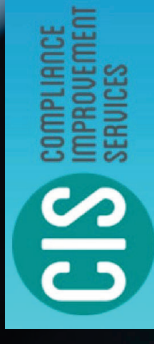


Compliance CPR Training

Module 2a

Process
improvement



Host & Co-Host Guided Session

Video focus on presentation

Audio Silent for Participants

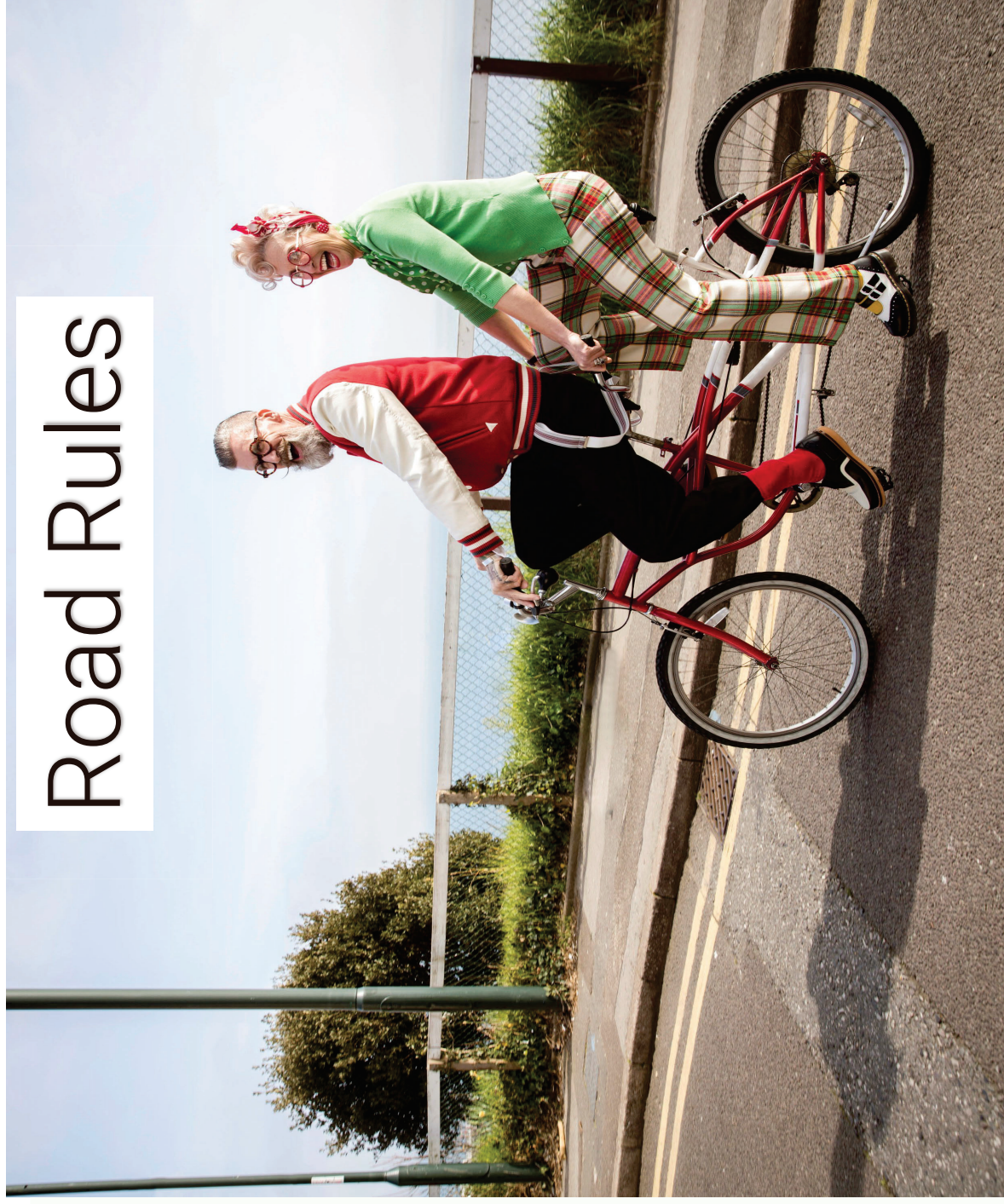
(2) Q & A Conversations

Questions submitted to Chat

Mindful of Participant Schedules

Presentation Recorded

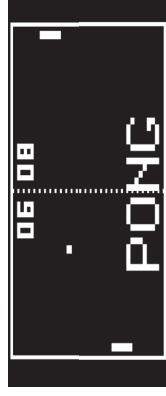
Road Rules





Do you recall?

What was the name of the video game?



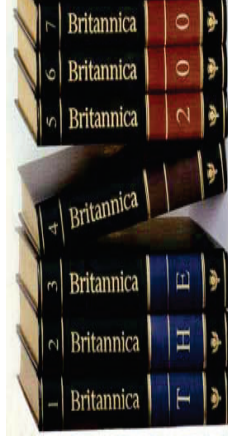
Pong is one of the first computer games that ever created. The game was originally released in 1972 by Atari.

What was the music box used in Guardians of the Galaxy?



Walkman is a brand of portable audio players manufactured and marketed by Sony in 1979.

What were the big reference books called?



Encyclopedias - In the United States, the 1950s and 1960s saw the introduction of several large popular encyclopedias, often sold on installment plans.

What is the directions app now available on smartphones?



Google Maps is a web mapping platform offered by Google. It offers satellite imagery, aerial photography, street maps, real-time conditions, and route planning for travel.

Process Improvement



Faster

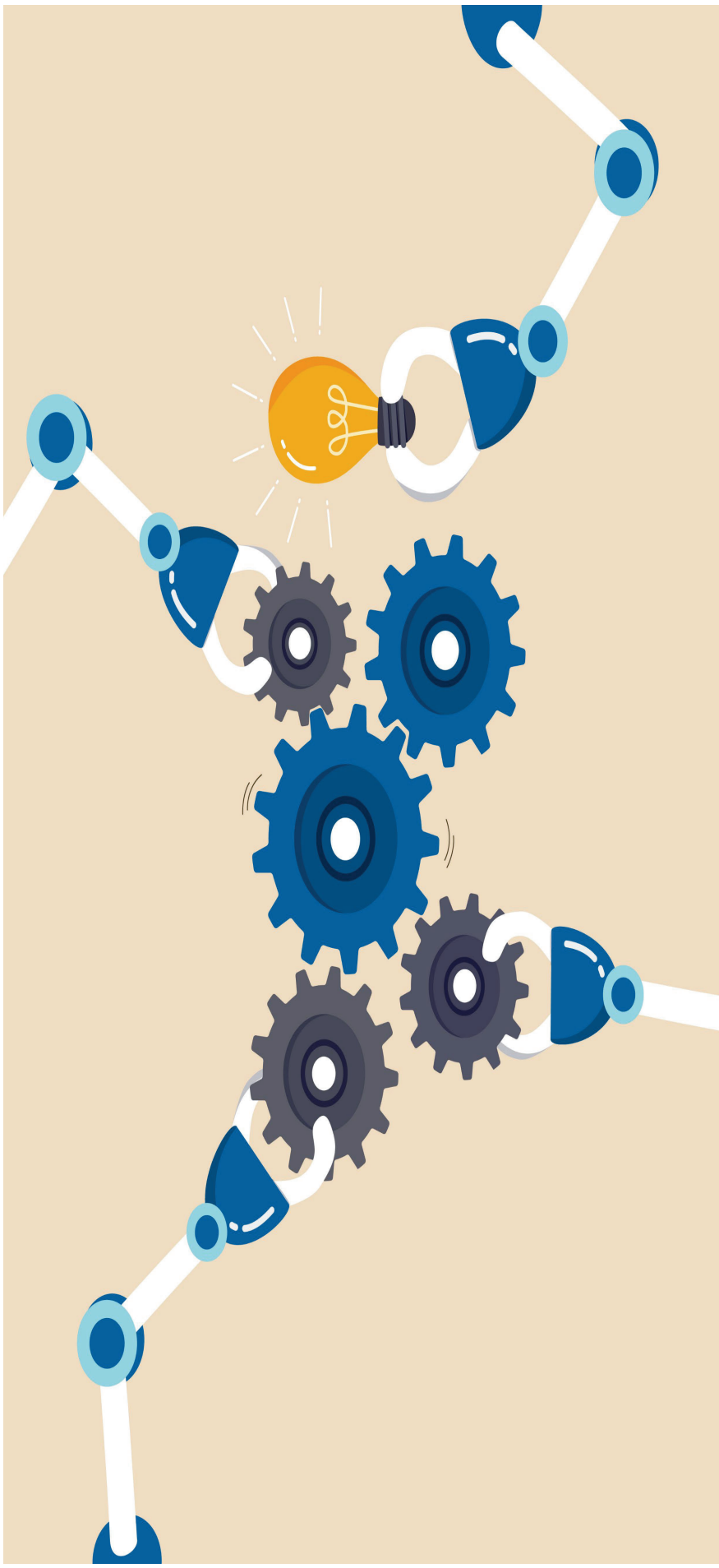
More Accurate

More Efficient

More Reliable

This should be an ongoing exercise rather than a one-time action.





Think of it as a perpetual journey toward refining and enhancing how things get done within an organization!

Evolution of text processing



The first typewriter was patented in 1868. They transformed the way people composed and produced written content and facilitated the process of manuscript preparation, typing letters and drafting professional documents.

Typing has evolved from manual typewriters to powerful mobile devices, capturing information by hand, by voice, and moving it through the internet at the blink of an eye.



Paperless court filing

In 2008, the Florida Legislature supported electronic court filing by mandating a transition to e-filing. Standards took effect on July of 2009.

The use of automation and technology was implemented to make government functions more accessible and convenient for citizens while providing quicker information to the judges for improved decision making.



Paperless court filing

An electronic filing portal was created to provide a uniform public gateway for transmitting and receiving electronic-filed documents from filers to the courts.

Users submit legal documents electronically through secure web portals, leading to benefits such as increased efficiency, cost savings, and improved accessibility.



Customer Care & Self-Service

The concept of **cashier** machines dates back to the late 19th century when the first cash registers were introduced to simplify the process of recording sales and calculating totals in retail establishments.



Customer Care & Self-Service



Today's customer can walk in, scan their merchandise, and tap a credit card without clerk assistance. Consumer demands bring goods to your doorstep and convenience to your household.

In Line to Online

Self-service kiosks are **interactive computer terminals** that give customers access to information, such as inventory availability, menus, queuing, travel plans and more.

Prior to kiosk technology becoming widely adopted, cost-conscious businesses had to choose between a faster checkout or fewer employees working the floor.



Telephone Technology

To dial a rotary dial telephone number, the user inserts a finger into the corresponding finger hole and rotates the dial clockwise until the finger reaches the finger stop. The user then releases the finger wheel by pulling the finger from the hole.



Think about everything you performed on a desktop computer. Increased computing power and advanced features make these mobile devices a hand-held device spread to most everyone.

Why Process Improvement?



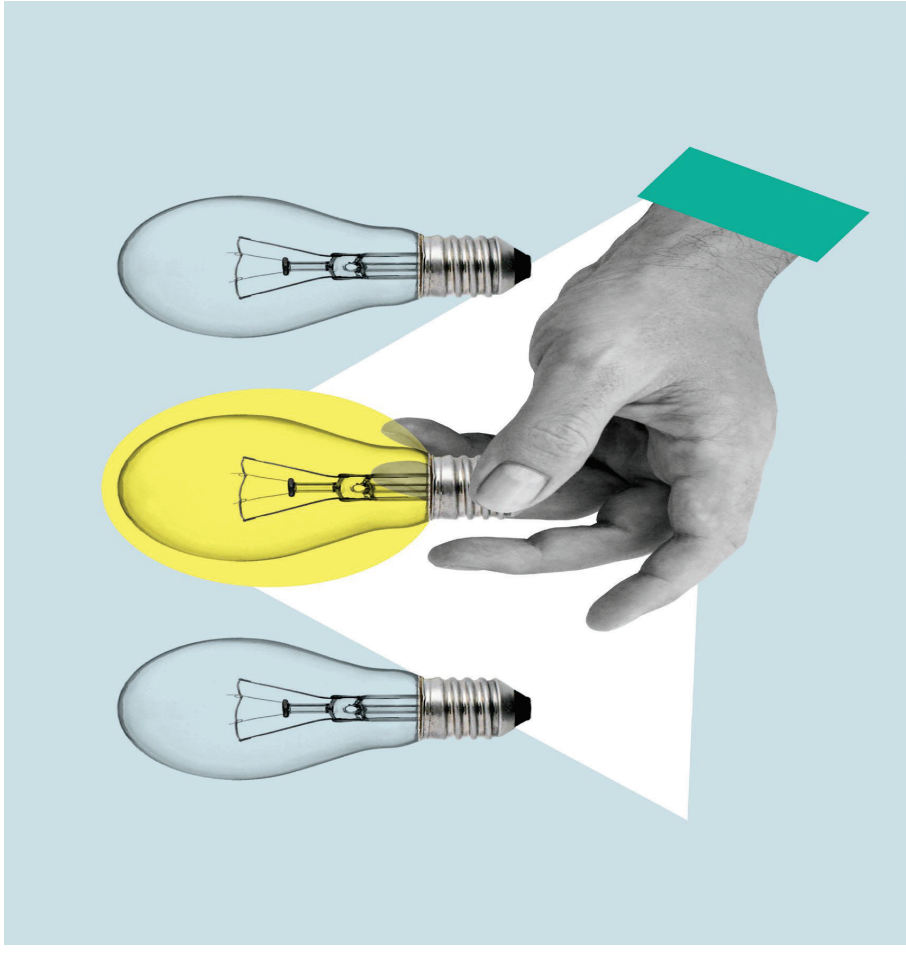
- Improved customer satisfaction
- Time-saving

• BETTER RESULTS

- Reduced waste
- Increased transparency & alignment

Module Objectives

- 1 Explaining the purpose of payment plans and the role these documents play in compliance service.
- 2 Examining best approach for ensuring continuity in the repayment process.
- 3 Improving the message to realize the compliance communication purpose.
- 4 Increasing messaging options to catch customer's attention.
- 5 Summarizing steps for implementing a best practice approach for payment plans.



Why Compliance Service?



“Clerks statewide must employ all tools provided by the legislature in a consistent manner.

The legislature has set the court costs and fines; the courts impose court costs and fines; and Clerks must comply with the laws and enforce the court orders, using all tools in a consistent manner.

While maximizing collections is an important goal, it must be balanced against the Clerk’s duty to collect as much as is practicable in the circumstances presented by defendants.

This best practice is intended to provide guidance on a consistent approach to collections.”

Excerpt from [Best Practices for Compliance Services \(Collections\)](#) Revised December 10, 2015

Understanding the Blueprint

- The accuracy and precision provided by a blueprint streamline workflows, optimize resource allocation, and minimize delays, ultimately leading to time and cost savings.
- By embracing the use of blueprints, organizations can achieve their objectives effectively while minimizing risks and maximizing outcomes.
- By aligning everyone's efforts, a blueprint promotes coordination, eliminates conflicts, and enhances overall productivity.

How does this apply to Compliance Service?



The Compliance Service Blueprint



Statutory Obligation

Florida Statute requires Clerks to satisfy court ordered payments as defined in Florida Statute 938.30 (9)



Compliance Best Practices

Clerks included compliance and collections as part of the best practice collection that defines duties that meet standards established by statute and within Clerk operations.



Best Practices Checklist

The best practice checklist was created to evaluate how Clerks are performing compliance service. This tool provides an inventory of all currently performed services with a guide for future improvements.

Florida Statute 938.30 (9) The clerk of the court shall enforce, satisfy, compromise, settle, subordinate, release, or otherwise dispose of any debts or liens imposed and collected under this section in the same manner as prescribed in s. 938.29(3).



Discharge (of debts) refers to the process in bankruptcy court, when a debtor is no longer liable for their debts, and the lender is no longer allowed to make attempts to collect the debt. The court will issue a decision to discharge debts.

Satisfaction of debt refers to the act of fulfilling an obligation, usually by paying off a debt in full. It can also refer to the giving of something with the intention of extinguishing an existing legal or moral obligation.



Subordination is the act or process by which one person or creditor's rights or claims are ranked below those of others, dealing with the distribution priority of debts between creditors.

Compromise is an agreement between opposing parties to settle a dispute or reach a settlement rather than continue the dispute or go to trial.

A **settlement** is a voluntary agreement between two parties that ends a dispute and results in the dismissal of any litigation. A settlement can be beneficial because it speeds up the process of litigation and thereby avoids ongoing legal fees.



**FLORIDA
COURT CLERKS &
COMPTROLLERS**

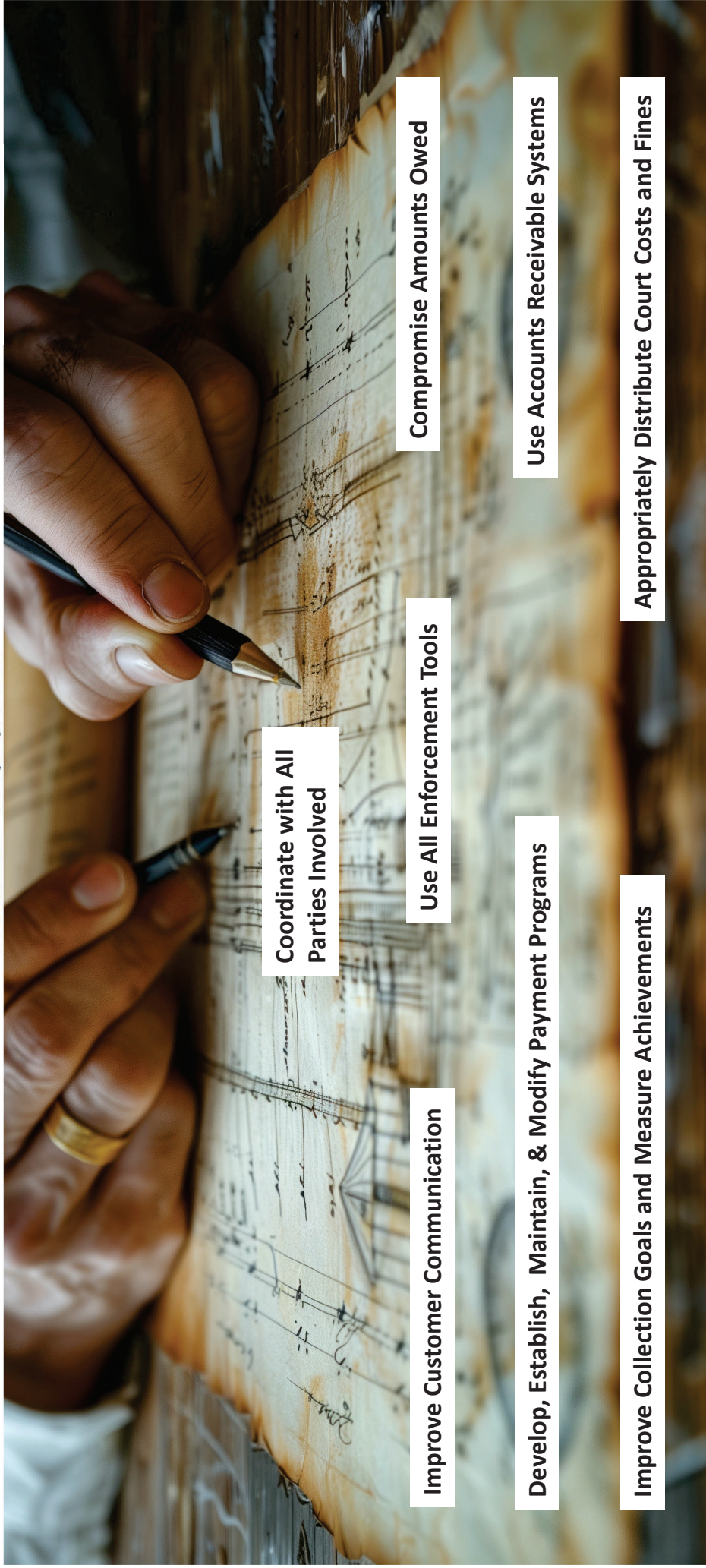


BEST PRACTICES

COMPLIANCE SERVICES (COLLECTIONS)

Revised: May 6, 2024

DRAFT



**Coordinate with All
Parties Involved**

Improve Customer Communication

Use All Enforcement Tools

Compromise Amounts Owed

Develop, Establish, Maintain, & Modify Payment Programs

Use Accounts Receivable Systems

Improve Collection Goals and Measure Achievements

Appropriately Distribute Court Costs and Fines

Compliance Best Practice Checklist

Revised May 6th, 2024

Clerks have translated these procedures into an inventory of compliance duties known as the Best Practice Checklist.

This inventory provides clerks with an inventory tool on duties currently performed and those that would elevate performance with available resources.



[The Best Practice Checklist for Collections and Compliance](#) provides a good inventory on where a Clerk program is and points out opportunities for improvement.

