

2015 Summer Conference

Florida Court Clerks & Comptrollers



Sawgrass Marriott Golf Resort & Spa
1000 PGA Tour Boulevard
Ponte Vedra Beach, Florida

3544 Maclay Boulevard
Tallahassee, Florida 32312

Phone: (850) 921-0808
Fax: (850) 921-4119
E-mail: marshall@flclerks.com



EDUCATION SESSIONS

2015 Summer Conference

SUNDAY, MAY 31

- 12:00 p.m. – 5:00 p.m. Exhibit Hall Set-up (*Champions Ballroom A-E Ballroom*)
- 3:00 p.m. – 5:00 p.m. Early Registration (*Champions Ballroom Desk*)
- 3:00 p.m. – 5:00 p.m. **CCOC Executive Council/Annual Corporation Meeting** (*Heritage Ballroom C-E*)

MONDAY, JUNE 1

- 7:00 a.m. – 5:00 p.m. Registration (*Champions Desk*)
- 7:30 a.m.– 8:30 a.m. **Continental Breakfast** (*Exhibit Hall—Champions Ballroom A-E*)
- 8:20 a.m. – 10:00 a.m. **GENERAL SESSION** (*Champions Ballroom F-H*)
- IF YOU CAN SEE IT/YOU CAN BE IT—The 12 Street Smart Recipes for Success**
Award-winning chef and author of the *New York Times* best-seller *Cooked*, Chef Jeff Henderson discovered his passion and gift for cooking in a most unlikely place: behind bars. Today, the creator of the Food Network’s docu-reality series *The Chef Jeff Project* and the host of *Family Style with Chef Jeff* is one of the most influential African-American chefs in the country, using his redemptive journey—from drug dealer to TV celebrity chef to nationally acclaimed motivational speaker—to help others reboot their own dreams and gain a new foothold on the ladder to success. His acclaimed memoir, *Cooked: My Journey from the Streets to the Stove*, is being adapted into a film starring Will Smith. His most recent book, *If You Can See It, You Can Be It* teaches his 12 street-smart recipes for success. Chef Jeff says, “**I was an HR nightmare.**” But he knew the lessons he learned on the streets taught him transferable skills that would adapt to the corporate world: marketing, branding, public relations, and managing a diverse workforce. He now educates audiences on how to embrace workers from all backgrounds so companies won't merely survive in today's economy but they will thrive.
Keynote Speaker: Chef Jeff Henderson
- 10:00 a.m. – 10:20 a.m. **Mid-Morning Break** (*Exhibit Hall—Champions Ballroom A-E*)
- 10:20 a.m. – 12:00 p.m. **Florida Courts E-Filing Authority Annual Meeting** (*Heritage Ballroom C-E*)
- 12:00 p.m. – 1:00 p.m. **Clerks/Comptrollers (ONLY) Luncheon** (*Heritage Ballroom AB*)
- 12:00 p.m. – 1:00 p.m. **FCCC Hosted Luncheon** (*Tournament Hall B*)
- 1:20 p.m. – 5:00 p.m. **EXECUTIVE SESSION (Clerks Only)** (*Heritage Ballroom AB*)

EDUCATION SESSIONS

2015 Summer Conference

MONDAY, JUNE 1, CONT'D

INSPECTOR GENERAL/INTERNAL AUDIT TRACK– (Champions Ballroom F)

10:20 a.m. – 12:00 p.m. Fraud Waste and Abuse Hotlines

This session will allow the participant to establish, track and handle internal Hotline(s) calls and emails. Also, there will be review of actual Fraud, Waste and Abuse Hotline(s) calls and emails will be discussed including:

- How do they work?
- Various ways to implement the Hotline
- What questions to ask
- How to track Hotline forms
- Advertising and communicating the existence of the Hotline
- External vs. Internal providers
- Follow-up procedures

Speaker: Hector Collazo, Inspector General/Chief Audit Executive, Division of Inspector General, Pinellas County Clerk's Office

12:00 p.m. – 1:00 p.m. FCCC HOSTED LUNCHEON (Tournament Hall B)

1:20 p.m. – 3:00 p.m. How to Perform an Investigation

The “How to Conduct an Investigation” course will allow the participant to establish, track and handle internal investigations. A review of actual case studies and a discussion on the differences between an investigation and an audit will include the following:

- Establishing an Effective Investigative Process
- Development of Effective Investigative Policies and Procedures
- Investigative Staff Training
- Investigative Tools
- Conduct Sample Investigations

Speaker: Hector Collazo, Inspector General/Chief Audit Executive, Division of Inspector General, Pinellas County Clerk's Office

3:00 p.m. – 3:20 p.m. Mid-Afternoon Break (Exhibit Hall– Champions Ballroom A-E)

EDUCATION SESSIONS

2015 Summer Conference

MONDAY, JUNE 1, CONT'D

INSPECTOR GENERAL/INTERNAL AUDIT TRACK– (Champions Ballroom F)

3:20 p.m. – 5:00 p.m. How to Write an Investigation Report

The “How to Write an Investigative Report” course will allow the participant to establish, track and prepare investigative reports. Also, a discussion on making an investigative report effective, including referral of reports for prosecution, will include the following:

- Establishing an Effective Investigative Report Process
- Development of Effective Investigative Report Policies and Procedures
- Investigative Report Staff Training
- Developing the Report Message
- Develop Sample Investigative Reports

Speaker: Hector Collazo, Inspector General/Chief Audit Executive, Division of Inspector General, Pinellas County Clerk's Office

5:30 p.m. – 6:30 p.m. **President's Reception (Exhibit Hall– Champions Ballroom A-E)**

COURTS TRACK – (Champions Ballroom GH)

10:20 a.m. – 12:00 p.m. FDLE Update

- Background/History of MECOM
- Overview of the reporting requirements
- MECOM Quality Assurance Plan
- Update on the MECOM system upgrades
- Background/History of MECOM
- Overview of the reporting requirements
- MECOM Quality Assurance Plan
- Update on the MECOM system upgrades

Speaker (s): Christopher Eaton, Chief, Florida Department of Law Enforcement, Crime Information Bureau
Jennifer Fishback, CLERICUS Project Manager, Florida Court Clerks & Comptrollers
Robert Johnson, Supervisor, Fire Purchasing Program, Florida Department of Law Enforcement
Denita Lamar, Florida Department of Law Enforcement, Crime Information Bureau

EDUCATION SESSIONS

2015 Summer Conference

MONDAY, JUNE 1, CONT'D

COURTS TRACK – (Champions Ballroom GH)

12:00 p.m. – 1:00 p.m. **FCCC HOSTED LUNCHEON** (*Tournament Hall B*)

1:20 p.m. – 3:00 p.m. **Chief Deputy/Legal Counsel Roundtable and Legislative Update**

- Legislative Update
- Roundtable discussion between Clerk staff on what the judiciary requires from them, to include requirements set by Administrative Orders
- Identify opportunities to address operational inconsistencies and non-compliance issues
- Unified Family Courts - any consistency in the state?

Facilitator (s): Sara Sanders, Legislative Analyst, Florida Court Clerks & Comptrollers

Brenda Standish, Service Center Manager, Florida Court Clerks & Comptrollers

3:20 p.m.—5:00 p.m. **Judgment and Sentence Paperwork and Court Worksheets/Minutes**

This is a roundtable discussion of criminal court issues confronting Clerks' Offices. The topics covered will include: Orders Modifying Sentences and Use of the Portal for Clerk eFiling to DOC; Judgment & Sentence forms/cost orders; inmate cases; criminal indigence determinations/collections.

Speaker (s): Gypsy Bailey, Esq., Courts Director, Leon County Clerk's Office
Louis Tomeo, Director of Criminal Court Services, Palm Beach County Clerk & Comptroller Office

3:00 p.m. – 3:20 p.m. **Mid-Afternoon Break** (*Exhibit Hall– Champions Ballroom A-E*)

5:30 p.m. – 6:30 p.m. **President's Reception** (*Exhibit Hall– Champions Ballroom A-E*)

EDUCATION SESSIONS

2015 Summer Conference

MONDAY, JUNE 1, CONT'D

TECHNOLOGY TRACK– (Heritage Ballroom C-E)

1:20 p.m. – 3:00 p.m. Comprehensive Case Information System (CCIS) 3.0 Update

- How automation with CCIS will meet the FDLE requirements for MECOM reporting eliminating the manual processing and data entry for clerk staff
- How CCIS is being upgraded to support existing users' needs with real-time, quality data
- How clerk staff will be able to audit the quality of their data in CCIS

Speaker: Jennifer Fishback, CCIS Project Manager, Florida Court Clerks & Comptrollers

3:00 p.m. – 3:20 p.m. Mid-Afternoon Break (Exhibit Hall– Champions Ballroom A-E)

3:20 p.m. – 5:00 p.m. Technology Roundtable

- Business Intelligence and Analysis—all forms of business intelligence and analytics shared issues and concerns, such as security, accessibility, risk and exposure. This talk will cover the shared areas, providing a concise check list of critical components and strategic decision points in each area. Since SIL has significant data on deployment factors, such as cost, timelines and risk, for these areas, the talk will include actual experience analysis of other organizations that have already addressed some of the challenges that face the Florida Clerks of Court today.

Facilitator: Brent Holladay, Chief Deputy of IT, Lake County Clerk's Office
Panelist: Kat Lind, Chief Systems Engineer, Solitaire Interglobal, LTD

5:30 p.m. – 6:30 p.m. President's Reception (Exhibit Hall– Champions Ballroom A-E)

EDUCATION SESSIONS

2015 Summer Conference

Tuesday, June 2

INSPECTOR GENERAL/INTERNAL AUDIT TRACK– (Heritage Ballroom C)

7:30 a.m.– 8:30 a.m. Continental Breakfast (Exhibit Hall– Champions Ballroom A-E)

8:20 a.m. – 10:00 a.m. Audit Report Writing: Making a Report Effective

This session will explain the importance of audit communication (reports, memos, presentations); explain the challenges of audit communication; and explain the importance of reviewing the communication (by the auditor and audit management) prior to release. After completing the course and provided with the necessary software and equipment, the trainee shall be able to create a test program for a specific logic or analog device within the required cycle time.

Speaker: Kristofer Sullivan, Director of Audit, Florida Department of Transportation

10:00 a.m. – 10:20 a.m. Mid-Morning Break (Exhibit Hall–Champions Ballroom A-E)

10:20 a.m. – 11:10 a.m. Fulfilling the Role of County Auditor AND Keeping Your Powder Dry

This session will clarify the Clerks' role as County Auditor, including a discussion of the legal authority for the types of audits performed by the Clerk. This role will be related to applicable auditing standards. The session will also discuss obstacles that may be presented to the Clerk's authority and will include discussion of possible strategies to deal with them.

Speaker: Robert Melton, CPA, CIA, CFE, CIG, Inspector General, Lake County Clerk's Office

11:10 a.m. – 12:00 p.m. Legalities of Conducting an Internal Audit or "You can't audit me!"

Overview of the Clerk's audit authority including review of Constitutional and statutory provisions, applicable case law, best practices and anecdotal experiences. Participants will gain an understanding of the legal authority of the Clerk of Courts audit role in Florida; Identify of resources and tools available to auditors including, Attorney General Orders, Case law, Constitutional and statutory law; and an insight into discovery, how do you know what to look for in an audit? Finding the red flags.

***Speaker: The Honorable Dwight Brock, Esq., Clerk of the Court, Collier County
Crystal K. Kinzel, Director of Finance and Accounting Collier County
Clerk's Office
James D. Molenaar, Esq., Manager of Internal Audit Collier County
Clerk's Office***

EDUCATION SESSIONS

2015 Summer Conference

TUESDAY, JUNE 2, CONT'D

INSPECTOR GENERAL/INTERNAL AUDIT TRACK– (Heritage Ballroom C)

12:00 p.m. – 1:00 p.m. **LUNCH ON YOUR OWN**

1:20 p.m. – 3:00 p.m. **Performing Contract Audits: Constructions Audit Techniques**

This course will provide an overview of the key components of a construction contract that will become the focal points of an audit which includes:

- Types of construction contracts and their risks
- Key areas of the construction contract
- Construction Audit Program

Speaker: Tom Mock, Inspector General, Lake County School Board

3:10 p.m. – 4:00 p.m. **Guardianship Auditing**

This workshop will address various common difficult situations that occur in the audits of annual accountings and inventories. The expert panel will be able to address your questions about how to handle situations that are encountered. Discussions can also include approaches to audits, inspections, contact with nonparties, and other related situations.

***Panelist (s): Lita McHugh, CPA, CIG, Inspector General, Polk County Clerk's Office
Robert Melton, CPA, CIA, CFE, CIG, Inspector General, Lake County
Clerk's Office***

***Anthony Palmieri, JD, CIA, CCSA , Senior Internal Auditor, Palm Beach
County Clerk & Comptroller Office***

6:30 p.m. – 7:30 p.m. **Social Hour** – All Conference Participants (*Champions Foyer*)

7:30 p.m. – 9:00 p.m. **Annual Banquet** – All Conference Participants (*Champions Ballroom A-E*)

EDUCATION SESSIONS

2015 Summer Conference

Tuesday, June 2, cont'd

COURTS/TECHNOLOGY TRACKS – (Champions Ballroom F-H)

7:30 a.m.– 8:30 a.m. **Continental Breakfast** (*Exhibit Hall– Champions Ballroom A-E*)

8:20 a.m. – 9:00 a.m. **Consumer Rights LLC v. Union County**

*Speaker: The Honorable Kellie Connell, CPA, Clerk of Court, Union County
John Londot, Shareholder, Greenberg Traurig, P.A.*

9:00 a.m. – 10:00 a.m. **Lessons Learned about ADA Compliance**

Orange County Clerk of Courts had an ADA (Americans with Disabilities Act) Complaint filed by a visually impaired customer with the U.S. Dept. of Justice. We are currently operating under a three year settlement agreement; however there are a number of things we have learned that are beneficial to share with other Clerks as you review your ADA compliance processes as well as your technology and then assess your organization. There will be a review of the following:

- What is the Americans with Disabilities Act? What does ADA Compliance involve?
- From a legal perspective, what do you need to know if you have a complaint from a customer who has a qualified disability? What do you need to know if you find your organization fielding an inquiry/complaint with the DOJ or in a settlement discussion?
- From an operations perspective, we will share the processes, roles, partnerships, and the training that we have undertaken for ADA compliance.
- From a technology perspective, what do you need know and what changes may you need to make to your website? We will also discuss how this can impact your vendors.

Speaker: Cathi Balboa, Director of Administrative Services, Orange County Clerk's Office

Gail C. Bradford, Attorney, Dean, Ringers, Morgan & Lawton, P.A.

Repps Galusha, Chief Information Officer, Orange County Clerk of Courts

10:00 a.m. – 10:20 a.m. **Mid-Morning Break** (*Exhibit Hall–Champions Ballroom A-E*)

EDUCATION SESSIONS

2015 Summer Conference

Tuesday, June 2, cont'd

COURTS TRACK – (Champions Ballroom GH)

10:20 a.m. – 12:00 p.m. Public Records Request Best Practices

This is a panel presentation of the Public Records Request Best Practice that will cover the history of the Best Practices committee; the current number of Best Practices; the process of Best Practices, from creation through regular review for updates; and the Public Records Requests Best Practice. As to be covered are:

- History, current best practices, process of best practices, and regular review to insure compliance with law
- The Public Records Requests best practice topic – now the need was identified; cases that other Clerks' Offices have dealt with; purpose of the best practice; and the best practice itself (definitions, exemptions, procedures, process, forms, and legal references)

**Panelist (s): Gypsy Bailey, Esq., Courts Director, Leon County Clerk's Office
Greg Harrell, Esq., General Counsel, Marion County Clerk's Office
Jean Sperbeck, Esq., Staff Attorney, Alachua County Clerk's Office**

12:00 p.m. – 1:00 p.m. LUNCH ON YOUR OWN

1:20 p.m. – 3:00 p.m. eFiling with Self Representative Litigants

Clerk's responsibility as to Pro Se eFilers; How to process documents filed through the E-portal by Pro Se filers. What forms are available for the pro se filers in other counties? Session on the Family Law Forms that are available and how to make sure the Clerks Staff understands them. Disabling Filers; What is the requirement of our Clerks...the fine line between help and legal advice

Moderator: The Honorable Sharon Bock, Esq., Clerk of Court & Comptroller, Palm Beach County

**Panelist (s): Lori Koon, Project Manager, Columbia County Clerk's Office
Carolyn Weber, ePortal Project Manager, Florida Court Clerks & Comptrollers**

6:30 p.m. – 7:30 p.m. Social Hour – All Conference Participants (Champions Foyer)

7:30 p.m. – 9:00 p.m. Annual Banquet – All Conference Participants (Champions Ballroom A-E)

EDUCATION SESSIONS

2015 Summer Conference

Tuesday, June 2, cont'd

TECHNOLOGY TRACK– (Champions Ballroom F)

10:20 a.m. – 12:00 p.m. Payment Card Industry (PCI) Compliance

IBM is going to be covering the Payment Card Industry (PCI) compliance Initiatives. What are PCI Compliance mandates ? How do I determine if I need to be PCI compliant ? how do the mandates affect me ? Should I worry about PCI if I have a security program in place ? If I am PCI compliant, does it mean I am secure ?

Speaker (s): Matthew Beard, Security Services Specialist, , IBM

Hussein Mereby, Principal Cybersecurity Black Bel, IBM Security Services, NA

Eric Sutton, Client Executive, IBM

12:00 p.m. – 1:00 p.m. LUNCH ON YOUR OWN

1:20 p.m. – 3:00 p.m. Best Security Practices

Speaker: TBD

6:30 p.m. – 7:30 p.m. Social Hour – All Conference Participants (Champions Foyer)

7:30 p.m. – 9:00 p.m. Annual Banquet – All Conference Participants (Champions Ballroom A-E)

GENERAL TRACK – (Heritage Ballroom DE)

7:30 a.m.– 8:30 a.m. Continental Breakfast (Exhibit Hall—Champions Ballroom A-E)

8:20 a.m. – 10:00 a.m. Supreme Court Administrative Order (AOSC) 14-19

A policy discussion on the implementation of AOSC14-19 and the application of the best practice on electronic viewing.

Speaker: The Honorable Ken Burke, CPA, Clerk of Court, Pinellas County and Chair, AOSC14-19 Task Force

10:00 a.m. – 10:20 a.m. Mid-Morning Break (Exhibit Hall—Champions Ballroom A-E)

EDUCATION SESSIONS

2015 Summer Conference

Tuesday, June 2, cont'd

GENERAL TRACK – (Heritage Ballroom DE)

10:20 a.m. – 12:00 p.m. Remitting & Reporting Unclaimed Properties

Department of Financial Services staff (Department) will be presenting general information about the reporting and transfer of unclaimed funds held by Florida courts. The presentation will include a reference list which identifies some of the most common Florida statutes related to the reporting of unclaimed property. The presentation will also include a summary of the technical requirements for the preparation and submission of the unclaimed property report to the Department. The Department will also entertain questions and discussions from the Clerks of Court related to unclaimed property

***Speaker(s): Phillip Carlton, Assistant Chief, Bureau of Unclaimed Property,
Florida Department of Financial Services
Edward Amoah, Bureau of Unclaimed Property, Florida
Department of Financial Services
Lori Jobe, Esq., Bureau of Unclaimed Property, Florida
Department of Financial Services***

12:00 p.m. – 1:00 p.m. LUNCH ON YOUR OWN

1:20 p.m. – 3:00 p.m. Ethics Complaints and Federal Lawsuits: Do Not Panic

Overview of the Florida Commission on Ethics Complaint System and a discussion on the Commission responsibilities. Also, there will be a review the three stages that a complaint may travel; Overview of the Federal Lawsuit process; Discussion the various stages of federal lawsuits. In addition, meet with a panel of Clerks who have experienced different complaints against them.

***Facilitator: The Honorable Paula O'Neil, Ph.D., Clerk of Court & Comptroller,
Pasco County***

***Panelist (s): The Honorable John Crawford, Clerk of Court, Nassau County
The Honorable David Ellspermann, Clerk of Court, Marion County
The Honorable Gail Wadsworth, Clerk of Court, Flagler County***

6:30 p.m. – 7:30 p.m. Social Hour – All Conference Participants (Champions Foyer)

7:30 p.m. – 9:00 p.m. Annual Banquet – All Conference Participants (Champions Ballroom A-E)

EDUCATION SESSIONS

2015 Summer Conference

Wednesday, June 3

INSPECTOR GENERAL/INTERNAL AUDIT /TECHNOLOGY TRACK– (Heritage Ballroom C-E)

7:30 a.m.– 8:30 a.m. **Breakfast (Champions Foyer)**

8:20 a.m. – 10:00 a.m. **Conducting IT Risk Assessments**

Solitaire Interglobal Ltd. performed more than 300,000 risk assessment models in 2014. Of these models, more than 76% dealt directly with IT risk analysis. The assessment of risk for IT goes far beyond normal risk and exposure considerations. This talk will cover the areas that have been shown to be critical to effective evaluation of risk in the IT arena. The demonstrated pattern of pivotal decision points, scope control, information needs and process isolation will be presented and discussed. Each component of this discussion will be illustrated by significant supporting analysis from other organizations' successes and failures.

Speaker: Kat Lind, Chief Systems Engineer, Solitaire Interglobal, LTD

10:00 a.m. – 10:20 a.m. **Mid-Morning Break (Champions Foyer)**

INSPECTOR GENERAL/INTERNAL AUDIT TRACK– (Heritage Ballroom C)

10:20 a.m. – 12:00 p.m. **Leveraging Automation and Visualization for Continuous Auditing**

The course will cover the people, process and technology required to implement an effective audit data analytics Continuous Auditing (CA) program. The course will cover real world examples of automation and visualization that increased the efficiency and effectiveness of an actual CA program.

Speaker: Cliff Stephens, Director, National Data Analytics Practice, Sunera

12:00 p.m. – 1:00 p.m. **LUNCH ON YOUR OWN**

1:20 p.m. – 3:00 p.m. **How to do a General IT Controls Review**

The session will provide an overview of standard information technology general controls and how one should perform a standard review. Participants will gain base level understanding of standard information technology general controls.

Speaker: Larry Burke, CPA, CITP, Partner, Sunera

Sharon Gallo, Manager, Sunera

EDUCATION SESSIONS

2015 Summer Conference

Wednesday, June 3, cont'd

COURTS TRACK – (Champions Ballroom GH)

7:30 a.m.– 8:30 a.m. **Breakfast** (*Champions Foyer*)

8:20 a.m. – 10:20 a.m. **Assessments and Collections Report Update**

This course will update participants on the 2014 A & C Report results and the 2015 report clarifications. Report submission schedule, new FCCC internal reports will be discussed, updates to the Mandatory/Discretionary Matrix, future best practice and panel discussion to address audience questions. Announce a series of follow-up 2015 A & C Report WebEx Trainings for June – July 2015.

Facilitator: *Alex Nicholas, Program Manager, Florida Court Clerks & Comptrollers*

Panelist (s): *Mary Grace Curtain, Chief Deputy Clerk and Court Director, Alachua County Clerk's Office*

Susan Higel, Compliance Manager, Sarasota County Clerk's Office

Edward C. Stiles, Assistant Clerk and Chief Deputy Recorder, Alachua County Clerk's Office

Kim Tester, Business Analysis, Lee County Clerk's Office

Louis Tomeo, Director of Criminal Court Services, Palm Beach County Clerk & Comptroller's Office

10:00 a.m. – 10:20 a.m. **Mid-Morning Break** (*Champions Foyer*)

10:20 a.m. – 12:00 p.m. **Statewide Collections Initiative Update**

Continuing to discuss ways to improve overall collections throughout Clerk's offices.

Speaker (s): *The Honorable Tara Green, Clerk of Court, Clay County*

Doug Isabelle, Senior Budget Manager, Clerks of Court Operations Corporation

Shannon Ramsey-Chessman, CPA, CGFO Chief Operating Officer— Finance, Palm Beach County Clerk & Comptroller Office

EDUCATION SESSIONS

2015 Summer Conference

Wednesday, June 3, cont'd

TECHNOLOGY TRACK – (Heritage Ballroom D-E)

10:20 a.m. – 12:00 p.m. AOSC14-19: Online Electronic Access to Court Records

A technical discussion on the implementation of AOSC14-19.

Facilitator: Melvin Cox, Director of IT, Florida Court Clerks & Comptrollers

CONFERENCE ENDS