



# 2021 Business Plan Presentation

Gwinnett County Probate Court  
Judge Christopher A. Ballar



# 2019-2020 YTD Recap

## Accomplishments

- Probate Court welcomed new Associate Judge Sandra L. Pak
- Hearings have been conducted by video since the judicial emergency resulting in minimal back log
- Four Deputy Clerks earned their Paralegal Certificate

# 2019-2020 YTD Recap

## Challenges

- To retain qualified part-time employees to support our full-time staff
- To keep up with the demand and volume of services provided to the citizens and attorneys doing business with the Probate Court



# Department Snapshot

## External Dependencies

- Legislation
- Informing the community about services provided in the Probate Court

# Notable Metrics & Trends

- Legislation expanding the jurisdiction of Probate Court
- Continued increase in demand for services provided by the Probate Court
- Judge's chamber staff has not increased since 2006
- Continued increase in population

# Identified Constraints & Opportunities

- Probate Court's community outreach programs suspended due to pandemic
- Streamline the Probate Court's processes to more effectively serve the citizens of Gwinnett County





# Operational Decisions

- Continue to conduct hearings and administer oaths through remote video conferencing as allowed by law
- Implement e-filing of documents
- Continue to cross train all employees
- Provide employee development opportunities

# 2021 Operational Budget Changes

## Base Budget Changes

- Increase in professional service funds for a temporary staffing agency to fill high turnover positions
- Increase in funds for postage due to more services provided by mail

# 2021 Operational Budget Changes

## Decision Package

- Addition of a Staff Attorney to assist with the increased jurisdiction of the Probate Court in House Bill 865 (cost \$119,089)

# Internal Strategic Decisions

- Develop processes to allow for more employees to telework
- Explore new ways to provide services virtually and online



# 2021 Strategic Budget Changes



- None identified

# County Initiatives

## Key Initiative

- Strive to create paperless processes through innovative technology
- Enhance communication and access with the Court



Gwinnett

# County Initiatives

## Probate Court's Involvement

- Research inventive ways to store and access documents filed with the Court
- Continue to explore virtual and technological ways to communicate with the citizens and attorneys

# 2021 Decision Packages for County Initiatives



- None identified

# Total Budget

<b>2020 Budget</b>	<b>\$ 3,177,490</b>
Changes to Base	\$ 163,227
2021 Base Budget	\$ 3,340,717
Decision Packages	\$ 119,089
<b>2021 Total Budget</b>	<b>\$ 3,459,806</b>