

Celebrating Our Year of Success



When I was sworn in as your Clerk of the Circuit Court & Comptroller, I was privileged to join an outstanding team of public servants, committed to serving everyone in our community.

The Clerk team supports our County in so many ways, from safeguarding County taxpayer dollars and records to ensuring access to the courts and protecting court records. Throughout 2021, our office focused on new ways to increase efficiency and improve access to the vital services we provide, all with the goal of helping you.

Here are a few of the ways we were “here to help” in 2021:

BUILDING A CULTURE OF TRANSPARENCY AND

ACCOUNTABILITY: Keeping politics out of the Clerk’s office is extremely important to me. On the day I became Clerk, I made two promises: I would not accept campaign contributions from any vendors affiliated with the Clerk’s office, and I would not accept campaign contributions from employees or their family members. Our focus has been and will remain on serving our customers and the community. In that same vein, I also created an ombudsman position, the first in our office, to ensure our team of more than 600 people have a direct advocate for their needs and concerns.

EFFICIENCY THROUGH TECHNOLOGY: Using technology to speed up our processes to better serve you is one of my top priorities, and the team is delivering on that promise. We launched a brand-new website so you could more easily find the information you need, whether on your computer or on your phone. We’re growing our team of Artificial Intelligence “bots” that will be deployed in our Finance division, and in

2022 we will debut an A.I. chatbot on our website to answer your frequently asked questions. We're going paperless to speed up our delivery of payments to Palm Beach County vendors and customers.

CONNECTING WITH OUR COMMUNITY: Another one of my priorities as Clerk was increasing the office's presence throughout Palm Beach County, to directly connect you with the services we provide. Our team attended Green Markets, festivals, health fairs and other events to share information about our services. We even volunteered our time to nonprofit organizations, from planting trees or picking up trash in local parks, to wrapping toys for children in need. In 2021, our Clerk team volunteered more than 570 hours to local organizations.

PROTECTING YOUR TAX MONEY: Providing transparent information about County revenue and spending is one of my office's most important responsibilities as Chief Financial Officer for Palm Beach County, and I'm proud of what our Finance team accomplished in 2021. Our office's two reports detailing County finances, as well as the report on our office's budget, earned all three awards for excellence – also known as the “Triple Crown” – from the Government Finance Officers Association. For the 12th consecutive year, our office received the highly regarded Investment Steward Certification from the Centre for Fiduciary Excellence (CEFEX). Palm Beach County will double its investment in Israel bonds, under a change to the County Investment Policy championed by our investment team, which manages the County's portfolio. We also ensured that purchases in our office are transparent to you, the taxpayer, through open and competitive solicitation processes.

RECRUITING AND RETAINING TOP TALENT: We are focused on doing what's right for our employees, and we will continue that focus for as long as I'm Clerk. Building a strong team, and keeping that team together, continues to be a top priority for me and my leadership team. I'm proud that our leadership team is the most diverse in our office's history, and that our first action together was increasing the minimum wage for all Clerk employees to \$15 an hour. This change

allowed all employees to earn a living wage and positioned our office to be more competitive in recruiting and retaining employees.

On behalf of the entire team at the Clerk of the Circuit Court & Comptroller, thank you for the opportunity to serve you every day. We look forward to working for you in 2022!

Regards,

Joseph Abruzzo
Clerk of the Circuit Court & Comptroller