



Probate Court 2026 Business Plan Presentation

Christopher A. Ballar
Probate Court Judge



Gwinnett County
Probate Court

Service Delivery Mission

The Gwinnett County Probate Court's mission is to serve our citizens 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.



Approved 2025 Operational Request Updates

Workforce Stability through Strategic Staffing

- Converted three temporary employees to full-time
- Retained trained and knowledgeable clerks
- Improved overall employee retention



2025 Efficiencies and Improvements

Enhancing Preservation and Access via Digitization

- Digitize historical court records, minute books, and wills for secure online access
- Reduce physical storage by digitizing court records
- Transfer originals to Records Management for archival preservation and compliance
- Expand probate education campaigns, especially for underserved communities



Engaging with Our Community

Valentine's Day Wedding Event



Generations Expo



Gwinnett County
Probate Court

Emerging Developments and Our Path Forward

Guide and file

- Develop and launch Guide-and-File, an online process to assist customers in creating standard probate forms

Streamline internal processes

- Standardize workflows, reduce manual tasks through automation, and ensure clear delegation of duties

Strengthen staffing

- Cross-train employees to ensure flexibility and resilience in staffing



People Strategies

Committed to Staff Development

- Chief Clerk graduated the 2025 Internal Management Academy program hosted by UGA
- Reclassification of processing Deputy Clerks to Paralegals
- Probate specific training through UGA Institute of Continuing Judicial Education
- Technology training for case management configuration



Strategic Goals and Efficiencies

Strengthening Records Compliance and Customer Experience

- Maintain only current and past year files to free up space
- Established bilingual information hub to boost accessibility and customer experience
- Added bilingual part-time liaison in hallway for prompt customer assistance



New Operational Request

Deputy Clerk III

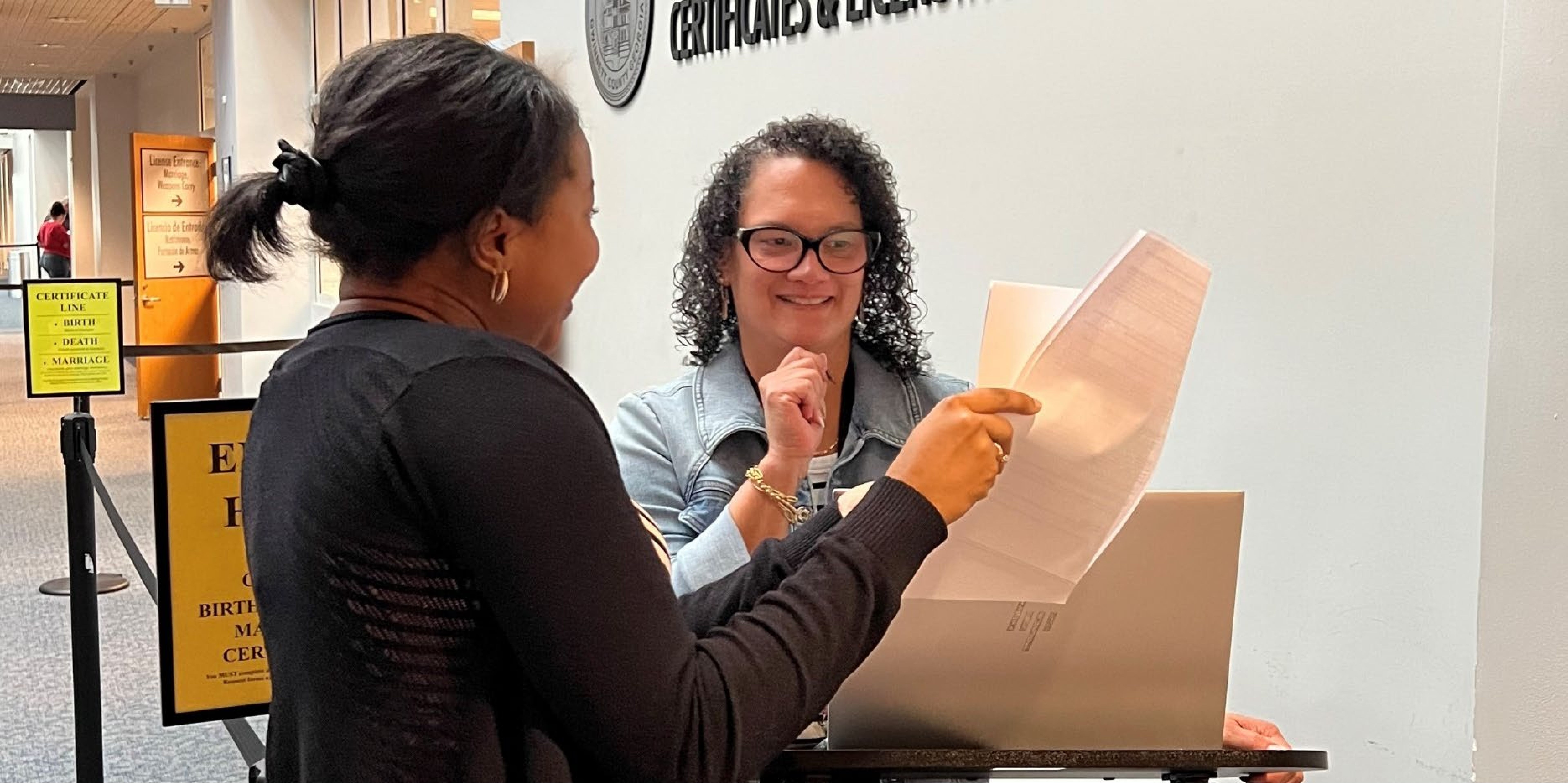
- The Probate Court requests the expansion of the Customer Service Liaison position from part-time to full-time. This change will significantly enhance front-line service delivery and provide improved support to citizens accessing services within the building.
- Requested Budget – \$66,561



New Operational Request Support

- Serve as the first and ongoing point of contact for visitors
- Provide personalized support, clear information, and directions to minimize confusion and wait times





Gwinnett County
Probate Court

New Space, New Possibilities

