



**Gwinnett County Probate Court**  
**Judge Christopher A. Ballar**  
2025 Business Plan Presentation

# Mission Statement



The Gwinnett County Probate Court's mission is to serve our residents by providing efficient, quality service in a professional and courteous manner, at all times maintaining our integrity and accountability, while safeguarding the best interests of those 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



- Judge Ballar was sworn in as the President of the Council of Probate Court Judges of Georgia
- Probate Assessment and Support Service program (PASS) offered through View Point Health continues to be successful
- Two clerks successfully received their paralegal certification, and a third clerk will complete the program by years-end
- A supervisor completed the Probate Court Clerk's Certificate Program consisting of 180 hours of training





# Trends and Challenges

- Increased need for interpreters to assist customers
- Limited space in the hallways for queuing the lines of people waiting for services
- The location of the twice-monthly Pro Bono clinic is often changed from the GJAC breezeway
- The flawed postal service and delays in mail delivery continue to disrupt court operations

# Strategic Plan



- Create workflows for processes that will allow our office to move things digitally through automation
- Open kiosks in our lobby that will allow customers to view estate files
- Implement Guide-and-File, an online process customers can use to create forms using the standard probate forms created by the Georgia Probate Court Judges Council
- Maintain the Gwinnett Standard quality of service while developing staff and striving for long-term staff retention
- Continue community outreach events to educate citizens about Probate Court services

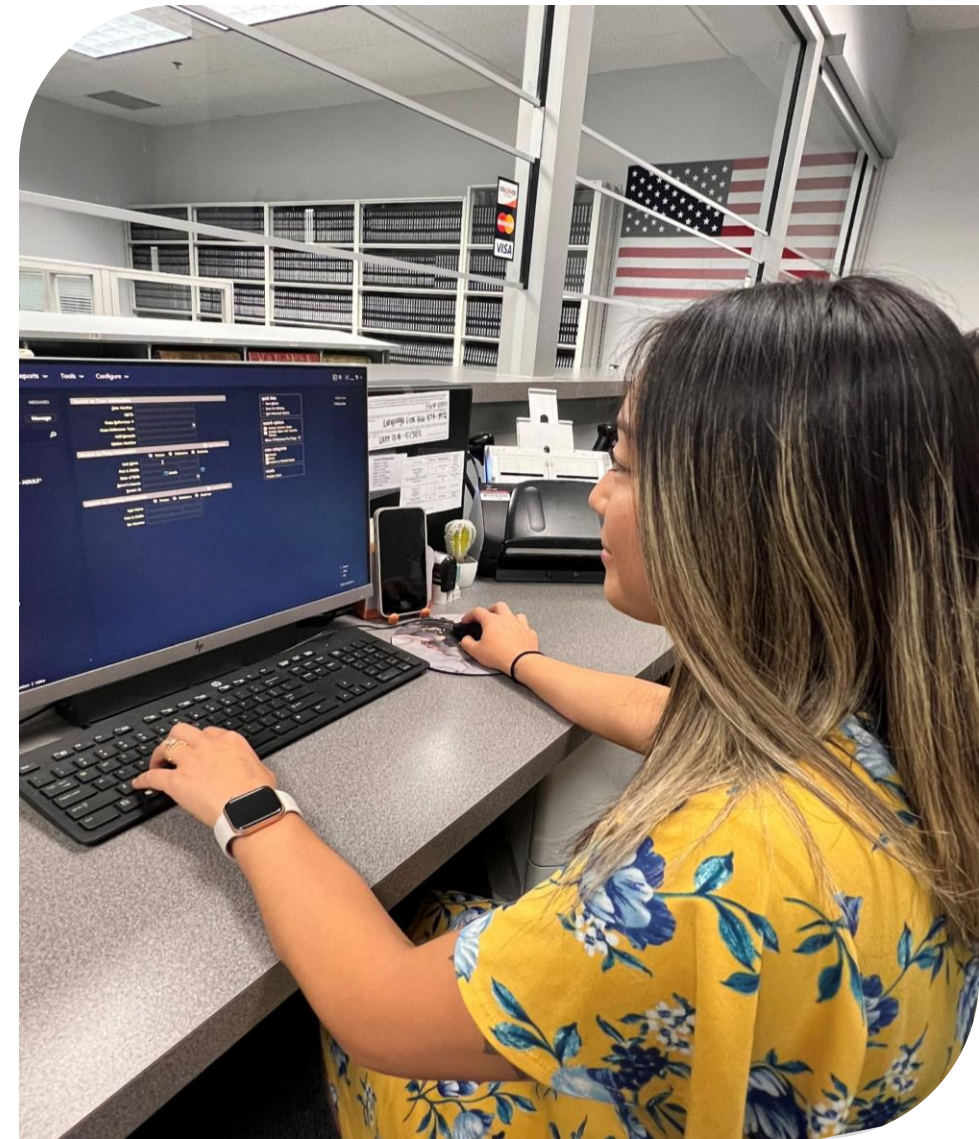




# New Operational Request

- Replace three temporary positions with three Deputy Clerk positions to perform essential functions in the Vital Records and Licensing office

Cost \$188,170





# New Operational Request Support

- The County has grown, and the demand for services has increased
- The Probate Court has relied on temporary employees to support full-time staff
- The temporary employees are trained and perform the same duties as full-time staff but do not receive the same pay, opportunities, and benefits
- High turnover of temporary staff costs the county
- Converting the three temporary positions to full-time positions would retain personnel and allow clerks to spend time helping the public instead of constantly training new staff



# Total Requested Budget

<b>Total 2025 Request</b>	<b>\$5,076,103</b>
<b>New Operational Request</b>	<b>\$188,170</b>