



Jerome Kaszubowski
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 COUNTY AUDITOR
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MEMORANDUM

Date: **20-Nov-20**

To: **Commissioners**

From: **Heather Woods, MS, CIA, CRMA, CISA**
Director of Compliance and Internal Audit

Re: **CARES Program – Clerk of Courts Update**

The Highlands County Clerk of Courts Compliance and Internal Audit Department is focused on ensuring each CARES Grant Program approved case is reviewed efficiently, concerns are communicated to the BOCC, cases are accurate and complete and are then recommended for payment. A component of this process is ongoing monitoring of several key performance indicators (KPIs). These KPIs ensure effective and efficient tracking and management of the Clerk of Courts CARES Grant Program review and payment process. We are providing these KPIs and the attached charts to give up-to-date information regarding the Clerk of Courts ongoing role in the CARES Grant Program.

Clerk of Courts CARES Grant Program KPIs – End of Day 11-18-2020 – Phase I

	Total Applications in the BOCC Review Process	Total BOCC Approved Cases	Total Cases Reviewed by Audit	Cases Pending Audit Review
Individual	1,834	1,618	1,618	0
Business	652*	676*	676*	0
Community	11	11	11	0

*Business figures for "Total BOCC Approved Cases" and "Total Cases Reviewed by Audit" are greater than "Total Applications in the BOCC Review Process" due to case status changes. There are cases that were approved by BOCC staff then the approved case status was removed and later changed back to approved or may later be denied/closed. This results in these cases being approved by the BOCC staff and reviewed by Audit twice or denied/closed cases being included in the approved and reviewed count.

	Checks Issued	Checks Pending for 11/20/2020	% of Total BOCC Approved Cases Paid/Approved for Payment	% of Reviewed Cases w/Concerns Sent to BOCC	% of Outstanding Reviewed Cases w/Concerns Sent to BOCC
Individual	1,501	9	93.3%	11.4%	1.4%
Business	620	1	91.9%	21.6%	6.5%
Community	11	0	100.0%	0.0%	0.0%



Clerk of Courts CARES Grant Program KPIs – End of Day 11-18-2020 – Phase II

	Total Applications in the BOCC Review Process	Total BOCC Approved Cases	Total Cases Reviewed by Audit	Cases Pending Audit Review
Individual	296	7	7	0
Business	52	12	12	0
Community	0	0	0	0

	Checks Issued	Checks Pending for 11/20/2020	% of Total BOCC Approved Cases Paid/Approved for Payment	% of Reviewed Cases w/Concerns Sent to BOCC	% of Outstanding Reviewed Cases w/Concerns Sent to BOCC
Individual	0	5	71.4%	28.6%	28.6%
Business	0	11	91.7%	8.3%	8.3%
Community	0	0	0.0%	0.0%	0.0%

KPI Notes:

Total Applications in the BOCC Review Process: This includes applications that are in first review, second review, final review or approved by the BOCC staff.

Total BOCC Approved Cases: These are cases which have been approved by the BOCC and are the population of cases the Clerk's Internal Audit Department is reviewing and recommending for payment, or already paid.

% of Reviewed Cases w/Concerns Sent to BOCC: These are all cases that had a concern identified and were sent back to the BOCC point of contact for research and/or correction.

% of Outstanding Reviewed Cases w/Concerns Sent to BOCC: These are cases that had a concern identified and were sent back to the BOCC point of contact for research and/or correction and are still pending feedback from the BOCC staff.

A few additional items of note:

- The prior weeks check totals and the current week's pending check totals are noted below.

Phase I

o Business:	prior: \$1,825,500	current: \$ 2,000	total: \$1,827,500
o Individual:	prior: \$2,251,500	current: \$ 13,500	total: \$2,265,000
o Community:	prior: \$ 163,350	current: \$ 0	total: <u>\$ 163,350</u>
		total paid:	\$4,255,850

Phase II

o Business:	current: \$ 25,000	total: \$ 25,000
o Individual:	current: \$ 7,500	total: \$ 7,500
o Community:	current: \$ 0	total: <u>\$ 0</u>
	total paid:	\$ 32,500

Grand total paid: \$4,288,350



- As of end-of-business on November 20, 2020, the Clerk of Courts Internal Audit Department has reviewed all BOCC approved business applications and individual applications in both Phase I and Phase II.
- The Clerk of Courts continues to use additional reviewers in the Clerk's Internal Audit Department to assist in the efficient and effective review of approved cases.
- Phase II charts are not included due limited data.

If there are any questions or concerns please feel free to contact our office.

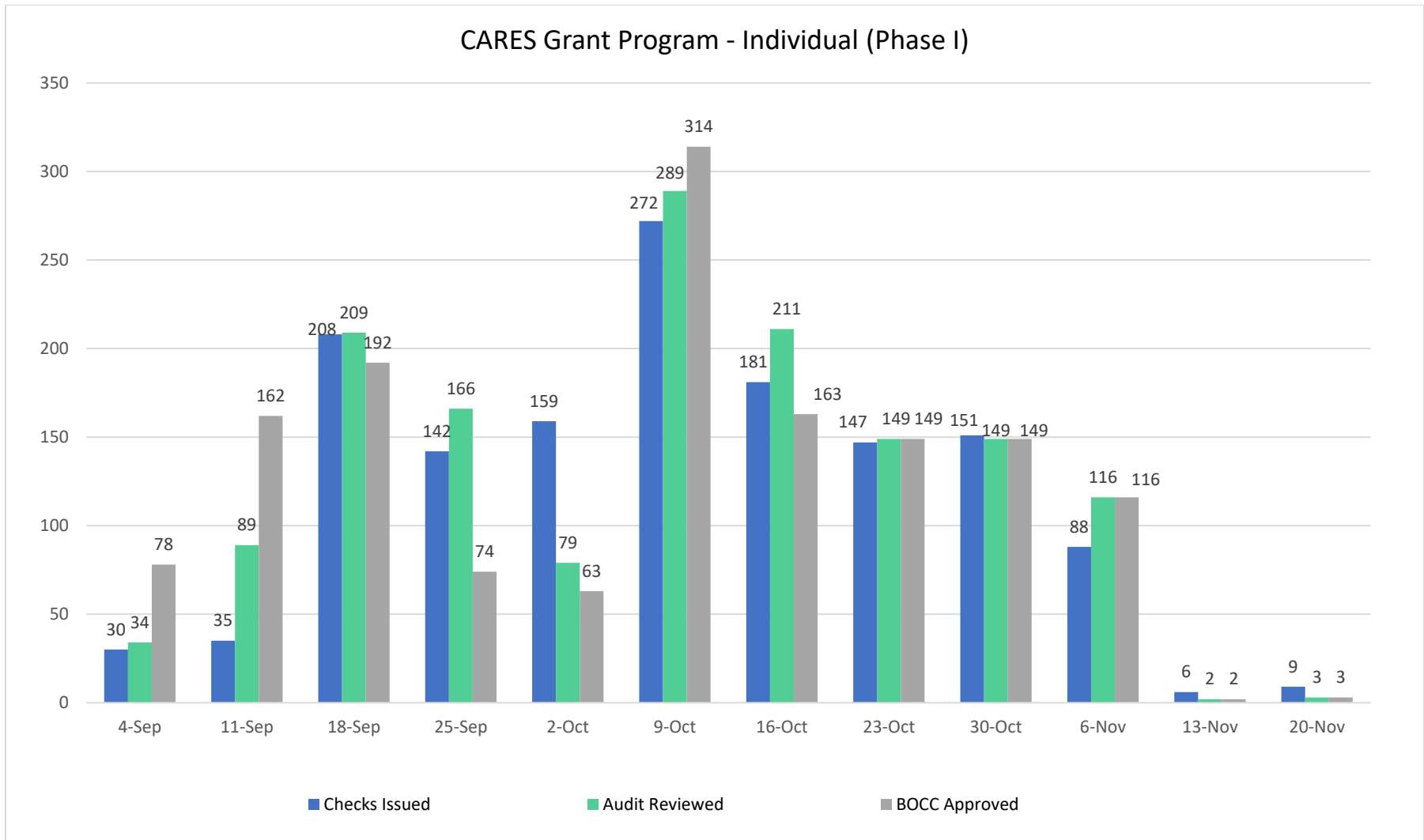
Thank you.

w/attachments

cc: Randy Vosburg, County Administrator
Laurie Hurner, Assistant County Administrator
Jerome Kaszubowski, Clerk of Courts
Latosha Reiss, Emergency Management Manager



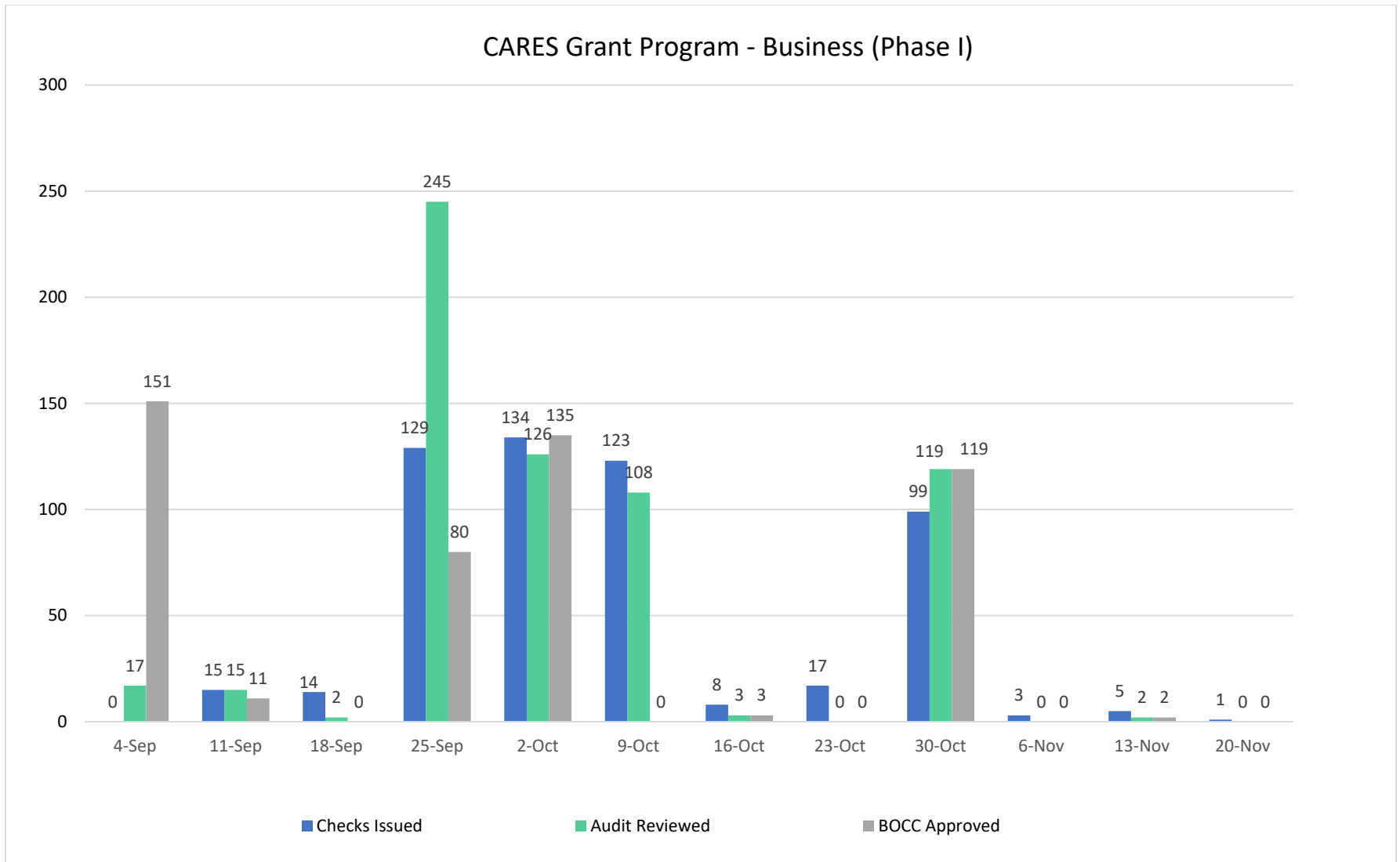
CARES Grant Program - Individual (Phase I)



Data shown is the activity for individual grants, for the past two and a half months, of the BOCC CARES Grant Program. The week of September 18th has higher volume due to a shift in the check issuing process. This week contained an additional three business days. The week of October 9th has higher volume due to increased efficiency of newly added staff.



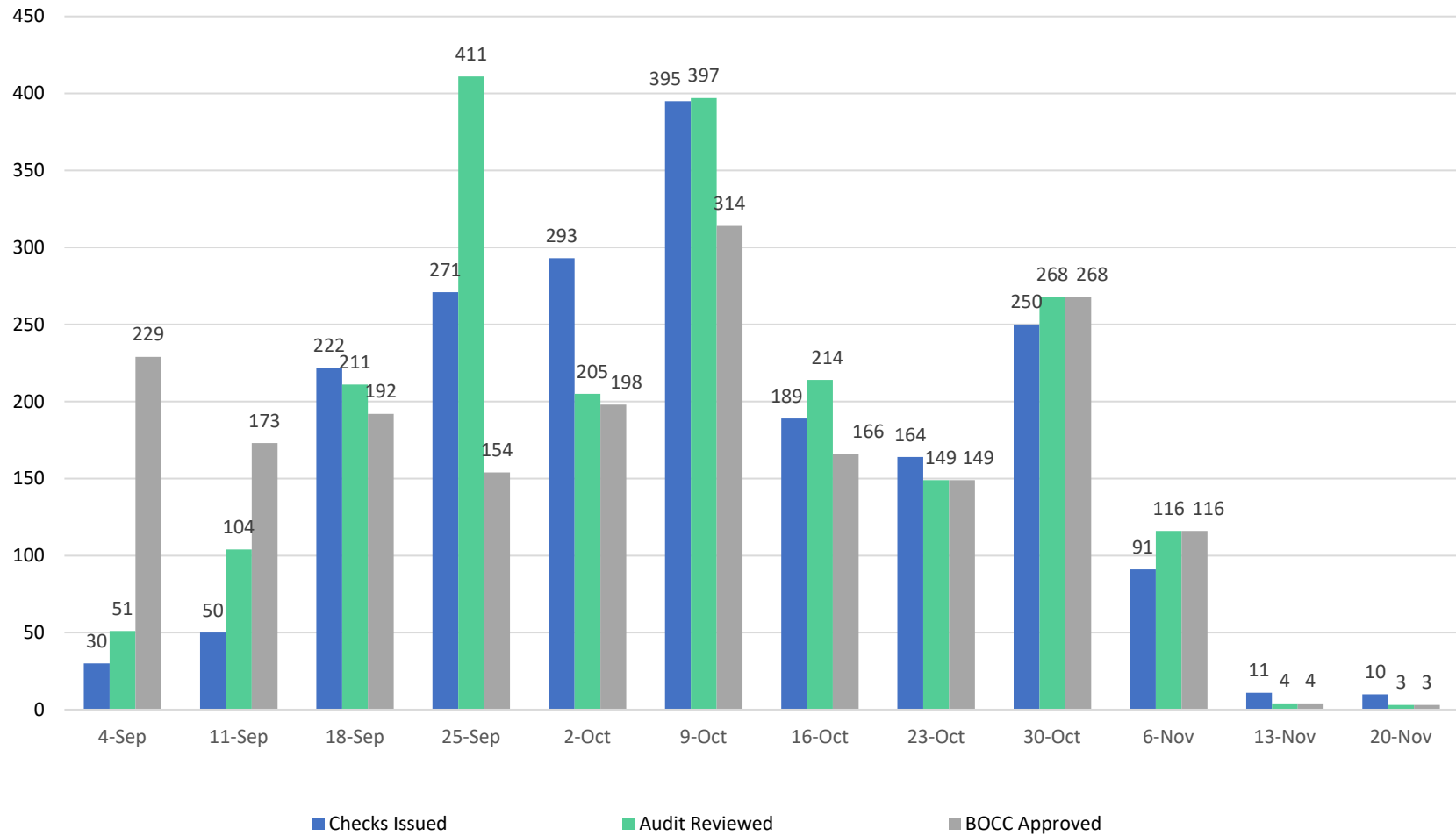
CARES Grant Program - Business (Phase I)



Data shown is the activity for business grants, for the past two and a half months, of the BOCC CARES Grant Program. The activity for the weeks of September 11th & 18th were effected by concerns related to taxpayer identification numbers which impacted the review process.



CARES Grant Program - Combined (Business & Individual - Phase I)



Data shown is for both individual and business grants, for the past two and a half months, of the BOCC CARES Grant Program. This chart does not include Community Programs grants.

