

Process Improvement Homework- Due June 13th

Priorities

- 1 How many days do you give a customer to initiate payment?
- 2 Complete the best practice checklist
- 3 Identify the notifications you are now using (letter, email, text, call, IVR)
- 4 Identify the reasons you send notices, (late, reminder, thank you, other) in your county.
- 5 Using the Best Practices Guidelines, describe what you see as improvement possibilities

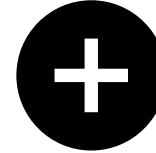
[The Best Practice Checklist for Collections and Compliance](#) provides a good inventory on where a Clerk program is and points out opportunities for improvement.

Where do we take this blueprint?

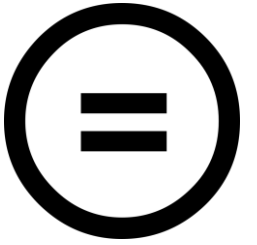
Legislative
Obligation



Compliance Best
Practices



Compliance
Checklist



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....*

• [Florida Clerks & Comptrollers Revised Compliance Best Practices - May 6th, 2024](#)

• [Florida Clerks & Comptrollers Revised Compliance Best Practices Checklist - May 6th, 2024](#)



Don't tell me!
Show me!



Compliance Action Plan

Process	Purpose	Technique	Tool	Goal
Best Practice Inventory	Understand Service gaps	Review of Current Process to Best Practice Standards	Best Practices Standards Compliance Checklist	Identify gaps in service and goals for improvement

Using the tools for Compliance Improvement create or update your county compliance best practice checklist.



Show us what you have at Module 2b class on June 13th. One submission per county.

Email for support help at dmurphy@complianceimprovement.com