackson	\$ 1,040,209	\$ 649,900	\$ 952,426	\$ (87,783)		92%
Walton	\$ 1,497,855	\$ 1,323,600	\$ 1,639,368	\$ 141,513		109%
<b>County</b>	<b>21-22 Budget Authority</b>	<b>Projected Revenues</b>	<b>Projected Difference</b>			<b>Percent Revenues Collected of Budget</b>
Liberty	\$ 312,333	\$ 137,307	\$ (175,026)			44.0%
Calhoun	\$ 448,334	\$ 163,200	\$ (285,134)			36.4%
Gulf	\$ 490,361	\$ 218,292	\$ (272,069)			44.5%
Holmes	\$ 589,080	\$ 499,605	\$ (89,475)			84.8%
Franklin	\$ 658,287	\$ 173,999	\$ (484,288)			26.4%
Washington	\$ 786,795	\$ 491,094	\$ (295,701)			62.4%
Jackson	\$ 1,104,348	\$ 846,400	\$ (257,948)			76.6%
Walton	\$ 1,649,782	\$ 1,294,309	\$ (355,473)			78.5%

## CFY 2020-2021 TRUST FUND REVENUE DISTRIBUTED BY COURT DIVISIONS

County	Circuit Criminal	County Criminal	Del.	Criminal Traffic	TOTAL CRIMINAL		Civil Traffic	All Civil	percent criminal	percent traffic	percent civil
Liberty	\$ 16,977	\$ 5,934	\$ 3	\$ 14,474	\$ 37,388		\$ 75,299	\$ 44,948	24%	48%	29%
Calhoun	\$ 51,646	\$ 31,491	\$ 330	\$ 15,442	\$ 98,909		\$ 36,909	\$ 95,300	43%	16%	41%
Gulf	\$ 38,372	\$ 21,856	\$ 163	\$ -	\$ 60,391		\$ 58,139	\$127,587	25%	24%	52%
Holmes	\$ 156,424	\$ 57,608	\$ -	\$ 35,590	\$ 249,622		\$ 121,931	\$135,655	49%	24%	27%
Franklin	\$ 29,486	\$ 34,876	\$ 62	\$ 29,018	\$ 93,442		\$ 30,538	\$ 70,516	48%	16%	36%
Washington	\$ 143,486	\$ 29,478	\$ 198	\$ 35,604	\$ 208,766		\$ 142,234	\$190,459	39%	26%	35%
Jackson	\$ 116,797	\$ 8,919	\$ 61	\$ 43,448	\$ 169,225		\$ 410,466	\$372,735	18%	43%	39%
Walton	\$ 160,962	\$ 138,390	\$34,324	\$ 236,046	\$ 569,722		\$ 228,693	\$840,953	35%	14%	51%

## ***CFY 2020-2021 MANDATORY FINES AND FEES UNDER ASSESSED BY COURT***

	Circuit Criminal		County Criminal		Delinquency		Traffic		
County	Fines	Service Charges	Fines	Service Charges	Fines	Service Charges	Fines	Service Charges	
Liberty	24.5%	15.4%	27.1%	71.7%	83.6%	62.5%	0.0%	0.0%	
Calhoun	4.6%	2.6%	5.9%	5.7%	0.0%	0.0%	0.0%	0.0%	
Gulf	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	
Holmes	24.1%	1.3%	21.8%	2.7%	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%	
Washington	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Jackson	10.0%	10.1%	5.4%	7.0%	0.0%	0.0%	0.0%	0.0%	
Walton	1.6%	0.0%	5.0%	4.0%	0.2%	0.0%	0.0%	0.0%	



## CFY 2020-2021 ASSESSMENTS OPPORTUNITIES TO BE COLLECTED

	Circuit Criminal		County Criminal		Delinquency		Traffic		
County	Mandatory	Discretionary	Mandatory	Discretionary	Mandatory	Discretionary	Mandatory	Discretionary	Total
Liberty	\$ 68,529	\$ 9,009	\$ 34,762	\$ 8,074	\$ 378	\$ -	\$ 215,649	\$ -	\$ 336,401
Calhoun	\$ 436,886	\$ -	\$ 117,328	\$ 4,788	\$ 1,354	\$ -	\$ 176,217	\$ -	\$ 736,573
Gulf	\$ 210,990	\$ 34,843	\$ 150,211	\$ 44,003	\$ 3,000	\$ -	\$ 70,937	\$ -	\$ 513,984
Holmes	\$ 859,177	\$ 91,450	\$ 331,965	\$ 29,035	\$ 5,593	\$ -	\$ 365,968	\$ -	\$ 1,683,188
Franklin	\$ 127,442	\$ 2,234	\$ 148,600	\$ 13,206	\$ 4,093	\$ -	\$ 79,792	\$ -	\$ 375,367
Washington	\$ 342,584	\$ 172,561	\$ 144,265	\$ 27,029	\$ 1,292	\$ -	\$ 451,201	\$ 1,308	\$ 1,140,240
Jackson	\$ 579,111	\$ -	\$ 307,245	\$ 11,518	\$ 1,255	\$ -	\$ 1,185,828	\$ -	\$ 2,084,957
Walton	\$1,240,481	\$ 19,100	\$ 1,119,592	\$ 3,852	\$ 71,790	\$ -	\$ 669,567	\$ 160	\$ 3,124,542

**Collection Performance Trend****Not Adequate to Meet Budgetary Needs**

County	Circuit Criminal		County Criminal	Del.	Criminal Traffic	Civil Traffic
	With Drug Trafficking	w/o Drug Trafficking				
Liberty 20-21	11%	16%	62%	8%	78%	94%
Liberty 18-19	19%	19%	50%	54%	89%	95%
Calhoun 20-21	6%	8%	52%	84%	77%	88%
Calhoun 18-19	9%	9%	50%	17%	58%	80%
Gulf 20-21	15%	15%	61%	32%	51%	82%
Gulf 18-19	18%	18%	69%	57%	74%	85%
Holmes 20-21	10%	12%	51%	32%	60%	88%
Holmes 18-19	9%	12%	49%	42%	61%	88%
Franklin 20-21	11%	11%	49%	40%	57%	92%
Franklin 18-19	10%	10%	40%	89%	52%	85%
Washington 20-21	11%	10%	48%	92%	71%	90%
Washington 18-19	6%	7%	54%	81%	59%	88%
Jackson 20-21	7%	11%	51%	46%	78%	89%
Jackson 18-19	6%	9%	53%	0.4%	72%	91%
Walton 20-21	17%	20%	71%	99%	77%	92%
Walton 18-19	18%	19%	68%	96%	76%	92%

**CFY 2020-21**

**ASSESSMENTS WAIVED; JUDGEMENT LIENS & FORFEITURES**

	Circuit Criminal		County Criminal		Traffic		
County	Waived	Liens	Waived	Liens	Waived	Liens	FORFEITURES & ESTREATURES
Liberty	\$ 900	\$ 2,895	\$ 720	\$ -	\$ 183	\$ -	\$ -
Calhoun	\$ 70,218	\$ 272,902	\$ 8,435	\$ 13,312	\$ 31,239	\$ -	\$ 6,681
Gulf	\$ 10,101	\$ 94,170	\$ 5,712	\$ 32,966	\$ 2,393	\$ -	\$ -
Holmes	\$ 4,680	\$ 422,280	\$ 2,356	\$ 60,444	\$ 9,891	\$ -	\$ -
Franklin	\$ -	\$ 14,975	\$ 125	\$ 3,715	\$ 18	\$ -	\$ 50
Washington	\$ 287	\$ 253,976	\$ 822	\$ 44,296	\$ 5,990	\$ -	\$ -
Jackson	\$ 4,538	\$ 359,362	\$ 23,014	\$ 67,538	\$ 12,919	\$ -	\$ 7,050
Walton	\$ -	\$ 710,454	\$ 2,557	\$ 111,165	\$ 284	\$ -	\$ 43,687



# ***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>
Liberty	NO	NO	YES
Calhoun	NO	YES	YES
Gulf	YES	NO	YES
Holmes	YES	YES	YES
Franklin	YES	YES	YES
Washington	NO	NO	YES
Jackson	YES	YES	YES
Walton	YES	YES	YES

<b><i>PAYMENT PLANS CREATED Monthly</i></b>			
<b><i>AS OF MAY 2022</i></b>			
<b>County</b>	<b>Criminal Plans Per Month</b>	<b>Civil Traffic Plans Per Month</b>	<b>Annualized Estimates</b>
Liberty	11 to 20	none	132 to 240
Calhoun	less than 10	less than 10	less than 120
Gulf			
Holmes			
Franklin	11 to 20	less than 10	132 to 240
Washington	less than 10	less than 10	less than 120
Jackson	21 or more	21 or more	app 500
Walton			

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

<b>County</b>	<b>Non-payment of Traffic Fines</b>	<b>Criminal Cases</b>
Liberty	208	0
Calhoun	78	10
Gulf	115	0
Holmes	185	11
Franklin	89	23
Washington	301	0
Jackson	770	0
Walton	760	13



Are Judgment  
Liens Collected?

**DEBT  
RECOVERY**



# Are Judgment Liens Collected?

	2018-2019				2019-2020				2020-2021			
County	circuit criminal	County criminal & CT	Del.	Total	circuit criminal	County criminal & CT	Del.	TOTAL	circuit criminal	County criminal & CT	Del.	Total
Liberty	\$ 5,852	\$ -	\$ -	\$ 5,852	\$ 61,013	\$ 535	\$ -	\$ 61,548	\$ 2,895	\$ -	\$ -	\$ 2,895
Calhoun	\$ 74,111	\$ 27,737	\$ -	\$ 101,848	\$ 28,323	\$ 21,501	\$ -	\$ 49,824	\$ 272,902	\$ 13,312	\$ -	\$ 286,214
Gulf	\$ 59,510	\$ 23,618	\$ -	\$ 83,128	\$ 32,759	\$ 27,290	\$ -	\$ 60,049	\$ 94,170	\$ 32,966	\$ -	\$ 127,136
Holmes	\$ 1,180,844	\$ 139,907	\$ 268	\$ 1,321,019	\$ 521,828	\$ 81,187	\$ 1,178	\$ 604,193	\$ 422,280	\$ 60,444	\$ -	\$ 482,724
Franklin	\$ 20,369	\$ 7,229	\$ -	\$ 27,598	\$ 22,529	\$ 4,701	\$ 5,709	\$ 32,939	\$ 14,975	\$ 3,715	\$ -	\$ 18,690
Washington	\$ 183,607	\$ 50,737	\$ -	\$ 234,344	\$ 184,492	\$ 39,750	\$ 138	\$ 224,380	\$ 253,976	\$ 44,296	\$ -	\$ 298,272
Jackson	\$ 286,452	\$ 62,537	\$ -	\$ 348,989	\$ 253,638	\$ 50,894	\$ -	\$ 304,532	\$ 359,362	\$ 45,725	\$ -	\$ 405,088
Walton	\$ 667,909	\$ 117,069	\$ -	\$ 784,978	\$ 361,858	\$ 95,223	\$ -	\$ 457,081	\$ 710,454	\$ 111,165	\$ -	\$ 821,619

	County Criminal & Criminal Traffic				Performance	
County	Cases Filed	Mandatory	Discretionary	Assessment Per Case	County Criminal	Collections per case
Liberty	246	\$ 42,836	\$ 8,074	\$ 207	62%	\$ 128
Calhoun	438	\$ 122,116	\$ 4,788	\$ 290	52%	\$ 151
Gulf	707	\$ 194,214	\$ 13,206	\$ 293	61%	\$ 179
Holmes	890	\$ 361,000	\$ 44,003	\$ 455	51%	\$ 233
Franklin	819	\$ 161,806	\$ 4,250	\$ 203	49%	\$ 100
Washington	678	\$ 171,294	\$ 27,029	\$ 293	48%	\$ 140
Jackson	1103	\$ 318,763	\$ 11,518	\$ 299	51%	\$ 152
Walton	2258	\$1,123,244	\$ 3,852	\$ 499	71%	\$ 354



	Civil Traffic				Performance	
County	Cases Filed	Mandatory	Discretionary	Assessment Per Case	Civil Traffic	Collections per case
Liberty	1373	\$ 215,649	\$ -	\$ 157	94%	\$ 148
Calhoun	971	\$ 176,217	\$ -	\$ 181	88%	\$ 159
Gulf	445	\$ 70,937	\$ -	\$ 159	82%	\$ 131
Holmes	2290	\$ 365,968	\$ -	\$ 160	88%	\$ 140
Franklin	645	\$ 79,792	\$ -	\$ 124	92%	\$ 114
Washington	3114	\$ 452,509	\$ 1,308	\$ 146	90%	\$ 131
Jackson	6852	\$1,185,828	\$ -	\$ 173	89%	\$ 155
Walton	4424	\$ 669,727	\$ 160	\$ 151	92%	\$ 140

# Making the Math work!



Approved Budget	−	Under Assessed Fines & Fees	−	Other*	+	Revenues Collected	=	Budget Gap
Franklin \$620,259		Less available to collect				\$194,496	Creates Deficit	(\$425,763)

\*Other = Waived, Liens, Forfeitures, DL Suspend, Collection Agents

## 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?



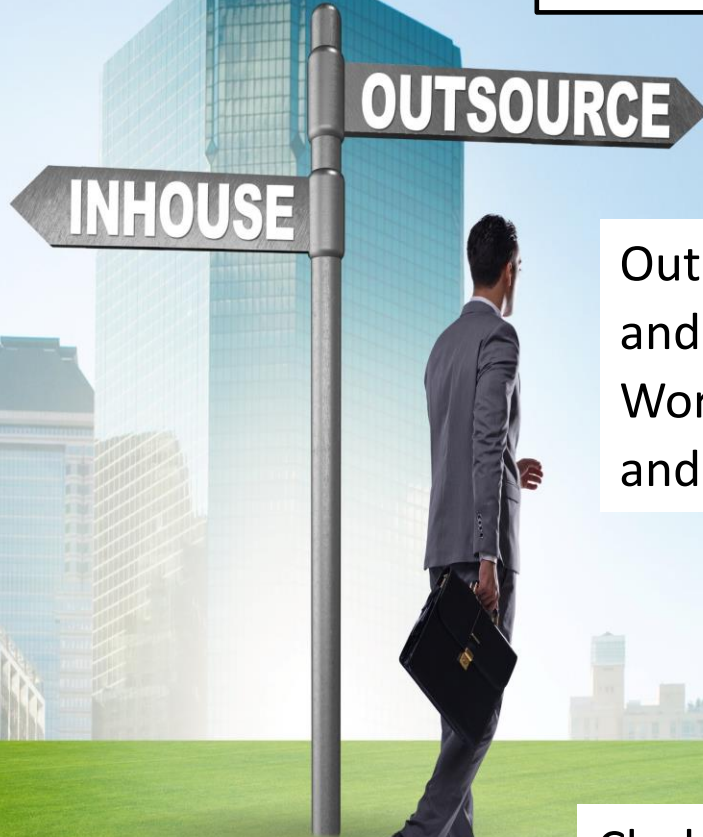


# Table Top Talk- Take 3

- 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



For further information contact us at  
[www.complianceimprovement.com](http://www.complianceimprovement.com)

# Clarifying Purpose Improving Outcomes



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# THANK YOU



COMPLIANCE  
IMPROVEMENT  
SERVICES