

**Certified Florida Collector  
Admission and Certifications  
Committee Meeting**

Agenda and Meeting Materials

February 11, 2026



## Notice of Meeting/Workshop Hearing

### **DEPARTMENT OF REVENUE** **Property Tax Oversight Program**

The Department of Revenue announces a public meeting to which all persons are invited.

DATE AND TIME: February 11, 2026, 3:00 pm EDT

PLACE: 2450 Shumard Oak Boulevard, Building 2, Room 1220, Tallahassee, Florida 32399.

The meeting will be conducted using communications media technology, specifically a telephone conference call. Persons interested in attending by phone may do so by calling 1-888-585-9008 and entering the attendee access code 472-220-405. The public point of access to the meeting is 2450 Shumard Oak Blvd., Building 2, Room 1220, Tallahassee, Florida 32399.

#### GENERAL SUBJECT MATTER TO BE CONSIDERED:

The Department will present applications for the Certified Florida Collector and Certified Florida Collector Assistant designations. Please refer to the Certified Florida Collector Admissions and Certifications Committee meeting agenda and materials on the Department's website at <https://floridarevenue.com/opengovt/Pages/meetings.aspx> before attending the meeting.

A copy of the agenda may be obtained by contacting: Kelly McLane, Property Tax Oversight program, Department of Revenue, PO Box 3294, Tallahassee, FL 32315-3294, 850-941-6024, [kelly.mclane@floridarevenue.com](mailto:kelly.mclane@floridarevenue.com). Parties may also submit written materials they intend to offer during the meeting to Kelly McLane.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 48 hours before the workshop/meeting by contacting Kelly McLane at 850-941-6024 or [kelly.mclane@floridarevenue.com](mailto:kelly.mclane@floridarevenue.com). If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1-800-955-8771 (TDD) or 1-800-955-8770 (voice).

If any person decides to appeal any decision made by the Board with respect to any matter considered at this meeting or hearing, he/she will need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence from which the appeal is to be issued.

For more information, you may contact: Kelly McLane, Property Tax Oversight program, Department of Revenue, PO Box 3294, Tallahassee, FL 32315-3294, 850-941-6024, [kelly.mclane@floridarevenue.com](mailto:kelly.mclane@floridarevenue.com).



**CERTIFIED FLORIDA COLLECTOR  
ADMISSIONS AND CERTIFICATIONS COMMITTEE**



**MEETING**

**Florida Department of Revenue – Property Tax Oversight  
February 11, 2026, 3:00 p.m., EDT\***

2450 Shumard Oak Boulevard, Building 2, Room 1220  
Tallahassee, Florida 32399  
1-888-585-9008  
Phone Conference Room ID 472-220-405

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**Committee Members:**

Rene Lewis, Chair, Program Director, Property Tax Oversight, Florida Department of Revenue  
Chris Craft, Certified Florida Collector, President, Florida Tax Collectors Association  
Carole Jean Jordan, Certified Florida Collector  
JR Kroll, Certified Florida Collector  
Nancy Millan, Certified Florida Collector  
Doris Maloy, Certified Florida Collector  
Jim Overton, Certified Florida Collector  
Will Roberts, Certified Florida Collector  
Joe Tedder, Certified Florida Collector  
Janice Warren, Certified Florida Collector

**AGENDA**

**Welcome:** Chair (5 minutes)

**Roll call:** Secretary (3 minutes)

**October 16, 2025, meeting minutes review and approval:** Chair/Committee Members (5 minutes)

**Presentation of applicants:** Chair/Committee Members (30 minutes)  
Discussion of applicants' credentials

**Public comment on applicants' credentials** (3 minutes each)

**Vote to recommend the applicant list:** Chair/Committee Members (5 minutes)

**Adjourn:** Chair (2 minutes)

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**\*This is a public meeting.** Anyone wishing to participate should call in to (888) 585-9008 and supply the conference room number, 472-220-405. The public point of access to the meeting is 2450 Shumard Oak Blvd., Building 2, Room 1220, Tallahassee, Florida 32399.

Members of the public also may send written comments pertaining to the material being presented via email. **To ask a question or submit a written comment, send an email to [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com). In the subject line of your email, please use "February 11, 2026, Committee Meeting."** We will monitor this mailbox during the meeting and read all comments aloud. The court reporter will enter the comments into the transcript.

FLORIDA DEPARTMENT OF REVENUE  
PROPERTY TAX OVERSIGHT

CERTIFIED FLORIDA COLLECTOR  
ADMISSIONS AND CERTIFICATIONS COMMITTEE MEETING

DATE: October 16, 2025

TIME: 3:00 p.m. to 3:10 p.m.

LOCATION: Via Phone Conference

This meeting came on to be heard at the time  
and place aforesaid, when and where the following.  
proceedings were reported by:

Doreen M. Mannino, Court Reporter  
For The Record Reporting, Inc.  
1500 Mahan Drive, Suite 140  
Tallahassee, Florida 32308

**APPEARANCES :**

Rene Lewis  
Rachel Goldstein  
Meghan Miller  
Kelly McLane  
Jenna Harper  
Chris Craft  
JR Kroll  
Doris Maloy  
Jim Overton  
Will Roberts  
Joe Tedder  
Janice Warren  
Carole Jean Jordan

**P R O C E E D I N G S**

MS. LEWIS: Good afternoon, everyone. Welcome to the Certified Florida Collector Admissions and Certifications Committee. My name is Rene Lewis; I am the Director of the Property Tax Oversight program and the chair for today's proceedings. The committee, as a public board, is subject to the Government in the Sunshine laws, and therefore the committee's meetings are required to be open to the public and properly noticed. This applies to any gathering of two or more committee members where there is discussion about a matter that could come before the committee for action. Ms. Rachel Goldstein, Chief Legal Counsel for the Property Tax Oversight program, is on the phone. Also present are staff members from the Property Tax Oversight program in the Department of Revenue.

Will our staff please introduce themselves by stating their names and titles.

MS. MILLER: Meghan Miller, Revenue Program Administrator.

MS. MCLANE: Kelly McLane, Intradepartmental Projects Administrator.

MS. HARPER: Jenna Harper, Compliance

1 Assistance Process Manager.

2 MS. LEWIS: If you are part of the public  
3 participating by telephone and want to submit a  
4 written comment pertaining to the material being  
5 presented today, please send an email to  
6 ptotraining@floridarevenue.com. In the subject  
7 line of your email, please use "October 16  
8 Committee Meeting." We are monitoring that email  
9 account during the meeting and will read aloud all  
10 comments we receive during the meeting. If you  
11 prefer to speak, please state that in your email  
12 and we will recognize you for comment.

13 We would appreciate if everyone could please  
14 mute their phone when they are not participating  
15 so we can reduce the amount of feedback during the  
16 meeting. Please be sure to unmute your line when  
17 you need to voice a vote.

18 Before calling roll, I would like to take a  
19 moment to welcome our newest committee member, the  
20 Honorable Chris Craft, President of the Florida  
21 Tax Collector's Association. Welcome to the  
22 Certified Florida Collector Admissions and  
23 Certifications Committee. We appreciate your  
24 service on the committee during your term.

25 Meghan Miller, the secretary of the

1 committee, will you please call the roll?

2 MS. MILLER: Rene Lewis.

3 MS. LEWIS: Present.

4 MS. MILLER: Chris Craft. Carole Jean

5 Jordan. JR Kroll.

6 MR. KROLL: Here.

7 MS. MILLER: Doris Maloy.

8 MS. MALOY: Here.

9 MS. MILLER: Nancy Millan. Jim Overton.

10 MR. OVERTON: Here.

11 MS. MILLER: Will Roberts.

12 MR. ROBERTS: Here.

13 MS. MILLER: Joe Tedder.

14 MR. TEDDER: Here.

15 MS. MILLER: Janice Warren.

16 MS. WARREN: Here.

17 MS. LEWIS: All right. According to Rule-  
18 sorry. Was someone speaking?

19 MS. JORDAN: Carole Jean Jordan, here.

20 MS. LEWIS: Thank you. And please if you can  
21 mute your lines. We are getting a lot of  
22 feedback. If you can mute your lines when you're  
23 not voting, that would be great.

24 According to Rule 12D-19.002(6) Florida  
25 Administrative Code, five members of the

1 Admissions and Certifications Committee constitute  
2 a quorum. Meghan, do we have a quorum?

3 MS. MILLER: Yes.

4 MS. LEWIS: Our first order of business today  
5 is the approval of the June 11, 2025, Certified  
6 Florida Collector Admissions and Certifications  
7 Committee meeting minutes. Do I have a motion to  
8 approve the June 11, 2025 committee meeting  
9 minutes? Please state your name if you make a  
10 motion.

11 MR. OVERTON: Jim Overton, move for approval.

12 MS. LEWIS: Thank you. I have a motion by  
13 Jim Overton. Do I have a second?

14 MR. TEDDER: Second, Joe Tedder.

15 MS. LEWIS: Thank you. I have a second by  
16 Joe Tedder. All those in favor, indicate by  
17 saying "aye."

18 Chorus of ayes.

19 MS. LEWIS: All opposed, indicate by saying  
20 "nay."

21 Thank you. Our next item of business is the  
22 presentation and recommendation of applicants.  
23 The program posted the list of applicants, along  
24 with the completed applications, on the  
25 Department's website and sent the meeting

1 materials link to each of you. Each application  
2 has a checklist at the front to assist you in your  
3 review of the applicants. This checklist has the  
4 certification criteria required in Rule Chapter  
5 12D-19, Florida Administrative Code.

6 Meghan, will you please list the requirements  
7 of the Certified Florida Collector and Certified  
8 Florida Collector Assistant designations?

9 MS. MILLER: Yes. And also I received  
10 conformation that Ms. Carole Jean Jordan is on the  
11 call.

12 MS. LEWIS: Great. Thank you.

13 MS. MILLER: You're welcome. The  
14 qualifications for the Certified Florida Collector  
15 and Certified Florida Collector Assistant include  
16 at least two years of experience with a Florida  
17 tax collector's or property appraiser's office or  
18 the Florida Department of Revenue, at least 120  
19 hours of approved education, and current  
20 employment with a Florida tax collector's or  
21 property appraiser's office or the Florida  
22 Department of Revenue. The Certified Florida  
23 Collector designation is reserved for the county  
24 official.

25 MS. LEWIS: Thank you, Meghan. Now, I need



1 for each Committee Member to individually answer  
2 the following question on the record. After I  
3 read the question, Meghan will call the name of  
4 each member. Please state your answer of yes or  
5 no.

6 The question is: Are you aware of any facts,  
7 situations, or reasons which you feel may  
8 disqualify or otherwise make it improper for you  
9 to hear and deliberate on any of the applicants  
10 scheduled to be reviewed today?

11 MS. MILLER: Rene Lewis.

12 MS. LEWIS: No.

13 MS. MILLER: Chris Craft. Carole Jean  
14 Jordan. JR Kroll.

15 MR. KROLL: No.

16 MS. MILLER: Doris Maloy.

17 MS. MALLOY: No.

18 MS. MILLER: Nancy Millan. Jim Overton.

19 MR. OVERTON: No.

20 MS. MILLER: Will Roberts.

21 MR. ROBERTS: No.

22 MS. MILLER: Joe Tedder.

23 MR. TEDDER: No.

24 MS. MILLER: Janice Warren.

25 MS. WARREN: No.

1 MS. LEWIS: Thank you. Do any committee  
2 members have anything they wish to discuss about  
3 the applicants' credentials?

4 Does the public have any comments on any of  
5 the applicants? If you are attending by  
6 telephone, please send us an email so we can  
7 recognize you. Again, that email address is  
8 ptotraining@floridarevenue.com.

9 Jenna, have we received any email comments?

10 MS. HARPER: No.

11 MS. LEWIS: Thank you. Hearing no additional  
12 comments or discussion of the credentials, the  
13 committee will now vote on consideration of the  
14 applicant list. Do I have a motion for  
15 recommendation of the applicants? Please state  
16 your name when making your motion.

17 MR. ROBERTS: Motion, Will Roberts.

18 MS. LEWIS: Okay. We have a motion by Will  
19 Roberts. Do we have second?

20 MR. OVERTON: Second by Jim Overton.

21 MS. LEWIS: Thank you. We have a second by  
22 Jim Overton. All in favor, indicate by saying  
23 "aye."

24 (Chorus of ayes.)

25 MS. LEWIS: All opposed, indicate by saying

1 "nay."

2 Thank you. Let the record reflect that the  
3 committee has recommended all applicants for  
4 certification. Congratulations to the new  
5 Certified Florida Collectors and Certified Florida  
6 Collector Assistants. The professional designees  
7 will receive documentation of their certification  
8 from the Department.

9 That concludes today's agenda for the  
10 Certified Florida Collector Admissions and  
11 Certifications Committee meeting. Again, thank  
12 you very much for your leadership and service  
13 today on the committee. Have a good afternoon.  
14 We are adjourned.

15 (Meeting adjourned at 3:10 p.m.)  
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## CERTIFICATE OF REPORTER

STATE OF FLORIDA )

COUNTY OF LEON )

I, Doreen Mannino, Certified Court Reporter, do hereby certify that I was authorized to and did report in stenotypy and electronically the foregoing proceedings, and that the foregoing pages constitute a true and correct transcription of my recording thereof.

IN WITNESS WHEREOF, I have hereunto affixed my hand the 25<sup>th</sup> day of October 2025 at Tallahassee, Leon County, Florida.

*Doreen Mannino*  
-----  
Doreen M. Mannino



**FEBRUARY 11, 2026**

**CERTIFIED FLORIDA COLLECTOR ADMISSIONS AND CERTIFICATIONS COMMITTEE  
DESIGNATION APPLICANT CONSIDERATIONS**

**CERTIFIED FLORIDA COLLECTOR**

AMY B. COOK

ASHLEY L. FOREHAND

TONJII D. WIGGINS-MCGRUFF

**CERTIFIED FLORIDA COLLECTOR ASSISTANT**

KATHRYN BERENS  
AMBER BIERI  
LAUREN BUEHLER  
SARAH CARTER  
YULIANNA DELGADO

DANA ELBARE  
ROSE MARIE MCCOMBS  
DULCE MELENDEZ  
CYNTHIA MENKIN  
REBECCA PIPHER

SARAH LINDSEY RODRIGUEZ  
CECELIA L. SMITH  
SHANNON STALEY  
SUSANA URRUELA CRESPO  
ERICA VELARDI



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Amy B. Cook
Previous Name(s)(if applicable):	
Documentation Included:	
County: Franklin	Job Title: Tax Collector
Certification Requested:	Certified Florida Collector
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>
Certification Date:	04/01/25

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 04/01/95	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
FLHSMV - DL Training Series: Phase I	45	Attended Course
FLHSMV - DL Training Series: Phase II	40	Attended Course
AAMVA - Vehicle Identification Documents	0.50	Attended Course
AAMVA - People and Actions	0.75	Attended Course
AAMVA - Internal Fraud for Staff	0.75	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - Introduction to Fraud	1	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Mexican Documents	0.75	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
<b>Total Hours</b>	123	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes: Total hours: 132.25. Application package includes courses that do not qualify toward certification. These courses are not included in the total hours calculation.

FLHSMV - Information and Cyber Security Awareness Training completed in 2023, 2024, & 2025.



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Amy B. Cook
Previous Name(s)(if applicable):	
Documentation Included:	
County: Franklin	Job Title: Tax Collector
Certification Requested:	Certified Florida Collector
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>
Certification Date:	04/01/25

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 04/01/95	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
<b>90-hours per 12D-19.003(3)(b)</b>		
FLHSMV - Information and Cyber Security Awareness Training	0.50	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Canadian Travel, Citizenship and Immigration Documents	1	Attended Course
AAMVA - Introduction to Covert Features	0.75	Attended Course
AAMVA - Security Features	1	Attended Course
AAMVA - Social Security Cards	0.50	Attended Course
AAMVA - Travel Documents	0.75	Attended Course
FLHSMV - Information and Cyber Security Awareness Training	0.50	Attended Course
AAMVA - Expanding the Review	0.50	Attended Course
<b>Total Hours</b>	<b>8.75</b>	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



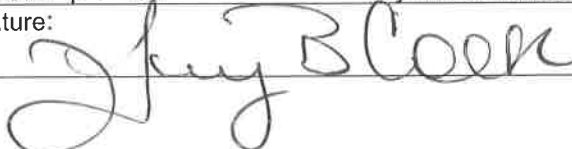


**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Amy B. Cook					
Business email address: acook@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Tax Collector				Employment Dates: April 1995- present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0001C	COUNTERFEITS AND ALTERATIONS	.75	TC-0001C	COUNTERFEITS AND ALTERATIONS	.75
TC-0002C	DRIVER LICENSES AND ID CARDS	.75	TC-0002C	DRIVER LICENSES AND ID CARDS	.75
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/30/25	

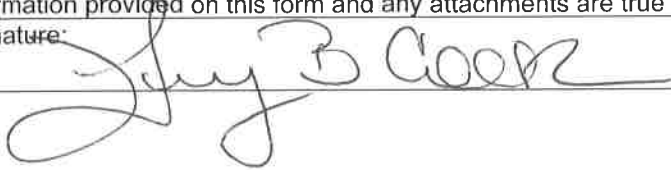


**Application for**  
**Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
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Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Amy B. Cook					
Business email address: acook@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Tax Collector				Employment Dates: April 1995-present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0003C	VEHICLES IDENTIFICATION DOCUMENTS	.50	TC-0004C	EXPANDING THE REVIEW	.50
TC-0005C	BIRTH CERTIFICATES	.50	TC-0005C	BIRTH CERTIFICATES	.50
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/29/2025	



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Amy B. Cook					
Business email address: acook@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Tax Collector				Employment Dates: April 1995- present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0006C	CANADIAN BIRTH CERT. DL. AND DOCS	.75	TC-0006C	CANADIAN BIRTH CERT. DL AND DOCS	.75
TC-0007C	CANADIAN TRAVEL, CITIZEN AND IMMIGRATION	1HR	TC-0008C	INTERNAL FRAUD FOR STAFF	.75
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/30/25	

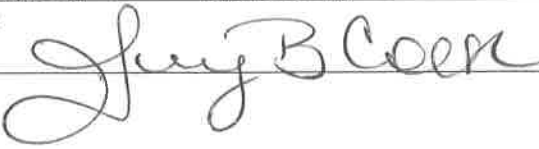


**Application for  
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Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Amy B. Cook					
Business email address: acook@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Tax Collector				Employment Dates: April 1995- present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0009C	INTRODUCTION TO COVERT	.75	TC-0010C	INTRODUCTION TO FRAUD	1HR
TC-0011C	MEXICAN DOCUMENTS	.75	TC-0012C	MILITARY ID CARDS	.50
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/30/25	

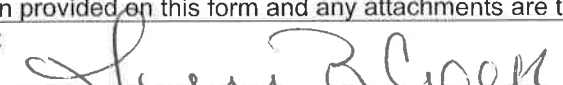


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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Amy B. Cook					
Business email address: acook@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
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Employer: Franklin County Tax Collector					
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Your Title:				Employment Dates:	
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No.	Course Title	Hours	No.	Course Title	Hours
TC-0012C	MILITARY ID CARDS	.50	TC-0013C	PEOPLE AND ACTIONS	.75
TC-0014C	SECURITY FEATURES	1HR	TC-0015C	SOCIAL SECURITY CARDS	.50
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/30/25	

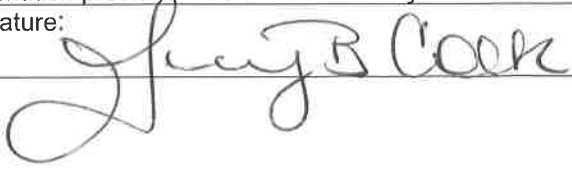


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<b>Reason for Applying</b>					
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Job title: Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
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No.	Course Title	Hours	No.	Course Title	Hours
TC-0016C	TRAVEL DOCUMENTS	.75	TC-0022C	DL TRANSFORMED PHASED 1	45HR
TC-0023C	DL TRANSFORMED PHASED 2	40HR	TC-0040C	DUTIES AND RESPONSIBILITIES	30HR
<b>Applicant Signature</b>					
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Signature: 				Date: 10/30/25	

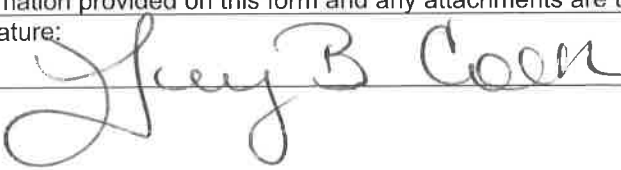


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<b>Reason for Applying</b>					
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<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Amy B. Cook					
Business email address: acook@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
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No.	Course Title	Hours	No.	Course Title	Hours
TC-0044C	HEAVY VEHICLE USE TAX (HVUT)	1HR	TC-0045C	CYBER SECURITY AWAWARENESS FOR EXTERNAL ENTITIES 2025	.50
TC-0045C	CYBER SECURITY AWAWARENESS FOR EXTERNAL ENTITIES 2023	.50	TC-0045C	CYBER SECURITY AWAWARENESS FOR EXTERNAL ENTITIES 2024	.50
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/30/25	





***Amy B. Cook***  
***Franklin County Tax Collector***  
**acook@franklincountytaxcollector.com**

Apalachicola Office  
33 Market Street, Suite 202  
Post Office Drawer 188  
Apalachicola, Florida 32329  
(850) 653-9323 / 653-8384  
(Fax) 653-2529

**RECEIVED**

**OCT 20 2025**

**Florida Dept of Revenue  
Property Tax Oversight**

Carrabelle Office  
912 NW Ave A  
Carrabelle, Florida 32322  
850-275-9890  
Fax 850-697-2457

Dear Florida, Professional Certification Team,

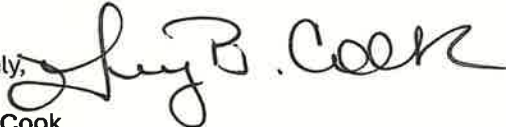
My name is Amy B. Cook, and I currently serve as the Franklin County Tax Collector. On behalf of myself and my Assistant Tax Collector, Sarah Carter, I respectfully submit this request for consideration of the Certified Florida Collector (CFC) certification.

Together, Ms. Carter and I bring over 30 years of experience each in serving the Franklin County Tax Office. We have successfully completed more than 85% of the FCF and CFCA course requirements toward the CFC certification. In support of this request, we have provided the required documentation and copies of all relevant course certificates for your review.

We kindly ask that you review our submissions and grant us the opportunity to be awarded the CFC certification in recognition of our service and accomplishments.

I would like to personally thank each of you for your time, effort, and dedication in supporting tax collectors across the State of Florida. Your assistance in this matter is greatly appreciated, and we look forward to your favorable consideration.

Sincerely,

  
Amy B. Cook

Franklin County Tax Collector

Sarah Carter

Assistant Tax Collector, Franklin County



*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**DL Transformed: Phase I**

by FLHSMV

45 Hours 0 Minutes

***Date of Course Completion: 5/4/2018***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**DL Transformed: Phase II**

by FLHSMV

40 Hours 0 Minutes

***Date of Course Completion: 6/8/2018***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Vehicle Identification Documents**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 9/15/2021

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: People and Actions**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 9/15/2021

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Internal Fraud for Staff**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 9/27/2021***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/5/2021

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes

**Date of Course Completion:** 10/7/2021

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Introduction to Fraud**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 10/7/2021





FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 10/8/2021

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: FDR Resources**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 1/11/2023

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 1/11/2023

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Mexican Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 1/11/2023***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**Commercial Driver License Part I: Requirements**

by FLHSMV

0 Hours 20 Minutes

***Date of Course Completion:*** 1/12/2023

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2020: Military ID Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 5/24/2023***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2023**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion:*** 10/9/2023



*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Military ID Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 2/21/2024***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 2/22/2024***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 2/22/2024***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 2/22/2024***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 2/22/2024***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Travel, Citizenship, and Immigration Docs**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 2/22/2024***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Covert Features**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 6/11/2024

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Security Features**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 6/11/2024***



*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Social Security Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 6/11/2024

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Travel Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 6/11/2024

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2024**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion: 6/24/2024***

*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024: Expanding the Review**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 9/13/2024



*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**AAMVA FDR 2024 for Tax Collectors - Supervisors**

by FLHSMV

14 Hours 00 Minutes

***Date of Course Completion: 9/13/2024***



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Amy B. Cook**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C

March 6, 2025  
30 credit hours



*This certificate is awarded to*

**AMY COOK**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2025**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion:*** 7/16/2025



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Ashley L. Forehand		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Gulf	Job Title: Tax Collector		
Certification Requested:	Certified Florida Collector		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	02/01/26		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 01/01/25	To: Present
From: 4/15/04	To: 5/31/10

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
FLHSMV - Information and Cyber Security Awareness Training	0.50	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
Driver License Preparatory Training (Online)	12	Attended Course
AAMVA - Internal Fraud for Staff	0.75	Attended Course
AAMVA - Social Security Cards	0.50	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - U.S. Immigration Documents	0.75	Attended Course
AAMVA - Travel Documents	0.75	Attended Course
AAMVA - Introduction to Covert Features	0.75	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
AAMVA - Mexican Documents	0.75	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
<b>Total Hours</b>	79.5	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
-------------------------------------	--------------------------	-----	--------------------------	----

Notes: Total Hours: 120.83. Application package includes courses that do not qualify toward certification. These courses are not included in the total hours calculation.





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Ashley L. Forehand		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Gulf		Job Title: Tax Collector	
Certification Requested:	Certified Florida Collector		
Initial: <input checked="" type="checkbox"/>		Reinstatement: <input type="checkbox"/>	
Certification Date:	02/01/26		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
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From: 01/01/25	To: Present
From: 4/15/04	To: 5/31/10

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
<b>90-hours per 12D-19.003(3)(b)</b>		
AAMVA - Security Features	1	Attended Course
AAMVA - Introduction to Fraud	1	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
AAMVA - Vehicle Identification Documents	0.83	Attended Course
AAMVA - Expanding the Review	0.50	Attended Course
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Canadian Travel, Citizenship and Immigration Documents	1	Attended Course
AAMVA - People and Actions	0.75	Attended Course
AAMVA - CDL Module 1	2.5	Attended Course
AAMVA - CDL Module 2	0.75	Attended Course
AAMVA - CDL Module 3	0.75	Attended Course
AAMVA - CDL Module 4	0.75	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
<b>Total Hours</b>	16.33	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Ashley L. Forehand		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Gulf		Job Title: Tax Collector	
Certification Requested:	Certified Florida Collector		
Initial: <input checked="" type="checkbox"/>		Reinstatement: <input type="checkbox"/>	
Certification Date:	02/01/26		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 01/01/25	To: Present
From: 4/15/04	To: 5/31/10

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 002 - Effective Decision Making	10	Attended Course
TCC 001 - Bankruptcy	15	Attended Course
<b>Total Hours</b>	25	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
-------------------------------------	--------------------------	-----	--------------------------	----

Notes:



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Ashley L. Forehand					
Business email address: aforehand@gulfcounty-fl.gov				Business phone number: 850-229-6116	
Job title: Tax Collector					
Employed by: Gulf County					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Gulf County Tax Collector's Office					
Your Title: DMV Clerk				Employment Dates: 4/15/2004-5/31/2010	
Employer: Gulf County Tax Collector's Office					
Your Title: Tax Collector				Employment Dates: January 2025 - current	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0001C	Counterfeits & Alterations	.75	TC0003C	Vehicle Identification Doc	.83
TC0002C	Drivers License & ID Cards	.75	TC0004C	Expanding the Review	.5
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Ashley L. Forehand				Date: 1/11/2026	





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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
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Applicant's name (as you would like it to appear on the certificate): Ashley L. Forehand					
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Job title: Tax Collector					
Employed by: Gulf County					
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Your Title: DMV Clerk			Employment Dates: 4/15/2004-5/31/2010		
Employer: Gulf County Tax Collector's Office					
Your Title: Tax Collector			Employment Dates: January 2025 - current		
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No.	Course Title	Hours	No.	Course Title	Hours
TC0005C	Birth Certificates	.5	TC0007C	Canadian Travel Citizenship	.5
TC0006C	Canadian Birth Cert Driver's License	.75	TC0008C	Internal Fraud for Staff	.75
<b>Applicant Signature</b> Documents					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Ashley L. Forehand			Date: 1/11/2026		





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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
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Job title: Tax Collector					
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No.	Course Title	Hours	No.	Course Title	Hours
TC.0009C	Introduction to Covert Features	.75	TC0011C	Mexican Documents	.75
TC0010C	Introduction to Fraud	1	TC0012C	Military ID Cards	.5
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Ashley L. Forehand			Date: 1/11/2026		





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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
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No.	Course Title	Hours	No.	Course Title	Hours
TC.0013C	People & Actions	.75	TC.0015C	Social Security Cards	.5
TC.0014C	Security Features	1	TC.0016C	Travel Documents	.75
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Ashley L. Forehand			Date: 1/11/2026		





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<b>Reason for Applying</b>					
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No.	Course Title	Hours	No.	Course Title	Hours
TC0017C	US Immigration Dec	.75	TC0019C	CDL Module 2	.75
TC0018C	CDL Module 1	2.5	TC0020C	CDL Module 3	.75
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Ashley L. Forehand			Date: 1/11/2026		





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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Ashley L. Forehand					
Business email address: aforehand@gulfcounty-fl.gov			Business phone number: 850-229-6116		
Job title: Tax Collector					
Employed by: Gulf County					
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No.	Course Title	Hours	No.	Course Title	Hours
TC0021C	CDL Module 4	.75	TC0044C	HV UT	1
TC0025C	Drivers License Prep. Training 12		TC0045C	Inf. & Cyber Security	.5
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Ashley L. Forehand			Date: 1/11/2026		





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No.	Course Title	Hours	No.	Course Title	Hours
TC0039C	TCC001 Bankruptcy	15	TC0039C	TCC003 Customer Service	5
TC0038C	TCC002 Effective	10	TC0040C	TCC501 Duties &	30
<b>Applicant Signature</b> <i>Decision Making Responsibilities of FL TC</i>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <i>Ashley L. Forehand</i>				Date: <i>1/11/2026</i>	





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Applicant's name (as you would like it to appear on the certificate): Ashley L. Forehand					
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Your Title: DMV Clerk			Employment Dates: 4/15/2004-5/31/2010		
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No.	Course Title	Hours	No.	Course Title	Hours
TC0042C	TCC504 Collection of Licenses, Taxes & Fees	30			
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Ashley L. Forehand			Date: 1/11/2026		



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Ashley L. Forehand**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C

March 3, 2025  
30 credit hours







**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Ashley L. Forehand**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 30, 2025  
30 credit hours





*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2025**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion: 7/9/2025***

# FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

# iLearn

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes

***Date of Course Completion: 7/9/2025***





*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**Driver License Preparatory Training - OLT**

by FLHSMV

12 Hours

***Date of Course Completion:*** 10/28/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Internal Fraud for Staff**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/28/2025





*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Social Security Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 10/28/2025



*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/28/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: US Immigration Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/28/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Travel Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 10/28/2025***

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Covert Features**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/28/2025





*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Military ID Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 10/28/2025***

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Mexican Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 10/28/2025***

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 10/28/2025***



*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Security Features**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 10/28/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Fraud**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 10/30/2025***



FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/30/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Vehicle Identification Documents**

by External Training

0 Hours 50 Minutes

***Date of Course Completion:*** 10/30/2025



*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Expanding the Review**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 10/30/2025***



*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/31/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Travel, Citizenship, and Immigration Docs**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 10/31/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA FDR 2024: People and Actions**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/31/2025



*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA CDL 2024: Module 1 - Introduction to CDL Licensing**

by External Training

2 Hours 30 Minutes

***Date of Course Completion:*** 12/10/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA CDL 2024: Module 2 - Overview of the CDL Tests**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 12/11/2025

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA CDL 2024: Module 3 - CDL Knowledge Tests Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 12/11/2025



*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**AAMVA CDL 2024: Module 4 - CKE End-of-Course Exam Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 12/11/2025





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**ASHLEY L. FOREHAND**

has successfully completed

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

December 15, 2025

5 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**ASHLEY L. FOREHAND**

has successfully completed

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

January 7, 2026  
10 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**ASHLEY L. FOREHAND**

has successfully completed

**TCC 001 - BANKRUPTCY**

Course Number: TC-0037C

on

January 11, 2026  
15 credit hours





# FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

# iLearn

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**Foundations of Customer Service**

by FLHSMV

0 Hours 0 Minutes

***Date of Course Completion: 7/15/2025***

*This certificate is awarded to*

**Ashley Forehand**

*for the successful completion of*

**Introduction to Driver License Preparatory**

by FLHSMV

0 Hours 0 Minutes

***Date of Course Completion: 7/15/2025***

# Florida International University



**Jack D. Gordon Institute for Public Policy**

*Ashley L. Forehand*

*has successfully completed*

***Cybersecurity Leadership & Strategy  
Professional Education Program***

*February 28, 2025*

*Brian Fonseca, Director  
Jack D. Gordon Institute for Public Policy*



*Miguel Asencio, Director, Cyber Policy Program  
Jack D. Gordon Institute for Public Policy*



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Tonjii D. Wiggins-McGriff		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Gadsden	Job Title: Tax Collector		
Certification Requested:	Certified Florida Collector		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	11/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 01/06/25	To: Present
From: 9/1/21	To: 2/1/22

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
FLHSMV - Information and Cyber Security Awareness Training	0.50	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
FLHSMV - Information and Cyber Security Awareness Training	0.50	Attended Course
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
TCC 502 - Management of a Florida Tax Collector's Office	30	Attended Course
AAMVA - Canadian Travel, Citizenship and Immigration Documents	1	Attended Course
AAMVA - CDL Module 1	2.5	Attended Course
AAMVA - CDL Module 2	0.75	Attended Course
AAMVA - CDL Module 3	0.75	Attended Course
AAMVA - CDL Module 4	0.75	Attended Course
AAMVA - Introduction to Covert Features	0.75	Attended Course
AAMVA - Vehicle Identification Documents	0.83	Attended Course
<b>Total Hours</b>	99.58	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes: Total hours: 120.83

FLHSMV - Information and Cyber Security Awareness Training completed on 3/8/2025 &  
7/23/2025





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Tonjii D. Wiggins-McGriff		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Gadsden	Job Title: Tax Collector		
Certification Requested:	Certified Florida Collector		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	11/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 06/01/1990	To: 10/01/2007
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
<b>90-hours per 12D-19.003(3)(b)</b>		
AAMVA - Social Security Cards	0.50	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
AAMVA - Introduction to Fraud	1	Attended Course
AAMVA - Mexican Documents	0.75	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
AAMVA - People and Actions	0.75	Attended Course
AAMVA - Travel Documents	0.75	Attended Course
AAMVA - U.S. Immigration Documents	0.75	Attended Course
AAMVA - Security Features	1	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
AAMVA - Internal Fraud for Staff	0.75	Attended Course
FLHSMV - Driver License Preparatory Training (Online)	12	Attended Course
<b>Total Hours</b>	21.25	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



# Application for Florida Professional Certification Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>Tonjii D. Wiggins-McGriff</b>					
Business email address: <b>twigginsmcgriff@gadsdentaxfl.us</b>				Business phone number: <b>(850) 627-4300</b>	
Job title: <b>Tax Collector</b>					
Employed by: <b>Gadsden County Tax Collector</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>Gadsden County Tax Collector</b>					
Your Title: <b>Tax Collector</b>				Employment Dates: <b>01/2025 - Present</b>	
Employer: <b>Gadsden County Property Appraiser</b>					
Your Title: <b>Asst Property Appraiser</b>				Employment Dates: <b>09/2021 -02/2022</b>	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0040C	TCC 501	30	TC-0041C	TCC 502	30
TC-0042C	TCC 504	30	TC-0025C	DL Preparatory Training	12
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <i>Tonjii D Wiggins - McGriff</i>				Date: <b>10/23/2025</b>	





**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>Tonjii D. Wiggins-McGriff</b>					
Business email address: <b>twigginsmcgriff@gadsdentaxfl.us</b>			Business phone number: <b>(850) 627-4300</b>		
Job title: <b>Tax Collector</b>					
Employed by: <b>Gadsden County Tax Collector</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation: <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> Certified Florida Appraiser</div><div><input type="checkbox"/> Certified Florida Evaluator</div><div><input type="checkbox"/> Certified Cadastralist of Florida</div></div> <div style="display: flex; justify-content: space-between;"><div><input checked="" type="checkbox"/> Certified Florida Collector</div><div><input type="checkbox"/> Certified Florida Collector Assistant</div></div>					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>Florida Department of Revenue</b>					
Your Title: <b>Tax Auditor</b>			Employment Dates: <b>06/90 - 10/07</b>		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0008C	Internal Fraud for Staff	.75	TC-0044C	Heavy Vehicle Use Tax	1
TC-0045C	Information and Cyber Security Awareness	.5	TC-0045C	Information and Cyber Security Awareness	.5
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <i>Tonjii D. Wiggins-McGriff</i>			Date: <b>10/23/2025</b>		



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <u>Tonjii D. Wiggins-McGriff</u>					
Business email address: <u>twigginsmcgriff@gadsdentaxfl.us</u>			Business phone number: <u>(850) 627-4300</u>		
Job title: <u>Tax Collector</u>					
Employed by: <u>Gadsden County Tax Collector</u>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation: <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> Certified Florida Appraiser</div><div><input type="checkbox"/> Certified Florida Evaluator</div><div><input type="checkbox"/> Certified Cadastralist of Florida</div></div> <div style="display: flex; justify-content: space-between;"><div><input checked="" type="checkbox"/> Certified Florida Collector</div><div><input type="checkbox"/> Certified Florida Collector Assistant</div></div>					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <u>Florida Department of Revenue</u>					
Your Title: <u>Tax Auditor</u>			Employment Dates: <u>06/90 - 10/07</u>		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0001C	Counterfeits and Alterations	.75	TC-0003C	Vehicle Identification Documents	.83
TC-0002C	Driver License and ID Cards	.75	TC-0005C	Birth Certificates	.50
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <u><i>Tonjii D. Wiggins-McGriff</i></u>			Date: <u>10/23/2025</u>		




**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>Tonjii D. Wiggins-McGriff</b>					
Business email address: <b>twigginsmcgriff@gadsdentaxfl.us</b>			Business phone number: <b>(850) 627-4300</b>		
Job title: <b>Tax Collector</b>					
Employed by: <b>Gadsden County Tax Collector</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation: <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> Certified Florida Appraiser</div><div><input type="checkbox"/> Certified Florida Evaluator</div><div><input type="checkbox"/> Certified Cadastralist of Florida</div></div> <div style="display: flex; justify-content: space-between;"><div><input checked="" type="checkbox"/> Certified Florida Collector</div><div><input type="checkbox"/> Certified Florida Collector Assistant</div></div>					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>Florida Department of Revenue</b>					
Your Title: <b>Tax Auditor</b>			Employment Dates: <b>06/90 - 10/07</b>		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0006C	Canadian Birth Certificates, Driver, and Vehicle Docs	.75	TC-0009C	Introduction to Covert Features	.75
TC-0007C	Canadian Travel, Citizenship, and Immigration Docs	1	TC-0010C	Introduction to Fraud	1
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: <b>10/23/2025</b>	



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
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[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <u>Tonjii D. Wiggins-McGriff</u>					
Business email address: <u>twigginsmcgriff@gadsdentaxfl.us</u>			Business phone number: <u>(850) 627-4300</u>		
Job title: <u>Tax Collector</u>					
Employed by: <u>Gadsden County Tax Collector</u>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <u>Florida Department of Revenue</u>					
Your Title: <u>Tax Auditor</u>			Employment Dates: <u>06/90 - 10/07</u>		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0011C	Mexican Documents	.75	TC-0013C	People and Actions	.75
TC-0012C	Military ID Cards	.5	TC-0014C	Security Features	1
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <u><i>Tonjii D. Wiggins-McGriff</i></u>				Date: <u>10/23/2025</u>	



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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TC

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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>Tonjii D. Wiggins-McGriff</b>					
Business email address: <b>twigginsmcgriff@gadsdentaxfl.us</b>			Business phone number: <b>(850) 627-4300</b>		
Job title: <b>Tax Collector</b>					
Employed by: <b>Gadsden County Tax Collector</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
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<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>Florida Department of Revenue</b>					
Your Title: <b>Tax Auditor</b>			Employment Dates: <b>06/90 - 10/07</b>		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0015C	Social Security	.5	TC-0017C	US Immigration Documents	.75
TC-0016C	Travel Documents	.75	TC-0018C	CDL Module 1	2.5
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: <b>10/23/2025</b>	





**Application for  
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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
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Applicant's name (as you would like it to appear on the certificate): <b>Tonjii D. Wiggins-McGriff</b>					
Business email address: <b>twigginsmcgriff@gadsdentaxfl.us</b>			Business phone number: <b>(850) 627-4300</b>		
Job title: <b>Tax Collector</b>					
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I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
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<input checked="" type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Florida Collector Assistant			
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Employer: <b>Florida Department of Revenue</b>					
Your Title: <b>Tax Auditor</b>			Employment Dates: <b>06/90 - 10/07</b>		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0019C	CDL Module 2	.75	TC-0021C	CDL Module 4	.75
TC-0020C	CDL Module 3	.75			
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: <b>10/23/2025</b>	



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Tonjii Wiggins-mcgriff**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C



March 3, 2025  
30 credit hours

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2024**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion: 3/8/2025***



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Tonjii Wiggins-mcgriff**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

July 1, 2025  
30 credit hours



*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2025**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion: 7/23/2025***



*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

**Date of Course Completion: 7/24/2025**

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 7/24/2025***



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Tonjii Wiggins-mcgriff**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 22, 2025  
30 credit hours



*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Travel, Citizenship, and Immigration Docs**

by External Training

1 Hours 0 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA CDL 2024: Module 1 - Introduction to CDL Licensing**

by External Training

2 Hours 30 Minutes

***Date of Course Completion:*** 9/24/2025

TC-0018C

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA CDL 2024: Module 2 - Overview of the CDL Tests**

by External Training

0 Hours 45 Minutes



*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA CDL 2024: Module 3 - CDL Knowledge Tests Overview**

by External Training

0 Hours 45 Minutes

**Date of Course Completion:** 9/25/2025

TC-0020C

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA CDL 2024: Module 4 - CKE End-of-Course Exam Overview**

by External Training

0 Hours 45 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Covert Features**

by External Training

0 Hours 45 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Vehicle Identification Documents**

by External Training

0 Hours 50 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Social Security Cards**

by External Training

0 Hours 30 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes



*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Fraud**

by External Training

1 Hours 0 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Mexican Documents**

by External Training

0 Hours 45 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Military ID Cards**

by External Training

0 Hours 30 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: People and Actions**

by External Training

0 Hours 45 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Travel Documents**

by External Training

0 Hours 45 Minutes



*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: US Immigration Documents**

by External Training

0 Hours 45 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Security Features**

by External Training

1 Hours 0 Minutes

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes

***Date of Course Completion:*** 10/1/2025

*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**AAMVA FDR 2024: Internal Fraud for Staff**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/1/2025



*This certificate is awarded to*

**Tonjii Wiggins-McGriff**

*for the successful completion of*

**Driver License Preparatory Training - OLT**

by FLHSMV

12 Hours

***Date of Course Completion:*** 10/22/2025



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Kathryn Berens		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Lake	Job Title: Customer Representative II		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 04/17/23	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 503 - Collection & Distribution of Property Taxes and Special Assessments	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 001 - Bankruptcy	15	Attended Course
TCC 002 - Effective Decision Making	10	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
FLHSMV - Driver License Preparatory Training (Online)	12	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Canadian Travel, Citizenship and Immigration Documents	1	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
AAMVA - Internal Fraud for Staff	0.75	Attended Course
AAMVA - Introduction to Covert Features	0.75	Attended Course
<b>Total Hours</b>	108.25	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes: Total Hours: 120.33





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Kathryn Berens		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Lake	Job Title: Customer Representative II		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 04/17/23	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
<b>90-hours per 12D-19.003(3)(b)</b>		
AAMVA - Introduction to Fraud	1	Attended Course
AAMVA - Mexican Documents	0.75	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
AAMVA - People and Actions	0.75	Attended Course
AAMVA - Security Features	1	Attended Course
AAMVA - Social Security Cards	0.50	Attended Course
AAMVA - Vehicle Identification Documents	0.83	Attended Course
AAMVA - Travel Documents	0.75	Attended Course
AAMVA - U.S. Immigration Documents	0.75	Attended Course
AAMVA - CDL Module 1	2.5	Attended Course
AAMVA - CDL Module 2	0.75	Attended Course
AAMVA - CDL Module 3	0.75	Attended Course
AAMVA - CDL Module 4	0.75	Attended Course
<b>Total Hours</b>	11.58	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
-------------------------------------	--------------------------	-----	--------------------------	----

Notes:



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

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N. 10/21  
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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Kathryn Berens					
Business email address: n/a			Business phone number: 352-343-9602		
Job title: Customer Representative II					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title: Customer Representative II			Employment Dates: 4/17/2023 - Present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0001C	Counterfeits & Alterations	.75 (45 min)	TC-0003C	Vehicle Identification Documents	.83 (50 min)
TC-0002C	Driver's License & ID Cards	.75 (45 min)	TC-0005C	Birth Certificates	.50 (30 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Kathryn G Berens				Date: Oct 9, 2025	



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<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Kathryn Berens					
Business email address: n/a			Business phone number: 352-343-9602		
Job title: Customer Representative II					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
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<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
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Employer: Office of The Lake County Tax Collector					
Your Title: Customer Representative II			Employment Dates: 4/17/2023 - Present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0006C	Canadian BC, Driver and Vehicle Documents	.75 (45 min)	TC-0008C	Internal Fraud for Staff	.75 (45 min)
TC-0007C	Canadian Travel, Citizenship, & Immigration Docs	1.0 (60 min)	TC-0009C	Introduction to Covert Features	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Kathryn G Berens				Date: Oct 9, 2025	





**Application for  
Florida Professional Certification**  
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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Kathryn Berens					
Business email address: n/a			Business phone number: 352-343-9602		
Job title: Customer Representative II					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title: Customer Representative II			Employment Dates: 4/17/2023 - Present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0010C	Introduction to Fraud	1.0 (60 min)	TC-0012C	Military ID Cards	.50 (30 min)
TC-0011C	Mexican Documents	.75 (45 min)	TC-0013C	People and Actions	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Kathryn G Berens				Date: Oct 9, 2025	



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Kathryn Berens					
Business email address: n/a			Business phone number: 352-343-9602		
Job title: Customer Representative II					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title: Customer Representative II			Employment Dates: 4/17/2023 - Present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0014C	Security Features	1.0 (60 min)	TC-0016C	Travel Documents	.75 (45 min)
TC-0015C	Social Security Cards	.50 (30 min)	TC-0017C	U.S. Immigration Documents	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Kathryn G Berens				Date: Oct 9, 2025	



**Application for  
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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
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Applicant's name (as you would like it to appear on the certificate): Kathryn Berens					
Business email address: n/a			Business phone number: 352-343-9602		
Job title: Customer Representative II					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title: Customer Representative II			Employment Dates: 4/17/2023 - Present		
Employer:					
Your Title:			Employment Dates:		
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No.	Course Title	Hours	No.	Course Title	Hours
TC-0018C	CDL Module 1	2.5	TC-0020C	CDL Module 3	.75 (45 min)
TC-0019C	CDL Module 2	.75 (45 min)	TC-0021C	CDL Module 4	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Kathryn G Berens				Date: Oct 9, 2025	





**Application for  
Florida Professional Certification**  
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<b>Reason for Applying</b>					
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<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Kathryn Berens					
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Job title: Customer Representative II					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title: Customer Representative II			Employment Dates: 4/17/2023 - Present		
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No.	Course Title	Hours	No.	Course Title	Hours
TC 0025C	Driver License Preparatory Training Online	12.0	TC 0045C	Information and Cyber Security Awareness Training	.50
TC 0044C	Heavy Vehicle Use Tax (HVUT)	1.0	TC 0041C	TCC502 Ldrshp & Mgnt in FL TCO	30
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Kathryn G Berens				Date: Oct 9, 2025	



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
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<b>Reason for Applying</b>					
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<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Kathryn Berens					
Business email address: n/a			Business phone number: 352-343-9602		
Job title: Customer Representative II					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
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Employer: Office of The Lake County Tax Collector					
Your Title: Customer Representative II			Employment Dates: 4/17/2023 - Present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC 0036C	TCC 503 Coll. & Dist. of Prop Taxes & SA	30.0	TC 0038C	TCC 002 Effective Decision Making in WP	10.0
TC 0037C	TCC 001 Bankruptcy	15.0	TC 0039C	TCC 003 Customer Service Training	5.0
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Kathryn G Berens				Date: Oct 9, 2025	



*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**Driver License Preparatory Training - OLT**

by FLHSMV

12 Hours

***Date of Course Completion: 5/3/2023***

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes

***Date of Course Completion: 12/5/2023***

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 4/26/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/26/2024



*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Travel, Citizenship, and Immigration Docs**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 4/26/2024***

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/29/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 4/29/2024***



*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Internal Fraud for Staff**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/1/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Covert Features**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/1/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Fraud**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 5/1/2024***





*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Mexican Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/1/2024



*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Military ID Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 5/1/2024***

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: People and Actions**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/1/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Security Features**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 5/1/2024



*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Social Security Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 5/2/2024***



*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Vehicle Identification Documents**

by External Training

0 Hours 50 Minutes

***Date of Course Completion: 5/2/2024***



*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: Travel Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 5/2/2024***

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA FDR 2024: US Immigration Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/2/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA CDL 2024: Module 1 - Introduction to CDL Licensing**

by External Training

2 Hours 30 Minutes

***Date of Course Completion:*** 5/14/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA CDL 2024: Module 2 - Overview of the CDL Tests**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/14/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA CDL 2024: Module 3 - CDL Knowledge Tests Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/14/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**AAMVA CDL 2024: Module 4 - CKE End-of-Course Exam Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/14/2024

*This certificate is awarded to*

**KATHRYN BERENS**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2024**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion: 6/27/2024***





**Congratulations,**

**Kathryn Berens**

on completing

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

March 26, 2025  
30 credit hours





**Congratulations,**

**Kathryn Berens**

on completing

**TCC 001 - BANKRUPTCY**

Course Number: TC-0037C

on

May 22, 2025  
15 credit hours





**Congratulations,**

**Kathryn Berens**

on completing

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

June 26, 2025  
10 credit hours





**Congratulations,**

**Kathryn Berens**

on completing

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

June 26, 2025  
5 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Kathryn Berens**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 23, 2025  
30 credit hours







# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Amber Bieri		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Charlotte		Job Title:	Technical Specialist II
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>		Reinstatement: <input type="checkbox"/>	
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 05/04/22	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
<b>Total Hours</b>	120	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for**  
**Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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TC

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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>AMBER BIERI</b>					
Business email address: <b>Amber.Bieri@charlottecountyfl.gov</b>				Business phone number: <b>941-743-1350</b>	
Job title: <b>Technical Specialist II</b>					
Employed by: <b>Charlotte County Tax Collector</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation: <div style="display: flex; justify-content: space-between; margin-top: 5px;"><div><input type="checkbox"/> Certified Florida Appraiser</div><div><input type="checkbox"/> Certified Florida Evaluator</div><div><input type="checkbox"/> Certified Cadastralist of Florida</div></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"><div><input type="checkbox"/> Certified Florida Collector</div><div><input checked="" type="checkbox"/> Certified Florida Collector Assistant</div></div>					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>Charlotte County Tax Collector</b>					
Your Title: <b>Technical Specialist II</b>				Employment Dates: <b>05/04/2022-Current</b>	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0040C	TCC-501 Duties & Resp of FL Tax Collector	30	TC-0036C	TCC-503 Coll & Dist of Property Taxes & Spec Assess.	30
TC-0041C	TCC-502 Leadership & Mgmt Skills in a FL Tax Collector's Office	30	TC-0042C	TCC-504 Coll of License, Taxes and Fees	30
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <b>Amber Bieri</b>			Digitally signed by Amber Bieri Date: 2025.10.01 11:09:05 -04'00'		Date: <b>10/01/2025</b>



**Congratulations,**

**Amber Bieri**

on completing

**TCC 503 - COLLECTION AND DISTRIBUTION  
OF PROPERTY TAXES AND SPECIAL  
ASSESSMENTS**

Course Number: TC-0036C

on

April 5, 2024  
30 credit hours





# **The Florida Department of Revenue**

Property Tax Oversight, Certification and Training Team

Certifies that

**Amber Bieri**

has successfully completed

## **TCC 501 - DUTIES AND RESPONSIBILITIES OF FLORIDA TAX COLLECTORS**

Course Number: TC-0040C

March 3, 2025  
30 credit hours





# **The Florida Department of Revenue**

Property Tax Oversight, Certification and Training Team

Certifies that

**Amber Bieri**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

July 1, 2025  
30 credit hours





# **The Florida Department of Revenue**

Property Tax Oversight, Certification and Training Team

Certifies that

**Amber Bieri**

has successfully completed

## **TCC 502 - LEADERSHIP AND MANAGEMENT SKILLS IN A FLORIDA TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 23, 2025  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Lauren Buehler
Previous Name(s)(if applicable):	
Documentation Included:	
County: Collier	Job Title: Property Tax Specialist
Certification Requested:	Certified Florida Collector Assistant
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>
Certification Date:	12/01/25

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 11/20/23	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
<b>Total Hours</b>	120	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Lauren Buehler					
Business email address: lbuehler@colliertax.com			Business phone number: 239-252-8882		
Job title: Property Tax Specialist					
Employed by: Collier County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Collier County Tax Collector					
Your Title: Property Tax Specialist			Employment Dates: 11/20/2023-Present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC 0040C	TCC 501 Duties & Responsibilities of Fla. Tax Collectors	30	TC 0041C	TCC 502 Leadership & Management Skills in a Fla. Tax Collectors Office	30
TC 0036C	TCC 503 Collection & Distribution of Property Taxes & Special Assessments	30	TC 0042C	TCC 504 Collection of Licenses, Taxes and Fees	30
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 11/21/2025	

The Florida Department of Revenue (Department) provides training and certification for Florida

- county property appraisers and employees
- county tax collectors and employees

### Certification

To become certified as one of the following Florida professional designees, you must have two years of experience employed in a Florida property appraiser office, a Florida tax collector office, or with the Department and meet certain requirements:

- Certified Florida Appraiser
- Certified Florida Evaluator
- Certified Cadastralist of Florida
- Certified Florida Collector
- Certified Florida Collector Assistant

To become a Certified Florida Appraiser or Certified Florida Evaluator you must complete:

- a minimum of 30 hours of approved courses which include instruction and examination on basic appraisal principles, types of value, and economic principles pertaining to the valuation of real property
- a minimum of 30 hours of approved courses which include instruction and examination on procedures and methods regarding the income approach to estimating the value of real property
- an additional 60 hours of approved elective courses which include instruction and examination related to the professional designation

To become a Certified Cadastralist of Florida you must complete:

- a minimum of 30 hours of approved courses which include instruction and examination on mathematic principles for cadastral mappers
- a minimum of 30 hours of approved courses which include instruction and examination on the Public Land Survey System for cadastral mappers
- a minimum of 30 hours of approved courses which include instruction and examination on real property descriptions
- a minimum of 30 hours of approved courses which include instruction and examination on basic map compilation
- a minimum of 30 hours of approved elective courses which include instruction and examination on principles, techniques, or applications of cadastral mapping

To become a Certified Florida Collector or Florida Certified Collector Assistant you must complete:

- a minimum of 30 hours of approved courses which includes instruction and examination on the duties and responsibilities of a Florida tax collector
- a minimum of 90 hours of approved elective courses which include instruction and examination designed to impart expertise in the areas of tax administration, assessment, or collection in Florida

### Course Approval and Examinations

All courses for certification or reinstatement must be approved by the Department. Courses that are determined by the Department to meet the requirements and are approved courses for certification, recertification or reinstatement are published on the Department's Certification and Training webpage [https://floridarevenue.com/property/Pages/Cofficial\\_Training.aspx](https://floridarevenue.com/property/Pages/Cofficial_Training.aspx). You must pass all required examinations for each required course to obtain course credit.

### Annual Recertification Due January 1

To be recertified each calendar year, all Florida professional designees must certify their governmental employment and pay the \$5 recertification fee each January 1. Recertification fees become delinquent April 1.

Florida county property appraisers and tax collectors must complete a minimum of 24 hours of approved courses. In addition to the approved courses listed on the Department's Certification and Training webpage, continuing education courses, seminars, workshops, and conferences will be approved on a case-by-case basis. See Form DR-4002, *Application for Approval of a Course or Continuing Education Credit Hours* (incorporated by reference in Rule 12D-16.002, F.A.C.).

### Special Salary for Officials

To qualify for and receive the special qualification salary provided in Section 145.10 or 145.11, Florida Statutes, property appraisers and tax collectors must meet all certification requirements within four years after taking office.

### Reinstatement

Each certification is conditional upon governmental employment and expires automatically if you leave governmental employment or you fail to meet the annual recertification requirements. Once your professional certification has expired, you may apply for reinstatement.

Property appraisers and tax collectors must complete 24 hours of continuing education courses. All applicants must certify their governmental employment and pay the reinstatement fee.

**If you are unable to submit your completed application or pay the fee online**, mail your completed application, copies of certificates of completed courses, and a check or money order for the required fee to:

Florida Department of Revenue  
Property Tax Oversight  
Certification and Training  
PO Box 3294  
Tallahassee, FL 32315-3294

### Need Assistance?

Email: [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com)

To speak with a Department of Revenue representative, call Certification and Training at 850-717-6570.



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Lauren Buehler**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 24-27, 2024  
30 credit hours



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Lauren Buehler**

has successfully completed

**TCC 502 - LEADERSHIP AND MANAGEMENT  
SKILLS IN A FLORIDA TAX COLLECTOR'S  
OFFICE**

Course Number: TC-0041C

September 24, 2024  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Lauren Buehler**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C

March 4, 2025  
30 credit hours





**Congratulations,**  
**Lauren Buehler**

on completing

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

June 16, 2025  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Sarah Carter		
Previous Name(s)(if applicable):	Braswell		
Documentation Included:	No		
County: Franklin	Job Title: Assistant Tax Collector		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	06/01/24		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 06/01/95	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 503 - Collection & Distribution of Property Taxes and Special Assessments	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
FLHSMV - DL Transformed: Phase I " Tax Collector's Edition"	40	Attended Course
FLHSMV - DL Transformed: Phase II	40	Attended Course
AAMVA - People and Actions	0.75	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - Internal Fraud for Staff	0.75	Attended Course
AAMVA - Vehicle Identification Documents	0.83	Attended Course
AAMVA - Canadian Travel, Citizenship and Immigration Documents	1	Attended Course
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
AAMVA - Mexican Documents	0.75	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
<b>Total Hours</b>	118.33	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes: Total Hours: 151.83. Application package includes courses that do not qualify toward certification. These courses are not included in the total hours calculation.



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Sarah Carter		
Previous Name(s)(if applicable):	Braswell		
Documentation Included:	No		
County: Franklin	Job Title: Assistant Tax Collector		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	06/01/24		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 06/01/95	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
AAMVA - U.S. Immigration Documents	0.75	Attended Course
AAMVA - Travel Documents	0.75	Attended Course
AAMVA - Security Features	1	Attended Course
AAMVA - Social Security Cards	0.50	Attended Course
FLHSMV - Information and Cyber Security Awareness Training	0.50	Attended Course
		Attended Course
		Attended Course
		Attended Course
		Attended Course
		Attended Course
		Attended Course
		Attended Course
<b>Total Hours</b>	33.5	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for  
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Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Sarah Carter					
Business email address: scarter@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Assistant Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Assistant Tax Collector				Employment Dates: June 1995-present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0017C	US immigration Documents	.75	TC-0016C	Travel Documents	.75
TC-0014C	Security Features	1	TC-0015C	Social Security Cards	.50
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Sarah Carter				Date: 10-29-25	





**Application for  
Florida Professional Certification**  
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**Reason for Applying**

☒ **Initial Certification** - \$25 fee    ☐ **Annual Recertification** - \$5 fee    ☐ **Reinstatement of Certification** - \$5 fee

**Applicant Information**

Applicant's name (as you would like it to appear on the certificate): Sarah Carter

Business email address: scarter@franklincountytaxcollector.com

Business phone number: 850-653-9323

Job title: Assistant Tax Collector

Employed by: Franklin County Tax Collector

I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:

☐ Certified Florida Appraiser    ☐ Certified Florida Evaluator    ☐ Certified Cadastralist of Florida  
☐ Certified Florida Collector    ☒ Certified Florida Collector Assistant

**Experience for Certification** – If you are applying for your **initial certification**, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for **recertification** or for **reinstatement**, provide your current employer and employment dates.

Employer: Franklin County Tax Collector

Your Title: Assistant Tax Collector

Employment Dates: June 1995-present

Employer:

Your Title:

Employment Dates:

**Approved Courses** – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.

No.	Course Title	Hours	No.	Course Title	Hours
TC-0036C	TCC 503 Collection & Distribution of Property Taxes	30	TC-0022C	DL Training Series: Phase I	40
TC-0023C	DL Training Series Phase II	40	TC-0044C	Heavy Vehicle Use Tax HVUT	1

**Applicant Signature**

I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.

Signature: *Sarah Carter*

Date: 10-29-25



**Application for  
Florida Professional Certification  
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Rule 12D-16.002, F.A.C.  
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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Sarah Carter					
Business email address: scarter@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Assistant Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Assistant Tax Collector				Employment Dates: June 1995-present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0001C	Counterfeits and Alterations	.75	TC-0008C	Internal Fraud for Staff	.75
TC-0003C	Vehicle Identification Documents	.83	TC-0007C	Canadian Travel, Citizenship and Immigration Docs	1
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Sarah Carter				Date: 10-29-25	



**Application for  
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<b>Reason for Applying</b>					
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<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Sarah Carter					
Business email address: scarter@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Assistant Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Assistant Tax Collector				Employment Dates: June 1995-present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0006C	Canadian Birth Certificates, Driver and Vehicle Docs.	.75	TC-0012C	Military ID Cards	.50
TC-0011C	Mexican Documents	..75	TC-0002C	Driver Licenses and ID Cards	.75
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Sarah Carter				Date: 10-29-25	



**Application for  
Florida Professional Certification  
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[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Sarah Carter					
Business email address: scarter@franklincountytaxcollector.com				Business phone number: 850-653-9323	
Job title: Assistant Tax Collector					
Employed by: Franklin County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Franklin County Tax Collector					
Your Title: Assistant Tax Collector				Employment Dates: June 1995-present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0045C	Cyber Security Awareness	.50	TC-0040C	TCC 501 Duties and Responsibilities of The Florida Tax Collector	30
TC-0013C	People and Actions	.75	TC-0005C	Birth Certificates	.50
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Sarah Carter				Date: 10-29-25	



*The Department of Revenue  
of the State of Florida*

*certifies that*

***Sarah Braswell***

*has successfully completed*

***"Collection & Distribution Of Property Taxes"***

*Course TCC 503A, 30 Contact Hours*

*Friday, February 13, 2009*

A handwritten signature in cursive script, reading "Lisa Echeverri", written over a horizontal line.

*Lisa Echeverri  
Executive Director*

A handwritten signature in cursive script, reading "James McAdams", written over a horizontal line.

*James McAdams  
Chairman  
Admissions and Certifications Committee  
for Certified Florida Collectors  
and Certified Florida Collector Assistants*

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**DL Transformed Phase I "Tax Collector's Edition"**

by FLHSMV

40 Hours 0 Minutes

***Date of Course Completion: 5/3/2019***

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**DL Transformed: Phase II**

by FLHSMV

40 Hours 0 Minutes

***Date of Course Completion: 5/24/2019***



*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2020: People and Actions**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/31/2023

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2020: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 5/31/2023

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2020: Internal Fraud for Managers**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/31/2023

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2020: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/31/2023

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2020: Internal Fraud for Staff**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 6/1/2023

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**Identification Documents for Legal Presence: Acceptable Documents Table**

by FLHSMV

0 Hours 10 Minutes



*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**Sanctions Related to Driving**

by FLHSMV

1 Hours 0 Minutes

***Date of Course Completion:*** 6/1/2023

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**Phase II Introduction**

by FLHSMV

0 Hours 10 Minutes

***Date of Course Completion:*** 10/4/2023

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Vehicle Identification Documents**

by External Training

0 Hours 50 Minutes

***Date of Course Completion: 2/21/2024***

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Travel, Citizenship, and Immigration Docs**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 2/22/2024***

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 2/22/2024***

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Military ID Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 5/23/2024

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Mexican Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/23/2024



*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/23/2024



*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024 for Tax Collectors - Non-Supervisors**

by FLHSMV

14 Hours 00 Minutes

***Date of Course Completion: 5/24/2024***



*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: US Immigration Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/24/2024



*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Travel Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/24/2024

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Security Features**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 5/23/2024

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**AAMVA FDR 2024: Social Security Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 5/23/2024

*This certificate is awarded to*

**SARAH CARTER**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2024**

by FLHSMV

0 Hours 30 Minutes





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Sarah Carter**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C

March 6, 2025  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Yulianna Delgado		
Previous Name(s)(if applicable):			
Documentation Included:			
County: DeSoto	Job Title: Deputy Clerk		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	02/01/26		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 02/23/23	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 503 - Collection & Distribution of Property Taxes and Special Assessments	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 001 - Bankruptcy	15	Attended Course
TCC 002 - Effective Decision Making	10	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
Driver License Preparatory Training (Instructor Led)	64	Attended Course
FLHSMV - Driver License Preparatory Training (Online)	12	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
<b>Total Hours</b>	137	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for**  
**Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Yulianna Delgado					
Business email address: ydelgado@desotocountytaxcollector.com			Business phone number: 863-993-4861		
Job title: Deputy Clerk					
Employed by: DeSoto County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation: <div style="display: flex; justify-content: space-between; margin-top: 5px;"><div><input type="checkbox"/> Certified Florida Appraiser</div><div><input type="checkbox"/> Certified Florida Evaluator</div><div><input type="checkbox"/> Certified Cadastralist of Florida</div></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"><div><input type="checkbox"/> Certified Florida Collector</div><div><input checked="" type="checkbox"/> Certified Florida Collector Assistant</div></div>					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: DeSoto County Tax Collector					
Your Title: Deputy Clerk			Employment Dates: 02/23/2023 - Current		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0036C	TCC503 Collection & Distrib of Prop Tax & Spec. Assmt	30	TC0037C	TCC001 Bankruptcy	15
TC0038C	TCC002 Effective Decision - Making in the Workplace	10	TC0039C	TCC003 Customer Service Training	5
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 			Date: 01/08/2025		

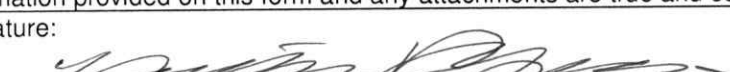


**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

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Rule 12D-16.002, F.A.C.  
Effective 10/21  
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TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Yulianna Delgado					
Business email address: ydelgado@desotocountytaxcollector.com			Business phone number: 863-993-4861		
Job title: Deputy Clerk					
Employed by: DeSoto County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation: <div style="display: flex; flex-wrap: wrap;"><div style="width: 33%;"><input type="checkbox"/> Certified Florida Appraiser</div><div style="width: 33%;"><input type="checkbox"/> Certified Florida Evaluator</div><div style="width: 33%;"><input type="checkbox"/> Certified Cadastralist of Florida</div><div style="width: 33%;"><input type="checkbox"/> Certified Florida Collector</div><div style="width: 33%;"><input checked="" type="checkbox"/> Certified Florida Collector Assistant</div></div>					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: DeSoto County Tax Collector					
Your Title: Deputy Clerk			Employment Dates: 02/23/2023 - Current		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0024C	Driver's License Preparatory Training	64	TC-0025C	Driver's License Preparatory Training	12
TC-0044C	Heavy Vehicle Use Tax (HVUT)	1			
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 01/13/2026	



**Congratulations,**

**Yulianna Delgado**

on completing

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

March 31, 2025  
5 credit hours







**Congratulations,**

**Yulianna Delgado**

on completing

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

July 1, 2025  
10 credit hours





*This certificate is awarded to*

**YULIANA DELGADO**

*for the successful completion of*

**Driver License Preparatory Training - OLT**

by FLHSMV

12 Hours

***Date of Course Completion:*** 7/10/2025



*This certificate is awarded to*

**YULIANA DELGADO**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes

***Date of Course Completion:*** 7/15/2025



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Yulianna Delgado**

has successfully completed

**TCC 001 - BANKRUPTCY**

Course Number: TC-0037C

on

September 3, 2025  
15 credit hours



*This certificate is awarded to*

**YULIANA DELGADO**

*for the successful completion of*

**Driver License Preparatory Training - Virtual Instructor-Led Training**

by FLHSMV

64 Hours 00 Minutes

***Date of Course Completion:*** 10/17/2025



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**YULIANNA DELGADO**

has successfully completed

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

January 7, 2026  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Dana Elbare		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Hillsborough	Job Title: Supervisor		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 02/26/18	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 503 - Collection & Distribution of Property Taxes and Special Assessments	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
TCC 001 - Bankruptcy	15	Attended Course
TCC 002 - Effective Decision Making	10	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
<b>Total Hours</b>	120	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

**RECEIVED**

OCT 07 2025

DR-4001

N. 10/21

Rule 12D-16.002, F.A.C.

Effective 10/21

Page 1 of 2

Florida Dept of Revenue  
Property Tax Oversight

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

**Reason for Applying**

☒ **Initial Certification** - \$25 fee    ☐ **Annual Recertification** - \$5 fee    ☐ **Reinstatement of Certification** - \$5 fee

**Applicant Information**

Applicant's name (as you would like it to appear on the certificate): Dana Elbare

Business email address: Elbare@hillstaxfl.gov

Business phone number: 813.612.6767

Job title: Supervisor

Employed by: Hillsborough County Tax Collector

I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:

☐ Certified Florida Appraiser    ☐ Certified Florida Evaluator    ☐ Certified Cadastralist of Florida  
☐ Certified Florida Collector    ☒ Certified Florida Collector Assistant

**Experience for Certification** – If you are applying for your **initial certification**, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for **recertification** or for **reinstatement**, provide your current employer and employment dates.

Employer: Hillsborough County Tax Collector

Your Title: Supervisor

Employment Dates: 02/26/2018 to Present

Employer:

Your Title:

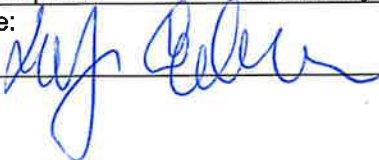
Employment Dates:

**Approved Courses** – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.

No.	Course Title	Hours	No.	Course Title	Hours
TC0041	TCC502 Management of a Florida Tax Co	30	TC0036C	TCC503 Collection & Distribution of Prope	30
TC0042	TCC504 Collection of Licenses, Taxes, ar	30	TC0037C	TCC001 Bankruptcy	15

**Applicant Signature**

I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.

Signature: 

Date: 9/25/2025





**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

**Reason for Applying**

☒ **Initial Certification** - \$25 fee    ☐ **Annual Recertification** - \$5 fee    ☐ **Reinstatement of Certification** - \$5 fee

**Applicant Information**

Applicant's name (as you would like it to appear on the certificate): Dana Elbare

Business email address: Elbare@hillstaxfl.gov

Business phone number: 813.612.6767

Job title: Supervisor

Employed by: Hillsborough County Tax Collector

I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:

☐ Certified Florida Appraiser    ☐ Certified Florida Evaluator    ☐ Certified Cadastralist of Florida  
☐ Certified Florida Collector    ☒ Certified Florida Collector Assistant

**Experience for Certification** – If you are applying for your **initial certification**, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for **recertification** or for **reinstatement**, provide your current employer and employment dates.

Employer: Hillsborough County Tax Collector

Your Title: Supervisor

Employment Dates: 02/26/2018 to Present

Employer:

Your Title:

Employment Dates:

**Approved Courses** – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.

No.	Course Title	Hours	No.	Course Title	Hours
TC0038	TCC002 Effective Decision Making	10	TC0039C	TCC003 Customer Service Training	5

**Applicant Signature**

I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.

Signature:

Date:

9/25/2025



# Dana Elbare

**Congratulations,**

**Dana Elbare**

on completing

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

May 12, 2025  
30 credit hours



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Dana Elbare**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

July 1, 2025  
30 credit hours



**Congratulations,**

**Dana Elbare**

on completing

**TCC 001 - BANKRUPTCY**

Course Number: TC-0037C

on

April 22, 2025  
15 credit hours



**Congratulations,**

**Dana Elbare**

on completing

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

March 25, 2025  
10 credit hours



**Congratulations,**

**Dana Elbare**

on completing

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

April 7, 2025  
5 credit hours



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Dana Elbare**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 23, 2025  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Rose Marie McCombs		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Walton	Job Title: Customer Service Representative		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 06/14/21	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
<b>Total Hours</b>	120	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:

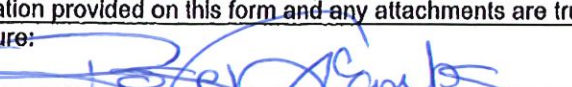


**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> Initial Certification - \$25 fee <input type="checkbox"/> Annual Recertification - \$5 fee <input type="checkbox"/> Reinstatement of Certification - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Rose Marie McCombs					
Business email address: Rose@waltontaxcollectorfl.gov			Business phone number: (850)892-8121		
Job title: Customer Service Representative					
Employed by: Walton County Tax Collector's Office					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your initial certification, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for recertification or for reinstatement, provide your current employer and employment dates.					
Employer: Walton County Tax Collector's Office					
Your Title: Customer Service Representative			Employment Dates: 06/14/2021 - current date		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0040C	TCC501 Duties and Responsibilities of Florida Tax Coll.	30	TC-0041C	TCC 502- Leadership and Management Skills in a Florida TC Office	30
TC-0042C	TCC-504 Collection of Licenses, Taxes, and Fees	30	TC-0036C	TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/3/2025	





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Rose Marie Mccombs**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C

March 3, 2025  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Rose Marie Mccombs**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 30, 2025  
30 credit hours







**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Rose Marie Mccombs**

has successfully completed

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

September 22, 2025  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Rose Marie Mccombs**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 24, 2025  
30 credit hours







# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Dulce Melendez		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Hillsborough	Job Title: Supervisor		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 05/23/11	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 503 - Collection & Distribution of Property Taxes and Special Assessments	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
TCC 001 - Bankruptcy	15	Attended Course
TCC 002 - Effective Decision Making	10	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
<b>Total Hours</b>	120	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

**Reason for Applying**

☒ **Initial Certification** - \$25 fee    ☐ **Annual Recertification** - \$5 fee    ☐ **Reinstatement of Certification** - \$5 fee

**Applicant Information**

Applicant's name (as you would like it to appear on the certificate): Dulce Melendez

Business email address: Melendez@hillstaxfl.gov

Business phone number: 813.612.6764

Job title: Supervisor

Employed by: Hillsborough County Tax Collector

I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:

☐ Certified Florida Appraiser    ☐ Certified Florida Evaluator    ☐ Certified Cadastralist of Florida  
☐ Certified Florida Collector    ☒ Certified Florida Collector Assistant

**Experience for Certification** – If you are applying for your **initial certification**, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for **recertification** or for **reinstatement**, provide your current employer and employment dates.

Employer: Hillsborough County Tax Collector

Your Title: Supervisor

Employment Dates: 05/23/2011 to Present

Employer:

Your Title:

Employment Dates:

**Approved Courses** – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.

No.	Course Title	Hours	No.	Course Title	Hours
TC00410	TCC502 Management of a Florida Tax Co	30	TC00360	TCC503 Collection & Distribution of Prope	30
TC00420	TCC504 Collection of Licenses, Taxes, ar	30	TC00370	TCC001 Bankruptcy	15

**Applicant Signature**

I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.

Signature: *Dulce Melendez*

Date: 9/25/2025



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Dulce Melendez					
Business email address: Melendez@hillstaxfl.gov				Business phone number: 813.612.6764	
Job title: Supervisor					
Employed by: Hillsborough County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Hillsborough County Tax Collector					
Your Title: Supervisor				Employment Dates: 05/23/2011 to Present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC00380	TCC002 Effective Decision Making	10	TC00390	TCC003 Customer Service Training	5
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 9/25/2025	

# Dulce Melendez

**Congratulations,**

**Dulce Melendez**

on completing

**TCC 001 - BANKRUPTCY**

Course Number: TC-0037C

on

April 30, 2025  
15 credit hours



**Congratulations,**

**Dulce Melendez**

on completing

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

April 4, 2025  
10 credit hours



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Dulce Melendez**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

July 1, 2025  
30 credit hours



**Congratulations,**

**Dulce Melendez**

on completing

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

April 15, 2025  
5 credit hours



**Congratulations,**

**Dulce Melendez**

on completing

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

May 16, 2025  
30 credit hours



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Dulce Melendez**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 22, 2025  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Cynthia Menkin		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Volusia	Job Title: Operations Manager		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 07/20/15	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
TCC 001 - Bankruptcy	15	Attended Course
TCC 002 - Effective Decision Making	10	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
<b>Total Hours</b>	150	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:





FLORIDA

Application for  
Florida Professional Certification  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> Initial Certification - \$25 fee <input type="checkbox"/> Annual Recertification - \$5 fee <input type="checkbox"/> Reinstatement of Certification - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <u>Cynthia Menkin</u>					
Business email address: <u>cmenkin@volusia-tax.gov</u>				Business phone number:	
Job title: <u>Operations Manager</u>					
Employed by: <u>Office of Will Roberts Tax Collector</u>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <u>Office of Will Roberts Tax Collector</u>					
Your Title: <u>Operations Manager</u>				Employment Dates: <u>07/20/2015 - present</u>	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
002	Effective Decision-Making	10	001	Bankruptcy	15
501	Duties & Responsibilities of Florida Tax Collectors	30	504	Collections of Licenses, Taxes & Fees	30
<b>Applicant Signature</b> <u>Cynthia Menkin</u>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <u>Cynthia Menkin</u>				Date: <u>08/21/2025</u>	

TC-0038C

TC-0037C





**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <i>Cynthia Menkin</i>					
Business email address: <i>cmenkin@volusia-tax.gov</i>			Business phone number:		
Job title: <i>Operations Manager</i>					
Employed by: <i>Office of Will Roberts Tax Collector</i>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <i>Office of Will Roberts Tax Collector</i>					
Your Title: <i>Operations Manager</i>			Employment Dates: <i>07/01/2015 - present</i>		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
<i>003</i>	<i>Providing Excellent Customer Service</i>	<i>5</i>	<i>502</i>	<i>Leadership + Management Skills</i>	<i>30</i>
<i>503</i>	<i>Collection + Distribution of Property Taxes + Special Assessments</i>	<i>30</i>		<i>in a Florida Tax Collector's office</i>	
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <i>C. Menkin</i>				Date: <i>08/21/2015</i>	

TC-0036 TC-0039C

TC-0041C





# **The Florida Department of Revenue**

Property Tax Oversight, Certification and Training Team

Certifies that

**Cynthia Menkin**

has successfully completed

## **TCC 501 - DUTIES AND RESPONSIBILITIES OF FLORIDA TAX COLLECTORS**

Course Number: TC-0040C

March 3, 2025  
30 credit hours





**Congratulations,**

**Cynthia Menkin**

on completing

**TCC 001 - BANKRUPTCY**  
Course Number: TC-0037C

on

June 16, 2025  
15 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Cynthia Menkin**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 30, 2025  
30 credit hours







**Congratulations,**

**Cynthia Menkin**

on completing

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

July 15, 2025  
10 credit hours





**Congratulations,**

**Cynthia Menkin**

on completing

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

August 25, 2025  
5 credit hours







# **The Florida Department of Revenue**

Property Tax Oversight, Certification and Training Team

Certifies that

**Cynthia Menkin**

has successfully completed

## **TCC 503 - COLLECTION AND DISTRIBUTION OF PROPERTY TAXES AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

September 3, 2025  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Cynthia Menkin**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 22, 2025  
30 credit hours







# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Rebecca Pipher		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Brevard	Job Title: Assistant Manager		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	11/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 12/15/14	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
<b>Total Hours</b>	120	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for**  
**Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Rebecca Pipher					
Business email address: 400 South Street (6th Floor) Titusville, FL				Business phone number: 321-264-6920	
Job title: Assistant Manager					
Employed by: Brevard County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Brevard County Tax Collector					
Your Title: Assistant Manager				Employment Dates: 12/15/2014-present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0040C	Duties & Responsibilities of FL Tax Collectors	30	TC-0036C	Collection & Distribution of Property Taxes	30
TC-0041C	Mgmgt of FL Tax Collector's Office	30	TC-0042C	Collections of Licenses, Taxes and Fees	30
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <i>Rebecca A Pipher</i>				Date: <i>11/24/25</i>	





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

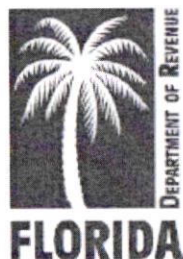
**Rebecca Pipher**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C

March 3, 2025  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Rebecca Pipher**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 30, 2025  
30 credit hours







**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Rebecca Pipher**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 23, 2025  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**REBECCA PIPHER**

has successfully completed

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

October 27, 2025  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Sarah Lindsey Rodriguez		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Walton	Job Title: Customer Service Representative		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 06/14/21	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 502 - Leadership and Management Skills in a Florida Tax Collector's Office	30	Attended Course
TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30	Attended Course
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
<b>Total Hours</b>	120	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



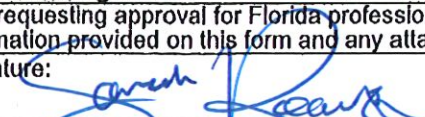


**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> Initial Certification - \$25 fee <input type="checkbox"/> Annual Recertification - \$5 fee <input type="checkbox"/> Reinstatement of Certification - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Sarah Lindsey Rodriguez					
Business email address: Sarah@waltontaxcollectorfl.gov			Business phone number: (850)892-8121		
Job title: Customer Service Representative					
Employed by: Walton County Tax Collector's Office					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your initial certification, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for recertification or for reinstatement, provide your current employer and employment dates.					
Employer: Walton County Tax Collector's Office					
Your Title: Customer Service Representative			Employment Dates: 06/14/2021 - current date		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0040C	TCC501 Duties and Responsibilities of Florida Tax Coll.	30	TC-0041C	TCC 502- Leadership and Management Skills in a Florida TC Office	30
TC-0042C	TCC-504 Collection of Licenses, Taxes, and Fees	30	TC-0036C	TCC 503 - Collection and Distribution of Property Taxes and Special Assessments	30
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10.3.2025	



**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Sarah Lindsey Rodriguez**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C



March 3, 2025  
30 credit hours

TCM✓





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Sarah Lindsey Rodriguez**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 30, 2025  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Sarah Lindsey Rodriguez**

has successfully completed

**TCC 502 - LEADERSHIP AND  
MANAGEMENT SKILLS IN A FLORIDA  
TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 22, 2025  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Sarah Lindsey Rodriguez**

has successfully completed

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

September 29, 2025  
30 credit hours







Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

**Reason for Applying**

☒ **Initial Certification** - \$25 fee    ☐ **Annual Recertification** - \$5 fee    ☐ **Reinstatement of Certification** - \$5 fee

**Applicant Information**

Applicant's name (as you would like it to appear on the certificate): **CECELIA L. SMITH**

Business email address: **CLSmith@volusiatax.gov**      Business phone number: **386-254-4679**

Job title: **Motorist Services Assistant Manager**

Employed by: **Office of Will Roberts, Volusia County Tax Collector**

I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:

☐ Certified Florida Appraiser      ☐ Certified Florida Evaluator      ☐ Certified Cadastralist of Florida  
☐ Certified Florida Collector      ☒ Certified Florida Collector Assistant

**Experience for Certification** – If you are applying for your **initial certification**, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for **recertification** or for **reinstatement**, provide your current employer and employment dates.

Employer: **Office of Will Roberts, Volusia County Tax Collector**

Your Title: **Motorist Services Assistant Manager**      Employment Dates: **1/5/2021 - Present**

Employer:

Your Title:      Employment Dates:

**Approved Courses** – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.

No.	Course Title	Hours	No.	Course Title	Hours
TC0042C	Collection of Licenses, taxes, and Fees	30	TC0038C	Effective Decision-Making in Workplace	10
TC0040C	Duties and Responsibilities of FL Tax Collectors	30	TC0039C	Customer Service Training	5

**Applicant Signature**

I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.

Signature: **Cecelia Smith**      Date: **1-12-2026**





**Application for**  
**Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

**Reason for Applying**

☒ **Initial Certification** - \$25 fee    ☐ **Annual Recertification** - \$5 fee    ☐ **Reinstatement of Certification** - \$5 fee

**Applicant Information**

Applicant's name (as you would like it to appear on the certificate): **CECELIA L. SMITH**

Business email address: **CLSmith@volusiatax.gov**    Business phone number: **386-254-4679**

Job title: **Motorist Services Assistant Manager**

Employed by: **Office of Will Roberts, Volusia County Tax Collector**

I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:

☐ Certified Florida Appraiser    ☐ Certified Florida Evaluator    ☐ Certified Cadastralist of Florida  
☐ Certified Florida Collector    ☒ Certified Florida Collector Assistant

**Experience for Certification** – If you are applying for your **initial certification**, list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for **recertification** or for **reinstatement**, provide your current employer and employment dates.

Employer: **Office of Will Roberts, Volusia County Tax Collector**

Your Title: **Motorist Services Assistant Manager**    Employment Dates: **1/5/2021 - Present**

Employer:

Your Title:    Employment Dates:

**Approved Courses** – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.

No.	Course Title	Hours	No.	Course Title	Hours
TC0037C	Bankruptcy	15			
TC0041C	Leadership & Management Skills-Tax Collector offices	30			

**Applicant Signature**

I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.

Signature: **Cecelia Smith**

Date: **1-12-2026**

**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Cecelia Smith**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 24-27, 2024  
30 credit hours





**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Cecelia Smith**

has successfully completed

**TCC 501 - DUTIES AND  
RESPONSIBILITIES OF FLORIDA TAX  
COLLECTORS**

Course Number: TC-0040C

March 3, 2025  
30 credit hours







**Congratulations,**

**Cecelia Smith**

on completing

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

May 29, 2025  
10 credit hours





# **The Florida Department of Revenue**

Property Tax Oversight, Certification and Training Team

Certifies that

**Cecelia Smith**

has successfully completed

## **TCC 502 - LEADERSHIP AND MANAGEMENT SKILLS IN A FLORIDA TAX COLLECTOR'S OFFICE**

Course Number: TC-0041C

September 22, 2025  
30 credit hours







**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**CECELIA SMITH**

has successfully completed

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

December 8, 2025  
5 credit hours







**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**CECELIA SMITH**

has successfully completed

**TCC 001 - BANKRUPTCY**

Course Number: TC-0037C

on

January 9, 2026  
15 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Shannon Staley		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Columbia	Job Title: Deputy Clerk		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	01/01/26		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 03/01/21	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
FLHSMV - Driver License Preparatory Training (Instructor Led)	64	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
AAMVA - Vehicle Identification Documents	0.50	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - Social Security Cards	0.50	Attended Course
AAMVA - Travel Documents	0.75	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
AAMVA - People and Actions	0.75	Attended Course
AAMVA - Security Features	1	Attended Course
AAMVA - Introduction to Fraud	1	Attended Course
AAMVA - Introduction to Covert Features	0.75	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
AAMVA - Expanding the Review	0.50	Attended Course
<b>Total Hours</b>	102.75	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes: Total Hours: 129.5



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Shannon Staley		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Columbia	Job Title: Deputy Clerk		
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>	Reinstatement: <input type="checkbox"/>		
Certification Date:	01/01/26		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 03/01/21	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
<b>90-hours per 12D-19.003(3)(b)</b>		
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Canadian Travel, Citizenship and Immigration Documents	1	Attended Course
AAMVA - Mexican Documents	0.75	Attended Course
AAMVA - U.S. Immigration Documents	0.75	Attended Course
AAMVA - CDL Module 1	2.5	Attended Course
AAMVA - CDL Module 2	0.75	Attended Course
AAMVA - CDL Module 3	0.75	Attended Course
AAMVA - CDL Module 4	0.75	Attended Course
AAMVA - Internal Fraud for Staff	0.75	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
FLHSMV - Information and Cyber Security Awareness Training	0.50	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
FLHSMV - Driver License Preparatory Training (Online)	12	Attended Course
<b>Total Hours</b>	26.75	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:






**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification - \$25 fee</b> <input type="checkbox"/> <b>Annual Recertification - \$5 fee</b> <input type="checkbox"/> <b>Reinstatement of Certification - \$5 fee</b>					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>SHANNON STALEY</b>					
Business email address: <b>shannon@columbiataxcollector.com</b>		Business phone number: <b>386-758-1077</b>			
Job title: <b>DEPUTY CLERK</b>					
Employed by: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator			
<input type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Cadastralist of Florida			
<input checked="" type="checkbox"/> Certified Florida Collector Assistant					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
Your Title: <b>DEPUTY CLERK</b>		Employment Dates: <b>3-1-2001</b> <b>2021</b> - Present			
Employer:					
Your Title:		Employment Dates:			
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0045C	INFORMATION AND CYBER SECURITY AWARENESS TRAIN	30 MIN	TC0039C	TCC003 CUSTOMER SERVICE TRAINING	5 HOURS
TC0042C	TCC504 COLLECTION OF LICENSES, TAXES AND FEES	30 HRS			
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: <b>12-12-25</b>	




**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>SHANNON STALEY</b>					
Business email address: <b>shannon@columbiataxcollector.com</b>		Business phone number: <b>386-758-1077</b>			
Job title: <b>DEPUTY CLERK</b>					
Employed by: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator			
<input type="checkbox"/> Certified Florida Collector		<input type="checkbox"/> Certified Cadastralist of Florida			
<input checked="" type="checkbox"/> Certified Florida Collector Assistant					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
Your Title: <b>DEPUTY CLERK</b>		Employment Dates: <b>3-1-2001</b> <b>2021</b> - Present			
Employer:					
Your Title:		Employment Dates:			
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0021C	<b>CDL MODULE 4</b>	<b>45 MIN</b>	TC0024C	<b>DRIVER LICENSE PREPARATORY TRAINING</b>	<b>64 HRS</b>
TC0025C	<b>DRIVERS LICENSE PREPARATORY TRAINING OLT</b>	<b>12 HRS</b>	TC0044C	<b>HEAVY VEHICLE USE TAX (HVUT)</b>	<b>1 HOUR</b>
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: <b>12-12-25</b>	



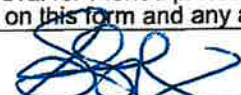


**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
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TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): SHANNON STALEY					
Business email address: shannon@columbiataxcollector.com				Business phone number: 386-758-1077	
Job title: DEPUTY CLERK					
Employed by: COLUMBIA COUNTY TAX COLLECTOR					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: COLUMBIA COUNTY TAX COLLECTOR					
Your Title: DEPUTY CLERK				Employment Dates: 3-1-2001 2021 - Present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0017C	US IMMIGRATION DOC	45 MIN	TC0018C	CDL MODULE 1	2.50 HRS
TC0019C	CDL MODULE 2	45 MIN	TC0020C	CDL MODULE 3	45 MIN
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 12-12-25	






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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): <b>SHANNON STALEY</b>					
Business email address: <b>shannon@columbiataxcollector.com</b>				Business phone number: <b>386-758-1077</b>	
Job title: <b>DEPUTY CLERK</b>					
Employed by: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
Your Title: <b>DEPUTY CLERK</b>				Employment Dates: <b>3-1-2001</b> <b>2021</b> - Present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0013C	PEOPLE AND ACTIONS	45 MIN	TC0014C	SECURITY FEATURES	1 HOUR
TC0015C	SOCIAL SECURITY CARDS	30 MIN	TC0016C	TRAVEL DOCUMENTS	45 MIN
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: <b>12-12-25</b>	

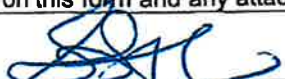


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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
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Business email address: shannon@columbiataxcollector.com				Business phone number: 386-758-1077	
Job title: DEPUTY CLERK					
Employed by: COLUMBIA COUNTY TAX COLLECTOR					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: COLUMBIA COUNTY TAX COLLECTOR					
Your Title: DEPUTY CLERK				Employment Dates: 3-1-2001 2021 - Present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0009C	INTRODUCTION TO COVERT FEATURES	45 MIN	TC0010C	INTRODUCTION TO FRAUD	1 HOUR
TC0011C	MEXICAN DOCUMENTS	45 MIN	TC0012C	MILITARY ID CARDS	30 MIN
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 12-12-25	






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No.	Course Title	Hours	No.	Course Title	Hours
TC0005C	BIRTH CERTIFICATES	30 MIN	TC0006C	CANADIAN BIRTH CERTIFICATES, DRIVER AND VEH DOCS.	45 MIN
TC0007C	CANADIAN TRAVEL, CITIZENSHIP, IMMIGRATION COCS	1 HOUR	TC0008C	INTERNAL FRAUD FOR STAFF	45 MIN
<b>Applicant Signature</b>					
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Signature: 				Date: <b>12-12-25</b>	

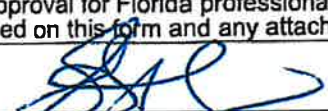


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Business email address: <b>shannon@columbiataxcollector.com</b>				Business phone number: <b>386-758-1077</b>	
Job title: <b>DEPUTY CLERK</b>					
Employed by: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
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<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
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Employer: <b>COLUMBIA COUNTY TAX COLLECTOR</b>					
Your Title: <b>DEPUTY CLERK</b>				Employment Dates: <b>3-1-2001</b> <b>2021</b> - Present	
Employer:					
Your Title:				Employment Dates:	
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC0001C	COUNTERFEITS AND ALTERATIONS	45 MIN	TC0002C	DRIVER'S LICENSE AND ID CARDS	45 MIN
TC0003C	VEHICLE IDENTIFICATION DOCUMENTS	30 MIN	TC0004C	EXPANDING THE REVIEW	30 MIN
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: <b>12-12-25</b>	

**The Florida Department of Revenue**  
Property Tax Oversight, Certification and Training Team

Certifies that

**Shannon Staley**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

June 16-21, 2023  
30 credit hours





*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**Driver License Preparatory Training - TC Instructor-Led Training**

by Certified Tax Collector Trainers

64 Hours 00 Minutes

***Date of Course Completion: 9/8/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes

***Date of Course Completion: 9/19/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Vehicle Identification Documents**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 9/21/2023

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 9/21/2023

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Social Security Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 9/21/2023



*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Travel Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 9/21/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Military ID Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 9/21/2023

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: People and Actions**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 9/21/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Security Features**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 9/21/2023

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Introduction to Fraud**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 9/21/2023***



*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Introduction to Covert Features**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 9/21/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 9/22/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Expanding the Review**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 9/22/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 9/26/2023***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Canadian Travel, Citizenship, and Immigration Docs**

by External Training

1 Hours 0 Minutes

***Date of Course Completion: 9/27/2023***



*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: Mexican Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/3/2023

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2020: US Immigration Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 10/3/2023

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA CDL 2024: Module 1 - Introduction to CDL Licensing**

by External Training

2 Hours 30 Minutes

***Date of Course Completion: 2/20/2024***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA CDL 2024: Module 2 - Overview of the CDL Tests**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 2/20/2024***



FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA CDL 2024: Module 3 - CDL Knowledge Tests Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 2/20/2024***



*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA CDL 2024: Module 4 - CKE End-of-Course Exam Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 2/20/2024***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2024: Internal Fraud for Staff**

by External Training

0 Hours 45 Minutes

***Date of Course Completion: 5/7/2024***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**AAMVA FDR 2024: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion: 5/7/2024***

*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2024**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion: 8/14/2024***



**Congratulations,**

**Shannon Staley**

on completing

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

July 22, 2025  
5 credit hours





FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



*This certificate is awarded to*

**SHANNON STALEY**

*for the successful completion of*

**Driver License Preparatory Training - OLT**

by FLHSMV

12 Hours

***Date of Course Completion: 12/12/2025***





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Susana Urruela Crespo		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Lake		Job Title: Lead	
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>		Reinstatement: <input type="checkbox"/>	
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 09/25/23	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 503 - Collection & Distribution of Property Taxes and Special Assessments	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
TCC 504 - Collection of Licenses, Taxes and Fees	30	Attended Course
TCC 001 - Bankruptcy	15	Attended Course
TCC 002 - Effective Decision Making	10	Attended Course
TCC 003 - Customer Service Training	5	Attended Course
FLHSMV - Driver License Preparatory Training (Online)	12	Attended Course
FLHSMV - Heavy Vehicle Use Tax	1	Attended Course
AAMVA - Birth Certificates	0.50	Attended Course
AAMVA - Canadian Travel, Citizenship and Immigration Documents	1	Attended Course
AAMVA - Canadian Birth Certificates, Drive and Vehicle Documents	0.75	Attended Course
AAMVA - Counterfeits and Alterations	0.75	Attended Course
AAMVA - Driver License and ID Cards	0.75	Attended Course
AAMVA - Internal Fraud for Staff	0.75	Attended Course
AAMVA - Introduction to Covert Features	0.75	Attended Course
<b>Total Hours</b>	108.25	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes: Total Hours: 120.33



# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Susana Urruela Crespo		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Lake		Job Title: Lead	
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input checked="" type="checkbox"/>		Reinstatement: <input type="checkbox"/>	
Certification Date:	10/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 09/25/23	To: Present
From:	To:

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
<b>90-hours per 12D-19.003(3)(b)</b>		
AAMVA - Introduction to Fraud	1	Attended Course
AAMVA - Mexican Documents	0.75	Attended Course
AAMVA - Military ID Cards	0.50	Attended Course
AAMVA - People and Actions	0.75	Attended Course
AAMVA - Security Features	1	Attended Course
AAMVA - Social Security Cards	0.50	Attended Course
AAMVA - Travel Documents	0.75	Attended Course
AAMVA - U.S. Immigration Documents	0.75	Attended Course
AAMVA - Vehicle Identification Documents	0.83	Attended Course
AAMVA - CDL Module 1	2.5	Attended Course
AAMVA - CDL Module 2	0.75	Attended Course
AAMVA - CDL Module 3	0.75	Attended Course
AAMVA - CDL Module 4	0.75	Attended Course
<b>Total Hours</b>	11.58	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
-------------------------------------	--------------------------	-----	--------------------------	----

Notes:



Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
-------------------------------------	--------------------------	-----	--------------------------	----

Notes:



# Application for Florida Professional Certification

## Property Tax Oversight Certification and Training

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Susana Urruela Crespo					
Business email address: n/a			Business phone number: 352-343-9602		
Job title: Lead					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title: Lead			Employment Dates: 9/25/2023 - present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0001C	Counterfeits & Alterations	.75 (45 min)	TC-0003C	Vehicle Identification Documents	.83 (50 min)
TC-0002C	Driver's License & ID Cards	.75 (45 min)	TC-0005C	Birth Certificates	.50 (30 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: Susana Urruela Crespo				Date: 09/26/2025	



# Application for Florida Professional Certification Property Tax Oversight Certification and Training

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate):      Susana Urruela Crespo					
Business email address:      n/a			Business phone number:      352-343-9602		
Job title:      Lead					
Employed by:      Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer:      Office of The Lake County Tax Collector					
Your Title:      Lead			Employment Dates:      9/25/2023 - present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0006C	Canadian BC, Driver and Vehicle Documents	.75 (45 min)	TC-0008C	Internal Fraud for Staff	.75 (45 min)
TC-0007C	Canadian Travel, Citizenship, & Immigration Docs	1.0 (60 min)	TC-0009C	Introduction to Covert Features	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature:      Susana Urruela Crespo				Date:      09/26/2025	



**Application for**  
**Florida Professional Certification**  
Property Tax Oversight Certification and Training

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate):    Susana Urruela Crespo					
Business email address:    n/a			Business phone number:    352-343-9602		
Job title:    Lead					
Employed by:    Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title:    Lead			Employment Dates:    9/25/2023 - present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0010C	Introduction to Fraud	1.0 (60 min)	TC-0012C	Military ID Cards	.50 (30 min)
TC-0011C	Mexican Documents	.75 (45 min)	TC-0013C	People and Actions	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: <i>Susana Urruela Crespo</i>				Date:    09/26/2025	





**Application for**  
**Florida Professional Certification**  
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Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Susana Urruela Crespo					
Business email address: n/a			Business phone number: 352-343-9602		
Job title:    Lead					
Employed by: Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation: <div style="display: flex; flex-wrap: wrap;"><div style="width: 33%;"><input type="checkbox"/> Certified Florida Appraiser</div><div style="width: 33%;"><input type="checkbox"/> Certified Florida Evaluator</div><div style="width: 33%;"><input type="checkbox"/> Certified Cadastralist of Florida</div><div style="width: 33%;"><input type="checkbox"/> Certified Florida Collector</div><div style="width: 33%;"><input checked="" type="checkbox"/> Certified Florida Collector Assistant</div></div>					
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title:    Lead			Employment Dates:    9/25/2023 - present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0014C	Security Features	1.0 (60 min)	TC-0016C	Travel Documents	.75 (45 min)
TC-0015C	Social Security Cards	.50 (30 min)	TC-0017C	U.S. Immigration Documents	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature:    Susana Urruela Crespo				Date:    09/26/2025	



**Application for**  
**Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2

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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate):    Susana Urruela Crespo					
Business email address:    n/a			Business phone number:    352-343-9602		
Job title:    Lead					
Employed by:    Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title:    Lead			Employment Dates:    9/25/2023 - present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0018C	CDL Module 1	2.5	TC-0020C	CDL Module 3	.75 (45 min)
TC-0019C	CDL Module 2	.75 (45 min)	TC-0021C	CDL Module 4	.75 (45 min)
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature:    Susana Urruela Crespo				Date:    09/26/2025	



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2

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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate):    Susana Urruela Crespo					
Business email address:    n/a			Business phone number:    352-343-9602		
Job title:    Lead					
Employed by:    Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer:    Office of The Lake County Tax Collector					
Your Title:    Lead			Employment Dates:    9/25/2023 - present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC 0025C	Driver License Preparatory Training Online	12.0	TC 0045C	Information and Cyber Security Awareness Training	.50
TC 0044C	Heavy Vehicle Use Tax (HVUT)	1.0	TC 0042C	TCC 504 Collections of Licenses, Taxes, & Fees	30.0
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature:    Susana Urruela Crespo				Date:    09/26/25	



**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

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<b>Reason for Applying</b>					
<input checked="" type="checkbox"/> <b>Initial Certification</b> - \$25 fee <input type="checkbox"/> <b>Annual Recertification</b> - \$5 fee <input type="checkbox"/> <b>Reinstatement of Certification</b> - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate):    Susana Urruela Crespo					
Business email address:    n/a			Business phone number:    352-343-9602		
Job title:    Lead					
Employed by:    Office of The Lake County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Office of The Lake County Tax Collector					
Your Title:    Lead			Employment Dates: 9/25/2023 - present		
Employer:					
Your Title:			Employment Dates:		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC 0036C	TCC 503 Coll. & Dist. of Prop Taxes & SA	30.0	TC 0038C	TCC 002 Effective Decision Making in WP	10.0
TC 0037C	TCC 001 Bankruptcy	15.0	TC 0039C	TCC 003 Customer Service Training	5.0
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature:    Susana Urruela Crespo				Date:    09/26/2025	



*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**Driver License Preparatory Training - OLT**

by FLHSMV

12 Hours

***Date of Course Completion:*** 10/30/2023

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**Heavy Vehicle Use Tax (HVUT) - 2021**

by FLHSMV

1 Hours 0 Minutes



*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Birth Certificates**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 4/18/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Travel, Citizenship, and Immigration Docs**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 4/18/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Canadian Birth Certificates, Driver, and Vehicle Docs**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/18/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Counterfeits and Alterations**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/19/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Driver Licenses and ID Cards**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/23/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Internal Fraud for Staff**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/24/2024



*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Covert Features**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/24/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Introduction to Fraud**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 4/25/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Mexican Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/25/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Military ID Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 4/25/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: People and Actions**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/25/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Security Features**

by External Training

1 Hours 0 Minutes

***Date of Course Completion:*** 4/25/2024



*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Social Security Cards**

by External Training

0 Hours 30 Minutes

***Date of Course Completion:*** 4/25/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Travel Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/25/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: US Immigration Documents**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 4/26/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA FDR 2024: Vehicle Identification Documents**

by External Training

0 Hours 50 Minutes

***Date of Course Completion:*** 4/29/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA CDL 2024: Module 1 - Introduction to CDL Licensing**

by External Training

2 Hours 30 Minutes

***Date of Course Completion:*** 5/9/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA CDL 2024: Module 2 - Overview of the CDL Tests**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/9/2024



*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA CDL 2024: Module 3 - CDL Knowledge Tests Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/13/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**AAMVA CDL 2024: Module 4 - CKE End-of-Course Exam Overview**

by External Training

0 Hours 45 Minutes

***Date of Course Completion:*** 5/13/2024

*This certificate is awarded to*

**SUSANA URRUELA CRESPO**

*for the successful completion of*

**Information and Cyber Security Awareness for External Entities - 2024**

by FLHSMV

0 Hours 30 Minutes

***Date of Course Completion: 7/2/2024***



**Congratulations,**

**Susana Urruela Crespo**

on completing

**TCC 001 - BANKRUPTCY**

Course Number: TC-0037C

on

February 20, 2025  
15 credit hours





**Congratulations,**

**Susana Urruela Crespo**

on completing

**TCC 003 - CUSTOMER SERVICE TRAINING**

Course Number: TC-0039C

on

March 19, 2025  
5 credit hours





**Congratulations,**

**Susana Urruela Crespo**

on completing

**TCC 002 - EFFECTIVE DECISION-MAKING  
IN THE WORKPLACE**

Course Number: TC-0038C

on

March 25, 2025  
10 credit hours







**Congratulations,**

**Susana Urruela Crespo**

on completing

**TCC 503 - COLLECTION AND  
DISTRIBUTION OF PROPERTY TAXES  
AND SPECIAL ASSESSMENTS**

Course Number: TC-0036C

on

April 17, 2025  
30 credit hours





# **The Florida Department of Revenue**

Property Tax Oversight, Certification and Training Team

Certifies that

**Susana Urruela Crespo**

has successfully completed

**TCC 504 - COLLECTION OF LICENSES,  
TAXES, AND FEES**

Course Number: TC-0042C

July 1, 2025  
30 credit hours





# Certification Application Checklist

## Certified Florida Collector/Certified Florida Collector Assistant

Chapter 12D-19, F.A.C.

Name to Appear on Certificate:	Erica Velardi		
Previous Name(s)(if applicable):			
Documentation Included:			
County: Lee		Job Title: Customer Service Manager	
Certification Requested:	Certified Florida Collector Assistant		
Initial: <input type="checkbox"/>		Reinstatement: <input checked="" type="checkbox"/>	
Certification Date:	11/01/25		

Application	
<input checked="" type="checkbox"/>	Application with Required Signatures
<input checked="" type="checkbox"/>	Application Fee
<input checked="" type="checkbox"/>	Courses Listed on Application
<input checked="" type="checkbox"/>	Employment Dates Listed
<input checked="" type="checkbox"/>	Includes Current Employment
<input checked="" type="checkbox"/>	Two Years of Experience with an Applicable Office
From: 01/06/25	To: Present
From: 6/12/06	To: 11/2/21

Course Information		
Course Name	Hours Credited	Documentation
<b>30-hours per 12D-19.003(3)(a)</b>		
TCC 501 - Duties and Responsibilities of Florida Tax Collectors	30	Attended Course
<b>90-hours per 12D-19.003(3)(b)</b>		
CPM Levels 1-8 (Certified Public Manager)	240	Attended Course
<b>Total Hours</b>	270	

Committee recommends certification:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Notes:

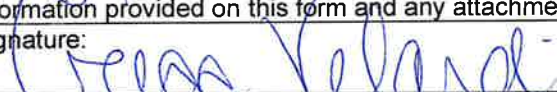


**Application for  
Florida Professional Certification**  
Property Tax Oversight Certification and Training

DR-4001  
N. 10/21  
Rule 12D-16.002, F.A.C.  
Effective 10/21  
Page 1 of 2  
TC

Each person applying for a Florida professional certification, annual recertification, or reinstatement of a Florida professional certification must complete an *Application for Florida Professional Certification*. If you are applying for more than one professional certification, you must complete a separate application for each designation. **Submit your completed application and pay the required fee to the Department using**

Property Tax Oversight Certification and Training Online Registration at  
[http://floridarevenue.com/property/Pages/Cofficial\\_Training\\_RegistrationAndPayment.aspx](http://floridarevenue.com/property/Pages/Cofficial_Training_RegistrationAndPayment.aspx)

<b>Reason for Applying</b>					
<input type="checkbox"/> Initial Certification - \$25 fee <input type="checkbox"/> Annual Recertification - \$5 fee <input checked="" type="checkbox"/> Reinstatement of Certification - \$5 fee					
<b>Applicant Information</b>					
Applicant's name (as you would like it to appear on the certificate): Erica Velardi					
Business email address: EricaV@leetc.com			Business phone number: 239-533-7028		
Job title: Customer Service Manager					
Employed by: Lee County Tax Collector					
I have completed the required hours of approved courses and passed any required examinations for the certification, recertification, or reinstatement for the following designation:					
<input type="checkbox"/> Certified Florida Appraiser		<input type="checkbox"/> Certified Florida Evaluator		<input type="checkbox"/> Certified Cadastralist of Florida	
<input type="checkbox"/> Certified Florida Collector		<input checked="" type="checkbox"/> Certified Florida Collector Assistant			
<b>Experience for Certification</b> – If you are applying for your <b>initial certification</b> , list at least two years' experience in a Florida property appraiser's office, Florida tax collector's office, or with the Florida Department of Revenue (attach additional pages as necessary). If you are applying for <b>recertification</b> or for <b>reinstatement</b> , provide your current employer and employment dates.					
Employer: Lee County Tax Collector					
Your Title: Customer Service Manager			Employment Dates: 06/12/06 - 11/02/21		
Employer: Lee County Tax Collector					
Your Title: Customer Service Manager			Employment Dates: 01/06/25 to Present		
<b>Approved Courses</b> – List each course you have successfully completed for the certification, recertification, or reinstatement for which you are applying (attach additional pages as necessary). Attach documentation verifying completion of each approved course. If you are substituting your Certified Residential Appraiser license or Certified General Appraiser license issued by the Florida Real Estate Appraisal Board for one or more courses, list your license number and license type below. Attach a copy of the license.					
No.	Course Title	Hours	No.	Course Title	Hours
TC-0040C	TCC 501	30	TC-0043C	Certified Public Manager	240
<b>Applicant Signature</b>					
I am requesting approval for Florida professional certification, recertification, or reinstatement. I certify that all of the information provided on this form and any attachments are true and correct to the best of my knowledge.					
Signature: 				Date: 10/30/25	



The State of Florida  
Department of Revenue  
certifies that

**ERICA MARIE VELARDI**  
**Lee County**

is a  
**Certified Florida Collector Assistant**

with certification requirements met  
through December 31, 2020.

The Certified Florida Collector Assistant designation is contingent upon employment with a Florida tax collector office or the Florida Department of Revenue. In the event that the employment of a designee holder is terminated for any reason, the individual shall refrain from using or displaying the designation(s). Failure to remit the recertification fee prior to the expiration date on the front of the card will result in the loss of your certification requiring reapplication.

*The Florida Department of Revenue*  
*Property Tax Oversight, Certification and Training Team*



*Certifies that*

***Erica Velardi***

*has successfully completed*

***DUTIES AND RESPONSIBILITIES OF FLORIDA TAX COLLECTORS***

***TCC 501, 30 Hours***

***January 27-31, 2020***



# The State of Florida

AND

THE FLORIDA CENTER FOR PUBLIC MANAGEMENT

AT THE FLORIDA STATE UNIVERSITY

HEREBY CONFER UPON

## Erica Marie Velardi

THE DESIGNATION OF

# Certified Public Manager

WITH ALL THE RIGHTS, PRIVILEGES, AND HONORS THEREUNTO GRANTED BY  
THE STATE OF FLORIDA AND  
THE NATIONAL CERTIFIED PUBLIC MANAGERS CONSORTIUM

**September 2016**



A handwritten signature in black ink, appearing to read "Rick Scott", written over a horizontal line.

GOVERNOR

A handwritten signature in black ink, appearing to read "Ben G. Davis", written over a horizontal line.

DIRECTOR

A handwritten signature in black ink, appearing to read "John Tharion", written over a horizontal line.

PRESIDENT

A handwritten signature in black ink, appearing to read "Sandy K. Atkinson", written over a horizontal line.

VICE PRESIDENT

