



Summer has gone as quickly as it came. We head into Fall ready to tackle another phase of our Strategic Plan by consolidating our Civil services into one office area. This new office will be located in the southeast corner of the courthouse. It will house Family Law/Domestic Violence, Domestic Relations, Probate, Juvenile Dependency and Civil Law. Construction begins September 8 and is expected to be completed by the end of the year. This move will provide customers more convenient access to our services and further increase internal efficiencies.

Some offices have been temporarily relocated during the construction. The Collections Department is temporarily located in the Civil Law area, in the northwest corner of the courthouse, and the Domestic Relations Department is temporarily located in the Family Law area, in the southeast corner of the courthouse. I appreciate your patience during this process and will keep you updated as we progress. I hope you all have a wonderful Fall. *Stacy*

# THE BUTTERFIELD BRIEF

SEPT.  
2014

## Inspector General Audits County, Guardianships

As part of my 2013 - 2016 Strategic Plan, I'm working to enhance transparency and accountability in county government. To accomplish this, my office has advanced our Internal Audit Department into a Department of Inspector General, allowing for deeper inquiry into county operations and court-appointed guardianship audits.

The Inspector General (IG) has three main functions:

- Conduct audits of county programs focused on operational efficiency and effectiveness, compliance, and financial accountability
- Audit court-appointed guardianship cases to identify and eliminate fraud and waste
- Investigate fraud, waste and abuse of county resources

The main differences between the former Internal Audit Department and the newly established Department of Inspector General are the investigative functions and guardianship audits.

Through its investigative powers, the Inspector General establishes a mechanism for reporting and investigating fraud, waste and abuse of county resources and guardianship assets.

People can report suspected cases to the **Fraud Hotline at 863-534-7689**. Reports can also be made online at [www.polkcountyclerk.net](http://www.polkcountyclerk.net) or by mail, P.O. Box 9000, Drawer CC-14, Bartow, FL 33831. Reports are confidential.

Of the 67 county clerks in Florida, only two have earned Inspector General accreditations.

The Polk IG is working to join this distinguished group. The office is pursuing full accreditation by the Commission for Florida Law Enforcement Accreditation, which takes approximately two years.

In its first year, the IG conducted three county audits, six special projects, one investigation and 149 guardianship audits.

## More Users May Now E-File

E-Filing services are expanding to a number of new user types. These include:

- Pro Se Litigants
- Court Reporters
- Law Enforcement
- Mediators
- Mental Health Professionals
- Process Servers
- State Agencies

Services begin September 20, except for pro se litigants. Pro se E-Filing began in June.

E-Filing is not required for these new filers, and the Clerk's office will continue to accept paper filings from these customers.

Filers must register through the statewide portal at [www.myflcourtagency.com](http://www.myflcourtagency.com) and agree to accept e-service of pleadings.

Instructional materials are available in the portal under the HELP tab.

## Clerk Updates

### Juror Info Available Online

Jurors can now access their juror information online through our Juror Application System (JAS). Full details are available on our [Jury web page](#).

### New E-Recording Vendor

A new E-Recording service has been added to our vendor list. Companies wishing to file official records online now have four vendors to choose from. View the details on our [E-Recording web page](#).

Polk County Clerk



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