



Inspector General Insights

Background: The Courts staff participate in an annual survey conducted by the Florida Department of Revenue (FDOR), which allows for reimbursement of staff salaries for those working on childcare cases. A minimum number of responses must be attained through the Automated Random Moment and Reporting System (ARMARS) for contractual requirements to be met.

For 2024, Court management decided to lower the number of Court staff listed in the employee roster for the survey. In previous years, most court staff were included in the roster but then reported as not working on childcare cases during the survey period. The employee roster was limited from 41 employees in 2023 to 12 employees in 2024 in attempt to improve the response rate.

The IG office serves as delegates in the process, which primarily monitor survey response throughout the period. Missed surveys are reviewed by IG staff against Court department calendars to determine if staff was absent when the survey response was missed. Weekly reports of survey response rates were sent to Court Supervisors for follow up with staff as required.

Objective: The objectives of the ARMARS survey included the following:

1. Ensure survey responses are reviewed by Court Supervisors for required follow up.
2. Determine the effectiveness of a lower reporting pool to obtain a higher response rate.

Scope/Methodology: Survey responses from January to March 2024 was in scope. Response rates were monitored throughout the survey period and compared to the prior year.

Observations In 2024, 1,368 surveys were sent out to 12 court employees over 3 months.

Valid Responses - Increased

The average percentage of valid responses went up from 59.15% in 2023 to 72.81% in 2024.

Missed Surveys - Decreased

The average percentage of missed surveys went down from 24.25% in 2023 to 6.14% in 2024.

Recommendations & Actions: None

Conclusion: Lowering the number of employees on the ARMARS employee roster and effective monitoring resulted a higher valid response rate and a lower missed survey rate. As a result, the billing rate went up from 3.2% in 2023 to 13.0% in 2024. This allowed the Clerk's office to recover additional funds to cover the expenses of the child support program administered by Court staff.

Total # Surveys	Amounts Audited or Reviewed	Questioned Costs	Taxpayer Savings	# Observations / Recommendations
1,368	\$ 0.00	N/A	N/A	0