

BEYOND THE BLUEPRINT

2023 Compliance Summit

CCOC/FCCC Compliance Summit

October 4-5, 2023

Meeting Room: St. Johns

Holiday Inn St. Augustine
475 Commerce Lake Drive
St. Augustine, Florida 32225

Wednesday, October 4, 2023

- 7:15 a.m. – 8:15 a.m.** **Breakfast**
- 7:00 a.m. – 8:30 a.m.** **Registration Check-in**
- 8:30 a.m. – 8:55 a.m.** **Welcome & Introduction (0.5 CPE)**
The Honorable Stacy M. Butterfield, CPA, Polk County Clerk of the Circuit Court and Comptroller, CCOC Executive Council Chair; the Honorable Barry Baker, Suwannee County Clerk of the Circuit Court and Comptroller, FCCC President; and Marleni Bruner, Performance, Policy, & Education Director, Florida Clerks of Court Operations Corporation
- 8:55 a.m. – 9:20 a.m.** **Improving Compliance Communication (0.5 CPE)**
This open forum conversation with Summit participants uses pre-summit survey results and in-session survey questions studying the latest challenges faced by Clerks in compliance service.
Don Murphy, Compliance Improvement Services; and Doug Isabelle, Compliance Improvement Services



Wednesday, October 4, 2023, Cont.

9:20 a.m. – 10:10 a.m.

Beyond the Blueprint (1 CPE)

At the last Compliance Summit, attendees were challenged to examine best practices to see what they could do to make compliance better. Beyond the Blueprint takes a trip past the paperwork, identifying potential and actual solutions. This session will consider future opportunities using Artificial Intelligence (AI) and remote service as options for customer service. Discussion will include how to communicate better, process more efficiently, and keep score of the workload coming into your county.

Don Murphy, Compliance Improvement Services; and Doug Isabelle, Compliance Improvement Services

10:10 a.m. – 11:00 a.m.

Building Blocks for Compliance Improvement (1 CPE)

This session will discuss compliance strategy planning and technology innovations made, including text messages for customer compliance notifications from Pinellas County. This session will also discuss the planning and implementation of compliance software solutions including challenges and unique solutions now available for Citrus County citizens. Updates will be heard on progress from Sarasota and Duval counties since the last Summit.

Don Murphy, Compliance Improvement Services; Kathy Davis, Business Analyst Administrator, Citrus County Clerk of the Circuit Court and Comptroller's Office; and Katherine Carpenter, Director, Court and Operational Services, Pinellas County Clerk of the Circuit Court and Comptroller's Office

11:00 a.m. – 11:50 a.m.

Civil Traffic Diversion Programs: Incentives & Impacts (1 CPE)

This session will examine challenges with Civil Traffic Compliance including out-of-state traffic violators and traffic diversion programs. Panelists will review potential solutions for customer service and process efficiency to improve compliance, as well as share their challenges and applied solutions that work in their county.

Doug Isabelle, Compliance Improvement Services; Doreen Ruggiero, Senior Deputy Clerk, Miami-Dade County Clerk of the Circuit Court's Office; Louis Tomeo, Director, Court Operations, Criminal Court Services, Palm Beach County Clerk of the Circuit Court and Comptroller's Office; Travis Meyer, Operations Assistant Manager, Orange County Clerk of the Circuit Court's Office; and Dian Diaz, Chief Operating Officer, Broward County Clerk of the Circuit Court's Office

12:00 p.m. – 1:30 p.m.

Lunch



Wednesday, October 4, 2023, Cont.

1:30 p.m. – 2:20 p.m.

From the Couch to the Counter: Online Payment Plans (1 CPE)

This panel will review Clerk Compliance Solutions, offering convenience to customers and innovative ways to improve service. The panel conversation includes call center payment service, online integrated payment plan applications, walk-up service, kiosk improvements, and QR code technology.

Kelly Fox, Payment Center Manager, St. Lucie Clerk of the Circuit Court and Comptroller's Office; Demaris Rivera, Courts Director, Seminole County Clerk of the Circuit Court and Comptroller's Office; and Kristi Wagstaff, Court Payments & Compliance Manager, Polk County Clerk of the Circuit Court and Comptroller's Office; and Don Murphy, Compliance Improvement Services Compliance Improvement Services

2:20 p.m. – 3:10 p.m.

Open to Negotiate (1 CPE)

Clerks are authorized to negotiate pending payment balances on court fines and fees under Section 938.30 (9), F.S. Clerks balance the opportunity with when and how to properly address these cases. Panelists will discuss how they developed strategies for collecting on older cases that are making a difference.

Louis Tomeo, Director, Court Operations, Criminal Court Services, Palm Beach County Clerk of the Circuit Court and Comptroller's Office; Angela Gary-Austin, Director, Civil Court Analytics and Reporting, Hillsborough Clerk of the Circuit Court and Comptroller's Office; and Doug Isabelle, Compliance Improvement Services

3:10 p.m. – 3:35 p.m.

Probation (0.5 CPE)

Compliance and payment obligations follow all sentences including those on probation. Clerks facing this challenge have adopted service strategies to keep up with probation cases which will be discussed by the panelists.

The Honorable Jerome Kaszubowski, Highlands County Clerk of the Circuit Court and Comptroller; Doug Isabelle, Compliance Improvement Services; and Stephanie Wright, Manager, Criminal Department, Clay County Clerk of the Circuit Court and Comptroller's Office



Wednesday, October 4, 2023, Cont.

3:35 p.m. – 4:00 p.m.

Workgroup Update: FCCC Compliance Service (Collections) Best Practices Workgroup & CCOC Payment Plan Workgroup (0.5 CPE)

This session will provide an update on the work being done by the Florida Court Clerks & Comptrollers (FCCC) Compliance Services (Collections) Best Practices Workgroup and the CCOC Payment Plan Workgroup.

Katherine Carpenter, Director, Court and Operational Services, Pinellas County Clerk of the Circuit Court and Comptroller's Office; and Marleni Bruner, Performance, Policy, & Education Director; Florida Clerks of Court Operations Corporation

4:00 p.m. – 4:25 p.m.

A Look Back at Compliance Service (0.5 CPE)

This session will provide a review of progress made by Clerks to improve Compliance Services. In an interview format, speakers will examine Operation Green Light participation and identify some of the speed bumps encountered along the way.

The Honorable Tara S. Green, Clay County Clerk of the Circuit Court and Comptroller; and Doug Isabelle, Compliance Improvement Services

4:25 p.m. – 4:50 p.m.

Civitek Solutions (0.5 CPE)

This session discusses recent and planned improvements with PayChoice and Civitek solutions for Compliance Service processing.

Melvin Cox, Information Technology Director, Florida Court Clerks & Comptrollers



Thursday, October 5, 2023

8:00 a.m. – 8:45 a.m.

Breakfast

9:00 a.m. – 9:25 a.m.

CCOC Reporting & Operation Green Light (0.5 CPE)

This session will review CCOC reporting requirements for Driver License Reinstatement Events and data from the latest Operation Green Light statewide initiative. Challenges in data reporting will also be discussed.

Marleni Bruner, Performance, Policy, & Education Director, Florida Clerks of Court Operations Corporation

9:25 a.m. – 11:05 a.m.

Technology Opportunities (1.5 CPE)

Panelists will discuss implementation of technology to assist with Compliance Service since the previous Summit and share their experiences and challenges in the process.

Kathy Davis, Business Analyst Administrator, Citrus County Clerk of the Circuit Court and Comptroller; Mary Heather Verzaal, Customer Services Manager, Palm Beach County Clerk of the Circuit Court and Comptroller; and Kristi Wagstaff, Court Payments & Compliance Manager, Polk County Clerk of the Circuit Court and Comptroller; and Don Murphy, Compliance Improvement Services

11:05 a.m. – 11:55 a.m.

Reset and Scaling for the Future (1 CPE)

This session ends the Summit by looking at how to put innovations and process developments to work for your compliance team. Discussion will include developing reporting that projects workload and return on investments. Speakers will recap solutions discussed during the Summit and how to improve the bottom line of your program.

The Honorable Laura Roth, Esq., Volusia County Clerk of the Circuit Court; Don Murphy, Compliance Improvement Services; Doug Isabelle, Compliance Improvement Services; John Dew, Executive Director, Florida Clerks of Court Operations Corporation; and Marleni Bruner, Performance, Policy, & Education Director, Florida Clerks of Court Operations Corporation

