**Minutes of March 15, 2024 PIE Committee Meeting**

**Committee Action**: Review and approve with amendments, as necessary.

The Performance Improvement and Efficiencies Committee of the Clerk of Courts Operation Corporation (CCOC) held a meeting via WebEx on 3/15/24. An agenda and materials were distributed and posted on the CCOC website before the meeting. Provided below is a summary of staff notes from the meeting. These staff notes are designed to document committee action, not to be a complete record of committee discussions. All motions adopted by the committee are in **bold** text. All action items based on committee direction are in red and **bold** text.

1. **Agenda Item 1 – Call to Order and Approve Agenda**

The meeting was called to order by Chair Laura Roth. John Dew, CCOC Executive Director, called the roll.

Present for meeting [WebEx]: Chair Roth, Clerk Butterfield, Clerk Gary J. Cooney, Clerk Tara S. Green, Clerk Crystal K. Kinzel, Clerk Michelle Miller, Clerk Rooks, III, Clerk Reynolds and Clerk Chorvat.

Absent from the meeting: Clerk Forman, Clerk Rogers, and Clerk Angela Vick.

**A motion to approve the agenda as presented was made by Clerk Butterfield and seconded by Clerk Green. The motion was adopted by consent.**

1. **Agenda Item 2 – Approve Minutes from 12/01/23 Meeting**

The minutes from the 12/01/23 PIE Committee meeting was presented. Clerk Kinzel asked that in the minutes, under agenda item #4, it be clarified as to the timeframe of the reporting period for the case analysis being presented. She also noted that on the next page of the minutes the spelling of her last name should be corrected.

**A motion to approve the minutes with the edits suggested was made by Clerk Kinzel and seconded by Clerk Green. The motion was approved.**

1. **Agenda Item 3 – CFY 2023-24 Quarter 1 PMAP Report**

Mr. Dew presented the CFY 2023-24 Quarter 1 Performance Measures and Actions Plans report to the Committee. He noted that 9 counties did not require action plans, which was a decrease from the prior quarter so that is an improvement. He said that the report has already been posted and the Legislature was notified in order for us to meet the statutory deadline. However, we still wanted to bring it to the Committee for their review/approval and see if there were any questions.

**A motion to approve the PMAP Report was made by Clerk Kinzel and seconded by Clerk Miller. The motion was approved.**

Clerk Green asked for an update on where we are in reevaluating our performance measures and redefining what we want to report/track that is a true reflection of where our resources are spent. Mr. Dew responded that we should be doing this often and we were planning this year to do a deep dive into reviewing performance measures. Jason Welty in our office was taking the lead on that project. However, with Mr. Welty being appointed as the Jefferson County Clerk, and the reality that our office currently is not sufficiently staffed, Mr. Dew said he asked Clerk Roth to allow us to hold off on such an evaluation until a later date. He also mentioned that we are in the process of asking Clerks what the CCOC should be doing better and how we can improve. Once we get this information back and are better staffed we will be better prepared to evaluate the current measures and/or the need to add different measures. Clerk Green suggested that it would be beneficial if we could create a workgroup to start defining goals related to reevaluating our performance measures so once the CCOC is better staffed we could hit the road running. Chair Roth mentioned that we did have a workgroup established by Jason Welty but we are holding off for now.

1. **Agenda Item 4 – Peer Group Discussion**

Chair Roth noted that the committee has four options for approving the revised Peer Groups used in the budgeting process. The options are to make no changes to the currently approved Peer Groups; select new Peer Groups based on population; select new Peer Groups based on weighted cases; or select Peer Groups based on some other metric. She said the last time we revised the Peer Groups was based on weighted cases. She asked Clerk Cooney to provide an overview of the work he has done on this issue.

Clerk Cooney noted that the statute requires to develop groups of similarly situated counties based on population and cases. He provided an historical prospective on how the CCOC I the past developed these groups which we now call Peer Groups. He said he personally liked using weighted cases, but it did not matter to him which methodology was chosen.

Clerk Kinzel said that she did not understand why we develop these Peer Groups when from her perspective we don’t use this in the budget process. We don’t look at the performance of the peer groups. We should look at efficiencies within the peer groups or across all peer groups.

Chair Roth asked John Dew to respond. Mr. Dew noted that based on a statutory change in 2009, the CCOC was required first the first time for budgeting purposes to compare by peer group using similar population and similar number of cases. He stated that the Council actually used this information to decrease some Clerk’s budgets when compared to Clerks in their grouping. However, the data on cases needed more work since it was unfair to compare workload for a traffic ticket case versus a felony case. The data today is much better, and the Council has an opportunity to use the peer groups and weighted cases in the budget process if they choose to do so.

Clerk Cooney said that we have been doing this process for many years. He said that as we use weighed cases more for comparison, and then use additional variables such as number of court houses and cost of living for example, we would all be very similar and therefore he was not sure we need to continue to check the box that we are comparing within groups. He was not sure that had much relevance anymore. In the long term we could compare all of us, and not just within peer groups as we will all be similar, except for those additional variables.

Clerk Butterfield noted that we did indeed use peer groups in the past for making budget decisions. We are much closer in having great information on weighted cases and it is a major indicator of workload. We should continue to work on weighted cases and determine how it can be used in the budget process.

**Clerk Green motioned to vote on using the Peer Groups recommended based on weighted cases which is option two. Clerk Cooney seconded the motion. The motion passed unanimously.**

1. **Agenda Item 5 – Cases/Subcases Update**

Johnny Petit, CCOC Actuarial Performance Analyst, presented the following highlights related to trends in cases handled by Clerks’ offices.

* There was a slight overall increase (3.29%) in total cases for the September-December quarter for 2023 compared to the same quarter in 2022.
* Civil traffic cases increased by 4.63% between the same two periods.
* Although civil cases have declined year over year, they remain 14% higher than the baseline.
* At the subcases level, there were no significant changes, except for a 31.6% decrease in small claims up to $5000 recorded in December.

In conclusion, there is a general upward trend in case numbers. Despite the decrease in civil cases, the overall trend remains positive.

Chair Roth thanked Johnny for calling in since he was in providing the report from his trip in Germany. There were no questions concerning the update.

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1. **Agenda Item 6 – Payment Plan Update**

Chair Roth asked Mr. Dew to provide the results of the Payment Plan Pilot Project to date. Mr. Dew first recognized the eight Clerk Offices that participated in the project and thanked them individually. They were the Clerk offices from Broward, Citrus, Clay, Duval, Nassau, Orange, Palm Beach, and Seminole. He said that based on the study it was suggested that the PIE Committee might want to consider recommending that all Clerks starting next county fiscal year should start reporting on the number of payment plans they create monthly. He then asked if Kathy Davis from Citrus County could provide information on the recommendations of the workgroup.

Ms. Davis said that the information on number of payment plans developed would be useful for legislation and analyzing what are workload is. She said that it would be beneficial now to make a decision for Clerks to start collecting this data effective October so they can prepare for the process. Collecting information on payment plans now would be the first step and it should not be too burdensome to gather. We don’t want to burden the Clerks with collecting more information than that, since we all have so much on our plate now.

**Clerk Green made a motion to approve having Clerks start reporting information on number of payment plans effective October 1, 2024. Clerk Chorvat seconded the motion.**

Chair Roth asked if there were questions or discussion. Clerk Kinzel said she was not in favor of creating any additional required reports. Clerk Green responded that collecting this data would be beneficial to help us determine if our focus on payment plans is being successful in our effort related to compliance. It would show if it is successful where and how. If it is not, we need to show that we are spending our time developing payment plans that are creating a revolving door that is creating work for us. We need to look at a risk versus return on our effort. If we don’t have the data, we can’t go to the Legislature and report on the effectiveness of establishing payment plans that they have required of us.

The motion was approved with nay votes from Clerk Kinzel and Clerk Miller.

**Agenda Item 7 – Update on CPR Training**

Chair Roth asked Mr. Dew to provide an update on the compliance training efforts done by our vendor CIS, Inc. Mr. Dew said that Compliance Improvement Services is going to provide a number of training sessions in 2024. He asked CIS Director Don Murphy to provide information on upcoming training. Mr. Murphy noted that there would be upcoming in-person regional training sessions in March and April in Jackson, Leon, Duval, Seminole, Palm Beach, Charlotte, and Pinellas counties. There will be virtual trainings sessions in May on the 14th and 21st. Then on July 18th, in Seminole County, there will be an in-person and virtual CPR summary and certification ceremony. Mr. Murphy pointed out that the training was composed of four modules: communications; process improvement; reporting analytics; and summary/certificate ceremony.

Clerk Kinzel asked if Mr. Murphy would be tracking the results of the training to see if collections improved for those counties attending. He replied that they do help staff in the Clerk’s offices to set up an internal process to measure their effectiveness. Mr. Dew responded by saying that we do track to see if there are improvements in collections by Clerks and staff that attend these training sessions. It does take several months to see results. He said we could provide such information.

Clerk Roth asked is there was any questions, comments, or further business that needed to be addressed. Hearing none, Clerk Roth adjourned the meeting at 11:00 AM.