

2022 CLERKS ANNUAL REPORT



ROGER D. EATON
Clerk of the Circuit Court & County Comptroller
Charlotte County, Florida

CharlotteClerk.com



CONTENTS

03 Message From Your Clerk and County Comptroller	16 Child Support	30 Value Adjustment Board
04 The Clerk's Role As A Public Trustee	17 Domestic Violence	31-33 Internal Audit
05 Clerk Office Locations	18 Foreclosure	34 Clerk Technology
06 Online Services & E-Filing Portals	19 Probate, Guardianship and Mental Health	35-36 Employee Relations
07 Why We Exist Mission, Vision, Values	20 Jury	37-38 Community Involvement
08 Connecting With Our Community	21 Appeals	
09 Social Media In 2022	22 Highlights of Court Operation	
10 Criminal Court	23 Official Records Services	
11 Misdemeanor and Felony	23 Marriage Services	
12 Traffic	24 Passport Services	
13 Juvenile	25 Tax Deeds	
14 Civil Court	26 Records Management	
15 Small Claims & Tenant Evictions	27-28 Comptroller	
	29 Minutes	



MESSAGE FROM YOUR CLERK AND COUNTY COMPTROLLER

After winning the Charlotte County Chamber of Commerce's Business of the Year Award in 2021, the Charlotte County Clerk of Court's office didn't rest on its laurels in 2022!

This past year's primary focus was providing better, more efficient, and convenient services to all Charlotte County residents. In early 2022, we held a special passport event which helped families juggling hectic work and school schedules by providing extended office hours for processing passport applications and taking FREE passport photographs. Later in the year, we then launched a self-help legal section of our website offering litigants without attorneys legal forms to use in their cases. We also teamed up with the Charlotte County Legal Aid Society to provide FREE 20 minute legal consultations for pro se litigants. Additionally, we increased hours in our Murdock passport office so Port Charlotte and Englewood residents could more conveniently apply for and receive their passports.

The last time a Clerk's office branch existed in Englewood was 2009, almost 15 years ago. Listening to our local citizens, we responded by opening a new, state-of-the-art Clerk's office branch in Englewood this year, which provides all our West County citizens more services and convenience. Dedicating this office to the Englewood community, as well as enhancing our online services, resulted in a nomination for "Excellence in Business" by the Englewood Chamber of Commerce.

Throughout 2022, our marriage license office offered holiday-themed weddings. Valentine's Day, Halloween, Fall Festival, and Winter Wonderland were all represented this year, and the couples married during our holiday-themed weddings truly enjoyed their special day at the Clerk's office.

Our office not only accepts its responsibility for providing high quality services to our community, but it also feels an obligation to be a helpful community partner within Charlotte County. Through bake sales, raffle auctions, and pet food donations, as well as a program which allows jurors to easily donate their juror pay to a local charity rather than collect it, the Clerk's office provided monetary assistance to local non-profits totaling over \$24,000.00 in 2022.

In addition, we extended our community outreach and donations to Meals on Wheels of Charlotte County, Virginia B. Andes Community Clinic, the Center for Abuse and Rape Emergencies (CARE), Animal Welfare League of Charlotte County, and the Boys & Girls Clubs of Charlotte County.

In 2022, for the sixth straight year since I was first elected in 2016, the Clerk's office reduced its budget -- this year by 1.8% -- without eliminating the number or quality of services we provide to local residents. As a result, your Clerk's office returned \$794,533 in taxpayer funds to the Charlotte County Board of County Commissioners this year, despite rising staff health care costs and increased Florida Retirement System (FRS) rates. Since taking office in 2017, the Clerk's office has returned over 2.8 Million in taxpayer funds to Charlotte County.

As the steward of all Charlotte County funds, the Clerk's office has an awesome responsibility making sure that all funds are both safe and invested wisely. During 2022, at its highest point the Clerk's office we managed a Charlotte County investment portfolio of 882 million, which earned 6.3 million for the year. Since I took office in 2017, over 39 million has been earned on county funds controlled by your Clerk's office.

Despite the many unique challenges brought about by Hurricane Ian in 2022, the Clerk's office increased the number, efficiency, and convenience of its services, all while reducing its budget and returning budget funds to Charlotte County and supporting our local non-profits. Since my first election in 2016, my goal has always been finding ways to provide better, more efficient, and more convenient ways of providing services to our citizens, while still reducing our budgetary costs. Hard work and an excellent staff has made this lofty goal attainable each and every year. I look forward to continuing this successful trend in 2023!

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

Sincerely,



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 and 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 I." 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)





CLERK OFFICE LOCATIONS

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 which includes Collier, Glades, Hendry, & Lee counties. Three County Judges, four Circuit Court Judges and one Magistrate presides over Charlotte County.

The Clerk is responsible for the clerical business of the courts, including maintaining court records and case files, issuing summons, warrants and violation of probation or injunction orders, entering judgments and managing court related fees and fines, just to name a few of the over 1,000 other statutory requirements.

CHARLOTTE COUNTY JUSTICE CENTER

The Charlotte County Justice Center is located in Punta Gorda, the county seat. This is the main courthouse for all of Charlotte County. The departments housed at the Justice Center include:



- Administrative Office of the Clerk
- Criminal Court Services
- Civil Court Services
- Employee Relations
- Information Technology
- Jury Services
- Marriage Licenses and Wedding Ceremonies
- Official Records
- Passport Services and Passport Photos

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

MURDOCK

The Charlotte County Murdock Administration Center brings "service to the people" by offering convenience to residents in different neighborhoods of Charlotte County, and serves as a branch office. Most services available at the Charlotte County Justice Center are also available at the Murdock Administration Center. Departments housed in the Murdock Administration Center are:



- Administrative Office of the Clerk
- Comptroller/Finance
- Internal Audit
- Minutes
- Value Adjustment Board
- Official Records
- Marriage License and Passport Services

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

ENGLEWOOD

The Charlotte County Mac V. Horton West County Building provides another convenient location for us to offer services to residents in West County. Many services available at the Justice Center and Murdock Administration Center can also be handled at this location:

- Official Records
- Traffic Payments
- Marriage Licenses
- Passport Photos





ONLINE SERVICES & E-FILING PORTALS



Criminal and Civil Court Records can be viewed on our website:
CharlotteClerk.com



Attorneys can file cases and documents via our e-file portal at:
MyFLCourtAccess.com



Official Records can be viewed on our website:
Recording.CharlotteClerk.com



Marriage License Application & Wedding Ceremony requests are available online at:
Marriage.CharlotteClerk.com



Tax Deed Sales can be viewed, and bids can be made at:
Charlotte.RealForeclosure.com



County Records can be viewed on our website:
Minutes.CharlotteClerk.com



Self-Help Services can be viewed on our website:
SelfHelp.CharlotteClerk.com

The Clerk of the Circuit Court and County Comptroller manages several Board Services as required by Florida Statute and Florida Sunshine Rules. Clerk Eaton has made many strides to ensure all services are easily accessible. With direct emails to each department and forms that were once only available for pickup are now available online FREE of charge. These forms can be completed manually and submitted at our office for filing.

Visit Self Help and Forms Online at:
SelfHelp.CharlotteClerk.com

All email sent to and from the Charlotte County Clerk of the Circuit Court and County Comptroller is subject to the public record laws of the State of Florida.





WHY WE EXIST

MISSION

To preserve the public trust as guardians of the people's records and assets.

VISION

Serving with compassion, expertise, and efficiency in support of our community.



CORE VALUES

Working Together To Achieve
Shared Success

Providing Exceptional Service
With A Smile

Continuous Innovation And
Improvement

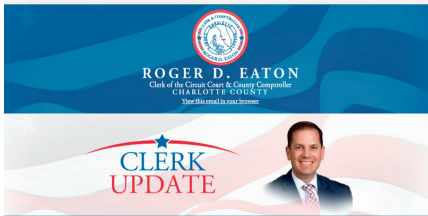
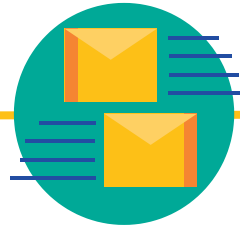
Dedication To
Principled Practice



CONNECTING WITH OUR COMMUNITY

Our goal is to keep our community in the know. In 2022, we continued to leverage our online communications tools to maintain transparency and to clearly define current priorities and advancements to help Charlotte County citizens and our community by sending emails.

TOP EMAILS

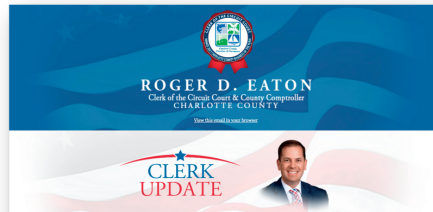


2021 | A Year Of Creativity & Innovation

Charlotte County,
In 2021, the Charlotte County Chamber of Commerce named the Charlotte County Clerk's office its large business of the year. I am humbled and honored that we were recognized for our continued efforts to make our office more efficient, user-friendly, and transparent for the citizens of Charlotte County. That my staff continued meeting these goals despite COVID-19 lurking over us this year is a testament to the skill, hard work, and willpower of our entire staff.



It's been an innovative year as we introduced hyper-automation into our local court system. Hyper-automation facilitates the processing of court documents directly into our Case Management System (CMS), without any human intervention. As a result, court documents are now available for public viewing within seconds, rather than hours or days. Our staff now has substantially more time to provide direct assistance to the public.



Saturday, February 26th is Clerk Passport Day!

Charlotte County,
If you need a passport, work during the week, and would like to receive a free passport photo, Saturday, February 26th is your lucky day!
The Charlotte County Clerk's office will be open Saturday, February 26th from 8 am to 12 pm to process your Passport application/doctor's renewal, and take your passport photo **FREE OF CHARGE** with application.
We understand how hectic work and school schedules can be for working families. We're here to help you Saturday, and look forward to seeing you at the Justice Center!



NOTE: First-time passport applications, citizens with expired passports cover 18 years from the issue date, and citizens needing to renew their passports are encouraged to take advantage of this event.
NOTE: Passport Event - Extended office hours exclusively for processing passport applications.
NOTE:

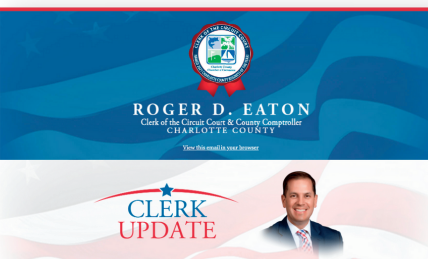


SAY "I DO" IN OUR PUMPKIN PATCH!

Charlotte County,
It's autumn! Leaves fall from trees and people fall in love. If you're ready to say "I do", our pumpkin patch ceremony wedding room may just be right for you.



For the remainder of November, our ceremony room will be decorated in fall colors.



New Clerk's Office Location: To Better Serve Englewood

Charlotte County,
We've got some great news Englewood! The Charlotte County Clerk of Court and County Comptroller is opening a new office in Englewood! This location opens its doors on **Tuesday, September 6th** to better serve Englewood residents.

NEW CLERK'S OFFICE ENGLEWOOD LOCATION
Mac V. Horton West County Annex
6868 San Casa Blvd, Englewood, Florida 34224
Clerk of Court, Office 114
Tuesday and Thursday only from 8:00 a.m. to 1:00 p.m.



Wedding In A Winter Wonderland

<<First Name>>,
♪♪ Sleigh bells ring, are you listening?
In our ceremony room, snow is glistening
A beautiful sight
We're happy tonight!
Get Married in a Winter Wonderland! ♪♪



This Saturday, March 26th starts Operation Green Light!

Charlotte County
During Operation Green Light, customers with suspended driver licenses will have an opportunity to pay overdue court obligations, including traffic tickets, and **save up to 40% in additional fees.**

The Charlotte County Clerk's office will be open this Saturday, March 26th from 8 am to 12 pm to accept payments at our Justice Center location only, located at 350 East Marion Avenue, Punta Gorda, FL 33950.

Payments must be made in full either in person, online at www.charlottecourtbay.com or by telephone at 855-796-5772.





SOCIAL MEDIA IN 2022



Our goal is to keep our community informed by sharing information and updates regularly, including photos, announcements, Clerk news and more! If you haven't already, please take a moment to visit all of our social media pages, which include; Facebook, Instagram, Twitter, LinkedIn and YouTube. Once there, please click "Like" or Follow". We encourage you to comment and share our posts! Feel free to ask us any questions. We look forward to connecting with you!



2.6 THOUSAND ACTIVE FACEBOOK FOLLOWERS



694 ACTIVE INSTAGRAM FOLLOWERS



151,988

FACEBOOK PAGE REACH

2,494

INSTAGRAM REACH

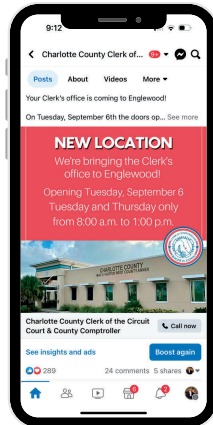
591

TOP 5 LIKED FACEBOOK POSTS FROM 2022



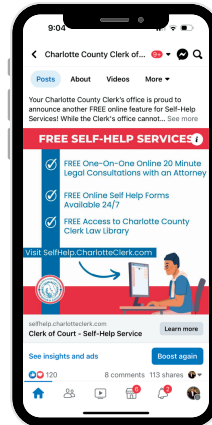
WINTER WEDDING EVENT

289



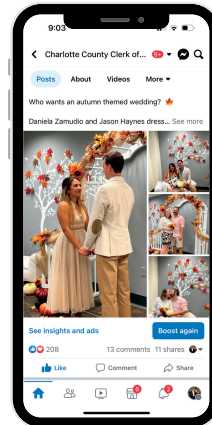
ENGLEWOOD OFFICE OPENING

120



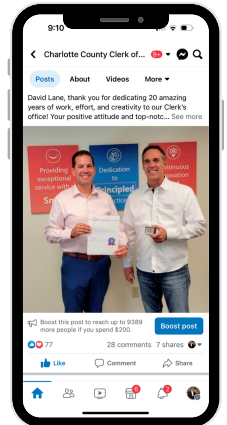
SELF-HELP SERVICES

208



FALL WEDDING EVENT

77



ANNIVERSARIES



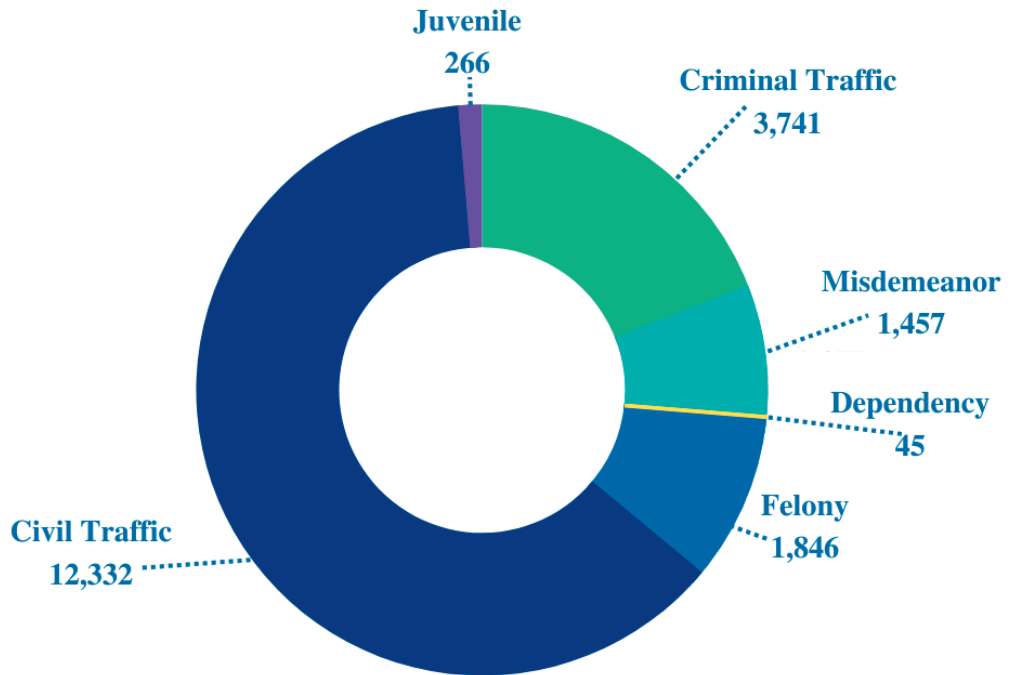
CRIMINAL COURT

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 the 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 and Civil 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 information 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.

Payments for all case types can be made in person at our Punta Gorda, Murdock, and Englewood offices, or as an added convenience, payments for applicable fines and court costs can be made at your local 7-Eleven, Family Dollar, CVS or online at **CharlotteCourtPay.com** through our partnership with nCourt. 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.



PAYMENTS



Payments for all case types can be made In person at our Punta Gorda, Murdock or Englewood office locations.



Payments for applicable fines and court costs can be made online at **CharlotteCourtPay.com** through our partnership with nCourt.



Court and Traffic Fines and Fees can be made at your local 7-Eleven, Family Dollar, CVS.



Payments can also be made over the phone. Call our toll-free payment line (855) 796-5772.

Communication is available in both English & Spanish

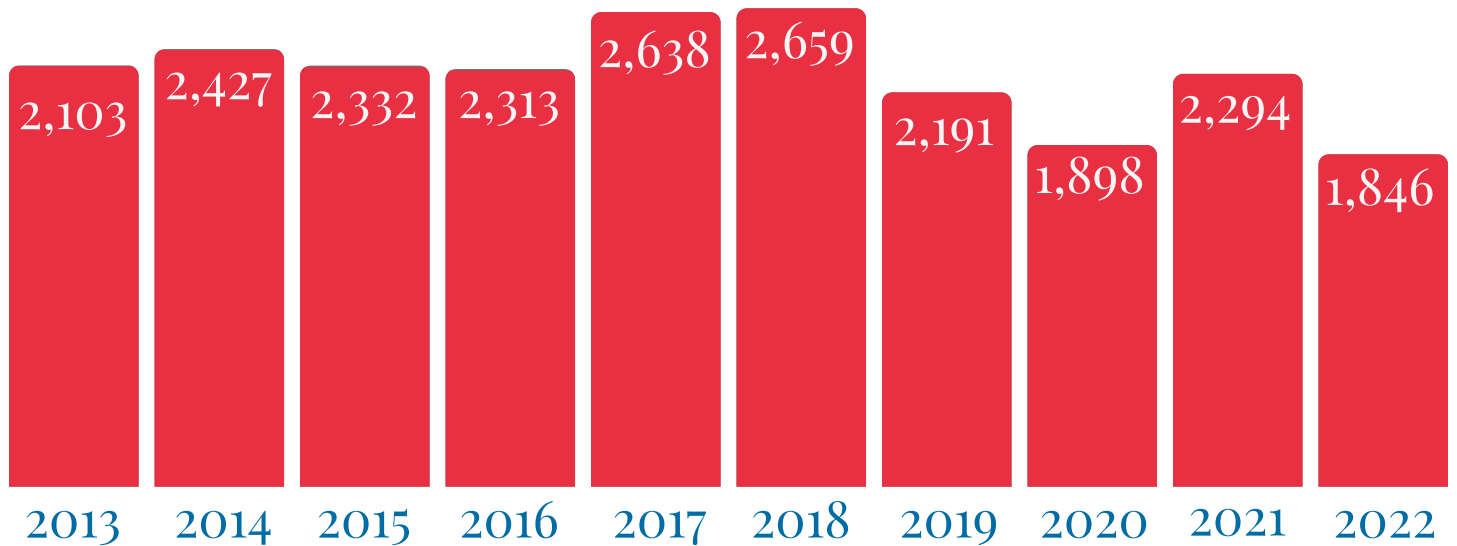


MISDEMEANOR AND FELONY

Misdemeanor Cases Filed



Felony Cases Filed

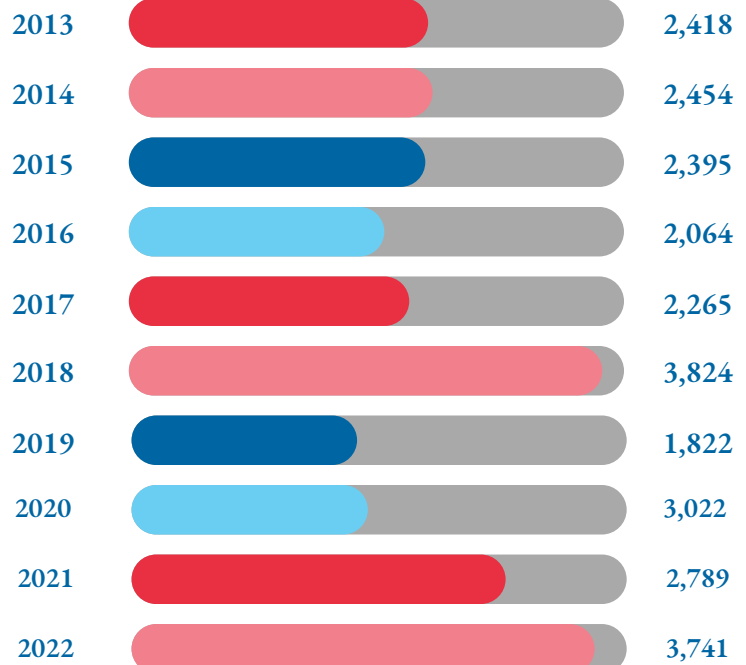




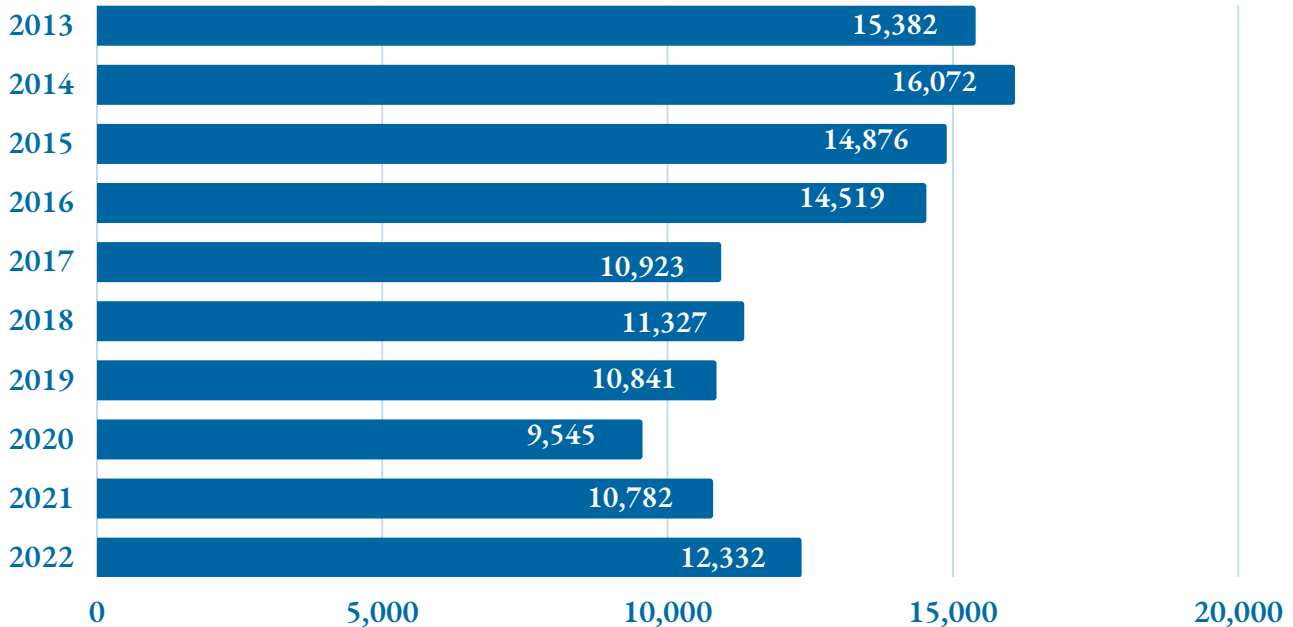
TRAFFIC

Criminal Traffic Cases Filed

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, or with cash utilizing our Scan, Pay & Go service and via the internet through our portal at CharlotteCourtPay.com.



Civil Traffic Cases Filed





JUVENILE

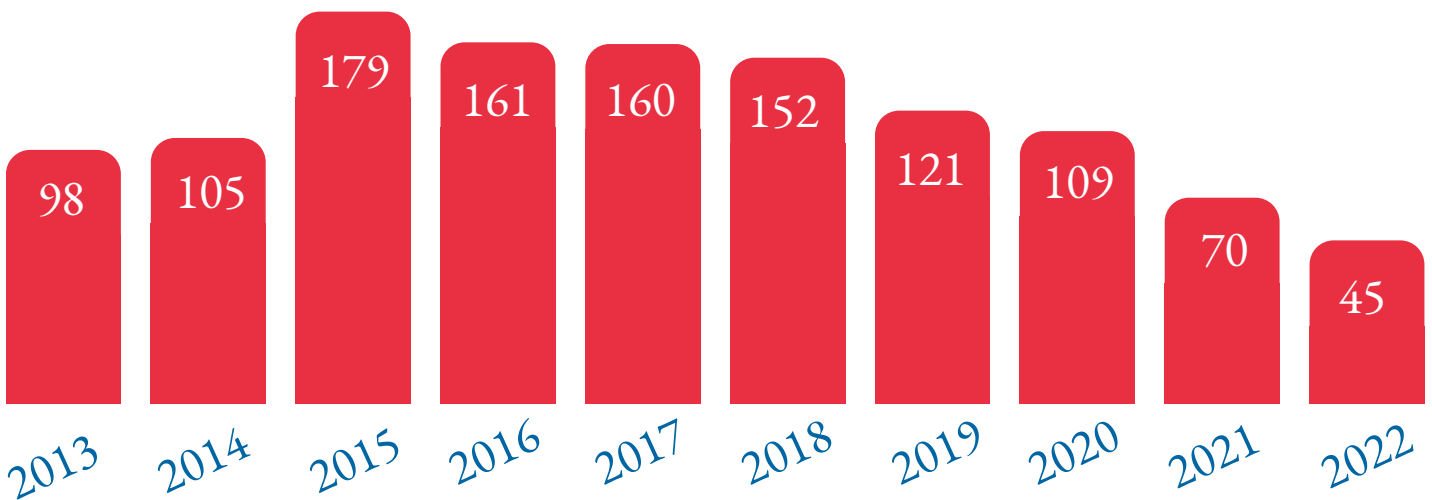
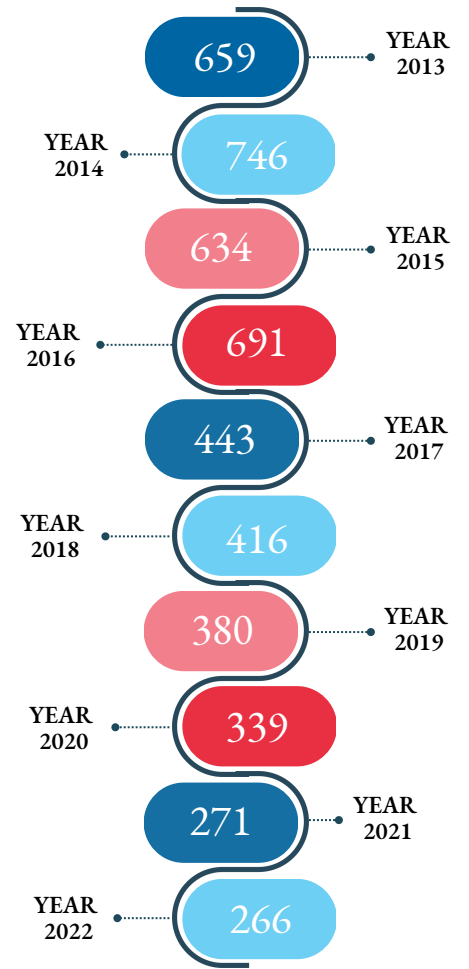
Juvenile Cases Filed

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.



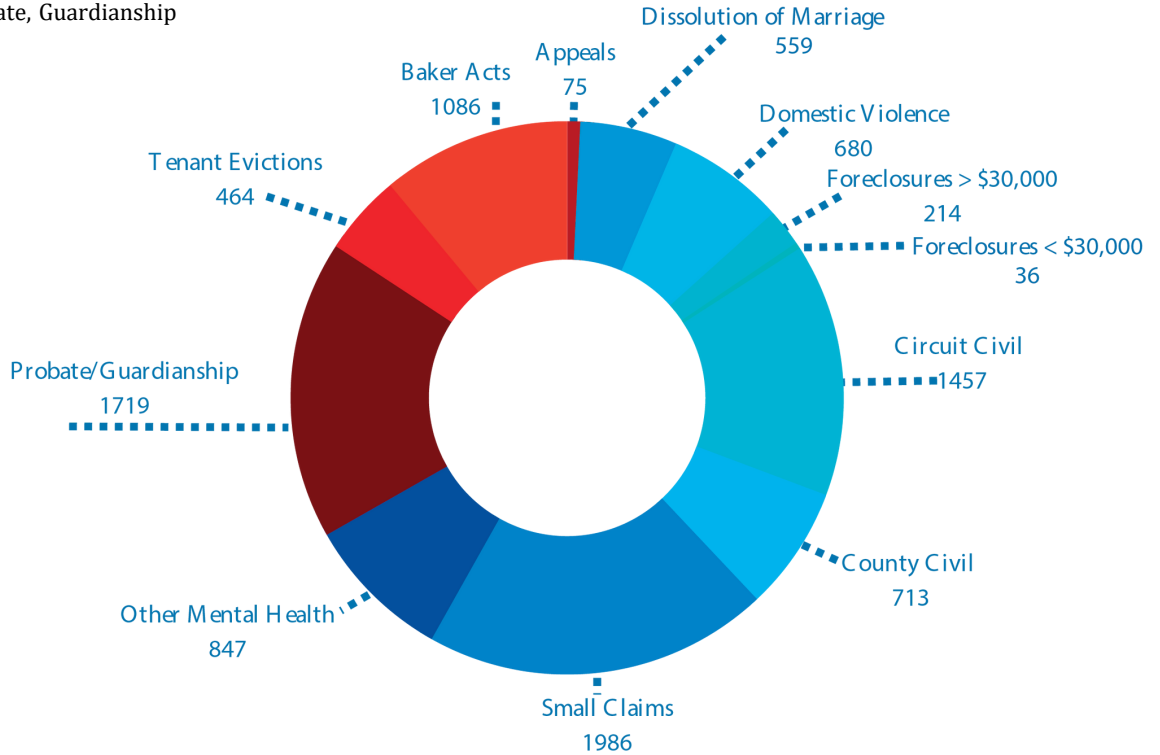
Dependency Cases Files





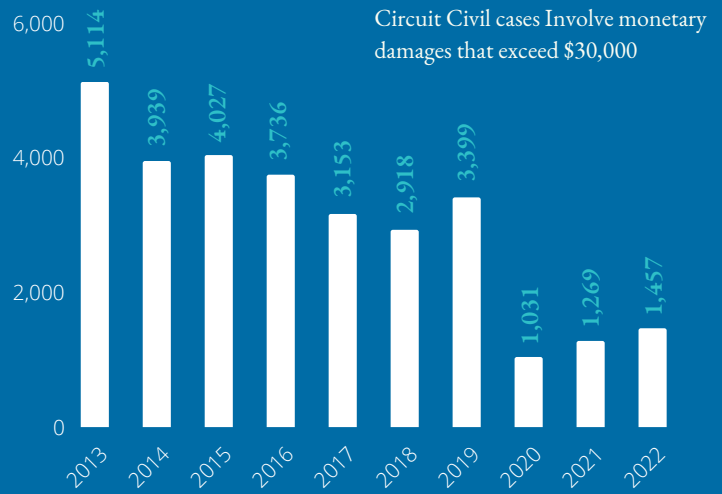
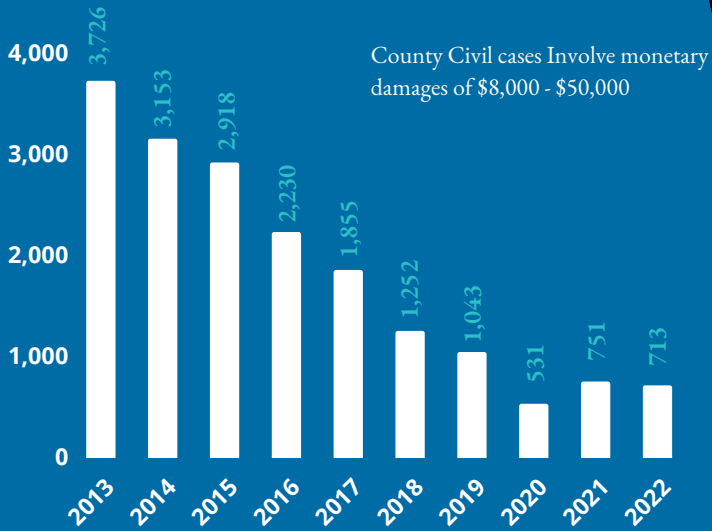
CIVIL COURT

The Civil Courts Division is responsible for processing Small Claims, County Civil, Family Law, Domestic Violence, Probate, Guardianship and Mental Health cases.



COUNTY CIVIL CASES FILED

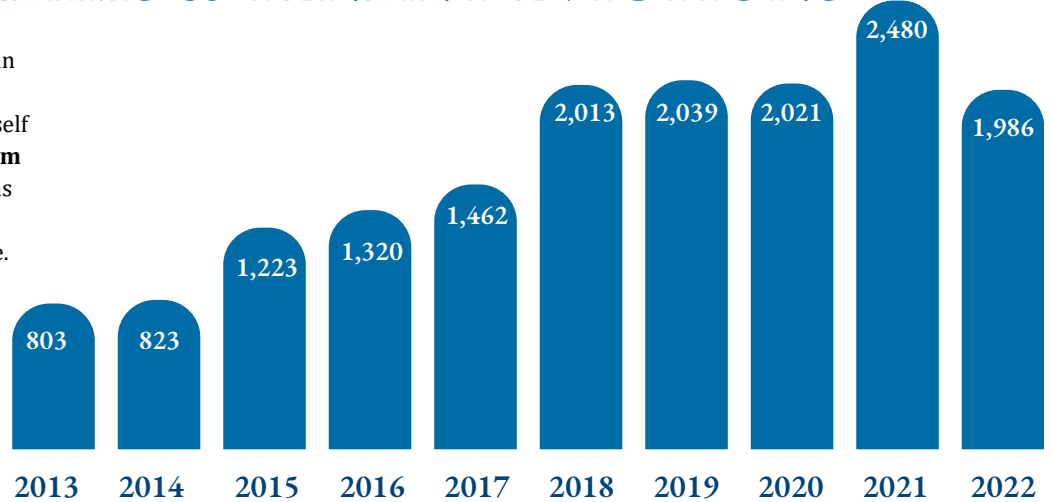
CIRCUIT CIVIL CASES FILED





SMALL CLAIMS & TENANT EVICTIONS

Small Claims court involves damages less than \$8,000. A person may file a case without representation by an attorney or utilize our self help program at Selfhelp.CharlotteClerk.com. The Clerk's staff provides the necessary forms and explains the process, but they cannot pursuant to Florida Law, provide legal advice.



713

COUNTY CIVIL DAMAGE ACTIONS



1986

SMALL CLAIMS CASES FILED



464

TENANT EVICTION CASES FILED



769

UNLAWFUL DETAINER CASES FILED

CIRCUIT CIVIL

Circuit Civil filings include action with damages that exceed \$30,000, Foreclosures exceeding \$30,000, Dissolution of Marriage, Adoption, Name Change,

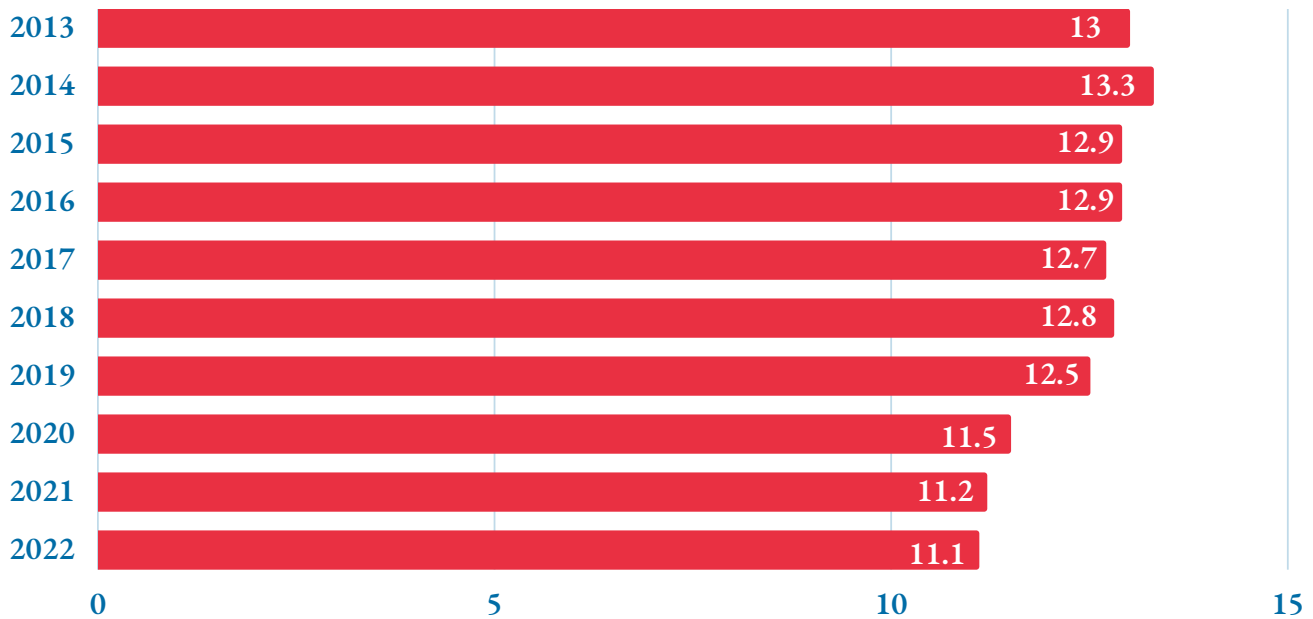




CHILD SUPPORT

The Charlotte County Clerk of Court partnered with the State Disbursement Unit (SDU), Florida Department of Revenue, and other Florida Clerks to offer online Child Support Services through **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. It also allows for non-custodial parents to set up an account for recurring payments. This enables parents to obtain details on the five most recent child support payments.

Department of Revenue Child Support hearings being held In person at the courthouse are a thing of the past. Since the onset of the pandemic, all hearing are being held remotely via zoom application. This continuous Innovation has shown a favorable outcome for the citizens of the community adding efficiency and convenience.



**For Charlotte County, there are 14,707 current cases In the Child Support System for the year 2022.
With payments collected for Charlotte County totaling In \$11,166,543.73.**





DOMESTIC VIOLENCE

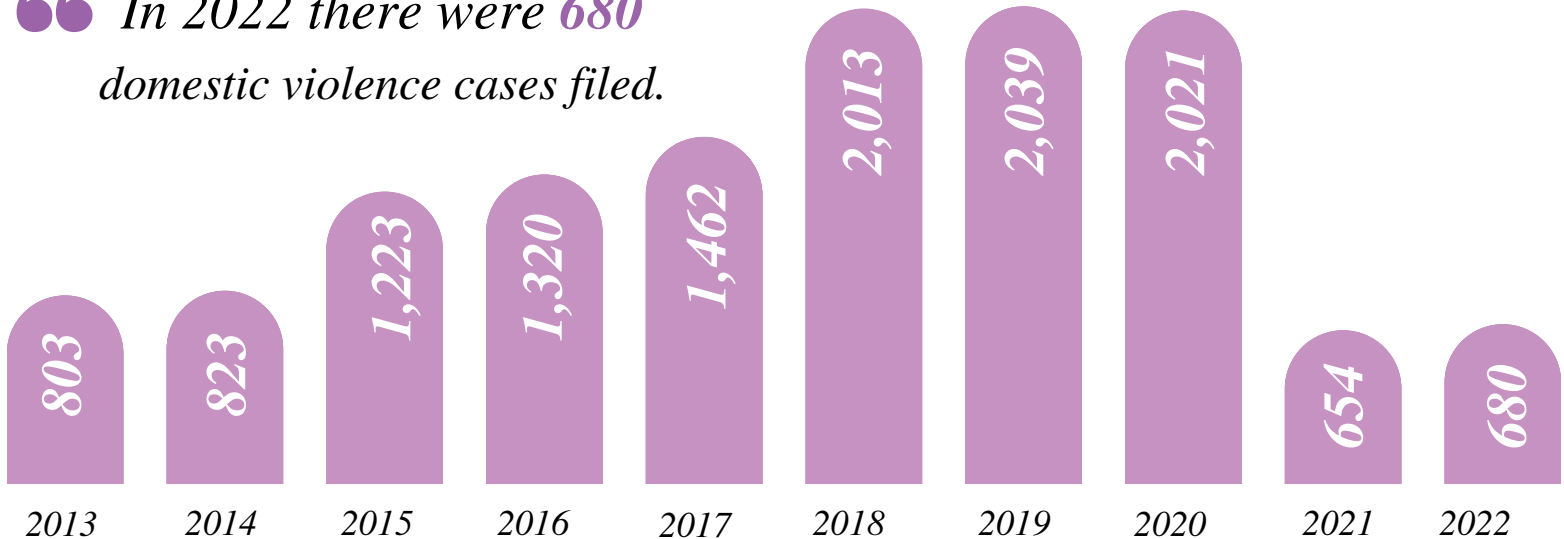
At our Justice Center location staff provides victims with a sense of privacy to complete an Injunction for Protection.

An Information brochure is provided to Law Enforcement Officers for distributions on domestic violence calls. The brochure provides victims with information on how to file for an Injunction for Protection and outlines documents that petitioners will need to bring with them to the Clerk's Office. All packets can be located online at: **CharlotteClerk.com** under Self Help and Forms Online.

Should you or someone you know be experiencing domestic violence, we urge you to reach out to our office at Charlotte County Justice Center, 350 East Marion Avenue, Punta Gorda or contact our office at 941-637-2162. Our office also would hand in hand with the Center for Abuse and Rape Emergencies (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.

DOMESTIC VIOLENCE CASES FILED

“ In 2022 there were 680 domestic violence cases filed.”





FORECLOSURE

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 Real Auction. Charlotte County was the first county in the State of Florida to offer both online sales for foreclosures and tax deeds.

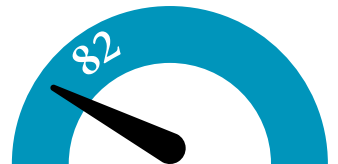
These online auction services offer greater access to records for the public and has improved efficiency in the processing of foreclosure and tax deed sales and new titles. All foreclosure sales are held online at **Charlotte.RealForeclosure.com** on Monday, Wednesday, Thursday, and Friday at 11:00am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

Bidders are able to deposit funds through ACH wire transfer from any place in the world, never having to visit the office in person.

2019 Online Sales



2020 Online Sales



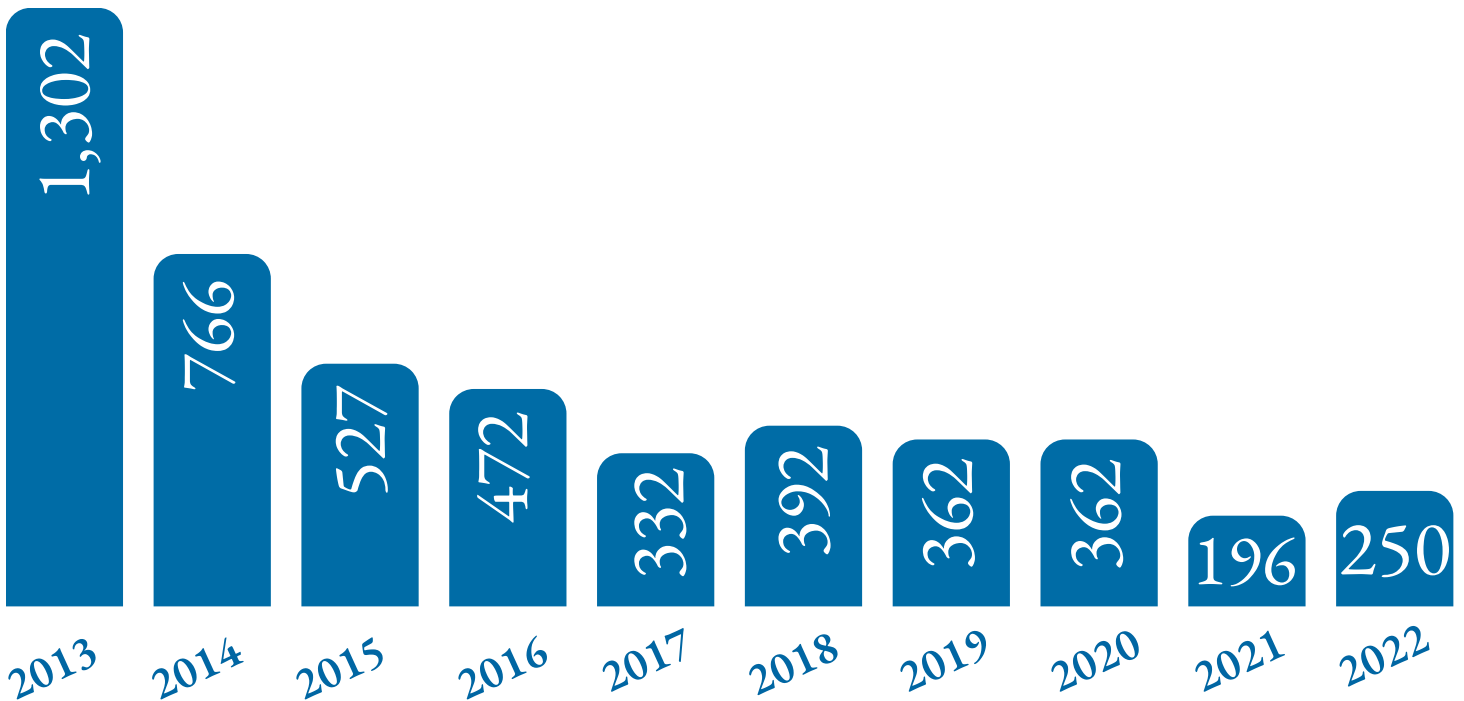
2021 Online Sales



2022 Online Sales



FORECLOSURE CASES FILED





PROBATE, GUARDIANSHIP AND MENTAL HEALTH

“ *The Probate/Guardianship section processes all probate, guardianship, and mental health (Baker Act, Marchman Act, and Risk Protection).* ”

The Clerk is responsible for auditing all guardianship cases. This is an essential element for safeguarding the individual, as well as their property and assets.

In 2018, Risk Protection cases were created 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 56 Risk Protection cases have been filed in Charlotte County.

In 2019, legislation passed for the prevention of the Exploitation of Vulnerable Adults. This allows an individual that is concerned that a third party is taking advantage of an elderly or incapacitated adult to file a petition and have a hearing before a judge. Since its inception, 17 cases have been filed.

2022 CASES FILED

1,527
PROBATE
CASES



202
INCAPACITY
GUARDIANSHIP
CASES

1086
BAKER
ACTS

499
WILL ON DEPOSIT
CASES



1210
MENTAL HEALTH
CASES





JURY

When Clerk Eaton took office in 2017 he and his team implemented our state-of-the-art jury check-in system for continuous innovation and improvement.

Jurors can go online, to our website at Jury.CharlotteClerk.com to check In ahead of their reporting time. Once they have completed this they will receive text and email notifications when the juror is required to report for jury service. The website can also be used to request a postponement of jury service without even having to contact our office.

We also executed a jury calendaring system that allows Judges and Judicial Assistants to add or remove a request for jurors. Prior to this new technology they had to send multiple email back and forth to our office.

Take a 360 tour of our jury assembly room at Jury.CharlotteClerk.com



2022

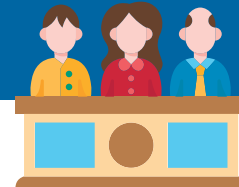


Starting in September 2020, jurors are able to choose to donate their statutory jury duty pay to the Center for Abuse and Rape Emergencies (C.A.R.E.).

66
JURY TRAILS



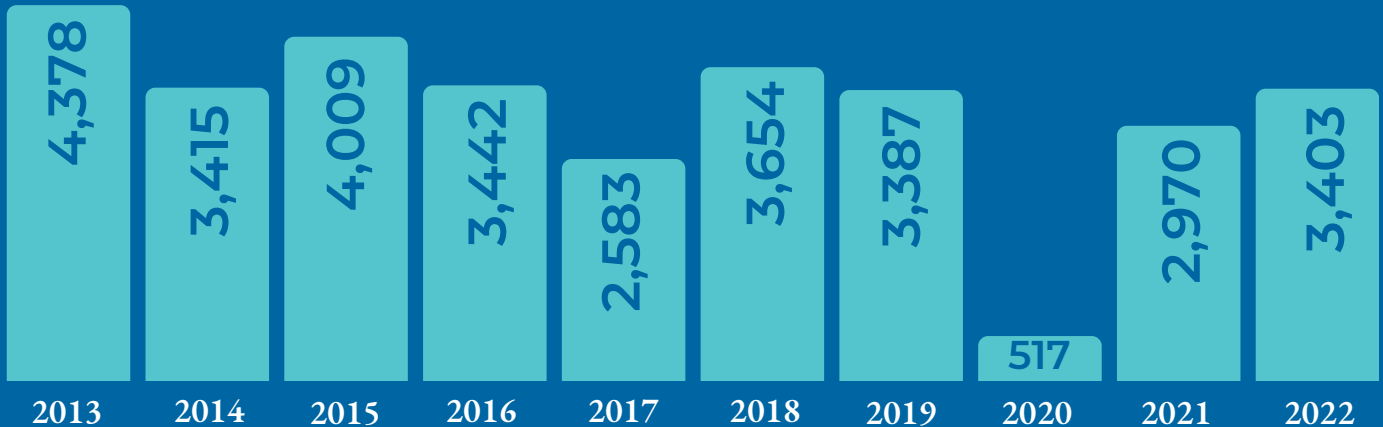
1,252
JURORS



\$18,780
DONATED



JURORS REPORTED





APPEALS

Appeals are cases presented to a higher court to review the decision rendered by a lower court. Most cases are appeals to the District Court of Appeals with the exception of County Ordinances, Civil Traffic Citations and certain boating citations.

Our appeal process is completely electronic, from the submission of the Initial Notice of Appeal to the District Court, and all subsequent pleadings and orders.

73 *TOTAL APPEALS*
FILED IN **2022**





HIGHLIGHTS OF COURT OPERATIONS

This past year our office has worked to provide efficient, helpful services for our community. In light of the Hurricane Ian disaster which struck Charlotte County, these services may be critical to some of our residents.

Clerk Eaton is proud to announce another FREE online feature to the Clerk's office Self-Help Services! While the Clerk's office cannot provide legal advice, we can help point residents in the right directions!

The Clerk's Self-Help Services website at SelfHelp.CharlotteClerk.com provides the public with FREE legal resources, including forms and 20 minute legal consultations with Charlotte County Legal Aid Society.

Now, self-represented litigants can find answers FREE OF CHARGE for a variety of civil and family legal matters. The Self-Help Services website we designed to help litigants who either choose to represent themselves, or cannot afford to hire an attorney.

For more information and to schedule your FREE legal consultation appointment, visit our website at SelfHelp.CharlotteClerk.com



2022 OPERATION GREEN LIGHT



CHARLOTTE COUNTY CLERK OF COURT'S
OPERATION

GREEN LIGHT

A DRIVER LICENSE REINSTATEMENT DAYS EVENT

Our office held our fourth annual Operation Green Light on March 26th through April 8th. This event allows Charlotte County residents with suspended driver licenses an opportunity to pay overdue court obligations, including traffic tickers, while saving up to 40% in additional fees to get their license back. This year we collected \$11,817.80 and 90 customers were reinstated.





OFFICIAL RECORDS SERVICES

The Clerk is the recorder of all instruments required or authorized to be recorded in one general series of "Official Records" books. Upon payment of the statutory fees, the Clerk records and indexes a variety of important documents; including deeds, mortgages, judgements, military discharges, domiciles and other authorized documents. Once recorded, a document remains a permanent records, available for public viewing.

Since 2019, when the Clerk made all Deed Books and Official Records available online dating back from the Inception of Charlotte County, the Official Records team has been working diligently to provide additional books for online viewing. In 2022, Marriage License books have been published to the website, making genealogy searches and name change requests easier for our customers.

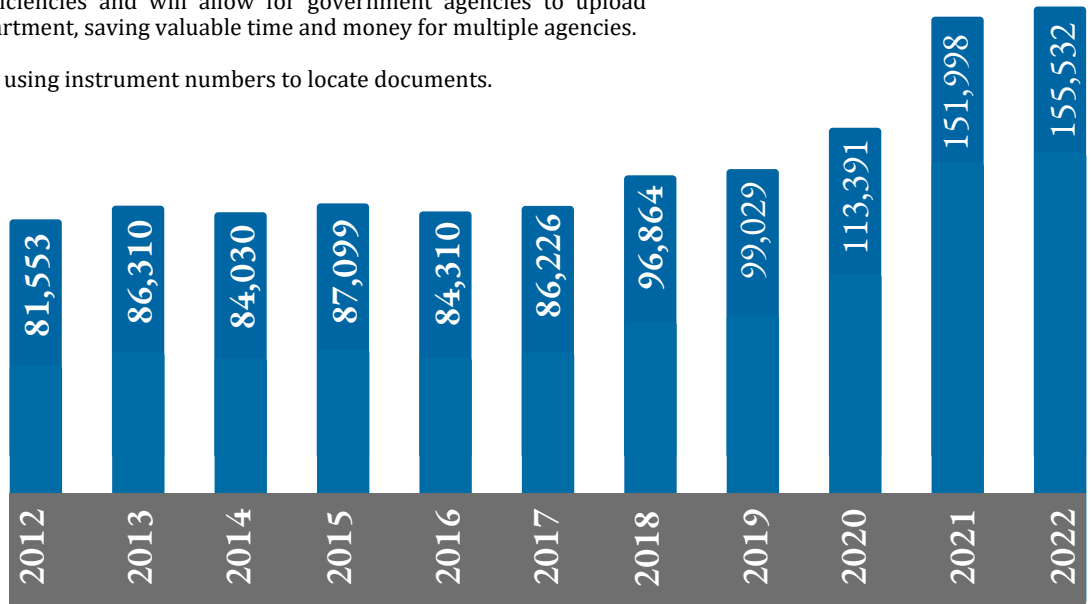
Access to the County's Official Records Is available to the public via Recording.CharlotteClerk.com.

In November 2022, the Clerk's Office updated the Recording Software, partnering with our new recording vendor, Harris Solutions.

This software has improved efficiencies and will allow for government agencies to upload electronically directly to our department, saving valuable time and money for multiple agencies.

Moving forward our office will be using instrument numbers to locate documents.

DOCUMENTS RECORDED



The Clerk provides resources to help the citizens safeguard their property. The Property Fraud Alert is a free service that helps protect an individual's property from fraud by monitoring documents such as liens, deeds and mortgage that are recorded in Charlotte County. Over 5,100 owners have registered to get alerted when a document is recorded into Official Records using their individual or business name.

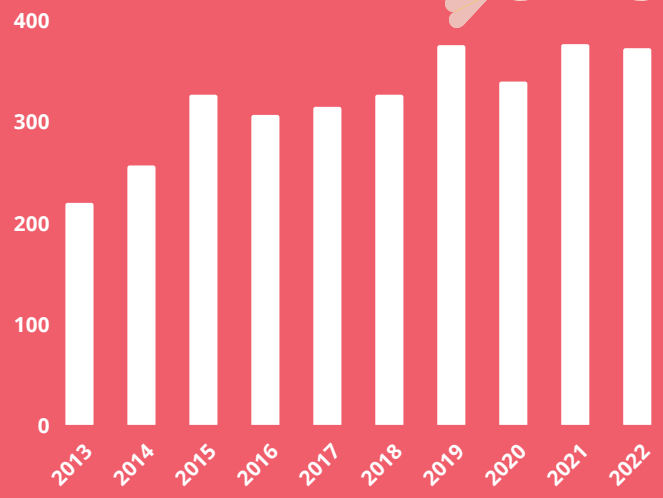
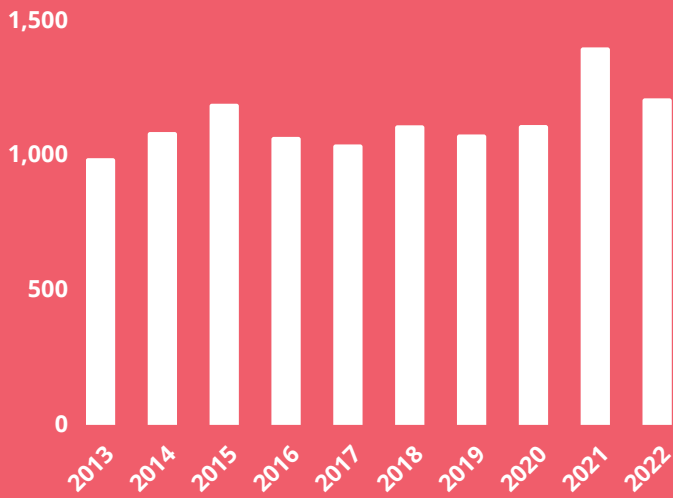
SIGN UP, IT'S EASY

1. Visit Fraud.CharlotteClerk.com
2. Enter your Information
3. Click Register
4. You're all set!

BE PROACTIVE IN PREVENTING PROPERTY FRAUD!
SIGN UP FOR OUR FREE PROPERTY FRAUD ALERT!



MARRIAGE SERVICES



Marriage Licenses can be issued at any of our office locations. The Punta Gorda Official Records division performs marriage ceremonies upon request. For convenience, a Marriage License Application can be prepared or a marriage ceremony can be scheduled online at Marriage.CharlotteClerk.com

On Valentine's Day, the Clerk's office hosted our 2nd Group Wedding at Laishley Park. Clerk Eaton officiated the ceremony for 12 couples. Celebratory cupcakes and refreshments were served following the ceremony.



In 2022, our office started doing themed wedding ceremonies for our guests. First, Halloween, than Fall, a pumpkin patch theme and we ended the year with Winter Wonderland as couples said "I do" under twinkling lights and snowflakes falling!



PASSPORT SERVICES

New passport applications may be processed at either of our two office locations. For your convenience, passport photos are available to be taken and purchased at our Punta Gorda location. The colored photograph of the applicant, which should be 2 inches wide and 2 inches long, must accompany every application.

A passport issued to an adult is valid for ten (10) years and may be renewed within five (5) years after the date of expiration. A child's passport, ages 15 or younger, which is valid for five (5) years, is not renewable.

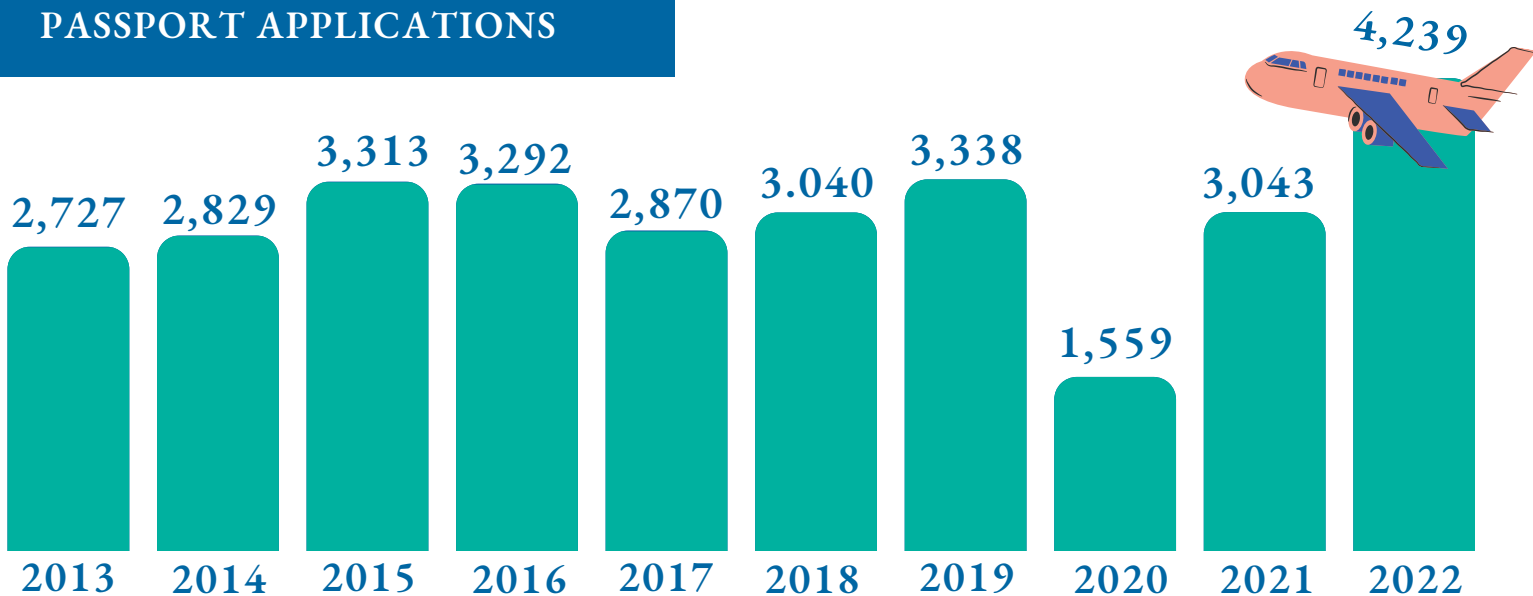
Charlotte County Clerk's Office remained opened, normal business hours, and without appointments allowing our office to provide these services to the citizens of Charlotte County as well as surrounding counties.

THERE WERE
4,239
PASSPORT APPLICATIONS
SENT IN 2022 BY
OUR OFFICE



We are happy to announce we hosted our 2nd Clerk passport Day on Saturday, February 26th. We understand how hectic work and schools schedules can be for working families. On this day over 250 visitors entered the Justice Center, 125 applications were processed, and the Clerk provided FREE photos!

PASSPORT APPLICATIONS





TAX DEEDS

Real estate taxes in Charlotte County become due every year on November 1st. Parcels remaining unpaid by mid-April are advertised in the local newspaper by the Tax Collector's office in an effort to notify the property owners of the outstanding tax liability.

The Tax deed applications are processed by the Clerk of the Circuit Court and sales of real property are auctioned for non-payment of property taxes. All sales are held on-line through **Charlotte.RealForeclosure.com** and are advertised weekly in the local newspaper.

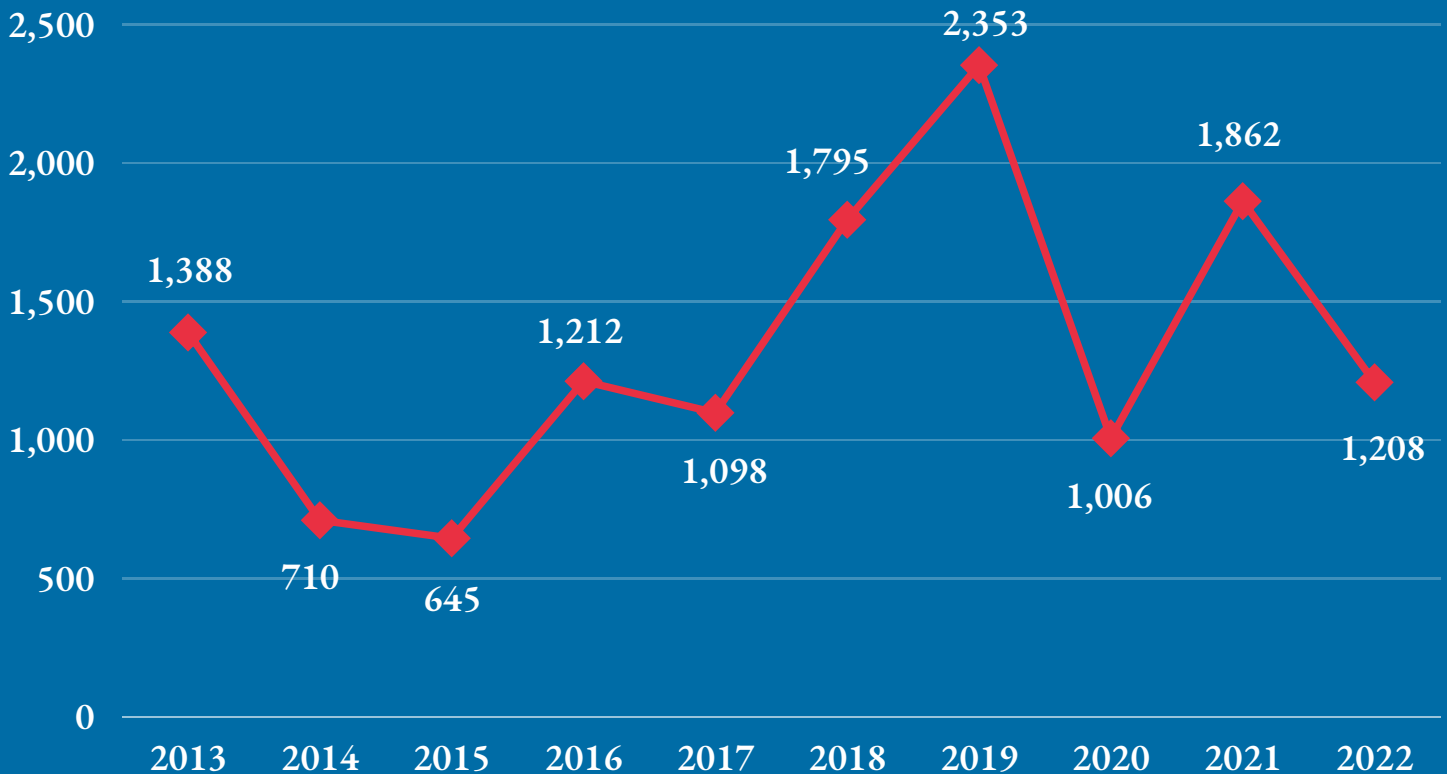
TAX DEED APPLICATIONS

Our office processed 1,208 applications in 2022.

Owners can redeem the property with the Tax Collector's office, up until the Clerk's Office receives final payment from the successful bidder. Once final payment has been received the Clerk's Office prepares and records the Tax Deed into Official Records.



Anyone wishing to view Charlotte County Tax Deed and Foreclosure information can visit our website saving the customers valuable time.





RECORDS MANAGEMENT

The Records Management Division maintains paper files until they are digitized using approved record keeping systems or have met their retention periods for disposal in accordance with rules by the Florida Department of State, State Library and Archives of Florida, and the Florida Rules of Judicial Administration.

This division stores files for the Board of County Commissioners Human Resources, Human Services, Finance, Community Development, Risk Management, Public Works, Utilities, Guardian Ad Litem, Tax Collector and all Clerk of the Circuit Court and Comptroller records.





COMPTROLLER

Florida Statutes established 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. The Comptroller Division provides all business-related services in accordance with Florida Statutes, County Ordinances and Resolutions.

Roger D. Eaton and the Comptroller Division work to ensure all appropriate checks and balances are followed in order to ensure internal controls are successful in protecting the taxpayers records and assets. We have a sound Investment Policy to clearly identify our objective in each investment opportunity.

The Treasury Management team works with cash transactions from cash flow analysis to bank reconciliations and investing surplus funds of the County. The team also works closely with our banking partners to ensure payments are processed promptly and receipts are recorded in accordance with generally accepting accounting principles. As custodian of all County funds, responsibility for the investing of the funds lies with the Clerk of the Circuit Court. The Clerk's office adheres to the requirements of Chapter 218 of the Florida Statutes in the selection of appropriate investments.

The Clerk's office, at the end of the fiscal year, managed an investment portfolio of \$827 million, consisting of treasuries, agencies, local government investment pools and the Florida State Board of Administration as authorized by F.S. 163.01 and 218.415. In addition to the cash management and investment tasks the Comptroller Division is responsible for all payroll, general ledger activity and financial reporting for the Clerk of the Circuit Court & County Comptroller, Supervisor of Elections and the Board of County Commissioners. The following categories are a review of some of the processes performed by Comptroller Division staff.

The Payroll team ensures timely and accurate processing of payroll transactions including salaries and wages, benefits, garnishments, taxes and other deductions for the Clerk of the Circuit Court, Supervisor of Elections and the Board of County Commissioners. Tasks range from weekly production of payments to employees; compiling deduction information for timely, accurate payment to third parties and balancing all information for accurate quarterly and yearly required reporting.

The team also fulfills all State of Florida and IRS reporting requirements and payments, as well as managing the Florida Retirement System (FRS) reporting and payment of the monthly retirement contributions.

The Accounts Payable team is responsible for reviewing all payment requests for goods and services made by vendors, travel reimbursements to staff as well as payments for contractors of the County and all outside professional services. The team works diligently to ensure prompt payments to vendors and routinely processes payments well below the State requirement of 45 days. Fiscal year ending September 30, 2022 the Accounts Payable team has processed approximately 17,500 checks, in excess of \$335 million.

The Enterprise Accounting staff is responsible for all transactions and financial reporting for the County business type activities. These activities include Charlotte County Utilities, various water and sewer districts; the landfill as well as a sanitation district. Enterprise activities are funded through external user fees and charges to the customers of the system. In addition, Internal Service Accounting staff handle all activities that provide goods or services to other funds or departments based on a cost-reimbursement system. These funds would include vehicle maintenance, self-insurance, and a health insurance trust fund.

General Accounting functions are provided by staff in the areas of governmental activities provided by the County such as fire and rescue, emergency management and disaster preparedness in addition to court related activities, road maintenance, libraries and parks and recreation. General accounting functions are those activities typically funded by property, sales and use taxes, grants and intergovernmental revenues.

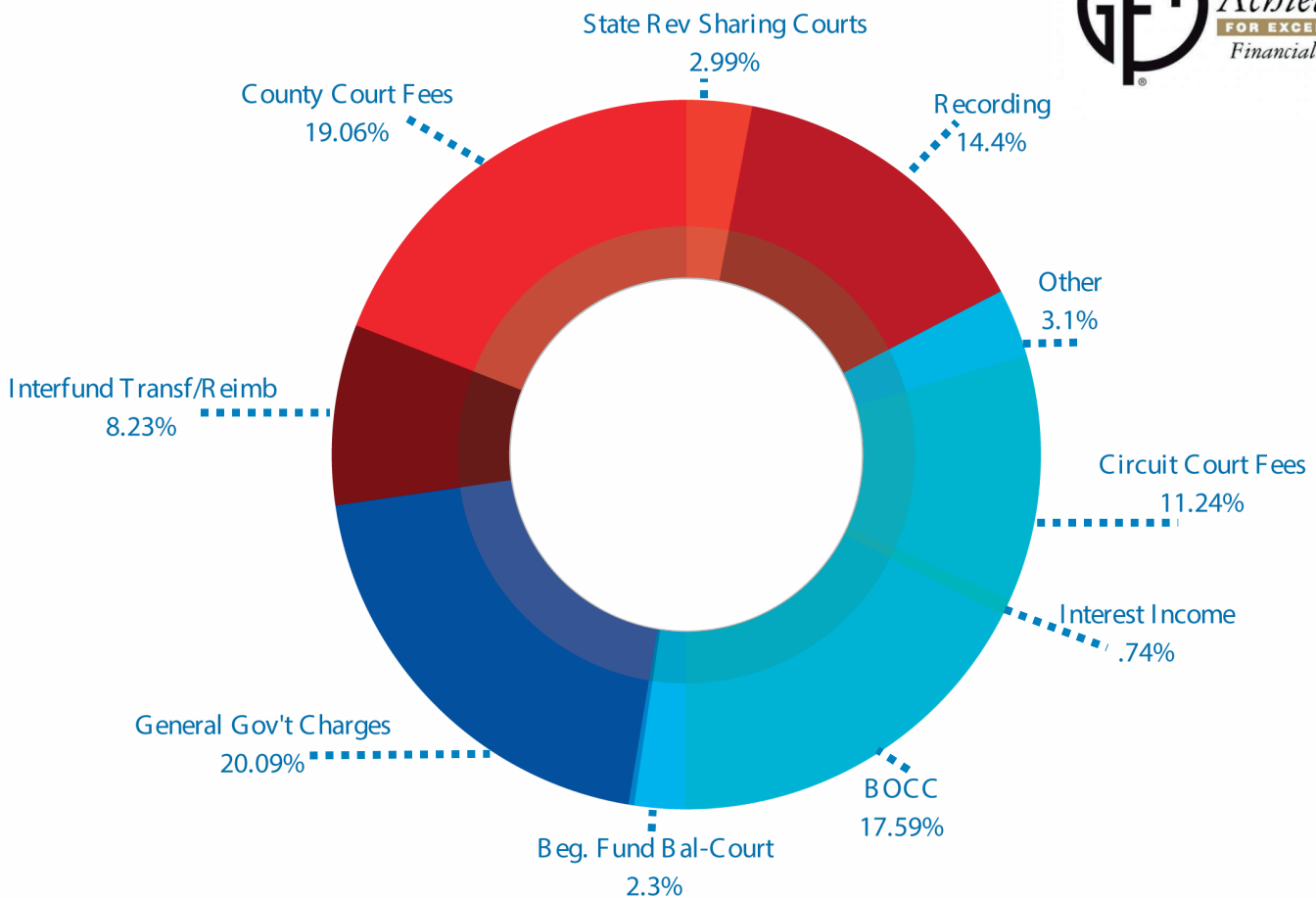
In addition, the Comptroller Division is responsible for Financial Reporting functions by providing the final check of the financial information for the Clerk, Board and other agencies in accordance with generally accepted accounting principles. The Comptroller Division records and tracks fixed assets inventory of approximately \$1.3 billion. The Clerk's staff performs all accounting functions for over 150 funds and is responsible for grant analysis and reconciliation of an excess of 100 grants.



COMPTROLLER

The department also manages obtaining new debt proceeds, processing and monitoring debt payments as well as debt covenant compliance. The financial reporting also includes bond compliance via arbitrage reporting, debt service requirements and reporting to note holders; grant reporting; state financial reports as well as audited financial statements.

In Charlotte County, the Clerk's office prepares the Annual Comprehensive Financial Report (ACFR). The Government Finance Officers Association of the United States and Canada (GFOA) has awarded a Certificate of Achievement for Excellence in Financial Reporting to Charlotte County for the Annual Comprehensive Financial Report for the fiscal year ended September 30, 2021. This is the 36th consecutive year that this prestigious award has been received by Charlotte County Clerk's Office.



Earnings on investments managed by the clerk and comptroller have exceeded \$39 million



MINUTES

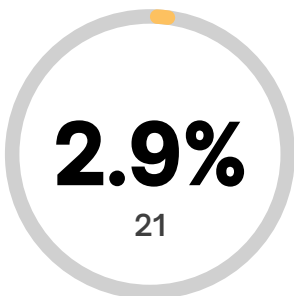
The Minutes Division fulfills the Clerk's constitutional responsibility as Ex-Officio Clerk to the Board of County Commissioners (BOCC).

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 Board documents adopted by the BOCC. During each BOCC meeting, staff creates preliminary minutes by means of specialized web-based Granicus 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.

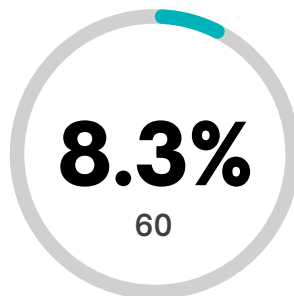
Regular Meetings are held on the second and fourth Tuesday of each month. Meeting lengths vary and are dependent on the size of the agenda to be followed.

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.

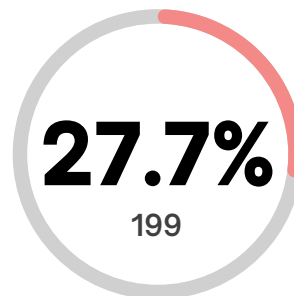
Available on our website **Minutes.CharlotteClerk.com** is our robust and easy to use online system that allows you to search the following documents from 1921 to present: Agreements, BCC Agendas and Minutes, Grants, Ordinances, Resolutions, Street Vacations, Charter Review Commission Meetings, Bids and Contracts.



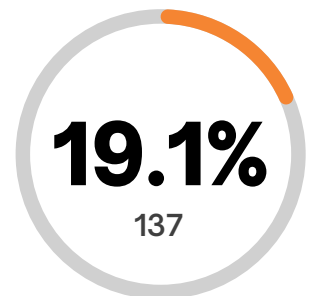
REGULAR COMMISSION MEETINGS



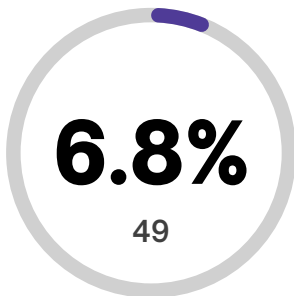
OTHER BOCC MEETING



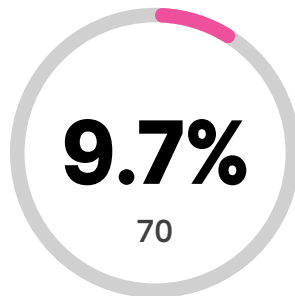
AGREEMENTS & AMENDMENTS FILED



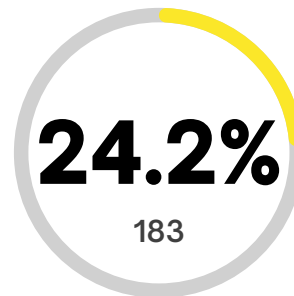
BIDS, CHANGE ORDERS & ADDENDUMS



GRANTS & AMENDMENTS FILED



ORDINANCES & AMENDMENTS FILED



RESOLUTIONS & AMENDMENTS FILED

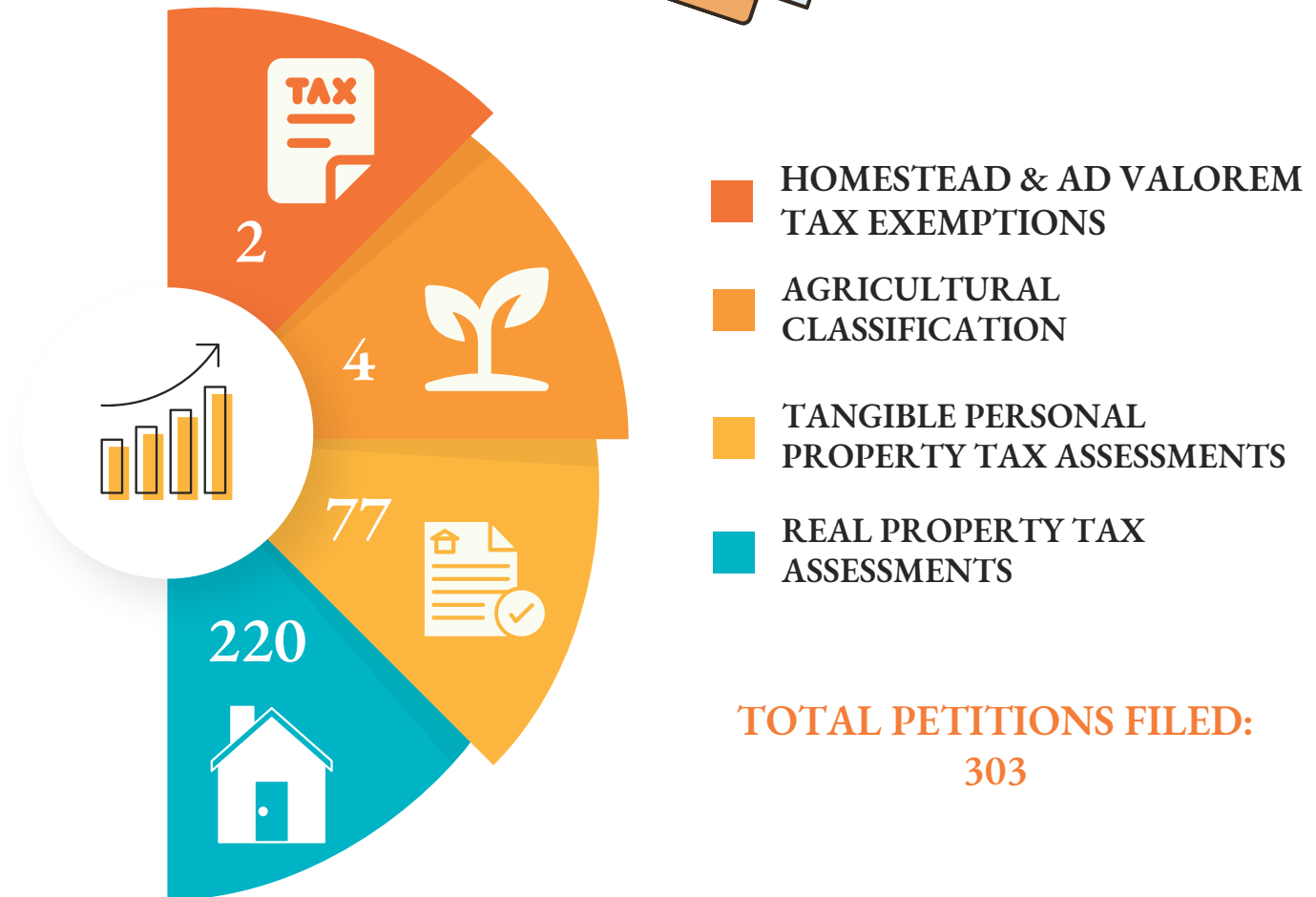


VALUE ADJUSTMENT BOARD

Our Clerk team is responsible for the overall VAB process which includes petition and document processing, record retention and scheduling through AXIA. 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 recordings are retained for minimum of four years.

VAB PETITIONS FILED IN 2022





INTERNAL AUDIT

The Internal Audit Division performs 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. Additionally, the Constitution of the State of Florida, Article VIII, Section 1.(d), "...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." The internal audit activity provides assurance to citizens and leadership through audits of risks and corresponding controls.

The Internal Audit Division team includes a Director and an Internal Auditor II with a combined experience of over 15 years in the department. The Division is guided by the mandatory elements of the Institute of Internal Auditors' (IIA) International Professional Practices Framework, including the Core Principles for the Professional Practice of Internal Auditing, the Code of Ethics, the International Standards for the Professional Practice of Internal Auditing, and the Definition of Internal Auditing. The Division performs their responsibilities in accordance with generally accepted accounting principles and generally accepted auditing standards. Certifications held by the Division include Certified Fraud Examiner, Certified Government Auditing Professional, Certified Internal Auditor, and Certification in Risk Management Assurance.

The Division performs a risk assessment annually of all responsibilities of the Board of County Commissioners and updates the annual audit plan based on those results. The Charlotte County Clerk of the Circuit Court and County Comptroller is elected and accountable to the citizens of Charlotte County, thus is independent from the Charlotte County Board of County Commissioners (BCC) and County management. The Division also performs special engagements and consulting regarding risks and controls as requested by management, the Board of County Commissioners, and the Clerk of the Circuit Court and County Comptroller.

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

TAX DEED SURPLUS REVIEWS

As an added responsibility this year, the Division reviews certain Tax Deed surplus payments, ensuring proper identification is provided and that a proper chain of documentation supports their claim. These reviews are part of our Fraud Risk Assessment with an objective to determine that claims are legitimate, claimants are properly

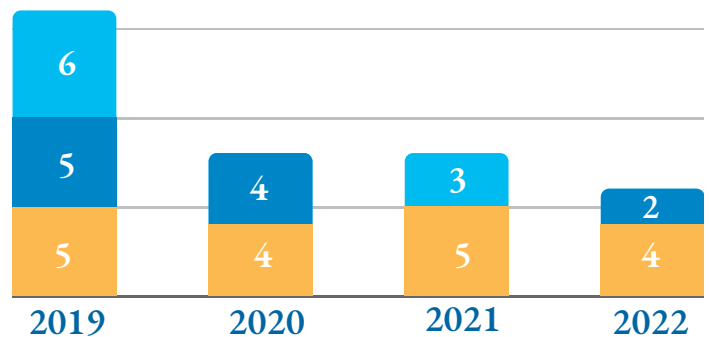


identified, and an audit trail from surplus to claimant exists. The Division reviewed 76 claims for an aggregate payout of \$741,366 for property owners, lienholders, entities assigned rights, or powers of attorney to ensure these were the rightful claimants of surplus funds. These reviews are performed in partnership with the Clerk Official Records Office.

TAX DEED SURPLUS REVIEWS

Internal Audit Reports Issued in the Last 4 Years

■ Internal Audits ■ Follow-Up Audits
■ Inventory Audits



As shown in the prior chart, we perform Internal Audits, Follow-Up Audits, and Inventory Audits. In 2022, we completed six audits with the current staffing



INTERNAL AUDIT

2022 REPORT ON GUARDIANSHIPS

This was our second annual report on guardianships. This report provided a quantitative assessment of guardianship audits and reviews. It also showed a slight increase in case counts, as more Alleged Incapacitated Persons (AIPs) entered the court system than left the guardianship system. A drop-off of annual accountings occurred as more attorneys took advantage of Florida Statute 744.3678 (5) stating “This section (annual accounting) does not apply if the court determines that the ward (AIP) receives income only from social security benefits and the guardian is the ward’s (AIPs) representative payee for the benefits.” Our guardianship audits enforce the transparency of income and expenses of the AIPs to ensure all sources of revenue are reported, assets are properly tracked, and expenses are only for the benefit of the AIP.

Guardianship plan reviews remained relatively steady, with differences resulting mainly from timing differences. Our guardianship plan reviews enforce the transparency of care for the welfare and well-being of AIPs for both the prior year and the upcoming year.

CARES ACT

Internal Audit performed a review of disbursements for the Coronavirus Aid, Relief, and Economic Security (CARES) Act. This audit was selected as BCC management of Federal Grants were added to our risk assessment process in expansion of our risk universe. Our review determined controls were adequate with a few specific control weaknesses noted. Those weaknesses included ineligible disbursements, duplicate or overlapping funding requests, check requests not prepared for the appropriate payee, and a lack of documented changes to eligibility requirements.

CHANGE ORDERS

Internal Audit performed a review of construction change orders and related controls. We considered two specific construction projects; the Olean Boulevard Widening project and the Burnt Store Road Widening – Phase II project. Our review determined controls were adequate with a few specific control weaknesses noted. Recommendations included disclosing subcontractors with bids or submitting substituted/added contractors for transparency in the bidding process incorporating a secondary review to consider the appropriateness and accuracy of change order costs, and the adequate and accurate completion of change order documents.

BEST PRACTICES

Audit Management attends quarterly Chief Audit Executive Roundtables in order to keep up with prevailing trends and relevant concerns. These roundtables are held in Tampa with opportunities to attend remotely. Discussions include recurring topics, new topics and general topics for the advancement of objectives. Audit Management visited the Division of the Inspector General at the Lake County Clerk of the Circuit Court and Comptroller to obtain an understanding of how other offices operate and identify takeaways to improve the current processes of our Division.

In July, our Auditor II attended the Florida State Guardianship Association 35th Annual Conference – Charting Your Course Through Guardianship in Sarasota. This two-day program covered compliance and investigations, ethics, do not resuscitate orders, attorney/guardian relationships, trusts, mental health care, and hospice care. It was also an opportunity to network with local guardians and attorneys to discuss local topics of interest.





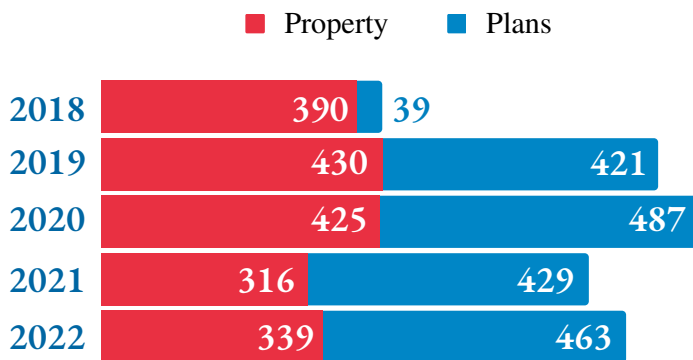
INTERNAL AUDIT

GUARDIANSHIP RESPONSIBILITIES

In addition to internal audits, 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 AIP or ward, not the guardian and/or attorney. The Division reviews guardianship plans to ensure guardians attend to the ward’s (1) physical and mental health care, (2) personal and social services, (3) residential setting, (4) private insurance and governmental benefits, (5) physical and mental health examinations, and (6) the completeness and timely filing of reports and plans. If we report guardianship inventories, accountings, or plans have deficiencies, the deficiencies will be addressed by the attorneys and/or guardians, and these documents will be resubmitted for our acceptance. This process ensures the integrity of the guardianship program.

As part of our commitment to continuous innovation and improvement, we developed tiers of review for the guardianship audits, based on the amount of assets managed, fees charged, trusts reported, and transactions requiring court orders. These tiers allow us to spend less time on audits with minimal risk, while concentrating our efforts on the larger and more complex cases.

GUARDIANSHIP PROPERTY REPORTS AND PLANS FILED ANNUALLY



As shown by the graph, guardianship plans have leveled off at just above 400 and guardianships of the property have leveled off during this period at just above 300 due to more exemptions and collaboration with filers to educate them on required materials and information to avoid late submissions and resubmissions. Our statistics show more wards, or alleged incapacitated persons entering the system than leaving, so more efficient and timely reporting allows for less resubmissions or late notices.

PROPERTY

We perform audits of inventories and accountings to ensure the AIP’s assets are identified and recorded. These assets carry forward on at least an annual basis, identifying income, disbursements and capital adjustments. We review all of these transactions to determine activity is complete, accurate and for the benefit of the AIP. In the calendar year 2022, 225 original property filings were audited. Of these, 18 or 8% of original filings did not pass the audit requirement of the review. Others were not rejected, but instead additional information was requested. This resulted in 52 amended inventories or accountings filed which were subsequently cleared in the same fiscal year. 68 or 30% of original filings were not timely filed and were subsequently reported as past due. This amounts to the 345 reports filed as noted above.

There was a total of \$12,640 in audit fees collected in calendar year 2022 for an average of \$56.18 per original filing. Any guardian unable to pay the audit fee from ward funds may petition the Court for a waiver of the fee. Fees are governed by Florida Statutes. These fees help support the costs of our division to perform guardianship audits and reviews.

PLANS

We perform reviews of plans to ensure the medical, mental and personal needs of the AIP were both addressed in the prior year, and there is a plan to address these needs in the coming year. In the calendar year 2022, 333 original plans of the person were reviewed. Reviews provide no opinion other than to report the completeness of the plan. As a result of our reviews, 68 amended plans were filed, and found to be complete. No audit fees are charged for plans. 62 or 19% of original plans were not timely filed and were subsequently reported as past due. This amounts to the 463 plan reports as noted above.



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 units 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 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, 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 Commissioners, Supervisor of Elections and the Clerk of the Circuit Court.

The IT Division supports the Minutes Division by a text search and retrieval system along with Granicus Minutes Maker and Mobile Encoder for documenting Board of County Commissioners meetings. 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, and document management all the through process until final decisions.

The IT Division also supports the Clerk's Official Records Division by maintaining applications, databases, image repository and citizen web interface for all recorded documents within the county.

In addition to the Official Records, as the County Recorder our office is required to maintain copies of each year's Tax Rolls produced by the Charlotte County Tax Collector's office.

In our continued effort to move our historical records to digital formats we processed 602 microfilm rolls from 1921 to present, creating over 2.3 million digital files. These documents can now be viewed on local computers rather than the archaic microfilm machines.

Another major function 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 implementing PDF/A documents as the new electronic file format for all court records. This change required application, website and system changes to allow not only the storing of this new document format, but also change to all visibility by our court partners and citizens.

Lastly, the team introduced a new Jury Calendaring system to all the court judicial staff allowing communication to be more effective with our office when requesting jurors for upcoming trials. With this new system, judicial staff can request, modify or cancel events which allow all partners to maintain visibility of schedules and enabling our clerks to respond more efficiently.



EMPLOYEE RELATIONS

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

POLICY DEVELOPMENT/ INTERPRETATION

New Federal and 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 which is accessible via our intranet. Each year, Clerk Eaton works to enhance employee engagement by introducing new benefits and/or educational resources designed to attract and retain his staff, as his mission is to be the employer of choice within Charlotte County. As such, this office continues to provide a competitive benefits package. In 2022, several employee engagement activities were introduced as a part of our commitment to foster team building and enhanced communication in support of our Core Values.

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. Updates are posted on our bulletin boards. In the second quarter of 2022, Clerk Eaton provided EEO Discrimination and Harassment training sessions, conducted by a subject matter expert, to ensure that his staff understands the importance of working in a respectful work environment that represents a diverse workforce and his

commitment that every individual has an equal opportunity to make the most of their talents.

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. To support our recruitment and retention goals, our office offers a highly competitive benefits package to help offset today's challenging market. As a result, in 2022, Clerk Eaton was also able to provide an increase in wages for his staff, as all have been impacted by rising costs of living.

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

Additionally, our SendWordNow Software, allows us to deliver real time notifications in order to update our employees during critical events. This was utilized for Hurricane Ian, which made landfall in our area on September 23, 2022. This resource has proven to be both a time and cost savings communication tool for the Clerk and Comptroller's office.





EMPLOYEE RELATIONS

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 2022, as a result of the staffing shortage in our County, we utilized every promotional resource available in support of our efforts to attract and recruit the best staff for our office. Additionally, to support our desires to hire the right person for the right position, we use a Predictive Index toolset. The Predictive Index tool helps us to design better teams in order to manage our employees in a way that allows them to perform at their best by measuring an individual's personality from what motivates and inspires them, to how to best communicate with them in utilizing their skills sets in support of our employee engagement and succession planning. We are excited to utilize this tool at all levels within our organization as a part of our Mission, Vision and Core Values.



TRAINING

A dedicated Training Coordinator position was established to assist the Clerk in communicating his Mission, Vision and Core Values to staff. This position also oversees all in-house training in various areas such as customer service and communication. Furthermore, employees are provided training in the areas of Florida Statute Laws, county and civil fines, fees, and procedural processes, customer service, and 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 2022, Clerk Eaton developed an internal customer service training program, combined with departmental tours to educate his staff on the various services offered by his Clerk of the Circuit Court and Comptroller offices to further enhance his employee engagement goals.





COMMUNITY INVOLVEMENT



“ The Charlotte County Clerk of the Circuit Court's office prides itself in actively supporting our community!

Thank you to Charlotte County Chamber of Commerce for naming us Business of the Year for 2021. We are honored to receive this award, which recognized the hard work and dedication of all clerk staff.



GRAND OPENING

On September 6th Clerk Eaton provided further extension of services to the community by continuing to provide exceptional customer service to the residents of West County. You can now visit our Englewood office on Tuesday and Thursday from 8:00am - 1:00pm at 6868 San Casa Blvd Suite 114, Englewood, Florida.





COMMUNITY INVOLVEMENT

NATIONAL DOMESTIC VIOLENCE AND BREAST CANCER AWARENESS

Throughout the month of October and November Clerk's office staff still observed National Domestic Violence and Breast Cancer Awareness month after being hit with Hurricane Ian.

We were still able to raise **\$2,192.84** for the Center of Abuse and Rape Emergences (C.A.R.E.) and Virginia B. Andes. Clerk Eaton present both organization with a check from our fundraising.





ROGER D. EATON
Clerk of the Circuit Court & County Comptroller
Charlotte County, Florida
CharlotteClerk.com

OFFICE LOCATIONS

CHARLOTTE COUNTY JUSTICE CENTER



350 E. Marion Avenue
Punta Gorda, Florida 33950

CHARLOTTE COUNTY JUSTICE CENTER



18500 Murdock Circle
Port Charlotte, Florida 33948

CHARLOTTE COUNTY JUSTICE CENTER



6868 San Casa Boulevard, Office 114
Englewood, Florida 34224
Tuesday and Thursday only from 8:00 a.m. to 1:00 p.m.

OFFICE HOURS

Monday - Friday
8:00am - 5:00pm

SOCIAL MEDIA

