



ERICSA

2022

**Jazzin' It Up
for Children
and Families**

New Orleans

May 22 – 26, 2022

**59TH ANNUAL
TRAINING CONFERENCE
& EXPOSITION**

The Georgia E-Filing Experience

Perspectives from the Georgia IV-D program, The Fayette County Clerk, and their corporate partner GreenCourt Legal Technologies.



Meet Your Panel

John Hurst, Assistant Deputy
Commissioner, Child Support
Services Georgia Department of
Human Services, Division of Child
Support Services



Sheila Studdard, Clerk for the
Superior Court, State Court
and Magistrate Court of
Fayette County, Georgia



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Meet Your Panel

Jay Bland, Chief Growth officer,
GreenCourt Legal Technologies.



Dana Jones Manager, Business
Resolution Team Georgia
Department of Human Services,
Division of Child Support
Services



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Meet Your Moderator

Scott Lekan, Government
Services Consultant for
GreenCourt Legal Technologies
and founder of SML Magnum
Consulting, LLC.



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Overview of the Project

- Perspective and overview of the project from our Panelists.



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View from IV-D Director Hurst



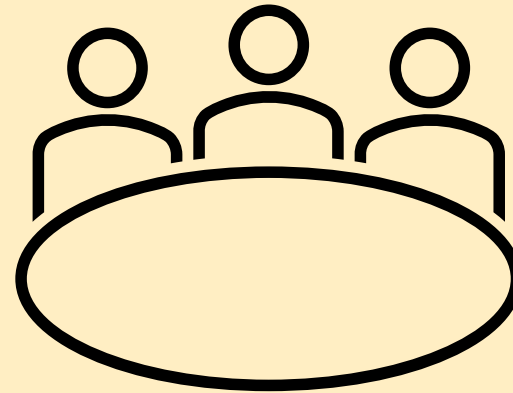
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Project Overview

- Leadership approval
- Transition
- System DDI
- Change management



Before eFiling

- Manual process
- Time consuming
- Inefficient



Prior Vendor

- Document exchange system
- State agency
- Security breach



New Solution

Advantages

- Simplified interface
- Transmitting of documents
- Email notification
- Case Action Log updates

Challenges

- Change management
 - Communication
 - Training
 - Rollout
- Technological changes



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View from the Clerk

Sheila Studdard



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BEFORE EFILING.....

- All filings were manual.
- Very time consuming for Clerk and Child Support Staff.
- Hearings took longer.
- Papers could be misfiled or even lost.
- All parties were easily frustrated.



Advantages to Child Support Efiling

- Files are more Accurate.
- Filings are more efficient.
- Data entry is faster.
- Filings are available to all parties at all times.
- Data entry is accessible from any location (COVID-19).



Challenges

Building a team to work together!
Every Circuit is different.



Budgetary Challenges.....
Personality Challenges...



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ROLES OF THE CLERK OF COURT

- Project Organizer in the County or in the Clerk's Office.
- Team Builder or Collaborator
- Data Integrity Specialist
- Cheerleader
- Mediator
- Budget Analyst
- Training Coordinator



NEEDS OF THE CLERK OF COURT

- Support of County Government, Local Bar, Staff and Public.
- Solid technological infrastructure and proper security features.
- High Speed internet and a back-up internet if possible.
- Support of Case Management Vendor.
- Support of local Child Support Agency.
- The entire process needs to be user friendly from every perspective.....or nobody will use it!



What does Success look like from the Clerk's Perspective?

- My staff is happy!
- Data integrity is improved!
- No downtime during imports.
- Service to all parties is faster.
- Files are available to parties in and out of the courthouse.
- Communication between my staff and child support is no longer strained.
- Stakeholders got what they expected from the project.



Georgia Project Launch: Pros and Cons?

Pros:

- Massive testing in a live environment.
- GreenCourt endured my never ending testing.
- GreenCourt has Jay Bland.
- Open Communication with all Stakeholders.
- Communication with Child Support has improved.
- This system integrates with the current case management system of the Clerk.

Cons:

- Change is hard-We were replacing an existing system....people do not like change.
- Forms should have been integrated with the efilng platform from the beginning.
- Education....Teaching the stakeholders that this project ultimately benefits our children...perhaps checking attitudes at the door.



Vendor Partner Perspective

Jay Bland, GreenCourt





Since 2014, GreenCourt's customers have enjoyed a decidedly different approach to technology. They describe us as partners who *respect* their mission. They describe our work as *time-saving* and *reliable* tools they *cannot imagine living without*.

Our customers are courts and public service agencies at the state, territory, tribe and federal levels. Of course, companies, courts and agencies don't actually do anything. It's the people in those organizations that take responsibility and give their best. The people who make decisions every day – Clerks, Judges, Commissioners, Directors, Agents and Attorneys – challenge us to deliver according to their standards.





- Our customers describe the results of our work as follows:
 - Automating without missing details.
 - Sharing without relinquishing control.
 - Accelerating without compromising quality.



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GreenCourt Approach

- Good technology is no longer enough.
- We were invested in the results.
- In partnership we defined success clearly
- And we were not afraid to DREAM BIG.



GreenCourt Approach Cont.

- We were not afraid of taking on the challenge that vendors have traditionally stayed away from-projects that touch the Court side of Child Support. (It was and is GNARLY)
- Built trust as a partner after being awarded the contract.
- Took the time to include all the stakeholders up-front.
- Learned what each stakeholder cared about.
- Made sure there were no surprises. (Who loves surprises in Technology projects.)



Reporting and Analytics

Dana Jones Georgia DCSS



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Reporting and Analytics

- Old System
 - Very little data
 - Manual collections by offices
 - Quantity of filings
- GovLink
 - Eliminates manual tracking
 - Quality of work product
 - Data to identify areas of concern
 - Rejected filing data



Future Data Warehouse Dashboard

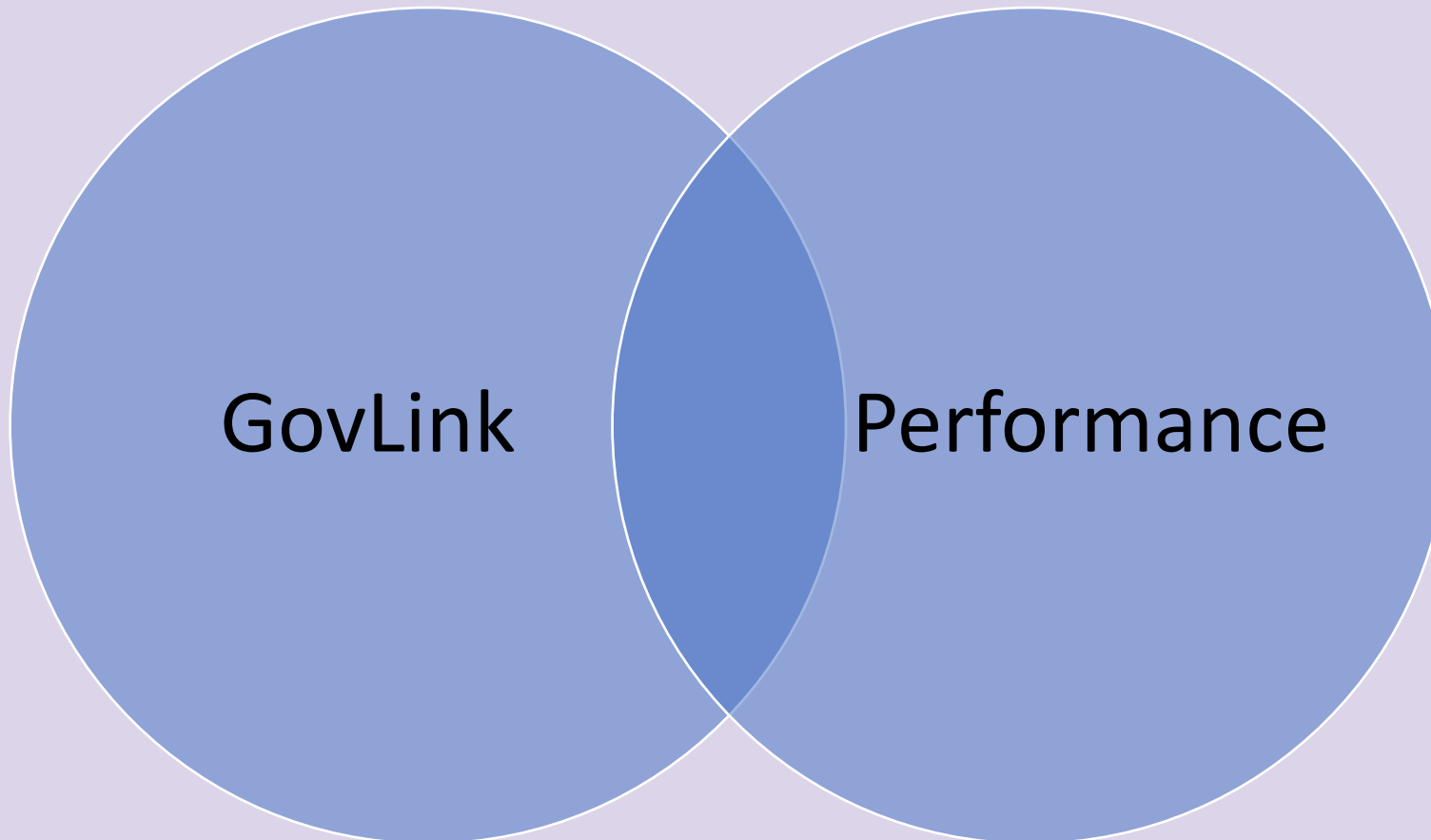


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GovLink Data Integration



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Questions



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Thank you!!!!!!



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