



# 2022 Business Plan Presentation

Gwinnett County Probate Court

Judge Christopher A. Ballar



# Mission Statement

The Gwinnett County Probate Court's mission is to serve the citizens of Gwinnett County by providing efficient, quality service in a professional manner, at all times maintaining our integrity and accountability, while safeguarding the best interests of the citizens of this county who are unable to protect themselves, in accordance with the laws and Constitutions of the State of Georgia and the United States of America.



# Accomplishments

- Probate Court successfully opened a redesigned Vital Records and Licensing Office to more efficiently and effectively serve the public
- The court never closed and continued to offer essential services throughout the pandemic
- The court has transitioned to County IT for desktop support





# Challenges

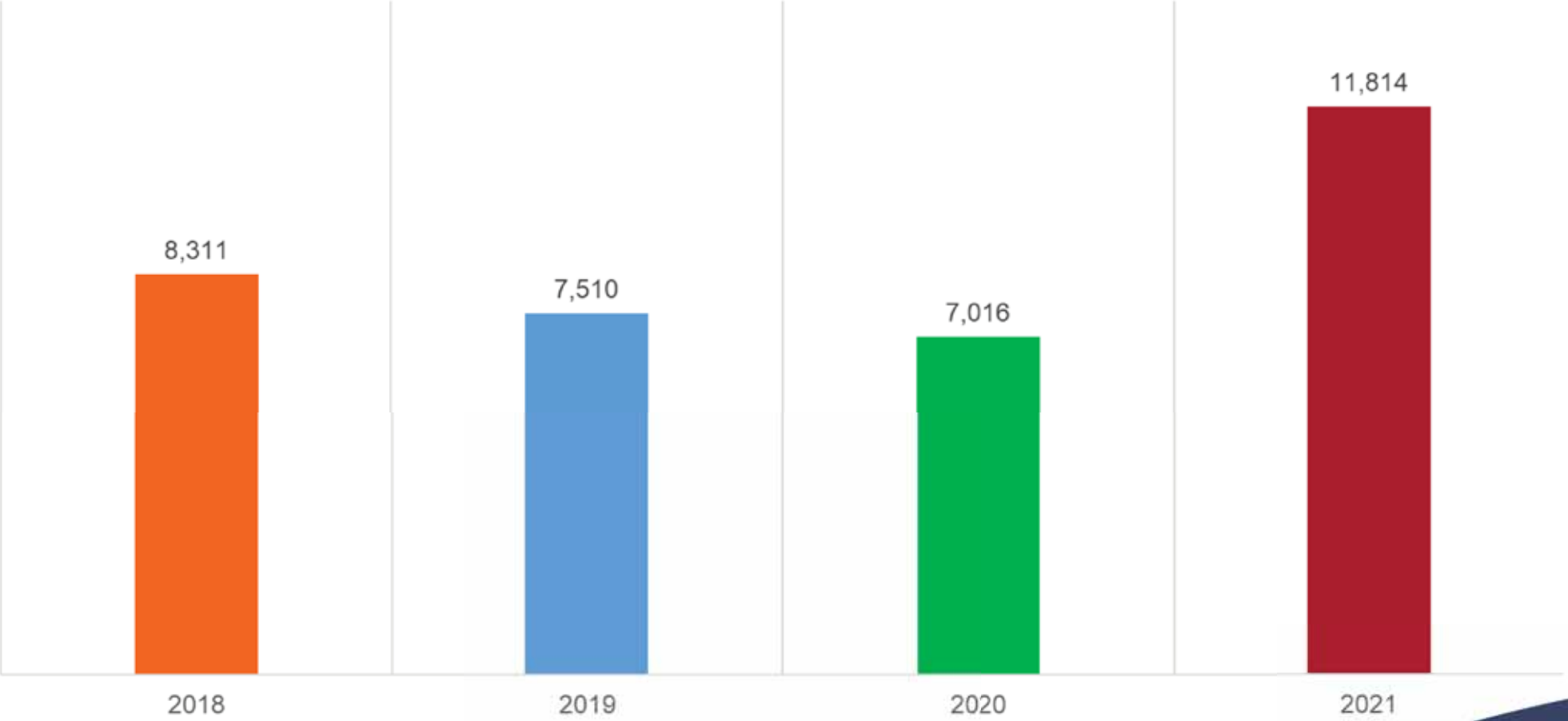
- Maintain staffing levels to keep up with the demand in services
- To offer qualified employees competitive pay in order to retain staff





# Weapon Carry License Applications

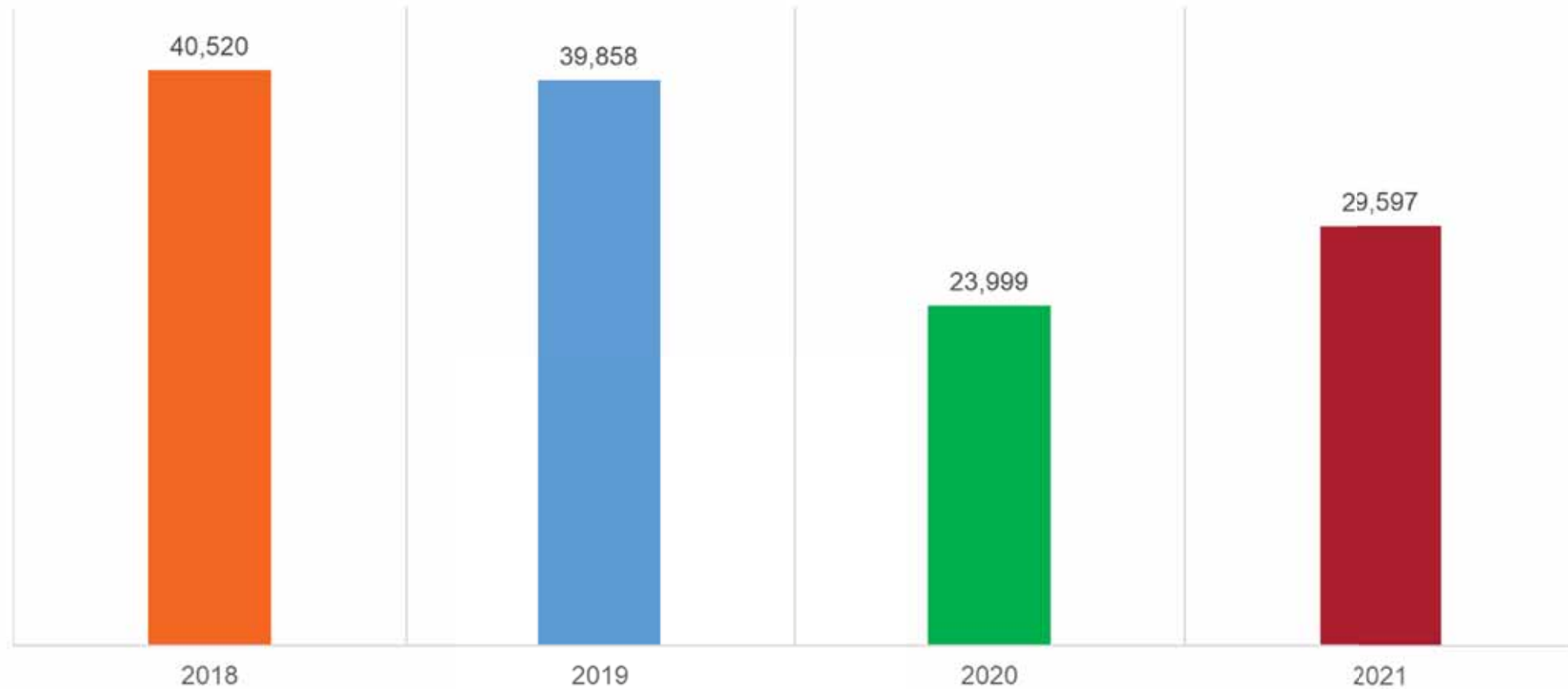
January – July





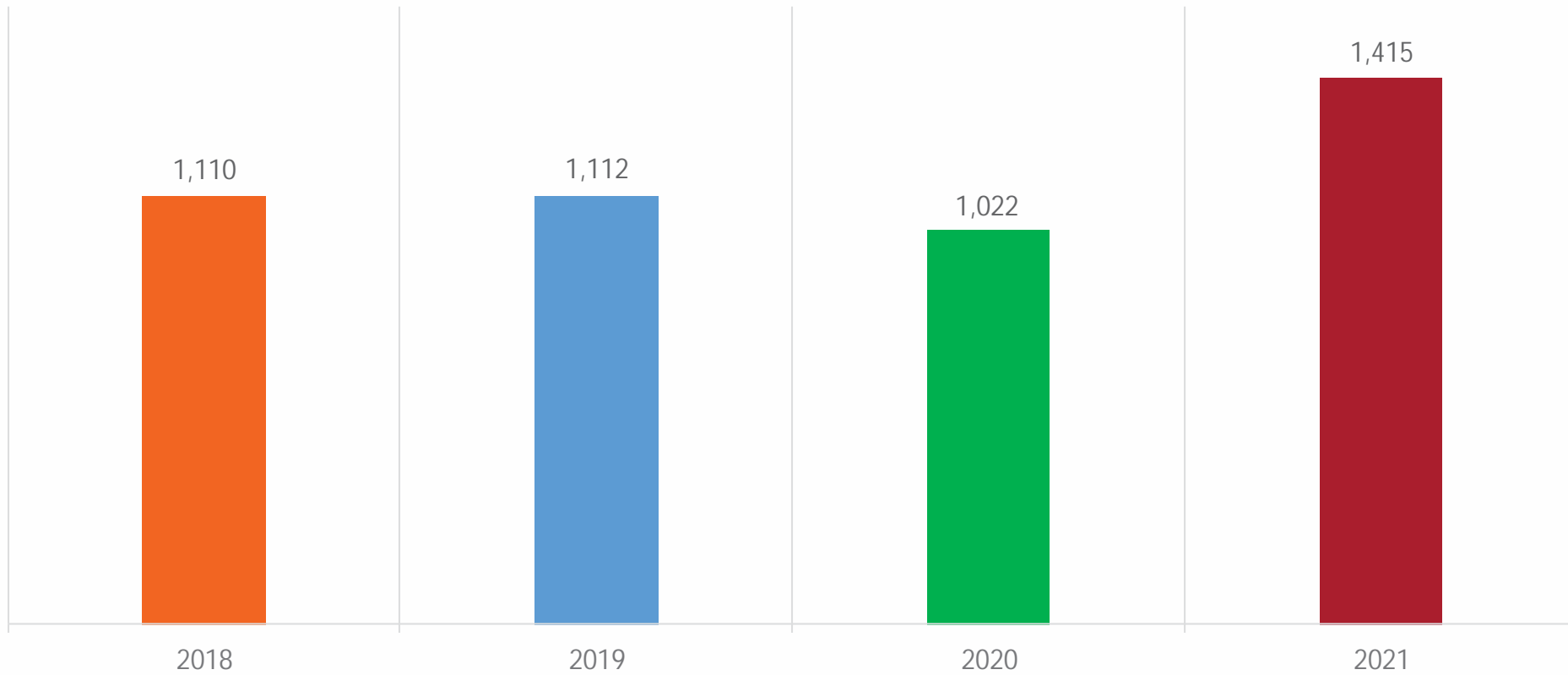
# Vital Records Issued

Birth and Death Certificates | January – July



# Estate Filings

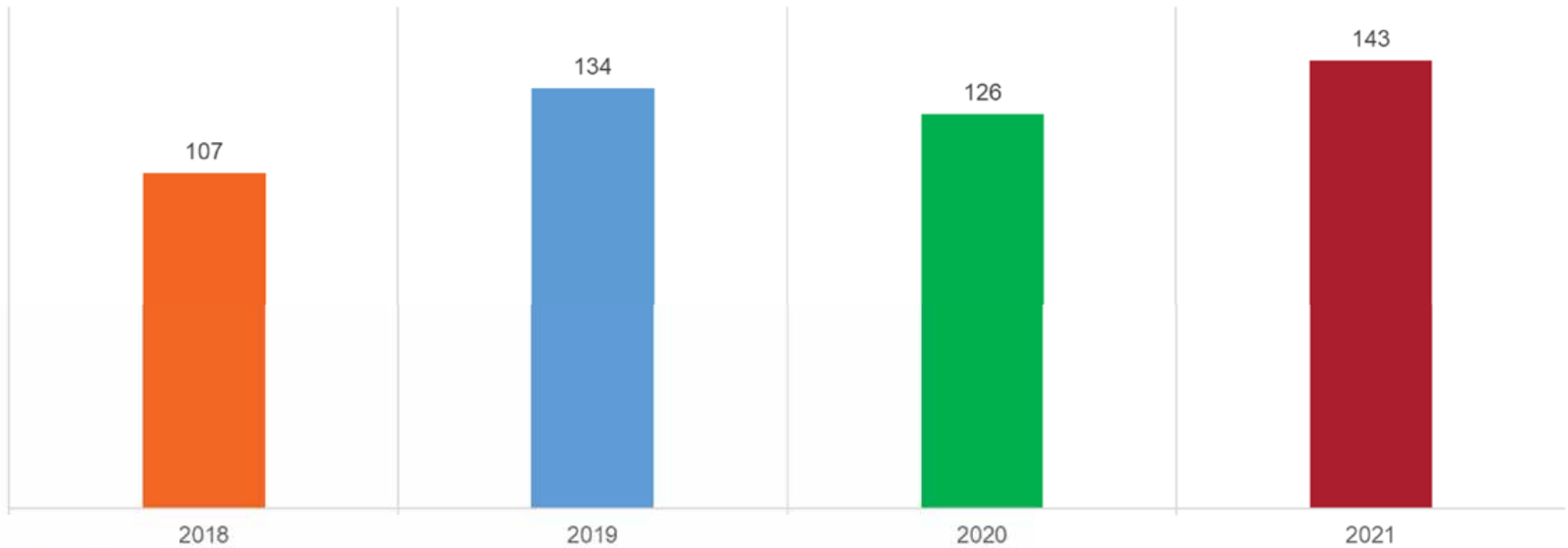
## January – July





# Mental Health Petitions

## January – July







# Operational Decisions

- Weapon carry license division created
- E-filing fully implemented by the end of 2021
- Maintain a high level of customer service
- Continue with virtual operations and telecommuting where applicable



# 2022 Operational Budget Changes

- 20% increase in printing services (i.e., envelopes, marriage certificates) to meet the demand for services
- 23.4% increase in professional services to pay The Police and Sheriffs Press for printing the weapon carry license cards
- 32.8% increase in promotions to maintain current qualified staff



# Internal Strategic Decisions

- Create better opportunities for professional development and career path growth in order to retain and attract qualified staff
- Probate Court will offer a clinic for interested parties to learn how to stay compliant with their fiduciary requirements
- Educate the community about services offered in Probate Court through community outreach programs
- Consult with IT to help create processes for online forms in order to create paperless files



# County Initiatives

- Organizational Excellence and Accountability
  - Attract and retain highly qualified employees
  - Offer educational development and promotional opportunities
- Safe, Livable, and Healthy Community
  - Educate the community about services offered in Probate Court



# 2022 Decision Package

- Request for one Supervising Chief Deputy Clerk \$84,319
- To keep up with the increase in volume of applications filed and to remain compliant with the GBI, FBI, and the laws governing the timeline of issuing a license, it became necessary for the court to create a separate division within the clerk's office to process weapon carry license applications and background checks



# Total Budget

2021 Budget	\$3,384,893
Changes to Base	\$219,683
2022 Base	\$3,604,576
Decision Packages	\$84,319
Total 2022 Budget	\$3,688,895



Questions?