



JOSEPH ARRIZZO
Clerk of the Circuit
Court & Comptroller
Palm Beach County

FINANCE DEPARTMENT
ROOM 203



CLERK OF THE CIRCUIT COURT & COMPTROLLER,
PALM BEACH COUNTY

ANNUAL BUDGET

for fiscal year 2023-2024

Annual Budget
of the
Clerk of the Circuit Court & Comptroller's Office
PALM BEACH COUNTY, FLORIDA
For the FISCAL YEAR
OCTOBER 1, 2023 - SEPTEMBER 30, 2024

Respectfully submitted by

Joseph Abruzzo

Clerk of the Circuit Court & Comptroller

ACKNOWLEDGEMENTS

Special recognition is given to the following individuals for their efforts in coordinating, preparing, and reviewing the FY2024 Budget Document.

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Executive Administrator	Simona Decker

To the residents of Palm Beach County,

It is my privilege to present our office's *Clerk of the Circuit Court & Comptroller's Annual Budget Report for Fiscal Year 2024*, prepared in accordance with Chapter [Section 218.35\(2\)](#), Florida Statutes.

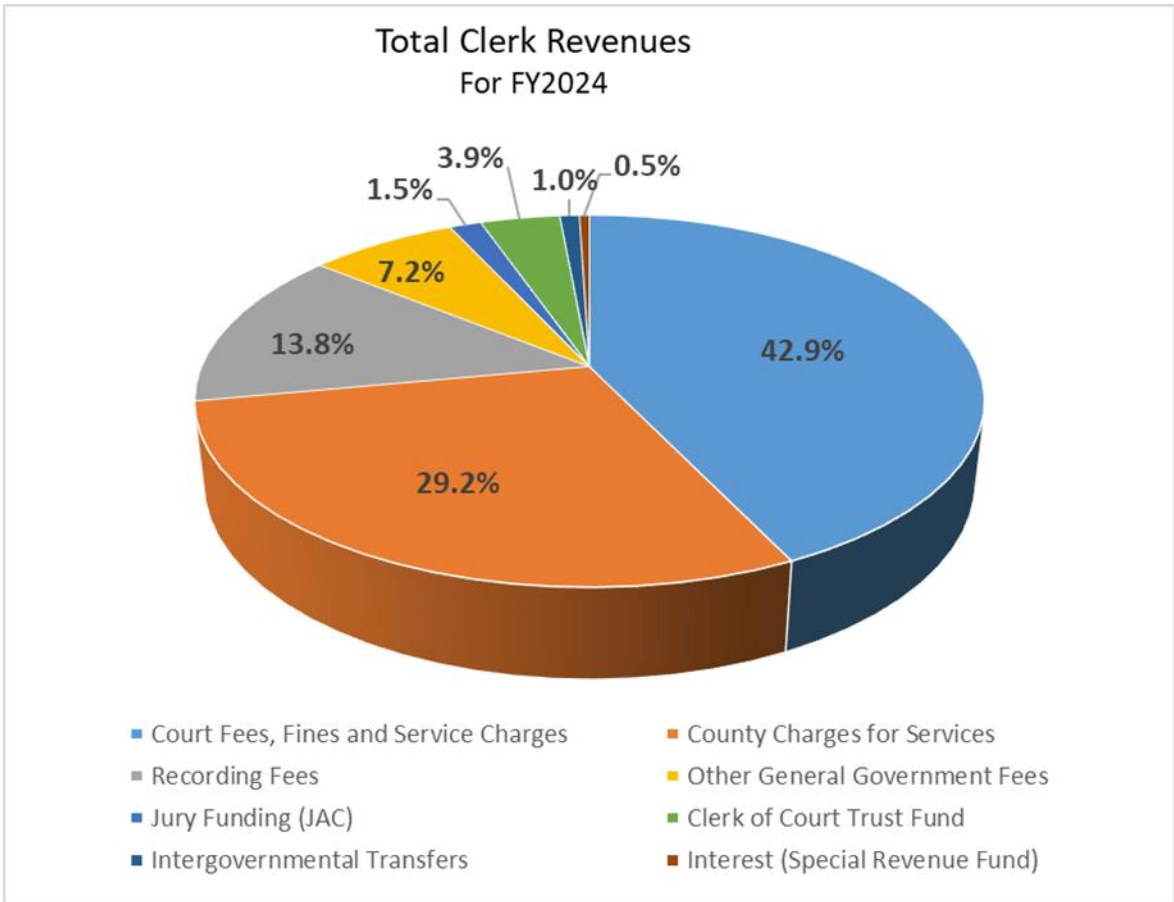


Joseph Abruzzo

This report provides detailed information about our office's revenues and expenditures, and the important role we hold as an independently elected constitutional officer in Palm Beach County. This report also includes updates about our office's recent accomplishments and our upcoming priorities.

Under the Florida Constitution, the office of the Clerk of the Circuit Court & Comptroller is established as an independent entity responsible for safeguarding public records and taxpayer money at the local level. As Clerk of the Circuit Court & Comptroller, I serve as the County's Chief Financial Officer, Treasurer and Auditor; Clerk of the Board of County Commissioners; Clerk of the Circuit Court; and County Recorder.

Funding for our operations comes from multiple sources, including court fees, fines and service charges, and County charges for services. A detailed list of these revenue sources is included in the chart below titled *Total Clerk Revenues for FY2024*.



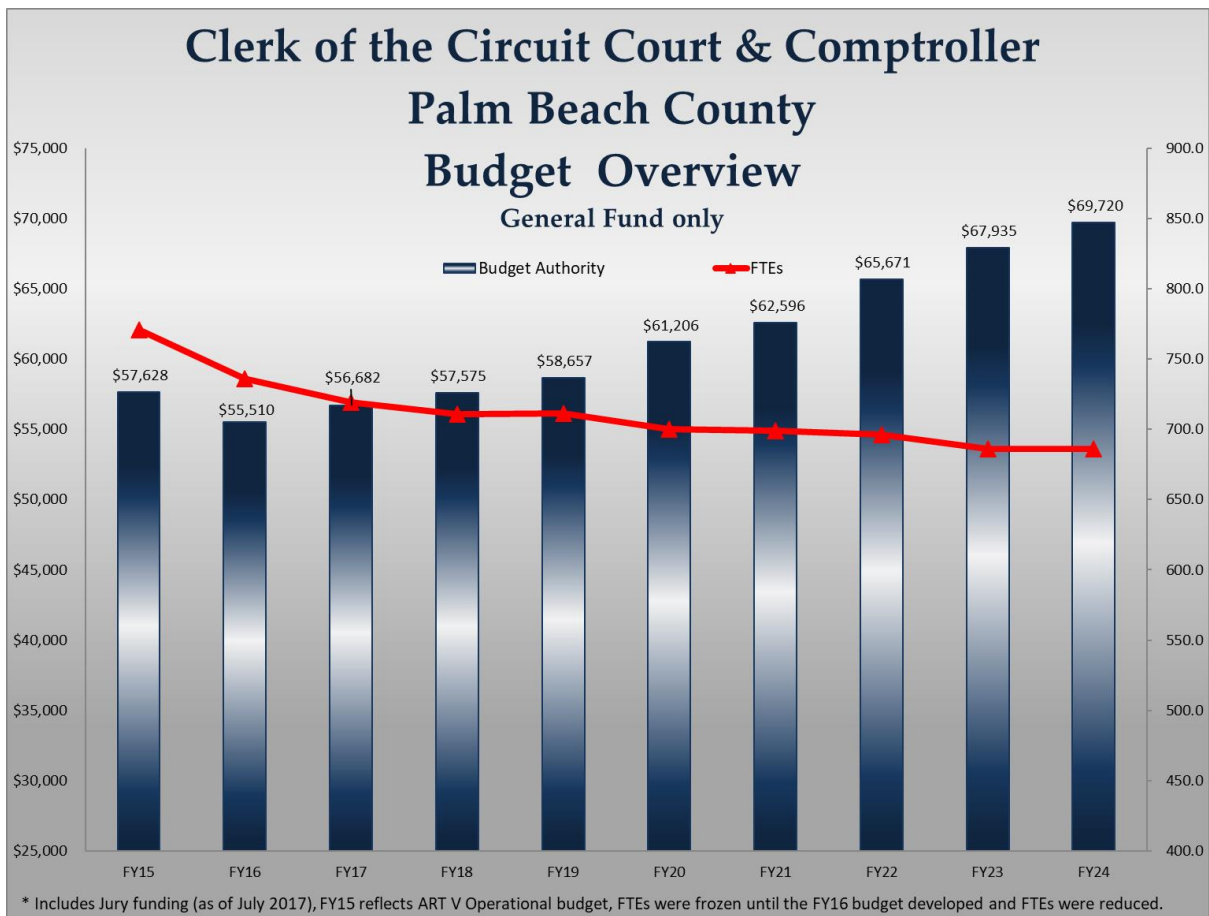
The office’s \$74.0 million spending plan for FY2024 ensures we continue to provide exceptional service and accountability to our community in a fiscally responsible manner. Our priorities for FY2024 are centered around our office’s Strategic Initiatives, approved in FY2023. Those four initiatives are:

- Transform the Customer Experience;
- Optimize Technology and Security Strategies;
- Serve Our Community; and
- Be the Employer of Choice.

Our FY2024 budget aligns to those priorities, with the goal of providing better service to our government partners, customers, and constituents.

State law requires a balanced budget for my office, and it sets the maximum level of court funding for our office and for Clerks across Florida. Our court operations budget is approved each year by the Florida Clerks of Court Corporation (CCOC).

The chart below titled *Clerk of the Circuit Court & Comptroller, Palm Beach County Budget Overview* highlights the office’s General Fund budget and staffing levels since Fiscal Year 2015.

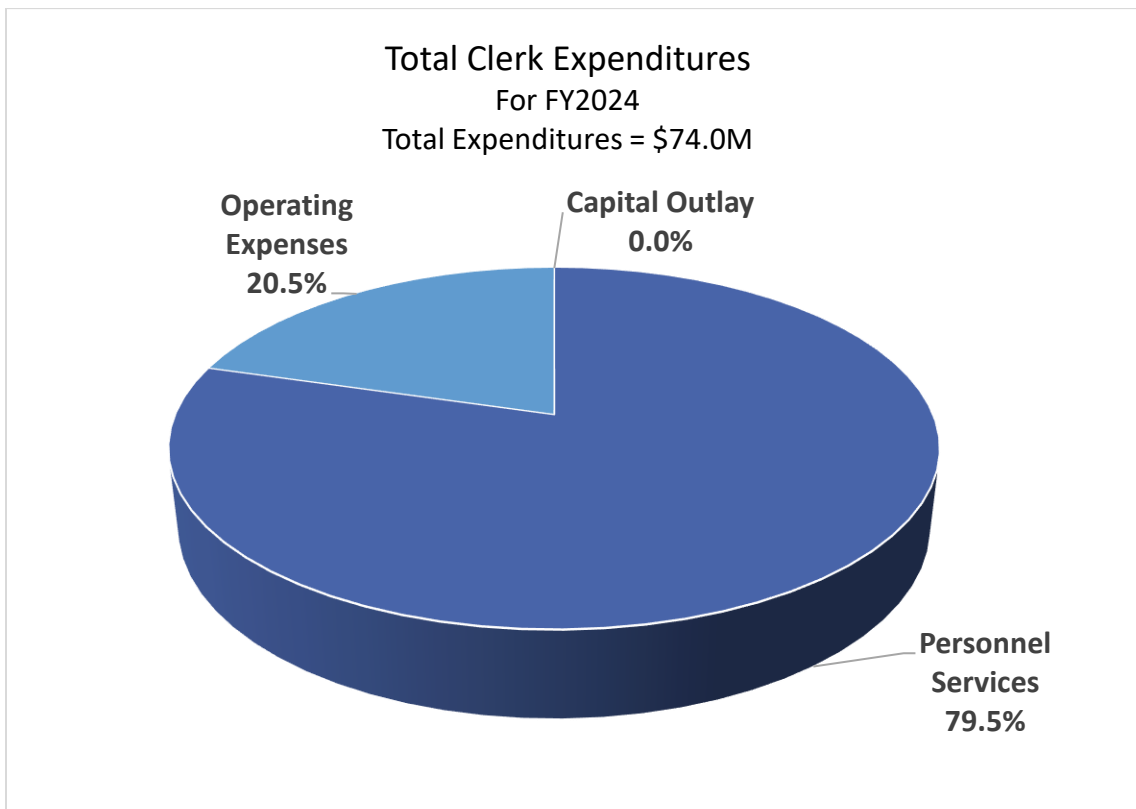


Our office, and Clerk’s offices throughout the state, continue to work with the Florida Legislature on how court services are funded to create a framework for a sustainable, long-term funding approach. This change will help to diversify our revenue sources thereby reducing Clerks’ reliance on two main sources of revenue, which are fees from civil cases and traffic citations.

More stable funding sources will provide significant help for our office and the communities we serve. The funding sources for our court operations as determined by the Florida Legislature continue to be unstable with significant changes possible each year, making long-term financial planning difficult for our office and other Clerk's offices around the state.

And while our funding has increased, so has the cost of doing business – especially as it relates to health care costs. Since nearly 80% of our expenditures relate to personnel costs, any increase in health care costs is significant.

A complete breakdown of my office's expenditures is shown in the graph below, titled *Total Clerk Expenditures for FY2024*.



As mentioned above, securing more consistent revenue will allow us to be more strategic and better plan for long-term improvements. The *Issues and Priorities* section

of this report highlights in greater detail these economic challenges, as well as our FY2024 priorities that align with our four strategic initiatives.

It has been a privilege to serve as Clerk of the Circuit Court & Comptroller, and I look forward to continuing my work to serve our community with honor and duty.

Regards,

A handwritten signature in black ink, appearing to read 'JA', with a long horizontal flourish extending to the right.

Joseph Abruzzo
Clerk of the Circuit Court & Comptroller
Palm Beach County



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished
Budget Presentation
Award*

PRESENTED TO

**Clerk of the Circuit Court & Comptroller of Palm
Beach, Florida**

For the Fiscal Year Beginning

October 01, 2022

Christopher P. Morrill

Executive Director

The Government Finance Officers Associations of the United States and Canada (GFOA) presented a Distinguished Budget Presentation Award to the Clerk of the Circuit Court & Comptroller's Office of Palm Beach County, Florida for the Annual Budget beginning October 1, 2022. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, as an operations guide, as a financial plan, and as a communications device.

This award is valid for a period of one year only. The Palm Beach Clerk of the Circuit Court & Comptroller's Office current budget continues to conform to the GFOA's program requirements. It is our intention to submit our budget document to the GFOA to determine its eligibility for the Distinguished Budget Presentation Award for the fiscal year beginning October 1, 2023.

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Guiding Principles

CLERK OF THE CIRCUIT COURT & COMPTROLLER
PALM BEACH COUNTY



OUR GUIDING PRINCIPLES

HONOR
WE WORK WITH INTEGRITY AND HONESTY

RESPECT
WE VALUE OUR CUSTOMERS AND COWORKERS

DEVOTION TO DUTY
WE ARE COMMITTED TO SERVING OUR COMMUNITY

I. About the Clerk of the Circuit Court & Comptroller's Office

A. Independent Public Trustee

More than 170 years ago, the Florida Constitution established the Clerk of the Circuit Court & Comptroller as an independent public trustee, directly elected by the public. As the third largest of the 67 Clerk's offices in Florida, the Clerk of the Circuit Court & Comptroller of Palm Beach County serves a local population of nearly 1.5 million residents. The office performs more than 1,000 different functions and provides services from seven physical locations throughout Palm Beach County and online at www.mypalmbeachclerk.com.

In addition to establishing the Clerk of the Circuit Court & Comptroller as an independent public trustee, the constitution created the offices of Sheriff, Tax Collector, Property Appraiser, and Supervisor of Elections to be elected by the citizens of each county for terms of four years. The clerk of the circuit court shall be ex officio clerk of the Board of County Commissioners, auditor, recorder, and custodian of all county funds.

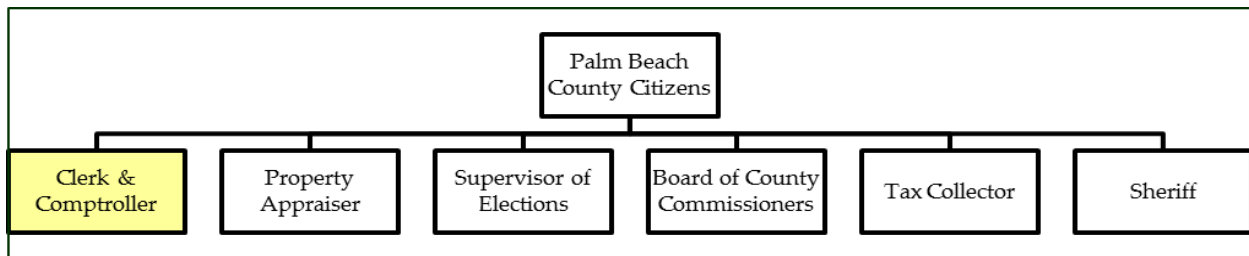


Figure 1: Palm Beach County Government Structure

As Clerk of the Circuit Court & Comptroller of Palm Beach County, we serve four major constitutional and statutory roles:

Chief Financial Officer, Treasurer & Auditor

- Acts as the official "watchdog" of all County funds, providing the necessary checks and balances on the County's budget, revenue, and spending.
- Performs unbiased accounting and auditing of funds to ensure every County expense is lawful, budgeted and serves a public purpose.
- Invests and earns interest income on County funds to reduce the tax burden on the residents of Palm Beach County.
- Maintains financial records and produces all required financial statements and reports.

Clerk of the Circuit Court

- Protects the integrity of public records and public funds as an impartial third-party directly accountable to the citizens of Palm Beach County.
- Receives, processes and files all Civil and Criminal Court documents; protects evidence; disburses all court fees, fines, and costs; and provides the public with access to court records.
- Manages the County's jury system and provides a Self-Service Center for residents who choose to represent themselves in court proceedings (pro se). Protects the County's most vulnerable citizens through the auditing of Guardianships conducted by its Inspector General Division and a Guardianship Fraud Hotline for citizens to report suspected financial exploitation or mismanagement.

County Recorder

- Maintains the Official Records of the County dating back to 1909.
- Electronically records documents such as mortgages, deeds, liens, judgments, and marriage license and provides scanned images online.
- Issues marriage licenses.

Clerk of the Board

- Documents and maintains the records and activities of all Palm Beach County Board of County Commissioner (BOCC) meetings and other County meetings.
- Ensures accuracy and accessibility of meeting minutes via video and published meeting minutes.
- Acts as the Clerk of the County's Value Adjustment Board (VAB).

The Clerk of the Circuit Court & Comptroller's website at www.mypalmbeachclerk.com makes many services available online, including court case record searches, Official Record searches, VAB petitions, foreclosure sales, County financial information and County Commission meeting minutes and video.

Each of the four major roles described above are each governed by unique applicable State Constitutional or Statutory guidance (links to governing laws provided in Appendices D and E) and has unique duties, challenges and delineated funding sources which will be discussed throughout this document. In addition, a fund overview can be found on page 69 for the

Clerk’s major fund (General Fund) and the non-major Fund (Special Revenue Fund) on page 70.

Figure 2 below is a map of each of the Clerk’s seven physical locations and includes the services provided at each of those locations.

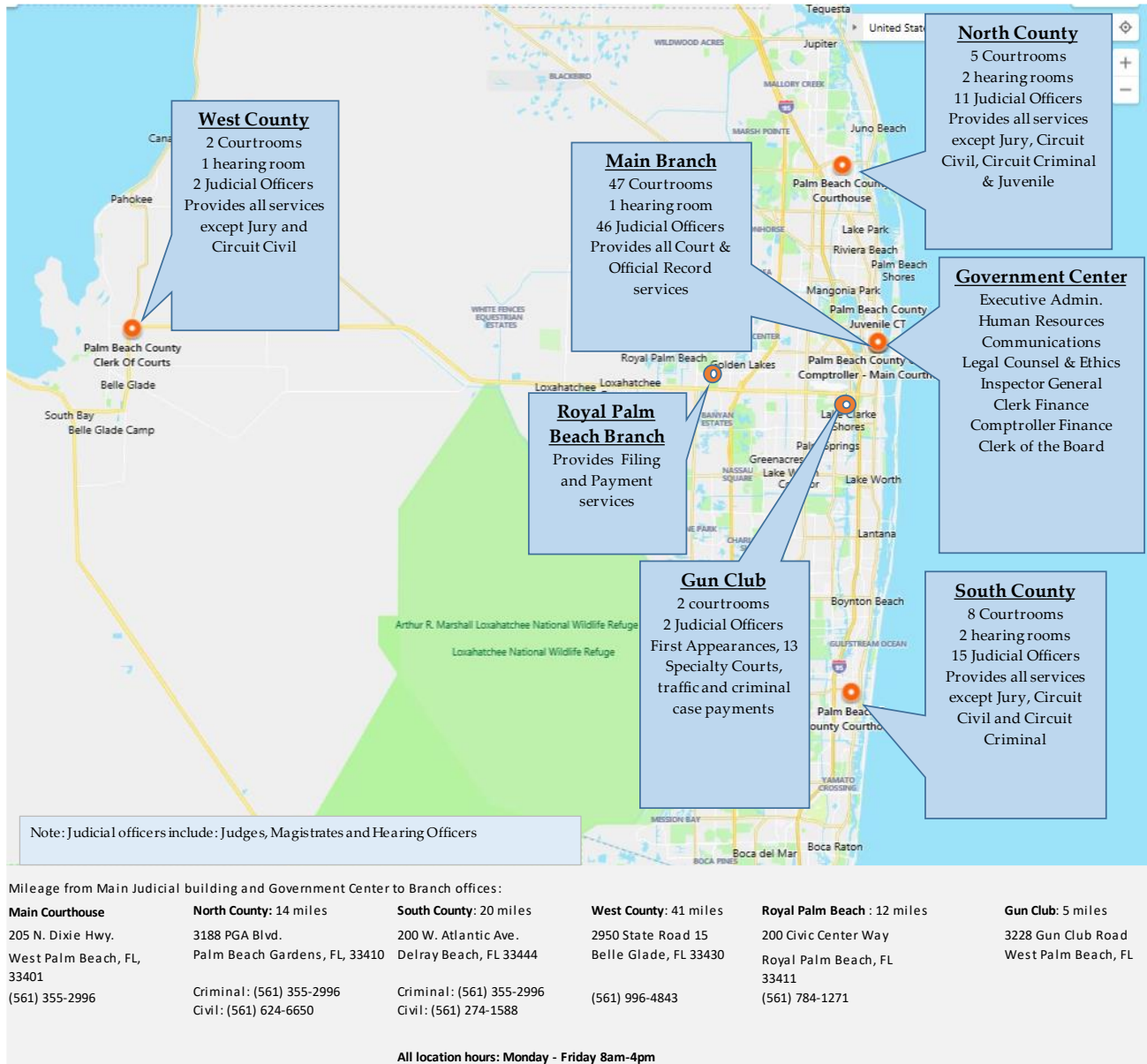


Figure 2: Clerk of the Circuit Court & Comptroller Palm Beach County Office locations and Services

B. Awards and Recognition

The Clerk of the Circuit Court & Comptroller's Office is committed to being a world-class leader in customer service, employee satisfaction and standards of excellence. Due to this commitment, the office has been the recipient of several awards and certifications:

- Achievement Award in Community and Economic Development for PayItClerkPBC, National Association of Counties (NACo)
- Award of Commendation, Public Relations Society of America (PRSA) Sunshine District, for "Checks & Balances: Your Guide to County Finances FY 2021"
- Best Practices Excellence Awards in all 12 Categories, Florida Court Clerks & Comptrollers
- CEFEX Certified Investment Steward, Center for Fiduciary Excellence
- Certificate of Achievement for Excellence in Financial Reporting for the Palm Beach County Annual Comprehensive Financial Report, Government Finance Officers Association (GFOA).
- Cigna Well-Being Award.
- Distinguished Budget Presentation Award for the Clerk's budget, Government Finance Officers Association (GFOA)
- Gold Coast PR Council Judges Award, for "Here to Help Homeowners" and "Checks & Balances: Your Guide to County Finances FY 2021"
- Gold Level Recipient of the American Heart Association's Workforce Well-Being Scorecard.
- Outstanding Achievement in Popular Annual Financial Reporting for "Checks & Balances: Your Guide to County Finances," Government Finance Officers Association.
- United Way of Palm Beach County Spotlight Award
- South Florida's Healthiest Employers of 2021, 2nd Place Large Company, South Florida Business Journal.

II. Issues and Priorities

The economy in Palm Beach County has continued to rebound since the pandemic. The County's unemployment rate continues to trend below the national average, and local revenues (i.e., tourism, sales, and gas) continue to increase significantly indicating a fully recovered and surging local economy. Additionally, the county's strong real estate market once again provided the county with record property tax revenue in FY2023. While our office has progressed past the pandemic, we continue to seek opportunities to better serve the taxpayers through innovation.

The Clerk of the Circuit Court & Comptroller is committed to providing excellent customer service while minimizing the financial burden on citizens and maintaining our focus on being fiscally conservative, efficient, and transparent. The delivery of a fiscally conservative and cost-effective budget while continuing to meet our constitutional mandate for public service remains a key priority for the office. As evidenced throughout this document, our strategy for achieving this priority is the effective and innovative use of technology. However, a key challenge for Clerks statewide is a more stable funding model, which Clerks are continuing to address with state legislators each legislative session.

While the local economy continues to realize growth in real estate property values and associated property taxes as well as other revenue streams i.e., sales taxes and tourism, the revenues collected to fund the office to perform the duties as Clerk of the Circuit Court are still unpredictable. As a result of higher property values and taxes, we have seen a decline in home sales which is the largest driver of revenue for our County Recorder function. Additionally, the low unemployment rate in Palm Beach County has resulted in a very competitive hiring market. The unpredictability of our revenues has resulted in lower salaries for our staff compared to other local governments. That inequity coupled with the high cost of living and lack of affordable housing has severely hindered our ability to recruit and retain employees, especially those in customer service and in the courtroom.

Access to the court system is a civil right of every citizen regardless of how much is collected for fines, fees, and court cost. Operating costs that are essential to providing citizens with the services and access to the court system continue to rise. Retaining professional staff to provide these services requires competitive salaries and benefits such as health care. While legislation enacted since FY2019 had provided additional funding to Clerks, these revenues are still insufficient to fund our office's needs. The unpredictability and instability of the

Clerks funding model in providing the necessary financial support for those essential services our office provides for the court system continues to be of considerable challenge statewide. This legislative initiative over the past few years is an important first step toward stabilizing budgets for Clerks of Court and establishes the framework for future long-term funding solutions. However, it is imperative that a legislative solution that resolves the Clerks funding instability be implemented to ensure our office's ability to deliver the highest quality services that our citizens have a civil right to expect. It is important to note that the budget to support our court-related functions continues to be lower than it was in 2009, 15 years ago.

Our office's strategy to counteract the hiring challenges involves the use of technology. However, funding the ongoing maintenance and cost of new technology also remains challenging due to shrinking funds as evidenced in Figure 4 on page 10 and Figure 10 on page 37. Funds available for court related technology are also restricted by Florida Statute on what they can be used for.

While the funding challenge faced by our Clerk of the Circuit Court division remains the most critical issue, each of our constitutional and statutory divisions within the Clerk of the Circuit Court & Comptroller's office has unique issues and priorities. The impacts upon each division are detailed below:

Chief Financial Officer, Treasurer and Auditor

- Personnel costs account for 82% of the expenditure budget excluding county ISS in FY2024. Operating as a personnel-based organization, budget reductions usually result in cost allocation adjustments which negatively affect employee salaries and benefits, scheduled (productive) hours worked or force staff reductions.
- The FY2024 budget reflects the proactive leveraging of technology to improve processes and provide a higher level of customer service.
- Several key technology initiatives defined on pages 21-24 requires collaborative development with the County's departments and agencies in order to achieve cost effective processes.
- Long term efficiencies to electronically submit, route, approve and store financial records through a comprehensive document management system requires significant funding and investment which is partially factored into the FY2024 budget.

- Consistent with budget guidelines issued by the County for FY2024, the Clerk of the Circuit Court & Comptroller budget includes additional funding for increases in health insurance and retirement costs.

Clerk of the Circuit Court

- Personnel costs account for 95% of the expenditure budget in FY2024. Budget reductions negatively impact employee salaries and benefits, scheduled (productive) hours worked or force staff reductions.
- The Clerks' budget model relies heavily on revenues related to specific case types, such as civil traffic citations, to fund our budgets, in particular, the due process criminal court services. Additionally, many services including domestic violence intake have no fees at all. Clerks have no control over the type and volume of cases filed.
- Collections of fines and court costs associated with criminal cases, in particular felony cases, are minimal as many defendants are indigent or incarcerated.
- Revenues for civil case filings are received at the time the case is filed, but the efforts associated with processing the cases such as foreclosures, extend beyond the fiscal year in which the case is filed. These on-going costs associated with cases filed in prior years present a challenge when managing those caseloads with current fiscal year revenues.
- The high cost of fines and fees associated with traffic citations and the inability of defendants to pay fines and court costs due to the high cost of living in Palm Beach County, continue to adversely impact court-related revenues and our office's ability to supplement the cost of criminal program operations.
- A decline in cases and a corresponding decline in revenue, does not equate to a corresponding reduction in workload. Numerous factors including the type of case, required judicial support, local rules etc. also impact the overall workload for the office.
- It is unknown how the Legislature will address a permanent solution to solve the long-term funding model concerns for clerks to perform the duties of the Clerk of the Circuit Court. Clerks will continue to address revenue issues and provide options for long term funding solutions during the FY2024 Legislative session.

County Recorder

- Personnel costs account for 73% of this budget in FY2024 excluding Judicial paper reduction project. As the real estate market rebounds, addressing the workload with current staffing levels remains a challenge. Efficiencies gained through increased technology utilization such as the implementation of eRecording and eCertification

will help offset the additional work anticipated from the rebound in the real estate market without requiring additional resources.

- While the real estate market rebound is beneficial for the County's property tax revenues, these higher values and lack of affordability for many citizens has resulted in a large reduction in home sales. Documentary Stamp and Recording revenues derived from homes sales comprises the majority of our County Recorder revenues.

Clerk of the Board

- Personnel costs account for 97% of the budget in FY2024 and workloads related to County meetings are steadily increasing as additional demands for services are received from the County and the public at large. To address these increases with current staffing levels, our office continues to automate the public records inventory in perpetuity, videotape County meetings for inclusion on our website, and provide all records online. Additionally, a project to automate the agenda review process for the Board of County Commissioners is in the planning stage.

Issues and Priorities: Summary

The key revenue streams supporting office operations and technology are uncontrollable and unpredictable. The Clerk of the Circuit Court & Comptroller's office places an emphasis on re-examining existing processes with an eye toward better utilization of technology and collection efforts. Figure 3 on page 9 is a timeline of some of the Clerk's office technology implementations, including unfunded mandates, over the last fifteen (15) years that either improved our customer's service experience and/or internal processes. Major initiatives for FY2024 are described in greater detail in "Key Projects" (beginning on page 21). In addition to these key initiatives, we continue to utilize technology wherever feasible to streamline processes, reduce costs and increase efficiencies by:

- Implementing paperless processing for County financial documents.
- Utilizing electronic payment options for vendors, which not only reduce cost, but also generate income through rebates; and
- Expanding payment options for County taxpayers including online, call center, mobile app and credit payment options for special assessments, court fees and other specific taxes.
- Providing public access to court documents online; and
- Expanding the use of eRecording to ensure that all documents can be recorded electronically.

- Implementing eCertification to allow customers to certify court and official records documents online.

While our commitment to technological advancement remains strong, funding these initiatives is a major challenge. It is important to note that the revenues for court fees, fines and service charges, Jury, and CCOC Trust Fund, which make up approximately 51.0% of the total general revenue budget of our office in FY2024 cannot be used for technology related costs according to State law. Figure 4 on page 10 demonstrates how available funding to pay the cost of technology is shrinking rapidly. As noted in Figure 4, the office is confronted with a significant challenge to fund recurring system maintenance and to implement new technology initiatives. Also, fine revenue previously available to supplement funding for technology was redirected to court fee, fines and service charges as approved during the 2017 Legislative session and can only be used for court related expenditures. The special revenue fund, described in “Section V. Revenues” on page 83, provides approximately 60% of available funding for technology needs and is rapidly declining as a result of the implementation of new technology and new initiatives listed on page 21.

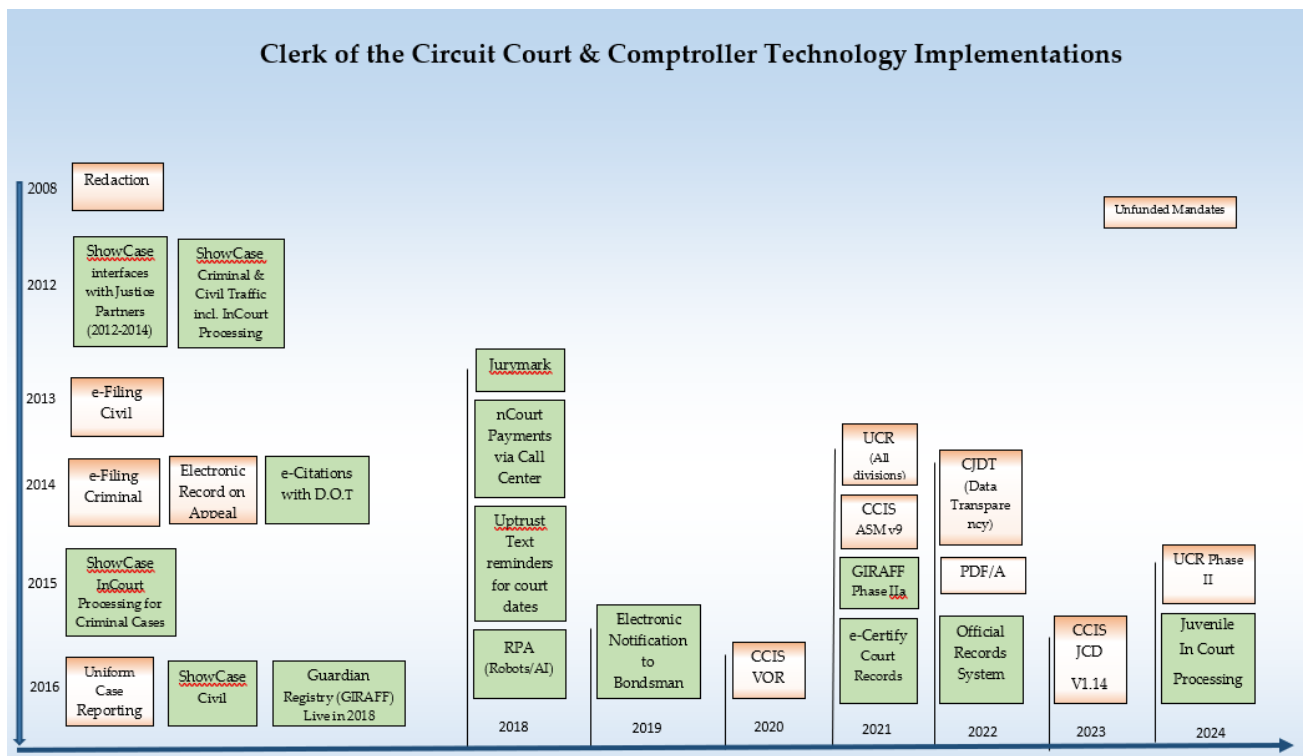


Figure 3: Technology Implementation Timeline

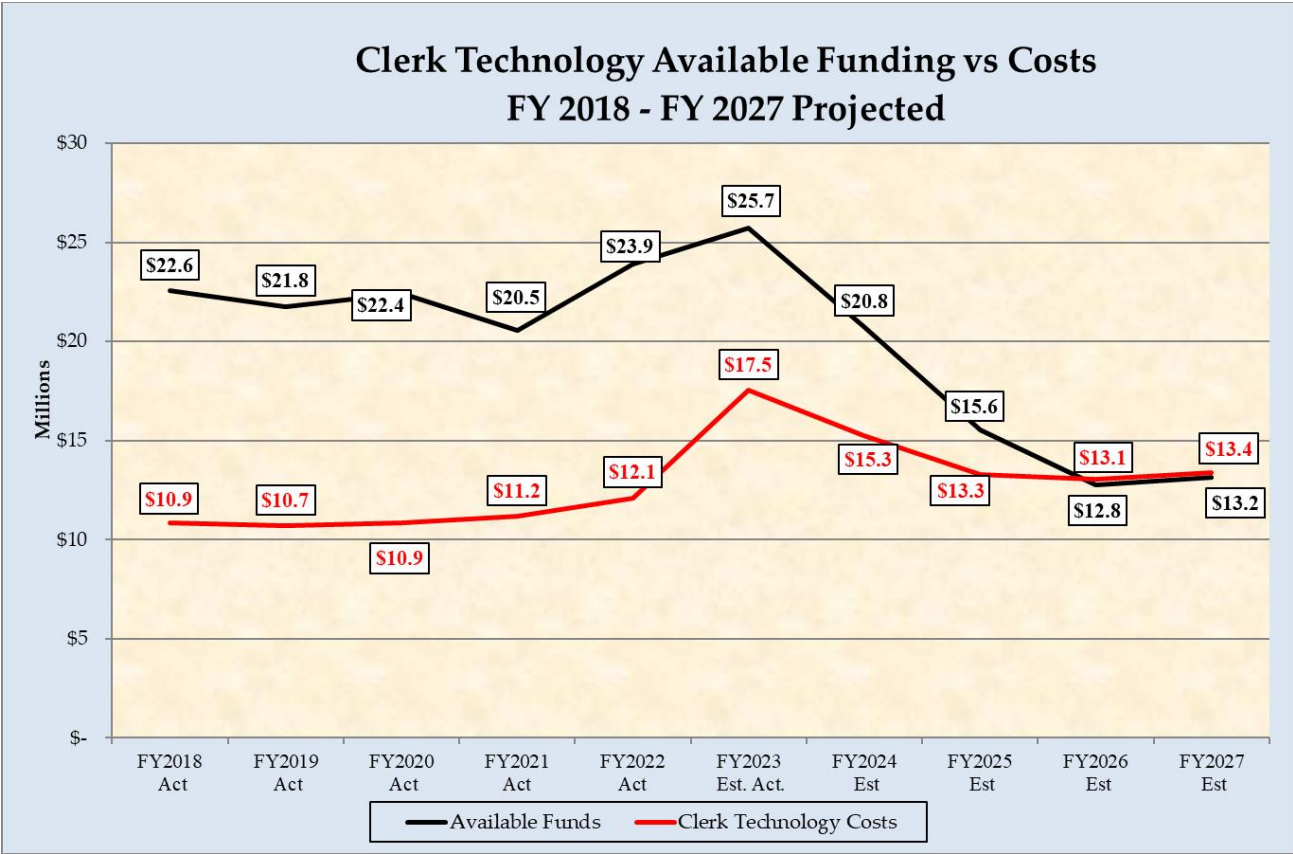


Figure 4: Technology Cost vs. Available Funding

A. Strategic Initiatives

The Clerk of the Circuit Court & Comptroller's Office works strategically while maintaining the highest standard of service. In early FY2023 the Executive Leadership team met with the Directors to align on the strategic direction of the organization. Through a series of meetings four (4) strategic initiatives were approved by the Clerk and adopted. These strategic objectives are driven by the Clerk's guiding principles of honor, respect, and devotion to duty.

These initiatives are the foundation for the Clerk's long-term and short-term goals. Long-term goals are considered on-going or three (3) plus year out and short-term is defined as current year to three (3) years out. Changes to these goals are possible due to new legislation and/or changes in the Clerk's priorities. It is important to note that the Clerk of the Circuit Court & Comptroller's office is a service driven organization, therefore the initiatives outlined below are driven by improved services to the citizens of Palm Beach County and our county, judicial and statewide partners.

❖ Transform the Customer Experience

Long-Term Goals

- Foster a culture of service excellence centered on an environment of continual service improvement and world class customer service.
- Provide access to all Clerk stakeholders to services via mobile and web applications, in multiple languages and accessible to all, anytime, anywhere.
- Implement a virtual customer service center to provide live remote services to customers.
- Enhance customer service delivery by listening and responding to customer requests and researching possible enhancements in customer service.

Short-Term Goals

- Expand the Clerk's library of "how to" videos that help customers navigate through the office's most popular services, such as how to pay a traffic ticket or postpone jury duty service.
- Create additional signage for Clerk departments to help customers navigate through the Clerk office and ensure consistency throughout the organization.
- Consolidate front counter departments for a more streamlined, one-stop shop experience for customers.
- Expand the Navigator program to assist self-service customers in all branch locations.

- Fully implement technology collaboration tools within the organization to better serve the organization and the public.
- Phase II of the branch expansion is expected to offer more services at this location in the near future.

Major Accomplishments

- Created a series of “Frequently Asked Questions” animated videos that guide people step-by-step through processes such as how to pay a traffic ticket online, how to apply for a passport or how to request postponement from jury duty. Two of those videos were translated into Spanish, with Haitian Creole translations in the works. More videos in English, Spanish and Haitian Creole are planned for Fiscal Year 2024.
- Completed Phase One of the expansion of the Royal Palm Beach Office which includes expansion of many services, such as injunctions for protection against domestic violence, private marriage ceremony room, child support payments.
- The automated chatbot assisted 56,098 customers with an 80-90% accuracy rate.
- Consolidated our family, civil, and criminal appellate divisions into one unified appeals department to improve efficiency and communication with the 4th District Court of Appeals.
- Enhanced eCertify to allow customers to purchase and receive certified copies of Official Records documents electronically and allow recipients of these certified copies to verify the authenticity of these documents.
- Improved the Value Adjustment Board (VAB) website to include procedural information to allow petitioners to better navigate the process and created an online petition filing tutorial and evidence filing “how to guide” for VAB petitioners.

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Continue to seek enhanced technology-driven solutions and automated tools to streamline organizational processes and improve efficiencies in workload and services.
- Continue to implement and expand existing security and compliance measures to include organizational policies and controls as appropriate.
- Leverage technology to utilize Artificial Intelligence to automate processes and enhance the customer experience, while ensuring the Clerk’s infrastructure is secure from cyberattacks.

- Utilize technology to provide, transmit notices and required documents electronically, saving time, money and reducing paper, while providing electronic receipts.
- Work with Law Enforcement to put consistent information/communication on traffic citations in the form of a Quick Response (QR) code which will direct the customer to a landing page on our website.

Short-Term Goals

- Increase the use of artificial intelligence and robotic automation processing of existing court and official records processes.
- Work collaboratively with Court Administration Information Technology (IT) team to implement a process that will allow electronic uploading of criminal exhibits currently submitted by the State Attorney's Office on a digital device.
- Expand implementation of a new process of submitting, accepting, and maintaining civil digital evidence that is admitted during court in a virtual secured environment.
- Expand the use of Artificial Intelligence (AI) and Robotic Process Automation (RPA) across all enterprise applications within the Finance departments eliminating the need for user data entry saving manual hours, increasing accuracy rates, and driving productivity and innovation.
- Continue to expand on data classification and audit software. This enables the use of auditing, alerting, and reporting capabilities on IT systems, as well as identifying the location of sensitive data and access to the data.

Major Accomplishments

- Went paperless in Probate & Guardianship departments. No longer create physical files. Streamlined process created using case management system and Court's Online Scheduling System for electronic transmittal of guardianship audits and other probate matters requiring judicial review.
- Piloted paperless Domestic Violence Injunction Petition filing program in partnership with the county's Victim Services department.
- Implemented a new process of accepting and docketing electronic criminal evidence admitted by the court and processing everything electronically from the courtroom to the evidence vault.
- Serve as the gate keeper of all exhibits submitted on a data device to ensure accessibility and consistent formatting by working closely with our judicial partners, customers, and law enforcement agencies.
- Created a method to digitally track hours worked by Special Magistrates while performing their role within the Value Adjustment Board process.

- Continued the enhancement of functionality with Document Management Systems (DMS) in order to expand the use of Artificial Intelligence software to process more complicated scanned/eFiled documents.
- Continued use and refinement of enterprise system monitoring tools and alerts in support of system uptime, performance, and security.

❖ **Serve Our Community**

Long-Term Goals

- Continue to build awareness of Clerk's office services through comprehensive campaigns that include targeted advertising, strategic communications, and community outreach.
- Build stronger relationships with community stakeholders and strategic partners.
- Expand Navigator DIY (Do-It-Yourself) in Court Workshop series to travel throughout the community and present for different community agencies and justice partners.
- Partner with community outreach team to provided one on one self-service assistance at Library Series visits, pursuant to our self-service duties under Florida Statute [28.215](#), [Florida Small Claims Rule 7.050](#), and [Florida Family Law Rule 12.750](#).
- Enhance customer awareness of Clerk programs designed to assist customers pay off court fines and fees, enable customers to submit or obtain documents electronically and other programs such as the free Property Fraud Alert that can help identify potentially fraudulent activity as well as other programs.
- Attend community events/rehabilitation programs to offer information about how to get on track with court costs or looking up their records.
- Partner with public entities to participate in free community trainings and human trafficking taskforce.

Short-Term Goals

- Provide timely responses to reports received from citizens by conducting related investigations and providing referrals to other agencies that can support their needs.
- Revive the Investment Council of The Palm Beaches (a forum for local government investment professionals in Palm Beach County to share information and best practices).
- Continue to participate in veteran themed recruitment job fairs.
- Translate additional Clerk's office collateral materials and social media posts into Spanish and Creole.
- Increase presentations to community groups throughout Palm Beach County.

- Increase outreach and training for professional groups throughout Palm Beach County.
- Expand paperless Domestic Violence Petition filing program to include partnerships with domestic violence shelters and other community agencies.
- Collaborate with our justice partners at PBSO and the Public Defender's Office to enhance efforts to encourage and assist customers who are sentenced to jail to set up payment plans once the sentence is complete.
- Work in conjunction with Court partners to participate in Seal/Expunge workshops in the community.

Major Accomplishments

- Created the office's first-ever Community Resources Fair, bringing government and nonprofit agencies together to connect the community with services such as Clerk's office payment plans, voter registration, library programs, rental and utility assistance, free and low-cost legal services, and other resources.
- Attended veteran-centric recruitment fair to recruit veterans to the Clerk's office.
- Offered free in-person human trafficking training for employees to aid in human trafficking awareness and now offer an annual human trafficking awareness compliance training.
- Restarted the Clerk's Financial & Judiciary Literacy Summer Program for local high school students, providing them with a unique opportunity into the Clerk's office and careers in Law and Finance.
- Piloted paperless Domestic Violence Injunction Petition filing program in partnership with the county's Victim Services department.
- Hosted other County Clerk's office to provide information and training on self service center, navigator program, and automation.
- Attended an event at Vita Nova Center to assist returning citizens with payment of outstanding court fees.
- Successfully completed a remote Operation Green Light resulting in hundreds of criminal and traffic cases paid in full and several hundred driver licenses reinstated.
- Increased the number of Property Fraud Alert subscribers by 55% to 46,380. Customers are alerted via email when documents have been recorded in Palm Beach County with a name, street address, or parcel control number they registered with the service. This free service for our customers can potentially identify fraudulent activity.
- Partnered with Palm Beach County Planning & Zoning to open a recording location at the Vista Center to assist customers with recording permit-related documents.
- Facilitated, scheduled, and heard 2,805 hearings for the Value Adjustment Board (VAB).

❖ Be the Employer of Choice

Long-Term Goals

- Cultivate a culture of continuous improvement among organizational personnel.
- Implement inter-departmental cross training opportunities based on employees' expressed interests.
- Continue to develop the Out of State Remote Work Program as a retention tool throughout the organization.
- Continue with cross-training so that there is a progressive opportunity for financial gain.
- Continue to monitor investment and plan options related to the 457b deferred compensation plan to ensure that the highest quality plan is being made available to employees.
- Evaluate, enhance, and manage online presence and reputation for current and prospective employees by promoting Clerk culture.
- Develop organizational-wide progression plans and encourage departmental feedback through surveys to retain top talent for the Clerk's office.
- Evaluate the compensation/benefits programs to remain competitive with other public/private sector employers.
- Support enhancement of the employee recognition program to attract, retain, and motivate employees.
- Work closely with Professional Development team to expand the leadership training opportunities provided.
- Ensure HR is in compliance with all federal, state and local Statutes and regulations including, but not limited to, the Fair Labor Standards Act, Retaliation/Whistle Blower's Act, new hire reporting, EEO-4, ADA, ADA AAA, ADEA, Civil Rights Act , IRCA, COBRA , Section 124, FMLA, HIPPA, PPACA, IRS Codes, the Equal Pay Act and State Worker's Compensation laws, etc.
- Ensure that recruitment and selection practices are 1) in compliance with federal and state laws, including but not limited to: Equal Employment Opportunity (EEO) laws; Americans with Disabilities Act (ADA), Americans with Disabilities Act Amendments Act (ADAAA), Age Discrimination in Employment Act (ADEA), Federal and State Veterans Preference Laws; and Civil Rights Act, and 2) aligned with our Clerk culture and guiding principles.
- Monitor and manage competitive compensation and benefits programs, internally and externally by 1) participating in salary and benefits surveys to assess competitiveness and best practices, and 2) periodically conducting a comprehensive salary and benefits comparison to the market to include competitive salary ranges.

- Manage the Clerks for Wellness participatory wellness program; continue to develop and launch programs that demonstrate our commitment to our employees' health and wellbeing.
- Create talent development plans and career paths and support high quality training programs to develop our employees as well as focus on succession planning for continuity in leadership.

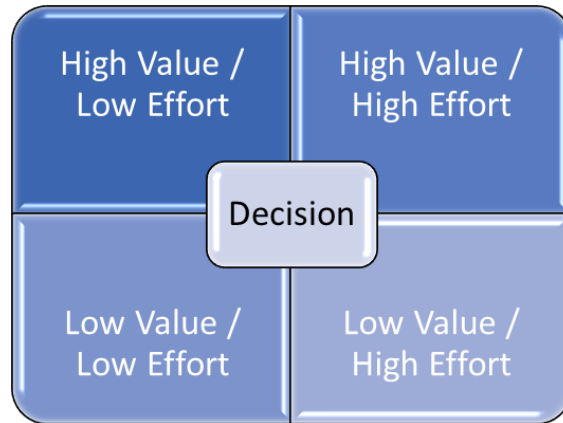
Short-Term Goals

- Create more opportunities to build a strong "Clerk Family," with free and low-cost employee's events during lunch breaks or after hours at locations throughout Palm Beach County.
- Continue to promote and enhance the Clerks for Wellness Program and expand the incentives for spouse participation in the online Health Assessment and screenings.
- Continue to partner with Finance to promote and enhance the Financial Wellness education program.

Major Accomplishments

- Create "Day in the Life" videos to help potential applicants understand different career opportunities and job types at the Clerk's office.
- Successfully launched the summer internship and EAGLE program.
- Expanded Remote Work program to allow additional staff to work remotely from home; all clerks who successfully complete their introductory period have the option to work from home if their job responsibilities allow for it.
- Establish and expand new marketing materials and programming for recruiting that includes use of social media and refreshed style.
- Launched the first Clerk's Office career fair to meet and exceed organizational recruitment needs.
- Enhanced wellness program offerings including free access to mental health applications, offered increased instructor-led wellness seminars including Workplace Violence training and boosted wellness hours from 4 to 8.
- For flexibility and ease of customers, continued to expand virtual New Employee Orientation, Interviews, Training courses, Departmental and Leadership meetings, and Open Enrollment process.
- Remain compliant with Department of Labor new minimum wage requirements; and examine feasibility of implementing prior to the legal requirements based on funding.
- Aided multiple departments in the creation of department progression plans for increased engagement and retention.

During the strategic planning process, the leaders look at each initiative from two lenses, effort, and value. It is important for the management team to assess the value added versus the level of effort required to accomplish the goal. The below model was used to support the decisions on resource allocation and prioritization of the above noted strategic initiatives.



The Clerk’s office has made it a priority to both serve the local community with excellence and become the employer of choice. This is evident in its efforts to promote community engagement through volunteering, fundraising events, the summer internship program, and other local events. The Clerk’s office continues to be fiscally responsible, while promoting advancements in technology to serve our customers efficiently. Educational opportunities for our customers to learn how to use our services and give us feedback. And by promoting a growth mindset among employees with classes that explore temperament, communication, and the concept that everyone is a leader. While the Clerk’s office is committed to achieving all its strategic initiatives, budget constraints may require the office to focus predominately on financial objectives.

B. Ongoing Initiatives

In support of our fiscal priority to deliver a fiscally conservative and cost-effective budget that meets our constitutional mandate for service to the public, the Clerk of the Circuit Court & Comptroller's Office has numerous ongoing initiatives which are highlighted below.

Key Objectives – Chief Financial Officer, Treasurer & Auditor

- Continue implementation of paperless processing for County financial documents such as travel and other County employee reimbursements, cash receipts and County paychecks.
- Continue implementation of a fully electronic financial document management process to eliminate paper.
- Expand use of electronic payment solutions for vendors which not only reduce cost, but also generate income through rebates.
- Expand payment options for County taxpayers including online and credit payment options for special assessments and certain taxes.
- Expand the use of the PeopleSoft Health and Safety module for County departments.
- Continue implementation of training resources and materials using eLearning tools.

Key Objectives – Clerk of the Circuit Court

- Coordinate with the Administrative Office of the Courts, the Judiciary, the State Attorney's Office, the Public Defender's Office, local and State law enforcement agencies, the Department of Children and Family Services, attorneys, and criminal justice partners to process cases in a timely, accurate and efficient manner.
- Ensure the timely and accurate processing of notices, subpoenas and summonses to support our criminal justice partners.
- Improve accuracy and timely maintenance of court case records.
- Increase debt collections through the combination of data extrapolation and sophisticated collection efforts.
- Sustain highly efficient electronic processing, storage, and retrieval systems for maintaining public records and court data submitted to the Clerk of the Circuit Court & Comptroller's Office.
- Meet the demands of the various agencies and departments related to archival documents in an efficient and effective manner.

- Ensure that all records are properly preserved, maintained, and protected from environmental elements.
- Provide information technology services for public access both inside and outside the traditional courthouse setting, while complying with both the public access Statutes and the public's concern of confidentiality.
- Align technology initiatives with strategic vision while working within the constraints of limited financial resources.
- Continue to enhance the Guardianship "GIRAFF" system to provide an online database for electronic filings of accounting and inventory details as related to Guardianship cases.
- Monitor all enterprise systems to ensure that adequate security and audit controls are included as an integral part of each system.
- Continue implementation of technological solutions to assist customers i.e., eCertification of court documents and a Zoom virtual customer front counter.

Key Objectives – County Recorder

- Continue to encourage the public to subscribe to the Property Fraud Alert program which enables citizens to be alerted via email or phone when documents have been recorded in Palm Beach County in their name. This free service can potentially identify fraudulent activity.
- Increase the use of Artificial Intelligence and Robotic Process Automation in court processes and implement its use in Official Records.
- Increase electronic services offerings for customers and provide eRecording and eCertification opportunities for new customer groups.

Key Objectives – Clerk of the Board

- Preserve all County public records in a digital format in perpetuity.
- Continue to provide BOCC meeting videos that are linked to the corresponding official minutes on-line for public viewing through the Clerk of the Circuit Court & Comptroller's website. The website also allows the public to view the supporting documents for each agenda item and search the minutes by keyword.
- Implement an electronic agenda review process in collaboration with the County.

Key Projects

1. Finance Document Management System Project

In executing the role of comptroller to the Board of County Commissioners (BCC) and the Clerk's office, the Finance Department handles and processes large amounts of documents which must be stored, tracked, and retained in accordance with various statutes and regulations. As the County has grown so have the need for storage space and the ability to efficiently manage the documents.

A project to establish a holistic electronic content management system (ECM) to provide efficiencies in all Comptroller functions including document storage, automated workflow, and retention as part of the organization's Go-Green initiative, was initiated. An ECM solution was selected and the implementation of the initial phase of automating payables processes was completed in FY 2020 facilitating processing of payment requests remotely in a paperless environment during the pandemic. The FY2021 projects to implement the use of Artificial Intelligence (AI) and Robotic Process Automation (RPA) in the payables process, along with implementation of a solution to facilitate the management, classification, and destruction of electronic documents stored in the ECM were complete in FY2023. The initial use of AI and RPA saved 1,035 hours of staff time in FY2023.

As Clerk of the Board, our Board Services department must maintain and store official documents from BCC and other County meetings in perpetuity. The Board Services digitization project for OnBase began in FY2023 and is scheduled to carry through FY2024. This project will automate Board Services processes by digitizing and storing documents from these meetings and provide efficiencies in facilitating public records requests. When fully implemented, the ECM (Electronic Content Management) system will:

- Reduce the need for storing paper documents created in Finance and associated storage costs and risks.
- Relinquish space currently used for document storage back to County Facilities.
- Eliminate, where feasible, the need to handle and store paper documents used in normal business processes in the Finance department by incorporating the use of images and automated document management in electronic workflow processes.
- Create a repository so that documents can be accessed as a standalone system or through other systems used by the County and Clerk.
- Facilitate the electronic management of document retention in accordance with State Statutes and business needs.

- Provide online access to documentation that is more easily retrieved (OCR Search capability). Capabilities for staff to search documents online will create efficiencies for multiple departments.
- Improve redaction capabilities.

2. Official Records Project, including Marriage Licenses, Passports, and Tax Deeds

The Clerk of the Circuit Court & Comptroller's Official Records System houses court judgments, deeds, liens, marriage licenses, mortgages, plats and tax deeds for Palm Beach County.

In FY2022, the Clerk's office went live with a new Official Records System as well as a new Tax Deeds System. During FY2023 several system enhancements have been implemented within the Official Records application, including an integration with the Clerk's existing Case Maintenance System, as well as the seamless integration with an e-Certification vendor for Official Records.

For FY2024, additional improvements are expected to be implemented, such as the availability of an online Shopping cart for the purchase of electronic (non-certified) copies, as well as File Transfer Protocol (FTP) subscriptions. These features will not only contribute to operational efficiencies but provide additional ease of access to Official Records by the public.

The new Landmark Official Records System and TaxSmart System for Tax Deeds went live during Q3 2022. During FY2024, several system enhancements will be implemented, which are expected to add further efficiencies to Clerk Operations, including the integration with the Clerk's existing ShowCase Case Maintenance System, as well as the seamless integration of e-Certification of Official Records, both of which are expected to be complete by Q4 2024.

3. Case Management System (CMS) major enhancements

During FY2024, several major enhancements will be installed, tested, and implemented in the Case Management System (CMS). Expected enhancements will include updates to comply with the following unfunded state mandates:

i. Uniform Case Reporting (UCR):

On April 27, 2016, the Supreme Court issued AOSC16-15 In Re: Uniform Case Reporting Requirements. The directive is for all Clerks of Court to provide case

activity data to the Office of the State Courts Administrator (OSCA) in accordance with the specification provided. UCR spans across all divisions of the courts and requires Clerks of Court to send real-time case data to OSCA. The project consists of two phases:

Phase I – Data submission

Phase II – Data certification

The Palm Beach Clerk’s Office continues to work with our CMS vendor, as well as OSCA to satisfy all the requirements.

ii. Access Security Matrix (ASM)

As recommended by the Florida Courts Technology Commission (FCTC), and to facilitate appropriate differentiated levels of access to court records, the Supreme Court has adopted standards for access to electronic court records including an access security matrix (ASM). ASM provides directives for the Clerk to determine how each of the different roles may obtain access, and what type of information shall be made available to them over the internet. The Palm Beach Clerk’s office is currently engaged in developing solutions to provide access to electronic court records dependent on the role of the user.

The Palm Beach Clerk’s office is currently testing internally developed solutions to provide access to electronic court records dependent on the role of the user.

iii. In Court Processing - Juvenile

Another significant efficiency that will be realized by the Clerk’s office and its customers in 2024 is the implementation of In Court Processing (ICP), for the juvenile courts division. Currently in the testing phase, once live, Juvenile courtroom clerks will have the ability to electronically capture court events and produce court documents while updating the case in the courtroom. The automatic docketing of the court event documents will allow the Judges, Assistant State Attorneys, and the defense bar to have immediate access to the Judge’s ruling and to the documents.

Additional enhancements anticipated to be implemented in FY2024 include the launch of an external website that customers can access to make a payment on their case, as well as reinstate their Driver’s License if eligible. The implementation of a new approval queue

workflow designed to improve the approval process for financial transactions and disbursement requests is also expected to be implemented by the end of Q3 FY2024.

4. Digitization of Court Records (Large Scanning Project)

In September 2019, a MOU (Memo of Understanding) was agreed with the County to scan and convert images from older / physical court files into electronic format. The MOU requires that all physical files be digitized by 10/01/23. However, due to the pandemic the deadline to have court files digitized is now 10/31/2026. In February 2020, a project was initiated to satisfy this requirement, and the Clerk's office engaged with a new vendor to scan and digitize these older files.

In FY2022, the Clerk's Office engaged with, our document management vendor to migrate and associate electronic images to the appropriate records within the Official Records application. This ongoing effort is expected to be completed by the end of Q1 2024.

5. Asset Management Implementation

The Clerk's office is currently using different tools and applications to maintain and track assets. Due to the increasing need for utilizing an integrated and automated solution, it was decided to pursue the implementation of the Asset Management module in the Clerk's ERP system as its native integration with the Procurement and other modules would make the maintenance and tracking of assets more efficient. This initiative is intended to reduce cost by consolidating training resources, as well as leverage the ERP maintenance strategy to reduce the cost of hardware and software maintenance. The proposed plan for this project was set to start in February 2019, with requirements gathering and business analysis, but due to the pandemic and other priorities, the new start date is set for Q2 FY2024. The tentative implementation due date is set to be in Q4, 2024.

C. Capital Improvement Plan Overview

A Capital Improvement Plan (CIP) is essentially a planning tool whereby the local government puts forth a substantial effort to identify and schedule capital improvements over an extended period of years. For the Clerk of the Circuit Court & Comptroller, capital expenditures are limited to purchases of technology hardware, such as computers and other equipment, which cost \$5,000 or more per item. [Florida Administrative Code \(FAC\) 69i-73.002](#) increased the capitalization threshold of government owned tangible personal property from \$1,000 to \$5,000 effective October 1, 2020. Internal to the Clerk's office; property with a value of \$1,000 and useful life of at least 1 year will continue to be tracked for inventory purposes.

Capital projects are typically those that replace or improve the local government's infrastructure in terms of its buildings, roads, land, storm-water facilities, vehicles and heavy equipment, computer equipment or related items, which serve to facilitate local government in the provision of services as required by local mandate or State law. This criterion does not apply to the Clerk of the Circuit Court & Comptroller and, as such, the capital plan is solely focused on a strategy to replace the inventory of servers and other computer equipment to keep pace with new technology. As Clerk to the Circuit Court capital funding is not carried-forward as in other government agencies; and can only be budgeted and expensed in the year budgeted.

Additionally, pursuant to State law, the Board of County Commissioners is required to provide the Clerk of the Circuit Court & Comptroller with the infrastructure necessary to perform their duties as outlined in the Constitution of the State and in Florida Statutes. Therefore, buildings and other infrastructure are not included as an element in the Clerk of the Circuit Court & Comptroller's Office CIP.

As shown in Table 1 on the following page, the Clerk's office does not have a Capital Outlay budget for FY2024. This is due to the Clerk's office taking a hybrid approach moving forward to adopt cloud-based services and infrastructure, while retaining the required hardware and components needed to operate the enterprise. This hybrid approach allows the Clerk's office to leverage the best in class of modern cloud opportunities and leverage existing investments in hardware and software to support on-premises operational initiatives, consistent with the organizations business goals and strategic objectives.

() denotes a decrease

Capital Expenditures (All Funds)	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Hardware & Data Processing Equipment	\$ 528,419	\$ 602,378	\$ 93,721	\$ 1,503,695	\$ -	\$ (1,503,695)	-100.0%
Total	\$ 595,313	\$602,378	\$93,721	\$ 1,503,695	\$ -	\$ (1,503,695)	N/A

Table 1: Detail Capital Expenditures (All Funds)

During FY2024 if it is determined that excess monies are projected to be available at the end-of-year, consideration will be given to the Clerk’s IT team to determine if there are any major hardware purchases/replacements needed to support the Clerk’s technology infrastructure. Per the FY2024 budget policy all capital budget requests are submitted as a supplemental request and must reflect non-recurring capital expenditures. These supplemental requests are reviewed and approved by the Clerk and Executive Teams based on the available budget and the approved initiatives as outlined in the “Ongoing Initiatives” section of this document.

Table 2 provides a three-year outlook for the Capital Improvement Plan. The CIP outlook supports the key projects described in the previous section and discussed further in the sections below.

Three Year CIP Outlook							
Projects	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027
Servers	\$ 602,378	\$ -	\$1,503,695	\$ -	\$100,000	\$ 100,000	\$100,000
DP Equipment	\$ -	\$ 93,721	\$ -	\$ -	\$100,000	\$ 100,000	\$100,000
Total	\$ 602,378	\$ 93,721	\$1,503,695	\$ -	\$ 200,000	\$ 200,000	\$200,000

Table 2: Three Year CIP Outlook

Servers and Data Processing Equipment

It is a priority of the Clerk to implement infrastructure modifications and upgrades, address disaster recovery options, implement a comprehensive back-up of data, migrate to a new storage system, and replace aging servers with new technology platforms.

Paper-based document backup is no longer a viable option as more and more records are digitized and accessed electronically. The Clerk must maintain access to information in the event of a major disaster. To support this objective, the Clerk’s office will be migrating to a

cloud-based disaster recovery platform. The plan includes automated failover and failback procedures which are vetted and tested on an annual basis.

The Clerk's server infrastructure requires continual upgrades and replacements to maintain required levels of availability and reliability. The average life expectancy of the servers used by the Clerk of the Circuit Court & Comptroller's Office is approximately five years. As a result, a large investment in FY2023 to overhaul some of the servers and storage has taken place. Leveraging both traditional and a modern infrastructure that supports both on-premises and cloud-based architectures, has set a path to adopt the latest innovations with the Clerk's data center and cloud footprint. Various business goals and objectives aid in supporting a cloud-first approach, while retaining on-premises solutions as necessary. Servers are continually refreshed as they reach the end of their normal support life cycle. Replacing the hardware technology is necessary to reduce overall administrative effort (new tools and hardware capability), reduce maintenance costs and support increasing capacity requirements.

Figure 5, on the following page shows the replacement costs for server infrastructure over the past 6 years; approximately \$5.0 million in hardware was purchased since FY2018 to update the organizations infrastructure to support our current systems and major projects. Current plans are to replace critical servers as required to maintain OEM (Original Equipment Manufacturer) warranties and further leverage virtual technology, or cloud-based technologies, to increase the utilization of each new server and replace all other aging hardware within the next 5-6 years.

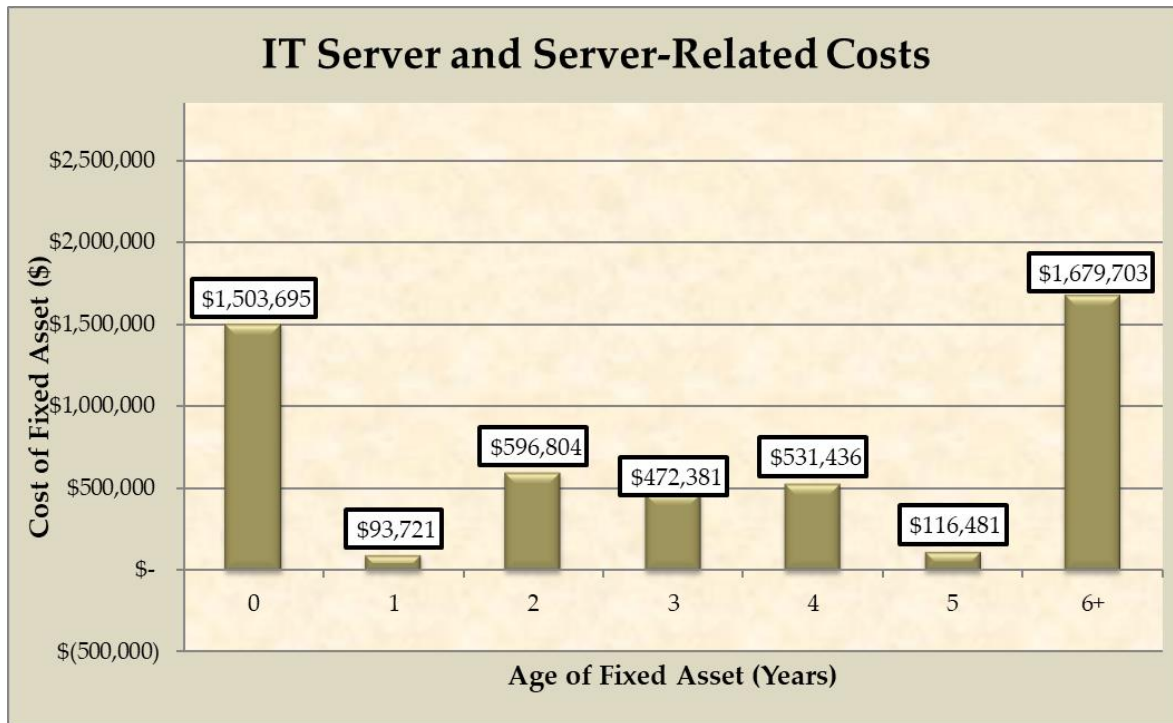


Figure 5: IT Server and Server-Related Costs

Other non-capital improvements are planned in FY2024 to fully support additional enhancements to the Clerk’s Case Management System, Court Records Search, Document Management, Official Records, Tax Deeds, and Jury systems, as well as other existing applications as needed.

The Clerk’s Office will also continue to focus on the development of security initiatives to further the Clerk organization’s security posture in efforts to defend against the latest malicious attacks on government agencies.

In addition, over the past decade there have been various projects that supported initiatives for digitizing records and reducing paper-based documents. Previous large investments in scanners were needed to facilitate those operations. While current projects for digitization still occur, the need for capital investment in scanners is no longer a necessity, and existing scanners and printers will be leveraged to digitize as necessary.

Moreover, the DP equipment for client devices, such as laptops and monitors, have been successfully deployed to the Clerk’s staff, to continue to facilitate remote work capabilities and utilize newer and more secure hardware. Staff are now equipped with the necessary IT tools to facilitate their job duties while maintaining a high level of security. Equipment will be retained with OEM warranties, extending the lifecycle where applicable, and then

upgraded or replaced as necessary to continue to provide to support the organization’s needs.

Impact of Capital Spending on Other Operating Expenditures

The capital expenditures related to hardware replacement will generate savings such as maintenance costs in the first year. As fixed assets are replaced by new equipment, it is anticipated that recurring maintenance costs will follow the expiration of the warranty period. Table 3 below estimates the impact of capital expenditures on future maintenance costs as new contracts will need to be negotiated when new equipment warranties expire. Where possible the Clerk of the Circuit Court & Comptroller’s Procurement department will negotiate multi-year contracts to reduce recurring maintenance fees.

In addition, the new systems and system upgrades being implemented by the Clerk of the Circuit Court & Comptroller’s Office will provide productivity improvements. These improvements will enhance the Clerk’s ability to meet the needs of our customers and the anticipated future workload, while strengthening the security of the Clerks infrastructure without adding new staff positions.

Impact of Capital on Other Operating Expenditures							
Recurring Costs	FY2021	FY2022	FY2023	FY2024 Projected	FY2025 Projected	FY2026 Projected	FY2027 Projected
Maintenance	\$ 129,549	\$ 124,000	\$ 154,074	\$ 158,696	\$ 163,457	\$ 172,361	\$ 180,979
Net Operating Impact	\$ 129,549	\$ 124,000	\$ 154,075	\$ 158,697	\$ 163,459	\$ 172,364	\$ 180,983

Table 3: Impact of Capital on Other Operating Expenditures

D. Financial Outlook

The economic environment has a major impact on the office's funding both in current and future years. Additionally, by law, the Clerk of the Circuit Court & Comptroller is required to remit all unspent general fund revenues at the end of each fiscal year to the county and/or the Clerk of Court Trust Fund. As such, excess dollars for the General Fund budgets cannot be carried forward to offset future spending. The financial outlook for the three General Fund funding streams are noted below and reflects a conservative outlook based on historical trends, economic outlook, and the key drivers of revenues, including Florida's Revenue Estimating Committee's revenue projections.

General Fund

Figure 6 below reflects the Clerk's Comptroller & Clerk to the Board financial outlook, which is conservative, assuming a 3% annual increase through FY2027 based on prior year trends and the economic stability of the county.

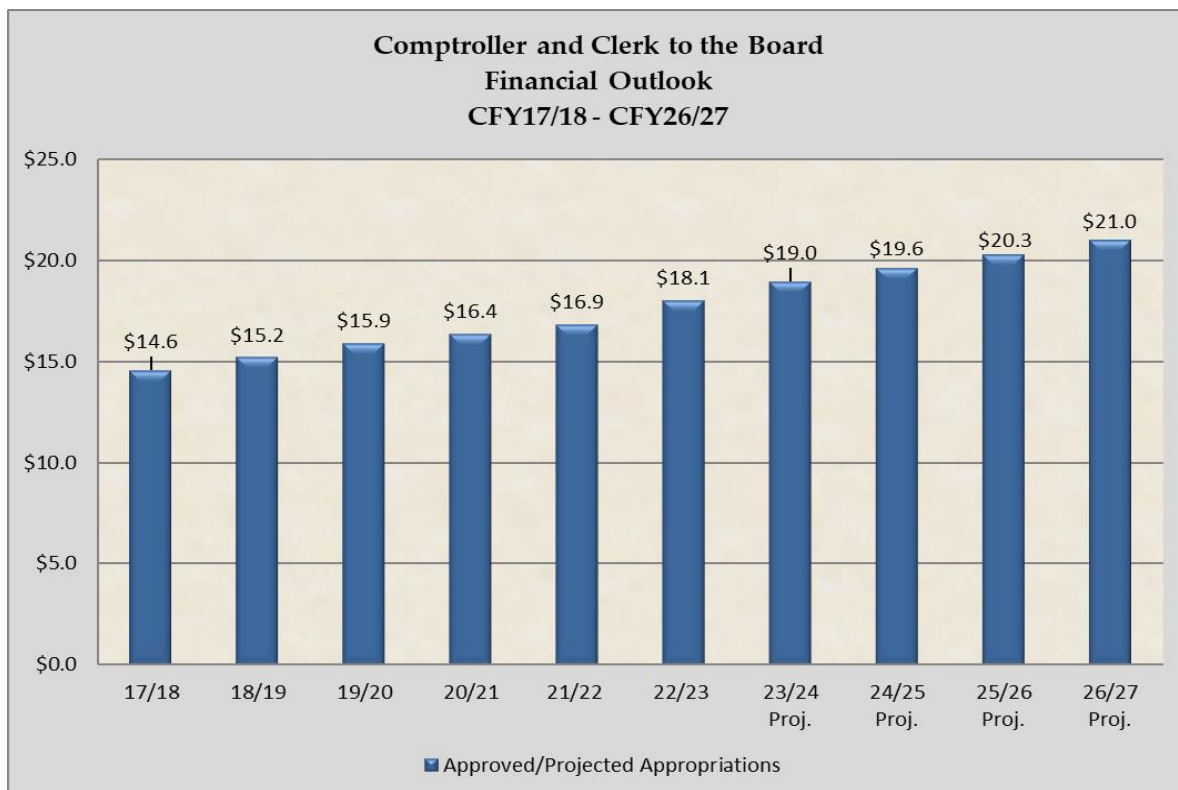


Figure 6: Comptroller & Clerk to the Board Financial Outlook

Figure 7 on the following page, depicts the financial outlook for the Clerk's role as County Recorder. Unlike the Comptroller functions, which are funded via appropriation from the

County, the County Recorder functions are mostly funded (60%) by recording fees. These fees could be volatile since they are mostly driven by what’s going on in the housing market, which makes planning difficult in the sense that revenues received from a “hot” housing market this year may not materialize next year. As noted on the previous page and per statute, any County Recorder excess revenues must be returned to the county at the end of the fiscal year. Additionally, since expenditures within a given year cannot exceed actual revenues, this funding stream must be managed carefully. Therefore, the Clerk’s County Recorder financial outlook is conservative and any increases in spending will be related to short term/one-time spending needs as we assume that the funding stream for these functions will start to return to pre-pandemic levels by mid FY2023-24.

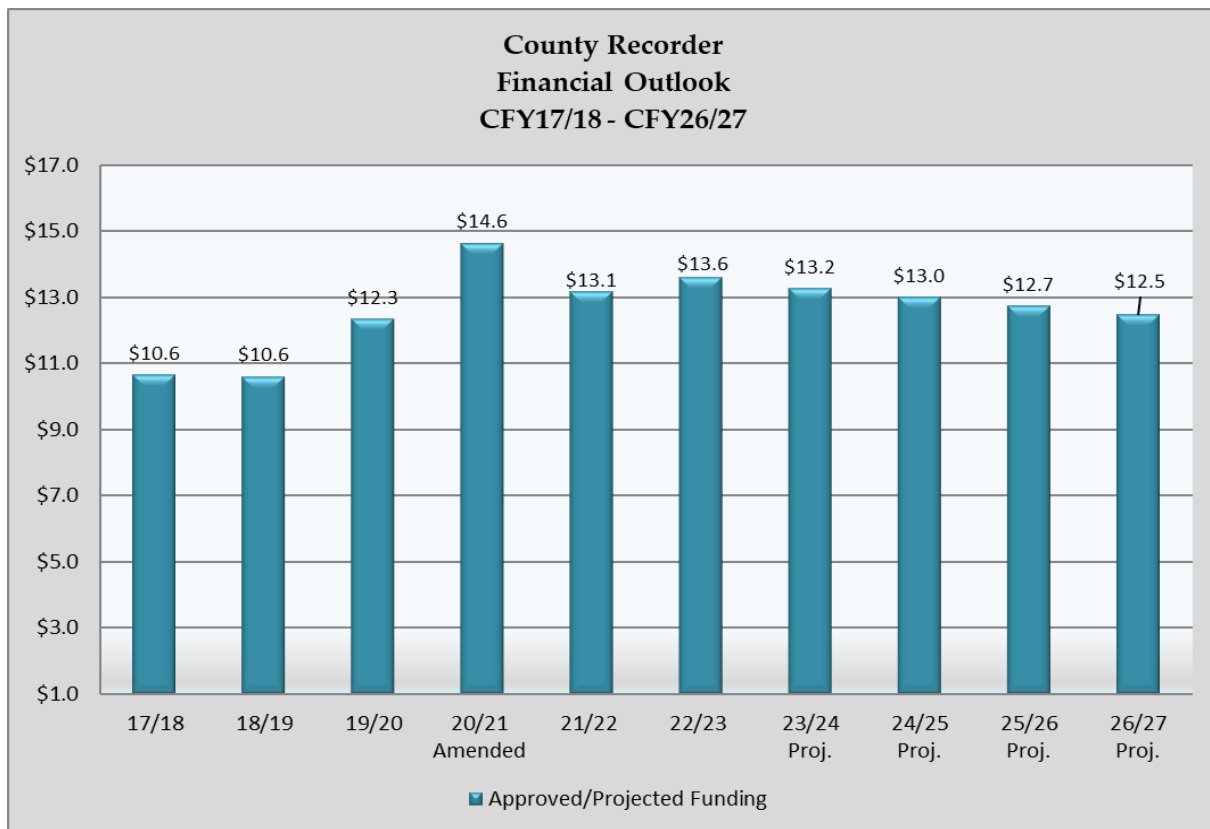


Figure 7: County Recorder Financial Outlook

The Clerk of Court Operations Corporation (CCOC) is a governmental agency created by the legislature to evaluate all Clerks of Court budgetary needs. The CCOC has a responsibility to make recommendations to the legislature and inform them of any changes in court related fines, fees, service charges and costs to ensure reasonable and adequate funding of the Clerks of Courts in performing their court related duties. The CCOC attends the State’s Revenue

Estimating Conference (REC) to review revenue projections for the Clerks of Court Trust Fund (a fund to which all clerks of court remit excess revenues.)

Figure 8 on page 34 provides the current Revenue Estimating Committee's (REC) revenue forecast and compares it to the Clerk's court-related budget, which reflects a 3% increase per year. The model illustrates the significant cuts to Clerk budgets FY2017/18 and again in FY2020, and the funding concerns statewide. These concerns were the catalyst for the legislation that approved redirecting the 10% funds from the Public Records Modernization Trust Fund (Special Revenue Fund) to the court fees, fines and services charges in the Fine & Forfeiture fund. The increase in the CCOC budget for FY2017/18, shown in Figure 8 on page 34, includes the redirect of the 10% fines. The FY2020 revenue projection reflected the largest increase in clerks revenues in over a decade, however, as depicted in Figure 8 on page 34, the revenues were still insufficient to fully fund the needs of the clerks. During the FY2019 Legislative session, legislation was enacted, providing that in addition to the Revenue Estimating Committees revenue estimate the combined budget for clerks can include: 1) the unspent budgeted funds for court-related functions carried forward by the clerks of court from the previous county fiscal year; and 2) the balance of funds remaining in the Clerks of the Court Trust Fund after the transfer of funds to the State's General Revenue Fund per F.S. 28.37. The bill defines "unspent budgeted funds for court related functions" as undisbursed funds included in the clerk's approved budgets.

Although Clerks statewide benefitted from the 2019 legislative bill in the short-term, the bill changes were due to sunset in FY2022. Despite Legislators intentions of providing Clerks with this short-term funding solution, the pandemic had a dramatic effect on Clerks. As noted in Figures 8 and 9, the approved budgets for Clerks statewide in FY2020 was \$458.5M (noted in dark purple in Figure 8), however, the impact of the pandemic on revenues was so significant that a fourth quarter (4Q) FY2020 cut to clerks authorized budgets of approximately \$54M was mandated (noted in the lighter shade of purple in Figure 9). This reduction resulted in clerks office closures, furloughs and layoffs. The pandemic also impacted the funding available to Clerks statewide in FY2021 as noted in Figures 9 and 10 on the following pages. The impact of the pandemic, as well as other economic factors, highlighted the instability of the Clerks funding model statewide. The CCOC, FCCC, and Clerks addressed this issue with the Florida Legislature during the FY2021 legislative session and introduced the Clerk's "At Your Service 2021 Clerk Legislative Priorities" bill. This bill took an important step toward stabilizing budgets for the Clerks of Court and established a framework for long term funding solutions. The "At Your Service 2021 Clerk Legislative

Priorities” bill ([CS/CS/SB 838](#)) passed legislation and was signed into law in July 2021. The bill amends F.S. 28.36 and F.S. 28.37 as follows:

Amendments to F.S. 28.36:

- Requires CCOC to establish and maintain a contingency reserve within the Clerk of Courts Trust Fund for specified purposes. The reserve is limited to 16 percent of the county fiscal years total budget authority within the trust fund.
- The reserve is funded by the Clerk’s portion of excess revenues carryforward, and stipulates the process and conditions that these funds can be used has:
 1. To offset a mid-year deficit;
 2. To provide emergency funding when an emergency is declared;
 3. To provide funds in the devolment of the total aggregate budget for Clerks to ensure that the minimum continuation budget is met. The bill defines “minimum continuation budget” as the budge approved for the current fiscal year or some lesser amount adopted by CCOC.
 4. In order to use the reserve CCOC must request a budget amendment per F.S. 216.292. The bill also provides CCOC authority to adjust budgets based on increases in hearing officers and senior judges assigned to court.

Amendments to F.S. 28.37 which also modifies/amends provisions in Chapter 2019-58, Laws of Florida as follows:

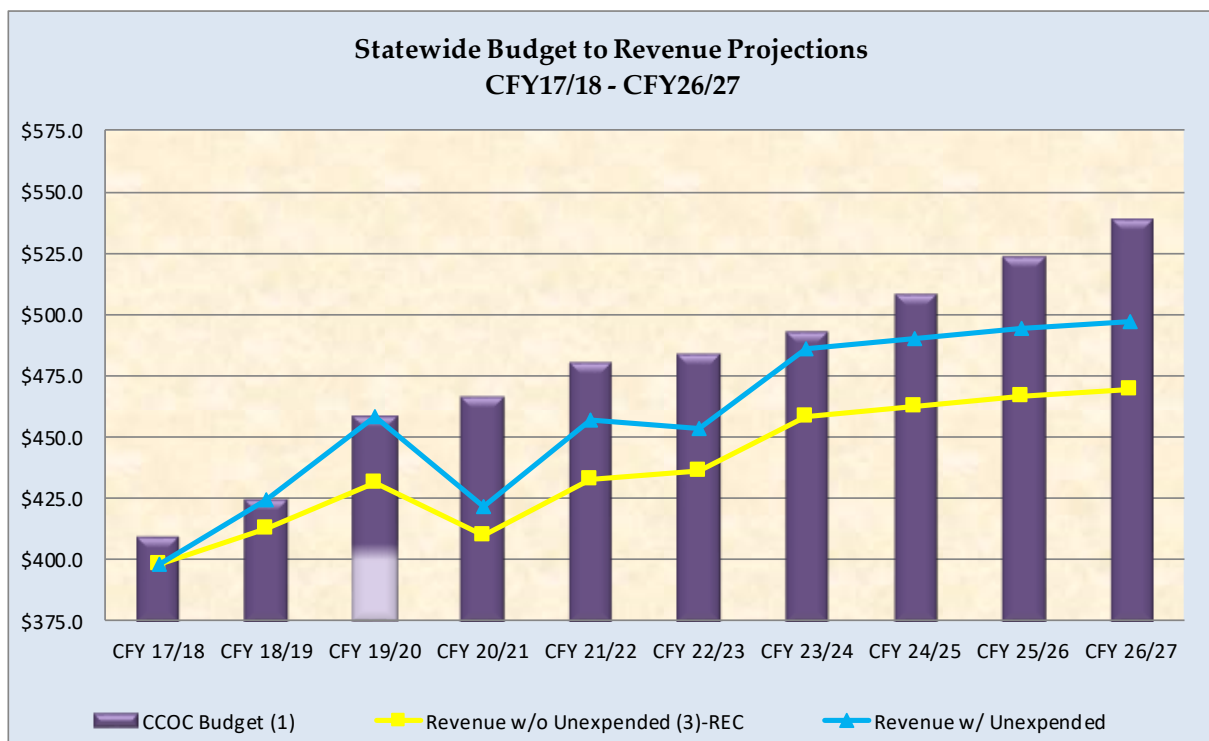
- Provides the Clerks the ability to carry forward certain revenues in “cumulative excess” from year to year to develop budgets and fund reserves. The bill defines “cumulative excess” as revenues derived from fines, fees, services charges and court costs collected by Clerks that are greater than the original revenue projection as determined by the Revenue Estimating Committee (REC), available for court related functions withing the current county fiscal year.
- Revises provisions governing the transfer of funds from the Clerk of Court Trust Fund (COCTF) to the General Revenue Fund by the Department of Revenue. Providing that 50 percent of the cumulative excess can be carried forward for the development of Clerks budgets, however, at minimum 10 percent of the Clerk portion of the carry forward must be held to fund the reserve until the reserve reaches 16 percent of the total budget authority of the current county fiscal year.
- Removes the current statutory cap of \$20 million for the total cumulative excess balance that can remain in the COCTF.

CS/CS/SB 838 was intended to provide some stability to the Clerks funding and provide some level of emergency funding when economic factors such as a pandemic impacts our revenue stream and funding sources. Despite this bill, long term planning is still difficult,

due to the unpredictability revenue streams and uncontrollable forces such as a pandemic and/or a hurricane. Short term planning will also have to be strategic as recurring costs will need to consider the potential for future reductions in available funding.

Figure 8 below displays the impact of this bill on the Clerks funding in FY2024 through FY2026-2027. Note, the projections in Figures 8 and 9 are based on the REC’s revenue projections, estimated unexpended budget, plus estimated excess revenues (after reserves), and does not include special funding.

The CCOC, FCCC, and Clerks will continue to identify funding stability options going forward and address as needed during future legislative sessions.



Notes:

- 1.) Assumes 3% budget increase per year if requested and approved by CCOC Executive Council used FY2023-FY2026. FY23 reflects needs based budget per Clerks.
- 2.) CCOC Budget Excludes 10% Budget in year FY2016 - FY2017. 10% Fines redirected to general fund effective June 16, 2017 per SB2506.
- 3.) State revenue estimates from August 2019 REC
- 4.) Assumes \$4.0 million in unexpended in FY18. FY19 REC excluded unexpended budget in the revenue projections (CFY 2019-2023); CCOC did not retain unexpended budget to supplement revenue shortfalls in FY19. FY22 - FY26 includes \$2.1 million unexpended and \$10 million excess revenues.
- 5.) Florida Statutes allows for clerks to retain unexpended budget in FY2021 going forward and excess revenues of \$20 million starting in FY2021 after funding of a statewide reserve up to \$16 million. Also includes Jury Funding from JACC of \$11.7m.

Figure 8: Statewide Budget to Revenue Projections

Figure 9 on the following page reflects a similar impact on the Clerk of the Circuit Court & Comptroller’s office of Palm Beach County. Although the fiscal outlook is predicted to

stabilize over the next three years, the unpredictability of revenue streams and funding available to our office is still a major concern despite Legislators best effort to provide some funding stability with the passage of CS/CS/SB 838. The impact of the pandemic on our revenues stream/funding source is just one factor highlighting the need for a more stable funding model, not only for our office but for clerks statewide. Therefore the clerk’s office was strategic in the FY2024 budgeting process and the management of recurring costs, as the future funding available to clerks statewide relies heavily on the REC’s (Florida’s Revenue Estimating Committee) revenue projections. The Clerk’s office will continue to utilize technology to streamline processes, such as Artificial Intelligence (AI), while continuing to provide high level services to our customers and communities. This office has made significant staffing reductions and implemented other cost cutting initiatives over the last several years but will be unable to continue to absorb incremental expenditures related to unfunded mandates and increased technology costs and still maintain the high level of services to our citizens without a more stable funding model.

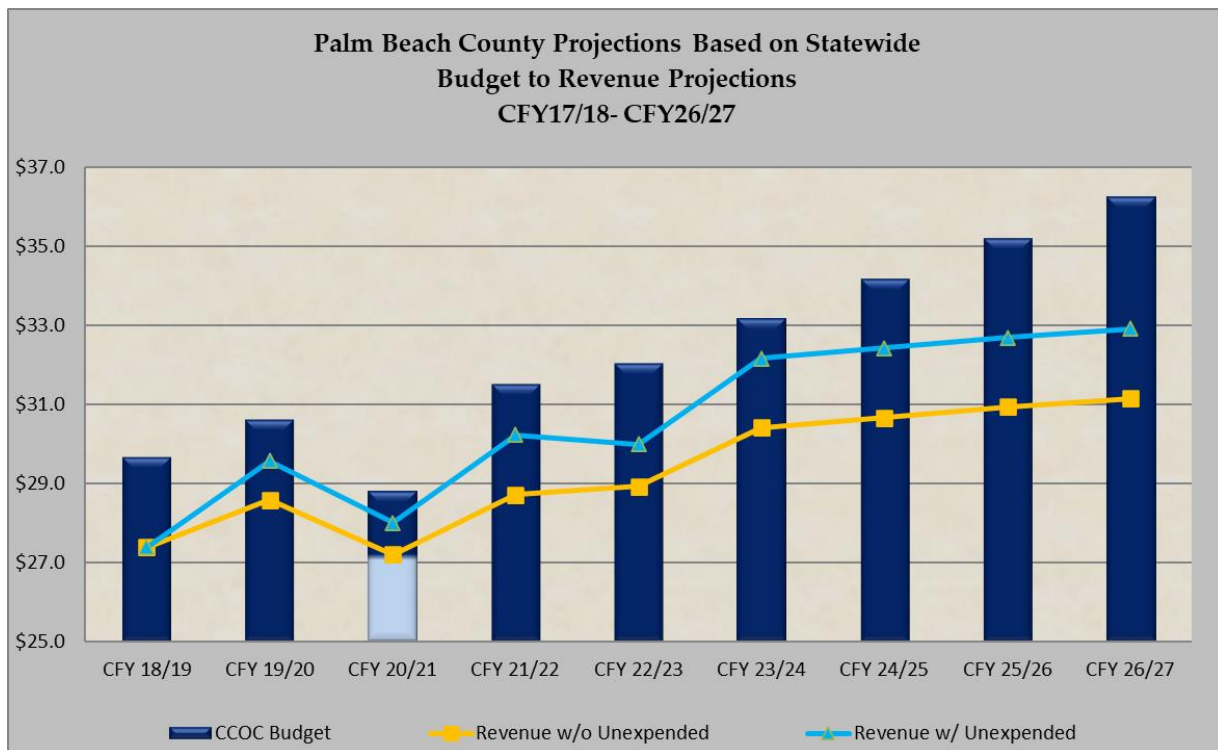


Figure 9: Clerk of the Circuit Court & Comptroller PBC Budget to Revenue Projections

Special Revenue Fund

The fund balance and revenues that the Clerk of the Circuit Court & Comptroller may retain annually are established by law and are in the Public Records Modernization Trust Fund (PRMTF) also referred to as the Special Revenue Fund. Recording fees in the Special Revenue Fund consist of user fees which can only be used for a specific purpose as set forth in Florida Statutes. The use of these funds is restricted to improving access to public records including recurring operating or technology costs to support the courts.

Sources of revenue that are part of the Special Revenue Fund include:

- Recording Fees
- Interest

The expenditures that are allowed to be funded by the PRMTF fund are strictly related to technology and court operations related technology costs; allowable expenses by fund component are noted in Table 4 below.

PRMTF Allowable Expenditures	\$1.90 Fund	\$1.50 Fund
Court Operations		
Personnel		
Operating		X
Capital		X
Official Records		
Personnel		
Operating		X
Capital		X
Information Technology		
Personnel	X	
Operating	X	X
Capital	X	X

Table 4: PRMTF Allowable Expenditures

Long-term financial plans for this fund are impacted by a revenue stream that has significantly declined since 2007 and is projected to decrease slightly in FY2024 and remain essentially flat through FY2027.

In FY2009, legislation amended Florida Statute Title V [Chapter 28.41](#), to allow Clerks to retain 10% of total fines assessed for traffic violations to be used for technology or funding court operations. However, in 2017, legislation was enacted which redirected the 10% of fines assessed from the Special Revenue fund to court fees, fines, and service charges in the Fine & Forfeiture Fund.

As depicted in Figure 10, with the revenue streams projected to decrease in FY2024 then remain essentially flat in the outer years. The fund balance must be managed to ensure sufficient funding is available to meet future needs for technology related project spending and court technology. Since the redirect of the 10% of fines assessed, the funding for technology will become critical in the next couple of years.

The balance in the PRMTF fund is comprised of two fund components:

1. Court Technology Trust Fund (also known as \$1.90 fund)
2. Public Records Modization Trust Fund (as known as the \$1.50 fund)

Each fund balance within the PRMTF fund is expected to decline based on expected costs to complete current and future technology projects as well as funding court related technology expenditures. Revenue is forecasted to decrease slightly in FY2024 as we continue to recover from the pandemic, returns to prepandemic levels expected in mid-2024 and essentially remains flat in the outer years based on prior year's trends in recording revenue. The planning of expenditures related to technology projects continues to be crucial and requires a strategy to preserve funds that are sufficient to maintain court and public record platforms for the long term.

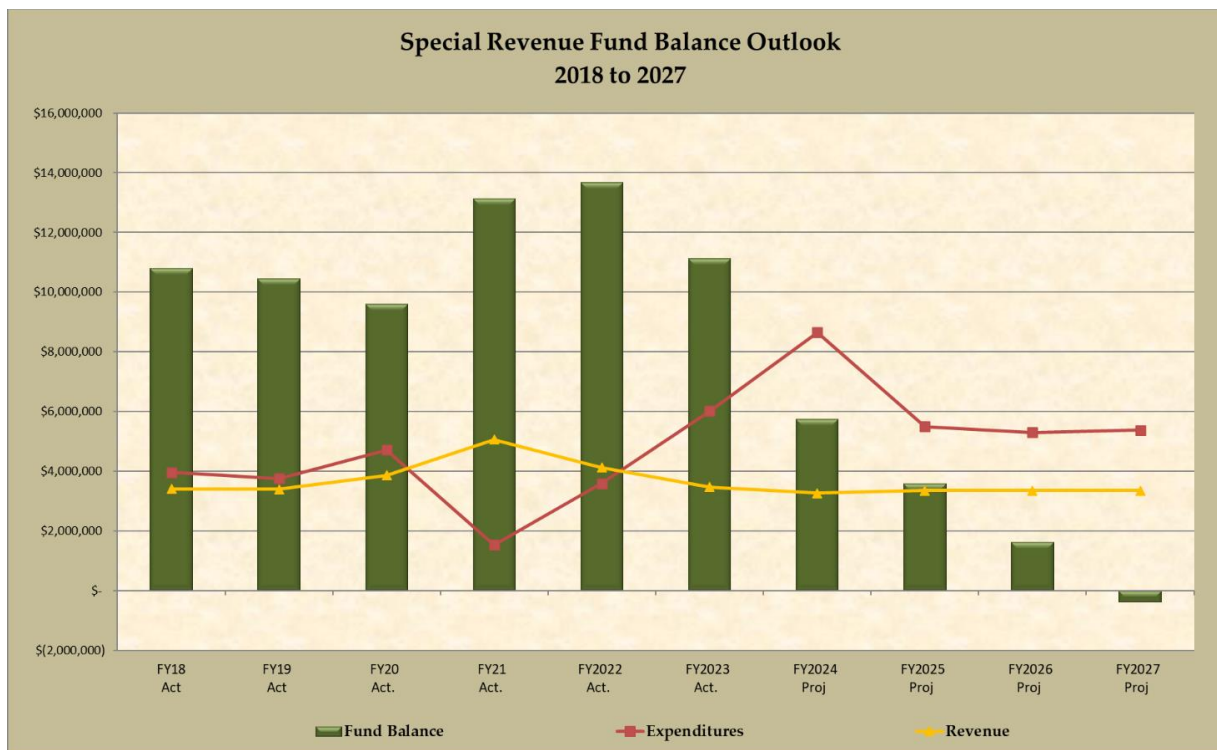


Figure 10: Special Revenue Fund Balance Outlook

III. Budget Introduction and Summary

This document presents the FY2024 annual budget and describes services provided by the Clerk of the Circuit Court & Comptroller’s office in support of the Board of County Commissioners (BOCC) and the Palm Beach Circuit and County Courts for the period October 1, 2023, through September 30, 2024. The Clerk of the Circuit Court & Comptroller provides essential services to the public, justice partners (including Court Administration, Public Defender and State Attorney and Sheriff), the Board of County Commissioners, County departments, outside auditors and state, federal and regulatory agencies. Table 5 below summarizes the Clerk’s FY2024 adopted and fully balanced major fund - General Fund budget as submitted for the Clerk of the Circuit Court & Comptroller per statute. The FY2024 proposed budgets were approved as submitted with no required changes. Additional information on revenues and expenditures are discussed in Section V: Revenues and Section VI: Major Expenditures and Funding later in this book.

General Fund (Major Fund)		FY2024 Adopted Budget
Revenue		
Court Fees, Fines and Service Charges		\$ 29,420,576
Pandemic Relief Funding (Case Backlog)		\$ -
County Charges for Services		\$ 20,018,974
Recording Fees		\$ 6,554,796
Other General Government Fees		\$ 4,975,252
Jury Funding (JAC)		\$ 1,063,702
Clerk of Court Trust Fund		\$ 2,672,628
Intergovernmental Transfers		\$ 657,200
Total Revenue		\$ 65,363,127
Inter-fund Transfer		4,356,977
Total Revenues		\$ 69,720,105
Expenditures		
Personnel Services		\$ 58,850,408
Operating Expenses		10,869,697
Capital Outlay		-
Total Expenditures		69,720,105
Year End Commitments:		
Unspent Revenues Returned to BOCC		-
Revenue due to/from State		-
Total Expenditures & Y/E Commitments		\$ 69,720,105

Table 5: FY2024 Proposed & Adopted General Fund Budget

The Clerk of the Circuit Court & Comptroller monitors the County budget, revenue, debt, and spending. The Clerk pays all the County's bills and maintains an accurate, complete set of financial records in order to produce all required financial statements and reports to comply with State and Federal laws and generally accepted accounting principles. As Treasurer, the Clerk actively manages and earns interest income for the County on the average investment portfolio size of \$3.6 billion. As County Auditor, the Clerk audits county expenditures to ensure they serve a public purpose, comply with the law and are within the County's budget. As Clerk of the Board, the Clerk maintains the records of the County Commission and other meetings and provides all meeting minutes and videos to the public via the Clerk's website.

The Court Operations & Official Records functions are led by the Chief Operating Officer of Courts and Official Records and the departments include:

- Criminal Courts;
- Civil Courts;
- Branch Courts; and
- Official Records

Comptroller and Clerk of the Board operations are led by the Chief Operating Officer of Finance and the departments include:

- Clerk Accounting;
- Investments;
- Budget & Financial Analysis;
- Payroll;
- County Payables;
- Project Management & Systems;
- Financial Systems Solutions;
- Revenue and Cash Management;
- Financial Reporting;
- Procurement;
- Value Adjustment Board;
- Board Services; and
- Shared Services

The Information Technology Department, led by the Chief Deputy Clerk, provides application, database administration and technical support for Court Systems and Official Records systems, PeopleSoft (which processes Clerk and County payroll), Clerk compensations and benefits and Clerk Accounting. The infrastructure and operating software for the County's financial system utilized by the office is owned by the County. The Clerk's Finance Business Analysis team interfaces with the County's Information Systems Support organization to coordinate systems support.

The Clerk's administrative functions include:

- The Chief Human Resources Officer, whose staff provides the support for Employment Services, Recruitment, Training, wellness initiatives, charitable giving, Compensation and Benefits for Clerk employees.
- The Chief Communications Officer, whose staff provides support for all internal/external communication, the dissemination of information, media relations for the Clerk of the Circuit Court & Comptroller, Palm Beach County.
- The Clerk and Executive staff, which includes the Division of Inspector General (DIG) and Legal Counsel & Ethics Officer.

The Organization Chart displayed on page 48 provides more detailed information on the Clerk's office structure.

A. Funding Trends

As mentioned in Section II, the most challenging areas in the budget development process for the Clerk of the Circuit Court & Comptroller's office are about the stability of the level of funding available to carry out the roles of the (1) Clerk of the Circuit Court and (2) County Recorder as well as funding new and existing technology. As explained throughout this document, the Clerk of Circuit Court functions are funded using the fees, fines, service charges and court costs, while the County Recorder and Technology functions are funded using Recording Fees and other government Service charges collected and retained based on Florida Statute.

As a Constitutional Officer, the guidance for the annual budget submission is outlined in [Section 218.35\(6\)](#), Florida Statutes and the deadline for the FY2024 submission was September 1, 2023.

The court-related functions that clerks perform are limited to those functions expressly authorized by law or court rule. Those functions include the following: case maintenance; records management; court preparation and attendance; processing the assignment, reopening and reassignment of cases; processing of appeals; collection and distribution of court fees, fines and service charges; processing of bond forfeiture payments; payment of jurors and witnesses; payment of expenses for meals or lodging provided to jurors; data collection and reporting; processing of jurors; determinations of indigent status and reasonable administrative support to enable the Clerk of the Circuit Court to carry out these court-related functions.

The duties of the Clerk of the Circuit Court role per the State Constitution are funded by revenues collected from court fees, fines, and services charges. The [State Constitution decrees \(Article V Section 14\(b\)\)](#) that *All funding for the offices of the clerks of the circuit and county courts performing court-related Departments, except as otherwise provided in this subsection and subsection (c), shall be provided by adequate and appropriate filing fees for judicial proceedings and service charges and costs for performing court-related Departments as required by general law*¹.

¹ Florida Constitution - Article V

The graphs that are included in this section depict how unstable the funding received from the court fees, fines and service charges has been over the last several years. Figure 11, below and Figure 12 on page 44 do not include the 10% budget authority required to be used in FY2016 and FY2017 for court operations that would otherwise be funded by court fees, fines, and service charges.

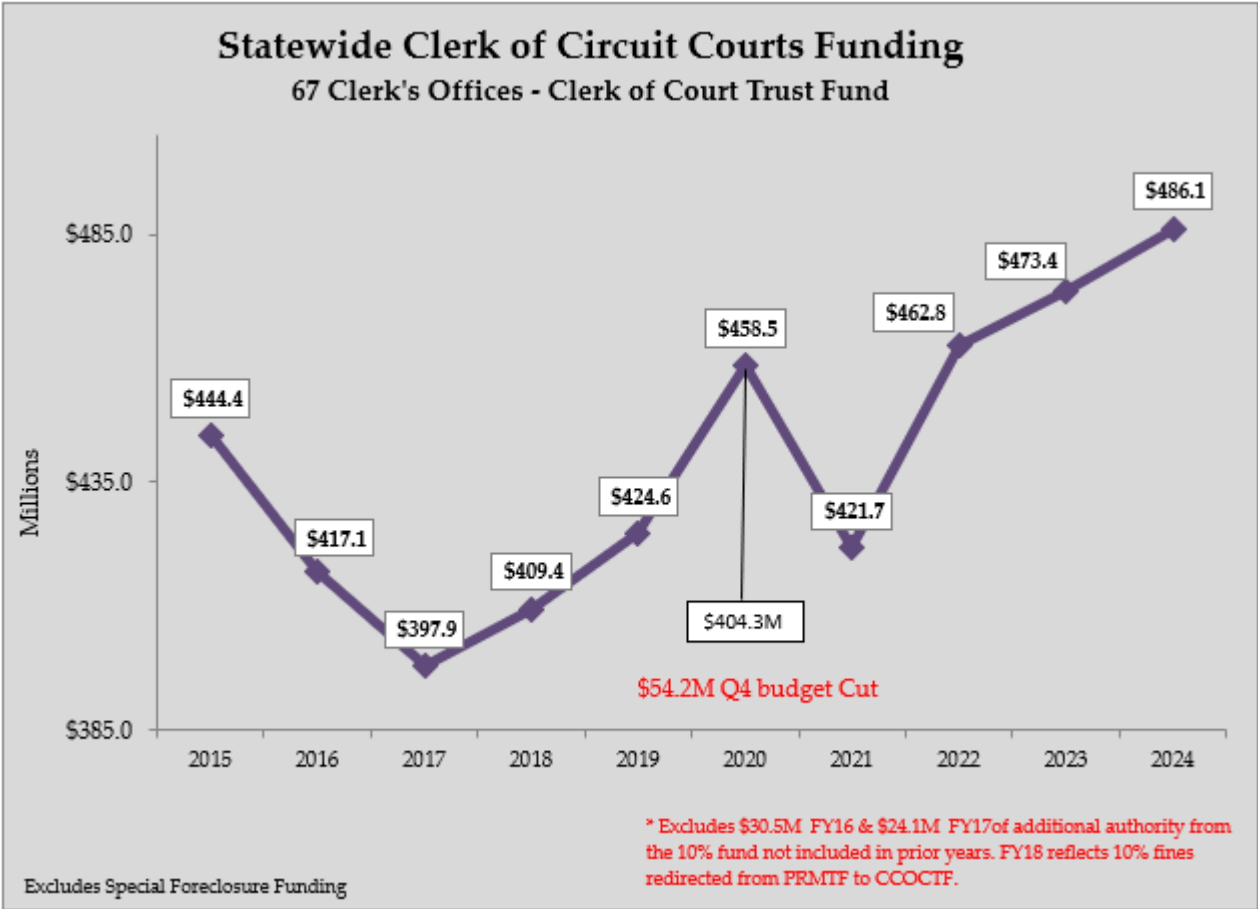


Figure 11: Annual Statewide Clerk of Courts Funding

Chapter 2013-44, Laws of Florida, formerly CS/SB 1512, was enacted and effective June 1, 2013, and authorized clerks to retain the collections of court fines, fees, service charges, and costs. Since 2013, Clerks’ budgets are funded from the revenues that are collected each month; from 2009 to 2012, Clerks were funded by a monthly/annual State appropriation. The increase in FY2020 is related to Chapter 2019-58, Laws of Florida, formerly CS/CS/HB 337, which was enacted July 1, 2019. This legislation authorizes clerks to 1) carry forward unspent budgeted funds from the prior county fiscal year; and 2) the balance of funds remaining in the Clerks of Courts Trust Fund after the transfer of funds to the General Revenue Fund required pursuant to F.S. 28.37. The bill defines “unspent budgeted funds for court related functions” as undisbursed funds included in the clerk’s approved budgets.

Despite the legislation in FY2019 that provided extra funding in FY2020, increasing Clerks budget statewide, the pandemic's impact on the Clerk's offices was devastating, resulting in budget cuts of approximately \$54M in the fourth quarter of 2020. Not only were revenue streams dramatically affected, but clerk's offices also expected an increase in criminal and civil case backlogs due to jury trials being delayed, moratorium on evictions and foreclosures in FY2021-2022. CS/CS/SB 838 passed legislation in FY2021 to help Clerks address funding stability as well as case backlogs and jury trials.

CS/CS/SB 838 amends F.S. 28.37 and also modifies/amends provisions in Chapter 2019-58, Laws of Florida as follows:

- Provides the Clerks the ability to carry forward certain revenues in "cumulative excess" from year to year to develop budgets and fund reserves. The bill defines "cumulative excess" as revenues derived from fines, fees, services charges and court costs collected by Clerks that are greater than the original revenue projection as determined by the Revenue Estimating Committee (REC), available for court related functions withing the current county fiscal year.
- Revises provisions governing the transfer of funds from the Clerk of Court Trust Fund (COCTF) to the General Revenue Fund by the Department of Revenue. Providing that 50 percent of the cumulative excess can be carried forward for the development of Clerks budgets, however, at minimum 10 percent of the Clerk portion of the carry forward must be held to fund the reserve until the reserve reaches 16 percent of the total budget authority of the current county fiscal year.
- Removes the current statutory cap of \$20 million for the total cumulative excess balance that can remain in the COCTF.

CS/CS/SB 838 was intended to provide some stability to the Clerks funding and provide some level of emergency funding when economic factors such as a pandemic impacts our revenue stream and funding sources. Despite this bill, long term planning is still difficult, due to the unpredictability of revenue streams and uncontrollable forces such as a pandemic. Short term planning will also have to be strategic as recurring costs will need to consider the potential for future reductions in available funding.

The trend provided in Figure 12, on the next page, highlights how the funding from court related fees, fines and service charges mirrors the trend of the funding authorized by the State as shown in Figure 11 on page 42. FY2020 originally reflected an increase in

authorized budgets for clerks statewide as a result of new legislation ([Chapter 2019-58](#), Laws of Florida noted above) enacted in FY2019. Despite the increase in available funding to clerks, the impact of the pandemic on our office required a fourth quarter mandatory budget reduction of approximately \$4.1M in FY2020. To avoid office closures, furloughs and/or layoffs the Clerk was able to balance the FY2020 reduced budget by freezing all vacant positions, hiring, and minimizing unnecessary spending. This coupled with a county loan we were able to keep our office open to the public and avoid drastic measures to meet the newly reduced authorized FY2020 budget. The clerk’s office continues to be strategic in the FY2024 budgeting process as the future funding available to clerks statewide is still uncertain due to continued concerns on the stability of the Clerks funding model. Clerks will continue to address the funding issues during future Legislative sessions by providing long term funding model options to help address ongoing budget concerns and the stability of court related funding.

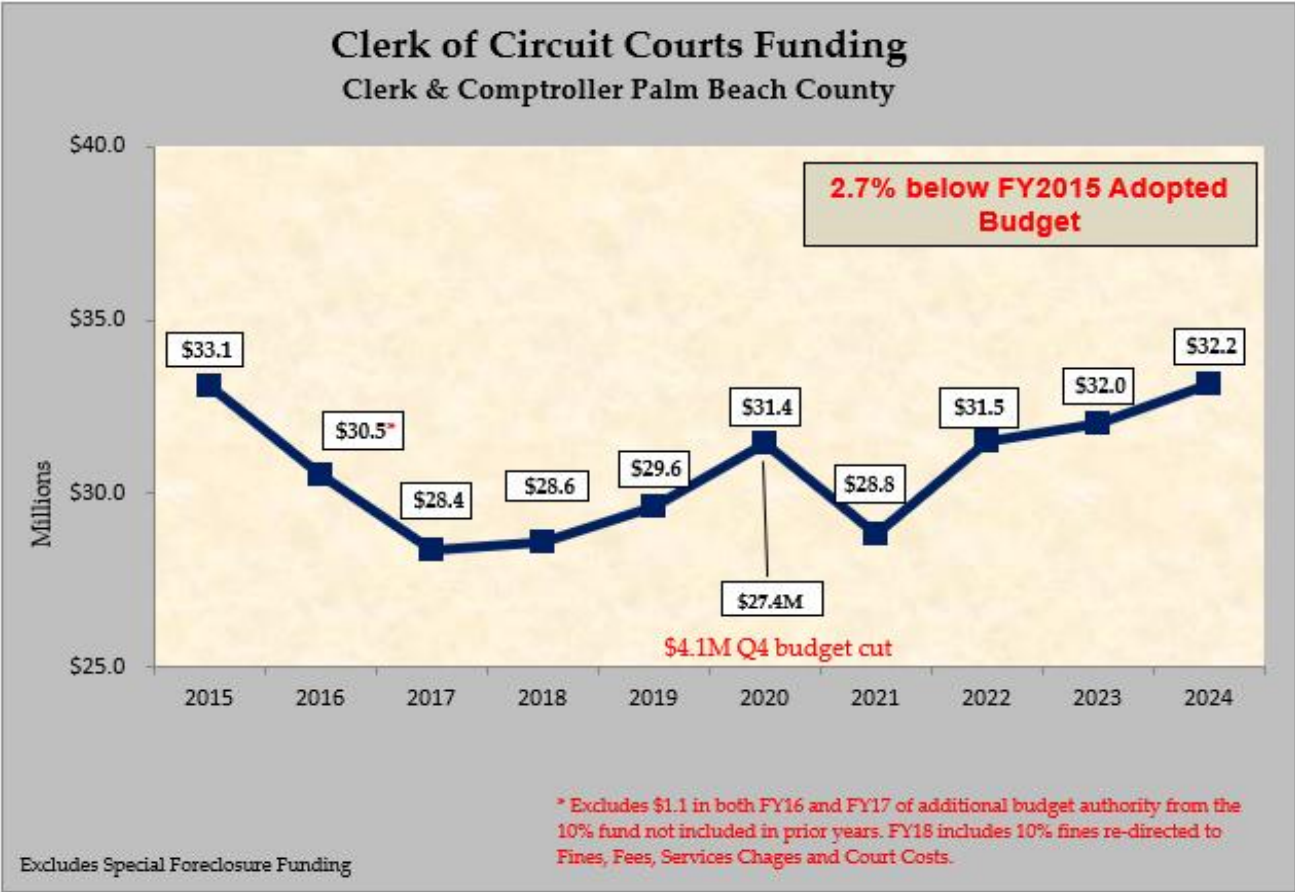


Figure 12: Annual Funding from Court Fees, Fines and Service Charges

Since the housing crisis in 2008-2009, foreclosures had continued to decline in Palm Beach until the pandemic in FY2020, when a moratorium was put in place to put a hold on evictions and foreclosures. Clerks statewide were again anticipating a backlog of

foreclosures and evictions potentially creating issues managing these cases in a timely manner in addition to the current caseloads. However, the legislators did approve a \$6.4 million Pandemic Relief Funding for Clerks statewide to address the backlog of cases due to the cancellation of in court hearings and jury trials. Palm Beach County Clerk was allotted \$344,319 of the Pandemic Relief Funding, as noted in Table 6, to begin to address the backlog of civil and criminal cases in FY2023, this funding was only approved for a two-year period starting in SFY2021-2022 and in SFY2022-2023. Clerks will continue to monitor any issues related to foreclosures and case backlogs and address these issues as needed.

	(in thousands)		
	2022	2023	2024
Pandemic Relief Fund	\$ 344,319	\$ 344,319	\$ -

Table 6: Pandemic Relief Funding

During the FY2016 Legislative session, the State Legislature approved the reimbursement of juror-related expenses including reasonable administrative cost within a predefined budget allocation amongst all clerks statewide estimated at \$11.7 million for the state fiscal year 2017. As a result of the FY2017 Legislative session, Senate Bill (SB) 2506 was enacted which approved the ongoing reimbursement of juror related expenses at \$11.7 million annually, legislation has approved this same funding again for FY2023. In addition to the \$11.7 million legislators also approved a carry forward of approximately \$2.4 million of unused FY2022 Jury Reimbursement Funding resulting from cancelled in-person Jury trials during the pandemic. Table 7 below reflects the Palm Beach Clerk’s approved annual allocation since FY2020 through FY2023 and projected FY2024.

	2020	2021	2022	2023	2024
Jury Reimbursement	\$ 801,368	\$ 755,636	\$ 906,480	\$ 906,480	\$ 1,063,702

Table 7: Jury Reimbursement Funding

[Florida Statute 40.29](#), amended during the FY2017 legislative session, states that the Justice Administrative Commission (JAC) reimburse Clerks for juror related costs as well as jury-related personnel costs up to \$11.7 million statewide annually. The \$11.7 million has been approved by legislation every year since then (2017). However, the \$11.7 million statewide funding is not expected to fund all 67 Clerks Jury expenditures in FY2024, in this case the excess jury costs will need to be absorbed within the court related expenditures.

The basis for funding the Comptroller and Clerk of the Board roles are directly related to the cost for County-related financial services provided to the Board of County Commissioners. The budgeted expenditures are based on the number of personnel within the Finance departments performing financial services for the County. In addition to these direct employees, an allocation of indirect employees performing services on behalf of the County are included (such as Clerk Accounting). Allocations of shared costs for administrative services, such as Human Resources, are determined based on the overall percentages of direct employees performing the constitutional duties of the office: Comptroller and Clerk of the Board, Clerk of the Circuit Court, and County Recorder. There are certain functions included in the funding provided by the County, such as the County's Information System Services (ISS) Department.

The budgeted expenditures funded by the Board of County Commissioners consist of the personnel cost related to the services described on page 2 and outlined in the organization chart on page 48. In addition, the County's ISS Department supports the financial system utilized by the Clerk of the Circuit Court & Comptroller's office but is not under the direct control of the Clerk, as it is owned by the County. In cases where Florida Statutes mandate that the Board of County Commissioners fund specific functions associated with the court-related duties of the Clerk, such as communications and facilities, the projected costs are included at 100% of budget estimates.

As indicated in Figure 13 on the following page, the annual funding for duties related to Comptroller and Clerk of the Board from the Board of County Commissioners had steadily increased since FY2015. The funding request to the Board of County Commissioners for FY2024 is based on the County's guidelines, including increases in retirement and health insurance costs, in addition to Finance Records Management hardware/software related costs. The budget adopted for FY2024 reflects an increase of \$912,222 over the FY2023 approved budget, excluding the funding for Judicial Record Project which is funded/reimbursed dollar for dollar of expenditures. The Comptroller increase is mostly related to fully funded full-time positions, a COLA (Cost of Living Adjustment), health insurance, retirement, and technology support costs.

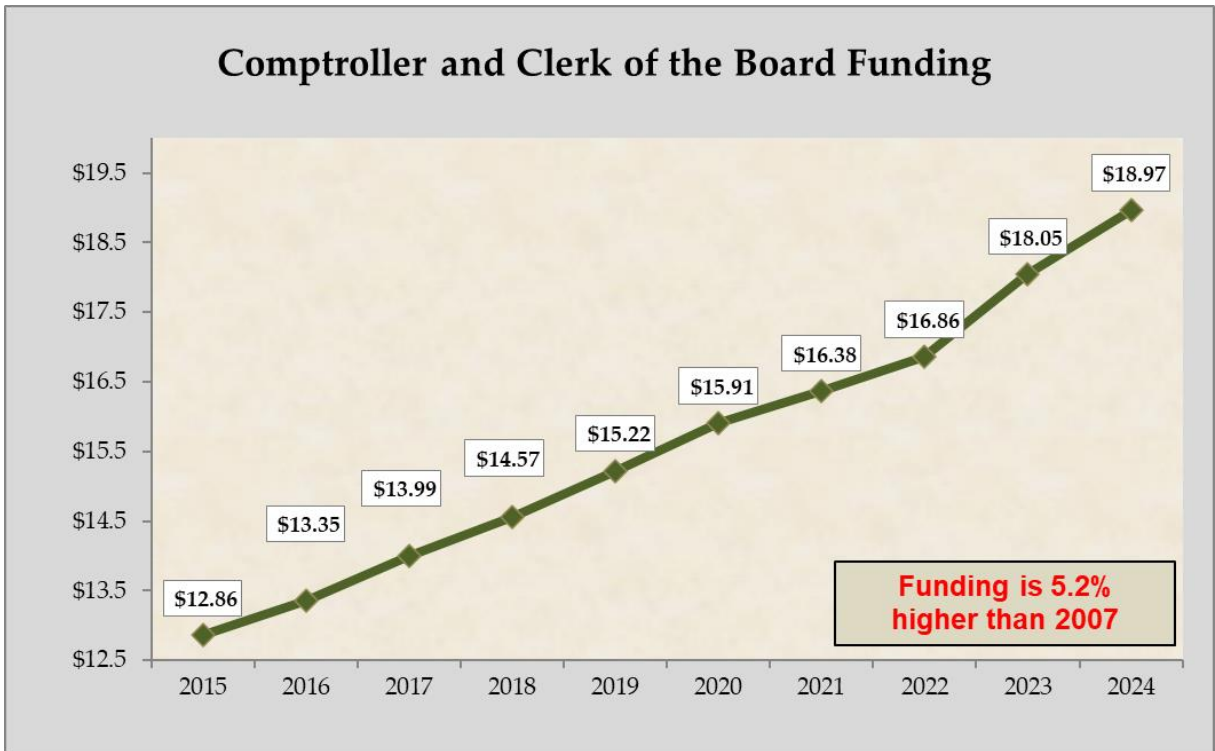
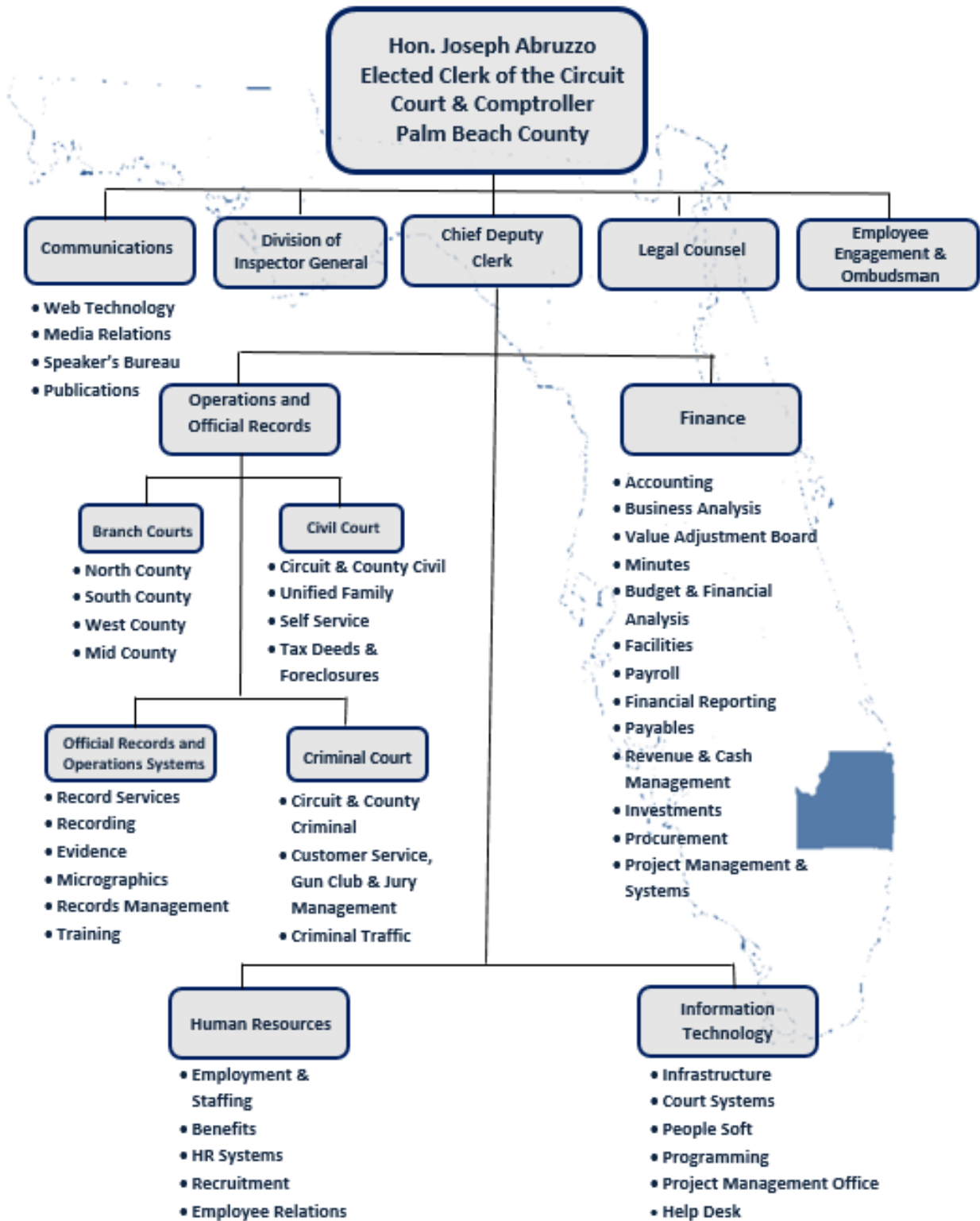


Figure 13: Annual Comptroller Funding

B. Organizational Chart

Citizens of Palm Beach County



C. Position Assignment Distribution

The Clerk of the Circuit Court & Comptroller serves the public in the following roles as established by the Florida Constitution and Florida Statutes: Comptroller and Chief Financial Officer, County Auditor, County Recorder and Treasurer, Clerk of the Circuit Court and ex-officio Clerk of the Board of County Commissioners.

In order to accomplish the duties of the roles defined above, the organizational structure of the Clerk of the Circuit Court & Comptroller’s office is represented by six unique functions: (1) Clerk & Executive Staff, (2) Communications, (3) Operations & Official Records, (4) Finance, (5) Information Technology and (6) Human Resources.

Table 8 provides a summary of all budgeted staff positions, including part-time and temporary hires, as funded for each of the major organizations within the Clerk of the Circuit Court & Comptroller’s office.

Palm Beach County Clerk of the Circuit Court & Comptroller	FY2020 Positions FTE	FY2021 Positions FTE	FY2022 Positions FTE	FY2023 Positions FTE	FY2024 Positions FTE
Clerk & Executive Staff	13	13	17	14	14
Communications	6	6	9	9	9
Operations & Official Records	476	472	467	465	465
Finance	141	143	143	141	140
Information Technology	48	48	46	46	46
Human Resources	16	16	14	12	13
Total	700	698	696	687	687

Table 8: Position Assignment by Major Organization

Figure 14 on the next page provides a more detailed breakdown of Full-Time Equivalents (FTE’s) for the two largest divisions within the Clerk’s office: Operations & Official Records and Finance. The FTEs are based on the FY2024 budget as submitted and adopted and are consistent with the FTE’s noted in Table 8 above, excluding the Chief Officer, staff, and directors for those divisions. [Appendix F](#) provides a breakout of the FY2024 budgeted FTEs by Job classification and Pay Grade.

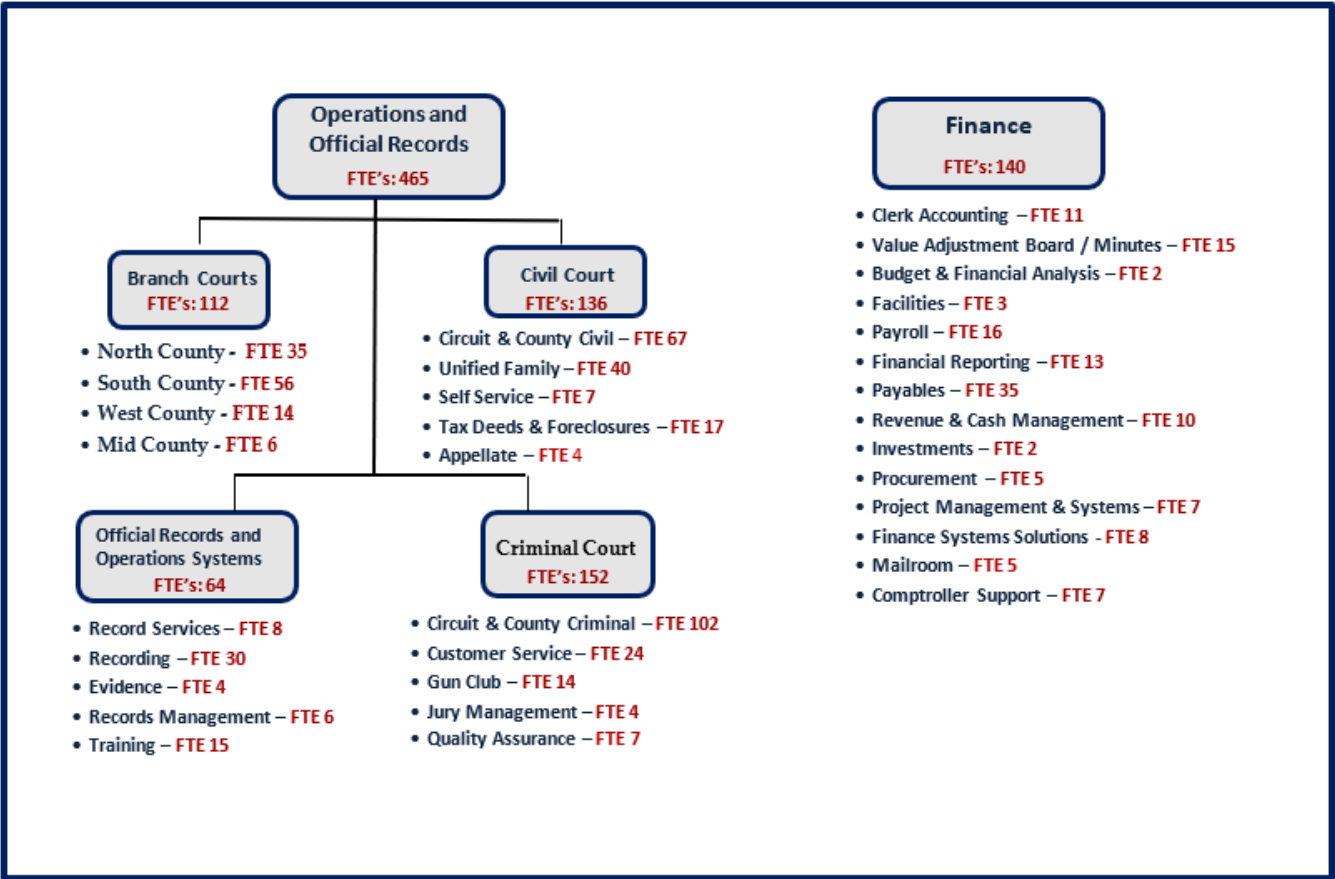


Figure 14: FTEs by Department

D. Staffing Changes

After experiencing a loss of 110 staff positions in FY2009, the Clerk of the Circuit Court & Comptroller's office entered into a plan for reorganization, mostly within the Criminal and Civil Courts divisions and those functions that serve or are indirectly funded by court-generated revenue.

Since that time, the Clerk of the Circuit Court & Comptroller's office has been able to maintain a consistent staffing threshold until the recent court operations budget cuts in FY2015 through FY2018 requiring an additional reduction of 69 court operation staff positions. Legislative action, judicial requirements, performance standards and accounting and reporting guidelines often require adjustments in work duties and assignments. Workload transitions and job task shifts within the office have enabled a more efficient responsibility and accountability distribution.

The following functional changes were initiated as part of the FY2024 budget so that the remaining staff positions could be provided with adequate support to carry out job duties:

- Finance
 - -1 Accounts Payable Technician

The reduction in Finance is due to efficiencies gained as a result of the consolidation of responsibilities and cross training.

Human Resources

- +1 HR Coordinator

The increase in Human Resources due to re-organization of the department, which resulted in the addition of one position.

IV. Financial Policies, Guidelines and Goals

The goal of the Clerk of the Circuit Court & Comptroller's office is to submit a balanced budget so that the office may operate in accordance with Florida Constitution and Florida Statutes and comply with the directives established therein. A balanced budget is one in which the total of estimated receipts/revenues equals the total of estimated expenditures. The budget for FY2024 is balanced and was prepared in accordance with policy and guideline directives of the Clerk of the Circuit Court & Comptroller's office and Generally Accepted Accounting Principles (GAAP).

Basis of Budgeting and Accounting

The budget is based on the modified accrual method of accounting for all funds. The Modified accrual accounting recognizes revenues when they become measurable and available; measurable meaning that the dollar value is known; and available meaning the revenue has been received. For example, if a case is filed and a filing fee is paid in July, then the fee collected is recognized as revenue in July. Expenditures are recognized when the liability (cost) is incurred, except for compensated absences which are recorded when payment is due. The Clerk's office uses the Modified accrual method of accounting for actual expenditures as well as the generally accepted accounting principles (GAAP) defined accounting to record revenues and expenses in the accounts and financial reports. GAAP Accounting is used to distinguish the purpose of government agencies from for-profit and non-for-profit non-government agencies. The Clerks accounting also follows the State Uniform Chart of Accounts, which is the same basis of accounting used in the organizations audited financial statements. Policies and guidelines were established at the outset of the budget process through meetings and memoranda.

Long-Term Financial Goals

- Ensure the maintenance of the liquidity of the Special Revenue Fund in order to achieve the long-term requirements associated with the defined goals. Continue to leverage technology advancements to ensure most efficient processes are being used to offset the impacts of funding reductions and/or restrictions.
- Provide critical services to our customers, despite funding challenges from multiple sources.
- Continue to identify process and new technology efficiencies as needed to offset potential future funding shortfalls to help avoid office closures, disruption in

customer service, as well as potential declines in workload performance/timeliness measures.

- Continue to provide legislation with detailed budget information to support the Clerks’ funding statewide, in addition to providing possible funding options based on the revenues collected by Clerks statewide and the revenues that are distributed to other non-Clerk agencies.

Short-Term Financial Goals

- Incorporate changes to the Florida Retirement System (FRS) funding assumptions at the conclusion of the 2023 Legislative Session.
- Utilize volunteers to reduce temporary personnel costs and mitigate the impacts of funding restrictions and recruitment constraints.
- Continue to review and renegotiate contracts to reduce costs.
- Continue to review and align internal policies as needed.

A. Budget Policy

Budget policy addresses the major components of the budget: personnel services, operating expenditures, and capital. Table 9 provides a summary of assumptions used during the budget development process for FY2024. As the Clerk of the Circuit Court & Comptroller’s office continues to adjust to the unpredictability of funding sources and staffing challenges, including the funding for and dependence on new technology, the following budget policies were put in place prior to budget development:

FY2024 Budget Development Assumptions (Per Employee)					
FICA	2020	2021	2022	2023	2024
Max Wage Applicable to FICA	\$132,900	\$137,700	\$142,800	\$147,000	\$160,200
FICA Rate	6.20%	6.20%	6.20%	6.20%	6.20%
FICA-Medicare Rate	1.45%	1.45%	1.45%	1.45%	1.45%
Health & Dental Insurance					
Average Cost	\$ 14,886	\$ 15,163	\$ 15,103	\$ 16,683	\$ 17,746
FRS Retirement Contribution Rates (By Class)					
Regular	8.47%	10.00%	10.66%	11.91%	13.57%
Elected Official	48.82%	49.18%	51.26%	57.00%	58.68%
Senior Management	25.41%	27.29%	28.85%	31.57%	34.52%
Deferred Retirement Option Plan (DROP)	14.58%	16.98%	18.34%	18.60%	21.13%

Table 9: FY2024 Budget Development Assumptions

Personnel Services Budget

- The Budget & Financial Analysis Department prepares the Personnel Services budget for each department using the current salaries of the staff positions assigned to each department as well as the employee's actual benefit selections effective as of January 1, 2023. As noted previously personnel costs account for approximately 86% (excluding technology costs in the Special Revenue Fund expenditures) of the total Clerks operational budget.
- Overtime spending has been frozen at FY2022 budget levels or replaced with compensatory time-off. Additional funding requirements must be submitted as a supplemental request to help offset staffing shortages as needed.
- If any staff position has been eliminated or will be eliminated during the fiscal year, the Budget & Financial Analysis Department will remove the staff position from the total budget request. Additional staffing requests must be submitted and approved by each Chief Officer and the Chief Deputy Clerk.
- A health insurance budget is developed based on actual plans selected by employees during open-enrollment, vacant positions are funded at the employee only rate. The Clerk of the Circuit Court & Comptroller has a self-funded health insurance plan and all anticipated health care cost increases are determined by actuarial estimates based on claims and costs history. Claims are capped at \$125,000 per employee per plan year at which time the Clerk's reinsurance policy takes effect.
- FRS retirement contribution rates are costs which are mandated by Florida Statutes. For FY2024 these rates reflect increases in all FRS classes; the rates were presented and approved during the FY2023 Legislative session.

Operating Budget

- In order to be fiscally conservative, we employ a modified zero-based budget approach except for known recurring annual costs such as postage, maintenance agreements, office supplies, etc.
- The total operating expenditure budget may not exceed the total prior year operating expenditure, less one-time supplemental expenditures for each department. Budget requests for operating expenditures above the prior year expenditures must be submitted as a supplemental funding request and approved by the Executive Team.
- Travel expenses must be consistent with the Organization Travel Policy and may not exceed the prior year budget.

- Mileage reimbursements are to be calculated using the current Federal Internal Revenue Service (IRS) rate in effect at the time of budget development.
- Pursuant to the Florida Statutes, the County is responsible for providing our facilities funding for projects that involve the demolition or movement of permanent walls and/or doors. Requests are submitted to the Facilities Coordinator for review and must be approved by the Executive Team prior to being forwarded to the County to be included in their budget.

Capital Outlay Budget

- Capital expenditures are defined as unit purchases which cost \$5,000 or more. If an item is attached to another to make it functional, the value is combined and capitalized (i.e., desk with drawers and attached credenza, machines with feeder devices, computer with monitor, etc.)
- Capital funding requests are generally one-time expenditures and are not considered part of the recurring base budget.
- All capital funding requests must be submitted as a supplemental request and approved by the Executive Team.

Supplemental Funding Requests

- All supplemental funding requests must have adequate justification along with approval from the department's Chief Officer prior to submission.
- Supplemental funding requests should be prioritized in order of importance to the Clerk of the Circuit Court & Comptroller's office as a whole. Legally mandated supplemental funding requests must include appropriate documentation and should be ranked in priority order.
- If the supplemental funding request is for a new project, the following information must be provided with the justification:
 - Project name.
 - Projected cost to successfully complete the project.
 - Projected completion time for the project.
 - Total number of Clerk of the Circuit Court & Comptroller staff hours needed to complete the project; and
 - New recurring costs that will be incurred as a result of the project following project completion.

- If the request is for a new staff position, the narrative information must describe the reason for the additional employee including the reason the functions cannot be performed by current staff.
- If the request is for operating or capital funding, a description must be provided on how the purchase will enhance or add to the current process.
- Any expected efficiencies and benefits to be gained through the approval of the supplemental request must also be provided in the justification.
- All supplemental funding requests are summarized by the Budget & Financial Analysis Department for review and approval by the Executive Team.

B. Budget Process

The budget review process is completed in accordance with the budget calendar provided on page 61 and includes a series of meetings with the Executive Team to develop plans to create the budget. The budget is prepared using Generally Accepted Accounting Principles (GAAP) basis.

The Clerk's budget is funded through user fees, court-related fines, fees, and court costs. The initial budget review focuses on each department's expenditure requests, regardless of funding source. Subsequent reviews and budget reductions may be completed several times during the process to ensure sufficient revenues are forecasted to cover budgeted expenditures.

Budget instructions are sent to all Department Managers to submit requests for operating and capital expenditures for the upcoming Fiscal Year. Personnel expenditures for the organization are developed by the Budget & Financial Analysis Department using assumptions required to fund salaries and benefits. Each Department Manager reviews the positions to be funded within their departments to ensure accuracy. With few exceptions for recurring accounts, the Department Managers also budget for operating expenditures using a modified zero-based budgeting approach. Supplemental funding to expand services and all capital funding requests require Director and Chief Officer approval. In addition, when applicable, major projects are budgeted within unique organization codes to separately track associated expenditures.

Each Director and Chief Officer must provide their approval for their respective department budget requests on the Budget Approval Form. The security setup and password protection within the workbook ensures that only the appropriate personnel

may provide inputs within the document without altering the budget data created by the Budget & Financial Analysis Department.

The various budget requests for all departments are submitted to the Clerk's Budget & Financial Analysis Department in March. Each department budget must be reviewed and approved by the department's Director and Chief Officer, including submission of a formal approval sheet that requires his or her signature. Once received, all budget requests are reviewed by the Budget & Financial Analysis Department for completeness and compliance with the budget instructions.

The submission of the budget as required by Florida Statutes is as follows:

- The budget for all court-related duties associated with the collection of court-related fines, fees and court costs is submitted to the Florida Clerk of Courts Operations Corporation (CCOC) by June 1, the FY2024 court-related budget for the county fiscal year beginning October 1st through September 30th was submitted as required by CCOC on June 1, 2023. The CCOC has the authority of reviewing, approving, and amending Clerk's annual budgets. A flowchart of CCOC's detailed budget process has been included on page 60, Figure 16. Note that the Article V budget by law does not require community review/input or approval as the Revenue Estimating Committee and CCOC determines the Clerks revenue limited approved budgets.
- The budget submission for all of the financial services performed by the Clerk of the Circuit Court & Comptroller, as Chief Financial Officer, Treasurer and Auditor for Palm Beach County and as Clerk of the Board, is statutorily required to be submitted to the County, via the County's Office of Financial Management and Budget (OFMB), by May 1st. For FY2024, this budget was submitted May 1, 2023, for the County Fiscal Year beginning October 1, 2023. The Comptroller portion of the Clerk's budget is included in the County's overall budget approval process, which includes two workshops and two public hearings during July through September.
- The total General Fund budget of the Clerk of the Circuit Court & Comptroller is formalized as a whole by the Clerk on September 1st pursuant to [Section 218.35\(6\)](#), Florida Statutes.

In early June and July, the Board of County Commissioners (BOCC) conducts budget workshops concerning the total County budget including the submission by the Clerk of the Circuit Court & Comptroller. The Clerk's budget request to the BOCC may be adjusted up or down depending on the economic situation affecting the County's overall budget. The adjusted tentative Clerk budget is then subject to public hearings in September when

citizens are given a chance to voice their opinions on the County's budget. Upon completion of the public hearings, the Clerk's budget is adopted by the BOCC.

Actual expenditures are closely monitored during the year to coincide with any significant variations in the actual units reported from the approved budget. Commitment control processes established in PeopleSoft allow purchasing and other expenditure related transactions to occur as long as there are available funds at the total operating and total capital budget level. This minimizes the need for Department Managers to initiate intra-departmental transfers between accounts within the operating or capital budget expenditure designation. Transfers of available personnel services budget must be approved by the department's Director and Chief Officer. To facilitate a transfer request, the Department Manager emails the request to the Budget & Financial Analysis Department as documentation to execute the approved budget transfer. During the course of the year, latitude is provided to transfer budget from one line item to another within the same funding source, including operating to capital, as required, and approved by the Executive Team.

The Clerk of the Circuit Court & Comptroller's office includes all approved base and supplemental budget requests as a whole in the adopted budget for all accounts, including capital items to ensure the correct budget allocation. Any remaining budgeted revenues in excess of budgeted expenditures are accounted for as an unallocated expenditure item. Allocation of budget from the unallocated expenditure item for an unanticipated expenditure requires express approval from the department's Chief Officer and the Chief Operating Officer of Finance. A complete budget planning process flow for the FY2024 Budget cycle is depicted in Figure 15 on the following page. In addition, a copy of the FY2024 Budget Planning Calendar is on page 61.

<i>Budget Planning Process</i>	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Strategic Planning												
Executive Committee Approves Budget Assumptions				→								
Budget Department Prepares Revenue Trends / Projection Analysis Models				→								
State Revenue Estimating Conferences/Workshops to determine Article V Revenue Estimate			→									
Guideline Distribution and Budget Development												
BOCC sends Budget Guidelines/Assumptions				→								
Prepare Budget Instructions and Files				→								
Budget Kickoff Meetings with Departments				→								
Chief Officer & Director Departmental Review & Approvals					→							
CCOC Budget Committee Establishes Base Budget / Revenue-Limited Budget Methodology						→						
Executive Committee Approves Budget to BOCC								→				
Executive Committee Approves Article V Budget Issue & Revenue Projection Submission								→				
BOCC/OFBM Budget Workshops * (<i>Open to Public</i>)									→			
Budgets Finalized, Submitted and Adopted												
BOCC Budget Submission to County (May 1)								★				
Article V Budget Issue Requests and Revenue Projection submission to CCOC (June 1)									★			
General Fund Budget submitted to Office of Financial Management & Budget												★
<i>Palm Beach County Public Hearings</i> and Budget Approval for BOCC Funding												→★
CCOC Review and Approval Process for Article V related funding												→★
Budget Amendments	Must be submitted and approved by the County and/or CCOC on an as needed basis											
Budget Monitoring and Reporting	→											

Figure 15: Budget Planning Process

FY2024 Article V (Court related) Budget Process

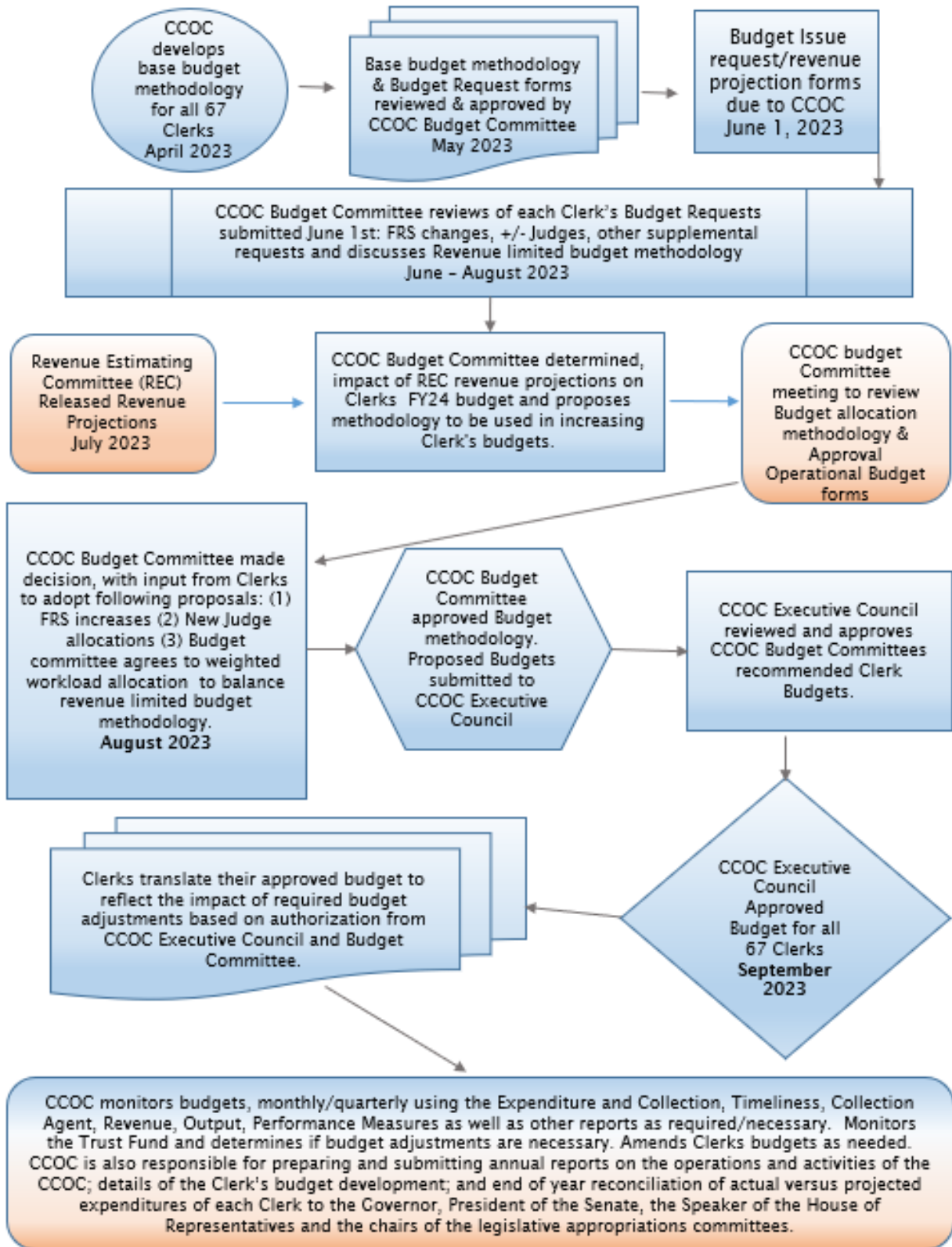


Figure 16: FY2024 Article V (court related) Budget Process

C. FY2024 Budget Calendar

February 2023	Distribution of Budget Instruction Manual
February 2023	Budget Kick-Off meetings
February 2023	Budget Template available for data input
April 4, 2023	Director/Chief Officer review and approval of department budgets
April 2023	Internal budget approval (BOCC funding)
May 01, 2023	Budget submission to OFMB
April & May 2023	Manager review of budget for any changes necessary to the funding from court fees, fines, and service charges
June and July 2023	Budget review and workshops by OFMB/BOCC
June 1, 2023	Court related budget issue requests submitted to CCOC
June and August 2023	CCOC Budget Committee meetings with Clerks
September 1, 2023	General Fund Budget submission to OFMB and filed with Chief of Staff/Chief Deputy Clerk
September 2023	FY2023 budget distributed/approved by CCOC
September 2023	Public hearings and BOCC budget approval
September 30, 2023	Notification of approved budgets to Department Managers/Directors and upload to PeopleSoft

D. Fiscal Management Requirements and Monitoring

Throughout the year, budget performance is monitored through monthly reports generated by the Budget & Financial Analysis Department, including financial position, fund status and department expenditure reports. These reports provide information about budgeted revenue and expenditure amounts, actual receipts and expenditures and year-to-date totals. The Chief Operating Officer of Finance, Chief Deputy Clerk and the Budget Officer review these reports and follow up where unfavorable variances indicate that a budgeted amount may be exceeded.

There are seventeen requirements for which the Clerk of the Circuit Court & Comptroller's office is required to manage and send as a report to the CCOC as a measure of fiscal responsibility. Table 10 on the next page provides the seventeen measures and standards, to which the response must always be "yes" for a passing review. Any requirement that did not meet the standard must have an explanation as to why the standard wasn't met.

Table 11 on page 64 provides a detailed list of the current COCC monthly, quarterly, and annual reports required to meet these standards and other statutory requirements; detailed by category, frequency, and due dates. Reports that are statutorily required are noted with double asterisk and note the statutory reference. This report listing may change throughout the year based on requests for new reporting requirements. The Clerk of the Circuit Court & Comptroller has successfully submitted all required reports for Fiscal Year 2023.

FISCAL MANAGEMENT MEASURES AND STANDARDS														
Standard	Standard Description	Due Date	Date Submitted	Standard Met	Comments									
1	CFY 2020-21 the Clerk's accounting system meets the requirements of Generally Accepted Accounting Principles (GAAP) and the Uniform Accounting System (UAS) in accordance with s. 218.33, F.S., as mandated by the Florida Department of Financial Services (DFS). If no, please explain in the comments.													
2	CFY 2020-21 there is a system to produce an accurate FTE count and distribution methodology to calculate administrative/Article V costs. If no, please explain in the comments.													
3	CFY 2020-21 Annual Comprehensive Financial Report in accordance with s. 11.45 and s. 218.39, F.S., has been done by an independent auditor by June 30, 2022 . If no, please explain in the comments why it was not submitted by the deadline.	6/30/2022	6/21/2022	Yes										
4	CFY 2020-21 Annual Comprehensive Financial Report - a copy of the portion relating to the court-related duties of the Clerks of Court was forwarded to the Florida Clerks of the Court Operations Corporation (CCOC) as required by s. 28.35(5), F.S., by July 20, 2022 . If no, please explain in the comments why it was not submitted by the deadline.	7/20/2022	6/29/2022	Yes										
5	CFY 2020-21 Annual Comprehensive Financial Report: For any major audit findings, there is a plan to correct in accordance with s. 218.39(6), F.S. If no major audit findings, leave blank.													
6	CFY 2020-21 excess funds collected transferred to the CCOC Trust Fund pursuant to s. 28.37(3), F.S., by January 25, 2022 . If no excess funds collected, leave question blank.	1/25/2022	1/20/2022	Yes										
7	CFY 2020-21 Article V Original budget submission to the CCOC was completed and submitted according to instructions by July 1, 2020 . If no, please explain in the comments why it was not submitted by the deadline.	7/1/2020	7/1/2020	Yes										
8	CFY 2020-21 Article V Original budget revenue projection submission to the CCOC was completed and submitted according to instructions by July 1, 2020 . If no, please explain in the comments why it was not submitted by the deadline.	7/1/2020	7/1/2020	Yes										
9	CFY 2020-21 Article V Original budget certification letter submission was not required.	NA	Not Applicable	NA										
10	CFY 2020-21 Article V Operational budget submission to the CCOC was completed and submitted according to instructions by December 11, 2020 . If no, please explain in the comments why it was not submitted by the deadline.	12/11/2020	12/11/2020	Yes										
11	CFY 2020-21 Article V Operational budget revenue projection submission to the CCOC was completed and submitted according to instructions by December 11, 2020 . If no, please explain in the comments why it was not submitted by the deadline.	12/11/2020	12/11/2020	Yes										
12	CFY 2020-21 Article V Operational budget certification letter submission to the CCOC was completed and submitted according to instructions by December 11, 2020 . If no, please explain in the comments why it was not submitted by the deadline.	12/11/2020	12/11/2020	Yes										
13	CFY 2020-21 required Annual Collection Agent Report was submitted by December 1, 2021 . If no, please explain in the comments why it was not submitted by the deadline.	12/1/2021	11/19/2021	Yes										
Standard	Standard Description	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Comments
For the following reports, please provide explanation in the comments section for any monthly or quarterly reports not submitted by the appropriate deadline.														
14	CFY 2020-21 required monthly Expenditure and Collection (EC) reports to the CCOC were completed and submitted by the monthly due date .	11/23/2020	12/18/2020	1/20/2021	2/19/2021	3/19/2021	4/20/2021	5/20/2021	6/18/2021	7/19/2021	8/20/2021	9/20/2021	10/20/2021	October 2020 EC report submitted late due to a delay in obtaining approval from interim leadership.
15	CFY 2020-21 required monthly Chapter 2008-111, L.O.F reports to the CCOC were completed and submitted by the monthly due date .	11/10/2020	12/14/2020	1/15/2021	2/16/2021	3/12/2021	4/15/2021	5/17/2021	6/16/2021	7/19/2021	8/19/2021	9/15/2021	10/18/2021	
16	CFY 2020-21 required quarterly Collection timeliness reports to the CCOC were completed and submitted by the quarterly due date .			1/15/2021			4/16/2021			7/16/2021			10/18/2021	
17	CFY 2020-21 required quarterly s. 318.18(13), F.S. (Assessment of Additional Court Costs) reports to the CCOC were completed and submitted by the 30th day after the end of the quarter .			1/28/2021			4/27/2021			7/23/2021			10/28/2021	

NOTES:

1. This form is for financial reports and reporting requirements submitted in CFY 2020-2021 but is tracked as a CFY 2021-2022 report.
2. Submit in the original Microsoft Excel format as an e-mail attachment to reports@flccoc.org.
3. Report submission dates populated by the CCOC. Provide explanation in the comments section for standards not met or reports not submitted timely. Include information on requested extensions and when they were granted by CCOC.

Table 10: Fiscal Management Requirements

Reports	Frequency	Due Date
Performance Reports and Corrective Action Plans (s. 28.35 (2) (d) F.S.)		
Collections Report*	Quarterly	20th of January, April, July & October
Timeliness Report (part of monthly Outputs)*	Quarterly	20th of January, April, July & October
Juror Payment Report*	Quarterly	20th of January, April, July & October
Fiscal Management Report	Annually	September 30th
Workload		
Outputs Report	Monthly	20th of subsequent month
Civil Indigence Tracking Report	Monthly	20th of subsequent month
Collection Agent Report	Annually	December 1st
Continuing Case Workload Report	Annually	December 1st
Financial		
Expenditures and Collections (aka EC Report)	Monthly	20th of subsequent month
Ch. 2008-111 LOF Revenues	Monthly	20th of subsequent month
Pandemic Recovery Expense	Quarterly	20th of January, April, July & October
Pandemic Recovery Certification	Quarterly	20th of February, May, Aug & November
Jury Management Reimbursement	Quarterly	2nd Monday after Quarter close
Forfeit Contraband (S.B. 1044)	Quarterly	20th of January, April, July & October
S. 318.18(13) F.S. Additional Court Costs**	Quarterly	End of the month
Annual Financial Audit (s.28.35 (5) F.S.)**	Annually	Completed by June 30th and sent to CCOC by July 20th
Annual Financial Receipts	Annually	Included on September 20th outputs report
Court-Related Budget (s. 28.36 F.S.)**	Annually	June 1st
*Action Plans are either included within the form itself or as an extra tab within the applicable reports.		
** Statutorily Required		

Table 11: Florida CCOC Reporting Requirements

Unspent Revenue Projection Report

The Budget & Financial Analysis Department prepares monthly reports for Executive Team review to track high level summaries of spending, unspent revenues generated and fund balance changes. In addition to ensuring that expenditures are within the authorized spending approved within the fiscal year. Both the county and state funding are displayed in percentages in order to provide a simple straight-line budget comparison to actual spending. An example of the unspent revenue projection report is provided in Figure 17 on the following page.

Joseph Abruzzo Clerk of the Circuit Court & Comptroller

Unspent Revenue Projection

Fiscal Year 2022

Reporting Period Ending- September 30, 2022

% of CFY Elapsed:	100.0%
--------------------------	---------------

BOCC + County Recorder			
	CFY2014 Budget	CFY2014 Actual	% Act of Budget
Revenue:			
Charges for Services to the County	\$ 12,861,632	\$12,654,630	98.4%
County Recorder Fees	\$ 6,663,905	\$ 7,606,962	114.7%
Court Fees, Fines and Service Charges			
Recording Fees			
10% Fines			
Interest			
Total Revenue	\$ 19,495,537	\$20,258,592	103.9%
Expenditures:			
Personnel Services	\$ 14,486,566	\$13,386,660	92.4%
Operating	\$ 2,484,876	\$ 3,268,621	131.5%
Operating (ISS)	\$ 1,380,065	\$ 1,171,472	84.9%
Capital Outlay	\$ 36,288	\$ 257,401	709.3%
Intergovernmental Transfers	\$ 607,743	\$ 1,012,508	166.6%
Total Expenditures	\$ 18,995,538	\$19,096,661	100.5%
Net Revenues	\$ 500,000	\$ 1,161,931	232.4%

Figure 17: Example of Unspent Revenue Projection Report

Department Expenditure Report

The Budget & Financial Analysis Department prepares monthly expenditure reports for Department Managers to review. The report provides summary detail by account, comparing budgeted expenditures versus actual expenditures, including any upcoming encumbrances. A comparison to prior year spending at the same point in time is provided and an example of a department expenditure report is provided in Figure 18 below. By comparing the green highlighted numbers, Department Managers are able to determine if they are in line with the percent of the Fiscal Year that has expired, with the percent of budget that has been committed as of the reporting date.

Joseph Abruzzo Clerk of the Circuit Court & Comptroller - Palm Beach County Summary of Expenditures by Department							
		% of Year Lapsed		16.7% Period		2	
<i>Example Department</i>							
Account	Title	Annual Budget	YTD Activity	Encumbrance	Pre-Encumbrance	Available Budget	% of Budget Committed Year to Date
51201	Regular Salaries	\$ 572,728	\$ 81,182	\$ -	\$ -	\$ 491,546	
51203	Salaries-Vacation	\$ -	\$ 9,813	\$ -	\$ -	\$ (9,813)	
51204	Salaries-Sick	\$ -	\$ 911	\$ -	\$ -	\$ (911)	
51401	Overtime	\$ 2,769	\$ (170)	\$ -	\$ -	\$ 2,939	
51405	Overtime-Straight Time	\$ 800	\$ -	\$ -	\$ -	\$ 800	
52101	FICA	\$ 35,730	\$ 5,341	\$ -	\$ -	\$ 30,390	
52105	FICA-Medicare	\$ 8,356	\$ 1,249	\$ -	\$ -	\$ 7,107	
52201	Retirement	\$ 29,992	\$ 4,675	\$ -	\$ -	\$ 25,317	
52302	Health Insurance	\$ 168,062	\$ 25,898	\$ -	\$ -	\$ 142,163	
52303	Dental Insurance	\$ 3,588	\$ 677	\$ -	\$ -	\$ 2,911	
52304	Life Insurance	\$ 1,418	\$ 280	\$ -	\$ -	\$ 1,138	
52305	Long-Term Disability Insurance	\$ 1,658	\$ 228	\$ -	\$ -	\$ 1,430	
52307	FSA Funding	\$ 1,500	\$ -	\$ -	\$ -	\$ 1,500	
52308	Short-Term Disability Insurance	\$ 4,003	\$ 664	\$ -	\$ -	\$ 3,339	
52501	Unemployment Compensation	\$ 22,500	\$ -	\$ -	\$ -	\$ 22,500	
	Total Personnel Services	\$ 853,105	\$ 130,749	\$ -	\$ -	\$ 722,356	15.3%
53101	Professional Services	\$ 300	\$ -	\$ -	\$ -	\$ 300	
54001	Travel and Per Diem	\$ 1,045	\$ -	\$ -	\$ -	\$ 1,045	
54104	Communication-Commercial	\$ 75	\$ 3	\$ -	\$ -	\$ 73	
54406	Rentals-Office Equipment	\$ 1,131	\$ -	\$ -	\$ -	\$ 1,131	
54622	Repair and Maint-Telephone	\$ 1,000	\$ -	\$ -	\$ -	\$ 1,000	
54701	Printing & Binding-Outside	\$ 67	\$ -	\$ -	\$ -	\$ 67	
54702	Copies of Documents	\$ 10	\$ -	\$ -	\$ -	\$ 10	
55101	Office Supplies	\$ 3,336	\$ 43	\$ 643	\$ -	\$ 2,650	
55111	Office Furniture and Equip	\$ 500	\$ -	\$ 66	\$ -	\$ 434	
55112	Telephone Equipment	\$ 1,800	\$ -	\$ -	\$ -	\$ 1,800	
	Total Operating	\$ 9,263	\$ 45	\$ 709	\$ -	\$ 8,509	8.1%
	Organization Total	\$ 862,369	\$ 130,795	\$ 709	\$ -	\$ 730,865	15.2%

Figure 18: Example of Department Expenditure Report

E. Funding Overview

As shown in Figure 19, the Clerk of the Circuit Court & Comptroller has two funding sources that support the distinct court and non-court related functions of the office: the General Revenue Fund and the Special Revenue Fund. The General Fund, which includes the Clerk's Fine & Forfeiture Fund, is used to account for all activities related to the Clerk of the Circuit Court & Comptroller's office except those which may be accounted for in the Special Revenue Fund; such as court and project related technology. More details on the funding sources and allowable charges for each of these funds are provided on the following pages and summarized in Tables 12 and 13.

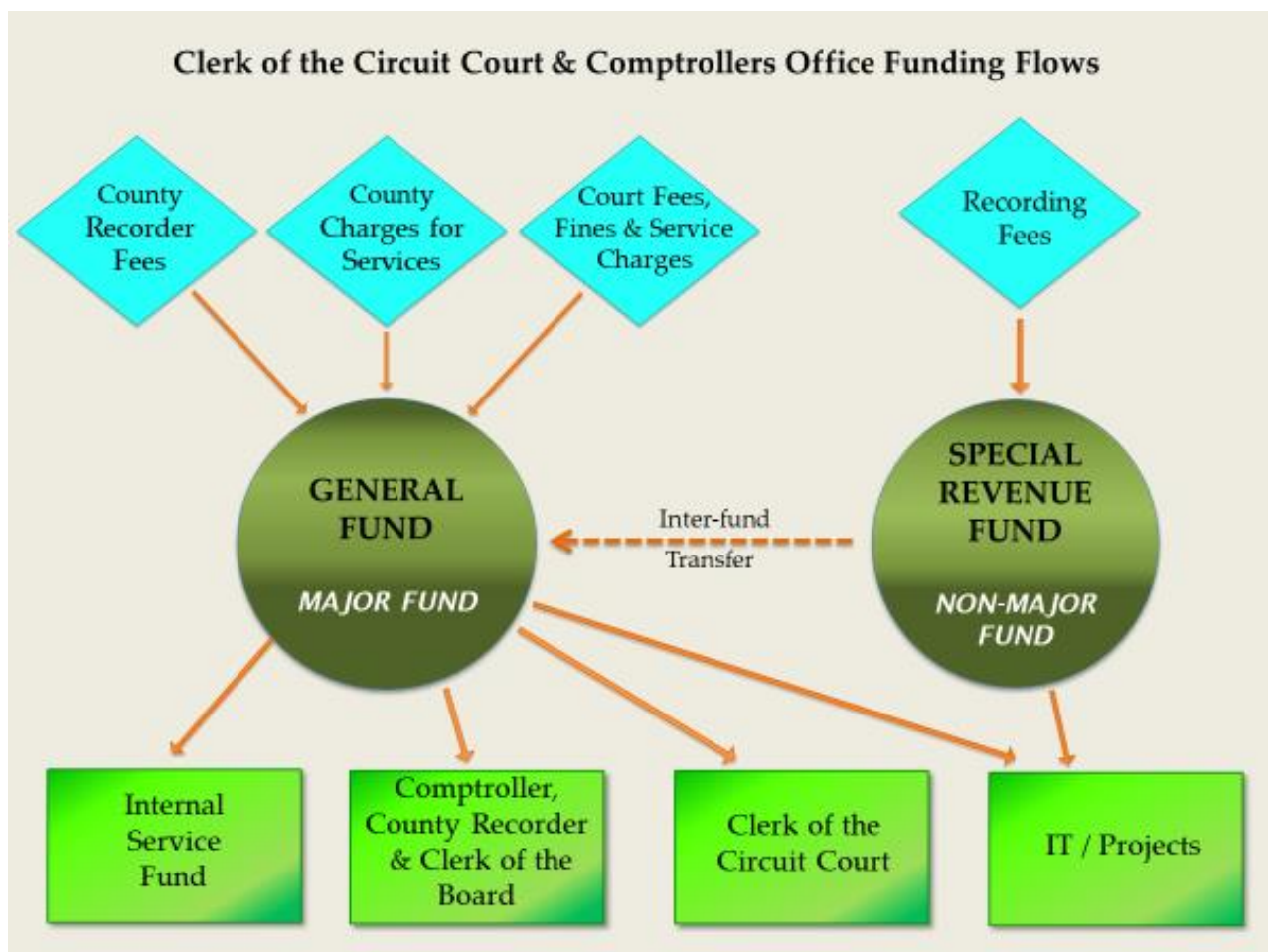


Figure 19: Clerk of the Circuit Court & Comptroller's Office Funding Flows

General Revenue Fund

The General Fund is a major fund which includes the charges for services to the County, County Recorder user fees and other county fees collected. A major fund is defined as any

fund whose revenues and/or expenditures, excluding funding from other sources, constitutes 10% of the total revenue and/or expenditures of the total approved budget. Funding from court fees, fines and service charges utilized for the Clerk of the Circuit Court role, are projected, and set by the Florida Revenue Estimating Committee (REC) (per s. 28.35(2)(f)). Since the REC's revenue projections have not covered the Clerks funding needs entirely, Legislature enacted Chapter 2019-58, Laws of Florida (aka CS/CS/HB 337) in FY2019. This bill provided additional funding to Clerks through FY2022 utilizing the unspent budget and excess revenues from the prior year up to \$10 million in FY2020 and up to \$20 million in FY2021 and FY2022. This bill was due to sunset in FY2023. However, despite this legislation the pandemic had such a significant impact on the court related revenues that highlighted the funding instability of Clerk's statewide, that CS/CS/SB 838 was introduced and enacted during the 2021 Legislative session. Two key items in CS/CS/SB 838 are: 1) CCOC on behalf of clerks can continue the carry forward of excess revenues and 2) CCOC can establish a statewide reserve of up to 16% of the projected revenues.

As noted in Figure 19 on the previous page, the revenue flows into the General Revenue Fund are to pay for the cost of operations for carrying out the duties of the office, the internal service fund and technology related projects.

The source of general revenue funds for the Clerk of the Circuit Court & Comptroller is derived as follows: Ad valorem funding as approved by the Board of County Commissioners to pay the cost of services provided by the Clerk's office in performing its duties as Treasurer, Comptroller and Clerk of the Board. Revenues collected in the performance of the duties as Clerk of the Circuit Court derive from court fees, fines, costs, and services charges including 10% fines assessed as defined in statute and reflecting the distribution amount retained by the Clerk of Court as described on pages 77 through 79. These funds can only be used for services and functions performed as Clerk of the Circuit Court and for expenditures as defined by statute.

Revenue received as County Recorder are fees collected for recording of official records such as mortgages, deeds, marriage licenses, death certificates, etc. which are set in Statute and reflect the share retained by the Clerk of the Circuit Court & Comptroller. These revenues are used to fund those functions supporting the recording of official records, including technology costs.

Table 12 on the following page provides an overview of our office's major fund, the General Fund, which accounts for 95% of the total revenues and expenditures in FY2024. A major fund is defined as any fund that accounts for 10% or more of the revenues and/or expenditures, excluding other financing sources of the total authorized budget. The overview below describes the funding sources, services funded, governing legislation as well as current challenges.

Fund Overview	General Fund (Major Fund)		
	Comptroller Service Fees (BCC)	County Recorder (Clerk)	Court Operations (Art V) (CFY w/ Jury)
Funding Source	Charges for services to the County, Ad valorem funding as approved by the Board of County Commissioners. No fees collected	<ul style="list-style-type: none"> - Recording fees and other governmental fees. These fees are comprised of Recording fees, intangible taxes and documentary stamp commissions associated with Recording deeds and mortgages as well as other user fees such as preparing copies of official documents and marriage licenses. The majority of The County Recorder revenues are directly related to property values. - Intergovernmental transfers are revenues associated with federal grant money received from DOR to offset The costs associated with processing non-private child support cases. - Special Project Funding - i.e. Judicial Record Reduction Project 	<ul style="list-style-type: none"> - Court fees, fines, costs and services charges including 10% fines assessed as defined in statute and reflecting the distribution amount retained by the Clerk of Court (per the Distribution Schedule of Court-Related Filing Fees, Service Charges, Costs and Fines, Including a Fee Schedule for Recording) - Distribution from Clerk of Court Trust Fund (COCTF) - Jury appropriation from JCC (SFY) - Pandemic Relief Program (SFY - Special Funding) - non-recurring
Services Funded	Charges for services to the County relate to the Clerk's role as Comptroller, Treasurer, Auditor and Clerk of the Board	All functions supporting the recording of official records, including technology costs	Services and functions performed as Clerk of the Circuit Court and for expenditures as defined by statute. This fund cannot be used to fund any costs associated with the Clerk of Courts infrastructure, facilities, communication or security
Governing Legislation	Florida Statute 218.35, 218.36, F.S. 129.03, F.S. 29.008, Florida Constitution - Article V section 14.	Florida Statute 28.222, 28.24, 218.36	Florida Statute 28.35 & 28.36, F.S. Chapter 40.29 Florida Constitution - Article V section 14.
Challenges	Currently none	Funding stability	Funding stability
Excess Fees	Returned to the County by 10/31 per Florida Statute	Returned to the County by 10/31 per Florida Statute	Returned to State - DOR by 1/25 per Florida Statute

Table 12: General Fund Overview

Special Revenue Fund

The Special Revenue Fund is a non-major fund, which accounts for less than 10% of the offices revenues and/or expenditures and consists of two distinct revenue sources within the Public Records Modernization Trust Fund which are established in statute:

- Court Technology Trust Fund Section [28.24\(12\)e\(1\)](#) F.S. (known as the \$1.90 fund)
- Public Records Modernization Trust Fund Section [28.24\(12\)\(d\)1](#) F.S. (known as the \$1.50 fund)

The uses of special revenue funds are specifically defined in Florida Statute. Technology costs related to the Clerk of the Circuit Court are funded through inter-fund transfers from the Special Revenue Fund to the General Fund. The special revenue fund may also be charged directly for specific expenditures related to a project. Recording revenue collected is restricted, to cover costs associated with court technology and specific costs related to modernization efforts to increase accessibility to public records.

Table 13 below provides an overview of our office’s Special Revenue Fund, a non-major fund, which accounts for 5% of the total revenues and expenditures in FY2024 excluding carry-forward fund balances.

Fund Overview	Special Revenue Fund (Non-Major Fund)	
	Public Records Court Technology TF (\$1.90)	Public Records Modernization TF (\$1.50)
Funding Source	\$1.90 of a \$4.00 fee for recording various instruments	The revenue in this fund is based on a \$1.50 recording fee
Services Funded	Used solely for the Clerk’s court related technology expenditures and used to fund the court related personnel and operating costs of the IT department	Revenues can only be used to help the Clerk improve access to public records and can not be used to pay for any labor costs.
Governing Legislation	Florida Statute 28.24(12)(e)(1),	Florida Statute 28.24(12)(d),
Challenges	Fund balances are dwindling due to increases in technology costs. Expenses exceed revenues.	Expenditures continue to exceed revenues
Excess Fees	Carry-forward balances	Carry-forward balances

Table 13: Special Revenue Fund Overview

F. Fund Balance Policy

Florida Statutes provides that the amount by which revenues and transfers exceeds the annual expenditures for the Comptroller and County Recorder roles be remitted to the Board of County Commissioners immediately following the fiscal year for which the funding was provided, or following the fiscal year during which other revenues were recognized. Likewise, unexpended revenues for the Clerk of the Circuit Court role at the conclusion of the county fiscal year, (September 30th), are to be remitted to the Department of Revenue no later than January 25th of the following year. As such, the Clerk of the Circuit Court & Comptroller's office does not have a fund balance in its major fund, General Fund.

The term Fund Balance in its simplistic definition is the difference between assets and liabilities, or revenues and expenditures, that can be used for future liabilities or expenditures. As a result, the definition of "Fund Balance" for the Clerk of the Circuit Court & Comptroller's office only relates to the available balance at the end of the year for the Special Revenue Fund.

The consequence of a change in fund equity for the Special Revenue Fund that is greater than 10% results in less available funds to use for future projects. During the budget development process, when considering whether or not to use a large percentage of the fund balance, it was determined that the Clerk of the Circuit Court & Comptroller's office could enhance customer service and realize cost savings sooner by replacing the aging Official Records system and implementing other technology upgrades in FY2023, which has a compounding effect.

Table 14 on the next page, provides a schedule showing the projected change in fund balance for the Special Revenue Fund. In FY2024, the fund balance is expected to decline due to final payments for replacement of the Official Records system combined with the increase in inter-fund transfers needed to fund court technology.

The change in fund balance of minus \$2.8 million in FY2024 mostly reflects the final payments for the replacement of the Official Records systems coupled with increasing court technology costs. The FY2024 budget also includes the ongoing maintenance cost of the Showcase system and anticipated change orders. As noted in Figure 20 on the next page, the fund balance in the Special Revenue Fund continues to decline as expenditures exceeds revenues. This is mostly related to higher costs associated with executing

mandates, and higher technology costs coupled with lower recording revenues used to fund these expenditures.

() denotes a decrease

Special Revenue Fund Fund Balance	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Beginning Fund Balance	\$ 10,441,762	\$ 9,598,227	\$ 13,125,374	\$ 13,659,760	\$ 11,114,496	\$ (2,545,264)	-18.6%
Ending Fund Balance	9,598,227	13,125,374	13,659,760	11,114,496	5,736,447	(5,378,049)	-48.4%
Change in Fund Balance	\$ (843,535)	\$ 3,527,147	\$ 534,386	\$ (2,545,264)	\$ (5,378,049)	\$ (2,832,784)	111.3%

Table 14: Special Revenue Fund Balance

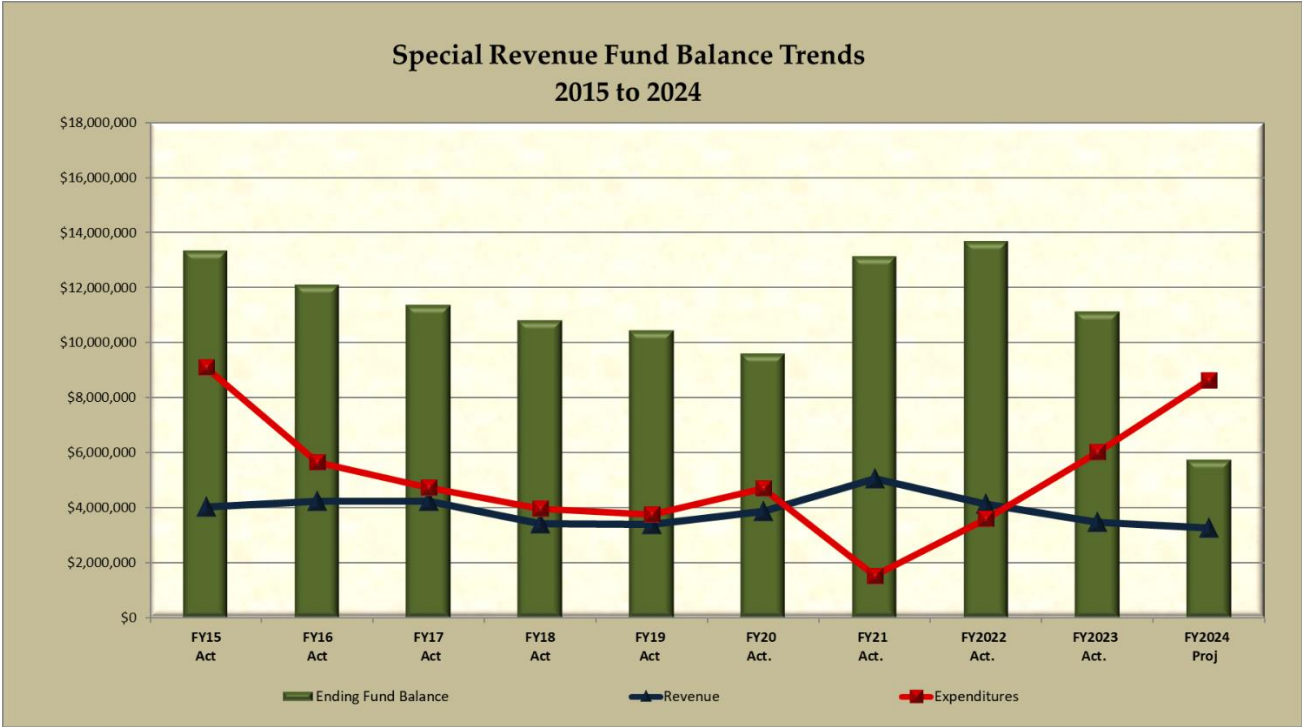


Figure 20: Special Revenue Fund Balance Trends

G. Debt Service

Although the Clerk of the Circuit Court & Comptroller's service charges are a bondable revenue source, the office has no outstanding debt. The Clerk's policy is to incur debt only for specific projects occurring within the current fiscal year when a funding source is insured. The Clerk of the Circuit Court & Comptroller's office does not have debt and does not intend to issue debt in FY2024. The Clerk's operating funds are turn back funds (meaning any excess funds at the end of the county year must be returned to the originating funding source) and cannot issue debt encompassing more than a single fiscal year. As a result, the Clerk's policy is to not issue debt for the operations of the Clerk of the Circuit Court & Comptroller.

H. Budget Amendments

The Clerk of the Circuit Court & Comptroller does not have the authority to amend the amount of funds in the maximum budget received to perform the roles as the Comptroller, Clerk of the Board and as Clerk of the Circuit Court. If an amendment were required, the Clerk of the Circuit Court & Comptroller's office would have to request and receive additional budget authority from the county and/or CCOC. As an internal control measure, departments are not allowed to exceed the budget. Any purchase order for an expenditure that will result in a department exceeding its budget will automatically be rejected. Additional funds required by a department may be acquired by an inter-department transfer approved by each manager and processed by the Budget & Financial Analysis Department, provided that the funding source is identical for both departments.

I. Procurement Policy

The Clerk of the Circuit Court & Comptroller's Procurement Department provides centralized guidance and oversight for the procurement of goods and services for the benefit of Palm Beach County residents. The process for the procurement of goods requires that all purchase requisitions pass a budget check and management approvals prior to the issuance of the purchase order. The mission of the department is to secure the lowest price for all goods and services with competitive pricing practices as well as utilizing government or state contracts to obtain the lowest possible price.

The Procurement Policy provides the guiding principles for the procurement of goods and services by the Clerk of the Circuit Court & Comptroller for both employees and vendors. The contract policy provides guidelines as to the types of expenditures that require a formal

contractual obligation for goods or services and include competitive solicitations as required by Florida Statutes. More information on the Clerk of the Circuit Court & Comptroller's Procurement Policy can be found on the Clerk's website at <https://www.mypalmbeachclerk.com/departments/finance/procurement>

J. Other Financial Policies

Distinguished Budget Award

The Clerk of the Circuit Court & Comptroller's office will submit their annual budget to the GFOA Distinguished Budget Presentation Program for FY2024 and each year thereafter as one of the Clerk's objectives to ensure fiscal responsibility and transparency to the public. The Clerk of the Circuit Court & Comptroller's office has received the GFOA's Distinguished Budget award for its 11th consecutive year in FY2023. The budget document satisfies criteria as a financial and organizational policy document, a financial plan, an operations guide, and a communications device internally as well as to the citizens of Palm Beach County and other interested parties.

Annual Comprehensive Financial Report (ACFR) & Popular Annual Financial Report (PAFR)

The Clerk of the Circuit Court & Comptroller's office will submit the ACFR to the GFOA Certification of Achievement for Excellence in Financial Reporting for FY2024 and each year thereafter. The report is prepared in compliance with generally acceptable accounting principles (GAAP). In addition to submitting the ACFR to the GFOA, the Clerk and Comptroller's office will also submit the PAFR, which is a condensed and simplified version of the ACFR). The Clerk of the Circuit Court & Comptroller's office has had the honor of winning these awards for 34 and 16 consecutive years, respectively.

Accounting and Reporting Methods

The Clerk of the Circuit Court & Comptroller's office will maintain its accounting and reporting systems in accordance with all state and federal laws; generally accepted accounting principles (GAAP) and the Governmental Accounting Standards Board (GASB) standards, guidelines and requirements.

Balanced Budget Policy

The Clerk of the Circuit Court & Comptroller's office will submit a balanced budget according to Florida Statute for the Comptroller and Clerk of Circuit Court functions. A budget is considered balanced when revenues plus appropriations equal expenditures. If projected revenues exceed projected expenditures those revenues are considered excess and must be returned to the authorizing government agency per statute.

Article V Allowable-Unallowable Expenditures

The Clerk of Circuit Court & Comptroller will develop the Article V budget expenditures per Florida Statutes and Florida Administrative Codes and ensure that only allowable state expenditures are incurred against the Article V funding source in accordance with the State of Florida guidelines. Examples of unallowable expenditures include but are not limited to communication systems and devices, maintenance costs (hardware and software), bottled water, building rental, motor pool vehicles, etc.

Investment Policy

The Clerk of the Circuit Court & Comptroller's office as custodian of the funds of the Palm Beach County Board of County Commissioners, has the duty to deposit revenue and issue payments to bona fide creditors of the Board.

The purpose of the Investment Policy statement as required by Section [218.415](#), Florida Statutes and Palm Beach County Investment Ordinance No. 87-11, as amended, is to address such issues as liquidity, risk diversification, safety of principal, market rate of return, maturity, and investment quality, as well as qualifications of investment dealers and issuers, thereby suggesting guidelines for use in the investment of County funds. A copy of the [Palm Beach County Investment Policy](#) along with monthly reports can be found on the county website [Investments | Clerk of the Circuit Court & Comptroller, Palm Beach County \(mypalmbeachclerk.com\)](#)

Self-Insurance Reserves

The Clerk of the Circuit Court & Comptroller's office will maintain self-insurance reserves at a level, together with purchased policies, that will adequately insure the sustainability of the Clerk's health insurance, and compensated absences liabilities. A qualified actuarial firm is retained to ensure the soundness of the health fund levels and to provide its certifications of compliance with [112.08](#) Florida Statute (F.S.).

Accounts Receivable – Collection Aging

The Clerk of the Circuit Court & Comptroller’s office will prepare and maintain a system of accounts receivable related to courts fines, fees, court costs and service charges in compliance with 28.246(2) Florida Statue (F.S.).

Revenues

The Clerk of the Circuit Court & Comptroller’s office collects and distributes fees, fines, services charges, and court costs per Florida Article V section 14 of the State Constitution and as defined in “Distribution Schedule of Court Related Filing Fees, Service Charges, Costs and Fines, including a Fee Schedule for Recording Fee” publication. Revenues can only be used expressly for those expenditures as defined by Florida Statue.

Annual Financial Audits

The Clerk of Circuit Court & Comptroller will ensure that financial audits are performed annually at the closed of the county fiscal year to ensure that all expenditures and revenues meet all internal/external policies, statues, legislation, and any/all guiding principles.

Budget Controls

The Clerk of the Circuit Court & Comptroller utilizes the financial controls within the Peoplesoft Financial system to notify department leadership and the Budget department when expenditures exceed budget authority. All management and leadership can/must review/monitor their department budgets using the Budget Overview function in Peoplesoft. In addition, monthly expenditure and expenditure detail reports are available by department for leaderships review and use.

The Clerk of the Circuit Court & Comptroller is committed to transparency, fiscal accountability and ensuring that all policies are adhered to annually. Annual Financial reports, internal / external audit reports, investment guide and organizational policies may be found on the Clerk’s public website at

<https://www.mypalmbeachclerk.com/departments/finance>.

V. Revenues

A. Revenue Policy, Trends and Assumptions

The Clerk of the Circuit Court & Comptroller has distinct court and non-court-related duties and functions, collects different types of revenue associated with each and distributes these collections according to Statutes. As a result, a significant portion of the receipts collected by the office do not apply to funding the operations of the office.

As indicated Figure 21 below, monies received by the Clerk of the Circuit Court & Comptroller for court-related fines, fees and service charges are distributed to various agencies through State funds as well as to the State's General Revenue Fund.

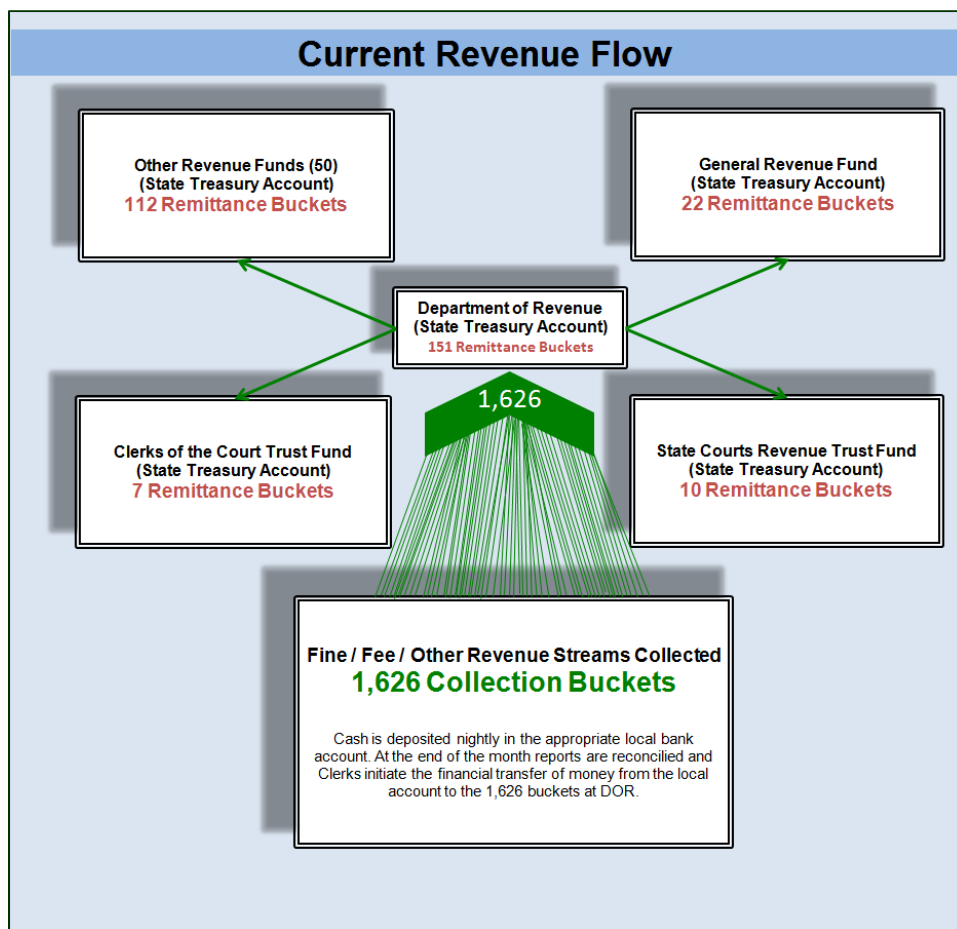


Figure 21: Court-Related Revenue Flow

The complexity of remitting court fees, fines, and service charges by the Clerk to the Department of Revenue (DOR) is directly related to the number of "buckets" or earmarks that are identified in Statutes governing the distribution of the revenue that is collected. These revenues are placed in 1,626 different buckets. These collection buckets are sent by

the clerks to the DOR where they are rolled into 151 remittance buckets that are distributed by the DOR to various funds, including the Clerks of Circuit Court Trust Fund, State Courts Revenue Trust Fund, State General Revenue Fund and other State trust funds. The number of buckets has grown over the years resulting in the current 1,626 unique revenue stream buckets that Clerks fill each month.

As shown in Figure 22, approximately 90.1% of the recording fees from official records and the collections of court fees, fines and costs were remitted to the State by the Clerk of the Circuit Court & Comptroller, Palm Beach County. The Clerk’s office only retained approximately 9.9% of total revenues collected to fund its operations in FY2023.

Court Related Filing Fees, Service Charges, Costs & Fines and Official Records Fees & Service Charges Revenue Distribution - FY2023

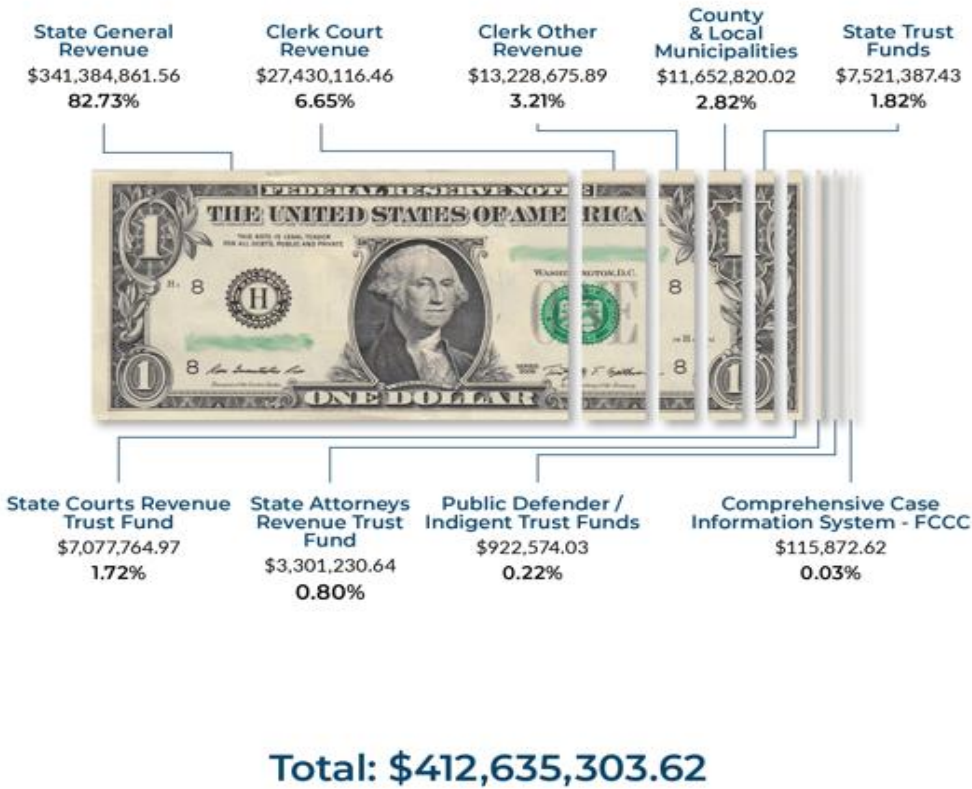


Figure 22: Clerk of the Circuit Court & Comptroller Fees, Service Charges, Costs & Fine Revenue Distribution

Figure 23 on the following page reflects the 10-year revenue trends related to court filing fees, service charges, costs and fines, Legal Records fees and services charges collected by

the Clerk's office. Additionally, the chart identifies the percentage of the revenue that is retained by our office per statute to fund specific functions within court operations. As noted in the below figure that despite the reduction in total collections in FY2023, the Clerk's portion increased from FY2022 to FY2023. The decrease in the total collections was mostly related to Recording Fees and Documentary Stamps. In addition to a decrease in recording revenues. These decreases were offset by the impact of new legislation in FY2023 that increased the amount of revenues the clerks are able to retain instead of distributing to the State's General Revenue Fund, this coupled with an increase in Tort Reform cases that were submitted prior to the new legislation being passed increased the total revenue the Clerk's office was able to retain. Hence the increase in the total percent retained by Clerk's office in FY2023. The FY2024 total projected collections is expected to increase due to the annualization of the redirected revenues to Clerks from the new legislation passed in FY2023 and a slight increase in recording and other court related fines, fees, service charges and court costs.

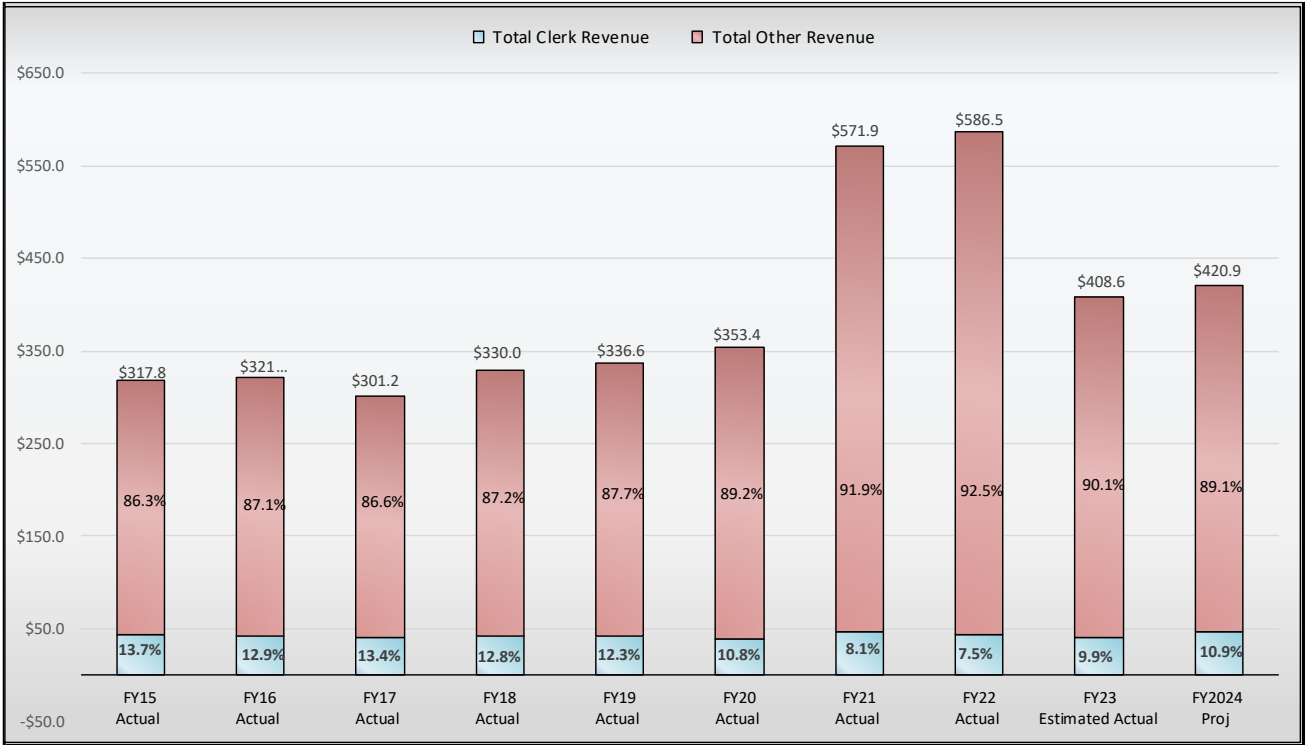


Figure 23: Ten Year Revenue Collection Trends

In FY2023, Chapter 2023-284 ([CS/HB 977](#)), Laws of Florida was passed, increasing clerks to retain service charges that are currently directed to the State General Revenue Fund for issuance of a summons in any civil action., in addition, to retaining an additional portion of filing fees for dissolution of marriage, probate, and foreclosure cases. This legislative bill

was effective July FY2023. Thereby increasing the revenues clerks are able to retain in FY2024 and reflected in the FY2024 revenue projections for court fees, fines, and service charges.

The revenue projection is determined by a thorough analysis of recent trends of each revenue classification in conjunction with a projection of new case activity by division of court and the projected impact of new legislative bills passed in FY2023. As noted in Figure 24, total revenue collections of fines, fees and service charges are projected to increase in FY2024. This increase is driven by new legislation passed in FY2023, as noted above, coupled with a projected increase in civil traffic and circuit and county civil cases.

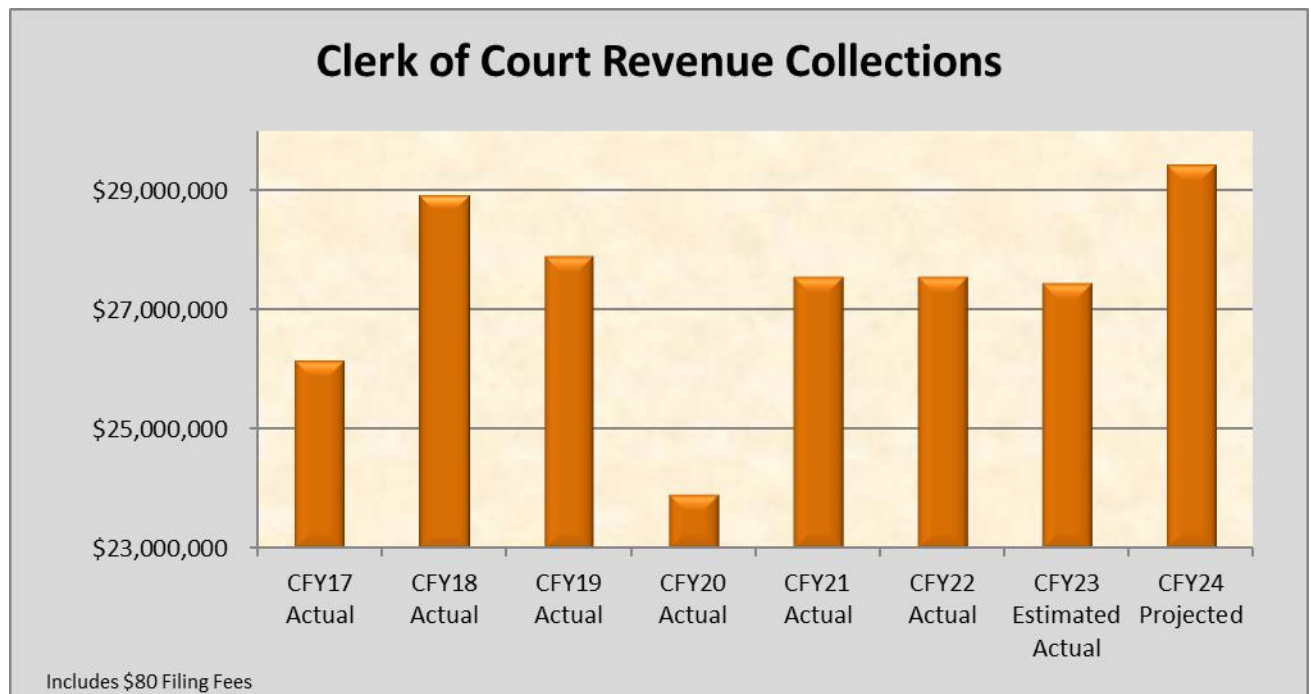


Figure 24: Clerk of Court Trust Fund Collections

Revenues are projected to be higher in FY2024 than FY2023, mostly related to an increase in the amount of filing fees and service charges clerks are allowed to retain instead of distributing to the State General Revenue Fund as a result of the new legislation passed in FY2023. This coupled with a slight increase in projected circuit and county civil cases as well as projected increases in civil traffics cases. The FY2024 revenue projection is based on prior year revenue trends, including any redirected revenues, and projected new case filings as Palm Beach County continues to return to business-as-usual post-pandemic. Although our office continues to make major efforts toward increasing collection rates, by offering more payment plan options and working with judges, our success rate has not been enough to fully fund all court related functions/expenditures. To demonstrate the

impact of the trend in cases and the impact on total collections, Figures 25 and 26 show the impact of fines and fees projected in the FY2024 budget. We expect the continued improvement in collection efforts will have a positive impact on fines and service charges for traffic related cases.

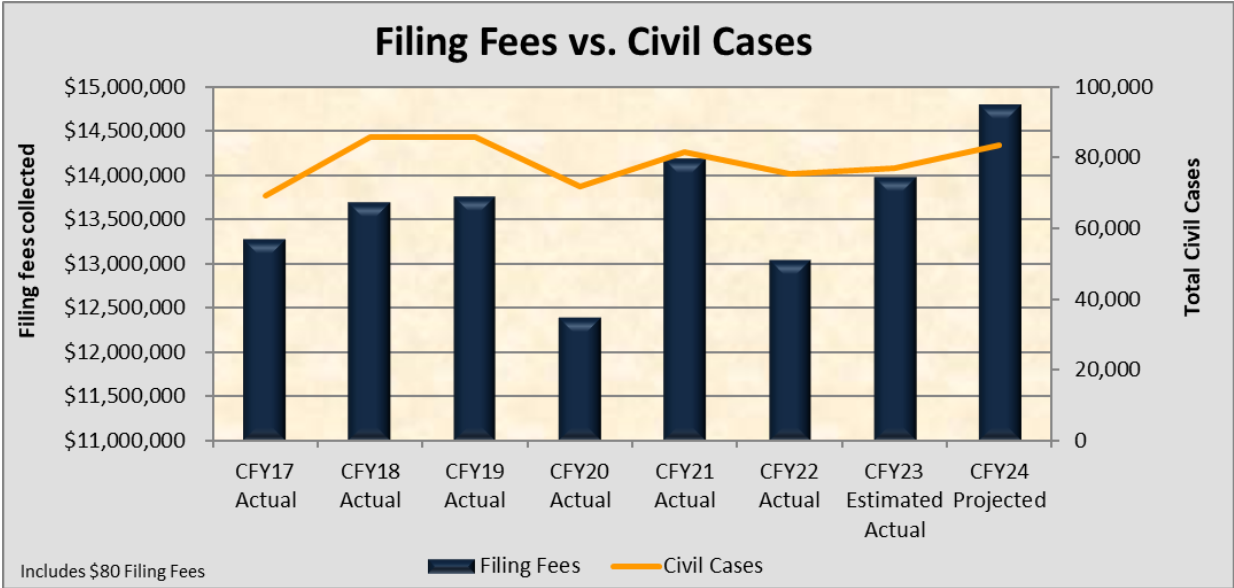


Figure 25: Filing Fees vs. Civil Cases

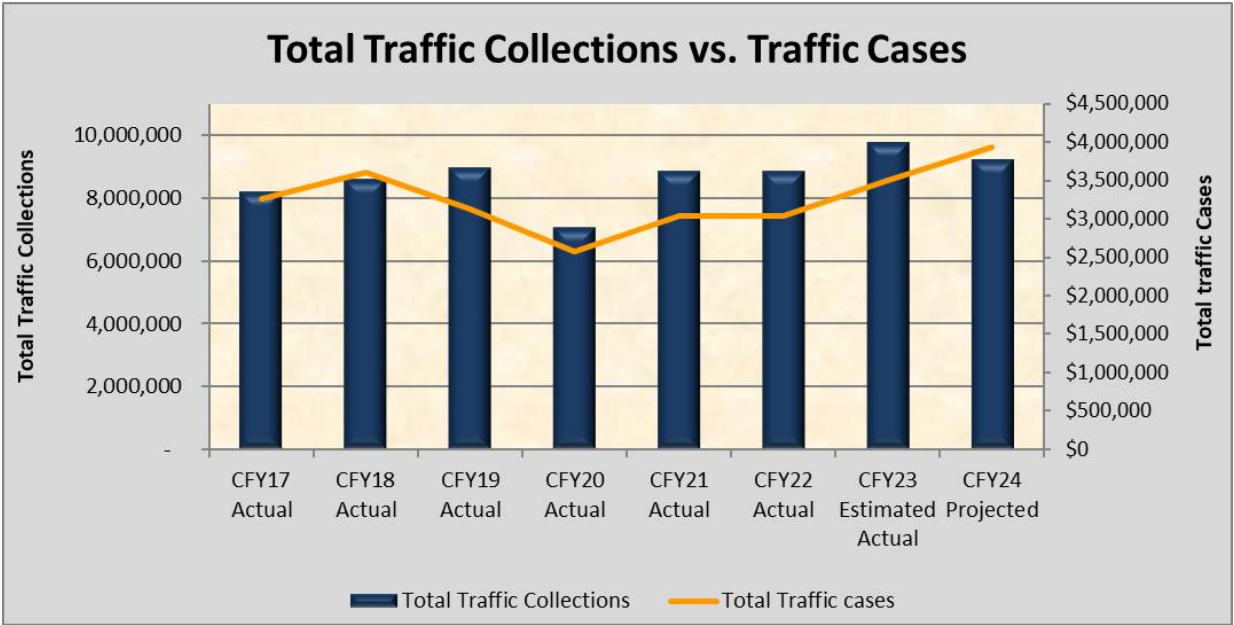


Figure 26: Total Traffic Collection vs. Traffic Cases

The Clerk of the Circuit Court & Comptroller’s organization is committed to being fiscally responsible by monitoring expenditures and addressing any shifts in actual revenue versus the current year projections.

1. General Fund Revenue

Sources of revenue that are part of the General Fund include:

- Charges for services to the County
- Recording fees
- Court fees, fines, and service charges
- Special funding (if applicable, i.e., Pandemic Relief Funding, foreclosure funding)
- Other general government fees
- Intergovernmental transfers
- Interest

Charges for services to the County relate to the Clerk of the Circuit Court & Comptroller's role as Comptroller, Treasurer, Auditor and Clerk of the Board.

Recording and other government fees are collected by non-court personnel and are related to the Clerk of the Circuit Court & Comptroller's role as County Recorder. These fees are comprised of recording fees, intangible taxes and documentary stamp commissions associated with recording deeds and mortgages as well as other user fees such as preparing copies of official documents and marriage licenses. The majority of the County Recorder revenues are directly related to property values, whereas recording fees associated with the Special Revenue Fund are directly related to the number of pages filed.

In 2013 Florida legislators passed a bill authorizing Clerks to retain the collections from court fees, fines, costs, and service charges to use to fund the operations of the Clerk of the Circuit Court. In 2017 Florida passed a bill authorizing Clerks to redirect 10% fines assessed from the Special Revenue Fund to court fees, fines, costs, and service charges in the Fine & Forfeiture Fund to be used solely to fund court operations functions.

Intergovernmental transfers are revenues associated with federal grant money received from DOR to offset the costs associated with processing non-private child support cases.

As shown in Table 15 on the next page, the General Fund revenue budget reflects an increase of \$5,105,888. Revenues from recording fees are projected based on historical trends and the anticipated stability of the real estate market and property values. The FY2024 budget also includes funding from the county of \$1,053,740 to fund the Judicial Record Paper Reduction Project, these funds can only be used for this project and is a dollar-for-dollar reimbursement process. The projected increase in revenue for court fees, fines and service charges is based on prior year's revenue trends, adjusted for one-time

felony case payments and unclaimed funds, as well as new case projections and impact of any new legislation approved in FY2023. The FY2024 State Revenue Appropriation includes a distribution from the Clerk of Court Trust Fund of \$ 2,672,628, to help offset revenue shortfalls needed to fund the clerk’s court related functions, plus a projected disbursement from the Judiciary of \$1,063,702 for reimbursement of Jury related costs and related administrative costs.

() denotes a decrease

General Fund Revenue	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Court Fees, Fines and Service Charges	\$23,905,504	\$27,552,961	\$27,265,177	\$ 27,430,116	\$ 29,420,576	\$ 1,663,794	9.1%
Pandemic Relief Funding (Case Backlog)	\$0	\$0	\$430,399	\$ 258,239	\$ -	\$ 1,274,699	24.1%
County Charges for Services	\$ 16,739,601	\$17,014,337	\$ 17,214,343	\$ 18,355,180	\$ 20,018,974	\$ 1,990,460	7.3%
Recording Fees	6,675,914	8,840,432	7,260,899	\$ 5,280,098	\$ 6,554,796	\$ (258,239)	-100.0%
Other General Government Fees	3,037,838	4,274,913	4,687,216	\$ 3,827,460	\$ 4,975,252	\$ 1,147,790	30.0%
Jury Funding (JAC)	\$666,320	\$483,777	\$829,976	\$ 919,133	\$ 1,063,702	\$ 144,569	15.7%
Clerk of Court Trust Fund	\$2,765,609	\$2,558,880	\$2,463,705	\$ 3,510,782	\$ 2,672,628	\$ (838,154)	-23.9%
Intergovernmental Transfers	815,459	660,727	673,633	\$ 676,232	\$ 657,200	\$ (19,032)	-2.8%
Total	\$54,606,244	\$61,386,027	\$60,825,348	\$60,257,240	\$ 65,363,127	\$ 5,105,888	8.5%

Table 15: General Fund Revenue

2. Special Revenue Fund

The Special Revenue Fund (also known as the Public Records Modernization Trust Fund) includes the following sources of revenue:

- Recording Fees
- Interest

The revenues in the Special Revenue Fund come from user fees that were set by Florida Statutes specifically to help the Clerk improve access to public records and to help offset the Clerk’s technology-related costs incurred in supporting the courts. These fees are based on a charge for each page of a document that is recorded, whereas, the recording fees associated with the General Fund are directly related to property values. As of June 16, 2017, Chapter 2017-126, Laws of Florida formerly known as SB 2506 was signed into law. As a result of this law, the 10% fines previously retained by the Clerk were redirected from the Special Revenue Fund to the Fine & Forfeiture Fund in an attempt to offset declining court fees, fines and service charges and court related operational costs.

The Fund is comprised of two distinct funds established by Florida Statutes:

1. The Court Technology Trust Fund. The revenue in this fund consists of a \$4.00 recording fee of which \$1.90 is retained by the Clerk to pay for the labor cost of its technology department and other court related technology operating costs.
2. Public Records Modernization Trust Fund. The revenue in this fund is based on a \$1.50 recording fee and can only be used to help the Clerk improve access to public record. The revenue in this fund can not be used to pay for any labor costs.

As shown in Table 16 below, the revenue projection in the Special Revenue Fund reflects a decrease of \$200,899 versus the FY2023 estimated actual. The decrease is related to a projected decrease in the number of pages recorded based on current revenue trends. Interest earnings are also expected to decrease, and the fund balance is expected to be lower.

() denotes a decrease

Special Revenue Fund	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Recording Fees	3,769,795	5,033,330	4,090,267	2,951,832	2,933,556	(18,276)	-0.6%
10% Fines & Forfeitures	-	-	-	-	-	-	N/A
Interest	96,721	26,724	41,092	520,832	338,208	(182,624)	-35.1%
Total	\$3,866,517	\$5,060,054	\$4,131,360	\$3,472,663	\$3,271,764	(\$200,899)	-5.8%

Table 16: Special Revenue Fund - Revenue

VI. Major Expenditures and Funding Sources

A. Consolidated Funds

The Consolidated Budget Overview provided in Table 17 highlights the Clerk of the Circuit Court & Comptroller's historical and planned expenditures by funding source and expense type.

() denotes a decrease

Consolidated Budget	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Revenue							
Court Fees, Fines and Service Charges	\$ 23,905,504	\$ 27,552,961	\$ 27,265,177	\$ 27,430,116	\$ 29,420,576	\$ 1,990,460	7.3%
Pandemic Relief Funding (Case Backlog)	\$ -	\$ -	\$ 430,399	\$ 258,239	\$ -	\$ (258,239)	-100.0%
County Charges for Services	16,739,601	17,014,337	17,214,343	18,355,180	20,018,974	1,663,794	9.1%
Recording Fees	10,464,650	13,873,762	11,351,166	8,231,929	9,488,352	1,256,422	15.3%
Other General Government Fees	3,018,897	4,274,913	4,687,216	3,827,460	4,975,252	1,147,791	30.0%
Jury Funding (JAC)	666,320	483,777	829,976	919,133	1,063,702	144,569	15.7%
Clerk of Court Trust Fund	2,765,609	2,558,880	2,463,705	3,510,782	2,672,628	(838,154)	-23.9%
Intergovernmental Transfers	815,459	660,727	673,633	676,232	657,200	(19,032)	-2.8%
Interest	96,721	26,724	41,092	520,832	338,208	(182,624)	-35.1%
Total Revenue	58,472,761	66,446,081	64,956,708	63,729,903	68,634,892	4,904,989	7.7%
Internal Service Fund	13,743,862	18,622,268	18,326,205	19,635,223	20,818,365	1,183,142	6.0%
Inter-fund Transfer	3,892,041	774,602	2,786,602	3,817,289	4,356,977	539,688	14.1%
Fund Balance							
Balances Brought Forward (SRF Only)	10,441,762	9,598,227	13,125,375	13,659,761	11,114,496	(2,545,264)	-18.6%
Total Revenues	\$ 86,550,426	\$ 95,441,179	\$ 99,194,890	\$ 100,842,176	\$ 104,924,730	\$ 4,082,554	4.0%
Expenditures							
Personnel Services	\$ 47,678,863	\$ 48,364,313	\$ 50,072,838	\$ 52,653,888	\$ 58,850,408	\$ 6,196,520	11.8%
Operating Expenses	\$ 8,753,458	\$ 7,880,222	\$ 10,248,681	\$ 9,366,233	\$ 15,162,532	\$ 5,796,299	61.9%
Capital Outlay	\$ 595,313	\$ 602,378	\$ 93,721	\$ 1,503,695	\$ 0	\$ (1,503,695)	-100.0%
Total Expenditures	57,027,635	56,846,913	60,415,240	63,523,816	74,012,941	10,489,125	16.5%
Internal Service Fund	13,743,862	18,622,268	18,326,205	19,635,223	20,818,365	1,183,142	6.0%
Inter-fund Transfer	3,892,041	774,602	2,786,602	3,817,289	4,356,977	539,688	14.1%
Year End Commitments							
Unspent Revenues Returned to BOCC	1,969,295	3,557,797	1,951,763	735,551	-	(735,551)	-100.0%
Unspent Revenue due to/from State	319,365	2,514,224	2,055,319	2,015,800	-	(2,015,800)	-100.0%
Fund Balance							
Reserves (SRF Only)	9,598,227	13,125,375	13,659,761	11,114,496	5,736,447	(5,378,049)	-48.4%
Total Reserve & Expenditures	\$ 86,550,426	\$ 95,441,179	\$ 99,194,890	\$ 100,842,176	\$ 104,924,730	\$ 4,082,554	4.0%

Table 17: Consolidated Budget

The budgeting basis of the Clerk of the Circuit Court & Comptroller's office is a conservative one and considers the continued uncertainty of one of its main funding sources, specifically court fees, fines, and service charges to fund court-related activities.

During times of continued financial unpredictability, it is more important than ever to provide excellent customer service, improve reporting standards, rely more heavily on technological advances, and ensure volatile costs are covered to provide a seamless transition from one fiscal year to the next.

Net Budget

The Net Budget, as shown in Table 18, subtracts Internal Service Fund charges and transfers of money from one fund to another (Inter-fund Transfers) from the total Consolidated Budget. These reductions from the total Consolidated Budget are considered to be double counted because they do not represent money coming into the Clerk’s budget as revenue or leaving the Clerk’s budget as expense. Inter-fund transfers are necessary to reflect movement of revenues within the legal budget from the fund in which received to the fund where the expenditure is recorded.

() denotes a decrease

Net Budget	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Total Budget	\$ 86,550,426	\$ 95,441,179	\$100,503,908	\$ 100,842,176	\$104,924,730	\$ 4,082,554	4.0%
Less:							
Internal Service Fund	13,743,862	18,622,268	19,635,223	19,635,223	20,818,365	1,183,142	6.0%
Inter-fund Transfer	3,892,041	774,602	2,786,602	3,817,289	4,356,977	539,688	14.1%
Net Revenue Budget	\$ 68,914,522	\$ 76,044,308	\$ 78,082,082	\$ 77,389,663	\$ 79,749,388	\$ 2,359,724	3.0%
Total Expenditures	\$ 57,027,635	\$ 56,846,913	\$ 60,415,240	\$ 63,523,816	\$ 74,012,941	\$10,489,125	16.5%
Unspent Revenues Returned to BOC	1,969,295	3,557,797	1,951,763	735,551	-	(735,551)	-100.0%
Unspent Revenues Returned to Stat	319,365	2,514,224	2,055,319	2,015,800	-	(2,015,800)	-100.0%
Reserves (SRF Only)	9,598,227	13,125,375	13,659,761	11,114,496	5,736,447	(5,378,049)	-48.4%
Net Expenditure Budget	\$ 68,914,522	\$ 76,044,308	\$ 78,082,082	\$ 77,389,663	\$ 79,749,388	\$ 2,359,724	3.0%

Table 18: Net Budget

B. General Fund Expenditures

Funding for each of the functional units described later in this document is budgeted in the following individual funds. The interdependence of their funding is also shown in Figure 19 on page 67. While the functions and funding may appear independent, each fund's ability to absorb its assigned costs is directly or indirectly dependent on one or more areas of the financial structure. When funding is reduced, a ripple effect is felt throughout the entire organization.

As shown in Table 19 on the following page, the total FY2024 adopted budget for charges for services to the County is \$20,018,974 which reflects an increase over the FY2023 estimated actuals of \$1,663,794. The charges for service also includes \$1,053,740 for the Judicial Record Paper Reduction Project which is funded by the county and is reimburse on a dollar-for-dollar basis. The total FY2024 adopted budget of \$12,187,248 million for County Recorder fees is comprised of \$6,554,796 of Recording Fees, \$4,975,252 of Other Government fees and \$657,200 of Intergovernmental Transfers. This reflects a total increase of \$2,403,457 from FY2023 estimated actual, the increase is mostly due to the real estate market which is anticipated to stabilize or pick up slightly mid-year 2024. The projected changes in revenue have been accounted for in the planned expenditures budget with increases in operating expenses related to the finalizing of some key project expenses. These increases are coupled with increases in health insurance, a three percent cost of living adjustment (COLA) and retirement costs, as well as by filling approved positions instead of utilizing contractual employees.

General Fund (Major Fund)	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Revenue							
Court Fees, Fines and Service Charges	\$ 23,905,504	\$ 27,552,961	\$ 27,265,177	\$ 27,430,116	\$ 29,420,576	\$ 1,990,460	7.3%
Pandemic Relief Funding (Case Backlog)	-	-	430,399	\$ 258,239	\$ -	\$ (258,239)	-100.0%
County Charges for Services	16,739,601	17,014,337	17,214,343	\$ 18,355,180	\$ 20,018,974	1,663,794	9.1%
Recording Fees	6,694,855	8,840,432	7,260,899	\$ 5,280,098	\$ 6,554,796	1,274,698	24.1%
Other General Government Fees	3,018,897	4,274,913	4,687,216	\$ 3,827,460	\$ 4,975,252	1,147,791	30.0%
Jury Funding (JAC)	666,320	483,777	829,975	\$ 919,133	\$ 1,063,702	144,569	15.7%
Clerk of Court Trust Fund	2,765,609	2,558,880	2,463,705	\$ 3,510,782	\$ 2,672,628	(838,154)	-23.9%
Intergovernmental Transfers	815,459	660,727	673,633	\$ 676,232	\$ 657,200	(19,032)	-2.8%
Total Revenue	\$ 54,606,244	\$ 61,386,027	\$ 60,825,348	\$ 60,257,240	\$ 65,363,127	\$ 5,105,888	8.5%
Inter-fund Transfer	3,892,041	774,602	2,786,602	3,817,289	4,356,977	539,688	14.1%
Total Revenues	\$ 58,498,285	\$ 62,160,630	\$ 63,611,950	\$ 64,074,529	\$ 69,720,105	\$ 5,645,576	8.8%
Expenditures							
Personnel Services	\$ 47,678,863	\$ 48,364,313	\$ 50,072,838	\$ 52,653,888	\$ 58,850,408	\$ 6,196,520	11.8%
Operating Expenses	7,935,448	7,121,918	9,438,309	8,652,662	10,869,697	2,217,035	25.6%
Capital Outlay	595,313	602,378	93,721	16,628	-	(16,628)	-100.0%
Total Expenditures	56,209,625	56,088,609	59,604,868	61,323,178	69,720,105	8,396,927	13.7%
Year End Commitments:							
Unspent Revenues Returned to BOCC	1,969,295	3,557,797	1,951,763	735,551	-	(735,551)	-100.0%
Revenue due to/from State	319,365	2,514,224	2,055,319	2,015,800	-	(2,015,800)	-100.0%
Total Expenditures & Y/E Commitments	\$ 58,498,285	\$ 62,160,630	\$ 63,611,950	\$ 64,074,529	\$ 69,720,105	\$ 5,645,576	8.8%

Table 19: General Fund

The total adopted budget related to court fees, fines and service charges is \$29,420,576 for FY2024, reflecting an increase of \$1,990,460 from the FY2023 estimated actuals. The increase is mostly related to an increase in projected civil case filings, including civil traffic and the annualization of re-directed revenues from the State Revenue Fund per legislation passed in FY2023 and implemented in July 2023. Despite this increase, the revenue projection is still insufficient to fully fund the essential functions of court operations. Therefore, the Clerk's office will get a distribution from the Clerk of Courts Trust Fund of \$2,672,628 in order to fully fund the needs of court operations and balance the budget according to Florida statute. In addition, the FY2023 Legislative session approved the continued reimbursement of Jury related costs incurred by clerks statewide; a projected \$1,063,703 has been planned for in FY2024. The overall increase in revenues is related to increase in projected civil case filings, increased focus on collection efforts offset by adjustments for one-time fine/settlement collections and higher bond forfeitures in FY2023. Since FY 2015, cost reduction initiatives continue to be implemented, including consolidation of workforce where appropriate, as well as the implementation of Artificial Intelligence (AI) in court operations. These actions coupled with other cost saving initiatives, have been implemented in order to ensure that revenues and expenditures stay balanced and within

the approved adopted budget to support the Clerk’s commitment to fiscal management and responsibility.

C. Special Revenue Fund Expenditures

As is shown in Table 20 below, the total reserve and expenditure budget related to the Special Revenue Fund is \$14,386,260 for FY2024. This reflects reduction of \$2,746,163, which reflects an adjustment for a one-time project related purchase in FY2023; coupled with a projected decrease in revenues and interest.

Expenditures in the Special Revenue Fund are accounted for as direct when the cost is charged directly to the fund and indirect when the cost is charged to the General Fund through an inter-fund transfer.

The increase in the budgeted operating expenditures in FY2024 is mainly due to the final costs due; related to implementation of the new Official Records system and upgrades to the case management system (Showcase), as well as other mandated requirements essential to support the Clerk’s operations.

() denotes a decrease

Special Revenue Fund	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Revenue							
Recording Fees	\$ 3,769,795	\$ 5,033,330	\$ 4,090,267	\$ 2,951,832	\$ 2,933,556	\$ (18,276)	-0.6%
10% Fines & Forfeitures	-	-	-	-	-	-	N/A
Interest	96,721	26,724	41,092	520,832	338,208	(182,624)	-35.1%
Total	\$ 3,866,517	\$ 5,060,054	\$ 4,131,360	\$ 3,472,663	\$ 3,271,764	\$ (200,899)	-5.8%
Fund Balance							
Balances Brought Forward	10,441,762	9,598,227	13,125,374	13,659,760	11,114,496	(2,545,264)	-18.6%
Total Revenues	\$ 14,308,278	\$ 14,658,281	\$ 17,256,734	\$ 17,132,423	\$ 14,386,260	\$ (2,746,163)	-16.0%
Expenditures (Direct)							
Personnel Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A
Operating Expenses	818,011	758,304	810,372	713,571	4,292,835	3,579,264	501.6%
Capital Outlay	-	-	-	1,487,067	-	(1,487,067)	-100.0%
Total Expenditures	818,011	758,304	810,372	2,200,638	4,292,835	2,092,197	95.1%
Inter-fund Transfer	3,892,041	774,602	2,786,602	3,817,289	4,356,977	539,688	14.1%
Fund Balance							
Reserves	9,598,227	13,125,374	13,659,760	11,114,496	5,736,447	(5,378,049)	-48.4%
Total Reserve & Expenditure	\$ 14,308,278	\$ 14,658,281	\$ 17,256,734	\$ 17,132,423	\$ 14,386,260	\$ (2,746,163)	-16.0%

Table 20: Special Revenue Fund

D. Internal Service Fund

The current health plan utilized by the Clerk of the Circuit Court & Comptroller's office is "grandfathered" under the Patient Protection and Affordable Care Act (PPACA). As a result, the plan is not required to comply with some of the health reform provisions in the PPACA. For example, grandfathered plans are exempt from the requirement that preventive care services be covered with no member cost-sharing. Additionally, the plan provides generic birth control at a member cost share. Both of these features reduce claims costs. With the go-live of the Marketplace portion of the PPACA on October 1, 2013, employees have been informed of its availability and the Clerks health coverage plan reviewed to ensure it meets the "minimum value standard" and the cost is "affordable" based on the employee's wages. The plan also includes 180 days of claims reserves and administrative reserves in the event of catastrophic loss and or plan termination.

To protect against major loss, the Clerk of the Circuit Court & Comptroller's office purchases reinsurance (stop loss insurance) on both a specific and aggregate basis to limit its liability for catastrophic or unpredictable losses. Specific stop loss insurance provides protection on an individual member basis. The Clerk will not pay more than \$125,000 in the plan year for any given employee or dependent under this arrangement. Aggregate reinsurance provides protection from an excessive amount of claim expenditures for the entire group for the plan year. The maximum amount the Clerk will pay for health care expenditures varies from plan year to plan year and is based on expected claims costs for the year.

Every year, the Clerk of the Circuit Court & Comptroller's office reviews plan design features of its health care insurance in order to maximize employee benefits, while minimizing costs. For the 2024 Plan Year the following cost saving measures will go into effect for the health plan: Preferred Complete Medical Management - Employees and providers will be required to obtain a precertification and/or obtain medical justification on inpatient and outpatient services. Essential Medication Protection – Cigna will work with providers to confirm medication prescriptions and dosing are correct. The program will ensure the correct medication is prescribed for the medical condition and may require medical necessity justification from the provider.

Mandatory Cigna 90 Now - This savings measure requires employees who are on a maintenance drug (e.g., Diabetes, Thyroid, Blood Pressure, Birth Control, etc.) to switch their prescription to a 90-day supply after making 3 prescription fills. There is also a

Wellness Committee policy that aims to positively impact the health of employees, thereby decreasing health care-related costs. The Wellness program provides an incentive program and ongoing education that encourages employees to adopt healthy behaviors, including preventive care initiatives and take personal responsibility and accountability for their health and wellbeing. In FY2017 the program included an incentive for the eligible spouse/domestic partner to complete a health assessment as a preventive/early detection measure. In FY2019 the program adopted four wellness hours for employees to utilize when attending preventative health screening appointments.

In FY2021, the wellness program adopted an additional amount of \$125 for physical wellness visits to aid in early detection and subsequently lower claims costs.

The Clerk's health plan is self-insured, thereby avoiding State premium and insurance company taxes (6.3% in total) and allowing for a flexible plan design that targets the needs of its employees and avoids unnecessary benefits that would otherwise increase health care costs.

Table 21 on the next page highlights an expected increase in the FY2024 Internal Service Fund budget of \$1,183,142 or 6.0%, which is due to increases in health care premiums, employee claims offset by increases in claims being redirected to telehealth versus in office visits as noted below:

- Comparative Effectiveness Research Fee has increased from \$2.66 to \$2.79. The fee has been reinstated through 2029.
- Pre-existing condition clause omitted from the Clerks health plan as of 2014.
- Transitional Reinsurance Program Fees ended in 2016.
- Employer Shared Responsibility (Pay or Play) rules – 30-day limit on eligibility waiting periods took effect on 1/1/2014.
- The office implemented a unique telemedicine program called Teladoc which has saved significant costs in claims for chronic conditions like colds/flu, sinus or eye infection, rashes, etc. where patients have a consultation with a licensed doctor over the phone or via video and are prescribed treatment or prescriptions without costly trips to the doctor's office, Urgent Care, or Emergency Room visits. By steering those claims to Teladoc for an annual cost of \$78 per member there has been an estimated fund net savings of \$63,568 for FY2016; \$108,327 for FY2017; and \$239,576 for FY2018*, \$247,455 for FY2019 \$263,146 for FY2020*; \$184,274 for FY2021 and \$261,825 for FY2022*. *Numbers based off Teladoc's revised methodology.
- The potential impact of COVID-19 related waived cost sharing through December 31, 2021, is estimated to be 1-3% increase over expected 2020 costs based off the total membership positivity infection rate. COVID-19 related waived cost sharing has

been extended through January 11, 2023, to align with the Public Health Emergency. The plan spent \$316,725 in costs related to the testing, diagnosis, & treatment of COVID-19 through July 2021.

- The effects of COVID created an increase in medical spending due to delayed medical care. For example, COVID created a significant drop in cancer screenings, which equates to higher treatment claims and overall medical spend. A cancer diagnosis that would have been caught with a preventative screening and treatable in stage 1 or 2 is now being diagnosed as a stage 3 or 4. Claims will continue to climb before they normalize as individuals catch up on their missed screenings.

() denotes a decrease

Internal Service Fund	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
Revenue							
Employee contributions	\$ 1,269,195	\$ 1,213,663	\$ 1,195,821	\$ 1,165,516	\$ 1,170,059	\$ 4,543	0.4%
Employer contributions	8,227,583	11,524,738	10,033,392	10,914,049	\$ 11,553,674	\$ 639,625	5.9%
Cobra/Retiree Contributions	259,584	272,810	287,851	256,682	\$ 240,332	\$ (16,350)	-6.4%
Reinsurance Recoveries	284,311	1,635,252	1,553,833	1,553,577	\$ 1,599,920	\$ 46,343	3.0%
Pharmaceutical Rebate	206,673	220,587	310,038	400,618	\$ 517,661	\$ 117,043	29.2%
Other income	71,842	44,380	100,615	258,766	\$ 406,737	\$ 147,971	57.2%
Total Revenue	10,319,188	14,911,430	13,481,552	14,549,208	15,488,383	939,176	6.5%
Fund Balance							
Balances Brought Forward	\$3,424,674	\$3,710,838	\$4,844,654	\$5,086,015	\$5,329,981	\$243,966	4.8%
Total Revenues	\$13,743,862	\$18,622,268	\$18,326,205	\$19,635,223	\$20,818,365	\$ 1,183,142	6.0%
Expenditures							
Claims Distributions	\$ 8,065,410	\$ 11,380,243	\$ 10,960,419	\$ 11,847,116	\$ 12,805,546	\$ 958,430	8.1%
Insurance And Bonds	1,262,975	1,317,545	1,453,871	1,630,643	\$ 1,828,907	\$ 198,265	12.2%
Administration Fees	405,420	385,922	381,757	377,057	\$ 391,037	\$ 13,979	3.7%
Other Contractual Services	120,228	111,244	114,912	116,128	\$ 123,225	\$ 7,097	6.1%
Other costs	178,991	582,661	329,231	334,298	\$ 356,414	\$ 22,116	6.6%
Total Expenditures	10,033,025	13,777,614	13,240,190	14,305,241	15,505,129	1,199,887	8.4%
Fund Balance							
Reserves	\$3,710,838	\$4,844,654	\$5,086,015	\$5,329,981	5,313,236	(16,745)	-0.3%
Total Expenditures	\$13,743,862	\$18,622,268	\$18,326,205	\$19,635,223	\$20,818,365	\$ 1,183,142	6.0%

Table 21: Internal Service Fund

E. Department / Fund Relationship

Table 22 below displays the relationship between the funding sources and the major Clerk of the Circuit Court & Comptroller functions.

Information Technology and certain components of the Finance function of the Clerk of the Circuit Court & Comptroller’s office are not allowed to utilize funds from court fees, fines, and service charges in order to fund the activities related to their goals and objectives. As such, the Special Revenue Fund provides funding necessary for technology needs. The remaining Clerk functions are funded by the three non-SRF funding sources, charges for services to the County, court fees, fines and service charges and County recorder fees.

	General Fund (Major Fund)			Special Revenue (Non-Major Fund)
Clerk of the Circuit Court & Comptroller Palm Beach County	County Charges for Services	Court Fines, Fees and Service Charges	County Recorder Fees	Special Revenue Fund
Clerk & Executive Staff	X	X	X	
Communications	X	X	X	
Operations & Official Records	X	X	X	
Finance	X	X	X	
Information Technology	X		X	X
Human Resources	X	X	X	

Table 22: Department / Fund Relationship

VII. Office Structure

The Clerk of the Circuit Court & Comptroller serves the public in the following roles as established by the Florida Constitution and Florida Statutes. These roles include Comptroller and Chief Financial Officer, County Auditor and Treasurer, County Recorder, Clerk of the Circuit Court and ex-officio Clerk of the Board of County Commissioners.

In order to accomplish the duties of the roles defined above, the organizational structure of the Clerk of the Circuit Court & Comptroller's office is represented by six unique functions: (1) Clerk & Executive Staff, (2) Communications, (3) Operations & Official Records (4) Finance, (5) Information Technology and (6) Human Resources.

As shown in Table 23, the overall funding request for FY2024 is \$74,012,940, which is an increase of \$10,489,124 compared to FY2023 estimated actuals. The increase is due to the higher health insurance, a three percent COLA, retirement costs, fully funding vacant positions, hiring of Clerk employees versus contractual and project related funding.

() denotes a decrease

Clerk of the Circuit Court & Comptroller Palm Beach County	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
By Expense Type							
Personnel Services	\$ 47,678,863	\$ 48,364,313	\$ 50,072,838	\$ 52,653,888	\$ 58,850,408	\$ 6,196,520	11.8%
Operating Expenses	8,753,459	7,880,222	\$ 10,248,681	\$ 9,366,233	\$ 15,162,532	5,796,299	61.9%
Capital	595,313	609,013	\$ 93,721	\$ 1,503,695	\$ -	(1,503,695)	-100.0%
Total	\$57,027,635	\$56,853,548	\$60,415,240	\$63,523,816	\$74,012,940	\$10,489,124	22.5%
By Clerk Function							
Clerk & Executive Staff	\$ 2,868,856	\$ 2,656,943	\$ 2,764,942	\$ 2,991,149	\$ 3,573,252	\$ 582,102	29.2%
Communications	719,213	949,501	1,134,333	1,125,802	1,344,221	218,418	18.5%
Operations & Official Records	30,332,345	30,752,459	31,348,708	32,585,049	37,155,451	4,570,402	18.5%
Finance	11,446,385	11,346,906	11,962,145	12,874,208	14,722,593	1,848,384	23.1%
Information Technology	9,979,083	9,536,381	11,520,219	12,160,496	15,211,820	3,051,324	32.0%
Human Resources	1,681,753	1,604,723	1,684,893	1,787,111	2,005,604	218,493	19.0%
Total	\$57,027,635	\$56,846,913	\$60,415,240	\$63,523,816	\$74,012,940	\$10,489,124	22.5%

Table 23: Budget by Expense Type and Clerk Function

A. Clerk & Executive Staff

The Clerk & Executive Staff is led by the Clerk of the Circuit Court & Comptroller and consists of the Division of Inspector General (DIG) and General Counsel & Legal Services.

As shown in Table 24, the budget request for the Clerk & Executive Staff function for FY2024 is \$3,573,252. This represents a \$582,102 increase from FY2023 estimated actuals and is related to increases in health insurance, a three percent COLA, retirement costs and fully funded vacant positions.

() denotes a decrease

Clerk & Executive Staff Expenditures	FY2020 Actual	FY2021 Estimated Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
By Expense Type							
Personnel Services	\$ 1,463,599	\$ 1,723,591	\$ 1,889,574	\$ 1,967,078	\$ 2,139,429	\$ 172,350	8.8%
Operating Expenses	\$ 1,400,984	\$ 933,353	\$ 875,368	\$ 1,024,071	1,433,823	\$ 409,752	40.0%
Capital	\$ 4,273	\$ -	\$ -	\$ -	-	\$ -	N/A
Total	\$ 2,868,856	\$ 2,656,943	\$ 2,764,942	\$ 2,991,149	\$ 3,573,252	\$ 582,102	29.2%

Table 24: Clerk & Executive Staff Financial Schedule

1. Division of Inspector General

The mission of the Division of Inspector General of the Clerk of the Circuit Court & Comptroller's office is to provide independent, objective auditing and investigative services designed to add value, improve the Clerk of the Circuit Court & Comptroller operations, and preserve public trust.

The Division is subdivided into the following units:

- Audit Services Unit (ASU)
 - Provides an independent appraisal of whether desired results and objectives are achieved economically, efficiently and in accordance with prescribed laws, regulations, policies, and procedures.
- Public Integrity Unit (PIU)
 - Investigations Unit - conducts administrative investigations into Clerk of the Circuit Court & Comptroller matters as necessary. The objective is to determine the proper conclusion of fact for allegations received involving fraud, waste, abuse, and ethical misconduct. Investigations typically involve alleged

- violations of law, policy, or regulations. The final reports may include recommendations for administrative actions and internal control enhancements.
- Guardianship Integrity Assurance Unit - conducts varying levels of assessments, audits, and financial investigations of Guardianship proceedings.
 - The Guardianship Unit supplements the Clerk of the Circuit Courts monitoring duties in supporting the Court's oversight of the County's legally incapacitated citizens.
 - The Guardianship Unit includes a partnership with five other Clerk Offices of Inspectors General in Florida. This partnership, Statewide Investigation Alliance (SIA) entered into a Memorandum of Understanding with the Florida Department of Elder Affairs – Office of Public and Professional Guardians (OPPG) to bolster statewide investigations of registered professional and public guardians. Our office acts as the Administrative Coordinator providing legal support to the OPPG and being the liaison between SIA and the OPPG.

The Division has been accredited by the Commission for Florida Law Enforcement Accreditation, Inc., since 2011, which demonstrates our commitment to continuing compliance with professional investigative standards and processes.

Our Ethics Hotline promotes honesty and efficiency in government and fosters the public's trust in government. The Ethics Hotline is managed by an independent third-party reporting agency, with all contacts forwarded immediately to the Division. Clerk of the Circuit Court & Comptroller management and employees are urged to immediately report, anonymously if desired, any suspected instance of fraud, waste, abuse, or ethical misconduct.

In addition, the Guardianship Integrity Assurance Hotline is in place and managed by the Division, which enables anyone suspecting fraud, waste or financial mismanagement of the property and assets of a person subject to guardianship in Palm Beach County to report such concerns, anonymously if desired.

The Division employs a staff of highly qualified and experienced professional auditors with various certifications, including but not limited to Certified Inspector General, Certified

Inspector General Auditor, Certified Inspector General Investigator, Certified Public Accountant, Certified Internal Auditor, and Certified Fraud Examiner,

To provide for the independence of the Division, the Inspector General reports functionally and administratively to the Clerk of the Circuit Court & Comptroller. As an independently elected official, the Clerk of the Circuit Court & Comptroller is directly responsible to the citizens and taxpayers of Palm Beach County. The Division has no direct responsibility or authority over any area subject to its audit, review, and investigation. Therefore, the Division is organizationally independent from those areas within the Clerk of the Circuit Court & Comptroller's office. Employees in the Division report to the Inspector General.

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Execute audits to collectively maximize the Clerk's office ability to:
 - identify risks and ensure controls are in place to mitigate vulnerabilities, safeguard assets, and ensure compliance with policies and laws,
 - monitor the reliability and integrity of financial and operating information,
 - ascertain whether Clerk's operating results are consistent with established objectives and goals, and
 - evaluate the efficiency and effectiveness with which Clerk's office resources are employed.
- Respond to Clerk management audit requests and changing risks by implementing Division plan changes when appropriate.
- Monitor audit recommendations and follow up on management's resolution of corrective actions.
- Conduct administrative investigations and timely respond to reports received via the Ethics Hotline. Provide referrals to law enforcement partners as needed.
- Conduct audits and reviews of guardianship cases within the Fifteenth Judicial Circuit and timely respond to reports received via the Guardianship Integrity Assurance Hotline.
- Act as the Administrative Coordinator and conduct investigations of complaints involving registered professional and public guardians in support of the OPPG MOU. Provide oversight and support to the five other Clerk's Inspector General Offices throughout Florida that are partners in the OPPG MOU.
- Maintain status as an Accredited Office of Inspector General through The Commission for Florida Law Enforcement Accreditation, Inc.

Short-Term Goals

- Prepare and execute a risk-based value-added annual plan that includes audits, investigations, and other types of reviews.
- Conduct audits and investigations efficiently in accordance with professional standards and departmental procedures.
- Ensure accurate and timely reporting by the Division to all parties (e.g., internal, and external customers, accreditation bodies).

Major Accomplishments

- Completed four audits, one supplemental audit memo, and one investigation supporting the Clerk's office operations. One audit was requested by Clerk management and one audit was performed to satisfy the Clerk's office contractual requirements.
- Completed 11 guardianship audits, handled 161 guardianship hotline reports, and issued five additional memos supporting the Fifteenth Judicial Circuit, which identified findings totaling \$1,247,027.
- Completed 24 investigations involving registered professional and public guardians in support of the OPPG MOU, which identified financial impacts totaling \$127,205.
- Provided seven investigative and guardianship referrals to law enforcement agencies and Clerk's office management.
- The Division was awarded re-accreditation by the Commission for Florida Law Enforcement Accreditation Inc. (CFA) on February 23, 2023. The CFA requires re-accreditation every three years.
- Demonstrated commitment to the CFA community by serving as a CFA assessor for an external agency to evaluate their compliance with CFA standards.

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Continue to seek enhanced technology-driven solutions and automated tools to streamline Division processes and improve efficiencies in executing audits and investigations.

Short-Term Goals

- Explore opportunities to enhance Division efficiency and productivity in our current TeamMate+ software and in other automated tools.

Major Accomplishments

- Review of TeamMate+ and automated tools and benchmarking analyses with other Clerk's IG offices are in progress to identify and implement process improvements.

❖ Serve our Community

Long-Term Goals

- Within the Division's roles and responsibilities, execute and fulfill the Clerk's guiding principles of Honor, Respect and Devotion to Duty.

Short-Term Goals

- Provide timely responses to reports received from citizens by conducting related investigations and providing referrals to other agencies that can support their needs.
- Encourage Division employee participation in Clerk volunteer opportunities and sponsored activities.

Major Accomplishments

- Received and resolved 161 Guardianship Hotline reports and 20 other reports from the Ethics Hotline and various other sources.

❖ Be the Employer of Choice

Long-Term Goals

- Develop a best-in-class team of certified professionals in the Division that demonstrate superior audit and investigative skills.
- Cultivate a culture of continuous improvement among Division personnel.
- Provide high quality training to Division employees on auditing and investigating strategies and innovative techniques.

Short-Term Goals

- Provide a minimum of 40 hours of training and continuing professional education to each Division member to enable renewal of professional certifications.

Major Accomplishments

- Each Division member achieved 40 or more hours of training and maintained their professional certifications.

Performance Workload Indicators

The Division prepares written reports detailing the results of audits and investigations performed. Management provides written responses to the audit recommendations, which are included in the report. The responses include corrective actions to be taken by management and target completion dates by which the actions will be implemented.

Final audit reports are issued to the appropriate parties. The Division follows up on corrective actions indicated in the management responses to monitor successful completion.

Table 25 summarizes the Division’s key performance metrics for the four Fiscal Years ending September 30, 2019, through 2023.

Inspector General Workload Indicators	FY2019	FY2020	FY2021	FY2022	FY2023
Audit Services Unit					
Reports Issued	4	1	3	3	4
Public Integrity Unit (PIU) Investigations					
Cases Handled	20	27	17	31	20
Referrals to Law Enforcement & Clerk Management	6	4	6	7	5
Reports Issued	3	4	5	3	1
Guardianships					
Palm Beach County Guardianships					
Guardianship Hotline Contacts Received	174	136	126	120	161
Assessments & Limited Reviews Performed	172	114	171	127	118
Audits Performed & Reports Issued	3	9	1	11	11
Other Memos to Judiciary	2	9	7	24	5
Referrals to Law Enforcement & Other Agencies	9	5	-	5	2
Unsubstantiated Expenditures & Missing Assets	\$ 612,014	\$ 636,826	\$ 41,012	\$ 627,394	\$ 1,247,027
Office of Public & Professional Guardians (OPPG) (Note 1)					
Cases Handled for OPPG	122 (36)	65 (27)	87 (27)	70 (17)	66 (18)
Final Reports Issued to OPPG	71 (11)	69 (22)	76 (20)	62 (18)	93 (24)
Financial Impacts Identified in Palm Beach County					
Reports Issued to OPPG	\$ 119,645	\$1,136,777	\$5,505,858	\$ 350,550	\$ 127,205

Note 1: Support to Office of Public & Professional Guardians (OPPG) was initiated in FY2017. Metrics are reported for the Alliance in total, followed in parentheses by Palm Beach County only.

Table 25: Inspector General Performance Metrics

2. Legal Services

It is the mission of the Clerk of the Circuit Court & Comptroller's office to protect, preserve and maintain the public records and public funds with integrity and accountability. The Legal Services Division is comprised of the Chief Legal Officer, Legal Counsel, Associate Counsel, and a Senior Paralegal. The Chief Legal Officer advises the entire organization on a variety of legal matters.

Policies

- Deliver the Clerks guiding principles of Honor, Respect and Devotion to Duty.
- Policy on Ethics is derived from [Chapter 112, Part III](#) Florida Statutes Employee policy – Standards of conduct.
- Contract Policy
- Public Records pursuant to [Chapter 119](#), Florida Statutes.

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Advises and consults with Chief Officers regarding legal issues arising in HR, Operations, Finance, IT, and Communications.
- Reviews and provides legal input regarding various trainings for employees.
- Responds to Public Records Requests for administrative records of the Clerk of the Circuit Court & Comptroller and coordinates responses that involve multiple departments or other entities.
- Participates in the development of trainings to assist the local legal community.
- Negotiates unpaid criminal court cost judgments.

Short-Term Goals

- Continue to develop and expand focus and role of Legal Services within the organization.

Major Accomplishments

- Developed a Bench Guide for Bond matters to assist the judiciary.

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Research whether technology exists to streamline workload for cost saving measures.
- Works with the IT department to ensure security strategies comply with state and federal law.

Short-Term Goals

- Continue to work with Communications and IT on new website to update the Legal Services page on the Clerk's internal website as well as reviewing the website and various applications to ensure ADA compliance.
- Continue to update and reorganize document bank for relevant legal issues.
- Update legal research bank to include subject matter files, i.e., complaints and separate causes of action, bonds, public records, ethics, and employment issues.

Major Accomplishments

- Implemented new Public Records platform to streamline record-keeping.
- Recommended process for addressing unresolved tax deed funds that will ultimately allow the recognition of these funds as revenue.

❖ Serve Our Community

Long-Term Goals

- Represents the Clerk of the Circuit Court & Comptroller in federal and state court litigation or works with outside legal counsel.
- Represents employees of the Clerk of the Circuit Court & Comptroller when subpoenaed in state or federal court proceedings. Responds to subpoenas for records of the Clerk of the Circuit Court & Comptroller.
- Evaluate processes to determine whether additional legal matters can be kept in house to provide budget savings.

Short-Term Goals

- Continue to explore methods of identifying and collecting on aging criminal court cost judgment cases.
- Continue to review new legislation and rules of procedure to ensure Clerk compliance.

Major Accomplishments

- Represented the office in lawsuits in a variety of areas, including public records lawsuits, tax deed sales, quiet title matters, foreclosure actions, employment issues and other lawsuits. By retaining litigation in house, saved approximately \$100,000 in outside legal fees.
- Collected approximately \$7,600 in negotiated settlements on unpaid criminal court cost judgments.
- Started collection efforts using focused correspondence to other criminal judgments, as well as collecting on aged criminal judgments by filing claims in Chapter 13 Bankruptcy cases and certain Probate matters.
- Continued strong defense of the Clerk's position in connection with bond motions and hearings, increasing recovery for the office and resulting in less litigation. The Clerk's office collected approximately \$362,000 last fiscal year from criminal bond forfeitures.

❖ Be the Employer of Choice

Long-Term Goals

- Develop training programs for staff.
- Develop and present public records training to all staff in order to ensure compliance with Florida Sunshine Law.
- Offer internship opportunities to current and future law students.

Short-Term Goals

- Continue the summer legal intern and EAGLE program providing an opportunity to learn more about the organization and the legal practice.
- Continue to review all policies and procedures for legal compliance.

Major Accomplishments

- Successfully launched the summer internship and EAGLE program.

B. Communications

The Clerk of the Circuit Court & Comptroller's Communications team develops and oversees communications and dissemination of information to the community and to Clerk of the Circuit Court & Comptroller employees. The department is comprised of two divisions: Communications and Community Engagement, and includes the Chief Communications Officer, Communications Manager, Community Engagement Manager, Communications Administrator, Public Outreach Administrator, Senior Communications Specialist, Creative Projects Coordinator, Employee Events Engagement Specialists, and the Communications Coordinator.

The Communications team develops all employee and public communications for the Clerk of the Circuit Court & Comptroller, including:

- Creating strategic communications to connect the people of Palm Beach County with the services provided by the Clerk of the Circuit Court & Comptroller, as well as highlighting the Clerk of the Circuit Court & Comptroller's role in local government. Those communications include videos, graphics, articles, photos, presentations, and collateral material.
- Managing the Clerk's public website, www.mypalmbeachclerk.com.
- Sharing Clerk's office updates on social media and by email, as well as through local television and print media.
- Creating and managing communications to more than 600 Clerk's office employees, through the weekly Employee Update newsletter and ClerkNet, the office's intranet site.
- Designing and writing publications, including the award-winning *Checks & Balances: Your Guide to County Finances*.

The Clerk's Community Engagement Team connects people with Clerk's office information and services and oversees our office's Charitable Giving and volunteer programs. Their work includes:

- Collaborating with government agencies, community groups, nonprofit organizations, and homeowner associations throughout Palm Beach County.
- Representing the Clerk's office at community events and meetings to share information on Clerk's office services.
- Creating opportunities to connect constituents with Clerk's office services, including "office hours" events at local libraries and government offices where people can ask questions and sign up for Clerk's office services.
- Planning and executing employee events, including wellness-themed events

- Managing the “Clerks for a Cause” charitable giving program, which raises money for nonprofit agencies in Palm Beach County and connects Clerk’s office employees with volunteer opportunities in the community.
- Identifying and organizing volunteer opportunities for Clerk employees with nonprofit groups and government agencies throughout Palm Beach County.
- Managing special events, including the Clerk’s Valentine’s Day wedding and “Money Drop” holiday concert for charity.
- Coordinating community outreach events and speeches for Clerk Abruzzo and other subject-matter experts at the Clerk’s office.

As shown in Table 26 below, the budget request for the Communications function for FY2024 is \$1,344,221. This represents a \$218,418 increase from FY2023 estimated actuals and is mostly due to health insurance, a three percent COLA and retirement cost increases. offset by the reduction one-time operational cost in FY2023.

() denotes a decrease

Communications Expenditures	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
By Expense Type							
Personnel Services	\$ 633,856	\$ 764,981	\$ 995,257	\$ 987,848	\$ 1,120,694	\$ 132,846	13.4%
Operating Expenses	\$ 85,357	\$ 184,520	\$ 139,076	\$ 137,954	223,526	\$ 85,572	62.0%
Capital	\$ -	\$ -	\$ -	\$ -	-	\$ -	N/A
Total	\$ 719,213	\$ 949,501	\$ 1,134,333	\$ 1,125,802	\$ 1,344,221	\$ 218,418	18.5%

Table 26: Communications Financial Schedule

Policies

- Follow the Clerks guiding principles of Honor, Respect and Devoted to Duty in development of strategic communications, community outreach, employee engagement and other department activities.
- Develop print and digital communications that educate, inform, and engage the public.
- Create print and digital communications that effectively engage employees, and deliver timely information regarding organizational changes, policies, opportunities, and events.
- Connect people throughout the community with Clerk’s office information and services, whether that connection is made in person or online.
- Ensure consistency in brand messaging and visual brand identity in all communications tools and channels.

- Maintain open lines of communication between management and employees.
- Maintain effective relationships with community stakeholders and media.

Strategic Initiatives

Increasing the public’s awareness and understanding of the Clerk of the Circuit Court & Comptroller’s role in government, and the services provided to the community, while creating a culture of employee engagement supported by effective, two-way communication. These objectives are achieved through a combination of clear, consistent, and accurate messaging while delivering those communications in a strategic manner to ensure maximum impact, regardless of the audience receiving the message.

❖ Transform The Customer Experience

Long-Term Goals

- Create translated instruction guides, so information is accessible to non-English speakers.
- Use QR (Quick Response) codes to link customers to online maps, videos, and other guides to help them navigate our offices.
- Create more accessible signage using recognizable icons, also known as universal design.
- Create additional landing pages on the Clerk’s website designed for targeted audiences.

Short-Term Goals

- Continue working with Court Operations and Finance to update sections of the Clerk’s public website to improve clarity of information for customers and increase accessibility for the public.
- Build on the library of “how-to” videos that help customers navigate through the office’s most popular services, such as how to pay a traffic ticket or postpone jury duty service.
- Continue growing the organization’s audience on social media and for its electronic newsletter and increasing engagement on all platforms.
- Leverage technology to help customers access Clerk’s office services.
- Create additional signage for Clerk departments to help customers better navigate through Clerk’s office departments and ensure consistency across departments.

Major Accomplishments

- Created a series of “Frequently Asked Questions” animated videos that guide people step-by-step through processes such as how to pay a traffic ticket online, how to apply for a passport or how to request postponement from jury duty. Two of those videos were translated into Spanish, with Haitian Creole translations in the works. More videos in English, Spanish and Haitian Creole are planned for Fiscal Year 2024
- Continue to increase audience on social media during FY2023, growing key platforms including:
 - Facebook: 4,552 followers (4.5% increase from FY2022),
 - X (formerly Twitter): 4,307 followers (0.06% increase from FY2022),
 - Instagram: 1,551 followers (11.34% increase from FY2022),
 - LinkedIn: 7,197 followers (4.65% increase from FY2022),
 - YouTube: 952 subscribers (50.74% increase from FY2022)
 - Threads: 170 followers (no comparison available to FY2022) Note: These counts reflect totals as of October 31, 2023.
- Expanded social media offerings with the addition of a ClerkPBC Threads channel.

❖ Serve Our Community

Long-Term Goals

- Leverage communications platforms to reduce volume to Call Center.
- Continue to build awareness of Clerk’s office services through comprehensive campaigns that include targeted advertising, strategic communications, and community outreach.
- Build stronger relationships with community stakeholders and strategic partners.

Short Term Goals

- Translate additional Clerk’s office collateral materials and social media posts into Spanish and Creole.
- Increase presentations to community groups throughout Palm Beach County.
- Increase outreach and training for professional groups throughout Palm Beach County.
- Reboot “Clerks for Arts” program with new partner, Dr. Joaquin Garcia High School.

Major Accomplishments

- Created the office’s first-ever Community Resources Fair, bringing government and nonprofit agencies together to connect the community with services such as Clerk’s office payment plans, voter registration, library programs, rental and utility assistance, free and low-cost legal services, and other resources.
- Provided in-person training to Palm Beach County Code Enforcement and the Palm Beach County Library System on how to use the Clerk’s Official Records system.
- Recognized for communications excellence by the Gold Coast PR Council with the “Judges Award” at the 2023 Bernays Awards ceremony, and as a finalist for the Public Relations Society of America’s 2023 Sunshine District Radiance Awards, Annual Reports category.
- Raised \$51,887 for Palm Beach County nonprofit groups during the 2022 calendar year through the “Clerks for a Cause” program.
- Donated 1,815.25 volunteer hours to local nonprofit groups in Fiscal Year 2023 through “Clerks for a Cause.”
- Conducted 15 “office hours” events in Fiscal Year 2023, connecting with approximately 185 customers during that time.

❖ **Be the Employer of Choice**

Long-Term Goals

- Work with I.T. team to replace current employee event registration system and Clerk Store platform.

Short-Term Goals

- Create more opportunities to build a strong “Clerk Family,” with free and low-cost employee’s events during lunch breaks or after hours at locations throughout Palm Beach County.

Major Accomplishments

- Provided communications support and guidance on the first Clerk’s Career Fair in May 2023
- Create “Day in the Life” videos to help potential applicants understand different career opportunities and job types at the Clerk’s office.

Performance Workloads and Metrics

- Social Media (@ClerkPBC)
 - Facebook: 4,552 followers (4.5% increase from FY2022),
 - X (formerly Twitter): 4,307 followers (0.06% increase from FY2022),
 - Instagram: 1,551 followers (11.34% increase from FY2022),

- LinkedIn: 7,197 followers (4.65% increase from FY2022),
- YouTube: 952 subscribers (50.74% increase from FY2022)
- Threads: 170 followers (no comparison available to FY2022)

- Website
 - Total users: 1,971,720, an increase of 4% from FY2022
 - Total sessions: 4,484,398, a decrease of 1% from FY2022
 - Total page views: 10,323,508 a decrease of 7% from FY2022
 - Average time on site: 1 min 55 sec, a 5% decrease from FY2022

- External Email Newsletters/Alerts
 - Emails sent: 30, a decrease of 14% from FY2022.
 - Subscribers: 22,360, an increase of 5% from FY2022
 - Average open rate: 34%, no change from FY2022
 - Average click-through rate 1%, no change from FY2022

- Intranet (ClerkNet)*
 - Total sessions: 384,298
 - Total page views: 823,142
 - Average time on site: 5 min 14 sec
 - ** No comparison data available from FY2022*

- Internal Email Newsletters/Alerts
 - Emails sent: 80, a decrease of 8% from FY2022.
 - Average read time over 8 seconds: 47%, no change from FY2022.
 - Average click-through rate: 71%, an increase of 11% from FY2022

- Community Engagement and Outreach
 - 31 community events
 - 39 community meetings
 - 11 presentations given.

C. Operations & Official Records

As Clerk of the Circuit Court, the Clerk of the Circuit Court & Comptroller's office is the service and support center for Palm Beach County's court system.

The Clerk of the Circuit Court & Comptroller's office supports Palm Beach County's Criminal, Civil and Juvenile Courts. The office processes, records, and files court documents such as lawsuits, traffic tickets, Final Judgments, wills, domestic violence petitions and tenant evictions. The clerk conducts online sales for Foreclosure and Tax Deeds. The Clerk is also responsible for the collection and distribution of court fines and fees.

All court services are available at the Main Courthouse in West Palm Beach and the majority of services are available at four branch courthouse locations throughout Palm Beach County as well as at our Royal Palm Beach (Midwestern Services Center). The Criminal Justice Complex at Gun Club Road in West Palm Beach provides services for first appearances, specialty courts such as Mental Health, Drug and Veterans Court, traffic, and criminal case payments. Civil and Criminal Court records may be searched online at <http://www.mypalmbeachclerk.com>. See Figure 2 on page 3 for all Clerk of the Circuit Court & Comptroller locations and services offered.

The Operations & Official Records function is led by the Chief Operating Officer of Courts and Official Records. The divisions include Civil Courts, Criminal Courts, Branch Courts and Official Records.

As shown in Table 27 on the next page, the budget request for the Operations & Official Records function for FY2024 is \$37,155,451. This represents a \$4,570,402 increase from FY2023 estimated actuals and is due primarily to increases in health insurance, a three percent COLA, retirement costs, fully funding vacant positions, jury payroll, and contractual services. The increase also includes funding for the Judicial Paper Reduction Project which is a 5 (five) year project to electronically store Judicial Records versus paper.

() denotes a decrease

Operations & Official Records Expenditures	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
By Expense Type							
Personnel Services	\$ 29,088,500	\$ 29,324,576	\$ 29,942,709	\$ 31,090,160	\$ 34,515,912	\$ 3,425,752	11.0%
Operating Expenses	\$ 982,301	\$ 1,232,911	\$ 1,405,999	\$ 1,494,889	2,639,539	\$ 1,144,650	76.6%
Capital	\$ 261,544	\$ 194,973	\$ -	\$ -	-	\$ -	N/A
Total	\$ 30,332,345	\$ 30,752,459	\$ 31,348,708	\$ 32,585,049	\$ 37,155,451	\$ 4,570,402	18.5%

Table 27: Operations & Official Records Financial Schedule

Policies

- Deliver the Clerks guiding principles of Honor, Respect and Devotion to Duty.
- Ensure that all processes are completed accurately and timely.
- Safeguard the integrity of court records while providing complete and thorough records for the public and the court.
- Ensure accurate and timely reporting to all Federal, State, and local agencies, based on statutory requirements and/or court order.
- Identify and implement process efficiencies.
- Safeguard all financial transactions and records, ensuring that (1) records accurately reflect balances due based on statutory requirements and/or court orders and (2) that all customer payments are properly applied.
- Provide high quality training to employees on proper procedures, legislative changes, available resources, system processes and customer needs.
- Provide a systematic approach to safeguarding official, court, financial and administrative records throughout their life cycle from intake to storage to destruction. Continue to promote and coordinate opportunities for paperwork reduction and strive for a file-less/paperless system within the Courts.
- Continue to dispose of records and evidence that have met retention criteria/standards, maintaining documentation of compliance with laws, ordinances, and other regulations.
- Maintain thorough records and utilize a systematic retrieval system.
- Maintain evidence required for court cases in a safe and secure location.
- Ensure efficient allocation of resources through frequent review of processes and procedures.

1. Civil Courts

The Civil Courts are divided into two main divisions, Circuit and County. Circuit Court includes Probate, Guardianship, General Civil, Tax Deeds & Foreclosure Self Service and Unified Family Court. Unified Family Court includes all family issues including dissolution of marriage, child custody and support, all types of domestic violence, mental health, risk protection orders, name changes, adoption, juvenile dependency, and delinquency.

Circuit Civil courts handles lawsuits with damages of more than \$50,000. Examples of Circuit Civil lawsuits include auto negligence, medical, malpractice, breach of contract, declaratory judgments, ejectment, eminent domain, injunctions, quiet title, replevin, and tax-related cases, such as contest of tax assessments, enforcement of a tax warrant and IRS liens. The Circuit Civil courts also handle probate of estates, guardianship, and exploitation of vulnerable adults, bond validations, car bonds, personal property bonds, marriage licenses and ceremonies.

County Civil courts include small claims which have jurisdiction over claims up to and including \$8,000. Examples of common types of actions handled in small claims include auto negligence (PIP cases), claims of goods sold, claims for work done and materials furnished, claims for money lent, promissory notes, and replevin actions for recovery of property. The office staff prepares the court calendars for pretrial hearings.

The County Civil courts currently handles lawsuits with damages from \$8,001 up to \$30,000. Commencing January 1, 2023, the jurisdictional amount for County Civil cases will increase to up to \$50,000. Examples of County Civil courts include evictions, breach of contract, and foreclosures. A County Civil case is any civil matter that falls within the jurisdiction of County Court; details may be found in [Chapter 34](#), Florida Statutes.

The Self-Service Center offers assistance for those representing themselves in court by offering packets of legal forms with instructions available for purchase, interactive forms for divorce, small claims and evictions. The Self-Service Center also provides the use of a computer and scanner so that parties have the ability to e-file documents. Free consultations with navigators are available to assist with forms and procedural questions. Navigators provide services via an appointment process. In addition to providing

appointments in West Palm Beach, the program added a travelling third Navigator in 2022 for appointments in Delray Beach, Palm Beach Gardens, and Belle Glade.

The Self-Service Center also offers monthly online informational seminars on various topics including landlord tenant evictions, dissolution of marriage, child support, how to collect on a judgment, and expunging or sealing a case. These seminars are live and are also recorded and available on demand on the Clerk's website. Workshops are also provided in person at some of our justice partner offices, as part of our community outreach efforts.

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Consolidate Civil front counter/departments for customer ease and to create a more one-stop shop experience (Circuit & County Civil front counters, Mental Health, and Guardianship departments)
- Increase timeliness and identify efficiencies in Circuit Civil in light of workload increase due to statutory changes, (*Figure: 27 Civil Court Performance Workloads and Metrics and Table 28 Civil Court New Case Filings*)

Short-Term Goals

- Cross train new appellate department clerks to be able to handle appeals for all court types.
- Expand Navigator program to include appointments at our Royal Palm Beach Location, in line with our self-service duties pursuant to Florida Statute [28.215](#), [Florida Small Claims Rule 7.050](#), and [Florida Family Law Rule 12.750](#).

Major Accomplishments

- Consolidated our family, civil, and criminal appellate divisions into one unified appeals department to improve efficiency and communication with the 4th district court of appeals and customers.
- Created an additional wedding ceremony room that allows customers to opt for a themed wedding ceremony.
- Cross trained our Circuit Civil front counter in Probate new case creation and docketing.
- Cross trained foreclosure department clerks on tax deed sales processes and systems and vice versa.
- Created 4 new Self Service packets, pursuant to our self-service duties under Florida Statute [28.215](#) & [Florida Family Law Rule 12.750](#).

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Incorporate electronic notarization and voice text recognition into the Domestic Violence Injunction petition e-filing project. Continue to work with the portal and Access to Justice (A2J) to enhance the functionality of the A2J DIY (Do-It-Yourself) e-forms.
- Continue to digitize files with longer retention periods to work towards a completely paperless file system.

Short-Term Goals

- Add additional docket codes, particularly orders, to automation to increase timeliness and output. Update Standard Docket Code list and additional text requirements to reflect automation advances and to facilitate further use of automation. Work with Court Administration to standardize docket codes chosen to increase successful processing by automation. (*Figure: 27 Civil Court Performance Workloads and Metrics*)
- Implement Juvenile In Court Processing.
- Work with the FCCC to implement eClerk as the new child support online system.

Major Accomplishments

- Went paperless in Probate & Guardianship departments. No longer create physical files. Streamlined process created using case management system and Court's Online Scheduling System for electronic transmittal of guardianship audits and other probate matters requiring judicial review.
- Piloted paperless Domestic Violence Injunction Petition filing program in partnership with the county's Victim Services department.
- Completed major file retention project in the Unified Family Department, updating and completing retention for over 2,700 boxes of files.

❖ Serve Our Community

Long-Term Goals

- Expand Navigator DIY in Court Workshop series to travel throughout the community and present for different community agencies and justice partners.
- Partner with community outreach team to provided one on one self-service assistance at Library Series visits, pursuant to our self-service duties under Florida Statute [28.215](#), [Florida Small Claims Rule 7.050](#), and [Florida Family Law Rule 12.750](#).

Short-Term Goals

- Expand paperless Domestic Violence Petition filing program to include partnerships with domestic violence shelters and other community agencies.

Major Accomplishments

- Consolidated our family, civil, and criminal appellate divisions into one unified appeals department to improve efficiency and communication with the 4th district court of appeals and customers.
- Brought back Summer Justice Literacy High School Internship after temporary hiatus due to pandemic.
- Piloted paperless Domestic Violence Injunction Petition filing program in partnership with the county's Victim Services department.
- Hosted other County Clerk's office to provide information and training on self service center, navigator program, and automation. Presented at Palm Beach County Bar Association's 2023 Bench Bar Conference at the Paralegal Association session. Presented at the Department of Revenue's annual tax collector & property appraiser college on the Clerk's role in Tax Deed sales.
- Represented the Florida Clerks and Comptrollers Association as clerk liaison to the Family Law & Civil Procedure Rules committees of the Florida Bar. Represented the Palm Beach Clerk's office on the Palm Beach County Domestic Violence Coordinated Community Response team.

❖ Be the Employer of Choice

Long-Term Goals

- Continue to encourage a culture of continuous process improvement and find new ways to receive feedback and input from staff.

Short-Term Goals

- Continue to expand remote work opportunities, particularly in the Unified Family Department, by increasing the frequency of remote workdays.
- Implement inter-departmental cross training opportunities based on employees' expressed interests.

Major Accomplishments

- Expanded remote work program to include the family department docketing team and the tax deed & foreclosure sales department. Employees in this area now work on a hybrid remote schedule.
- Offered new team building activities across all civil departments.

Key Performance Initiative

e-Filing

- Docketing time standards in all Civil departments are within the state standard for turnaround time.
- Currently using the LBX system which allows e-filings to be processed and docketed without clerk intervention.

Performance Workloads and Metrics

- Open new cases, index parties on each case record, process interim filings and close cases upon final disposition, and reopen when required (*Figure 27 Civil Court Performance Workloads & Metrics and Table 28 Civil Court New Case Filings*).
- Redact and secure confidential documents pursuant to [Florida Rules of Judicial Administration 2.420](#).
- Assist the public with and process emergency motions, injunctions, and dissolution of marriages, mental health petitions and small claims pursuant to Florida Statute [28.215](#), Florida Statute [741.302](#) (c), [Florida Small Claims Rule 7.050](#), and [Florida Family Law Rule 12.750](#).
- Process financial transactions that include receipting for payments, court registry deposits and disbursements.
- Track court-ordered events, process indigent applications, assist pro se litigants and issue summonses, notices, subpoenas, and various writs.
- Maintain physical (when necessary) and computerized case records, maintain court calendars, attend court, manage foreclosure actions and conduct foreclosure and tax deed sales, process writs and executions, manage and store evidence, issue clerk defaults, consolidate cases, manage eminent domain actions, prepare documents for recording in Official Records, process dismissals and civil appeals, handle public record requests and inquiries, coordinate procedures with justice partners, process collection notices and reports, audit guardianship reports, manage electronically-filed court documents and maintain child support payment records.
- Report statistical and compliance information to local and State agencies.
- Provide the general public with resources, referrals, and information pursuant to Florida Statute [28.215](#) and [Florida Family Law Rule 12.750](#).
- Issue marriage licenses, including remote marriage license online, and perform wedding ceremonies pursuant to Florida Statutes [741.01 through 741.09](#).

- Conduct monthly online self-help seminars for the public and in person seminars at various community partner locations.
- Process passport applications at our branch locations.

Table 28 below demonstrates the trend of new case filings relative to the Civil Courts. Overall civil case filings are expected to increase slightly in FY2023 as the courthouse continues its return to pre-pandemic levels and scheduling.

() denotes a decrease

Civil Court	FY2020	FY2021	FY2022	FY2023	FY2024	Variance	Variance
New Case Filings	Actual	Actual	Actual	Actual	Projected	#	%
Circuit Civil	14,852	15,499	12,615	17,016	14,800	(2,216)	-13.0%
County Civil	33,057	40,711	37,003	34,550	37,000	2,450	7.1%
Probate	11,533	13,351	13,462	13,073	13,200	127	1.0%
Family	11,730	11,218	11,763	11,798	11,800	2	0.0%
Juvenile Dependency	840	838	681	728	750	22	3.0%
Traffic	129,268	163,732	161,517	174,072	170,000	(4,072)	-2.3%
Total Civil	201,280	245,349	237,041	251,237	247,550	(3,687)	-1.5%

Table 28: Civil Court New Case Filings

Figure 27 on the following page provides a summary of the performance workloads and metrics relating to timeliness, new cases opened, docket entries and collection rates for the Civil Courts. These are also posted on the Clerk of the Circuit Court & Comptroller’s external website and provided to the State as statutorily required. Statutory changes in personal injury and tort law enacted in 2023 impacted timeliness in Circuit Civil court due to a flooding of new case filings during a condensed time period prior to the legislation going into effect. The Clerk’s office has leveraged automation and cross training of employees to adjust to these changes going forward. Performance measures and statewide standards were met or exceeded for all other court types.

Civil Court Performance Measures

Annual projected % of new cases OPENED within X

1. Timeliness Measures: *business days after initial documents are clocked in.*

New Cases Opened

	Performance Measure Level %	Business Days #	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Projected
Circuit (cases)	80%	2	92%	85%	94%	57%	=> 80%
County (cases)	80%	2	99%	97%	93%	85%	=> 90%
Traffic (UTC)	80%	4	99%	100%	100%	99%	=> 90%
Probate (cases)	80%	2	97%	99%	96%	89%	=> 90%
Family (cases)	80%	3	99%	99%	96%	97%	=> 90%
juvenile Dependency (juveniles)	80%	2	100%	100%	99%	99%	=> 90%

Annual projected % of docket entries ENTERED within X

business days after clock in/action taken date.

Docket Entries

	Performance Measure Level %	Business Days #	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Projected
Circuit (cases)	80%	3	99%	99%	92%	74%	=> 80%
County (cases)	80%	3	100%	99%	99%	93%	=> 90%
Traffic (UTC)	80%	4	99%	99%	100%	98%	=> 90%
Probate (cases)	80%	3	98%	99%	96%	84%	=> 90%
Family (cases)	80%	3	99%	99%	99%	94%	=> 90%
juvenile Dependency (juveniles)	80%	3	100%	100%	10%	98%	=> 90%

2. Collection Rates

Actual percentage of assessed fines, fees and court cost collected

	Annual Standard %	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Projected
Circuit	90%	99%	99%	97%	100%	=> 90%
County	90%	100%	100%	100%	100%	=> 90%
Traffic	90%	91%	89%	91%	90%	=> 90%
Probate	90%	99%	100%	100%	90%	=> 90%
Family	75%	97%	99%	99%	90%	=> 90%

Figure 27: Civil Court Performance Workloads and Metrics

Technology has had a significant impact on the Clerk of the Circuit Court & Comptroller's ability to manage this diverse and complex area of the court system. A few of the technological innovations implemented are:

- Online foreclosure and tax deed auctions enabling bidders to conduct research and perform bidding from the convenience of their computers as well as increasing the number of bidders. Foreclosure sales are conducted four days a week to facilitate the timely processing of cases within the statutory time frames.
- Internet access to forms with detailed information and instructions for many case types.
- An automated customer service queuing system that enables tracking of the in-office customer service process including wait times, service times and volume of customers throughout office hours.
- eCaseView - an online case search and image viewer for attorneys and the public at large.
- eService - summons, defaults, garnishments, and certain foreclosure documents.
- LBX – allows efiled documents to be docketed to a case without clerk intervention.

a. Child Support

The Clerk of the Circuit Court & Comptroller maintains the official payment records for all Palm Beach County domestic relations support and alimony cases paid through the State. The amount of support, frequency of payments, and duration of is determined by the court. Payments may be made through the State Disbursement Unit, through the Clerk of the Circuit Court & Comptroller's office or through the payer's employer pursuant to an Income Withholding Order. The Child Support Division also assists the Department of Revenue in the maintenance of all records relating to child support, including opening cases and maintaining all payment records throughout the court-ordered timeframe, which includes sending out Notices of Delinquency and Judgments of Delinquency when statutory guidelines for non-payment are met. Case audits are performed pursuant to court orders to ensure the accuracy of the records. The Clerk's office also processes the daily balancing of all payments received over the court in the office and authorizes the release of those payments and the ones received by the State Disbursement Unit for the county by the completion of the daily lock box. The Clerk is also in charge of collecting all the processing fees associated with the payment processing.

b. Probate

The area of Probate involves the court-monitored distribution of a decedent's assets according to his/her will or in the absence of a will. When a deceased person leaves titled assets in his or her name alone, a petition for probate may be filed that allows distribution of the decedent's assets. The court oversees the estate to make sure debts are paid and

proper distribution is made. Case lifespan can last from a few months to several years depending on the case type and complexity.

c. Guardianships

Guardianships encompass the court monitoring of a ward's personal needs and/or property when he/she has been deemed incapacitated by the court or by reason of minority. There are several different types of guardianship actions: Guardianship of the Person, Guardianship of the Property, Guardianship of the Person and Property, Veterans Guardianship, Guardianship of a Minor, PreNeed Guardianship, Guardianship Settlement of a minor's claim, Guardian Advocate for the developmentally disabled, Exploitation of Vulnerable Adults, and Emergency Temporary Guardian. Guardianships can have a case lifespan of one-to-many years.

The Clerk of the Circuit Court & Comptroller's responsibility, per Statutes, is to audit initial and annual guardianship reports following the rules of court. Local Administrative Orders, using Generally Accepted Accounting Principles (GAAP), set the standards and rules that accountants follow in recording and summarizing transactions and financial statements. The Clerk monitors and maintains credit and criminal investigation reports when submitted by FDLE (Federal Department of Law Enforcement) or the attorney on the case on all professional and non-professional guardians, and the clerk notifies the court of any activity that requires intervention.

d. Unified Family Court (UFC)

The Unified Family Court (UFC) handles all case types related to family issues and provides services to the public at all four Palm Beach County courthouse locations. Case types include termination of parental rights, adoption, child support, custody, divorce, domestic/repeat/sexual/dating violence/stalking and cyber stalking, name change and paternity.

e. Mental Health

The Mental Health section of Unified Family Court involves court intervention when an individual becomes incapacitated due to substance abuse or mental illness to the point that he/she may be a danger to himself/herself or others and does not willingly enter a mental health facility. The Court takes an active role in mental health cases when a petitioner asks to have an individual committed or assessed. This involves the involuntary examination or

assessment of a person's mental capacities when it is believed that he or she is a danger to himself/herself or others and refuses voluntary medical care, and possibly involuntary placement. Statutes provides for the community's ready access to the court system when an individual refuses to voluntarily enter a receiving center or obtain outpatient counseling. These actions are considered emergency actions and receive priority processing.

The role of the Clerk of the Circuit Court & Comptroller's office in assisting applicants is to perform the following steps:

- Explain the purpose and procedure under "Baker Act" or "Marchman Act."
- Explain and assist with the completion of the petition for involuntary examination or assessment and petition or treatment for placement as well as other forms.
- Deliver the Petitions and related paperwork to the Judge for review.
- Maintain all court pleadings/documents for all actions filed; and
- Prepare certified copies and deliver them to local law enforcement for service.

Voluntary Admissions requires the treatment facility to file a Notice with Court if the patient is considered a danger to himself or others; but for the patient not agreeing to treatment they would have been involuntarily placed into treatment. The clerk handles these requests as an Emergency. The Clerk is also responsible for entering the patient's information into the MECOM system which is a national directory that prohibits the patient from purchasing a firearm.

The Mental Health division also deals with the Tuberculosis Control Act (filed by the Department of Health); Adult Protective Services Act (filed by the Department of Children and Families); Risk Protection Orders (filed by Law Enforcement Offices). The Clerk also assists with Drug Court cases for Marchman Acts on Saturdays.

F. Juvenile

The Juvenile area is made up of two distinct divisions, Juvenile Delinquency and Juvenile Dependency. The Juvenile Delinquency division handles violations of criminal law. The Juvenile Dependency division handles cases of child abuse, neglect, or abandonment; shelter hearings, terminations of parental rights, adoptions, sexting cases, and Juvenile Marchman Acts. This division also handles cases involving termination of pregnancy of a minor (Parental Notice of Abortion Act); and Children and Families in Need of Services

(for the protection and care of children, promotion of stability in families, and provision of need services).

2. Criminal Courts

The Criminal Courts are split into two main divisions, Circuit and County, and provide support for activities associated with the processing and maintenance of criminal appeals, felonies, misdemeanors, jury services, animal ordinance violations, marine violations, civil traffic infractions, criminal traffic infractions, parking violations, ordinance violations, cash bond refund, sealing & expungement of records, Court Compliance along with the QA Team and the Call Center now form the Customer Experience Department. The Clerk of the Circuit Court & Comptroller maintains the records for all criminal and traffic cases filed in Palm Beach County, as well as collects and disburses court fines, fees, and assessments. Much of the criminal justice process occurs behind-the-scenes.

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Upgrade existing PayIt smart phone application to enable customers to resolve proof citations and payment of dismissal fees.
- Complete Phase 2 of the Royal Palm Beach Office expansion.
- Establish an electronic process for witnesses to request witness payments without visiting a Clerk's Office
- Update the Juror summons with a QR code to assist with communication regarding excusals, postponements, and when to report.

Short-Term Goals

- Establish a dedicated Customer Experience department that focuses on enhancing and implementing technology in relation to the Clerk's guiding principles.
- Upgrade the existing PayIt smartphone and web applications to include the customer option of establishing recurring payments on payment plans.
- Contract with vendor that provides debit card for juror payments.
- Merge the circuit criminal and county criminal departments and combine services to allow for a more streamlined and convenient customer service experience.
- Centralize the fulfillment of copy requests for court records to the Record Services Department.

- Expand eCertify to allow the State Attorney to receive certified copies of unredacted court records electronically and allow recipients of these certified copies to verify their authenticity.
- Reduce the number of Department of Corrections (DOC) Probation overpayments received and refunded which will lessen the time spent handling overpayments for the department as well as the Accounting Department. Reports will be generated weekly and sent directly to DOC Probation, so they are aware of any change to the defendant's balances that were not initiated by a payment sent by DOC Probation.
- Utilize Florida Department of Law Enforcement SHIELD Jury Batch Program which enables our office to submit batch request for demographic-based Florida criminal history record checks on jury applications. This will ensure that the juror candidates summoned satisfy the requirements under Florida Statute [Chapter 40](#).

Major Accomplishments

- Restructured the Customer Services department, renaming it Customer Experience. We've added an internal Customer Experience manager charged with managing the Quality Assurance Team and special projects while reallocating the Court Compliance and Call Center Teams to external customer experience manager. A Projects Administrator has also been added to the team to oversee customer experience project.
- Completed Phase One of the expansion of the Royal Palm Beach Office which includes expansion of many services. (*Figure 2 Clerk of the Circuit Court & Comptroller Location and Services.*) Such as injunctions for protection against domestic violence, private marriage ceremony room, child support payments and ledger printouts, registry deposits and filings for county civil and family cases including new case creation for evictions, small claims, divorce, and paternity.
- The automated chatbot assisted 56,098 customers with an 80-90% accuracy rate.
- Worked with Communications and the UFC Manager to create fillable domestic violence forms.
- Made significant changes to the criminal call tree messages to give customers more options without having to speak to a clerk. Callers choosing the option to speak to a clerk has been reduced by 10%.

- Worked with Communications to create individualized hold messages for each incoming line, tailored to the most frequently asked questions by court type. While customers are waiting, they may hear the answer to their question, eliminating the need to speak to a customer service clerk.
- Transfer of payment calls to nCourt: 49,640 payments with total of \$6,448,272 paid.
- Reopened the mobile payment plan office on the 9th floor on Mondays and Fridays to allow customers to easily set up their payment plans after criminal court is concluded.
- Reviewed and updated the Clerk's website to provide additional information regarding Conditional Pleas, Photocopies, Court Registry, Restitution, and Mental Health forms/packets.
- To provide an enhanced customer experience, North County staff have been cross trained in several disciplines and are now accepting child support payments.
- Consolidated our family, civil, and criminal appellate divisions into one unified appeals department to improve efficiency and communication with the 4th District Court of Appeals.
- Implemented check-in kiosk service for returning Jurors.
- Enhanced reporting of felony convictions report to the Supervisor of Elections.
- Continued implementing an administrative dismissal process with the State Attorney's office resulting in dismissal of 1,500 minor, non-violent misdemeanor crimes resulting in dismissals of bench warrants.
- Worked with Court Administration to administratively dismiss over 2,000 Traffic Infraction cases from 2005 and older.
- Worked in conjunction with the Criminal Justice Commission MacArthur Safety and Justice Challenge and our court partners to provide defendants with court reminder notifications via text messaging. The failure to appear rate continues to be low (3%).

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Transition the Call Center software from Openscape to Microsoft 365. This change will allow us to utilize Artificial Intelligence to automate processes and enhance the customer experience.

- Engage more agencies to transmit eCitations: Currently have twelve (12) Law Enforcement agencies transmitting citations electronically. We are working with multiple agencies who use a common vendor (Central Square).
- Provide electronic notification, such as notice of hearings, certificate of compliance, or other documents to Criminal and Traffic Pro-Se defendants which will result in a reduction of mailing cost as well as delivery proof.
- Work with Law Enforcement to put consistent information/communication on traffic citations in the form of a QR code which will direct the customer to a landing page on our website.

Short-Term Goals

- Continue working with Tri-Data and the Social Security Administration to accept e-certified documents from our office.
- Implement Juvenile In Court Processing to process Juvenile court records efficiently and effectively.
- Utilize the electronic seal/expunge court order submission to the Florida Department of Law Enforcement (FDLE) in lieu of mailing which will result in a reduction of mailing cost and provides us with an electronic receipt that the orders were sent to FDLE.

Major Accomplishments

- Over 231 cubic feet of eligible court files were destroyed at the North County Courthouse.
- Partnered with the Palm Beach Sheriff's Office to electronically e-file Department of Correction packets.

❖ Serve Our Community

Long-Term Goals

- Enhance customer awareness of the Court Compliance program designed to assist customers pay off court fines and fees.
- Attend community events/rehabilitation programs to offer information about how to get on track with court costs or looking up their records.

Short-Term Goals

- Explore updating business rules for online traffic payments to allow customers to pay late proof citations online without clerk intervention.

- Complete the Call Center customer survey and use results to make process improvements to the customer's experience.
- Collaborate with our justice partners at PBSO and the Public Defender's Office to enhance efforts to encourage and assist customers who are sentenced to jail to set up payment plans once the sentence is complete.
- Work in conjunction with Court partners to participate in Seal/Expunge workshops in the community.

Major Accomplishments

- Attended the Clerk sponsored event at Vita Nova Center to assist returning citizens with payment of outstanding court fees.
- The Court Operations Director participated in the FCCC's Best Practice Workgroup for compliance services.
- The Court Operations Director presented a session at the FCCC Summer Conference entitled, In-House Compliance Programs.
- Summoned over 150,930 jurors and checked in over 17,112 for jury service.
- Successfully completed a remote Operation Green Light resulting in hundreds of criminal and traffic cases paid in full and several hundred driver licenses reinstated.

❖ Be the Employer of Choice

Long-Term Goals

- Continue to develop the Out of State Remote Work Program as a retention tool throughout the organization.
- Continue with cross-training so that there is a progressive opportunity for financial gain.

Short-Term Goals

- Work with the Operations Training Team and Project Administrator to develop an enhanced Call Center training program for new hires with the goal of furthering the existing training program to retain our employees.

Major Accomplishments

- The Call Center Manager created and presented a webinar on customer service for the FCCC in December 2022 that had over 400 attendees from Clerk's offices all over the state.
- The Call Center Manager worked to create a guide for both new managers and supervisors to assist in the onboarding process.

- Expanded Remote Work program to allow additional staff to work remotely from home; all clerks who successfully complete their introductory period have the option to work from home at least three days per week.

Key Performance Initiative

- The E-filing initiative that became mandatory in the Criminal Division in February 2014 has continued to provide a significant impact on the filing of court documents. Receiving documents electronically has positively impacted several performance measures:
 - Timeliness: the timeframe in which documents are docketed has improved to 99%, which exceeds the statewide standard of 80% for docketing. E-filings are validated at a higher rate of speed making our processes & procedures more efficient.
 - Efficiency: receiving documents electronically utilizes less manpower to create and validate cases. Currently, fully implemented, this technology allows us to reduce the number of staff needed for the function of docketing. Receiving documents electronically has also drastically reduced the resources utilized for sorting and manually scanning citations into our case management system prior to docketing and validation.
 - Accuracy: The Palm Beach County Clerk’s office prides itself on providing accurate information to all of our customers. Clerks review and validate all E-filed documents to ensure that the information provided is accurate and meets the requirements of a local E-filing Administrative Order. Less than 1% of documents E-filed are pended back to the filer for correction.

Performance Guideline:

- Paper documents: validated at a rate of 25 per hour.
- E-file documents: validated at a rate of 35 - 40 per hour.

Performance Workloads and Metrics

Personnel assigned in the Criminal Courts Division handle the following responsibilities, among others:

- Provide assistance to the judiciary, attorneys, defendants, victims, businesses, and other members of the public and the criminal justice community.

- Respond to daily inquiries from the public in person, by mail, web and on the telephone concerning details about hearings, fines and costs, court orders and other critical information related to criminal and traffic cases.
- Work meticulously to make certain that case files meet all State-mandated processing time standards and remain available for court and for the public.
- Attend court sessions, prepare, and maintain court calendars, create, and maintain case dockets, safeguard evidence, receipt and record all filed documents and coordinate the jury process.
- Collect and disburse statutory fees, assessed court costs and fines as well as the compilation of data required for numerous statistical reporting requirements.
- Issue subpoenas to witnesses in criminal and traffic proceedings, issue summonses notifying individuals of pending court actions and issue subpoenas mandating court attendance.
- Timely prepare and submit accurate statistical and performance measure reports required by law to various state agencies.
- Forward unpaid criminal and traffic financial obligations to contracted collection agencies.

Table 29 below demonstrates the trend of new case filings relative to the Criminal Courts. Circuit and County Criminal case filings are expected to increase.

in FY2023. The change in new case activity is taken into consideration when developing the divisional budget for Criminal Courts, which are funded mostly by the court fees, fines, and service charges.

() denotes a decrease

Criminal Court	FY2020	FY2021	FY2022	FY2023	FY2024	Variance	Variance
New Case Filings	Actual	Actual	Actual	Actual	Projected	#	%
Circuit	12,549	10,323	10,055	10,792	10,900	108	1.0%
County	19,283	16,472	21,780	21,740	22,000	260	1.2%
Juvenile Delinquency	2,443	1,616	2,137	2,387	2,400	13	0.5%
Traffic	24,167	28,520	28,457	29,902	30,000	98	0.3%
Total Criminal	58,442	56,931	62,429	64,821	65,300	479	0.7%

Table 29: Criminal Court New Case Filings

Figure 28 on the following page, provides a summary of the performance workloads and metrics relating to timeliness, new cases opened, docket entries and collection rates for the Criminal Courts which are posted on the Clerk of the Circuit Court & Comptroller's website and provided to the State as statutorily required.

Criminal Court Performance Measures

Annual projected % of new cases OPENED within X

1. Timeliness Measure *business days after initial documents are clocked in.*

New Cases Opened

	Performance Measure Level %	Business Days #	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Projected
Circuit (defendants)	80%	2	99%	99%	100%	99%	=> 80%
County (defendants)	80%	3	99%	99%	98%	93%	=> 80%
Juvenile Delinquency	80%	2	100%	100%	99%	99%	=> 80%
Traffic (UTC)	80%	3	99%	99%	97%	91%	=> 80%

Annual projected % of docket entries ENTERED within X

business days after clock in/action taken date.

Docket Entries

	Performance Measure Level %	Business Days #	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Projected
Circuit (defendants)	80%	3	99%	99%	99%	98%	=> 80%
County (defendants)	80%	3	99%	99%	99%	98%	=> 80%
Juvenile Delinquency	80%	3	97%	97%	94%	91%	=> 80%
Traffic (UTC)	80%	3	99%	99%	100%	98%	=> 80%

2. Collection Rates

Actual percentage of assessed fines, fees and court cost collected

	Annual Standard %	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Projected
Circuit	9%	9%	20%	9%	9%	=> 9%
County	40%	34%	36%	34%	39%	=> 40%
Juvenile Delinquency	9%	8%	6%	9%	7%	=> 9%
Traffic	40%	58%	64%	62%	66%	=> 40%

Figure 28: Criminal Court Performance Workloads and Metrics

One of the prior year's key initiatives that continues' to affect performance in the criminal courts division is eCitations. As noted in Figure 28 related to timeliness, the timeframe in which citations are initiated and docketed has improved to 99%, which exceeds the statewide standard of 80% for both docketing and case initiation. eCitations are validated at a faster rate which significantly improved our processes and made procedures more efficient.

Receiving citations electronically utilizes less manpower to create and validate cases. It has also drastically reduced the resources utilized for sorting and manually scanning citations into our case management system prior to case creation and validation. In addition, the Clerk’s office requires all partnering agencies to submit each citation filed electronically through TCATs or TCAT-like process. This requirement has ensured that the integrity of the information filed is accurate, thus reducing the number of data entry errors. When fully implemented, eCitations will allow the office an opportunity to reduce the number of staff needed for validating citations.

As we seek to roll out the eCitation process to all local and county police departments, we would expect to see continued efficiencies with processing cases and to continue to exceed state timeliness performance measures by maintaining our 99% timeliness rate.

The Customer Call Center provides a means to assist the public with their questions regarding a case. Table 30 is a summary of customer calls responded to during FY2023 and the projected FY2024 workloads.

Call Center Performance Workload	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Projected
Total Calls Received	286,015	274,099	296,525	277,471	300,000
Total Calls Answered	198,508	196,954	203,733	178,084	225,000
Percentage Abandoned	65.0%	72.0%	69.0%	65.0%	75.0%
Avg. Wait Time	11:00	18:00	11:00	15:00	8:00
Avg. Talk Time	8:13	6:18	5:00	5:30	5:00

Table 30: Call Center Performance Workloads and Metrics

Call volume decreased slightly from FY2022. Maintaining staffing levels has been more challenging this year, but by the end of FY2023, we were fully staffed and seeing a significant decrease in wait times and abandoned calls.

Civil and Criminal Quality Assurance (QA) Team

As part of the Customer Services Department, the Civil and Criminal Quality Assurance (QA) Team uses reports identified by Operations to query cases and conduct quality checks to ensure the accuracy of court records.

Personnel assigned to Civil/Criminal QA Team activities carry out the following responsibilities:

- Review and evaluate the work of other clerks for the purpose of ensuring accuracy.
- Report findings to management.
- Receive and/or generate a variety of reports, review reports against the case management system and compile findings and reporting discrepancies for management review.
- Report trends and error volumes and make recommendations for additional or refresher training as needed.

Additional Duties & Responsibilities

The Criminal Courts Division is responsible for the collection of all monetary payments for fines, costs, restitution, and fees. Defendants are assisted with indigent applications and their accounts are monitored through payment plans, collection notices and driver's license suspensions imposed for non-compliance to ensure that State-mandated collection requirements are maintained.

Jury management is also performed through the Criminal Courts Division. Jurors are summoned by mail to report to the Main Palm Beach County Courthouse. The Clerk of the Circuit Court & Comptroller's office works closely with the court to effectively support trial operations and assist the public in performing its civic responsibilities.

Additionally, the Traffic Department handles all civil traffic infractions as well as tobacco, smoking, parking, and toll violations. It processes traffic citations issued by all local and State law enforcement agencies in Palm Beach County, including the Florida Highway Patrol (FHP) and the Florida Department of Transportation (FDOT). Payment methods are facilitated through online services, mail or in person. Parking citations are written for violations of County or municipal ordinances or Florida Statutes. By law, parking citations are the responsibility of registered owners of ticketed vehicles.

3. Official Records

The Official Records Division also reports to the Chief Operating Officer of Courts and Official Records. This division consists of Recording, Record Services, Records Management, Evidence, Mailroom and Operations Systems & Training Departments.

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Focus on improving the implementation of technical and human resource innovations to maximize recording services within the constraints of limited financial resources.
- Continue to develop and implement new efficient processes to increase productivity with existing resources and process automation.
- Implement a virtual customer service center to provide live remote services to customers.
- Expand and promote electronic service and payment offerings in Recording and Records Services for customers.
- Implement a one stop shop for Recording & Record Services customers so that they can be assisted with all services at one counter location.
- Digitize court files to reduce paper storage requirements and allow for electronic access to these records.
- Enhance customer service delivery by listening and responding to customer requests and researching possible enhancements in customer service.
- Establish a Quality Assurance Team in Official Reports.

Short-Term Goals

- Index and import digitized Official Records images recently converted from microfilm into the new Official Records system and make these records searchable internally and externally via the website.
- Provide more convenient, accessible services and clear, understandable information.
- Provide exceptional and timely customer service.
- Enhance accuracy and timeliness in the processing of all services.
- Import digitized naturalization records and older marriage license records into the new Official Records system and make these records searchable internally and externally via the website.
- Continue the quality assurance review of rolls of microfilm not accurately scanned into the official records system to correct the record image.
- Promote and expand customer participation in eCertify, the online system that provides electronic certified copies of both Court and Official Records.
- Enhance eCertify to allow access to unredacted certified copies through limited permissions for select clerks and the State Attorney's office.

Major Accomplishments

- Implemented additional functionality in Landmark for Recording and Records Services.
- Enhanced eCertify to allow customers to purchase and receive certified copies of Official Records documents electronically and allow recipients of these certified copies to verify the authenticity of these documents.
- Enhanced eCertify to integrate with the Official Records system to allow customers to purchase and receive certified copies of electronically recorded documents at the time of eRecording.
- Updated information on the website to include statutory changes and improve the customer experience.
- Completed the publication of unclaimed funds as required by statute.
- Answered nearly 4,000 external emails and assisted customers with their questions through the eCaseView mailbox. (*Table 34: Troubleshooting Summary BA's and Trainers*)
- Recorded more than 449,000 documents and collected more than \$350m in fees and taxes while improving processes and reducing personnel. (*Table 31: Recording Performance Workloads and Metrics*)

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Collaborate with IT and systems vendors to implement initiatives and business solutions to maximize productivity and efficiency.
- Sustain highly efficient electronic processing, storage, and retrieval systems for maintaining public records and court data submitted to the Clerk of the Circuit Court & Comptroller's office.
- Receive and process all Official Records electronically.
- Continue work on the Judicial Partners' Paper Record Reduction Project, a five-year plan to digitize and destroy eligible paper judicial records to reduce storage requirements and provide electronic access to newly digitized records.
- Implement and maintain an automated plan and process to allow timely disposal of eligible administrative and court records on a quarterly basis, thereby eliminating existing backlog, creating storage space, and ensuring compliance with the recommended timetables established by the state retention laws.

- Implement an automated process for the purge/disposal of electronic records on a quarterly basis ensuring compliance with the recommended timetables established by the state retention laws.
- Implement new Evidence Document Management functionality in the Case Maintenance System and convert data from the existing system.
- Continue to support operations to identify and implement process efficiencies.
- Identify, develop, and implement automated processing workflows for applicable manual processes.
- Continue supporting IT with projects, initiatives and system testing and installations.

Short-Term Goals

- Implement remaining functionality in Landmark for Recording and Records Services.
- Introduce artificial intelligence to other departments and functions to identify potential processes for automation.
- Increase the use of artificial intelligence and robotic automation processing of existing court and official records processes.
- Install card access in Evidence Vaults and generate an activity log.
- Work collaboratively with Court Administration IT to implement a process that will allow electronic uploading of criminal exhibits currently submitted by the State Attorney's Office on a digital device.
- Expand implementation of a new process of submitting, accepting, and maintaining civil digital evidence that is admitted during court in a virtual secured environment.
- Ensure the proper maintenance, storage and safeguarding of evidence submitted to the Clerk of the Circuit Court & Comptroller's office, per the Department of Commerce National Institute of Standards & Technology (NIST), the International Association for Property & Evidence (IAPE) and Property & Evidence Association of Florida (PEAF).
- Meet the demands of the various agencies and departments related to archiving documents in an efficient and effective manner.
- Continue imaging all records to enhance records management processes, improve accessibility of records and reduce storage needs.
- Ensure that all records are properly preserved, maintained, and protected from environmental elements.

Major Accomplishments

- Implemented a new process of accepting and docketing electronic criminal evidence admitted by the court and processing everything electronically from the courtroom to the evidence vault.
- Tested and supported system upgrades to ShowCase:
 - Release 2.6.6 May 2022.
 - Release 2.6.7/2.6.8 March 4th, 2023.
 - Release 2.6.9/2.7.0 September 2023.
 - Tested and implemented jurisdictional changes for Civil Case filings 1/1/2023.
- Supported IT initiatives and Operations with system testing and functionality:
 - Tested TIFF (Tag Image File Format) to PDF/a images.
 - Support of eCertify.
 - Maintenance of IDM (IntelliMax Document Manager) and the error queues.
 - Created various reports as needed.
 - Created materials and training for the Paypoint software.
- Serve as the gate keeper of all exhibits submitted on a data device to ensure accessibility and consistent formatting by working closely with our judicial partners, customers, and law enforcement agencies.
- Scanned and uploaded 22,163,889 images into the Paper Vision Client system since the March 2020 implementation of the Judicial Partners' Paper Record Reduction Project; Completed the quality assurance process of 11,472 files scanned.
- Purged 5,539 cubic feet of courts, finance, and administrative eligible records and 15 cubic feet of civil (type II) eligible exhibits.

❖ Serve Our Community

Long-Term Goals

- Promote and expand customer participation in eRecording Services which enables customers to submit documents to be recorded electronically. This will continue to increase efficiency and reduce turnaround time. (*Table 31: Recording Performance Workloads and Metrics*)
- Promote and increase the participation of customers in the free Property Fraud Alert program to increase awareness and identify potentially fraudulent activity. (*Table 31: Recording Performance Workloads and Metrics*)
- Promote and expand customer participation in eCertify, the online system that provides electronic certified copies of both Court and Official Records.
- Comply with all State processing standards and criteria.

Short-Term Goals

- Create a Property Fraud Team consisting of Clerk employees to work closely with Palm Beach County agencies to identify fraudulent real estate transactions and assist customers with a resolution. While partnering with Communications to continually expand customer awareness and participation in the free Property Fraud Alert program.
- Explore and assess the need to open a second remote recording location to assist customers with recording permit-related documents at Palm Beach County Planning & Zoning in Delray Beach.
- Promote and expand customer awareness of online services.
- Partner with Communications to expand customer awareness and participation in the free Property Fraud Alert program.
- Partner with Communications to create online resources and tutorials for external users.

Major Accomplishments

- Increased the number of Property Fraud Alert subscribers by 55% to 46,380. Customers are alerted via email when documents have been recorded in Palm Beach County with a name, street address, or parcel control number they registered with the service. This free service for our customers can potentially identify fraudulent activity. (*Table 31: Recording Performance Workloads and Metrics*).
- Partnered with Palm Beach County Planning & Zoning to open a recording location at the Vista Center to assist customers with recording permit-related documents.
- Supported, implemented, tested, and trained clerks and PBSO on how to e-file Department of Corrections packets to the Sheriff's office in May 2023. (*Table 34: Troubleshooting Summary BA's and Trainers*)
- Recorded more than 449,000 documents and collected more than \$350m in fees and taxes while improving processes and reducing personnel. (*Table 31: Recording Performance Workloads and Metrics*)
 - Completed FCCC and CCOC monthly, quarterly, and annual reports within the required time frame.
 - Completed and implemented recommendations based on an audit by the inspector general's office regarding CCOC reports.

❖ Be the Employer of Choice

Long-Term Goals

- Decrease employee turnover and the time it takes a new employee to become acclimated to Courts and Official Records systems through the facilitation of

enhanced hands-on training in a simulated environment that reduces training time.

- Continue mentoring employees demonstrating growth and/or leadership potential.
- Encourage a culture of continuous process improvement.
- Continue to enhance our One-Stop-Ops database for employees to have access to view training guides, training materials and department procedures all in one place.
- Attend and complete the International Association for Property & Evidence (IAPE) and/or Property & Evidence Association of Florida (PEAF) training and certifications tests and continue to maintain memberships and certifications by attending annual trainings.
 - Research and plan to obtain an International Association of Property (IAPE) Evidence or Property & Evidence Association of Florida (PEAF) accreditation.

Short-Term Goals

- Expand use of the Clerk's new Learning Management system.
- Continue department visits and observation of Subject Matter Experts by the Technical Trainers to aid in the development of effective training courses.
- Continue providing on-line learning resources using LinkedIn Learning.
- Expand online training classes available for courts and official records employees.
- Continue to provide Evidence Guidelines training for all new hires handling evidence.
- Complete cross training of Recording and Record Services functional areas to maximize resources.
- Enhance employee skills and productivity through cross-training efforts.

Major Accomplishments

- Created fourteen new online self-paced learning courses. (*Table: 35 Training Summary*)
- Facilitated seven training classes via webcast. (*Table 36 Training Summary*)
- Participated in the testing and go-live activities for our new Learning Management System.

a. Recording and Record Services

The Clerk of the Circuit Court & Comptroller is the Custodian of the Official Records for Palm Beach County. Official Records include court judgments, deeds, liens, marriage licenses, mortgages, plats and tax deeds. This includes oversight of archived Official Records in accordance with [119, Florida Chapter Statutes](#), which governs the retention and access to them for all citizens.

The Recording and Record Services functional areas carry out the following responsibilities:

- Accept documents for recording into the Official Records.
- Scanning and review of all newly recorded documents into the Official Records.
- Collect State documentary stamps and intangible taxes and fees associated with submitted documents, per Florida Statutes.
- Record court documents as received.
- Index and verify images of documents to provide easy retrieval on the Internet and in the office. Internet access is provided to the Official Records database for Palm Beach County. Digital images of documents can be researched back to 1968 and marriage license listings back to 1909.
- Process and fulfill copy requests for court and official records.
- Provide searches of the index and abstract (land) records dating back to the early 1900's.
- Issue Clerk Certificates (e.g., Plat related, No Marriage and Declaration of Condominium).
- Assist counter and phone customers with questions relating to the Official Record Public View system.

Performance Workload Indicators

Record Services team members are responsible for assisting customers as they come into the public area to perform various tasks. Customers include, but are not limited to, attorneys, title companies and the general public. The workload is varied and dependent on housing sales, economic stability, and court case activity, including criminal copy requests. Quality control is provided for imaging that takes place in the Official Records Department, as well as other departments in the Clerk of the Circuit Court & Comptroller's office and outside agencies.

Table 31 reflects a decrease of Recording activities in FY2023 with the number of documents recorded expected to increase slightly in CFY2024 due to shifts in the housing market. In conjunction with this increase, it is anticipated there will be a continued shift from the recording of paper to electronic documents which now account for a majority of recording activity in our county.

Recording Performance Measures	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Projected
Customers Assisted	38,161	47,091	50,380	59,486	60,676
Property Fraud Alert Subscribers	16,768	21,940	29,906	46,380	51,018
eRecorded Documents	329,089	417,502	379,929	322,402	328,850
% of Total Documents Recorded	68%	71%	71%	72%	74%
Documents Recorded	484,137	591,450	535,210	449,614	458,606
Pages Recorded	1,731,935	2,268,498	1,893,733	1,330,086	1,356,687
Fees & Taxes Collected	\$ 311,408,465	\$ 516,433,163	\$ 537,668,656	\$ 351,372,879	\$ 358,400,337

Table 31: Recording Performance Workloads and Metrics

Micrographics/Scanning

Official Records is also responsible for imaging documents and retaining the best photographic quality possible.

All existing film is of archival quality and meets the standards set forth in Chapter [1A-26](#), Florida Administrative Code, Records Management-Standards and Requirements. Developed by the National Archives and Record Service and the standards of the American National Standards Institute (ANSI). For records previously microfilmed a sample of, the negative rolls of film (originals) are retrieved annually from the storage facility and inspected for mildew and acetate. Images that are scanned or digitized from film include official records and court records. This procedure includes preparing, imaging, and processing, reviewing image quality and storing archival quality films.

There are two types of available media storage:

- Micrographic; and
- Optical imaging.

Optical imaging is a key component in the expansion of E-filing options, paperless storage, and access to documents through the Internet.

Personnel assigned to Micrographic activities carry out the following responsibilities:

- Digitize records on microfilm.
- Burn (copy) recorded images onto CDROMs for outside customer sales.
- Verify and inspect images to ensure the best possible quality of image.
- Adhere to permanent media storage specifications set by the State.
- Ensure permanent retention of documents on microfilm.

Performance Workload Indicators

Table 32 below provides a summary of the Performance Workload Indicators to help track key activities in Records Services. Services provided to customers in-person increased by 83.8 (9,025 customers), and Record Services phone calls were merged with Recording during fiscal year 2022 for a total of 9,723 phone calls received in FY 2023. Documents are no longer being scanned in Record Services once it became a Recording front counter task in the new Official Records System. The amount of fees collected increased by more than \$21,000 (10%) as more customers continue to venture back into our offices.

FY	Record Services		
	Customers Phone & Walk-ins	Fees Collected	Images Scanned
2020	28,040	\$283,405.57	229,359
2021	18,229	\$177,562.10	157,423
2022	10,766	\$212,430.32	120,962
2023	19,791	\$233,494.73	0
Change (+/-)	83.8%	9.9%	-100.0%

Table 32: Record Services/OR Scanning

b. Evidence and Records Management

Personnel assigned to activities related to Evidence and Records Management carry out the following responsibilities:

- Maintain records of acceptance, retention, and destruction of case files from the court and administrative areas of the office. Records are retained in accordance with the Florida Rules of Judicial Administration as well as GS1SL and GS11 records schedules issued by the Florida Department of State for each type of individual record.

- Retain evidence as defined in the Florida Rules of General Practice and Judicial Administration and Florida Statutes for the court area in a secure environment, while providing efficient and effective tracking from acceptance through destruction.

Performance Workload Indicators

- Records accepted into the Records Management Center are measured by box. Individual files are requested by departments for examination, sent to the requesting department and returned to the original storage box. Upon creating a purge report that lists records that may be eligible for destruction based on last activity, the applicable court department reviews the file to determine if monies are owed and all final dispositions have been filed/recorded. If all criteria are met, eligible documents are destroyed. At the end of each calendar year, a report is signed by the Clerk attesting to the office's compliance with record disposition laws, rules, and procedures and the same is forwarded to the Florida Department of State for review. White label boxes containing miscellaneous documentation are received from each department, retention schedules are checked, and destruction is performed when the retention time is met.

Table 33 on the following page, provides a summary of the Performance Workload Indicators to help track key activities in Evidence.

Evidence	Total # Exhibits Processed				# of Exhibits % Change	Total # Cases Processed				# of Cases % Change
	FY2020	FY2021	FY2022	FY2023		FY2020	FY2021	FY2022	FY2023	
Circuit Civil	5,170	3,702	5,343	6,726	26%	264	224	303	371	22%
County Civil	410	214	496	857	73%	75	36	71	93	31%
County Ordinance	2	0	20	4	-80%	2	0	8	3	-63%
Dependency	286	588	378	421	11%	92	103	85	86	1%
Family	2,592	3,479	2,641	3,853	46%	1,435	634	575	842	46%
Felony	3,143	2,879	10,046	7,467	-26%	244	257	468	484	3%
Foreclosure	935	690	544	311	-43%	118	130	190	114	-40%
Guardianship	47	4	260	151	-42%	8	2	83	16	-81%
Juvenile	138	292	18	135	650%	55	53	10	47	370%
Mental Health	85	12	524	88	-83%	19	7	126	30	-76%
Misdemeanor	212	346	2	520	25900%	43	79	1	165	16400%
Municipal Ordinance	0	0	431	2	-100%	0	0	12	2	-83%
Probate	120	356	565	234	-59%	13	17	124	19	-85%
Small Claims	367	421	10	680	6700%	101	102	5	118	2260%
Traffic Crime	133	233	242	244	1%	30	66	88	78	-11%
Totals	13,640	13,216	21,520	21,693	0.80%	2,499	1,710	2,149	2,468	15%

Table 33: Evidence

c. Operations Systems and Training

Operations Systems

The Operations Systems unit utilizes enterprise software systems to support user needs; defines specifications; plans, recommends, develops, tests, and implements solutions and enhancements. It is a technical resource to system users, providing assistance and support of various enterprise software systems, including troubleshooting and/or resolving questions and problems, acting as a backup to Systems Analysts in providing customer service to end users, fulfilling user/customer requests for information, support, and reports. Operations Systems is also responsible for the timely and accurate completion of state mandated monthly, quarterly, and annual reports.

Personnel assigned to Operations System activities carry out the following responsibilities:

- Maintains a working knowledge of a variety of operating systems and programs associated with work activities and the functions performed by end users in Operations.
- Consults with operations to identify opportunities for improvements in processes and communicates the changes to supervisors, employees, internal and external customers as needed.

- Works as a liaison between operations and IT, resolving problems and vetting issues as well as answering questions regarding processes and procedures.
- Executes tests plans for upgrades and changes made to operating systems; vets' issues and recommends changes based on operational needs of the organization and the systems they are working with.
- Design and run reports and queries for a variety of reasons that include troubleshooting, identifying, and fixing issues within the software, as requested by operations, and as mandated by state agencies.
- Efficiently manages the enormous distribution of mail internally and externally for the Clerk's office.

Performance Workload Indicators

Personnel performing Operations Systems activities are responsible for ensuring that all clerk systems work as expected to meet the needs of both Court Operations and State/County agencies, other court partners, and the general public. The workload with regard to external customers varies according to the volume of technological innovation. Table 34 below reflects the annual troubleshooting activity supported by the Business Analysts (BAs) and Trainers in FY2023.

Troubleshooting Summary (BAs and Trainers)

FY	Internal Calls	External Calls	Internal E-mail Requests	External E-mail Requests	Standing Reports	Special Reports	Help Tickets
2020	2,335	47	2,931	528	71	625	1,151
2021	2,174	26	2,653	1,019	48	641	1,261
2022	503	32	2,383	2,959	49	129	2,160
2023	370	47	1,866	3,940	31	48	1,198
% Change	-35.9%	31.9%	-27.7%	24.9%	-58.1%	-168.8%	-80.3%

Table 34: Troubleshooting Summary (BA's and Trainers)

Operations Training

As part of the support arm for the Operations & Official Records function, the Operations Training Department develops and delivers training programs to new and tenured employees. As the Clerk of the Circuit Court & Comptroller's office continues to be

impacted by, and takes advantage of new technologies and systems, the role and importance of this unit continues to grow. Formal new employee orientation programs have replaced the traditional non-standard on-the-job (OTJ) training of the past and new streamlined process-oriented training is rolled out for newly implemented systems and software.

Additionally, remediation is administered based on management requests and reports provided by the Operations Quality Control team. Operations Training also serves as an Operations Helpdesk providing support for internal user requests by phone or email. This role requires issue analysis, troubleshooting, liaising with vendor contacts, brainstorming workarounds, and updating user documentation.

Personnel assigned to Operations Training activities carry out the following responsibilities:

- Review existing processes for inefficiencies and provide recommendations for streamlined processes.
- Develop department process manuals including diagrammatic representations for process flows.
- Perform fit gap analysis for proposed system implementation, document gaps and change requests, assist with system testing and enhancement verification.
- Develop and design job specific training for each job role for New Hire Orientation.
- Deliver initial and remedial training programs for division employees using place-based, online tutorials, webinars, and blended delivery methods.
- Design and deliver training to customers including attorneys, external agencies, and court partners, the media, and the public.
- Keep documentation and users up to date with process changes as related to new Statutes, Statute changes and administrative orders.
- Evaluate success of training projects and provide appropriate reporting to management.
- Maintains a working knowledge of a variety of computer operating systems and software programs associated with work activities, which may include word processing, spreadsheet, database, report generation, desktop publishing, presentation, communications, training development, training delivery, learning management, Internet, and email; maintains working knowledge of computer programs utilized by various Clerk of the Circuit Court & Comptroller departments.

New Hire Orientation is typically held every two weeks whereas initial and refresher training is provided on demand. Preparation and update of materials is ongoing.

Performance Workload Indicators

Personnel performing Operations Training activities are responsible for ensuring that new and tenured employees are able to perform their job roles and customers are able to use clerk systems. Customers include, but are not limited to, attorneys, State/County agencies, other court partners, the media, and the general public. The workload with regard to external customers varies according to the volume of technology innovation. Table 35 below reflects the training activity performed during FY2020 through FY2023.

FY	New Courses	Total Courses	Total Classes	Total Training Participants	New Hires Trained	Most Popular Course
2020	14	26	74	342	35	Intro to Court Operations and ShowCase
2021	4	31	106	438	49	Intro to Court Operations and ShowCase
2022	9	47	133	1,004	86	Intro to Court Operations and ShowCase
2023	14	30	130	496	90	Intro to Court Operations and ShowCase

Table 35: Training Summary

D. Finance

The Clerk serves as the Comptroller, Chief Financial Officer, Auditor and Treasurer for the County by monitoring the County budget, revenue, debt, and spending.

The Finance organization is led by the Chief Operating Officer of Finance (COOF) and is responsible for maintaining an accurate, complete set of financial records to produce all required financial statements and reports to comply with state and federal laws and Generally Accepted Accounting Principles. The reports that are produced include the County's Popular Annual Financial Report (PAFR) and the Annual Comprehensive Financial Report (ACFR) submitted to the Government Finance Officers' Association (GFOA) as well as the Auditor General, the Department of Financial Services, bond agencies and other concerned parties.

As Treasurer, the Clerk actively manages and earns investment income for the County on an average investment portfolio size of \$3.6 billion, last year earning the County \$172 million to reduce the financial burden on County taxpayers. The Finance organization invests available funds in accordance with the [Board of County Commissioners' Investment Policy](#) and Florida Statutes, Ch. 218.415. Deposits include pooled cash, and checking, time deposits and investment accounts, with reconciliations that are performed monthly. [Monthly investment reporting](#) is posted on the Clerk's website, and the organization actively participates in the financial administration of Board of County Commissioners' bonds and activities related to arbitrage rebate calculation.

The Revenue & Cash Management department within Finance is responsible for all banking services, merchant card services, receipting, recording and analysis of County revenue as well as the management of armored car services. The Revenue department processes all wire payments for the County, ensuring each payment is authorized as well as supported by appropriate supporting documentation. Average wire transfers processed on an annual basis total \$2.7 billion. Average revenue received by Revenue on an annual basis totals \$2.3 billion.

As County Auditor, the Clerk audits County expenditures to ensure that they serve a public purpose, comply with the law and are within the County's budget. The Finance organization is responsible for processing the disbursement of funds by the County, ensuring that requests are supported by proper evidence of receipt of goods or services ordered, are within authorized appropriations and serve a public purpose. The Finance Payables department processes payment requests that originate from purchase orders,

contracts, grants, and other types of special payments. The department conducts a pre-audit of all vendor payments requiring review of each purchase order and multiple invoices referencing the purchase order or contract. This team also monitors financial compliance with all state and federal grants.

The Clerk is responsible for processing the County's payroll, following Department of Labor and Fair Labor Standards Act requirements, Florida Retirement System contributions per FL Statute 121 and payroll taxes per U.S. Code: Title 26 Subtitle C. The Payroll department produces three distinct payrolls:

- Clerk of the Circuit Court & Comptroller
- Board of County Commissioners, including Palm Beach County Fire Rescue
- Palm Tran.

The payroll process requires balancing and auditing various payroll functions for over 7,000 employees in compliance with various state and federal reporting requirements as well as, verifying employee changes processed by Human Resources within the Clerk's office and the County's Human Resources and Risk Management. This includes the pay policies for non-union, CWA (Communications Workers of America) union shift employees, part time and temporary employees, and Firefighters' IAFF (Professional Firefighters/Paramedics of Palm Beach County and Palm Tran ATU (Amalgamated Transit Union and SEIU (Florida Public Services Union).

The Finance organization maintains and stores all records and documents of all financial transactions related to the financial statements and reports in accordance with Florida Statutes. A major effort to scan and electronically store records is underway without incurring any cost to the County.

The organization acts as application systems administrator for information systems supporting the accounting of all funds of the Board of County Commissioners.

The Clerk also serves as Clerk of the Board of County Commissioners (BOCC). The duties related to the role of Clerk of the Board fall under the purview of the Chief Operating Officer of Finance and conducted within the Board Services Department. This department encompass both minutes' functions as well as the Value Adjustment Board (VAB) functions. The Board Services department maintains the records of the County Commission in accordance with the Rules of Procedure established by the Board of County Commissioners as well as Florida Statutes, [Ch. 28.12](#). The department also maintains and

records the minutes of all BOCC and other committee meetings. Clerks must attend all meetings and workshops of the BOCC and the VAB for purposes of recording, indexing, and distributing official minutes. In this role, the Clerk of the Circuit Court & Comptroller serves as the custodian of the official County seal, resolutions, contracts, and ordinances of the Board of County Commissioners. The Clerk's role as Clerk of the Value Adjustment Board is outlined in [Rule, 12D-9, Florida Administrative Code](#).

As Clerk of the Circuit Court and County Recorder, the Clerk's Accounting Department records and distributes all revenues received for court fees, fines, and service charges as well as recording fees. The Clerk's Accounting department issues vendor payments associated with the Clerk of the Circuit Court & Comptroller's organization. It processes court-ordered disbursements, refunds, and juror checks. All court-related collections are disbursed to local municipalities and to state agencies pursuant to Florida Statutes. In addition, the department conducts pre-audits of travel reimbursements for Clerk of the Circuit Court & Comptroller personnel and reviews invoices to ensure a three-way match between (1) purchase order, (2) receipt and (3) invoice, prior to issuance of payment.

The Finance organization also manages internal business responsibilities by the following departments which are vital to providing services to the organization. These include:

- Facilities and Security
- Finance Records Management
- Procurement
- Budget & Financial Analysis

Facilities and Security ensures compliance with County security access to courts and government locations. Records management ensures the records (electronic and non-electronic) are maintained and retained in accordance with local, state, and federal guidelines following the State General Records Schedule.

The Procurement department reviews all related contracts to ensure compliance with the Clerk of the Circuit Court & Comptroller's policy. The department also verifies that purchases meet the requirements for competitive pricing to ensure the lowest cost is obtained for operating supplies, forms, bulk items, and technology purchases and that all purchases serve a public purpose and follows Procurement Best Practices.

The Budget and Financial Analysis department develops and submits the Clerk's five operating budgets, monitors expenditures in compliance with use of state and county funds; reviews related financial reports and continually examines budget and expenditure

activity for the Clerk’s organization. It produces the Annual Budget document in accordance with to the Government Finance Officers’ Association (GFOA) guidelines.

() denotes a decrease

Finance Expenditures	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
By Expense Type							
Personnel Services	\$ 10,614,435	\$ 10,616,196	\$ 10,868,787	\$ 11,621,401	\$ 13,308,536	\$ 1,687,135	14.5%
Operating Expenses	\$ 799,607	\$ 725,137	\$ 1,086,609	\$ 1,252,807	1,414,057	\$ 161,249	12.9%
Capital	\$ 32,344	\$ 5,574	\$ 6,749	\$ -	-	\$ -	N/A
Total	\$ 11,446,385	\$ 11,346,906	\$ 11,962,145	\$ 12,874,208	\$ 14,722,593	\$ 1,848,384	23.1%

Table 36: Finance Financial Schedule

As shown in Table 36 the budget request for the Finance function for FY2024 is \$14,722,593. The \$1,848,384 increase from FY2023 estimated actuals is related to higher health insurance, a three percent COLA, retirement costs and other employee benefits consistent with county budget guidelines. It also includes increases in equipment and software costs to support the expansion of the Records Management function and fully funded vacant positions.

Policies

- Provide excellent service to the public in an environment and manner consistent with the Clerks guiding principles of Honor, Respect, and Devotion to Duty.
- Encourage a culture of continuous process improvement and superior customer service.
- Duties are executed following best practices accordance with Federal and State Statutes and County policies.
- Ensure accurate and timely reporting to all federal, state, and local agencies.
- Ensure that all transactions of the Board of County Commissioners and the Clerk of the Circuit Court & Comptroller’s office are properly recorded in accordance with Generally Accepted Accounting Principles (GAAP).
- Ensure that all financial statements are prepared in accordance with GAAP and audited annually.
- Provide cash management services, including the investment of excess operating funds of the Board of County Commissioners in accordance with the County Investment Policy and Florida Statutes.
- Ensure timely payment of debt service requirements and monitor compliance with bond covenants.

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Fully implement “OpenGov” which is a web-based software that will allow County financial data (including checks written, revenue, and expense activity) to be viewed by the public.
- Analyze Accounts Payable performance metrics to ensure compliance with Florida Prompt Payment Act F.S.218.73 and identify efficiencies (*Table 37: Finance Performance Workload and Metrics*)
- Enable a Public Access Viewer (PAV) to allow citizens to view Board Services related documents, such as Minutes and Agendas. (*Table 39: Clerk of the Board Performance Workloads and Metrics*)
- In partnership with the County, transition remaining employees from paper checks to direct deposit to save printing and mailing costs. (*Table 37: Finance Performance Workload & Metrics*)
- Continue work with the County to integrate processes and systems to maximize payroll processing efficiencies. (*Table 37: Finance Performance Workload & Metrics*)
- Create online Advanced Procurement Training for County users.

Short-Term Goals

- Develop PeopleSoft eLearning courses for the County Benefits team and new training for County Departments related to the Advantage Financial System 4.0 upgrade.
- Facilitate virtual workshops for the Advantage user community.
- Cross train all Buyer positions to ensure Best Practices and improved availability for vendors and Clerk staff. (*Table 38: Accounting & Procurement Performance Workloads & Metrics*)
- Establish shared mailbox whereby the County departments can reach out to request assistance from Minutes’ staff. (*Table 39: Clerk of the Board Performance Workloads and Metrics*)

Major Accomplishments

- Develop a new eLearning course for the use of purchasing cards and the new Wells Fargo Wells One Expense Management (WOEM) platform.
- Improved the VAB website to include procedural information to allow petitioners to better navigate the process and created an online petition filing tutorial and evidence filing “how to guide” for VAB petitioners. (*Table 39: Clerk of the Board Performance Workloads and Metrics*)

- Streamlined vendor onboarding for electronic payments resulting in a reduction to payment processing cycle time. (*Table 38: Accounting & Procurement Performance Workloads & Metrics*)
- Expanded resources for Time and Labor end-users by adding a “Frequently Used Tools for Time and Labor.” Section on “ClerkNet” intranet.

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Expand the use of the PeopleSoft Enterprise Learning Management System (ELM) for Clerk employees.
- Establish an online portal enabling vendors to upload, submit, and monitor their invoices electronically. (*Table 37: Finance Performance Workload & Metrics*)
- Expand the use of Artificial Intelligence (AI) and Robotic Process Automation (RPA) across all enterprise applications within the Finance departments eliminating the need for user data entry saving manual hours, increasing accuracy rates, and driving productivity and innovation. (*Table 37: Finance Performance Workload & Metrics*)
- Enhance workflow within OnBase to store P-Card transactions prior to the Wells Fargo monthly interface. (*Table 37: Finance Performance Workload & Metrics*)

Short-Term Goals

- Expand the electronic content management system (OnBase) within finance to include the deposit & cash receipting process in Revenue & Cash Management and digitization of records in Board Services. (*Table 37: Finance Performance Workload & Metrics*) & (*Table 40: Finance Systems & Project Management Performance Workloads*)
- Expand the use of Robotic Process Automation (RPA) to include all document types for Accounts Payable. (*Table 37: Finance Performance Workload & Metrics*) & (*Table 40: Finance Systems & Project Management Performance Workloads*)
- Upgrade OnBase to version 23.5 to leverage the latest enhancements in REST (REpresentational State Transfer), Security, API, and mobile technology features. (*Table 40: Finance Systems & Project Management Performance Workloads*)
- Process all software related contracts through our Cyber Security team for compliance.
- Upgrade the CGI (Consulting to Government and Industry) Advantage Financial System from version 3.11 to 4.x release to capitalize on the extensibility and customization features in this version which will enhance our user’s interaction with the financial system. (*Table 40: Finance Systems & Project Management Performance Workloads*)

- The Revenue Department will collaborate with ISS to remediate system inefficiencies in the FRRS system. (*Table 37: Finance Performance Workload & Metrics*)

Major Accomplishments

- Financial Reporting continues to expand the flexibility of the Debt Book system.
- Implementation of Robotic Process Automation (RPA) for purchase orders invoice documents. (*Table 40: Finance Systems & Project Management Performance Workloads*)
- Created a method to digitally track hours worked by Special Magistrates while performing their role within the Value Adjustment Board process.
- Implemented Contracts Management module within PeopleSoft. (*Table 38: Accounting & Procurement Performance Workloads & Metrics*)
- Completed addition of Time and Labor Exception Reporting to improve audit efficiencies for end-users.
- Updated the process for loading of Volunteer Time Off (VTO) hours earned as per Employee Handbook number 5:20 (Community Engagement Volunteer Time Off) from individual employee update to one file upload.
- Phase I implementation of OpenGov – automated monthly upload.

❖ Serve Our Community

Short-Terms Goals

- Revive the Investment Council of The Palm Beaches (a forum for local government investment professionals in Palm Beach County to share information and best practices).

Major Accomplishments

- Facilitated, scheduled, and heard 2,805 hearings for the Value Adjustment Board (VAB). (*Table 39: Clerk of the Board Performance Workloads and Metrics*)

❖ Be the Employer of Choice

Long-Term Goals

- Continue to monitor investment and plan options related to the 457b deferred compensation plan to ensure that the highest quality plan is being made available to employees.
- Expand the Finance Training resources to include materials, courses, and support for all Finance functional areas and systems.

- Accounts Payable to cross-train all payment specialist in various documents within the department to streamline documents and process in a timelier manner. *(Table 37: Finance Performance Workload & Metrics)*
- Foster an environment which a facilitates employees access and training in cutting edge technologies such as AI and RPA.

Short-Term Goals

- Develop PeopleSoft eLearning courses for Payroll staff.
- Update testing scenarios, scripts and provide support for all Finance teams related to the Advantage Financial System Upgrade.
- Develop new training for Finance Departments related to the Advantage Financial System 4.0 upgrade. *(Table 40: Finance Systems & Project Management Performance Workloads)*
- Improve training and development by ensuring payroll training documents, including payroll processing procedures are reviewed for relevant updates in alignment with Clerk Policy: 3-15 (Training and Development Opportunities).
- Develop Time & Labor Update testing scenarios, scripts and provide support for all Finance teams annual training program as a new hire tool for employee/manager introduction to the Clerk’s timekeeping system.
- Test and Implement new Wellness Hours allotment increase for 2024 per Wellness Policy: 14-02
- Issue a 457b deferred compensation plan Invitation to Negotiate to ensure that the highest quality plan is being made available to employees.
- The Revenue Department will continue the cross-training efforts of the Cash Management Specialists to expand staff knowledge base.

Major Accomplishments

- Expanded the use of Remote Work for both local and out of state employees.
- Developed eLearning course for 1099 Audit Review.
- Developed eLearning course for Basic Crystal Report Usage.
- Per update to Employee Handbook Section 6.1, (Regular Holidays and Floating Holidays), completed testing and implementation of changes to holiday allotments for regular part time employees.

❖ Optimize Our Fiduciary Responsibilities & Strategies

Long-Term Goals

- Align processes to successfully integrate with the County’s eAgenda solution, including the potential to enhance minutes taking functionality with the use of technology. *(Table 39: Clerk of the Board Performance Workloads and Metrics)*
- Continue excellence as an investment steward by maintaining staff Accredited Investment Fiduciary designation as well as the Centre for Fiduciary Excellence

(CEFEX) certification of all investment activities. (*Table 37: Finance Performance Workload & Metrics*)

- Continue to maximize the attractive earnings credit offered by the County's main depository institution such that all Clerk and County banking related fees and services are paid for without the Clerk/County having to write a check. (*Table 37: Finance Performance Workload & Metrics*)
- Continue to meet or exceed the Government Finance Officers Association's (GFOA) Best Practices in financial reporting, investment management, treasury services and all financial administration with participation in the various award programs for the Annual Comprehensive Financial Report (ACFR), Popular Annual Financial Report (PAFR), as well as the Distinguished Budget Presentation Award.
- Prepare the Annual Comprehensive Annual Financial Report (ACFR) by the due date of March 31st each year (F.S. 218.32 and 218.39)
- Prepare the Annual Financial Report (AFR) by the due date of June 30th of each year (F.S. 218.32 (1))
- Prepare the Annual Financial Audit Report (AFAR) by the due date of June 30th of each year (F.S. 218.39 (2)).
- Implement systems and processes across the Finance organization that facilitate the ability to produce data and information used for analytics and performance measurement that would minimize staff time and effort in tracking activities (0% to 3% max of their work time).

Short-Term Goals

- Implement GASB Statements No. 91, 94 and 96 for the fiscal year ending September 30, 2023.
- Continue monitoring of U.S. Department of Education Legislation initially directed by the Cares Act, for status on reinstatement of student loan garnishments.
- Assist County Human Resources with the implementation of a 401 (a) Special Pay Plan for payout of sick and vacation hours for terminated employees.
- The Revenue department will draft a series of Finance Department Advisories (FDA's) to provide guidance on revenue-related matters relevant to safeguarding, transacting, and reporting of revenue transactions. (*Table 37: Finance Performance Workload & Metrics*)

Major Accomplishments

- Acknowledged for excellence as an investment steward by staff maintaining the Accredited Investment Fiduciary designation as well as earning the Centre for

Fiduciary Excellence (CEFEX) certification for the 14th consecutive year. (*Table 37: Finance Performance Workload & Metrics*)

- Earned \$172 million of investment income managing the County’s investment portfolio. (*Table 37: Finance Performance Workload & Metrics*)
- Earned a cumulative total of approximately \$3.3 million in revenue for the County since program inception through Wells Fargo’s Payment Manager Program, which enhances vendor customer service by allowing an option to receive payment via a merchant account vs. a paper check. (*Table 37: Finance Performance Workload & Metrics*)
- Completed successful final testing of the AXIA system for the Value Adjustment Board. (*Table 39: Clerk of the Board Performance Workloads and Metrics*)
- Established and implemented a comprehensive training program for Value Adjust Board new hires, including management and progression tracking. Two new hires successfully completed the training. (*Table 39: Clerk of the Board Performance Workloads and Metrics*)
- Completed thirty “Talking Points” to assist in training of staff who clerk County Commission meetings. These are detailed descriptions of pertinent roles, responsibilities, and processes. (*Table 39: Clerk of the Board Performance Workloads and Metrics*)
- Implemented GASB Statements No. 87, 89, 92 and 93 for the fiscal year ended September 30, 2022.
- Named a “2021 Triple Crown” winner by the GFOA.
- Received the GFOA’s Award for Excellence in Financial Reporting for the 33rd consecutive year, Award for Popular Reporting for the 16th consecutive year and the Distinguished Budget Award for the 11th consecutive year.
- Provided high quality training to employees on proper procedures, legislative changes, available resources, system processes and customer needs.
- Participated in several statewide workgroups to improve the budget setting process and increase transparency with legislative staff.

Performance Workload and Metrics

Table 37 of the following page illustrates the performance workload and effectiveness metrics for the Finance function of the Clerk of the Circuit Court & Comptroller’s office. County investments are managed by the Clerk of the Circuit Court & Comptroller in accordance with Florida Statute, Chapter 218.415 – “Local Government Investment Policies”. As a point of clarification, post audit quality assurance is a performance measure that calculates the percentage of invoices and/or interfaces processed with no errors

identified in the payment amount, invoice numbers, vendor name, etc. during a payment post audit. Fiscal year 2023 values include an average 6.0% wage increase for non-union county employees as well as the one-year contract update for the CWA union employees. Fiscal year 2024 includes an average 4.5% increase in wages. This increase is driven by the county’s non-union 2024 wage adjustment of 6.0%, slightly offset by union wages adjustments averaging approximately 3.0%.

These metrics are for internal monitoring of volume and efficiencies that align with Clerk and County policies.

Finance Performance Indicators and Workload	FY2020	FY2021	FY2022	FY2023	FY2024 Goal
Percentage of Investment Performance	1.90%	1.04%	1.05%	4.60%	5.00%
Invoices & Interface Transactions Processed	185,058	207,004	175,329	177,228	182,545
Post Audit Quality Assurance	99.12%	98.96%	99.20%	99.17%	98.17%
County & Palm Tran Payroll Checks and Advices	171,047	173,014	179,427	175,836	178,398
County & Palm Tran Payroll Gross	\$458,155,513	\$481,582,868	\$526,743,917	\$540,028,273	\$563,722,166
County Purchase Audited	1,715,447	2,040,364	1,964,493	2,223,167	2,300,978
County Revenue Recorded	\$4,408,007,133	\$4,730,999,302	\$5,307,218,229	\$5,347,709,660	\$8,161,560,651
County Grants Reviewed	311	365	356	367	376

Table 37: Finance Performance Workload & Metrics

Table 38 illustrates the key performance metrics within the Clerk’s Accounting and Procurement departments.

Accounting & Procurement Performance Workloads & Metrics	FY2020	FY2021	FY2022	FY2023	FY2024 Goal
Disbursements :					
# business days to process and mail:					
Court Operations	1.6	1.5	1.7	1.6	2.0
Tax Deed and Deposit & Bonds	1.2	1.3	1.6	1.9	2.0
Cash Bond Refunds	0.9	0.8	1.1	0.9	2.0
% Requisition Processed Successfully	98%	98%	97%	98%	98%
% Reqs processed to PO	98%	100%	98%	104%	98%

Table 38: Accounting & Procurement Performance Workloads & Metrics

As noted in Table 38 on the previous page, the Accounting department monitors the number of business days to process and mail court disbursements to track efficiency and to ensure compliance with Florida Prompt Payment act, F.S. [218.73](#). By continuing to meet or exceed our goals, while providing excellent customer service to the public. Procurement department improved its effectiveness in processing requisitions. Procurement continues to find ways to reduce costs through vendor selection, contract negotiations and new innovative ways of doing business. The 104% reflects the cancellation of purchase orders that were subsequently reissued from new requisitions. This resulted in the % requisition processed to PO to be greater than 100%

Table 39 illustrates the workload and effectiveness metrics for the Clerk of the Circuit Court & Comptroller in the role as Clerk of the Board of County Commissioners. Responsibilities include keeping minutes and accounts, as well as other duties as the Board may direct, including advertising for public meetings and hearings. In addition, the Clerk shall have custody of their seal and affix as required. (Florida Statutes, Chapter [125.17](#) – “Clerk”; Chapter [28.12](#) – “Clerk of the Board of county commissioners”; Chapter [286.011](#) – “Public meetings and records”; and Chapter [125.66](#) – “Ordinances”.)

The table also reflects metrics related to the Clerk’s role as Clerk of the Value Adjustment Board ([Rule 12D-9, Florida Administrative Code](#)) and used for internal efficiencies.

Clerk of the Board Performance Measures	FY2020	FY2021	FY2022	FY2023	FY2024 Goal
Minutes					
Meetings Attended	90	98	76	102	102
Ordinances	33	33	45	43	43
Copies - Records Requests	668	979	625	376	376
Value Adjustment Board					
Petitions Received	4,322	3,977	3,422	4,781	5,366
Hearings Scheduled	2,612	2,064	1,556	2,805	3,144

Table 39: Clerk of the Board Performance Workloads and Metrics

Currently, the Finance Systems & Project Management team supports three help desks: Axia (for the PBC Value Adjustment Board system), Advantage Financial & Procurement system (for the PBC Board of County Commissioners), and OnBase electronic content management and workflow system (for the Clerk of the Circuit Court & Comptroller

Finance department). As of October 27, 2023, we have 568 active Advantage users and 90 active OnBase users.

Table 40 below illustrates Finance Systems & Project Management’s key performance indicators through FY2023 that track system and help desk activity.

Finance Systems & Project Management Performance Workloads	FY2020	FY2021	FY2022	FY2023	FY2024 Goal
Advantage 3help Emails	6,214	6,548	6,141	6733	7,500
Axiahelp Emails	608	1,261	998	1331	1200
CGI tickets opened related to software defects in Advantage	40	23	16	39	50
User updates/additions/deactivations	256	275	265	240	250
User security role & workflow updates/additions/deletions	379	449	342	423	400
OnBase Help Emails		2,745	2,064	2034	2,200
OnBase Internal Tickets		784	765	923	900

Table 40: Finance Systems & Project Management Performance Workloads

E. Information Technology

The Information Technology Department maintains, monitors, and supports the organization's enterprise systems, ensuring compliance with Florida Statutes, Supreme Court orders and local administrative orders. The Information Technology Department, led by the Chief Deputy Clerk, establishes a technical direction and strategy that aligns with the needs of the Business Units. IT provides services and support for the Clerk's Infrastructure, Maintenance and Document Management, Official Records, Finance & Payroll, Project Management, as well as IT support services for the Clerk, Justice Partners, and all internal and external customers.

As shown in Table 41, the budget request for the Information Technology function for FY2024 is \$15,211,82. The increase of \$3,051,324 from FY2023 estimated actuals is mainly related to health insurance, a three percent COLA, retirement costs, and project related consulting costs, hardware, software maintenance, and capital spending. In addition budgeting for full-time employees with competitive salaries versus contractual employees also influenced the increase over FY2023.

() denotes a decrease

Information Technology Expenditures	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
By Expense Type							
Personnel Services	\$ 4,423,633	\$ 4,576,799	\$ 4,906,900	\$ 5,406,503	\$ 6,009,938	\$ 603,435	11.2%
Operating Expenses	\$ 5,258,298	\$ 4,557,751	\$ 6,526,348	\$ 5,250,298	9,201,882	\$ 3,951,584	75.3%
Capital	\$ 297,152	\$ 401,832	\$ 86,972	\$ 1,503,695	-	\$ (1,503,695)	-100.0%
Total	\$ 9,979,083	\$ 9,536,381	\$ 11,520,219	\$ 12,160,496	\$ 15,211,820	\$ 3,051,324	32.0%

Table 41: Information Technology Financial Schedule

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Continue to foster a culture of service excellence centered on an environment of continual service improvement and world-class customer service.
- Continue to provide anytime/anywhere access to all Clerk's stakeholders to services via mobile and web applications.

Short-Term Goals

- Fully implement collaboration tools within the organization to better serve the organization and the public.
- Increase overall customer satisfaction and IT Department effectiveness by providing all IT staff with security, customer service, and Best Practices management training.
- Redesign services used by the county to transfer data between Clerk and County partners.
- Provide excellent support to Court Operations and Comptroller business units that complies with State mandates and other initiatives.

Major Accomplishments

- Successfully integrated several upgrades and major enhancements to the Criminal and Civil Case Maintenance System including the conversion of historic TIFF files in support of the state mandated PDF/A implementation.
- Implemented Multi-factor Authentication (MFA) for all employee accounts.

❖ Optimize Technology and Security Strategies

Long-Term Goals

- Maintain supported versions of systems and establish plan to ensure new systems stay under support over time.
- Continue to implement and expand existing security and compliance measures to include organizational policies and controls as appropriate, including, but not limited to:
 - The management, maintenance, and safeguarding of Information Technology hardware, resources and data used within the Clerk of the Circuit Court & Comptroller's office by ensuring that only authorized users are extended the privilege of accessing data and using equipment.
 - Safeguarding all electronic data by following established and tested security guidelines, while providing for proper backups, firewalls, and precautions.
 - Ensuring that the information available has been reviewed in compliance with applicable Statutes, rules, and administrative orders, and is provided pursuant to public access requests.

- Continue to ensure all IT activities, core systems, and applications, align with established organizational goals and objectives.
- Continue to refine the processes, templates, and reporting documents of the Project Management Office, to ensure on time and within budget project delivery.
- Expand implementation of Information Technology Infrastructure Library (ITIL) methodologies to include strategic alignment, IT governance, Service Center Management, issue free implementations, and Security Management.

Short-Term Goals

- Continue to expand on data classification and audit software. This enables the use of auditing, alerting, and reporting capabilities on IT systems, as well as identifying the location of sensitive data and access to the data.
- Address security recommendations based on existing assessments of our environment.
- Maintain the storage system to align with current capacity and anticipated growth, established availability standard, and performance requirements.
- Maintain 24/7/365 monitoring of all mission-critical infrastructure components.
- Implement and refine disaster recovery and business continuity plans to ensure the alignment with key organizational uptime objectives and the availability of mission-critical services in the event of a long-term outage.
- Enable functionality in Enterprise Resource Planning (ERP) system such as Payment Request Center and Fluid Position Management

Major Accomplishments

- Expanded on security antimalware solution. This allows additional security options.
- Modernize and migrate email system to a new platform, enabling us to begin to expand on newer functionality, as well as improve security controls.
- Updated Incident Response (IR) plan and added scenarios to our IR program for key security concerns.
- Continued the enhancement of functionality with Document Management Systems (DMS) in order to expand the use of Artificial Intelligence software to process more complicated scanned/eFiled documents.
- Regularly implemented hardware and software upgrades to all enterprise system infrastructures.

- Continued a hardware lifecycle management program, in order to replace “end of life” hardware.
- Continued use and refinement of enterprise system monitoring tools and alerts in support of system uptime, performance, and security.
- Continued use and enhancement of Governance Boards, for oversight of all Technology Projects and Security, for all departments across the organization.
- Continued consolidation of storage systems. This reduces overall annual cost, improves performance, and allows system support extension for another 5+ years with current IT model.
- Migrated away from a de-centralized IT presence across Palm Beach County to a centralized data center. By consolidating, this reduced overall IT support and cost, while improving the performance of services located between the primary data center and the backup data center.
- Continued expansion of identity and access management controls for use with 3rd party cloud Software as a Service (SaaS) applications.
- Completed migration of virtualization in all support environments. This reduces overall costs, standardizes our platform, and increases IT support to systems.

❖ **Serve Our Community**

Short-Term Goals

- Provide business units with key technology to improve overall productivity and to enhance the user and public experience.

Major Accomplishments

- Implemented additional enhancements to the Online Records Search application.

❖ **Be the Employer of Choice**

Short-Term Goals

- Implement improvements for our Call Centers to work remotely.
- Continue to implement the use of laptops for work from home staff and for replacement of desktop PCs, to provide overall Hardware Lifecycle Management.

Major Accomplishments

- Adopted various cloud collaboration tools and software. The use of these tools enables remote working, better communication, and improved collaboration amongst teams.

Table 42 below provides a summary of the projects and releases supported by the Information Technology department.

Information Technology Workload	FY2020	FY2021	FY2022	FY2023	FY2024 Goal
Enterprise Projects	22	22	25	26	22
Projects	28	28	21	27	18
Major Releases	3	4	3	5	5

Table 42: Information Technology Project Workload

The majority of focus for fiscal year 2023 was centered on the implementation of several critical security and system performance initiatives. These initiatives allowed the Information Technology department the opportunity to leverage key security features and performance enhancements that are available with newer technologies.

Information Technology Performance Workloads and Metrics	FY2020	FY2021	FY2022	FY2023	FY2024 Goal
Work Orders & Support Tickets					
Opened	18,566	19,139	19,770	17,840	16,948
Closed	18,688	18,952	15,335	17,577	16,699
Service Level	99%	99%	77%	98%	98%
IT Help Desk Calls					
Incoming	10,219	13,791	12,770	8,873	
Answered	8,836	11,472	10,578	7,143	*N/A
Service Level	86%	83%	82%	81%	

Table 43: Information Technology Performance Workloads and Metrics

Table 43 above provides a summary of service requests, incidents and support calls processed through the Information Technology Department. *County ISS has taken over IT Helpdesk Calls in 2023.

F. Human Resources

Human Resources is committed to our guiding principles to HONOR with work integrity and honesty, RESPECT by valuing our customers and coworkers, and being DEVOTED TO DUTY by having a commitment to community. Human Resource plays a key role in each of these principles and believes it is important to lead by example in an effort to support the guiding principles of the Clerk’s office.

The Human Resources (HR) an employer of choice providing meaningful services to our community and customers, while offering employees flexibility and work/life balance. Led by the Chief Human Resource Officer, the department is responsible for several critical functions, including but not limited to classification and compensation, recruitment, benefits, wellness, training and development, regulatory compliance, employee relations, performance management, Human Resources Information Systems (HRIS) and records management.

As shown below in Table 44, the budget request for the Human Resources function for FY2024 is \$2,005,604. This represents an increase of \$218,493 over FY2023 estimated actuals and is mostly related to increases in health insurance, a three percent COLA, retirement costs, and fully funded vacant positions coupled with general increases in operating costs.

() denotes a decrease

Human Resources Expenditures	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated Actual	FY2024 Adopted Budget	Variance \$	Variance %
By Expense Type							
Personnel Services	\$ 1,454,841	\$ 1,358,172	\$ 1,469,612	\$ 1,580,897	\$ 1,755,899	\$ 175,002	11.1%
Operating Expenses	\$ 226,912	\$ 246,551	\$ 215,282	\$ 206,214	249,705	\$ 43,492	21.1%
Capital	\$ -	\$ -	\$ -	\$ -	-	\$ -	N/A
Total	\$ 1,681,753	\$ 1,604,723	\$ 1,684,893	\$ 1,787,111	\$ 2,005,604	\$ 218,493	19.0%

Table 44: Human Resources Financial Schedule

Policies

- Deliver great customer service, be as effective as possible, strive for efficiencies, and drive to be an employer of choice. Ensure that all processes are completed accurately and timely, safeguarding the integrity of all human resources’ responsibilities.
- Comply with federal and state laws including, but not limited to: Fair Labor Standards Act (FLSA); Equal Employment Opportunity (EEO) laws; Americans

with Disabilities Act (ADA); Americans with Disabilities Act Amendment Act (ADAAA); Age Discrimination in Employment Act (ADEA); Federal and State Veterans Preference Laws; Civil Rights Act ; Immigration Reform and Control Act (IRCA); Consolidated Omnibus Budget Reconciliation Act (COBRA); Section 125 of Internal Revenue Code; Family and Medical Leave Act (FMLA), Health Insurance Portability and Accountability Act (HIPAA); Patient Protection; Affordable Care Act (PPACA) and applicable Internal Revenue Service (IRS) Codes; and Florida Records Laws regarding public records.

- Execute a comprehensive recruitment and retention plan that includes branding and marketing the organization through targeted advertising, a robust social media presence, use of soft recruiting methods, offering a competitive compensation and benefits package, highlighting the Clerk's community support, and showcasing the innovative spirit and aggressive use of technology to align with our guiding principles. Monitor and manage the Clerk's compensation and benefits package including internal pay policies, as well as facilitating comparisons to the labor market by conducting and participating in periodic salary, policy, and benefit surveys.
- Monitor the Florida Retirement System (FRS) plan and legislative changes that could impact our employee retirement benefit and/or contribution levels. Any FRS changes are controlled by the Florida Legislature and not by the Clerk's office.
- Create succession plans, career paths and high-quality training programs to facilitate the development and retention of qualified internal successors.
- Investigate employee complaints, administer policies with consistency, and listen to employees to ensure a fair and respectful work environment for all employees.
- Manage the Clerk of the Circuit Court & Comptroller's office electronic performance program, and support management with communication tools to promote and encourage a high-performing workforce.
- Support employee training on policies and procedures, legislative changes, technical skills, systems processes, and customer service.
- Manage programs within our "Clerks for Wellness" program to motivate our employees to be healthy and engaged, emotionally, physically financially and their overall well-being.
- Support employee engagement programs to retain our high performing employees by offering work/life balance benefits of working at the Clerk's office.

Strategic Initiatives

❖ Transform the Customer Experience

Long-Term Goals

- Creation of a leader's shared resource are on ClerkNet in partnership with the Communications team.
- Develop and enhance the position expectations for a better overview of open positions for prospective employees.
- Continue to promote and support the health and safety of our employees and customers while continuing to deliver exceptional service.

Short-Term Goals

- Work closely with Professional Development team to expand the leadership training and create an in-house clerk-centric training series for new leaders to enhance employee skills to provide top customer service.
- Continue to enhance strategies for HR to provide better customer service, be visible and accessible to employees, and develop relationships.

Major Accomplishments

- For flexibility and ease of customers, continued to expand training courses, Departmental and Leadership meetings, and Open Enrollment process.

❖ Optimize Technology and Security Strategies

Long- Term Goals

- Continue to partner with IT/PeopleSoft team to enhance the Employee Self-Service Product.
- Automate and streamline HR tasks and processes where possible.
- Evaluate continually all HR processes and procedures asking, "how can we better deliver this process / service." Move any process/service toward a digital solution if it is financially and physically feasible.
- Continually evaluate how to be more effective and efficient through the use of technology and continuous process improvements.

Short- Term Goals

- Implement PeopleSoft Remote Worker Module to streamline the training, processing, and reporting of the remote worker program.
- Streamline the recruiting process by utilizing NEOGOV enhancements such as electronic offer letters.

- Manage the Clerk’s electronic performance program and support management with use of communication tools.

Major Accomplishments

- Conduct a review of all personnel files to ensure compliance for employee record exemption and updated the disciplinary action records retention process.
- Created Human Resources Compliance position to audit and advise on processes, procedures, and stay up to date on legislative changes.
- Updated candidate assessment platform to e-skill to focus on experience and characteristics.

❖ Serve Our Community

Long-Term Goals

- Partner with public entities to participate in free community trainings and human trafficking taskforce.

Short-Term Goals

- Partner with Communications to create an external spot for community services including housing, human trafficking, and other free resources.
- Participate in additional veteran themed recruitment job fairs.

Major Accomplishments

- Attended veteran-centric recruitment fair to recruit veterans to the Clerk’s office.
- Offered free in-person human trafficking training for employees to aid in human trafficking awareness and now offer an annual human trafficking awareness compliance training.

❖ Be the Employer of Choice

Long-Term Goals

- Support employee skills training and promote cross-training clerk wide.
- Conduct an employee engagement survey to ensure that our efforts to be an employer of choice in the public sector are making an impact.
- Evaluate, enhance, and manage online presence and reputation for current and prospective employees by promoting Clerk culture.
- Develop organizational-wide progression plans and encourage departmental feedback through surveys to retain top talent for the Clerk’s office.

- Evaluate the compensation/benefits programs to determine if we remain competitive with other public/private sector employers.
- Support enhancement of the employee recognition program to attract, retain, and motivate employees.
- Work closely with Professional Development team to expand the leadership training opportunities provided.
- Ensure HR is in compliance with all federal, state and local Statutes and regulations including, but not limited to, the Fair Labor Standards Act, Retaliation/Whistle Blower's Act, new hire reporting, EEO-4, ADA, ADAAMA, ADEA, Civil Rights Act , IRCA, COBRA , Section 124, FMLA, HIPPA, PPACA, IRS Codes, the Equal Pay Act and State Worker's Compensation laws, etc.
- Manage the accuracy of all personnel recordkeeping, based on various regulations, such as the ADA and the Florida Public Records laws.
- Attract recruit, hire, and retain employees who will embrace our Clerk culture guiding principles.
- Ensure that recruitment and selection practices are 1) in compliance with federal and state laws, including but not limited to: Equal Employment Opportunity (EEO) laws; Americans with Disabilities Act (ADA), Americans with Disabilities Act Amendments Act (ADAAMA), Age Discrimination in Employment Act (ADEA), Federal and State Veterans Preference Laws; and Civil Rights Act, and 2) aligned with our Clerk culture and guiding principles.
- Monitor and manage competitive compensation and benefits programs, internally and externally by 1) participating in salary and benefits surveys to assess competitiveness and best practices, and 2) periodically conducting a comprehensive salary and benefits comparison to the market to include competitive salary ranges.
- Manage the Clerks for Wellness participatory wellness program; continue to develop and launch programs that demonstrate our commitment to our employees' health and wellbeing.
- Create talent development plans and career paths and support high quality training programs to develop our employees as well as focus on succession planning for continuity in leadership.
- Provide and support employee training on policies and procedures, legislative changes, technical skills, systems processes, and customer service, as well as other soft skills training, such as emotional intelligence and supervisory training programs.

- Develop, implement, maintain, and consistently interpret administrative policies and procedures and effectively communicate policies to employees.
- Investigate employee complaints and listen to employees to ensure a fair and respectful work environment.
- Assist and support supervisors and managers to resolve employee issues and provide interactive and situational leadership training to empower leaders to resolve employee issues internally to align with Clerk culture.
- Support employee engagement programs to help retain our high performing employees by offering work/life balance benefits of working at the Clerk's office in addition to developing and offering pay progression plans and department surveys to gain employee feedback.

Short-Term Goals

- Revamp New Employee Orientation to a more comprehensive all-day program with increased collaboration with other departments for an enhanced employee experience.
- Continue to promote and enhance the Clerks for Wellness Program and expand the incentives for spouse participation in the online Health Assessment and screenings.
Continue to partner with Finance to promote and enhance the Financial Wellness education program.

Major Accomplishments

- Update the Performance Management program with updated competencies to align with clerk guiding principles.
- Establish and expand new marketing materials and programming for recruiting that includes use of social media and refreshed style.
- Launched the first Clerk's Office career fair to meet and exceed organizational recruitment needs (*Table 45: Human Resources Performance Workloads and Metrics.*)
- Enhanced wellness program offerings including free access to mental health applications, offered increased instructor-led wellness seminars including Workplace Violence training and boosted wellness hours from 4 to 8.
- Completed a full Job Description Audit and made updates accordingly including enhancing the template to align with the organizations guiding principles.
- For flexibility and ease of customers, continued to expand virtual New Employee Orientation, Interviews, Training courses, Departmental and Leadership meetings, and Open Enrollment process.

- In partnership with the Inspector General, we completed an audit of all recruiting processes and procedures.
- Streamlined part-time employee benefit offerings to offer a clear, concise, and cost-effective part-time benefits package.
- Made enhancements to our Employee Handbook and various administrative policies to support our guiding principles.
- Remain compliant with Department of Labor new minimum wage requirements; and examine feasibility of implementing prior to the legal requirements based on funding.
- Aided multiple departments in the creation of department progression plans for increased engagement and retention.

Performance Workload and Metrics

Table 45 below provides a summary of the performance metrics that are tracked and evaluated by HR for FY2020 through FY2023. Goals are provided for FY2024.

Human Resources Performance Measures	FY2020	FY2021	FY2022	FY2023	FY2024 Goal
Annual Turnover Statistics					
Total Budgeted FTEs	700	698	696	687	687
Total New Hire	66	98	123	130	110
Total Separated Employees	83	115	115	117	75
Turnover Rate	12.90%	18.93%	18.7%	19.0%	15.0%
Total Applications Received	5,362	8,987	11,014	8,036	10,000
Employee Demographics					
Total Employees	644	608	616	615	620
Full-time Employees	638	603	611	601	607
Part-time Employees	4	5	5	11	10
Temporary Employees	2	2	3	3	3
% Male	16.20%	16.58%	16.7%	16.8%	20.0%
%Female	83.80%	83.42%	83.3%	83.2%	80.0%
Average Years of Service	10	10	10	10	10

Table 45: Human Resources Performance Workloads and Metrics

Appendix A: Palm Beach County Supplemental Statistics

As part of Florida’s Gold Coast, Palm Beach County is located in Southeast Florida and is the largest County in area in the State of Florida. It is located just 50 miles north of Fort Lauderdale, 70 miles north of Miami and 150 miles south of Orlando.

The County is located on the coast of the Atlantic Ocean as shown in Figure 29.

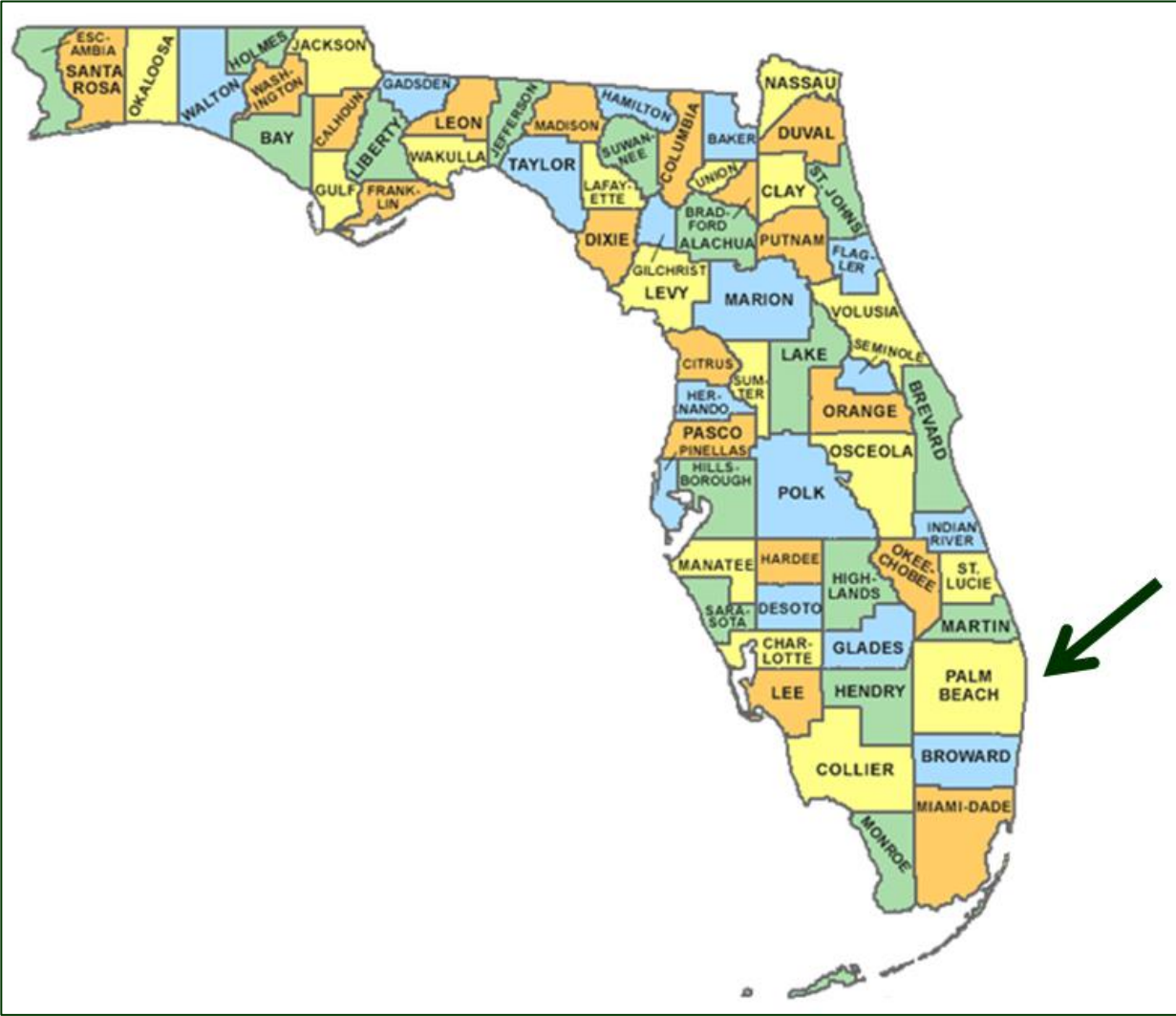


Figure 29: Map of Florida²

² Digital-Topo-Maps.com

Demographics

According to the Bureau of Economic and Business Research, Palm Beach County has a 2023 estimated population of 1,532,718m making it the fourth most populated county in Florida behind Miami-Dade (2,768,954m), Broward (1,973,579m) and Hillsborough (1,541,531m). Palm Beach County is, however, the largest in size of Florida's 67 counties. The County's 2,385 square miles include 1,977 square miles of land and 408 square miles of surface water, making it one of the largest counties east of the Mississippi River. To fully appreciate its size, consider that Palm Beach County is larger than both Rhode Island and Delaware.³

There are 39 municipalities within the County encompassing a total of 337 square miles, or approximately 17% of the County's area. Since the incorporation of the County in 1909, the municipalities, which developed much earlier along the eastern coast, have held the bulk of the County's population. Starting in the 1960's, population growth began to move westward into the unincorporated land. As of FY2023, approximately 56.5% of the County's population resides within the 39 municipalities.

The largest Palm Beach County city, both in area and population, is West Palm Beach, which covers 56.55 square miles and has approximately 122,157 residents. Boca Raton is second most populous with 100,491 residents, followed by Boynton Beach 82,208, Delray Beach 67,213, and Wellington 61,788. The County's smallest towns in population and area are Cloud Lake and Glen Ridge with approximately 140 and 215 residents respectively, living within 0.04 square miles each.⁴

The four largest lakes in Palm Beach County are Lake Okeechobee, 488,000 acres; Lake Magnolia, 540 acres; Clear Lake, 401 acres; and Lake Osborne, 356 acres. The County has 45 miles of shoreline and is 53 miles wide. The county's 45-mile-long Atlantic shoreline was nicknamed Florida's Gold Coast after the gold recovered from Spanish galleons that sank offshore.

Palm Beach County's climate has enhanced its image as a location that provides a high quality of life to its residents. The average temperature is 75 degrees with an average of 82 degrees in the summer and 67 degrees in the winter. The wet season extends from June through October, with an average annual rainfall of 62 inches.

³ <http://www.bebr.ufl.edu/population/products>

⁴ <http://discover.pbcgov.org/pzb/planning/PDF/Projects/Population/county%20profile.pdf>

History

The first settlers in what is now Palm Beach County were Indian tribes such as the Tequesta, Jeaga, Caloosa and later the Seminoles. The next settlers arrived in 1860 when the Jupiter Lighthouse was built to aid sailors navigating the Atlantic Ocean.

Homesteading began in the late 1800's with the majority of the settlers coming to the area to farm. Early farmers found the soil to be highly productive and earned most of their income by growing vegetables for the northern winter market.

The late 1800's also marked the beginning of the tourism industry. Transportation improvements, particularly to the railroad system, provided easier access to the area. Hotels to serve tourists and the first winter homes for seasonal residents were constructed.

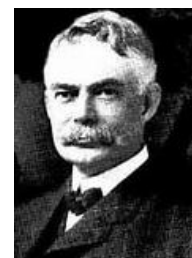


In 1892, Henry Flagler visited Palm Beach and decided to build a large resort hotel, the Royal Poinciana and extend the Florida East Coast Railroad to West Palm Beach from Jacksonville. These developments made Palm Beach the nation's premier winter resort.

Flagler considered the mainland area a perfect satellite location to service his resort and a good place for his workers to live. This area was incorporated as West Palm Beach in 1894.



Other cities, such as Linton and Boynton Beach, were established soon after West Palm Beach. Linton was founded in 1894 by William S. Linton, the postmaster of Saginaw, Michigan. He and a friend purchased 160 acres of land and sold it in five-acre tracts through ads in Michigan



newspapers. In 1901, they renamed the town Delray Beach, after a Detroit suburb. Boynton Beach was founded in 1895 when Civil War Officer Major Nathan S. Boynton built a 50-room resort hotel on the beach. One year later the railroad came through on its way to Miami.



The State Legislature established Palm Beach County as Florida's 47th County on July 1, 1909. Prior to that time, the area was part of Dade County. Palm Beach County originally encompassed Lake Okeechobee and the areas that became Broward County in 1915, Okeechobee County in 1917 and Martin County in 1925. In 1963, the State of Florida partitioned Lake Okeechobee among all of the counties that border it.

The first County Commission meeting was held on July 6, 1909, and West Palm Beach was designated as the County Seat. By 1910, the County's population had grown to more than 5,500 residents. The entire County experienced tremendous growth and development following World War I.

Originally built in 1916, the Palm Beach Courthouse was a tour de force of neoclassical architecture. Architect, Wilber Burt Talley designed a granite base, brick and stone facades, soring Indiana limestone columns and Corinthian capitals that held up triangle pediments and a dentil molding below the cornice. The four story, 40,000 sq. ft. building housed the county government Offices, and records, as well as the jail.



The building and population increase produced a great land boom in the early 1920's. Almost immediately the courthouse ran out of space.

Contributing to the land boom was the climate, as well as an increase in the use of the automobile along with a growing network of roads. The State encouraged the influx of new residents during this period by promising never to pass State income or inheritance taxes. The 1926 Florida Land Bust, the 1926 and 1928 hurricanes and the 1929 stock market crash drastically affected the local economy, but these events did not stop

growth entirely due to the prior establishment of major transportation facilities.



World War II brought many changes to the County, including air bases and new jobs. After the war, Grace Morrison Field was expanded and became Palm Beach International Airport. During the same time period, small, specialized businesses, many electronic-oriented, joined industrial giants like Pratt-Whitney and IBM in establishing plants in Palm Beach County.

The County remained largely undeveloped through the 1950's as evidenced by a 1960 population of less than 250,000. Although some citizens felt that it had lost its natural, unspoiled quality, many leaders welcomed urbanization and actively promoted growth and development.

In the late 1960's and early 1970's, large numbers of middle- and upper-income retirees began to move to Florida, prompting developers to build new subdivisions and cities. During this same period, the advent of air conditioning greatly enhanced the living and working environment, further increasing the pace of development.

Throughout the 1980's, the economy and the construction industry thrived as the population grew by approximately 5% per year. The national recession that occurred in the early 1990's reduced the County's growth rate to an average of approximately 3.1% annually⁵. The County's FY2023 population is estimated to be 1,532,718 a 1.0% increase from FY2022⁶.

Government Structure

Figure 30 provides a representation of the Palm Beach County government structure. As a result of the November 6, 1984, general election; Palm Beach County became a Home Rule Charter County on January 1, 1985. This "Home Rule" allows a resident, through

⁵ [Palm Beach County Business Development Board](#)

⁶ <http://www.bibr.ufl.edu/population>

their elected commissioners, greater independence in determining how their county government will function and what services it will provide. Major advantages resulting from changing to this form of government include:

- allowing the County to pass its own ordinances and laws as long as they do not conflict with State and federal laws.
- providing initiative procedures that allow voters to create, modify and amend local laws.
- providing a process to modify or amend the Charter, and.
- providing voters with a process to recall County Commissioners for cause.

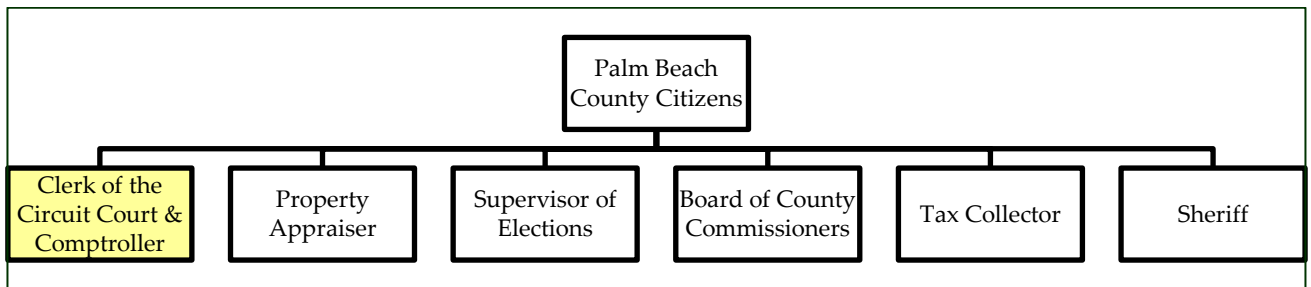


Figure 30: Palm Beach County Government Structure

The Board of County Commissioners, which is the legislative branch of County government, adopts ordinances and resolutions to establish programs that protect and maintain the health, safety, and welfare of County residents. In 1990, the Board of County Commissioners changed from five Commissioners to seven, each representing a single-member district. Each Commissioner is elected to a four-year term by voters in the district in which they reside. Commissioners elect a Mayor to preside over meetings and serve as the ceremonial head of the County. A Vice Chair is also selected to assume these duties in the absence of the Mayor; each term is for one year.

The County Commission considers major problems facing County government and guides the growth and development of the County consistent with the public interest. Major areas of public interest under the control of the Board of County Commissioners include:

- provision of fire protection and disaster relief services.
- construction and maintenance of County buildings, roads, and bridges.
- provision of programs of housing, community development, slum clearance, conservation, flood and beach erosion control and air pollution control.
- adoption and enforcement of building and housing codes and regulations.

- preservation of natural resources.
- preparation, review, and periodic amendment of the Comprehensive Land Use Plan for the development of the unincorporated portion of the County; and
- provision of cultural and recreational facilities and programs.

Additionally, the Board of County Commissioners may enter into agreements with other governmental agencies for the joint performance of duties.

The Commission appoints the Chief Executive Officer, i.e., the County Administrator, who implements Board of County Commissioners approved programs and manages the day-to-day operations of County government. With Commission approval, the County Administrator appoints Assistant County Administrators and Department Directors.

The County's departments under the County Administrator are organized into two groups: (1) General Operations Departments, which provide direct services to residents and (2) Central Services Departments.

General Operations Departments include:

- | | |
|---------------------------------------|-----------------------------|
| Airports | Medical Examiner |
| Community Services | Palm Tran |
| County Cooperative Extension Services | Parks & Recreation |
| County Library | Planning, Zoning & Building |
| Engineering & Public Works | Public Safety |
| Environmental Resources Management | Tourist Development |
| Fire-Rescue | Water Utilities |
| Department of Economic Sustainability | |

Central Services Departments include:

- | | |
|-------------------------------------|---------------------|
| County Administration | Internal Audit |
| County Attorney | Legislative Affairs |
| Facilities Development & Operations | Public Affairs |
| Financial Management & Budget | Purchasing |
| Human Resources | Risk Management |
| Information Systems Services | |

In addition to the County Administrator, the Board of County Commissioners appoints County residents to serve as volunteers on various citizens' boards, commissions, committees, and councils. These groups are established for advisory and/or regulatory purposes. State law creates some advisory boards, while others are formed by the County Commission to meet special needs and to help solve challenging issues facing County government.

Constitutional Officers and Judiciary are the County Officials other than the County Commissioners, who are elected by the voters. The Clerk of the Circuit Court & Comptroller, Property Appraiser, Sheriff, Supervisor of Elections, Public Defender, State Attorney and Tax Collector are the Constitutional Officers elected to four-year terms in general elections.

Palm Beach County is not a consolidated or "metro" form of government. The Palm Beach County School System is governed by a non-partisan elected School Board and operates under the direction of a School Board-appointed Superintendent. The County Commission has no jurisdiction over the School Board.

The South Florida Water Management District, Children's Services Council, Health Care District, Drainage Districts, Inlet Districts, and municipalities within the County are also not under the authority of the Board of County Commissioners.

Economic Trends

Palm Beach County is Florida's largest county in area and fourth in population. Growth predominantly from in-migration has historically been a major influencing factor in the County. The population has increased approximately 1.38% annually from 2007 to 2023 and is estimated to continue increasing through FY2024.

Economic indicators for Palm Beach County have contributed to an economy which has been increasingly healthy over the past several years. Significant investment made to develop the Biotechnology Industry in the County has spurred growth in that sector, pushing it into a tie with Retail Trade as the second largest industry behind only Educational, Health Care and Social Services. The local economy has continued to rally and is once again witnessing the trends the county saw for years where corporations are relocating to the county providing high paying employment opportunities and stimulating other aspects of the economy as well.

Tourism⁷ - One of the largest industries in Palm Beach County, is the leisure and hospitality sector. Employment is currently over 92,300 and it is projected that more than 8.5 million people will visit the Palm Beach County by the end of 2023. The additional visitors have created a surge in hotel & non-hotel (Airbnb/VRBO) bookings throughout Palm Beach County and played a key role in reaching new heights with collections. Tourist Development Tax collections for FY2022 are \$77.8 million, up 43.5% compared to FY2019 pre-pandemic collections of \$54.2 million.

Construction⁸ - During FY2022, the total number of permits issued decreased by 10.7% or 8,027 less permits issue in FY2021 of 82,990. Building permit revenues decreased by 1.9% to \$31.5 million as compared to 32.1 million FY2021. The total value of all construction permitted decreased by 6.2%, from under 2.4 billion in FY2021 to slightly over \$2.3 billion in FY2022.

Agriculture⁹ - Palm Beach County's agricultural acreage has remained stable for the last several years. Market value revenue from are roughly \$1.4 billion in total agricultural sales. Palm Beach County continues to lead the state of Florida, and all counties east of the Mississippi River, in agricultural proceeds. Palm Beach County leads the nation in the production of sugarcane, bell peppers, fresh sweet corn, and sod. It leads the state in the production of rice, lettuce, radishes, Chinese vegetables, specialty leaf produce, and celery. The 451,375 acres dedicated to agriculture, represent 36% of the total land mass in the county. Palm Beach County nursery industry ranked third in the state, employing roughly 2,600 people, while garnering \$375 million per year in economic activity from greenhouse, nurse, and floriculture businesses The industry currently uses bagasse, a fibrous by-product, that remains after sugarcane stalks have been milled to extract sugar. Bagasse known as the agricultural raw material used in "green manufacturing facilities" that produce 100% compostable plates, bowls, and takeout containers. Bagasse, along with other plant-based products, serve as the fuel source for the largest agriculturally based biomass co-generation (electricity) plant in North America.

The Equestrian acreage in Palm Beach County remains stable at roughly 8900, acres, currently ranking as the 2nd largest equine county in the state, following Marion County.

⁷ PBC Tourism Development Council, Florida Department of Economic Opportunity, PBC Tax Collector, FL, Department of Revenue, PBC Economic Impact Study

⁸ Electronic Planning, Zoning and Building (ePZB) permitting system

⁹ Palm Beach County, Cooperative Extension Service

World-class equestrian competitions take place during the winter season, including international polo, dressage, and show jumping. A recent study by the Palm Beach County Sports Commission indicates that the 2022 Winter Equestrian Festival (a 12-week event in Wellington) contributed roughly \$304 million to the County's economy.

Manufacturing¹⁰ - Manufacturing plays an important role in the County's local economy. Medical and pharmaceutical goods, military and commercial aircraft, electronics and other high-tech products are all manufactured in Palm Beach County. The manufacturing industry employees 19,898 residents, with an average annual salary of \$79,856.

Bio Science – Scripps Research Institute and Max Planck Florida Institute are anchors to an eight million square feet Bioscience Cluster in Northern Palm Beach County. A “cluster” of related bio-technology businesses will form a hub to strengthen the County’s position as leader in this industry. This sector includes over 700 companies from small to large, with recent growth primarily in R&D, providing strong opportunities to expand the Pharmaceutical and Medicine manufacturing industry and keep production within the County. In 2021 the University of Florida announced that the UF College of Medicine was in discussions with the Scripps Research Institute to integrate with Palm Beach County based Scripps Research Florida. This effort would build upon both institutions research strengths, while expanding UF offerings in Southeast Florida. If successful, it’s expected that additional employment growth can be expected in 2023.

Unemployment Rate –Palm Beach County’s unemployment rate, was 3.3 present in August 2023. This rate is .7 percentage points higher than the county’s just one year ago. Population has continued to grow, as indicated in Figures 31 and 32.

¹⁰ Florida Department of Economic Opportunity Quarterly Census of Employment and Wages

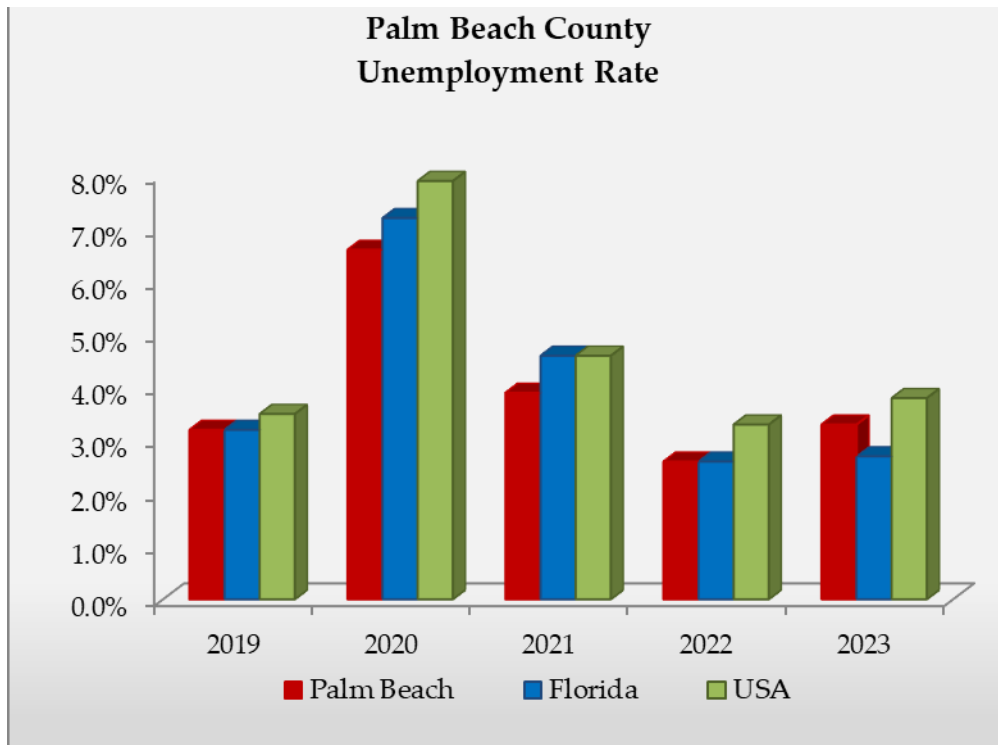


Figure 31: Palm Beach County Unemployment¹¹

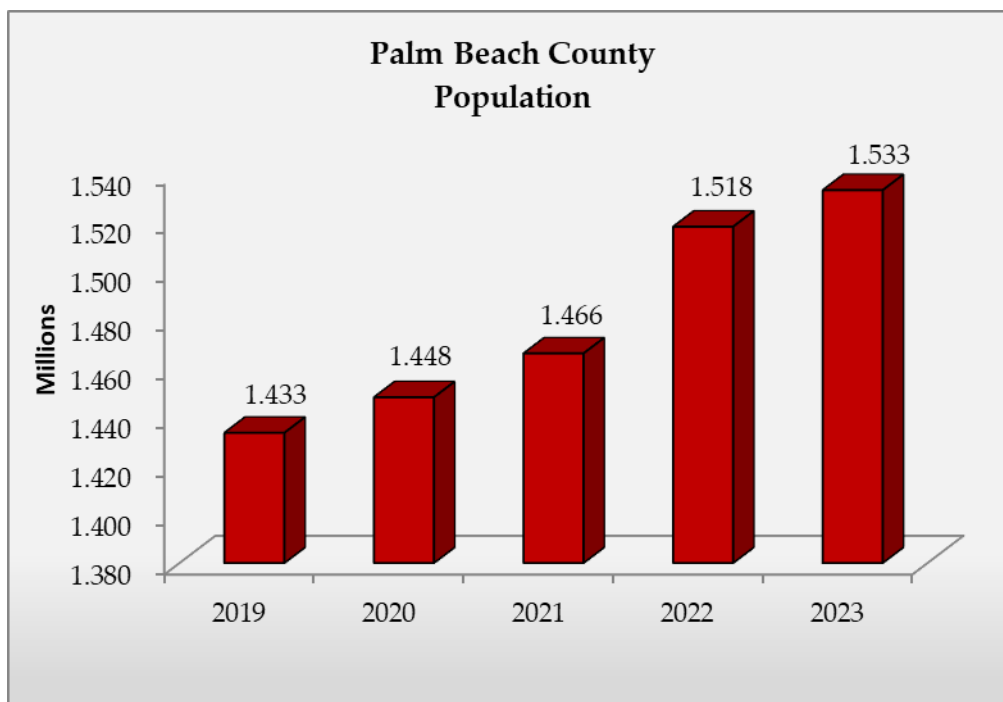


Figure 32: Palm Beach County Population¹²

¹¹ Bureau of Labor Statistics

¹² Estimates from Bureau of Economic and Business Research

The County's Civilian labor force is estimated to be approximately 785,800. Palm Beach County's unemployment rate in August 2023 is higher to the state rate of 2.7 percent but lower to the national rate of 3.8 percent. Per the latest US Census Bureau, Palm Beach County's personal median household income is approximately \$68,874 which is above Broward County's at \$64,522, Hillsborough County's at \$64,164 and Miami-Dade County's at \$57,815.

According to the US Census Bureau the composition of population in Palm Beach County as noted in Figure 33 below. The largest group of population is White, followed by Hispanic or Latino, Black/African American, and Asian,

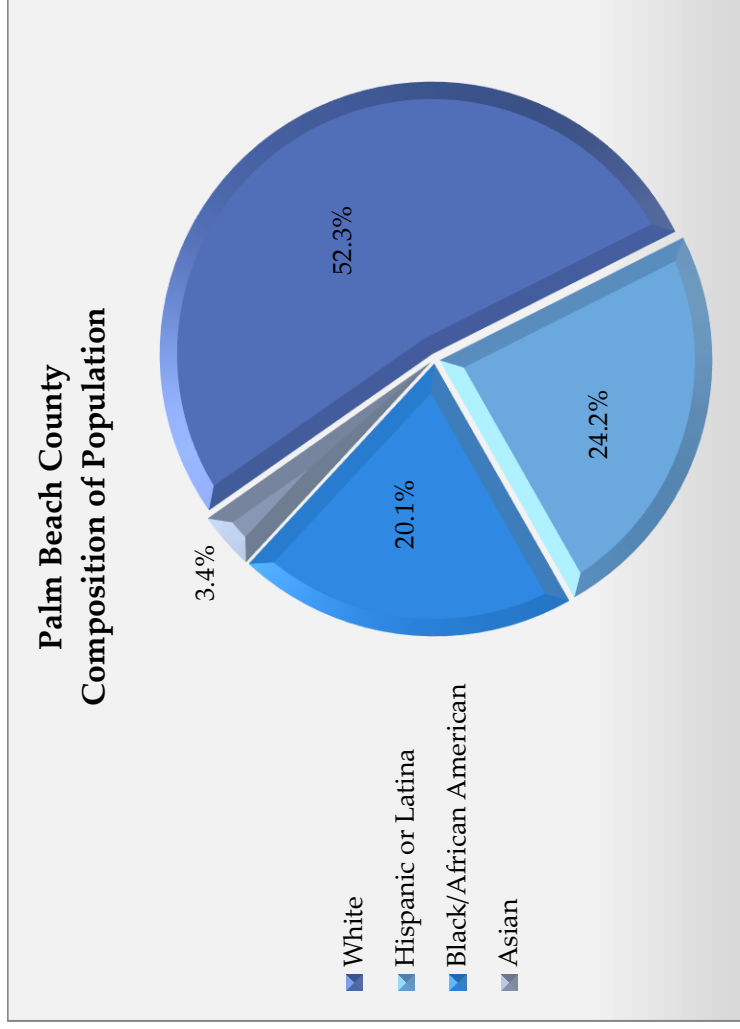


Figure 33: Palm Beach County Composition of Population¹³

Property Taxes

Property taxes are a lien on all taxable property as of January 1st of each year. Tax payments are due November 1st and are payable by April 1st of the following year. Each parcel of property is assessed to the last known owner as established from the latest

¹³ <https://www.census.gov/quickfacts>

recorded deed or tax return.

There are three types of property which are subject to ad valorem tax (a tax based on the assessed value of real or personal property). The three types are:

- **Real Estate** covers land and the improvements thereon.
- **Tangible Personal Property** includes property such as business fixtures, equipment, and machinery; and
- **Intangible Personal Property** includes stock, bonds (except those exempt), mortgages, accounts receivable, mutual funds, notes, trusts, estates, etc. (This is a state tax handled directly by the State of Florida).

All property owners who maintain their permanent home on the property are entitled to a "Homestead Exemption" which exempts the first \$25,000 of assessed value of the property from ad valorem taxes. Effective January 1, 2008, a property with an assessed value of \$75,000 or more receives an additional \$25,000 exemption. Additional exemptions are also available to widows, widowers, disabled veterans, totally disabled non-veterans, and senior citizens. The November 6th, 2012, elections passed additional groups eligible for receiving exemptions, including a surviving spouse of a veteran or first responder and low-income seniors who maintained long-term residency on property. Effective tax year 2017 elections passed exceptions for first responders who were totally and permanently disabled in the line of duty. In addition to a homestead tax exemption for certain senior low-income long-term residents.

The Board of County Commissioners levies a countywide millage that applies to all property owners in the County on the net assessed value of property. (Millage is the rate used to determine the amount of tax. A mill is one-tenth of a cent or \$1.00 of tax for every \$1,000 of net assessed value). The countywide rate for FY2023 is 4.715 mills a reduction from the rate of 4.7815 mills that had been in effect since FY2012.

Palm Beach County Fire-Rescue and the County Library are dependent districts under the control of the Board of County Commissioners. They levy millages that apply to all property owners in the unincorporated portion of the County and residents of the municipalities that have elected to join the districts rather than provide the services themselves. The municipalities also levy millages to finance their local government's operating costs.

In addition to the Board of County Commissioners and municipalities, various other taxing districts levy millages that affect all property owners in the County or property owners in the particular districts. Some other entities in the County that levy property taxes are drainage districts. These taxes are not based on the value of the property, but on the number of acres in the parcel. Each district assesses an "Acreage Levy," a fixed amount for each acre or part thereof, to cover the maintenance and debt of the drainage facilities in the district. Additionally, some districts assess a "Parcel Levy," a fixed amount per parcel, to cover the cost of road maintenance and debt within the district.

Additional Information

The median age of citizens residing in Palm Beach County is 45.1 years. The average household size is 2.35 persons. There are 179 public schools with an expected student enrollment to increase district wide by 9,579 to a total of 203,206 students. There are 110 elementary, 34 are middle school, 24 high school, in addition to 11 Alternative, Adult, and Other Educational Schools. The major employers of the county include the Palm Beach County School Board (22,426 employees including over 13,700 teachers).¹⁴ Palm Beach County (12,054 employees), which include 1,695 law enforcement officers, 697 corrections officers and 1,984 civilian staff employed by the Palm Beach County Sheriff's Office.¹⁵ Tenet Coastal Division Palm Beach County(5,735 employees), NextEra Energy (5,330 employees) and Florida Atlantic University (5,059 employees).¹⁶ As of October 25,2023, there were 947,922 registered voters in the County.¹⁷

Across the seven unique regions within Palm Beach County where you can drive from Tequesta to Boca Raton and experience the wide variety of culture from award winning performances, breathtaking gardens, fun filled festivals and hundreds of miles of white sandy beaches. The adventures are endless where the culture always shines.

In addition, Palm Beach County offers over 8,200 acres of parks and recreation. There are more than 110 parks and recreational facilities, 11 exercise/fitness trails, 104 playground sites, 4 dog parks, 5 equestrian parks. All of this and more to discover and explore with something for everyone.

¹⁴ [Palm Beach Schools](#)

¹⁵ [Palm Beach County](#)

¹⁶ [Top Employers Palm Beach County](#)

¹⁷ [Palm Beach County, Supervisor of Elections](#)

Most of these experiences can be visited via Brightline. Brightline is Palm Beach Counties connection to Fort Lauderdale, downtown Miami, and newly opened Orlando. Additional rail service from Boca Raton and Aventura stations servicing passengers will be starting in the near future. Infrastructure to downtown West Palm Beach during the next several years, has plans for emerging new buildings intended to lure more companies and residents into the booming city.

Even as the United States economy sparks cautionary signs of a recession. New construction will boost the current growth of the county into a metropolitan powerhouse of financial industry, rather than a mostly suburban region dominated by the tourism and agriculture industries.

Among the buildings planned are twin office towers consisting of 1 million square feet on Hibiscus Street, now occupied by the AMC West Palm Beach 12 movie theater. The theater is expected to be rebuilt at the base of one of the buildings.

These towers, in the heart of Rosemary Square, are in addition to a previously announced office high-rise at 515 Fern that will total nearly 500,000 square feet.

When all the planned towers are built, New York-based Related's downtown office holdings, including its existing five offices complexes, could top 3 million square feet.

Appendix B: Glossary of Terms

A

Access to Justice (A2J)

A collaboration between the FCCC, the Florida e-filing portal and the Florida Supreme Court to help self-represented (pro se) litigants obtain better and easier access to the court system.

Ad Valorem

Latin for according to value; is a tax levied on the assessed value of real or tangible personal property. It is also known as "Property Tax."

Adopted Budget

The financial plan of revenues and expenditures for a Fiscal Year as approved by the Clerk.

Age Discrimination Employment Act (ADEA)

A law that makes it unlawful for an employer "to fail or refuse to hire or to discharge any individual or otherwise discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, because of such individual's age.¹⁸" The Statutes not only applies to hiring, discharge, and promotion, but also prohibits discrimination in employee benefit plans such as health coverage and pensions.

Amended Budget

An increase or decrease in revenues with a corresponding increase or decrease in expenditures within the same fund. The budgeted fund total is changed.

American National Standards Institute (ANSI)

A private non-profit organization that oversees the development of voluntary consensus standards for products, services, processes, systems, and personnel in the United States. The organization also coordinates U.S. standards with international standards so that American products can be used worldwide.

¹⁸ <http://www.eeoc.gov/laws/Statutes/adea.cfm>

Americans with Disabilities Act (ADA)

The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. It also applies to the United States Congress.

Anti-Harassment Policy

Policy which prohibits discrimination and harassment based on race, color, religion, age, gender/sex, sexual orientation, gender identity or expression, pregnancy, national origin, disability, genetic information, veteran status, marital status, or any other legally protected status.

Annual Comprehensive Financial Report (ACFR)

A set of U.S. government financial statements comprising the financial report of a state, municipal or other governmental entity that complies with the accounting requirements promulgated by the Governmental Accounting Standards Board (GASB).

Arbitrage

The practice of taking advantage of a price difference between two or more markets: striking a combination of matching deals that capitalize upon the imbalance, the profit being the difference between the market prices. Basically, it is the possibility of a risk-free profit at zero cost.

Association of Inspectors General (AIG)

An association that seeks to foster and promote public accountability and integrity in the general areas of prevention, examination, investigation, audit, detection, elimination and prosecution of fraud, waste and abuse through policy research and analysis; standardization of practices, policies, conduct and ethics; encouragement of professional development by providing and sponsoring educational programs; and the establishment of professional qualifications, certifications, and licensing.

Audit Services Unit (ASU)

A Unit of the Clerk of the Circuit Court & Comptroller's Division of Inspector General that provides auditees with an independent appraisal of whether desired results and objectives are achieved economically, efficiently and in accordance with prescribed laws, regulations, and policies and procedures.

Azure AD

Azure Active Directory, a cloud technology system that authenticates and authorizes access to computer-based resources in a domain network.

B

Back Filing

Imaging and redaction of forward filed court documents.

Baker Act

A law that provides individuals with emergency services and temporary detention for mental health evaluation and treatment when required, either on a voluntary or an involuntary basis.

Balanced Budget

A budget, in which the total of estimated receipts, including balances brought forward, equals the total of estimated expenditures and reserves. Florida Statutes require that budgets must be balanced.

Base Budget

The portion of the Clerk's budget that is recurring on a yearly basis to maintain existing levels of service.

Board of County Commissioners (BOCC)

Authorizes the expenditure of County funds and the portion of County funds that is allocated to the Clerk for Palm Beach County.

Budget

A comprehensive financial plan of operations embodying an estimate of proposed expenditures for a given period, the proposed means of financing them and specifying the type and level of services to be provided.

Budget Approval Form

A form used by a Director and Chief Officer which shows their approval for their respective department budget requests within the Clerk of the Circuit Court & Comptroller's Office.

Budget Instruction Manual

A set of guidelines developed to assist the management team in developing their annual budgets while adhering to specific expenditure guidelines set forth by senior management, State, local or legislative government.

Budget Request Worksheet (or Budget Template)

The Microsoft Excel file that is used as the main source of input for each department in the Clerk of the Circuit Court & Comptroller's Office budget development process.

C

Capital Budget

The portion of the Clerk's budget that relates to the acquisition of long-term assets.

Capital Expenditures

Unit purchases which cost \$1,000 or more. If an item is attached to another to make it functional, the value is combined and capitalized. (i.e., desk with drawers and attached credenza, computer with monitor etc.)

Capital Improvement Plan (CIP)

A plan for capital expenditures to be incurred each year over a fixed period of years to meet anticipated capital needs. It sets forth each project or other contemplated expenditure in which the Clerk is to have a part and specifies the full resources estimated to be available to finance the projected expenditures.

Cash Receipt Interface

A computerized system which tracks, and reports accounts receivable.

Central Square

A vendor who provides software solutions that enable public servants everywhere to work together and build safer, smarter communities.

Centre for Fiduciary Excellence (CEFEX)

A global independent rating and certification organization that works closely with the investment community and fiduciary industry to provide comprehensive assessments that measure risk and trustworthiness of investment fiduciaries.

Chatbot

A computer program designed to simulate a human conversation through text or voice interactions.

Chief Officer

The high-ranking corporate officer or administrator in charge of a specific operational and functional area within the Clerk of the Circuit Court & Comptroller's organization.

Civil Court

Civil Courts deal with "private" controversies, particularly disputes that arise between individuals or between private businesses or institutions (i.e., a disagreement over the terms of a contract or over who shall bear responsibility for an automobile accident).

Civil Rights Act of 1991

A United States Statute that was passed in response to a series of United States Supreme Court decisions that limited the rights of employees who had sued their employers for discrimination. It provided for the right to trial by jury on discrimination claims and introduced the possibility of emotional distress damages while limiting the amount that a jury could award.

Clerk

The Clerk of Circuit Court is responsible for various administrative and ministerial duties in conjunction with the court he/she serves. The Clerk of Circuit Court is responsible for receiving, filing, maintaining, and safeguarding court records. The Clerk manages the administrative activities of the Clerk's office and oversees the performance of the statutory duties of the office.

Clerks 4 Wellness

Program to educate, encourage and engage Clerk of the Circuit Court & Comptroller employees and their families in the overall improvement of body and mind.

Clerks of Circuit Court Trust Fund (COCTF)

Court fees, fines and service charges are collected by the clerks' offices for deposit into various State funds. A portion of these funds is deposited into the Clerks of Circuit Court Trust Fund within the Justice Administrative Commission and is

used to fund Clerks through the court fees, fines, and service charges funding process.

Clerks of Court Operations Corporation (CCOC)

The Florida Clerks of Court Operations Corporation (CCOC) was created at the direction of the Florida Legislature. The CCOC support the Clerks of Court in all 67 counties in the State of Florida by reviewing and certifying court-related proposed budgets under the oversight of the Florida Legislature, the Governor, the Chief Financial Officer, and the Department of Revenue.

Commission for Florida Law Enforcement Accreditation, Inc.

Correctional facilities and agencies with pretrial responsibilities can achieve accredited status through the Florida Corrections Accreditation Commission, Inc. Accreditation is the certification by an independent reviewing authority that an entity has met specific requirements and prescribed standards.

Comptroller

A management level staff position responsible for supervising the quality of accounting and financial reporting of an organization.

Computing System Innovation (CSI)

Software Company for Indexing, Redaction, Automation.

Conflict of Interest

A situation in which regard for a private interest tends to lead to disregard of a public duty or interest.

Consolidated Funds

The annual budget of the Clerk of the Circuit Court & Comptroller's organization that includes all revenues, expenditures, and fund balances.

Consolidated Omnibus Budget Reconciliation Act (COBRA)

A law that gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce, and other life events.

Contract Policy

Policy that provides guidelines as to the types of expenditures which require a formal agreement for goods and services.

County Fiscal Year

A period of time that a County uses for accounting purposes and preparing financial statements. Palm Beach County operates within a Fiscal Year that ranges from October 1st to September 30th.

County Recorder Fees

The Clerk of the Circuit Court & Comptroller's Office is responsible for collecting fees for various court-related activities including divorce filings, tenant evictions, applying for a public defender, recording official documents, traffic infraction fines and costs related to criminal prosecutions.

Court Registry

The official record keeper of the pleadings and all other documents that are filed in relation to a case.

Criminal Court

A court empowered to hear and decide on cases involving criminal offenses.

D

Debt

An amount of money borrowed by one party from another.

Defender

An antimalware application that protects endpoint devices from malicious activities and ensure a safe and secure computing environment.

Deferred Compensation Plan

A retirement savings program governed by IRS code 457(b) which permits deferment of part of an employee's salary up to the Internal Revenue Service allowable amount through payroll deductions.

Department of Revenue (DOR)

A department of the State of Florida that collects State taxes fairly and efficiently and makes complying with Florida's tax laws as simple and convenient as possible. Oversees Florida's property tax system to ensure accuracy and fairness in property valuation throughout the State.

Deposit Capture

A system that allows a customer to scan checks remotely and transmit the check images to a bank for deposit.

Docket Entries

The official summary of proceedings in a court of law.

E

EAgenda

Electronic agenda, a paperless meeting system.

EAGLE Program

(Enhancing and Guiding Legal Education) is a new 1-year fellowship program for up to 3 recent college graduates who have an interest in the law. The fellows work up to 24 hours per week in different departments for the Clerk of the Circuit Court and Comptroller's Office.

eCaseView

An online case search and image viewer for attorneys and the public at large through the PBC Clerk of the Circuit Court & Comptroller's public website, pursuant to Florida Supreme Court Administrative Order AOSC14-19.

eCertify

An online system that provides electronic certified copies.

eCitation

Ticketing system, in which violations are sent to The Clerk of the Circuit Court & Comptroller's office electronically.

E-filing

Allows Attorneys and Pro Se users to file documents to the County Clerk online.

E-noticing

Electronic notification of bond forfeiture notice of discharge and notice of hearing documents to bail bondsmen.

Electronic Data Interchange (EDI)

A standardized format which allows on company to send information to another electronically.

Encumbrance

A pending expenditure that has not been made yet but has been committed.

ePerformance

An Oracle Web-deployed performance management solution that streamlines the appraisal aspect of the development business process, from goal planning and coaching to performance assessments and rewards. Managers, employees, and HR administrators can collaborate on performance evaluations and goals, review performance history and monitor and manage the overall performance process of its employees.

Equal Employment Opportunity (EEO)

The first federal law designed to protect most U.S. employees from employment discrimination based upon that employee's (or applicant's) race, color, religion, sex, or national origin.

EE0-4

A State and Local Government Information Report it is a mandatory data collection that requires all State and local governments with 100 or more employees to submit demographic workforce data, including data by race/ethnicity, sex, job category, and salary band.

eRecording

The process of electronically transmitting real property documents to County or local government officials for recording in public records.

eRecruit

A paperless and online recruiting platform from Oracle PeopleSoft Enterprise.

e-subpoena

An electronic document which orders a named individual to appear before a duly authorized government body at a fixed time to give formal testimony.

Ethics hotline

A hotline that Clerk of the Circuit Court & Comptroller employees can contact to anonymously report potential incidents of fraud, waste, abuse, or ethical violations.

E-warrant

An electronic instrument issued by a magistrate, authorizing an officer to make an arrest, seize property, make a search, or carries a judgment into execution.

Executive Team (ET)

A committee that consists of the Clerk, the Inspector General & Audit Director, Legal Counsel & Ethics Officer, Chief Communications Officer, Chief Operating Officer of Courts and Official Records, Chief Operating Officer of Finance, Chief Deputy Clerk and Chief Human Resources Officer, who helps the Clerk with major organizational decisions as well as acts as an overseer of organizational activities.

Expenditure

The total amount of money that a government or person spends as a cost of doing business or providing a service.

F**Fair Labor Standards Act (FLSA)**

Establishes minimum wage, overtime pay, recordkeeping and youth employment standards affecting employees in the private sector and in federal, State, and local governments.

Family Medical Leave Act (FMLA)

A law designed to help employees balance their work and family responsibilities by allowing them to take reasonable unpaid leave (up to 12 weeks) for certain family and medical reasons while continuing their group health benefits coverage.

Federal Insurance Contributions Act (FICA)

The Federal Insurance Contributions Act (FICA) tax is a payroll tax imposed by the federal government on both employees and employers to fund Social Security and Medicare.

Financial Management Solutions (FMS)

A family of applications in Oracle's PeopleSoft Enterprise product line that integrates financials, procurement, human resource, and accounts payable for improved information management, planning and reporting.

Fiscal Stewardship

An ethic that promotes responsible planning and management of resources and finances.

Fiscal Year (FY)

A period of time that an entity uses for accounting purposes and preparing financial statements. The State of Florida operates within a Fiscal Year that ranges from July 1st to June 30th. Palm Beach County operates within a Fiscal Year that ranges from October 1st to September 30th.

Fit Gap Analysis

An important component of the project life cycle in which a phase of study made to identify whether the present system fits the requirements and if any such gaps are identified they are recorded in a prescribed format.

Fixed Asset

A term used in accounting for tangible assets and property that cannot be easily converted into cash.

Florida Administrative Code

An official compilation of the administrative rules and regulations of State agencies.

Florida Association of Court Clerks and Comptrollers (FACC or FCCC)

An entity that acts as a governmental lobbyist on behalf of all 67 clerks in the State of Florida.

Florida Clerks of Court Operations Corporation (CCOC)

Refer to entry on CCOC.

Florida Department of Transportation (FDOT)

A decentralized agency charged with the establishment, maintenance, and regulation of public transportation in the State of Florida.

Florida Highway Patrol (FHP)

A division of the Florida Department of Highway Safety and Motor Vehicles and the law enforcement agency charged with ensuring the safety of the highways and roads of the State.

Florida Retirement System (FRS)

Refers to the general retirement system established by Florida Statutes, including, but not limited to, the defined benefit program administered under Chapter 121, referred to as the “pension plan,” and the defined contribution program administered under part II of Chapter 121, referred to as the “investment plan.”

Foreclosure

A specific legal process in which a lender attempts to recover the balance of a loan from a borrower who has stopped making payments to the lender by forcing the sale of the asset used as the collateral for the loan.

Full-Time Equivalent (FTE)

A unit that measures the workload of one employee for comparison purposes.

Fund Balance

The amount available within a fund at the close of a Fiscal Year and can be carried over as a source of available funding for the succeeding fiscal period.

G

General Fund

One of two funds used by the Clerk of the Circuit Court & Comptroller’s Office to track and report on revenues and expenditures.

Generally Accepted Accounting Principles (GAAP)

A uniform minimum standard of, and guidelines for, financial accounting and reporting. They govern the form and content of the basic financial statements of an entity. GAAP encompass the conventions, rules, and procedures necessary to define accepted accounting practices at a particular time.

Government Finance Officers Association (GFOA)

The purpose of the GFOA is to enhance and promote the professional management of governments for the public benefit by identifying and developing financial policies and best practices and promoting their use through education, training, facilitation of member networking and leadership.

GS11

Record retention requirements for Clerk of Court records.

GS1SL

Sets record retention requirements for state and local governments.

Guardianship

A legal relationship created when a person or institution named in a will or assigned by the court to take care of minor children or incompetent adults.

Guardianship Fraud Hotline

A hotline that the public can contact to anonymously report potential incidents of financial fraud or waste involving court-appointed guardianships over elderly, minor children, and incapacitated individuals.

H

Health Insurance Portability and Accountability Act (HIPAA)

A law that protects health insurance coverage for workers and their families when they change or lose their jobs.

Human Capital Management (HCM)

An Oracle based integrated Human Resource system that helps organize staff, payroll, and time-tracking, as well as provide self-service capabilities to employees.

Human Resource Information Systems (HRIS)

The systems and processes at the intersection between human resource management and information technology.

HyperVisor

A company that provides virtualization software services and solutions from small to large enterprises.

I

Immigration Reform and Control Act of 1986 (IRCA)

A law that seeks to preserve jobs for those who are legally entitled to them: American citizens and immigrants who are authorized to work in the United States.

In Tune

A cloud-based technology that enables IT to provide management and maintenance tasks to computer endpoints like mobile devices, desktops, laptops, and servers.

Information Systems Services (ISS)

Serves as the primary information technology support agency for most of the departments reporting to the Board of County Commissioners as well as the constitutional officers.

Injunction

An order issued by a court that forces the defendant; a person, corporation, or government entity to do something or stop doing something.

Institute of Internal Auditors (IIA)

An international Internal Auditors professional association: a global voice for internal auditor professionals, a recognized authority, acknowledged leader, chief advocate, and principal educator.

Internal Revenue Service (IRS)

The nation's tax collection agency administers the Internal Revenue Code enacted by Congress.

Internal Service Fund (ISF)

A fund used to account/monitor Health Care costs for the Clerk of the Circuit Court & Comptroller's Office.

L

Learning Management System (LMS)

Computer software utilized by the Palm Beach Clerk of the Circuit Court & Comptroller's Office for training-related activities.

Liquidity

The amount of capital that is available for investment and spending or how easily an asset(s) can be converted to cash.

Lunch n' Learn

A training event scheduled during the lunch hour. Employees who attend bring their lunches and eat them during the training session. The training is usually less formal and less structured than normal.

M

Mandate

Any responsibility, action or procedure that is imposed by one government entity on another through constitutional, legislative, administrative, executive, or judicial action as a direct order or that is required as a condition of aid.

Marchman Act

A law under the Florida Statutes that enables family members to obtain help for a loved one who is unwilling to seek substance abuse services voluntarily.

Modified Accrual

Modified accrual recognizes revenues when they become available and measurable and, with a few exceptions, recognizes expenditures when liabilities are incurred. GAAP defined to distinguished state and local government accounting from business accounting due to the difference in the purpose of government agencies vs. for-profit and not-for-profit non-government agencies.

Municipality

A local government having governmental, corporate, and proprietary powers that enable it to conduct municipal government, perform municipal functions and render municipal services. For example, Atlantis, Boca Raton, Wellington, and Pahokee are considered municipalities.

N

National Archives and Record Service

An independent agency of the United States government charged with preserving and documenting government and historical records.

NEOGOV

Cloud based software company used by the public sector Human Resources teams for automating and supporting the entire employee lifecycle, streamlining processes and diversity initiatives, all from one centralized platform.

Net Budget

The Net Budget subtracts Internal Service Fund charges and transfers of money from one fund to another (Inter-fund Transfers) from the total Consolidated Budget. These reductions from the total Consolidated Budget are considered double-counted because they do not represent money coming into the Clerk's budget as revenue or leaving the Clerk's budget as expense.

O

Offender Based Tracking System (OBTS)

Integrated system used to of the reporting of criminal case data to ensure compliance with Florida Supreme Court standards.

Office of Criminal Conflict and Civil Regional Counsel (ORCC)

Agency used when Public Defender has a conflict representing a defendant.

Office of Financial Management and Budget (OFMB)

The department within Palm Beach County that coordinates the planning and submission of the Clerk of the Circuit Court & Comptroller's Office budget to the Board of County Commissioners.

Official Records Project

This consists of a searchable computerized index and links to digital images of documents dating back to 1968 (marriage license listings date back to 1909). Official Records include court judgments, deeds, liens, marriage licenses, mortgages, plats, and tax deeds.

On-the-Job (OTJ)

On-the-Job generally refers to training that is done, received, or happening while in the actual performance of one's work.

OpenGov

An industry leading government software company providing local government cloud services.

Operating Budget

The portion of the Clerk's budget that relates to short-term, recurring financial needs including contractual support, travel, training, office supplies, communications, rentals, printing, binding, repair, and maintenance costs.

Operation Green Light

Event which allowed citizens with outstanding fines in collections to come in, for one day, to pay their fines collections' surcharge free.

Organization Travel Policy

Ensures that travel and other expenditures are appropriate, provide a uniform and consistent approach for the timely reimbursement of authorized expenses incurred by Personnel for business-related travel expenses and that there are adequate cost controls and guidelines in place.

P

Patient Protection and Affordable Care Act (PPACA)

Legislation (Public Law 111-148) signed by President Obama on March 23, 2010. Commonly referred to as the health reform law.

PeopleSoft

Integrated software system for financial and personnel applications servicing the Clerk of the Circuit Court & Comptroller's organization.

Personal Computer (PC)

A desk top computer used by the Clerk of the Circuit Court & Comptroller employees to service their customers and perform other work-related tasks efficiently and effectively.

Personnel Services Budget

The portion of the Clerk's budget that relates to all costs associated with employees, including wages, taxes, insurance, retirement, and overtime.

Plats

A survey of land that identifies the boundaries of the property and any easements, flood zones, roadway, and access rights-of-way.

Popular Annual Financial Report (PAFR)

An extract of information from the State or local government's Annual Comprehensive Financial Report (ACFR) specifically designed to be readily accessible and easily understandable to the general public and other interested parties without a background in public finance.

Post Audit Quality Assurance

A percentage of invoices or interfaces processed with no errors identified in the payment amount, invoice numbers, vendor name etc. during a payment process.

Power BI

Is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards.

Pre-Audit

The Payables Department within the Finance function of the Clerk of the Circuit Court & Comptroller's Office is responsible for the Pre-Audit function, which is to audit requests for disbursement of funds controlled by the Board of County Commissioners. The audits ascertain and certify that the requests are in compliance with applicable laws and regulations, within authorized

appropriations, limited to public purposes and supported by proper evidence of receipt of goods or services ordered.

Pro Se Litigants

A person who advocates on one's own behalf before a court, rather than being represented by an attorney.

Procurement Policy

Guiding principles for the purchasing of goods and services by the Clerk of the Circuit Court & Comptroller for both Clerk employees and vendors.

Public Integrity Unit (PIU)

Consists of two sections in the Clerk of the Circuit Court & Comptroller's Office: 1) Investigative Section, which conducts investigations into Clerk of the Circuit Court & Comptroller affairs and makes inquiries as necessary, compels the production of books and papers, and implements appropriate investigative techniques. The objective is to determine whether allegations of fraud, waste, abuse, and ethical misconduct can be substantiated; and 2) Guardianship Section which conducts varying levels of assessments, audits, and financial investigations of Guardianship activities. This program supplements the Clerk of the Circuit Court in supporting the Court's oversight process of the assets for the County's most vulnerable residents: elderly, minor children and incapacitated individuals who are served by Florida Guardianship Law.

Punch-Out

An electronic Procurement software application that makes it possible for a buyer to access a supplier's website from within the buyer's own procurement application.

Purchasing Card (P-Card)

A line of credit used to make approved purchases on behalf of an organization.

Q

Quality Assurance

The process of determining whether products or services rendered meets the customers' expectations.

Quick Response Code

A type of 2-dimensional matrix barcode that stores data for a machine to read, aka QR Code.

R

Redaction

The practice of removing confidential or sensitive data before distributing a document.

Replevin

Also known as claim and delivery, it's a law that allows people to recover goods that they believe are rightfully theirs and that are being withheld from them. This recovery is typically done by suing through a court of law.

Reserves

A specified amount of funds set aside for the purpose of meeting future expenses. Expenditures may not be charged directly to reserve accounts.

REST Technology

REpresentational State Transfer, is an architectural style for providing standards between computer systems on the web, making it easier for systems to communicate with each other.

Revenue

Funds that the Clerk of the Circuit Court & Comptroller's Office receives as income or revenue, which include tax payments, fines, forfeitures, and other fees for services etc.

Robotic Process Automation (RPA)

The use of software with artificial intelligence to handle high volume repeatable tasks.

S

SAP

Software Company founded in 1972.

SC21-990

Supreme Court Order Amending Rules of General Practice. Following the onset of the COVID-19 pandemic in 2020, the Court established the Workgroup on the Continuity of Court Operations and Proceedings During and After COVID-19

Section 125

A Section 125 plan is part of the IRS code that enables and allows employees to take taxable benefits, such as a cash salary, and convert them into nontaxable benefits. These benefits may be deducted from an employee's paycheck before taxes are paid.

SHIELD

A criminal history record check provided by FDLE.

Showcase

Showcase is the new criminal and traffic Case Management System for Palm Beach County. Showcase's web application, "my Criminal Records," allows any member of the public to search and view detailed information about all criminal and traffic cases filed, such as charges, dispositions, sentences, court dates and more.

Small Claims

Small claims are disputes involving money damages where the amount at issue does not exceed \$5,000 excluding costs, interest, and attorney' fees.

Software as a Service (SaaS)

A way of delivering applications over the internet as a service.

Speaker's Bureau

A company that brings audience's quality speakers and experts whose ideas are changing the face of business and inspiring the world.

Special Foreclosure Funding

Court fees, fines and service charges specifically designated by the Florida Legislature for costs related to processing the backlog of foreclosure cases.

Special Revenue Fund (SRF)

A specified percentage of all court-related fines collected by the Clerk shall be deposited in the Clerk's Special Revenue Fund and used exclusively for additional court-related operational needs and programs related to technology.

State Constitution

State constitutions address a wide array of issues deemed by the states to be of sufficient importance to be included in the Constitution rather than in an ordinary Statutes. Often modeled after the federal Constitution, they outline the structure of the state government and typically establish a bill of rights, an executive branch headed by a governor, a state legislature and state courts, including a state supreme court.

State Courts Revenue Trust Fund (SCRTF)

A State fund that includes mortgage foreclosure filing fees and the incremental portion of crossclaim, counterclaim, counter-petition filing fees.

State Disbursement Unit

A unit created and designed to improve the collection and tracking of child support monies.

State General Revenue Fund

Includes revenues coming into the State treasury that are not allocated by law to a specific fund or purpose. These funds are usually acquired through business and property taxation.

State Legislature

A legislative branch or body of a political subdivision in a federal system which approves the maximum court fees, fines, and service charges funding for the Clerk of Circuit Court role.

State Uniform Chart of Accounts (UAS)

Rules and regulations regarding uniform accounting practices and procedures by local governmental entities in a state, including a uniform classification of accounts, as it considers necessary to assure the use of proper accounting and fiscal management techniques by such units as the standard for recording and reporting financial information.

Statutes

A law enacted by a duly organized and constituted legislative body.

Subpoena

A document that orders a named individual to appear before a duly authorized government body (usually a court) at a fixed time to give formal testimony.

Suggestion Connection

A tool in which Clerk employees can share their ideas/suggestions for improving services, processes, or work environment with the Executive Team.

Sungard, OSSI

A product suite that integrates multijurisdictional systems for Police, Sheriff, Fire, Rescue and EMS

Supplemental Request

The portion of the Clerk's budget that relates to an expansion of existing service levels, new staff positions, upgrades and reclassifications, capital funding, additional overtime, and new equipment.

T

Talent Identification Program

A function that allows the Human Resources Department to assess the opportunities and the organization's needs to identify an ideal candidate skillset, then utilizes multiple internal and external resources to initiate the search and hiring process.

TeamMate+

Cloud based audit management system to improve visibility, efficiency, and consistency of internal audits.

TrakMan

A comprehensive Case Tracking and Records Management system, with support for evidence.

Tri-Data

Record Storage Facility

Turn Back Funds

The Clerk is required by Statute to return the excess of revenues over expenditures at the end of each Fiscal Year. Court-related funds are remitted to the State; non-court funds are remitted to the Board of County Commissioners.

U

Unified Family Court (UFC)

A fully integrated, comprehensive department that handles all cases involving children and families, while at the same time resolving family disputes in a fair, timely, efficient, and cost-effective manner.

Uniform Chart of Accounts

Refer to entry on State Uniform Chart of Accounts.

V

Value Adjustment Board (VAB)

An independent entity that is not affiliated with the Property Appraiser or the Tax Collector. It consists of two County Commissioners, one school board member and two citizen members who approve and hire Special Magistrates to settle disputes between a taxpayer and Property Appraiser.

Veterans Preference Laws

The federal government and virtually all of the states grant some form of employment preference to Veterans.

VMWare

A company that provides virtualization software services and solutions from small to large enterprises.

W

W-2

A federal tax form issued by employers which states how much an employee was paid in a year.

W-4

A federal tax form completed by an employee to indicate his or her tax situation (exemptions, status, etc.) to the employer.

Whistle-blowers Act, Florida Statute 112.3187

Protects government employees and contractors from retaliation for reporting violations and suspected violations of any federal, state, or local law, rule, or regulation committed by an employee or agent of an agency or independent contractor which creates and presents a substantial and specific danger to the public's health, safety, or welfare.

Appendix C: Acronyms

A2J	Access to Justice
ACE	Advance Commitment to Excellence (Award)
ACFR	Annual Comprehensive Financial Report
ACH	Automated Clearing House
ADA	American with Disabilities Act
ADAAA	Americans with Disabilities Act Amendment Act
ADEA	Age Discrimination Employment Act
AI	Artificial Intelligence
AIG	Association of Inspectors General
Airbnb	Air Bed and Breakfast
AMEX	American Express
ANSI	American National Standards Institute
ASU	Audit Services Unit
ATU	Amalgamated Transit Union
BA	Business Analyst
BOCC	Board of County Commissioners
CACT	Cash Receipts and Receivables to Customer Account Options
CCOC	Florida Clerks of Court Operations Corporation
CCIS VOR	Comprehensive Case Information Systems View on Request
CEFEX	Centre for Fiduciary Excellence
CFY	County Fiscal Year
CGI	Consulting to Government and Industry
CIP	Capital Improvement Plan
CLE	Continuing Legal Education
COBRA	Consolidated Omnibus Budget Reconciliation Act
COCTF	Clerks of Circuit Court Trust Fund
COLA	Cost of Living Adjustment
COOF	Chief Operating Officer of Finance
CRs	Cash Receipts
CS/CS/HB	Committee Substitute/Committee Substitute/House Bill
CS/CS/SB	Committee Substitute/Committee Substitute/Senate Bill
CWA	Communication Workers of America
DCM	Differentiated Case Management
DIG	Division of Inspector General
DIY	Do-It-Yourself

DHSMV	Department of Highway Safety and Motor Vehicles
DOC	Department of Corrections
DOR	Department of Revenue
DUS	Driving Under Suspension
EBO	Equal Business Opportunity
ECMS	Enterprise Contract Management System
EDI	Electronic Data Interchange
EEO	Equal Employment Opportunity
EFT	Electronic Funds Transfer
ET	Executive Team
FAC	Florida Administrative Code
FAMO	Fixed Assets Management Office
FCCC/ FACC	Florida Court Clerks & Comptrollers
FDLE	Federal Department of Law Enforcement
FDO	Facilities Development & Operations Department
FDOT	Florida Department of Transportation
FHP	Florida Highway Patrol
FICA	Federal Insurance Contributions Act
FLSA	Fair Labor Standards Act
FMLA	Family Medical Leave Act
FMS	Financial Management Solutions
FRS	Florida Retirement System
FRRS	Financial Revenue Receipting System
F.S.	Florida Statute
FSA	Finance Special Assessment System
FSPM	Financial Systems and Project Management
FTE	Full-Time Equivalent
FY	Fiscal Year
GAA	General Appropriations Act
GAAP	Generally Accepted Accounting Principles
GASB	Government Accounting Standards Board
GAX	General Accounting Expense
GFOA	Government Finance Officers Association
GIRAFF	Guardianship Inventory Reports & Accountings For Florida
GS1SL	General Records Schedule 1 for State and local governments
GS11	General Records Schedule 11 for Clerks of Court

HB	House Bill
HCM	Human Capital Management
HIPAA	Health Insurance Portability and Accountability Act
HR	Human Resources
HRIS	Human Resource Information Systems
IAFF	Professional Firefighters/Paramedics of Palm Beach County
IAPE	International Association for Property & Evidence
ICC	Initial Case Conference
ICP	In Court Processing
IDM	Intellidact Document Manager
IG	Inspector General
IIA	Institute of Internal Auditors
IRCA	Immigration Reform and Control Act of 1986
IRS	Internal Revenue Service
ISF	Internal Service Fund
ISS	Information Systems Services
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITN	Invitation to Negotiate
IVR	Interactive Voice Response System
JAC	Justice Administrative Commission
JMS	Jury Management System
LMS	Learning Management System
LBX	Learning By Example
LIHEAP	Low Income Home Energy Assistance Program
MECOM	Mental Competency Database
MD	Manual Disbursement
MFA	Multi-Factor Authentication
MOU	Memo of Understanding
MS	Microsoft
MTBF	Mean Time Between Failure
NaCo	National Association of Counties
NIST	National Institute of Standards and Technology
NSF	Non-Sufficient Funds
OBTS	Offender Based Tracking System
OCR	Optical Character Recognition

OEM	Original Equipment Manufacturer
OFMB	Office of Financial Management and Budget
OPPG	Office of Public and Professional Guardians
OSC	Operations and Support Center
OSCA	Office of the State Court Administration
OSCARSS	Online System for Community Access to Resources and Social Services
OTJ	On-the-Job
PAFR	Popular Annual Financial Report
PAV	Public Access Viewer
PBCBA	Palm Beach County Bar Association
PBSO	Palm Beach Sheriff's Office
PC	Personal Computer
PDF/A	Portable Document Format Archival
PEAF	Property & Evidence Association of Florida
PET	Pending Evidence Transfer
PGL	Post Go Live
PI	Portal Interaction
PIP	Personal Insurance Protection
PIU	Public Integrity Unit
PPACA	Patient Protection and Affordable Care Act
PMO	Project Management Office
PPM	Policy and Procedures Manual
PRMTF	Public Records Modernization Trust Fund
PRSA	Public Relations Society Award
PST	Public Service Tax
PTO	Paid Time Off
QA	Quality Assurance
REC	Revenue Estimating Conference
REs	Receivables
REST	Representational State Transfer
RFI	Request for Information
RFP	Request for Proposal
ROI	Return on Investment
RPA	Robotic Process Automation
RPO's	Risk Protection Orders

RQN	Requisition
SaaS	Software as a Service
SB	Senate Bill
SEIU	Florida Public Services Union
SIA	Statewide Investigative Alliance
SLA	Service Level Agreement
SME	Subject Matter Expert
SOR	Supervised Release
SOW	Statement of Work
SFY	State Fiscal Year
SRF	Special Revenue Fund
SRS	Summary Reporting Requirements
SSRS	Sequel Server Reporting Services
STAC	State Attorney Case
STARS	Senior Tracking and Reporting System
TCATS	Traffic Citation Accounting Transmission System
TIFF	Tag Image File Format
TIN	Taxpayer Identification Number
TR	Traffic Infraction
UAS	State Uniform Chart of Accounts
UCR	Uniform Case Reporting
UFC	Unified Family Court
USB	Universal Serial Bus
VAB	Value Adjustment Board
VRBO	Vacation Rental by Owner
VOR	View on Request
VSS	Vendor Self Service
VTO	Volunteer Time Off
WT	Wire Transfer
YTD	Year-to-Date

Appendix D: Links to Governing Laws

Florida Statutes:

- [Chapter 28 - Clerks of the Circuit Court](#) - Title V Judicial Branch - 28.001-28.45
- [Chapter 218 - Financial Matters Pertaining to Political Subdivisions](#) – Title XIV Taxation and Finance.
- [Chapter 40 - Juries, Payment of Jurors and Due Process Costs](#) – Title V Judicial Branch – 40.29 Payment of due-process costs; reimbursement for petitions and orders.
- [Chapter 129 - County Annual Budget](#) – Title XI County Organization and Intergovernmental Relations. 129.01-129.202

Florida Constitution:

[ARTICLE V. JUDICIARY](#)

[SECTION 14. \(a\),\(b\),\(c\),\(d\)](#) – Funding.

[SECTION 16.](#) – Clerks of the Circuit Courts.

ARTICLE VIII LOCAL GOVERNMENT

[SECTION 1.](#) - Counties ¹(d) COUNTY OFFICERS.

Recent Legislation:

Chapter 2023-284

[House Bill No. 977 - Clerks of Court](#)

Chapter 2022-201

[House Bill No. 397- Court Fiscal Administration](#)

Chapter 2022-218

[House Bill No. 1349 - Guardianship Data Transparency](#)

Appendix E: Administrative Orders (AO's)

[Administrative Order No. AOSC14-19](#) - STANDARDS FOR ACCESS TO ELECTRONIC COURT RECORDS.

[Administrative Order No. AOSC15-18](#) - STANDARDS FOR ACCESS TO ELECTRONIC COURT DOCUMENTS AND ACCESS SECURITY MATRIX.

[Administrative Order No. AOSC16-14](#) - ACCESS TO ELECTRONIC COURT RECORDS.

[Administrative Order No. 10.404](#) – 15th Judicial Circuit – PRE-TRAIL CONFERENCES IN CIVI TRAFFIC INFRACTION CASES HEARD BY CIVIL TRAFFIC INFRACTION HEARING OFFICERS

Appendix F: FTE's by Job Classification & Pay Grade

Pay Grade	Salary Range			Job Classification	FY2024 Budgeted FTE's
	Minimum	Midpoint	Maximum		
NE-1	\$15.00	\$15.00	\$15.46	Eagle Program	2.01
NE-2	\$31,200	\$31,200	\$34,748	Court Specialist I	1.00
	\$15.00	\$15.00	\$16.71	Mailroom Clerk	4.00
NE-4	\$31,200	\$33,775	\$40,530	Court Specialist II	9.00
	\$15.00	\$16.24	\$19.49	Court Specialist II - BR	2.00
NE-6	\$31,516	\$39,396	\$47,275	Administrative Specialist I	8.00
	\$15.15	\$18.94	\$22.73	Court Specialist III	79.76
				Court Specialist III - BR	17.00
				Court Spec III- Customer Svcs	15.00
				Financial Specialist II	3.00
				Mailroom Clerk- Senior	1.00
				Official Records Specialist III	24.75
				Official Records Spec III - BR	4.80
NE-7	\$34,038	\$42,547	\$51,057	Court Specialist IV	60.35
	\$16.36	\$20.46	\$24.55	Court Specialist IV - BR	19.00
				Court Specialist IV - VB	10.00
				Court Specialist IV - VB - BR	20.00
				Official Records Specialist IV	5.00
				Official Recs Spec IV-Floater	1.00
NE-8	\$36,761	\$45,951	\$55,141	Board Meetings Specialist	7.00
	\$17.67	\$22.09	\$26.51	Courtroom Admin - Branch	16.00
				Courtroom Admin - Civil	11.00
				Court Specialist- Lead	25.00
				Court Specialist- Lead - BR	11.00
				Domestic Vio Clerk - MB	3.00
				Financial Specialist III	4.00
				Official Recs Specialist- Lead	3.00
				Payment Specialist	8.00
				Payment Specialist- Court Ops	2.00
				Payroll Records Specialist	1.00
				QA Specialist - Finance	2.00
NE-9	\$39,702	\$49,627	\$59,553	Asst Facilities Coordinator	1.00
	\$19.09	\$23.86	\$28.63	Board Meetings Coordinator	1.00
				Board Meetings Specialist- Sr	5.00
				Courtroom Admin - Criminal	29.00
				Courtroom Admin - Gun Club	2.00
				Courtroom Admin - Juvenile	4.00
				Courtroom Admin- Lead - Branch	2.00
				Courtroom Admin- Lead - Civil	1.00
				Courtroom Spec - Criminal (PT)	0.50
				Court Services Coordinator	1.00
	NE-9	\$39,702	\$49,627	\$59,553	Financial Coordinator
\$19.09		\$23.86	\$28.63	Official Records Coordinator	1.00
				Payment Specialist- Senior	9.00
				Payroll Specialist	4.00

Pay Grade	Salary Range			Job Classification	FY2024 Budgeted FTE's
	Minimum	Midpoint	Maximum		
NE-10	\$42,878	\$53,597	\$64,317	Administrative Assistant- Sr.	2.00
	\$20.61	\$25.77	\$30.92	Courtroom Admin- Lead-Criminal	8.00
				Courtroom Adm-Lead-FirstAppear	7.00
				Courtroom Adm- Lead - Juvenile	1.00
				Desktop Administrator	3.00
				Navigator	3.00
				Payroll Specialist- Senior	3.00
NE-12	\$50,003	\$62,524	\$75,026	Desktop Administrator- Senior	1.00
	\$24.04	\$30.06	\$36.07		
E-20	\$39,952	\$50,557	\$61,161	Communications Coordinator	1.00
				Ombudsman Coordinator	1.00
E-21	\$41,949	\$53,084	\$64,219	Cash Management Specialist	3.00
				Supervisor- Ct Ops (Training)	1.00
				Supervisor Trainee- Court Ops	4.00
				Technical Trainer	2.00
				Technical Trainer Trainee	1.00
E-22	\$44,047	\$56,283	\$68,519	Buyer II	1.00
				HR Specialist	1.00
				Inspector General- Associate I	1.00
				Senior Executive Assistant	3.00
E-23	\$46,250	\$58,426	\$71,944	Administrator- Finance	1.00
				Communications Specialist- Sr	1.00
				Community Engagement Spec- Sr.	1.00
				Community Projects Coordinator	1.00
				Help Desk Coordinator	1.00
				Payroll Systems Specialist	1.00
				Budget Analyst	1.00
				Business Analyst- Court Ops	5.75
				Buyer- Senior	1.00
				Creative Projects Coordinator	1.00
				Facilities Coordinator	1.00
				HRIS Specialist- Senior	2.00
				Paralegal- Senior	1.00
				Payroll Administrator	2.00
				Payroll Analyst	2.00
Systems Support Analyst- IT	1.00				
Technical Trainer-Sr- Finance	2.00				
Technical Trainer-Sr-Court Ops	2.00				
E-25	\$50,990	\$65,154	\$79,318	HR Generalist	4.00
				Inspector General-Associate II	0.00
				Investment Analyst	1.00
				Payroll Systems Specialist- Sr	1.00
				Staff Accountant	8.00
E-26	\$53,540	\$68,412	\$83,283	Business Anlst- Sr- Court Oper	1.00
				Business Anlst- Sr- Finance	5.00
				Contract Analyst- Senior	2.00
				Cyber Security Analyst	2.00
				Project Coordinator- Sr - PMO	1.00

Pay Grade	Salary Range			Job Classification	FY2024 Budgeted FTE's
	Minimum	Midpoint	Maximum		
E-27	\$56,216	\$72,526	\$88,836	Associate Counsel	1.00
				Financial Reporting Analyst	7.60
				Inspector General- Senior	2.00
				IT Incident Analyst	1.00
				Security Administrator	1.00
E-28	\$59,028	\$76,153	\$93,277	Communications Administrator	1.00
				Project Administrator	3.00
				Supervisor- Court Operations	25.00
				Supervisor- Finance (Training)	1.00
				Systems Engineer	1.00
E-29	\$61,979	\$79,960	\$97,941	App Systems Administrator	4.00
				Applications Programmer- Sr.	3.00
				Financial Reporting Analyst-Sr	1.00
				Legal Compliance Officer- Fin	1.00
				Systems Analyst	7.00
E-30	\$65,077	\$83,958	\$102,838	Systems Engineer- Senior	2.00
				Asst Manager- Court Operations	2.00
				Asst Manager- Finance	7.00
				Database Administrator- Senior	2.00
				IT Testing Administrator- Sr	1.00
				Sr Admin - Financial Reporting	1.00
E-31	\$68,331	\$88,156	\$107,981	Systems Analyst- Senior	6.00
				Supervisor- IT	2.00
E-32	\$71,748	\$92,564	\$113,380	Manager- Communications	1.00
				Manager-CommunityEng&IntAffair	1.00
				Manager- Court Operations	13.00
				Manager- Finance	8.00
				Manager- Human Resources	2.00
				Manager- IT	3.00
				Project Manager	2.00
E-33	\$75,335	\$98,122	\$120,909	Senior Cyber Security Manager - IT	1.00
				Project Manager- Senior	1.00
				Senior Manager- IT	1.00
				Treasurer	1.00
E-34	\$79,103	\$103,083	\$126,969	Budget Officer	1.00
				Deputy Inspector General	1.00
				Human Resources Officer	0.60
				Payroll Officer	1.00
				Treasurer	1.00
E-35	\$83,058	\$108,043	\$133,028	No classifications currently assigned	
E-36	\$87,211	\$113,656	\$140,012	Director- Court Operations	4.00
				Director- Finance Services	2.00
				Director - Human Resources	1.00
				Dir - Strategic Mgt & Prof Dev	1.00
				Legal Counsel	1.00
E-37	\$91,571	\$119,269	\$146,966	Director- IT	3.00
E-38	\$96,150	\$124,995	\$153,840	Inspector General	1.00

Pay Grade	Salary Range			Job Classification	FY2024 Budgeted FTE's
	Minimum	Midpoint	Maximum		
E-39	\$100,256	\$130,333	\$160,410	Director- Employee Engagement	1.00
E-40	\$105,269	\$136,850	\$168,430	Chief Communications Officer	1.00
				Chief Human Resources Officer	1.00
				Chief Information Officer	1.00
				Chief Oper Officer Courts&Recs	1.00
				Chief Oper Officer - Finance	1.00
E-41	\$110,532	\$143,692	\$176,852	<i>No classifications currently assigned</i>	0.00
E-42	\$116,175	\$150,877	\$185,579	Chief Deputy Clerk	1.00
EOC	\$110,264	\$159,089	\$219,150	Clerk of Circuit Court & Comptr	1.00
Total FTE's					687.12

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JOSEPH ABRUZZO
CLERK OF THE CIRCUIT COURT & COMPTROLLER
PALM BEACH COUNTY

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