

CLERK ANNUAL REPORT



THE HONORABLE ROGER D. EATON
Clerk of the Circuit Court and County Comptroller

2019

CHARLOTTE COUNTY, FLORIDA

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MESSAGE FROM YOUR CLERK AND COUNTY COMPTROLLER



TO THE CITIZENS OF CHARLOTTE COUNTY:

The goal of your Clerk's Office for 2019 was to provide even more services, convenience, and cost savings to local taxpayers than our stellar efforts in 2017 and 2018. This was my primary campaign promise when I was elected to be your Clerk of Court four years ago, and our staff has tirelessly worked on fulfilling this promise. I am excited to report that our wonderful staff outdid itself in 2019.

Our technology and public records teams, working together, successfully digitized and integrated recorded documents from microfilm into the Clerk's website online viewing database. This massive project included the imaging of all Deed books from 1921-1954, and Official Records books from 1955-1977. As a result, an additional 342,560 documents can now be viewed online. In addition, these departments worked together to offer certified electronic official records online. Each electronic certified document uses advanced encryption features to produce a tamper-proof electronic certified document which will include a unique Clerk of Court digital signature. No longer will those in need of certified official records need to physically come to the Justice Center or our Murdock office.

Your Clerk's Office modernized and redesigned our main website at CharlotteClerk.com. The new site

is smart phone and tablet friendly, much faster, far easier to navigate due to streamlined menus and simplified content, and also ADA accessible. Our IT team worked for months on improving the speed and efficiency of public access to our office and its records. We understand that fast, easy access to our office and all the services it provides saves our citizens time, money, and stress. Our goal is to always provide solutions and improvements to everyday problems.

Customer satisfaction is our #1 goal. To assess public experience with our office and ensure we meet very high standards set for ourselves, we implemented a customer survey kiosk at all Clerk's Office locations where our employees interact directly with local citizens. Of all accomplishments achieved in 2019, the one I am most proud of is the following: with nearly 700 citizens providing input in 2019, our staff achieved an overall satisfaction rating of 98.27%.

Your Clerk's Office, for the third straight year, lowered our citizen's tax burden by reducing our budget by 3.36% and returned \$355,050 to the Charlotte County Board of County Commissioners, despite health care costs rising by 5% and rising Florida Retirement System (FRS) rates. Since taking office in 2017, your Clerk's Office has returned over \$1 million to the

Board of County Commissioners. We attribute these annual savings to excellent staff, and implementing cutting edge software systems which make our office incredibly efficient.

Our Records Center also completed its move out of the Charlotte County Justice Center ground floor to a far smaller records warehouse in Murdock. In addition to moving all of our own records into the smaller facility, we were also able to accept files and large containers of county land permitting records. Not only was this move a big event for our office, but most importantly, it was a pivotal moment for Charlotte County's budget and its taxpayers. As a result of your Clerk's Office consolidating and digitizing a majority of its paper records, and thereafter moving from the Justice Center into a far smaller location, a proposed \$36 million Justice Center expansion project was reduced to a \$16.8 rearrangement of existing space project. As reported in the May 3, 2017 edition of the Charlotte Sun, our office was singled out as the primary reason for construction savings exceeding \$19 million.

The Comptroller Division of the Clerk's Office manages all investments of Charlotte County funds. Our financial team ensures that all investments are safe, liquid, and provide the highest yield possible. This past fiscal year, at its highest point we managed a Charlotte County investment portfolio of \$624 million, which earned \$10.5 million for the year. Despite the volatility of financial markets, we still increased the yield on investment 33% from the previous year.

For the thirty-third consecutive year for Charlotte County, your Clerk's Office was awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association (<https://www.gfoa.org/>). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment for our office and its excellent staff.

Not only does your Clerk's Office serve the citizens of Charlotte County, but we also actively support our local

community. During 2019, we raised over \$4600 for the Animal Welfare League, \$5800 for the Center for Abuse and Rape Emergencies, provided gifts through the Guardian Ad Litem program to over 40 Charlotte County families in need, and provided free passport photographs for the entire month of November to all retired and active duty military personnel. Our office participated in both the annual Alzheimer's Walk and the annual American Heart Association event. I am so proud of our Clerk's Office team, and everyone's willingness to support important community causes.

Your Clerk's Office remains committed to constant improvement, innovation, and efficiency. Our job is to provide better, more efficient services to local citizens while at the same time finding ways to do our job at less expense to our taxpayers. We will always look for ways to do more, at less cost. But none of the improvements and new services implemented since I took office in early 2017 would have been possible without an excellent staff and a willingness to take advantage of advanced technologies and software. We will continue this commitment to improve services while simultaneously reducing cost to taxpayers into and throughout 2020.

For more information about our office and to access all of our new features, please visit us at CharlotteClerk.com.

Sincerely,



Honorable, Roger D. Eaton
Clerk of the Circuit Court and County Comptroller

The **Clerk of the Circuit Court and County Comptroller** is elected by the voters of Charlotte County to serve a four-year term. The Florida Constitution and Statutes prescribe authority and responsibilities of the Office.

Honorable, Roger D. Eaton, Clerk of the Circuit Court and County Comptroller for Charlotte County started his first term in office on January 03, 2017.

As an **Officer of the Court**, the Clerk is a member of the judicial branch of government and is responsible for the custody and integrity of Circuit and County Court records, including the receipt of related fees and fines.

As **County Recorder**, he is responsible for maintaining and safeguarding the County's Official Records and operates branch offices in Port Charlotte and Punta Gorda to assist him in the delivery of these services to the residents of Charlotte County. He is responsible for the certification and research of land ownership records, passport application processing; issuing marriage licenses, tax deed applications, liens and supports the enforcement of our County's Juror Services judicial administration and compliance provisions .

As **Clerk to the Board of County Commissioners, County Finance Officer and County Auditor**, he fulfills a checks-and-balance function for county government to assure funds are expended only for public purposes and for the benefit of the citizens of Charlotte County.

In addition to serving the duties of Clerk of the Circuit Court and County Comptroller, Clerk Eaton takes great pride in being an active community leader, volunteer, and athletic coach. His philanthropic activities include serving on the Board of the United Way of Charlotte County, C.A.R.E, Boys & Girls Club, and participating in several Charlotte County Educational and Youth Athletic organizations.



THE CLERK'S ROLE AS A PUBLIC TRUSTEE

Provisions of the Florida Constitutions of 1838, established the Clerk of the Circuit Court as an elected public trustee and set in place at the county level a system of “checks and balances” which has been proven to serve the public for over 175 years. The role as Public Trustee is evidenced as follows:

COUNTY GOVERNMENT

- Accountant and Auditor for the Board of County Commissioners
- Collector and Distributor of Statutory Assessments
- Guardian of the Public Records, Public Funds and Public Property

COURTS

- Ensures that the Court's Orders, Judgments or Directives are carried out within the parameters allowed by Law.
- Maintains the Court's Records.
- Collects and disburses the Court Fines, Fees and Assessments.
- Collects and disburses Court Ordered Child Support and Alimony Payments.

STATE GOVERNMENT

- Collects and disburses Documentary Fees and Intangible Taxes for the Department of Revenue.
- Collects and disburses numerous fees and assessments for the Benefit of State Trust Funds.
- Provides informational, financial, and statistical data to the State Legislature, Supreme Court, Florida Department of Law Enforcement, Auditor General, Department of Health and Rehabilitative Services, and Other State Agencies.

CITIZENS' PROTECTION

- As Custodian of County funds, the Clerk ensures that the taxpayer's money is managed according to Law.
- Provides Internal Audits of County government to assure compliance and internal controls.

- Provides Access to Public Records.
- Audits reports of guardians in Guardianship cases.
- Provides assistance to citizens in accessing the courts.
- Processes, maintains and preserves court documents to ensure that litigant's court cases are handled in a timely manner.

ACCOUNTABILITY AS A PUBLIC TRUSTEE

- The Office of the Clerk is a complex organization that performs a wide range of record keeping, information management and financial management in the judicial system and county government.
- In a study conducted by the Joint Select Committee on Judicial Personnel of the Legislature, it was calculated that the Clerk's office performs over 1,000 constitutional and statutory functions or duties.
- With the magnitude of the impact that the Clerk's duties has on the peoples' rights and property, it is essential that the Clerk be accountable for his/her actions.

Thus, the Constitution and Statutes decree that:

- The Clerk is governed by statutory authority in carrying out the duties and functions of the office.
- As auditor and custodian of all county funds, the Clerk is subject to State Auditor general rules and regulations.
- The Clerk is subject to annual audits by an independent audit firm.

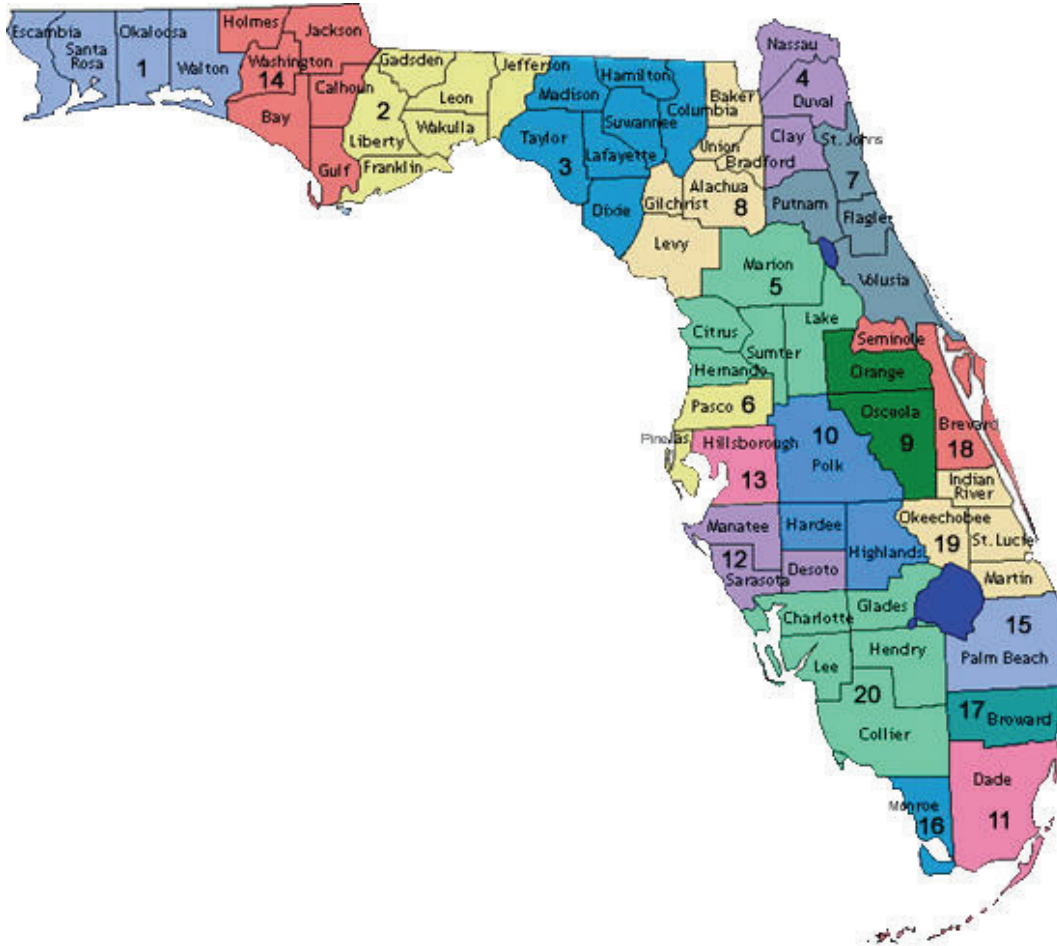
The Constitution of the State of Florida

“A public office is a public trust. The people have the right to secure and sustain that trust.” ARTICLE I, SECTION 8

“There shall be in each county a Clerk of the Circuit Court who shall be selected pursuant to the provisions of Article VII, Section 1.” ARTICLE V, SECTION 16

“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” ARTICLE VII, SECTION 1(d)

FLORIDA JUDICIAL CIRCUITS



THE 20TH JUDICIAL CIRCUIT COURT

The State of Florida is divided into twenty (20) Judicial Circuits. Each circuit is comprised of a circuit court and one or more county courts.

Charlotte County is in the 20th Circuit that also includes Collier, Glades, Hendry, & Lee Counties. Three County Judges, four Circuit Court Judges and two Magistrates preside over Charlotte County.

The Clerk is responsible for the clerical business of the Courts, including maintaining court records and case files, issuing summons, warrant and violation of probation or injunction orders, entering judgments and managing court related fees and fines, just to name a few on the over 1000 other statutory requirements.

The Clerk of the Circuit Court's Civil and Criminal Divisions carry out the court services functions for both county and circuit court. Additional details are provided on the following pages.

In accordance with Florida Statutes, the Clerk appoints Deputies to assist him with fulfilling the duties of the office.

CLERK OF THE CIRCUIT COURT & COMPTROLLER OFFICE LOCATIONS

Charlotte County Justice Center: 350 E. Marion Ave. Punta Gorda, FL 33950 (941) 505-4716

Charlotte County Administrative Offices: 18500 Murdock Circle, Port Charlotte, FL 33948 (941) 743-1537

ONLINE SERVICES & E-FILING PORTALS

Criminal and Civil Court Records can be viewed on our website: CharlotteClerk.com - [Court Records - Search](#). Searches can be made by name, case number, citation number.

Attorneys can file cases and documents via our E-File portal at: myflcourtagency.com. This service is another cost savings measure as we strive to go paperless.

Official Records can be viewed on our website: CharlotteClerk.com - [Official Records - Search](#).

Marriage License application and wedding ceremony requests are available online at: Marriage.CharlotteClerk.com. Tax Deed Sales can be viewed and bids made at: charlotte.realforeclose.com.

The Clerk of the Circuit Court and County Comptroller manages several Board Services and has a seat on the dais as required by Florida Statute and Florida Sunshine Rules. The responsibilities of our Minutes staff includes the preparation and maintenance of all official meeting records for all Charlotte County Board of County Commissioners Board Meetings, Agenda's, Workshops and Value Adjustment Board Hearings. For more information click on this link: charlottecountyfl.gov to view taped meetings or to view agendas or archived meeting minutes under the BCC Agenda's menu.

Our Minutes Division also manages the Value Adjustment Board (VAB) Petition E-Filing application process for the County. VAB services allow property taxpayers a forum to dispute their assessed value or denial of a homestead or other qualified exemption. The County uses a Special Magistrate as an unbiased hearing officer for these types of cases. Results of the hearings are shared with both the Property Appraiser and Tax Collector's office.

The Clerk's Comptroller Division provides accounting services to the Board of County Commissioners (BOCC) to assure that there is a checks and balance for goods, services, and State reporting. County Assets and Investments are also managed by the Comptroller's office. Responsibilities also include vendor payment processing and the preparation of tax forms and reports for accounts payable services.

Additionally, Payroll Services are provided to the BOCC, Supervisor of Elections Office, and some Court Administration staff, in addition to the Clerk & Comptroller's office. Our Payroll Services include the preparation of all payroll tax reporting for wage and employee benefit deductions, FRS contributions and 457 deferred compensation contributions following various rules governed under union and non-union policy provisions. Requests for information should be directed to RecordsRequests@CharlotteClerk.com.



File your court documents online using the **E-Filing Portal**

MyFLCourtAccess.com

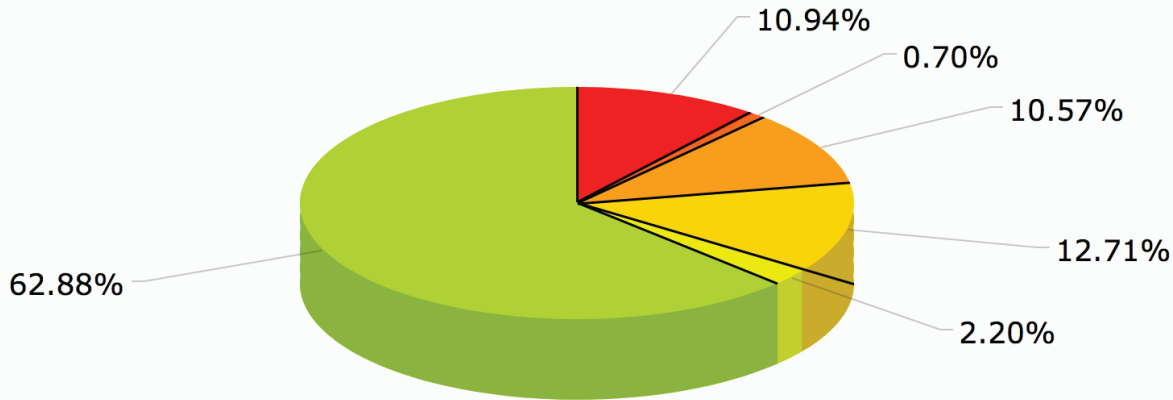
CRIMINAL COURT SERVICES

The Criminal Courts Division processes felony, juvenile, misdemeanor, county and municipal ordinance and criminal traffic cases, as well as civil infractions.

The Clerks' duties involve coordinating with other agencies including Sheriff, Public Defender, State Attorney, Florida Department of Law Enforcement, Pre-Trial Services, Department of Corrections, and County Probation as well as the judiciary, defendants and private attorneys.

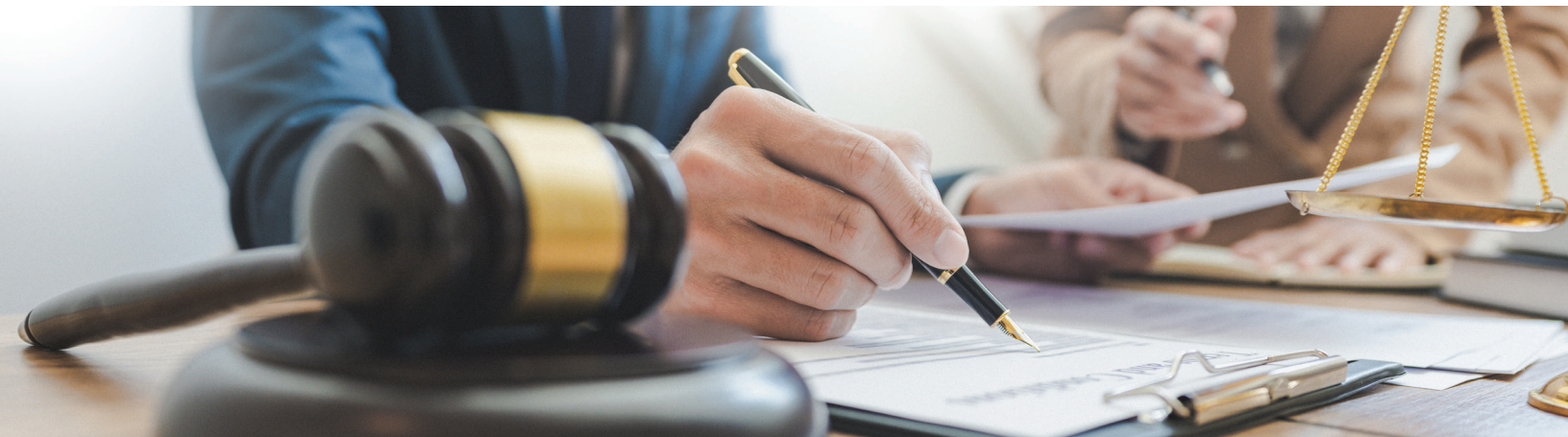
Clerks attend Criminal Court where the duties include accurately capturing all sentencing sanctions, swearing in witnesses, marking and controlling evidence, and the reading of verdicts. All court records are maintained electronically and can be viewed online at CharlotteClerk.com. Court case and docket searches can be made using a number of different factors, such as by last name, followed by first name or by case number, among other options as noted on our website.

CRIMINAL DIVISION CASES FILED 2019



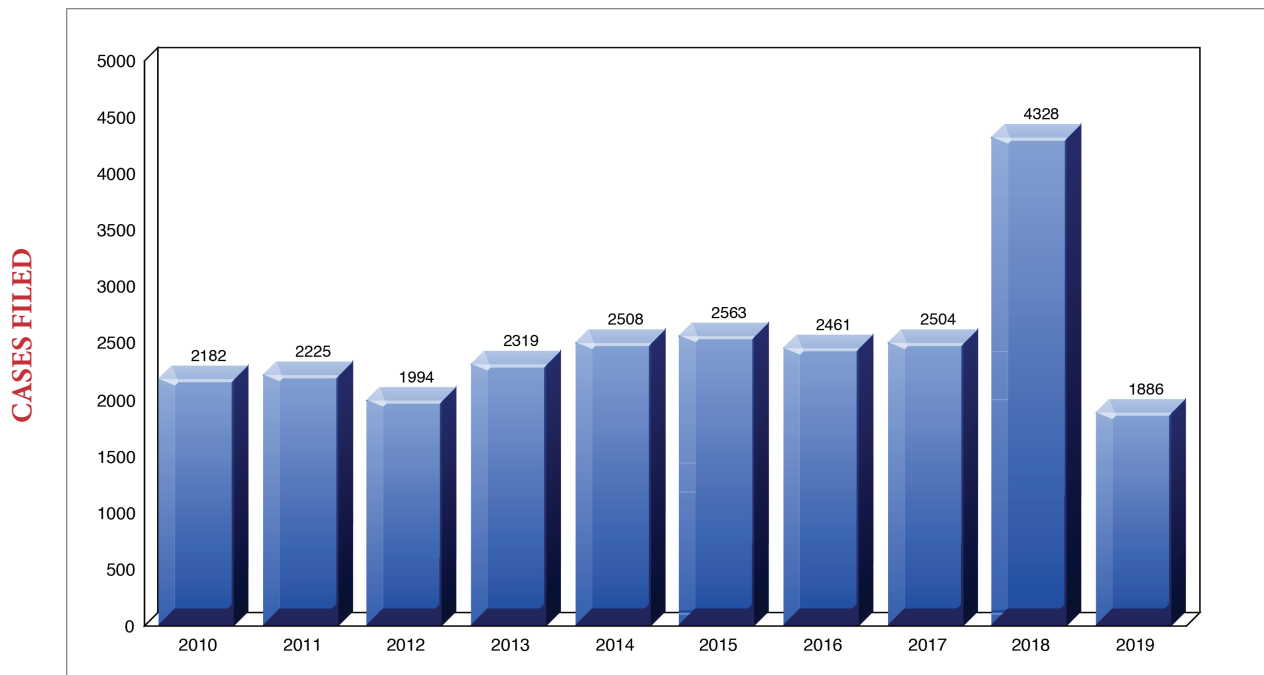
● Misdemeanor	1,886	● Felony	2,191
● Dependency	121	● Juvenile	380
● Criminal Traffic	1,822	● Civil Traffic	10,841

Payments for all case types can be made in person in our Punta Gorda and Murdock offices, or as an added convenience, payments for applicable fines and court costs can be made online at charlottecourtpay.com through our partnership with n-Court. Payments can also be made over the phone by calling the toll free payment line (855) 796-5772. Communication is available in both English and Spanish. All felony cases under the supervision of the Department of Corrections should be directed to them.

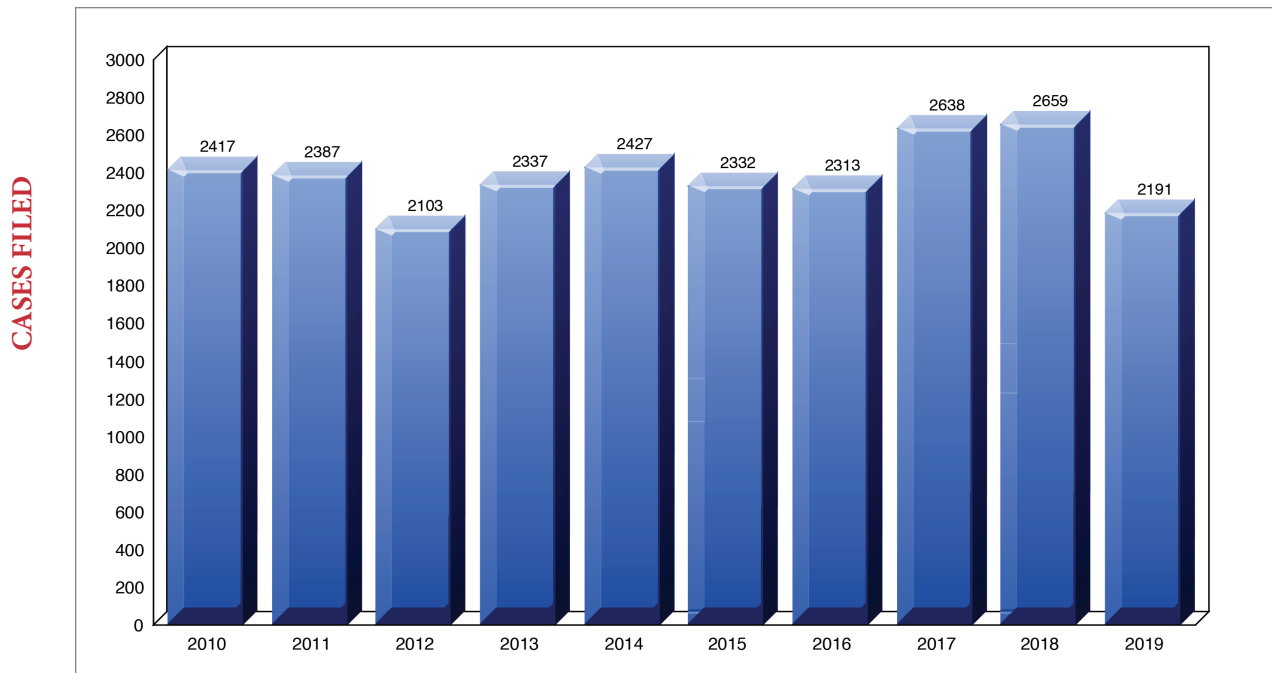


CIVIL AND CRIMINAL TRAFFIC COURT RECORDS

MISDEMEANOR

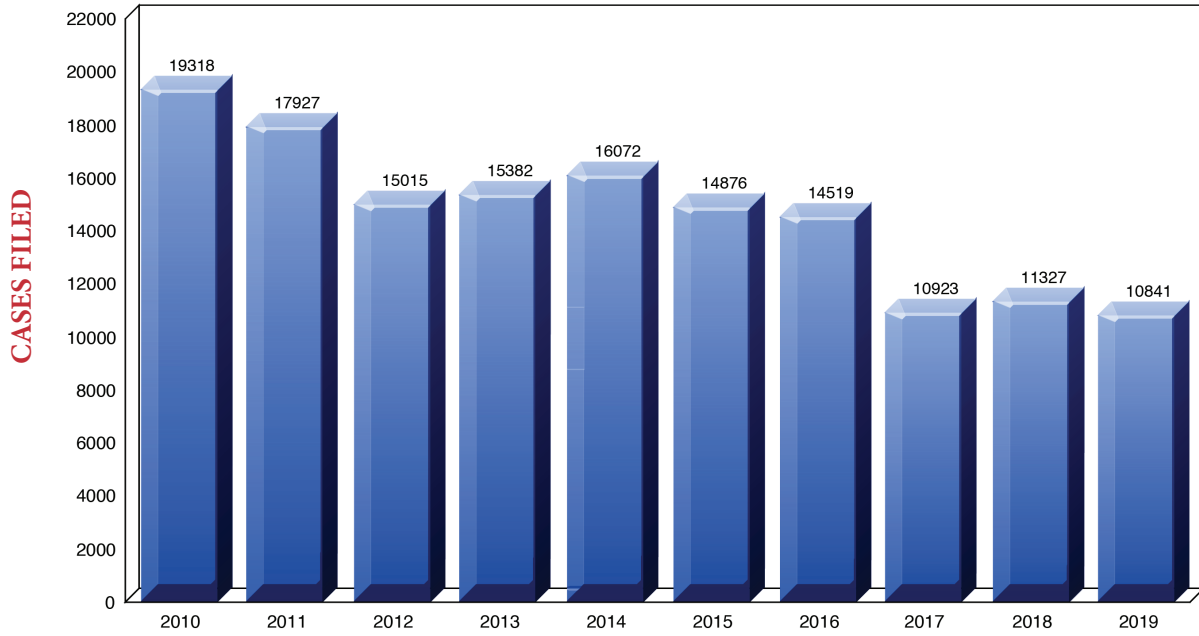


FELONY CASES

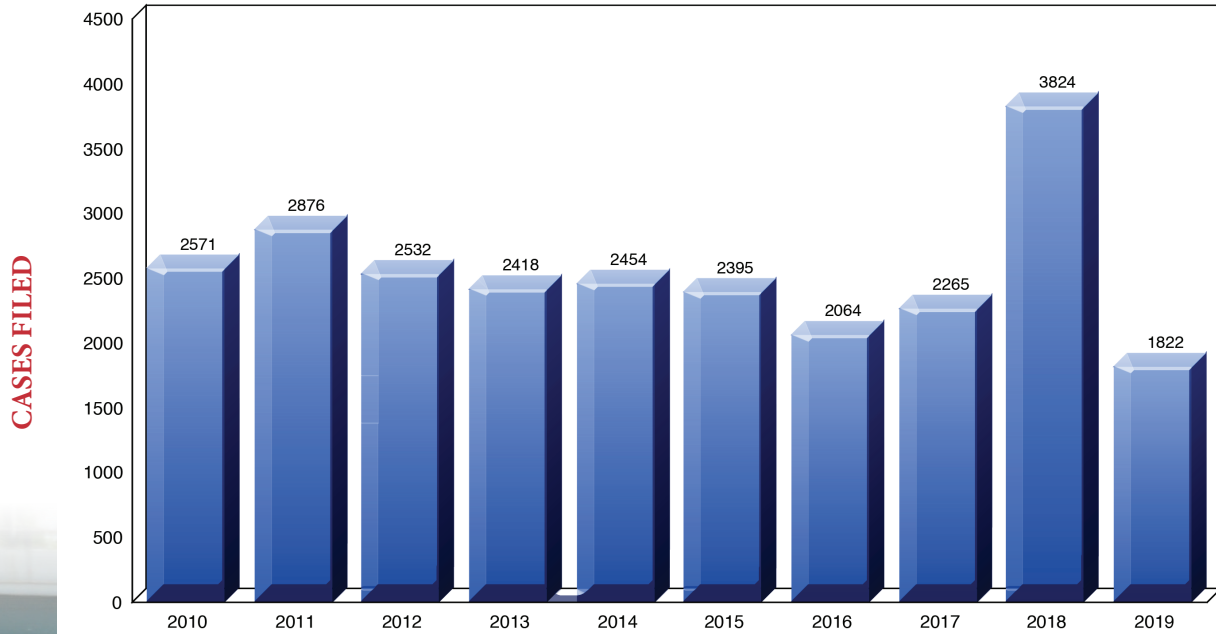


Uniform Traffic Citations are electronically filed through e-Citations and hard copy format. Information is submitted from the following agencies: Florida Highway Patrol, Charlotte County Sheriff, and Punta Gorda Police Department. Citations for parking tickets, animal control violations, code enforcement, alarm violations, boating citations, and some Department of Transportation (DOT) citations, are processed in hard copy format. Payments for citations can be made in person, by mail, over the phone at (855) 796-5772 with cash utilizing our Scan, Pay & Go service and via the internet through our portal at CharlotteCourtPay.com.

CIVIL TRAFFIC



CRIMINAL TRAFFIC



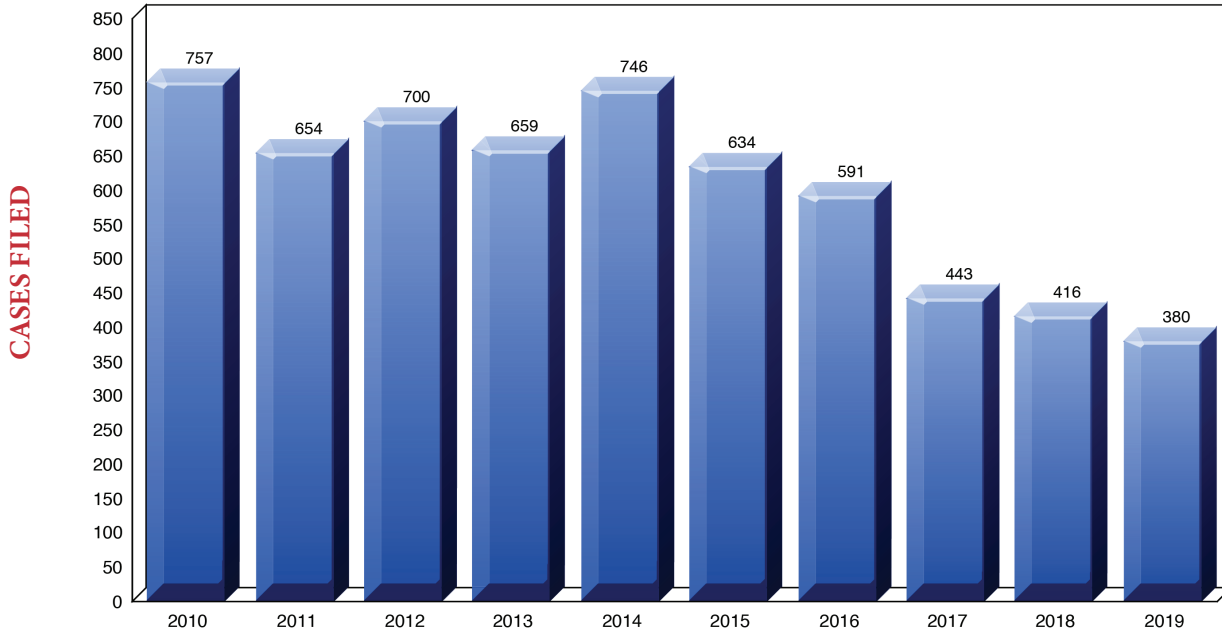
JUVENILE COURT RECORDS

Juvenile cases are similar in processing requirements to felony and misdemeanor cases. However, these cases are considered to be confidential and are not available to the public. Dependency cases are also processed by this department and are kept confidential.

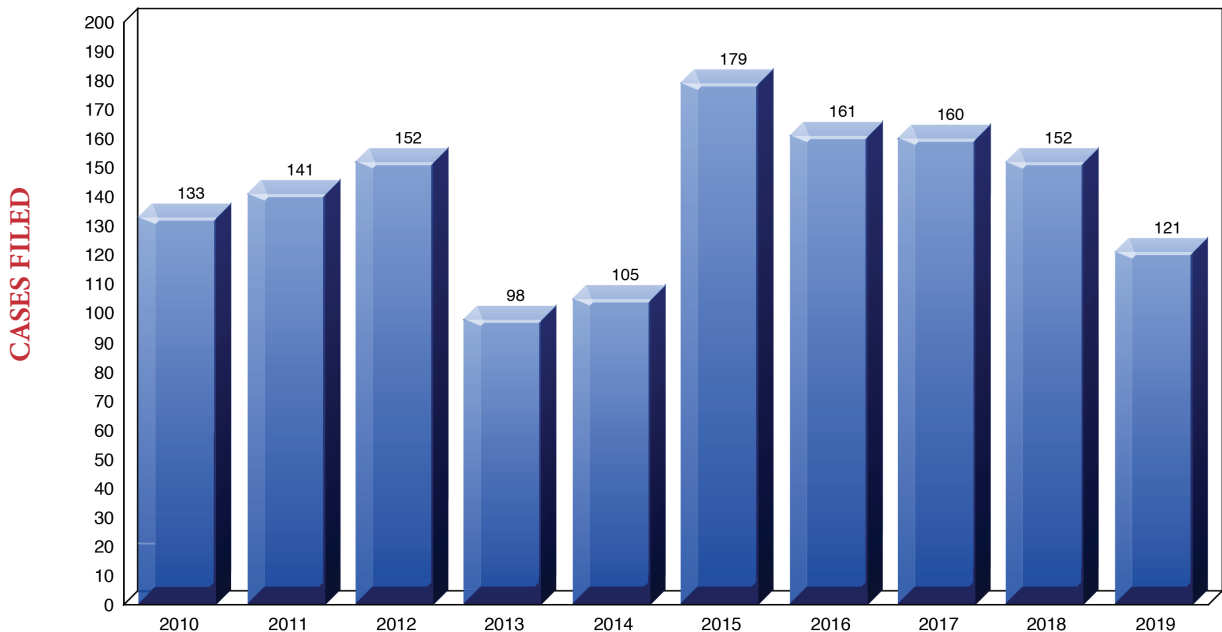
The State Attorney may choose to directly charge a juvenile offender as an adult. Such cases are closed in the juvenile

case and a felony adult case would then be opened. Some juvenile cases are transferred for disposition to the County where the offender resides. Dispositions are electronically reported to the State through software that requires special security access to ensure the mandated confidentiality is not compromised.

JUVENILE CASES

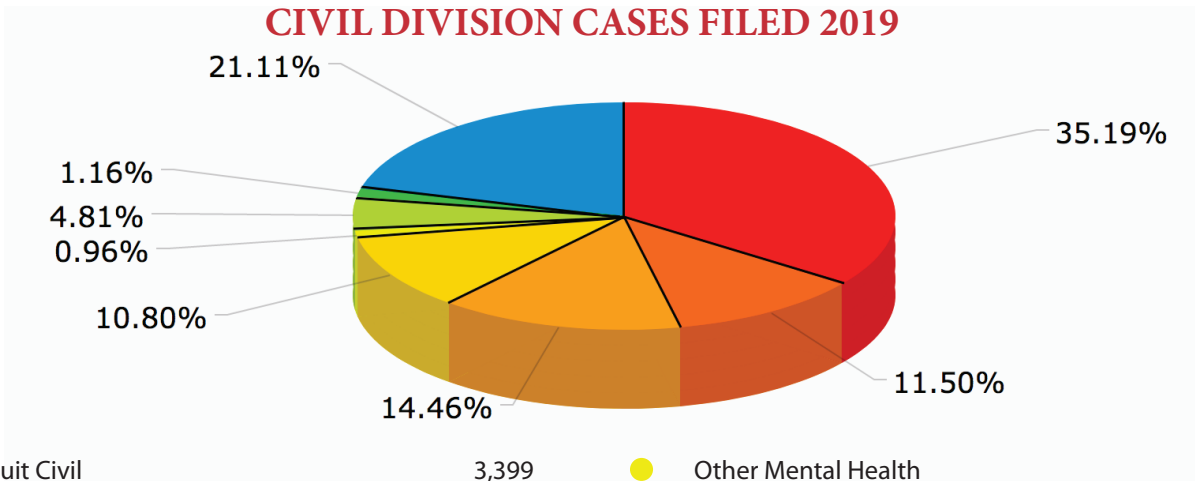


DEPENDENCY CASES

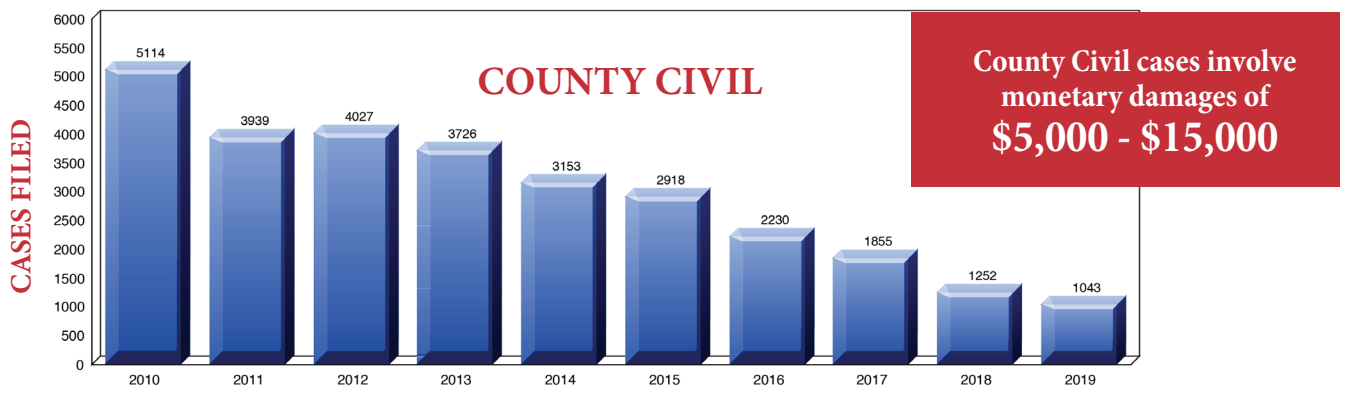
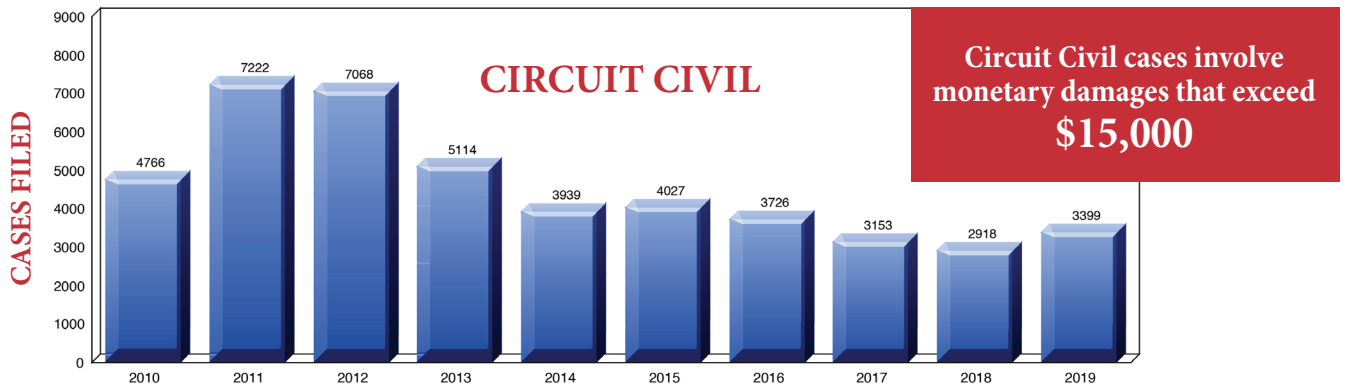


CIVIL COURT SERVICES

The Civil Courts Division is responsible for processing small claims, civil actions, probate, guardianship and mental health cases. Due to the diversity of cases, the Clerk's staff must be familiar with various types of actions and trial procedures.

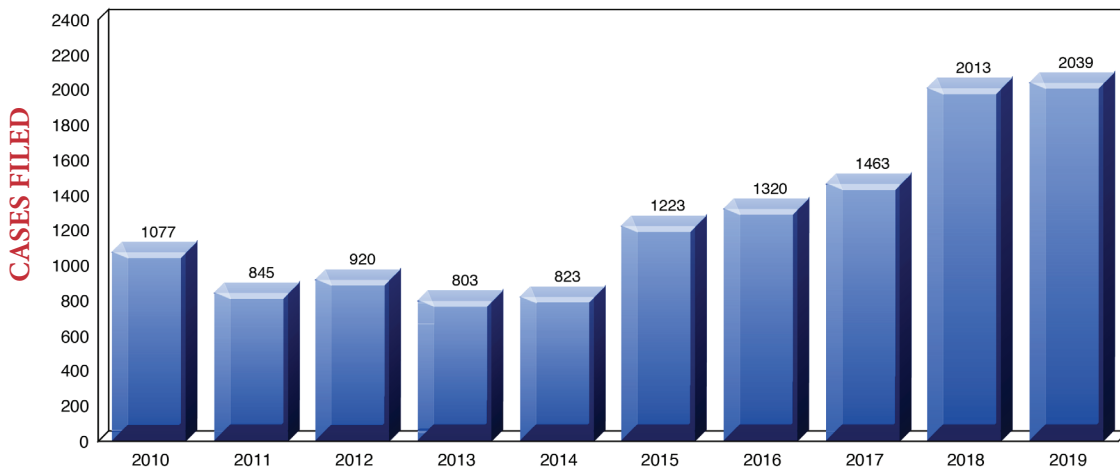


● Circuit Civil	3,399	● Other Mental Health	93
● Baker Acts	1,111	● Tenant Evictions	465
● Probate & Guardianship	1,397	● Appeals	112
● County Civil	1,043	● Small Claims	2,039



SMALL CLAIMS

Small Claims Court involves damages less than \$5,000. A person may file a case without representation by an Attorney. The Clerk's staff provides the necessary forms and explains the process, but they cannot, pursuant to Florida Law, provide legal advice.

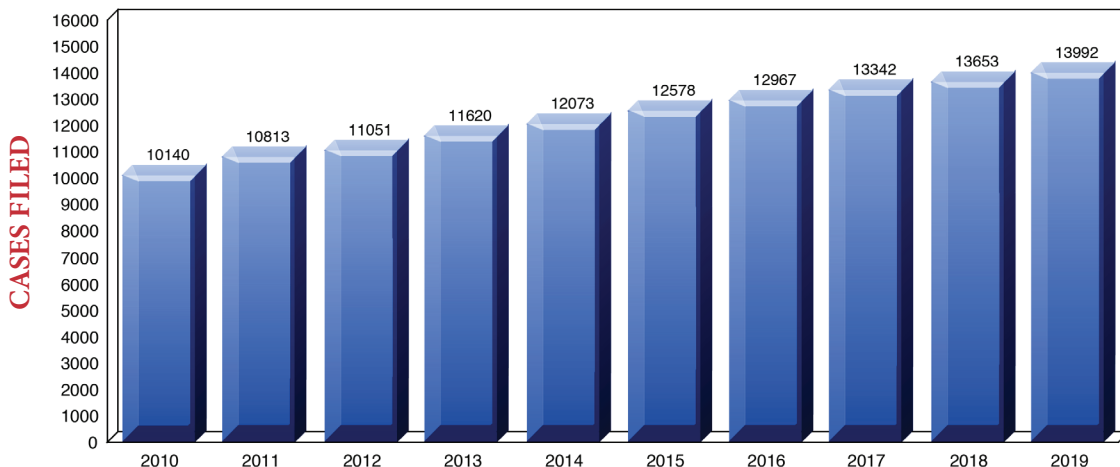


CHILD SUPPORT SERVICES

The Federal Welfare Reform Act of 1996 passed by Congress mandated that every state create a centralized child support system. Charlotte County was chosen to be a test site for this new system. Our participation laid the framework for the processing center where all support payments throughout Florida are sent to the Florida's State Disbursement Unit (FLSDU) located in Tallahassee. This center processes the remittances and distributes checks to the receiving families. Normal processing time is 48 hours, barring any delays in mail delivery. However, with an e-card, the funds are loaded directly onto the card which saves on mailing time.

The Department of Revenue is authorized to assist the custodial parent in the collection of any unpaid child support by using its authority to intercept IRS funds, garnish unemployment and Workers' Compensation funds, freeze bank accounts and track delinquent payers who leave the state without notice. This program is committed to the goal of collecting support on behalf of the many children in our County who are unable to speak for themselves.

CHILD SUPPORT CASES

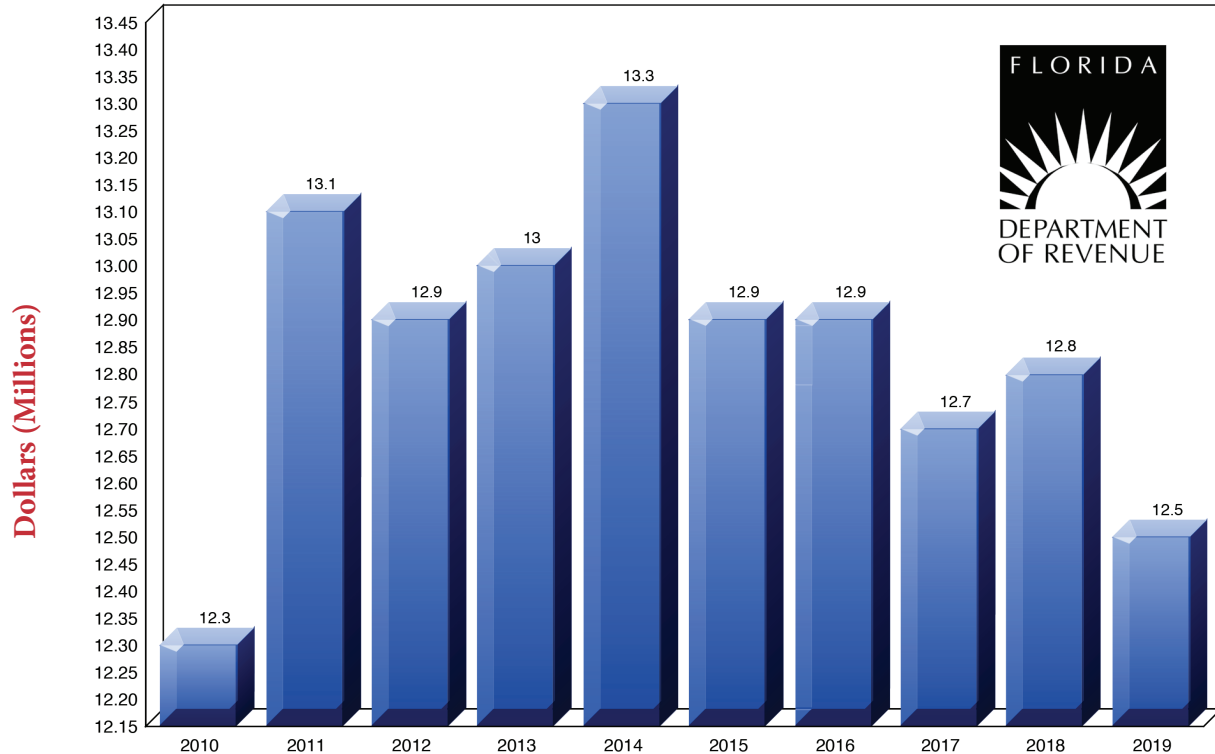


PAY CHILD SUPPORT ONLINE

The Charlotte County Clerk of Court has teamed with the State Disbursement Unit (SDU), Florida Department of Revenue, and other Florida Clerks to offer online Child Support Services through www.myfloridacounty.com; the official website for local government services and information. This service

enables non-custodial parents to pay child support using a debit or credit card and enables non-custodial parents to set up an account for recurring payments and enables parents to obtain details on the five most recent child support payments.

CHILD SUPPORT PAYMENTS



For Charlotte County, there are 13,992 current cases in the Child Support System for the year 2019. With payments collected for Charlotte County totaling over \$12.5 million dollars.

PROBATE, GUARDIANSHIP AND MENTAL HEALTH

The Probate/Guardianship section processes all probate, guardianship, and mental health (Baker Act, Marchman Act and Risk Protection Cases). There were 2,601 cases filed in 2019.

The Clerk is responsible for auditing all guardianship cases. This requires close scrutiny of all reports filed by the guardian of an incapacitated citizen. This is an essential element for safeguarding the individual, as well as their property and assets.

Risk Protection cases were created in 2018 with the intent to address gun violence by providing law enforcement and the Courts with tools to enhance public safety by temporarily restricting firearm possession by an individual who is undergoing a mental health crisis and when there is evidence of a threat of violence. Since its inception 25 Risk Protection cases have been filed in Charlotte County.



JURY SERVICES

ROGER D. EATON
Clerk of the Circuit Court & County Comptroller
CHARLOTTE COUNTY



JURY SERVICES

Home Reporting Online Check-In Automatic Updates Request Excusal Directions F.A.Q



SAME DAY PAY

Cash Convenience - we appreciate your time and your contribution to our community. To show our appreciation we now provide same day cash payments for all juror participants.

JURY SYSTEM HIGHLIGHTS

ELECTRONIC NOTIFICATION

It has been almost 3 years since we deployed our automated jury process with our state-of-the-art Jury Management self-check-in system.

Our new system allows jurors to check in ahead of time online or by downloading our app to check in by phone.

In addition “Same Day Pay” allows eligible jurors to immediately receive their statutory jury duty pay of \$15 in cash each day they serve. Not only is this a great benefit for the juror, but there is a direct cost savings benefit for the Clerk’s office by reducing the number of checks needing to be processed and uncashed checks to reconcile.

Our app allows the juror to receive a notification by text when the juror is required to report for jury service, much like many restaurants that text a patron when

ONLINE CHECK-IN

their table is ready. When registering online, the juror will receive an email notification when their juror number is selected to report for jury service.

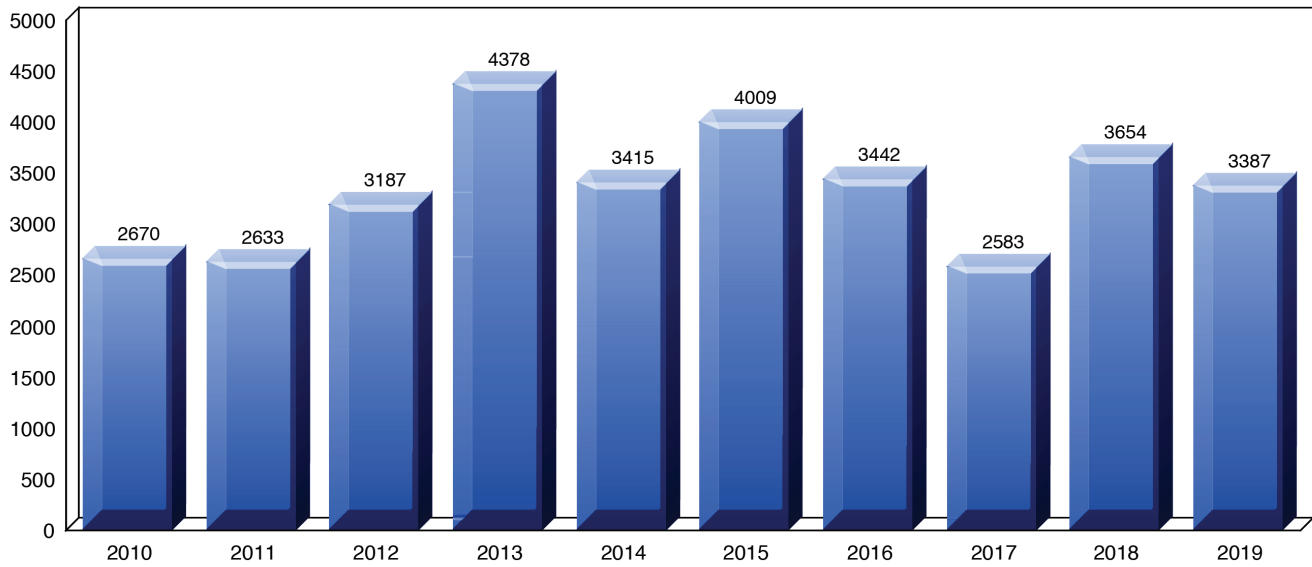
Upon arriving at the Justice Center, check-in is required to account for the juror reporting. When using the app, a link to a QR code is provided for quick check in. The QR code from a mobile device or the barcode from the summons can be scanned at one of the kiosks in the Jury Assembly Office.

Our office has received numerous testimonials from jurors of how this service is cost efficient and a time saver.

Jury.CharlotteClerk.com

SAME DAY PAY

JURORS REPORTED



HOW ARE JURORS SELECTED?

Prospective jurors are selected at random from the driver's license list issued by the Department of Highway Safety and Motor Vehicles. The Jury Management staff issues juror summonses 1 month in advance of scheduled trials.

There were 65 jury trials held in 2019 and 3,387 jurors reported for duty.



APPEALS

Appeals are cases presented to a higher court to review the decision rendered by a lower court.

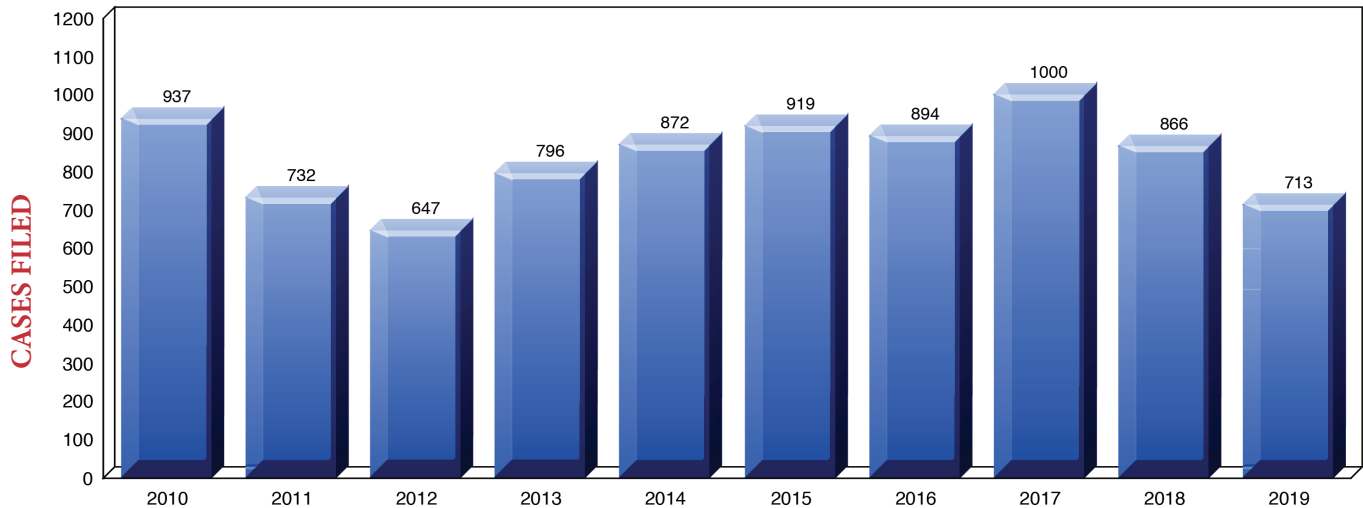
For example, a County Court case would be appealed to the Circuit Court, and Circuit Court decisions are appealed to the District Court.

There were a total of 112 cases filed in 2019.



APPEAL

DOMESTIC VIOLENCE SERVICES



SERVING OUR COMMUNITY WITH DOMESTIC VIOLENCE ISSUES

Our staff assists victims of abuse in filing for an Injunction for Protection and provides privacy to petitioners.

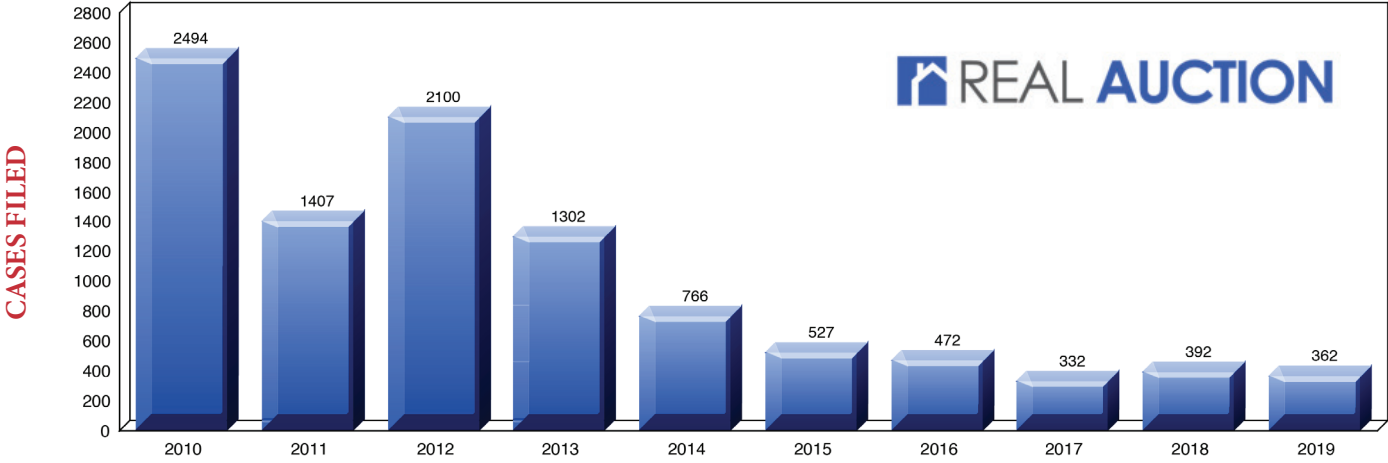
In 2019 there were 713 domestic violence cases filed.

An informational brochure is provided to law enforcement officers for distribution on domestic violence calls. The brochure provides the victim with information on how to file an Injunction for Protection and outlines documents that the individuals need to bring with them to the Clerk's Office. This information is also available on the Clerk's website at CharlotteClerk.com.

Should you or someone you know be experiencing domestic violence, we urge you to reach out to our office at the Charlotte County Justice Center, 350 East Marion Avenue, Punta Gorda, FL. For more information contact the office at 941-637-2162 or go to CharlotteClerk.com. Our office works hand-in-hand with the C.A.R.E. Crisis Center. If you require their assistance, they can be reached at 941-637-6000. If you are in imminent danger, please call 911.



FORECLOSURE SERVICES



Foreclosure is the proceeding by a creditor to regain property or other collateral following a default on mortgage payments.

The Clerk’s office processes foreclosure case files and provides a new certified title upon the conclusion of a sale via our Real Auction portal. Charlotte County was the first county in the state of Florida to offer both online sales for tax deeds and foreclosure.

These online auction services offer greater access to records for the public and has improved the efficiency in the processing of foreclosure and tax deed sales and new titles. All foreclosure sales are held online at www.charlotte.realforeclose.com on Monday, Wednesday, Thursday and Friday at 11:00 AM as set by judicial orders.



In 2019 there were 362 foreclosure cases filed.

NOTICE OF FORECLOSURE
LEGAL NOTICE

HIGHLIGHTS OF COURT OPERATIONS

With the passing of Florida's Amendment 6, Marsy's Law Crime Victims' Rights, effective January 1, 2019, the Charlotte County Clerk of the Circuit Court and County Comptroller led the way in collaborating with our Justice Partners: Charlotte County Sheriff's Department, Punta Gorda Police Department and the State Attorney's Office, ensuring victims information is protected upon election by the victim. This process is sought to be implemented statewide. This Amendment preserves and protects the rights of crime victims to achieve justice, to ensure a meaningful role throughout the criminal and juvenile justice systems for crime victims, and to ensure that crime victims' rights and interests are respected, and protected by law, in a manner no less vigorous than protections afforded to criminal defendants and juvenile delinquents. Beginning at the time of his or her victimization a victim has the right to prevent the disclosure of information of records that might be used to locate or harass the victim or the victim's family, or which could disclose confidential or privilege information of the victim.

Continuing with Charlotte County Clerk of Court and County Comptroller's efforts to become paperless, our Office implemented e-filing orders from the Judiciary. Electronic filing is an efficient and cost-effective method of processing documents in a paperless court file. For the customer experience, this provides faster access to court records as these become available on our courts public access site as soon as they are docketed into a case and reviewed for any confidential information.

Our office will continue developing new and innovative ways to provide a better service experience for local citizens. Customer service kiosks were installed this past year, allowing customers to provide feedback on their experience with our office. This feedback is used to make sure that we continue to provide the highest level of customer service.



OFFICIAL RECORDS SERVICES

As County Recorder, the Clerk records and maintains the Official Records for Charlotte County in accordance with Florida Statutes. Official records include deeds, mortgages, judgments, military discharges, domiciles and other authorized documents. Once recorded, a document remains a permanent record, available for public viewing.

Access to the County's Official Records is available to the public via the Internet.

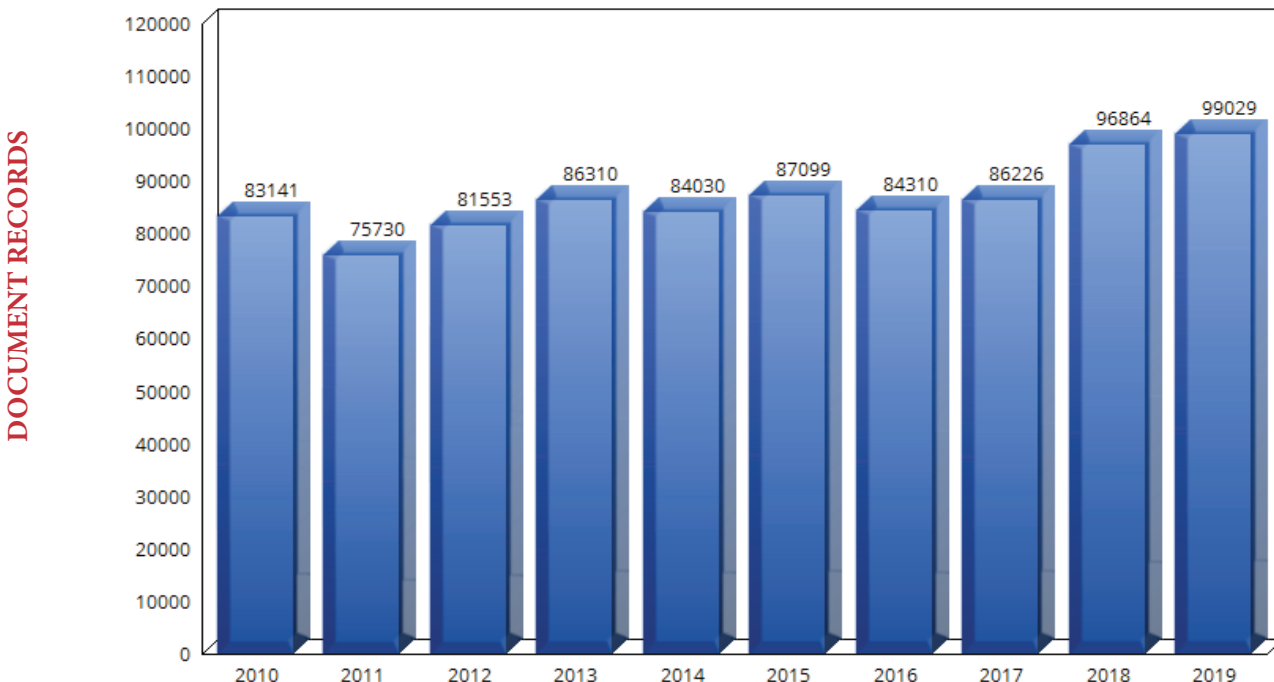
Presently, there are over 9.7 million images of recorded documents dating back to January 1, 1921 available for the public to view.

In December 2019, Clerk Eaton published the older Official Records images that were digitized from the microfilm tapes. These images were imported into a database so that each recorded document was properly indexed, allowing the user to now search for these records online, saving the public valuable time and money.

The Clerk is always looking for new services to provide the public. In 2019, he also launched a new Official Records website. The website was created internally allowing the cost to remain low, as well as a specialized product for the end user. Clerk Eaton was aware of some difficulties that were found when searching Official Records in the past, he took that input from the public and implemented the changes needed to provide our citizens with more effective searching capabilities. In addition to the new Official Record website Clerk Eaton partnered with Triedata in April 2019, to bring electronically certified documents to the public, this feature allows for the customers to order Official Record documents online. Once ordered, a PDF image is emailed to the customer, this can be printed multiple times for future use. Both of these new additions to Official Records division allow for our office to better serve citizens online not in line.

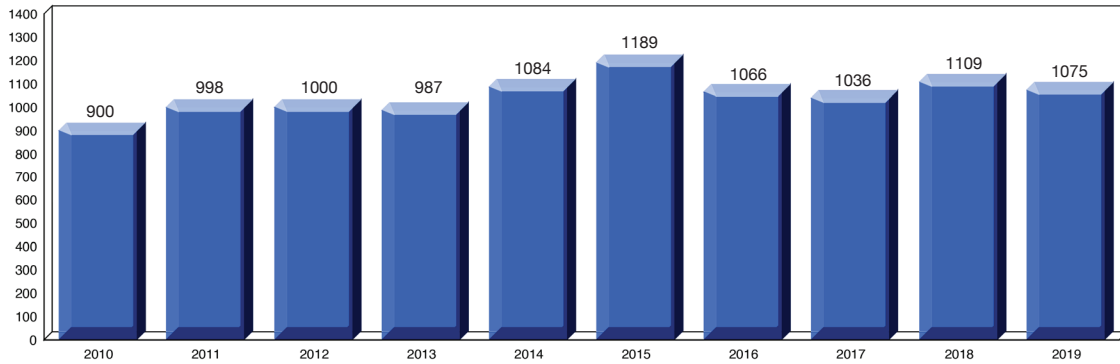
To conduct an online Official Records go to our Online Services menu at CharlotteClerk.com, then click on Official Record – Search.

In 2019, 99,029 documents were recorded.

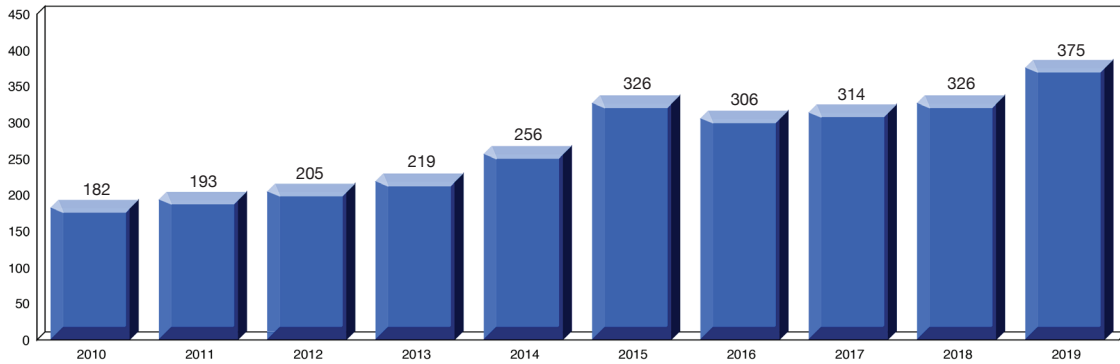


MARRIAGE SERVICES

MARRIAGE LICENSES



MARRIAGE CEREMONIES



Marriage Licenses can be issued at either of our two office locations. The Punta Gorda Official Records division performs marriage ceremonies upon request. In 2019, there were 1,075 licenses processed and 375 wedding ceremonies performed.

For your convenience, a marriage license application request can be prepared at Marriage.CharlotteClerk.com.



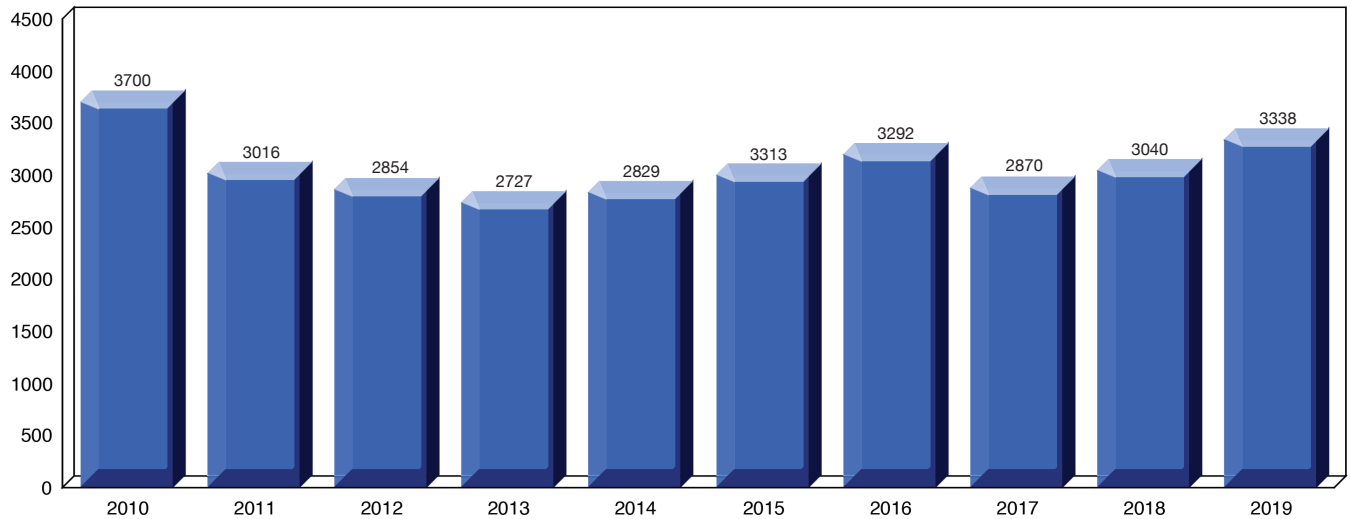
Visit our newly renovated ceremony room

PASSPORT SERVICES

New passport applications may be processed at either of our two office locations. The applications are forwarded to the U.S. Passport Agency for processing. For your convenience, passport photos are available to be taken and purchased at our Punta Gorda location. In November 2019, Clerk Eaton honored veterans and active military personnel by offering free passport photos for the entire month. Twenty five eligible recipients took advantage of this offer and received free passport photos.

There were 3,338 passport applications sent in 2019 by this office.

NEW PASSPORT APPLICATIONS

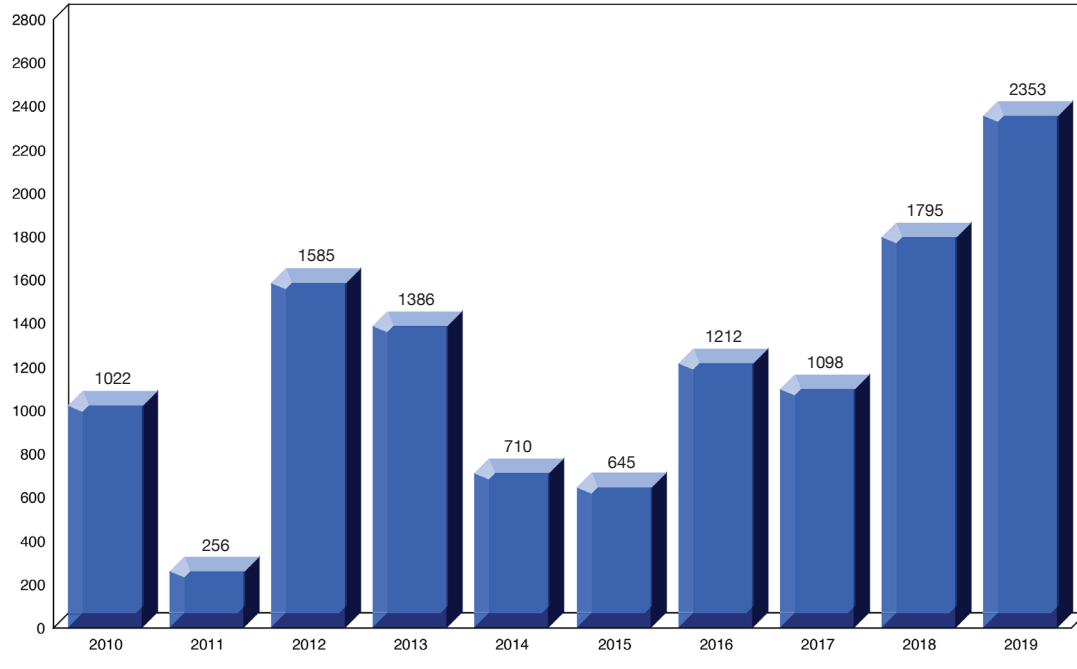


TAX DEED SERVICES

Tax deed applications are processed and sales of real property are auctioned for non-payment of property taxes. All sales are held on-line through charlotte.realforeclose.com and are advertised weekly in the local newspaper.

Anyone wishing to view Charlotte County Tax Deed information online, saving the citizen from having to come into the office, may do so by visiting our website at or.charlotteclerk.com/TaxDeeds.

TAX DEED APPLICATIONS



ANNEX SERVICES

The Annex office in Murdock brings “service to the people” by offering convenience to residents in different parts of the County. Most services available at the Charlotte County Justice Center office are also available at the Annex office. Marriage licenses and passport applications can be processed at our Murdock Annex location.

Documents can be recorded into Official Records. Documents for existing court cases can be filed in our Murdock location; they are then sent by interoffice mail to the Justice Center. Traffic fines and payment plans are also accepted at the Annex office. Official Records are available for viewing at this location via computer database.

The Annex office is located at the Charlotte County Administrative Offices,
18500 Murdock Circle, Port Charlotte, FL 33948.

RECORDS MANAGEMENT

The Records Management Division maintains the hard copy files until they are digitized using approved record keeping systems or have met their retention periods for disposal in accordance with rules promulgated by the Florida Department of State, State Library and Archives of Florida, and the Florida Rules of Judicial Administration. A review of our electronic records policy by the Bureau of Archives and Records Management at the Division of Library and Information Services noted our policies are “very impressive” and can be a “model for other counties”.

This division stores files for the Board of County Commissioners Human Resources, County Training and Community Development, County Risk Management Department, Permitting, Environmental Services and all Clerk of the Circuit Court and Comptroller, Courts, and Employee Relations records retention files.

The Clerk’s Office has been entrusted with the responsibility of housing, storing, and processing records of the Community Development Department, specifically the Building Construction Services, and Permitting Division. The Clerk’s Office designed an imaging system to meet Florida Law requirements to process, retrieve, and maintain the documents in

permanent record format. The program was designed to provide the Community Development Department with immediate access to these images from their desktops and is utilized by their permitting section, as well as other departments throughout the County.

2019 was an exciting year for the Records Center. This year we moved out of the Justice Center ground floor to a new Records Warehouse in Murdock. Not only was this move a big event for our office, it was a pivotal move for the county with the Justice Center renovations. Giving up this space we held for county records, they were able to continue renovations of the Justice Center and leverage the space we utilized to account for the growth and needs of other court agencies.

With the process changes and records management improvements we not only were able to move our entire records center, we were able to accept additional physical files including both documents and large containers of county land records for permitting. These initiatives allowed the county the flexibility to consolidate storage locations and even eliminate some facilities.



In preparation of moving the Records Center to a new much smaller facility our office designed efficient processes and procedures for imaging documents to reduce the amount of paper we store. These changes have enabled us to make strides in reducing the amount of boxes needed to be stored as a part of the Clerk’s objective of becoming paperless with our Records Retention needs, with images being scanned and stored electronically instead of being placed in boxes and warehoused.



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FLORIDA DEPARTMENT of STATE

RICK SCOTT
Governor

KEN DETZNER
Secretary of State

April 25, 2017

Mr. Roger D. Eaton
Clerk of Circuit Court & County Comptroller
Charlotte County, Florida
Charlotte County Justice Center
350 East Marion Avenue
Punta Gorda, FL 33950

Dear Mr. Eaton,

I have reviewed the current copy of the Electronic Record Keeping Systems Policy. It appears all recommendations that I made in June 2016 have been included in this version.

As stated last year, the policy is very impressive. Also, it is my belief that it can be a model for other counties to consider in the creation of their own policies.

I hope that my review has been to your satisfaction. Please do not hesitate to contact me if further clarification is needed.

Sincerely,

Handwritten signature of Tim Few

Tim Few
Records Management Training Section
Bureau of Archives and Records Management
Division of Library and Information Services
Florida Department of State
850.245.6746
Tim.Few@DOS.MyFlorida.com

Division of Library and Information Services
R.A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399
850.245.6600 • 850.245.6735 (Fax) • info.florida.gov



COMPTROLLER DIVISION

Florida Statutes establish the Clerk of the Circuit Court as Ex-Officio Clerk to the Board of County Commissioners (BOCC), custodian of all County funds, and accountant to the Board. Responsibilities include: treasury management and investments, debt accounting and management from issuance to post issuance compliance, payroll services to include BOCC and other constitutional offers and all required payroll reporting, reviewing expenditures prior to distribution of funds including construction contracts, disbursements of funds, accounting for all revenues, expenditures, tax distributions and numerous special assessments, as well as presenting financial reports.

The Comptroller Division takes pride in our prompt payment to our vendors with all payments processed well below the state law requirement of 45 days. Our division recently accomplished an office renovation that has

improved our efficiency through better communication amongst staff members. We are looking to the future with plans to upgrade our financial software to improve information sharing with our Board partners.

Roger D. Eaton has established his Comptroller Division with appropriate checks and balance procedures assuring internal audit controls. He has also developed a sound Investment Policy, assuring growth and diversification with regard to County assets.

While some governmental entities rely upon their external auditors for preparation of their Comprehensive Annual Financial Report (CAFR), in Charlotte County, the Clerk's Office prepares the entire document in-house and is solely responsible for its content.



View our Comprehensive Annual Financial Report at:
CharlotteClerk.com/Reports/CAFR_2019.pdf

Our CAFR has received the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for thirty three (33) consecutive fiscal years. This award is the highest form of recognition in the area of financial reporting.

PAYROLL produces a bi-weekly payroll for the Board of County Commissioners, the Supervisor of Elections office and for the Clerk of the Circuit Court. This includes all reporting requirements to the state of Florida and also to the IRS for wage reporting and reporting under the Affordable Care Act.

THE BOARD REVENUE/ACCOUNTS PAYABLE SECTION, in addition to tracking BOCC revenues including Federal and State grants, billings for services, and local and state revenues, is also responsible for vendor payments, travel reimbursements, contracts for personal and professional services, materials and supplies, and asset acquisition and construction.

THE PROPRIETARY FUND ACCOUNTING section is responsible for processing payments, recording transactions and financial reporting for Enterprise Funds. These funds consist of County owned utilities (including Charlotte County Utilities, various water and sewer districts, landfill, and a sanitation district) and Internal Service Funds for vehicle maintenance, casualty, fleet, worker's compensation, general liability self-insurance, and health and disability insurance.

TREASURY MANAGEMENT consists of cash flow analysis, bank reconciliations and investments of surplus County funds. As custodian of all County funds, responsibility for the investment of these funds rests with the Clerk of the Circuit Court. Funds are invested to provide safety, liquidity and yield, in that order, with minimization of risks consistent with Chapter 218 Florida Statutes.

Funds are currently invested in a multi-tier program. Daily deposits, overnight funds and float monies are invested through an earnings credit vehicle. The County invests in short-term funds such as the Florida Prime, administered by the Florida State Board of Administration (SBA); the Florida Local Government Investment Trust (FLGIT), administered by the Florida Association of Court Clerks and Comptrollers, and the Florida Investment Trust (FIT), administered by Water Walker Investments. All of these investment vehicles are authorized by an indenture of trust pursuant to Florida Statutes Section 163.01 and 218.415.

Longer-term funds (2-5 years) are invested mainly in U.S. Government Agency obligations, authorized under Florida Statute 218. Such Agencies consist of the Federal Home Loan Bank (FHLB); Fannie Mae (FNMA); Freddie Mac (FMAC), Federal Farm Credit Bureau (FFCB) and Federal Home Loan Mortgage Corporation (FHLMC). The County's investment policy outlines individual investment transaction limits as well as length of maturity. The investment policy can be found at CharlotteClerk.com/reports/CCFLInvesttPolicy06082018.pdf

At September 30, 2019, the investment portfolio was 517.8 million, 37% of which was invested in U.S. Government Agencies, and the balance in shorter-term liquid investments described above.

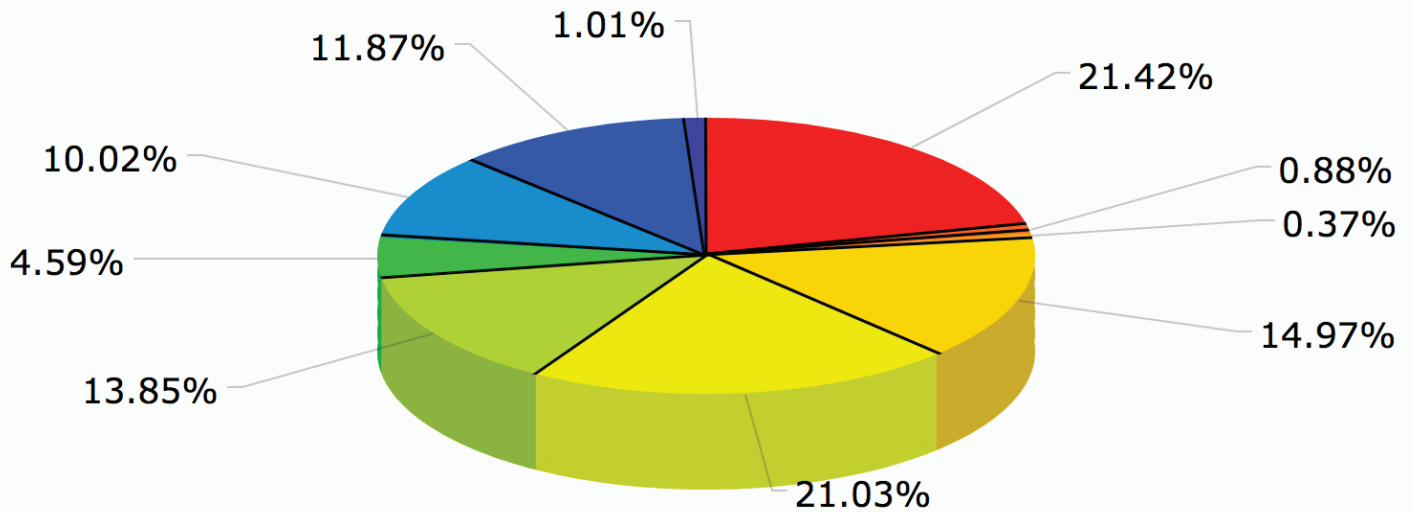
Earnings on investments in 2019 exceeded \$10.5 million with interest rates ranging from a low of 1.28% in the US Governed Agency, and a high of 2.55% in the FL Investment Trust.

Earnings on investments managed by the Clerk & Comptroller have exceeded \$242 million

THE CLERK'S ACCOUNTING SECTION is not only responsible for all Clerk revenues and similar expenditures, but also for the disbursement of funds held in trust by the Clerk of the Circuit Court including tax deeds, cash appearance bonds and distribution of fines and forfeitures in accordance with applicable law.

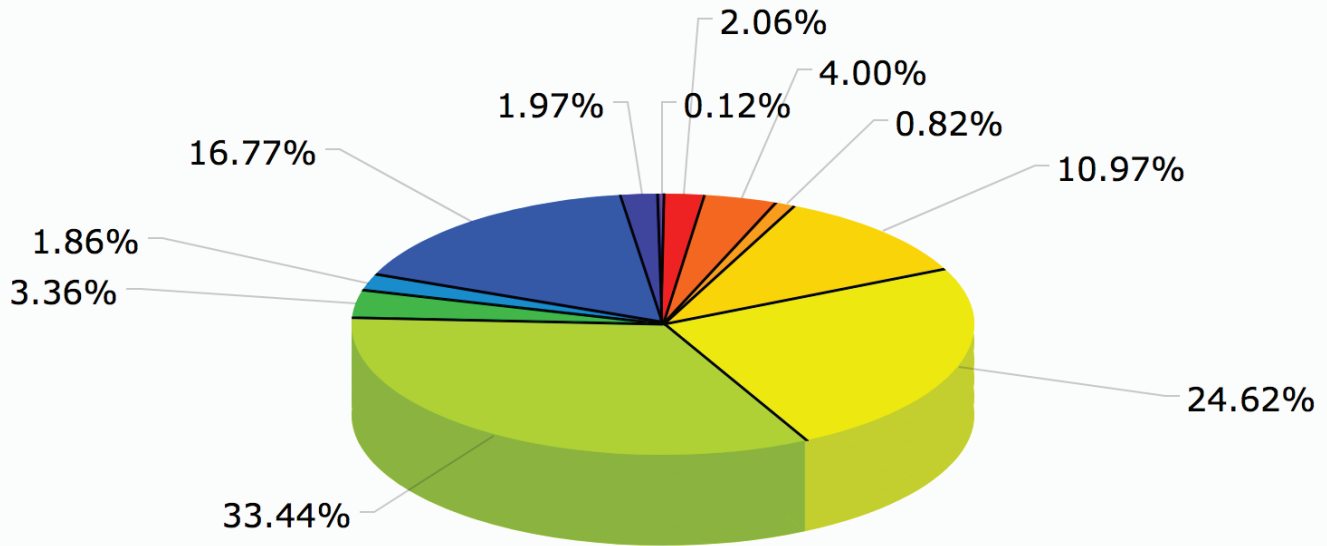
CLERK OF COURTS AND COMPTROLLER FUNDING SOURCES AND EXPENDITURES BY FUNCTION

2019 REVENUES



● BOCC	2,261,538	● Interfund Transfers & Reimbursements	1,462,135
● Beginning Fund Balance Court Related	93,196	● State Revenue Sharing - Courts	484,201
● Certification / Copies	39,192	● Recording	1,057,872
● General Gov't Charges	1,580,929	● Circuit Court Fees	1,253,686
● County Court Fees	2,220,589	● Interest Income	106,902

2019 EXPENDITURES



<ul style="list-style-type: none"> ● Return of Fees to CCOC ● Ending Fund Balance - Courts ● Disaster Recovery ● Other Gov't Services ● Financial / Administration 	<p>217,230</p> <p>421,903</p> <p>87,086</p> <p>1,158,513</p> <p>2,600,274</p>	<ul style="list-style-type: none"> ● Judicial ● Refund to BOCC ● Records Center ● IT / Court Automation ● Commission Minutes ● Interfund Transfers 	<p>3,531,548</p> <p>355,050</p> <p>196,215</p> <p>1,771,120</p> <p>208,170</p> <p>13,132</p>
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MINUTES DIVISION

The Minutes Division fulfills the Clerk’s constitutional responsibility as Ex-Officio Clerk of the Board of County Commissioners (BOCC).

Among its many responsibilities, Minutes staff attends and records all Board regular and land use meetings, workshops, public hearings, and special meetings when more than two Commissioners will be present. Staff indexes and processes related official documents adopted by the BOCC. During each BOCC meeting, staff creates preliminary minutes by means of specialized web-based software and recording medias to capture a verbatim of the meeting. Minutes are a summary of each meeting and highlight essential information in a concise manner. All motions and votes are verified and accurately documented.

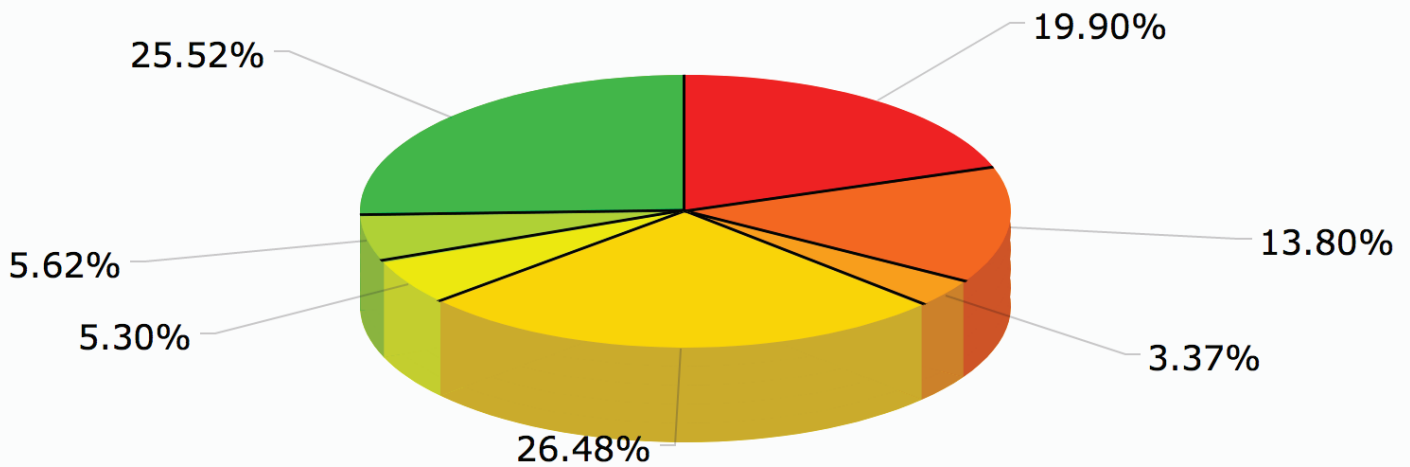
Once the minutes are finalized and adopted by the Board of County Commissioners at a regular meeting, the official minutes are published to the County website for viewing in conjunction with the video stream, agenda, and any supporting documentation.

The Minutes Division adheres to the State of Florida, General Records Schedule GS11 for Clerks of the Court requirements. All meeting related documents are preserved

electronically. Documents requiring hard copy retention are indexed and filed in the department. Certified copies are available to the Public and County staff upon request. All original verbatim audio cassettes, compact discs (CD’s) and digital versatile/video discs (DVD’s) are forwarded to a climate-controlled, permanent underground storage facility with duplicates preserved in Commission Minutes Division for a period of two (2) years.

Regular meetings are held on the second and fourth Tuesday of each month with the Land Use Public Hearing Agenda being heard generally at the second Tuesday meeting at 2:00 p.m. Meeting lengths vary and are dependent on the size of the agenda to be followed.

Additionally, the Minutes Division uses an innovative computer network that allows each staff workstation to access a centralized database of official BOCC documents and related indexes in response to research requests related to Agreements, Bids, BOCC Minutes, Grants, Ordinances, and Resolutions. These records can also be searched online via the Clerk’s website at CharlotteClerk.com



● Agreements & Amendments Filed	124	● Ordinances & Amendments Filed	33
● Other BOCC Meetings	86	● Grants & Amendments Filed	35
● Regular Commission Meetings	21	● Bids, Change Orders & Agenda	159
● Resolutions & Amendments Filed	165		

VALUE ADJUSTMENT BOARD

Clerk staff is responsible for the overall VAB process which includes petition and document processing, record retention and scheduling through the use of specialized web-based software. Special Magistrates are appointed by the VAB to hear Real Property, Tangible Personal Property Tax Assessments, Homestead and Ad Valorem Tax Exemptions and Agricultural Classification appeals.

Special Magistrate recommendations are later presented to the VAB for adoption at their final meeting.

Documentation and audio recordings are retained for a minimum of four years. Staff is required, upon request of the Department of Revenue (DOR), to submit accurate records of VAB appeal proceedings for determination of probable cause based on assertions filed by the Property Appraiser. If DOR determines probable cause exists, the Property Appraiser may file a Complaint for Injunctive Relief in Circuit Court.

With greater organization and proficiencies, staff has reduced the VAB session length by several months.

For more information on how to file a VAB Petition, please visit the Clerk's website at CharlotteClerk.com.

VAB PETITIONS FILED 2019

• Real Property Tax Assessments	285
• Tangible Personal Property Tax Assessments	18
• Portability	0
• Agricultural Classification	0
• Homestead & Ad Valorem Tax Exemptions	7



INTERNAL AUDIT

The Internal Audit Division is established to assume the duties and responsibilities of the Clerk of the Circuit Court and County Comptroller as auditor and custodian of all county funds as established by Article V, Section 16, Florida Constitution. The internal audit activity's responsibilities are defined by the Clerk of the Circuit Court and County Comptroller as part of their oversight role.

The Internal Audit Division is staffed by a Director, a Senior Auditor, and 2 Internal Auditors with a combined experience of 17 years in the department. The second Internal Auditor was added in January 2019, and is charged with performing guardianship and follow-up audits, among other responsibilities. The Division performs their responsibilities in accordance with generally accepted accounting principles and generally accepted auditing standards.

The Division monitors the operations of the Board of County Commissioners and the Clerk of the Circuit Court and County Comptroller's Office. The primary purpose of the Division is to conduct internal post audits to render independent analysis and appraisal of the Board and the Clerk's operations and to ensure that those operations are performed in compliance with applicable laws and regulations, established policies and procedures, and sound management processes.

The Internal Audit staff assists the County's external auditors during the annual audit of the County's financial statements. The external auditors also receive a benefit from the internal audit reports generated during the fiscal year as a planning tool for their audit of the County departments and agencies.

Through association memberships, networking and roundtables, the Division has keep current on industry practices, public concerns and current trends. These all provide significant benefit at minimal cost. Division members also attend conferences when appropriate.

During the last year the department has made significant advances in technology, making the department more effective and efficient. The department has gained proficiency in Thomson Reuters AutoAudit® for work paper filing and recording audit evidence. This software has reduced paper files and manual processes greatly. The department has also taken advantage of IDEA®, a powerful, user-friendly data analysis tool designed to quickly improve audits and identify control background. External and in-house training has been held on both of these products.

These technology advances have led to more productivity as follows:

INTERNAL AUDITS PERFORMED AND REPORTS ISSUED DURING 2019:



- Utilities Capital Improvement Program
- Kronos Time and Attendance System
- Internal Controls over the Driver and Vehicle Information Database
- Housing Services Affordable Housing Rentals
- Fleet Management JB Yard Fuel Inventory for fiscal years 2018 and 2019
- Public Works San Casa Yard Inventory for fiscal years 2018 and 2019
- Public Works Traffic, Signs, Marking Inventory for fiscal years 2018 and 2019
- Annual Contractors

Internal control deficiencies were noted in the 2018 inventory audits, which delayed their issuance until the following year. The 2019 inventory audits determined that subsequent internal controls were adequate and effective.

FOLLOW-UP INTERNAL AUDITS PERFORMED AND REPORTS ISSUED DURING 2019:

- Follow-Up Revenues – Taxable Transactions
- Follow-Up Take-Home Vehicles
- Follow-Up Utilities Accounts Receivable
- Follow-Up Fire EMS Controlled Substances
- Follow-Up A/P Vendor Master File

INTERNAL AUDIT CONTINUED

As can be seen in the list of audits performed, the division follows up on audits with significant findings to ensure the implementation of corrective action, and the identification of ongoing issues. This is having the intended effect of communicating the importance of addressing audit results in an efficient and effective manner.

Audit reports from 2017 through the present can be found online at CharlotteClerk.com in the “Departments” menu under Internal Audit, in the reports section.

The Division conducts varying levels of audits/financial investigations related to guardianship reports and activities. The results of audited case files were communicated to the appropriate court in compliance with Florida Statutes. The Division reviews inventories and accountings (Property) of the guardian to ensure reports are timely filed, assets are recorded, receipts/disbursements are tracked and activity is appropriate and only for the benefit of the ward, not the guardian and/or attorney. The Division added guardianship plans, docketing and electronic service of documents to their responsibilities in December 2018, increasing process effectiveness, efficiency, and timeliness. These were all communicated with the court in compliance with Florida Statutes.

These efficiencies led to more productivity as follows:



The Division performed audits of ordinances and resolutions for compliance with the edict of the Board of County Commissioners. During 2019, we audited 20 ordinances and 43 resolutions. We receive these from the Minutes Division and keep them on file as audit references.

The Division performs surprise cash counts and site inspections to determine that cash assets are adequately safeguarded. During 2019, we performed surprise cash counts in 182 locations. Our counts verified that funds on hand were appropriate, and safe inventories were complete and proper.

Further Internal Audit Division information can be found on the website “CharlotteClerk.com” in addition to related links, reports and contact information.



View our Internal Audits online at CharlotteClerk.com

During the year, 383 Guardianship case files were audited and the results of those procedures were communicated to the appropriate court in compliance with the Florida Statutes.

CLERK INFORMATION TECHNOLOGY

The Clerk's Information Technology (IT) Division is a critical component of the Clerk's office as this department leverages both information and technology to move the Clerk's business unit forward. The IT division delivers a robust and secure infrastructure to support our core systems, employees, connecting governmental agencies and the public.

The IT Division supports the many diverse operations of the Clerk's office to include those functions provided by the Clerk in his capacity as Chief Financial Officer, County Auditor and Ex-Officio Clerk for the Board of County Commissioners. IT department is responsible for development and maintenance of applications, production and operations, user support and training, hardware and software, network operations, and maintenance and security for the Finance, Internal Audit, Commission Minutes and Administrative Divisions.

The major systems and applications provided and supported include the Eden Financial System which is an Enterprise Resource Planning (ERP) suite with modules for accounts payable, fixed assets, general ledger, project accounting, accounts, receivable, purchasing and receiving for maximum interdepartmental efficiency. Additionally, this system supports both the human resources and payroll systems for the Board of County Commissions, Supervisor of Elections and the Clerk of the Circuit Court.

The IT Division supporting the Commission Minutes Division leverages a text search and retrieval systems along with Granicus Minutes Maker and Mobile Encoder for documenting Board of County Commissioners meeting. Additionally, supporting the Value Adjustment Board with an integrated solution connecting the Charlotte County Community, Property Appraiser, Board of County Commissioners and the Clerk for the filing of petitions for value adjustment, scheduling of hearings, document management all the through process until final decisions.

As the County Recorder the Clerk's Information Technology department maintains the application, databases, image repository and citizen web interface for all recorded documents within the county.

In 2019 the technology team working with the Official Records department successfully digitized and integrated recorded documents from microfilm into the electronic system. The project consisted of all Deed books from 1921 to 1954 and Official Records books from 1955 to 1977. This equates to 342,560 documents online for public viewing.

Another significant accomplishment by the development team was the creation of a new Official Records website and search engine to compliment the back file project. After speaking with customers and other stakeholders the team developed a new and improved search. The new site is both easier to navigate and is now fully mobile by leveraging the latest responsive technology. The site can be accessed at <https://recording.charlotteclerk.com>

Working closely with the Official Records department, the technology team implemented a new opportunity to allow for electronically certified recorded documents. This new method provides real-time and secure certified documents online. Customers no longer have to wait days to get certified copies as it now takes seconds.

Another major function area the Clerk's IT department supports is the criminal and civil courts electronic systems. These systems include modules for First Appearance / Intake packages, court document imaging, calendaring, payment processing, state reporting and electronic filings. This year we successfully met challenges with both legislative and Supreme Court mandates and changes such as the new Uniform Case Report for both our Circuit Civil and Family courts. We are very excited as we move into 2020 with new concepts such as implementing artificial intelligence with robotic process automation.



CLERK INFORMATION TECHNOLOGY

Providing exceptional customer service is a foundation of the Clerk's business model. To assess public experience and ensure we are meeting high standard the Clerk's Information Technology division implemented customer survey kiosk at all locations where our employees interact with the public. With almost seven hundred responses we have an overall satisfaction of 98.27%.

In a continued effort to provide public access and visibility to court records, we provide a web portal to allow citizens to search court records while providing security of confidential information.



EMPLOYEE RELATIONS

The Employee Relations department is responsible for all aspects of human capital management for this office.

POLICY DEVELOPMENT / INTERPRETATION

New Federal or State legislation affecting policy compliance in human resource management is monitored and policies are updated accordingly. Each employee receives a copy of the Employee Handbook containing personnel policy and all updates and revisions. The Employee Handbook was revised in 2019 to better reflect Clerk Eaton's policies and federal compliance updates; copies of the revisions were sent electronically to all employees.

In 2018, the Clerk approved employees having their birthday as a paid benefit in his commitment to providing a competitive benefits package in order to attract the best candidates while working with a historic low unemployment rate where employees have more choices on where/who to work for than ever before.

EQUAL OPPORTUNITY/LABOR LAW COMPLIANCE

All personnel actions and policies are reviewed for compliance with equal employment opportunity laws as well as the Americans with Disabilities Act, Family and Medical Leave Act, Fair Labor Standards Act, and all other State and Federal employment laws/regulations prior to implementation as changes to labor laws occur.

In 2019 we implemented a new electronic time and attendance system. Moving away from individual timesheets and paper requests for time off has created time saving efficiencies throughout all divisions. Additionally, we have realized additional value with improved payroll processes.

CLASSIFICATION AND PAY

All classification and pay actions are reviewed for consistency and equity as well as maintaining appropriate records. Employees also contribute to their medical and FRS benefits. In 2019, we reclassified many positions to better align ourselves with our local labor market as a part of the Clerk's mission to attract and retain a well-qualified staff.

SAFETY/WORKERS' COMPENSATION

Employees are made aware of all safety procedures and workers' compensation compliance policies during their new hire orientation and throughout the year. Safety equipment is made available to all staff requiring lifting and/or the delivery of supplies and equipment.

In 2019, the Clerk provided employees with ergonomic workstations in order to provide a productive and safe work environment and in ensuring our ADA compliance.

Leveraging SendWordNow Software as a Service (SAAS) cloud solution by OnSolve, we are able to deliver real time notifications to update our employees during critical events such as emergency preparedness or office closure. Using this innovative electronic communication system we no longer rely on the old employee calling tree for our business continuity.

Annual walk-through safety inspections are conducted at all Clerk locations by the Charlotte County Facilities and Fire Department staff.



EMPLOYEE RELATIONS

Communication, employee development, and the use of technology are at the foundation of the Clerk's core values. This department works with management to address performance concerns utilizing the appropriate constructive methods such as counseling, recommendations for additional training and/or formal disciplinary action, when necessary.

Employees are formally evaluated at their initial 180-day introductory period and when they transfer to another position as part of the Clerk's performance review program.

In 2019, we fully implemented our new performance management software that affords management the ability to track development plans while monitoring log events and recognition notes.

STAFFING AND RECRUITMENT

All recruitment activities, new hire orientation, personnel records, benefits administration and performance measurement programs are also managed by this division. Employee Relations prepares and coordinates job position descriptions, announcements, advertising, testing and interviews as a part of the recruitment process following all applicable Federal and State laws and Clerk & Comptroller policy and procedures.

In 2019, we utilized our NeoGov online resource tool that markets our open recruitments nationally and posts positions on various job boards, significantly increasing our exposure to attract more qualified applicants. We also work with local colleges, supporting internships for students attending criminal justice accreditation, including local high school and workforce development programs.

In 2019, we once again hosted an FGCU college student in order to help them meet their internship hours for full accreditation while obtaining a hands-on learning experience in a pre-approved clerical/legal curriculum in the areas of civil, criminal and/ or employment law.

TRAINING

Employees are provided training in the areas of Florida Statute Laws, county and civil fines, fees, and procedural processes, customer service, employee development, supervision, word processing and spreadsheet skills. Additional training resources are available to assist employees when implementing new software programs and/or in meeting professional development requirements. Training programs are also provided through the Florida Association of Court Clerks and Comptrollers for management staff.

In 2019, the Clerk and Comptroller's office continued to partner with FGCU University to provide affordable supervisory training for his staff. These courses have proven to enhance our management teams' communication and administrative skill sets. Three levels of supervisory certification training are provided to staff.

We also conduct "Lunch-n-Learn" programs designed to help educate the employee on personal finance, retirement options, work-life balance and wellness education. Attendance is voluntary and employees have expressed their appreciation in being able to learn important health, financial and insurance information during their lunch hour.



COMMUNITY INVOLVEMENT

The Charlotte County Clerk of Circuit Court's Office prides itself on actively supporting important community causes.

In April 2019 Clerk Eaton and his staff raised \$4,694.19 for the Charlotte County Animal Welfare League, by conducting a bake sale, a taco and nacho lunch bar, an ice cream sundae bar and by raffling off many gift baskets and gift cards to local restaurants. In addition, the office also collected and donated needed supplies for the shelter.



Each year, for the past 5 years, in recognition of October as Domestic Violence Awareness Month, Roger D. Eaton and his staff have promoted DV Awareness to the community by conducting fundraiser events and raising money for the local Center for Abuse and Rape Emergencies Shelter.

In October 2019, we raised \$5,828.42 and were able to donate monies raised to the shelter to help those who are affected by domestic violence.

The Clerk's Office dedicates many volunteer hours for these community events to promote awareness and support for their causes.



COMMUNITY INVOLVEMENT CONTINUED



Heart Walk 2019



Alzheimer Walk 2019 – Roger D. Eaton, Clerk of the Circuit Court was the MC



Pink Out Day – for Breast Cancer Awareness – we donated to Virginia B. Andes Mammogram Center.