

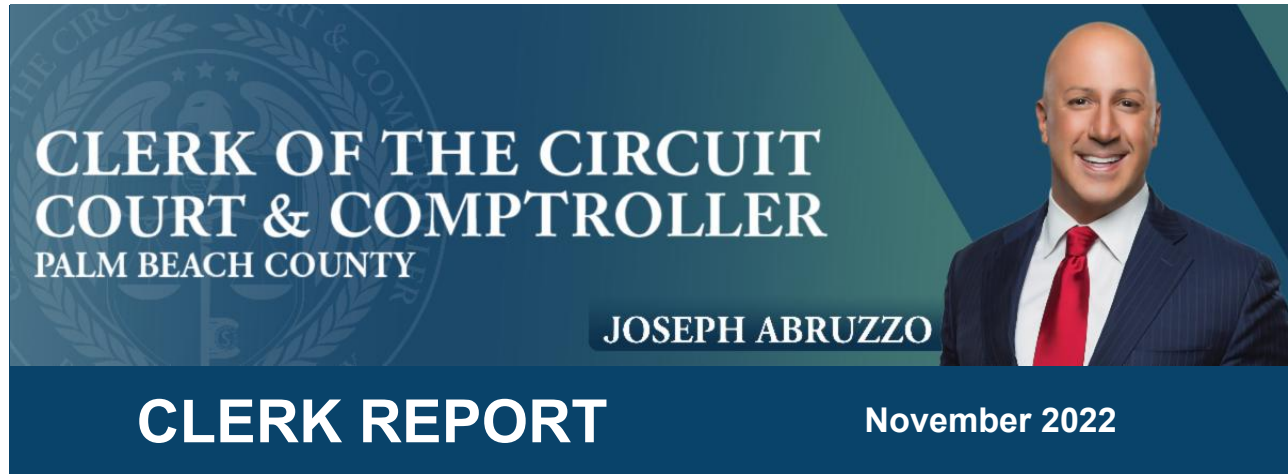
Clerk Report - Best Practices Awards, Customer Service Video Chat and more!

Clerk of the Circuit Court & Comptroller, Palm Beach County
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Clerk's Office Receives 12 Best Practices Excellence Awards



Clerk Abruzzo and Chief of Staff & Chief Deputy Clerk Shannon Ramsey-Chessman recognized Court Compliance's Alicia Fuentes, Shantoria Williams, Brandon Sucher, Mary Heather Verzaal, Mildred Schwind and Felicite Stroud for earning the Best Practices Excellence award in Compliance Services.

Congratulations to the Clerk employees who helped our office win all 12 Best Practices Excellence awards from the [Florida Court Clerks & Comptrollers](#) for the second year in a row.

These awards show our office's commitment to continuous improvement and greater consistency across standard processes.

Clerk Abruzzo and Chief of Staff & Chief Deputy Clerk Shannon Ramsey-Chessman joined the winners for a celebration Friday, October 28 at the downtown West Palm Beach Courthouse.

New Customer Service Video Chat Launched

TALK TO A CUSTOMER SERVICE AGENT THROUGH VIDEO CHAT

How can we help?

Have a question but can't come to the courthouse? Connect over video chat with one of our customer service agents.

Customer Service Video Chat agents can answer your questions about:

- Criminal court cases
- Traffic tickets
- Marriage licenses
- Passports
- Jury duty

Please note that Florida law prevents our staff from providing legal advice.

Our customer service center launched a brand new video chat service this month, allowing the public to speak to one of our talented clerks every Wednesday from 11:30 a.m. to 1:30 p.m. through Zoom.

Customer Service Video Chat agents can answer your questions about criminal court cases, traffic tickets, marriage licenses, passports and jury duty.

These video chat sessions are one more step in expanding accessibility to vital Clerk services through the use of new technologies.

[Learn More About Video Chat](#)

Halloween Weddings a Graveyard Smash



Couples from across our community scheduled courthouse [wedding ceremonies](#) on October 31 - and we gave them an opportunity to get married in spooky style!

A Halloween decorated ceremony room, complete with ghoulishly dressed clerks, allowed spouses-to-be a fun opportunity to tie the knot, exchange vows and say "I Boo" to spend an eternity together.

Clerk Abruzzo on ESPN Radio



Clerk Abruzzo joined JMP of ESPN 106.3's [West Palm Tonight](#) to discuss all things Clerk.

During the broadcast that aired November 3 at 6:20 p.m., Clerk shared insight on our successful [Property Fraud Alert](#) system, our newly launched [Customer Service Video Chat](#) and a number of our important online services.

[Take a listen!](#)

Thank You Veterans

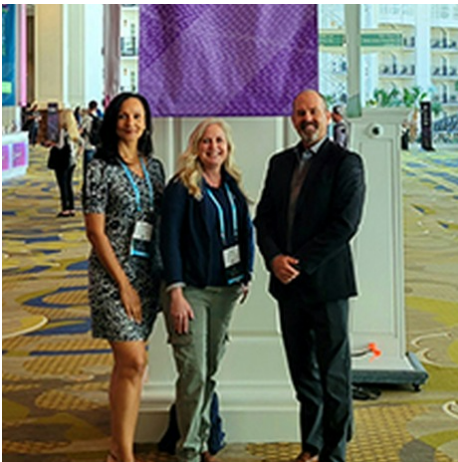
We want to thank all of our office's veterans, active and reserve for your service to our country.

Your dedication to honor and duty is greatly appreciated!

There are 18 employees currently serving or have formerly served, including Clerk Joseph Abruzzo who served in the United States Coast Guard Reserves as a Port Security Specialist.



Finance Systems and Project Management Team Dive Into Robotic Automation



Members of the Clerk's Finance Systems & Project Management team traveled to the annual Hyland CommunityLIVE conference to gain insight into new technology in process automation with Robotic Process Automation (RPA) and Artificial Intelligence (AI), document retention best practices and workflow automation.

The insight learned at this conference will help to increase our office's efficiency and transparency.

Coming Up Soon



Clerk of the Circuit Court & Comptroller, Palm Beach County

Free Webinar

Free Webinar: Modifying Your Child Support and / or Timesharing

Thursday, November 17, 12 p.m. - 1 p.m.

[Register Now](#)

Free Monthly Webinars: Join us every month as our expert staff discuss topics ranging from sealing and expunging a criminal record to the nuances of divorce proceedings.

Dates and times for each webinar are shared on our [website](#) and social media platforms.

All of our webinars are recorded and available to watch on your own time [through our YouTube channel](#).

[See All Upcoming Events](#)

Offices Closed for Upcoming Holidays



Our offices will be closed **Friday, November 11** in honor of Veterans Day, and **Thursday November 24 and Friday November 25** to celebrate the Thanksgiving holiday.

Keep informed about upcoming holidays [on our website](#).

In Our Community



Clerk staff spent their weekend Saturday, October 22 and Sunday, October 23 gift wrapping toys at [Back to Basics](#) in West Palm Beach.

This all volunteer non-profit's mission is to enable children to attend school with dignity. We were honored to volunteer to help local Palm Beach County children.



Latin Quarter Festival: Volunteers from our office engaged with locals during this event that recognizes the contributions and influence of



Palm Beach County Food Bank: Employees in our Belle Glade branch collected canned food and showed their West County pride!

Hispanic Americans to the Palm
Beaches.

Check out [photos of events, superstar employees and more on our Facebook page.](#)

We're hiring! To learn more about careers with our office, visit mypalmbeachclerk.com/careers.

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JOSEPH ABRUZZO
CLERK OF THE CIRCUIT COURT & COMPTROLLER
PALM BEACH COUNTY

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