



2025 Business Plan Presentation

Clerk of Court

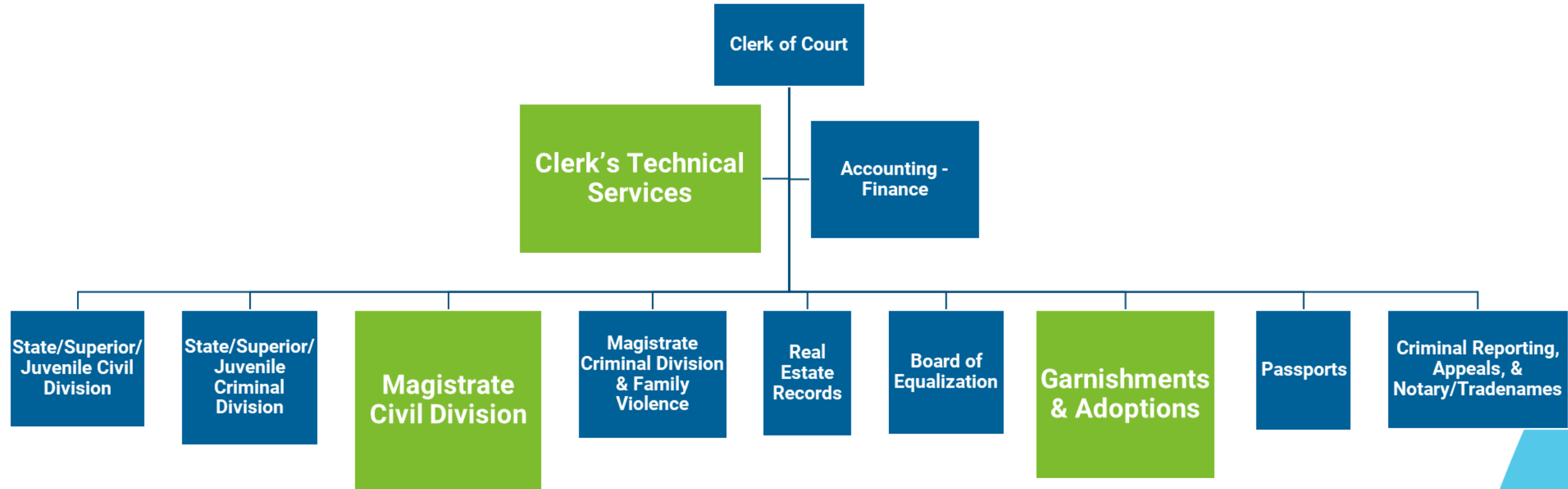
Tiana Garner

Clerk of Court Mission & Mandated Functions

The Clerk of Superior Court is custodian over the land and property records of the county as well as the civil and criminal files and records in the courts served.

The Clerk also serves as the BOE Administrator.

Department Overview



External Influences & Challenges

- Current network infrastructure – need more servers
- Increased infrastructure – higher maintenance expense
- Risk of sophisticated cyber threats has increased
- Growing judicial caseload
- Need more staff to support growing cases across divisions

Accomplishments 2022-2023

Case Management System/IT

- Successfully upgraded department operating systems as well as the Odyssey Case Management system, improving system stability/performance
- Automated processes for Criminal, Garnishments, Magistrate Criminal and Juvenile Courts divisions. Automation has reduced human errors and improved proficiency.
- Continued to reduce paper stored by the Historical Scanning Project, with over 21,000 archived documents converted to digital format.
- Implemented electronic filing for Magistrate Court Criminal, Juvenile Court, and Elections.

Real Estate/Board of Equalization (BOE)

- Implemented a new scheduling system allowing residents flexibility in scheduling hearings, reducing rescheduled hearings, decreasing resident frustration, and limiting the fiscal burden for the department.
- Implemented F.A.N.S. (Fraud Activity Notification System) to contact residents through email/text messaging technology to notify residents of any filing activity relating to their property.

Accomplishments 2022-2023

State/Superior Court Criminal

- Collaborated with justice partners to implement additional electronic filing options for State Court Criminal division.
- Assumed new duty of generating calendars and court notices for all seven State Court criminal divisions.

Additional Accomplishments

- Compliance with Federal PUMP Act by procuring a lactation pod for nursing mothers on staff within the Clerk of Court.
- Supported leadership growth with two employees graduating from LEAD, two employees graduating from EXCEL, and one employee graduating from IMA.
- Collected and disbursed \$14,267,688 to agencies

2025 Strategic Plans

Manage through the growth of the County and the Courts

- **SaaS (Software as a Service)** – A secure cloud-based case management solution
- Reduce carbon footprint through paperless case management and E-notifications while addressing growing problems with mailing court notices
- Maintain Gwinnett Standard of efficiency and excellent customer service with a growing caseload



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**Gwinnett County
becomes second county
in Georgia with a
population over a
million**

2025 New Operational Request

License/Maintenance Support for Tyler Technologies SaaS

New Operational Request 1

Migrate Enterprise Justice Case Management and Land/Official Records systems to cloud-based software environment to lessen network infrastructure burden and reduce the risk of business interruption due to cybersecurity threats

Cost \$416,464

What is SaaS?

Software as a service (SaaS) uses the internet to securely deliver software solutions. Unlike stand-alone software that is installed on local network systems housed in server rooms, SaaS solutions are hosted in the cloud.

Benefits

- Eliminate burden of network infrastructure and additional hardware expenses
- Increased automation of services and critical software support
- Uses industry-grade security measures to maintain business continuity and protect data

2025 New Operational Request

Deputy Clerks for Garnishment Division

New Operational Request 2

3 full time Deputy Clerk positions for our Garnishment Division to keep up with the growing case filings and adoptions to accept new cases, process service, and assist with orders and dismissals.

Cost \$224,335

Garnishments

The goal of Garnishment actions is to recover a judgement (money).

To accomplish the goal, three basic things must occur:

1. Cases are filed (in Magistrate or State Court)
2. Payments received into the court (by garnishee or defendant)
3. Payments disbursed to the plaintiff (creditor)

Garnishments Cases/Workload Increase

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	YTD <u>2024</u>	Forecast <u>2024</u>
Mag Garnishments	24,471	16,918	20,106	25,347	30,643	17,095	34,190
Mag Payments	45,847	43,791	57,220	72,057	85,850	48,650	97,300
Mag Disbursements	<u>30,769</u>	<u>38,962</u>	<u>45,151</u>	<u>55,258</u>	<u>66,111</u>	<u>39,442</u>	<u>78,884</u>
Sub total*	101,087	99,671	122,477	152,662	182,604	105,187	210,374
State Garnishments	3,951	2,711	3,187	5,028	5,761	3,150	6,300
State Payments	10,333	6,382	8,352	13,818	17,193	9,304	18,608
State Disbursements	<u>11,620</u>	<u>5,827</u>	<u>7,026</u>	<u>11,553</u>	<u>14,671</u>	<u>7,910</u>	<u>15,820</u>
Sub total	25,904	14,920	18,565	30,399	37,625	20,364	40,728
Grand total*	126,991	114,591	141,042	183,061	220,229	125,551	251,102

*NOTE: Cases, payments and disbursements have more than doubled from 2019 vs. the projection for 2024.

2025 New Operational Request

Deputy Clerk Positions for Magistrate Civil Division

New Operational Request 3

2 Full-time Deputy Clerk positions to address increasing civil case filings, manage workload, and maintain adequate Civil court coverage.

Cost \$149,559

Magistrate Civil Court

- Accessible to self-represented public 365 days, 24 hours a day
- Civil Cases less than \$15,000 in dispute
- Post-Judgment collection
- Landlord/Tenant cases
- Abandoned Motor Vehicle Claims
- Personal Property Foreclosures

	January -June 2023	January - June 2024
Total Cases Filed YTD	25,683	27,815
Total Disposed Cases	25,200	27,488

Avg total cases 2019-2023: 41,577

Total Projected cases 2024: 55,634

Garnishment – Civil Financial Impact – Total Receipts

	2019	2020	2021	2022	2023	2024 FCST
CLERK OF COURT	\$ 82,975,671	\$ 83,259,710	\$ 112,228,612	\$ 110,098,343	\$ 113,509,979	\$ 131,638,274
GARNISHMENTS	\$ 31,760,792	\$ 24,685,400	\$ 34,559,215	\$ 41,267,138	\$ 59,235,134	\$ 66,531,789
% OF COC RECEIPTS	38%	30%	31%	37%	52%	
MAG CIVIL	\$ 5,077,681	\$ 3,322,051	\$ 3,541,528	\$ 4,731,858	\$ 5,374,686	\$ 6,019,648
% OF COC RECEIPTS	6%	4%	3%	4%	5%	

Financial Comparison 2024-2025

<u>Category</u>	<u>2024 Adopted Budget</u>	<u>2024 Year-End Forecast</u>	<u>2025 Forecast</u>
Total Revenue	\$17.2M	\$17.2M	\$17.2M
<u>Operating Expenses*</u>			
Personal Services	\$11.5M	\$11.5M	\$12.1M
General Operating	\$ 3.1M	\$ 3.1M	\$3.1M
Contributions	<u>\$ 4.4M</u>	<u>\$ 4.4M</u>	<u>\$ 5.2M</u>
Total Operating Expense	\$19.0M	\$19.0M	\$20.4M

*Excludes Juvenile & BOE cost centers

General Operating Expenses 2024-2025

<u>General Operating Expenses</u>	<u>2024</u>	<u>2025</u>	<u>% Inc/Dec</u>
Professional Services	\$ 1,794,396	\$ 1,759,425	-2%
Licenses- Software Maintenance	\$ 685,984	\$ 436,128	-36%
Postal Services	\$ 81,689	\$ 91,274	12%
Printing/Binding Services	\$ 70,000	\$ 87,938	26%
Office Repairs/Maintenance	\$ 32,187	\$ 50,336	56%

*LINE ITEMS INCLUDED SHOW HIGHEST BUDGET IMPACT; EXCLUDES BOE & JUVENILE EXPENSES



2025 Key Budget Impacts

- Revenue/Operating Expenses remain near flat
- Mag Civil Judicial case counts expected to increase
- Garnishments payments and disbursements to increase
- New Operational Requests– \$790,358



2025 Budget Request	
Clerk of Court	\$20,396,919
New Operational Requests	\$ 790,358
Juvenile Court	\$774,981
Board of Equalization (BOE)	\$1,218,562
Total Request	\$23,180,820

Thank you!

