

# GSCCCA Update

Vol. 23, No. 3  
August 2019

An update on the activities of the Georgia Superior Court Clerks' Cooperative Authority

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## Authority Strong in FY 2019

In 1963, President John F. Kennedy stood before an assembly of civic leaders and citizens in Frankfort, Germany, and articulated his philosophy on progress:

*"For time and the world do not stand still. Change is the law of life. And those who look only to the past or the present are certain to miss the future."*

JFK's profound words are as applicable today as they were when delivered over a half century ago. Change is inevitable and one of the few constants in today's environment. Change can also be disruptive, but is often necessary for progress. In fact, the term "disruptor" has become prevalent not just in the business world but in modern culture as well. Consider some of the most famous disruptors of today: Amazon, Netflix and Uber; these companies looked to the future, transformed their industries, and changed how we live and do business.

The term "disruptive innovation" was coined in 1995, the same year the Georgia Superior Court Clerks' Cooperative Au-

Following is the Executive Summary from the Authority's 2018-2019 Accomplishments & Year-end Report. Numbers reflect fiscal year-end (June 30) totals unless otherwise stated. Contact Communications Director & Compliance Officer Mike Smith at [mike.smith@gsecca.org](mailto:mike.smith@gsecca.org) with questions.

thority opened its doors. And though it is unlikely that our founders used this language, their vision was progressive and paradox-changing and, with the support of Georgia's

159 Superior Court clerks, the Authority did change or disrupt the way business was done.

A single project in 1995 – the UCC Project – started it all; initially disruptive and with many doubters, this project forever changed how a financing statement would be filed in the state of Georgia, and, in so doing, provided secured parties with greater protection while saving them both time and money. Now, 24 years later, the Authority has played the disrupter role many more times and closes its fiscal year as a successful, diverse entity overseeing 20+ projects including an invaluable

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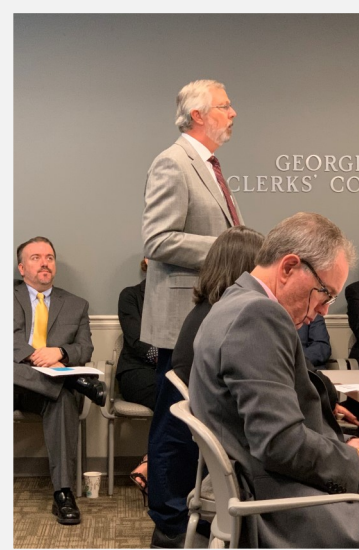
# July Board Meeting Review

The Authority Board met on July 10 for its quarterly meeting. Following is a summary of the reports and actions of the meeting.

## General Business

The minutes of the April 10 scheduled board meeting were approved. Greg Morgan, with Mauldin & Jenkins, provided the Accountant's

Review and reported that the overall financial health of the Clerks' Authority is very good. Sound fiscal policy has put the Authority on solid ground financially.



*Notary Department Manager Peter Keesom reports to the Board on the Notary & Authentications Division.*

## 2018-2019 Accomplishments & Year-end Report

The report was presented to the Board and it was noted that the report's Executive Summary perfectly captured the current mindset of the Authority with an eye toward the future as exhibited by the importance of holding a two-day strategic planning meeting with board members and senior staff in March 2019. The annual report touches on all facets of Authority operations and

is the Authority's effort to provide stakeholders with measurable activities, projects, and outreach that occurred in the past fiscal year. It also serves as a resource for reference for all Authority projects. Many were recognized including Authority staff for their passion, loyalty and commitment to the Authority and all those whom the Authority serves; the Board for their leadership and guidance to the staff; the vendors in attendance for their partnering role with the Authority and the clerks; and, lastly, Superior Court clerks for their continued cooperation in helping the Authority realize many of its successes over the past year. It was noted that the

Accomplishments Report would be available on the Authority's website.

## Fines & Fees Division

It was reported that non-compliance, overall, is minimal, especially considering there are 1,100 courts statewide. There was a slight increase in collections for FY 2019. The Fines and Fees staff regularly communicates with courts in order to maintain high compliance rates. The F&F system will be rewritten in the coming months in order to meet the future processing needs of the department and the public.

## Training Update

It was reported that the majority of online users are those accessing the notary course and exam. Several clerks' offices now mandate notary applicants to successfully complete the online notary exam. The new Learning Management System (LMS) has been operating smoothly since the new platform was introduced this past winter. Other training offerings are experiencing growth. Notary Public classes offered through clerks' offices have proven to be popular with Georgia citizens.

## eFiling Project

Currently, 133 clerks participate in UCC eFile. Approximately, 120,000 UCCs were eFiled in FY 2019. All clerks' offices participate in Real Estate eFiling in some manner. Child Support eFiling has 138 clerks' offices participating, and Notary Online has 142 participating. The Authority is in the testing phase of UCC API development. When completed, the API will allow filers to integrate with the Authority's eFiling portal. Large-volume filers will be able to file in bulk, providing a more efficient process.

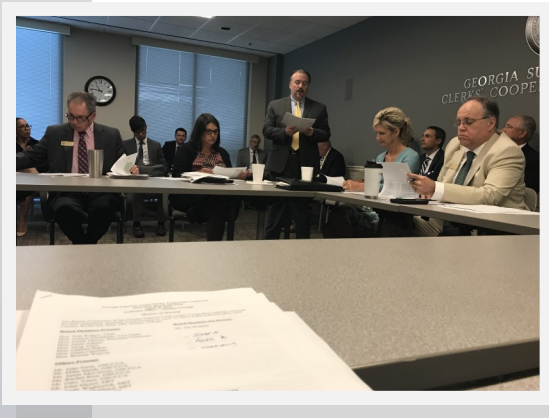
## Historical Deed Re-Indexing Projects

Currently, the real estate search system reflects a "good-from" date of 1/1/92. To date, the 1991-90 historical deed data from 85 clerks, involving approximately 709,000

*Continued on Page 3*



*Board Meeting Review — Cont. from Page 2*



*Will Dunn provides the Board with an update on the Historical Deed Re-indexing Projects.*

instruments, has been released to production. Regarding the County-Funded Historical Deed, Lien and Plat Project, the

data from 55 clerks has been released to production.

**UCC Project**

FY 2019 saw the highest number of UCCs filed since 2004 with 251,923 UCCs filed statewide. There have been steady annual increases in the number of UCC filings since the middle of the recession in 2010. The increase is an indicator of economic growth as UCCs are filed in conjunction with security agreements.

**Archive Programs**

Currently, 155 counties participate in the MyVault Online Archive Program which offers clerks a data backup solution at no cost to the clerk or county. MyVault storage is at 127 TB/825M files, with approximately 5M files a month being added. In FY 2019, there were 11 data restore requests. In the past fiscal year, 17 archive appliances were replaced and/or upgraded, and another 19 will be replaced and/or upgraded in the coming year. The MyVault staff regularly engages clerks to ensure that each clerk's backup needs are being met. For the Virtual Microfilm Program, an additional 27M historical deed and lien images were successfully imported in FY 2019.

**Notary & Authentications Division**

FY 2019 saw the number of notary applications fall by 4.8% compared to FY 2018. It is believed that the drop in applications is attributable to some clerks now requiring the successful completion of the notary exam. However, it is not anticipated that the downward trend will

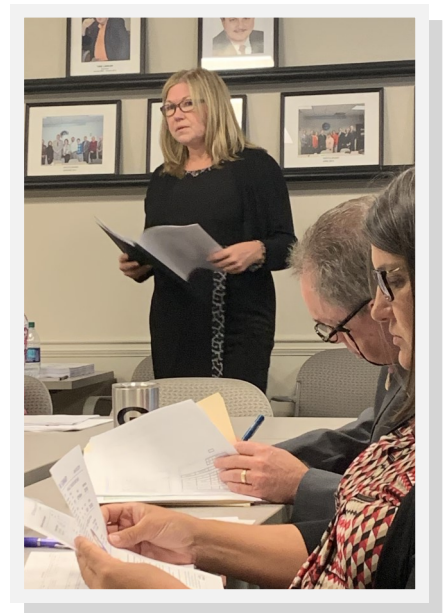
continue in coming years. Conversely, the number of apostille requests increased by 9.2% when compared to FY 2018. The number of customer contacts continues to increase. A customer contact is defined as an inquiry handled via phone, mail or walk-in. The countries of Columbia, Mexico and Russia continue to lead the list for apostille requests. An ongoing scanning project with the MyVault staff is an effort to create digital copies of "old" certificates of appointment. When finished, the scanning project will provide higher-quality images while protecting the integrity of the data for future use.

**Potential 2020 Legislation**

A brief update was provided to the Board on potential 2020 notary legislation stemming from recent calls with a state congressional representative and other state officials.

**Next Board Meeting**

The next quarterly board meeting will be held on October 9, 2019 at the Authority office. ■



*Authority Archive Program Manager Tara Johnson updates the Board on the MyVault and VMF Programs.*



*Authority Strong — Cont. from Page 1*

website that currently holds over 273 million images and was accessed 5.2 million times this past year by 1.1 million people across the world.

The Authority's existence and success would not be possible without the continued support and collaboration of Georgia's Superior Court clerks.

The Authority was created by clerks for the benefit of clerks, and since establishment, has provided to clerks \$79 million in additional funding and over 27,000 pieces of new equipment. This symbiotic relationship is a critical element in the Authority's success to date and its ability to achieve even greater results in the future.

**Background**

From the beginning and rooted to its core, innovation, collaboration and vision have defined the Authority. Although the cul-

ture remains the same, the GSCCCA is a very different organization today than the one that opened its doors in 1995. Since its inception, the Authority has not only fulfilled its original purpose of establishing a statewide system for the indexing of UCC documents, but has successfully developed and implemented, at no cost to the state, a variety of additional projects. Effective collaboration with other state agencies and numerous not-for-profit groups for the benefit of the State of Georgia and its citizens has become one of the hallmarks of the Authority's success and why it is respected both locally and nationally for its progressive, innovative and effective

approach to problem solving.

For over two decades, the Authority has been an innovator within the public records arena and has led the State of Georgia to the forefront of court technology. Using a mix of old-fashioned cooperation and state-of-the-art technology, the GSCCCA has taken abstract ideas, that many believed were not possible, to the concrete world of implementation, and, in so doing, has changed the way many do business and made life easier for those accessing real estate records, financing statements, criminal case data, and other legal documents.

Today the Clerks' Authority is a diverse entity that oversees the following:

- ❖ Notary & Authentications Division
- ❖ Fines & Fees Division
- ❖ UCC Project
- ❖ Real Estate Deed Project
- ❖ Historical Deed Re-Indexing Project
- ❖ County-Funded Historical Deed, Lien and Plat Re-Indexing Project
- ❖ eFile Project
- ❖ Lien, Plat & Map Project
- ❖ State Tax Lien eFiling Project
- ❖ PT-61 Project
- ❖ Premium Search Account
- ❖ Clerks' Authority Map Search Application (Mobile App)
- ❖ Protective Order Registry
- ❖ Criminal Case Data Project (Offender-Based Tracking System)
- ❖ Carbon Sequestration Registry
- ❖ MyVault Online Archive Program
- ❖ Georgia Archives Initiative
- ❖ Notary Scanning Project
- ❖ Virtual Microfilm (VMF) Program

In successfully developing and implementing these projects, the Authority helped modernize Superior Court clerk offices and created several one-of-a-kind systems that integrated and standardized information from each of Georgia's 159 counties on a central website, [www.gsccca.org](http://www.gsccca.org). The Authority databases provide accountability, uniformity, efficiencies and cost-savings by affording:

- ❖ Unprecedented access to valuable information – free access through search termi-

“The Authority was created by clerks for the benefit of clerks, and since establishment, has provided to clerks \$79 million in additional funding and over 27,000 pieces of new equipment.”



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*Authority Strong — Cont. from Page 4*

nals installed in all Superior Court clerk offices, and convenient internet access, by subscription, for those desiring 24-hour, 7-day-a-week access.

- ❖ Additional funding and new equipment for clerks' offices – \$79 million and 27,000 pieces of new equipment in total.
- ❖ Information that allows lawmakers to more effectively set public policy.
- ❖ Critical and timely crime data to protect the safety of the public and law enforcement officers throughout Georgia.

Governed by a board of ten members whose meetings are open to the public, the GSCCCA was created, implemented and continues to operate without receiving any funds through local, state or federal taxes. The Authority has been continually praised for its wise use of available resources, and has proven to be a resounding success for offering unique services to Georgia counties and citizens.

**Accomplishments – Highlights from FY 2019**

Following are some of the highlights or major accomplishments from the past fiscal year:

- ❖ **Compensated clerks' offices** over \$6 million this fiscal year for prints off the Authority website (\$62 million since the Authority was established), and nearly \$1.15 million this fiscal year for deed images (\$17 million since inception of the project).
- ❖ Continued to grow and enhance the **Virtual Microfilm (VMF) Program** by adding the ability to support the import of liens, plats and historical documents. Replacing the traditional microfilming services offered previously to Superior Court clerks, the VMF Program streamlines the microfilm process and provides an enhanced method for quickly browsing, searching, printing and downloading microfilm content using a PC, laptop or mobile device. Over 73 million deed images within more than 104,000 deed books have been loaded into the VMF system resulting in over 3 terabytes of data stored since the project's launch in November 2017. Every month, more images are being imported into the system and are available for viewing through the online portal at <https://vmf.gsccca.org>.

- ❖ Launched the **Georgia Archives Initiative**. In an ongoing effort to promote the importance

of disaster planning, Authority staff broadened its outreach by offering all clerks the opportunity to obtain a full list of their media holdings at the Georgia Archives. By reviewing and analyzing what records are stored at the Archives, there is a longer-term opportunity to compare that against what is stored in the GSCCCA imaging system and what is protected in the GSCCCA MyVault. In doing so, the Authority plans to provide each clerk with a comparison report that identifies what (if anything) may not be protected, or may only be protected by the Georgia Archives but not electronically by the GSCCCA. This information will allow clerks to make informed decisions about how best to protect their records. One hundred and twenty-five counties participated in this initiative.

- ❖ Conducted personalized **MyVault account audits** for all 155 counties participating in the data archive program. Every clerk enrolled in MyVault was contacted by Authority staff to review and discuss their archive account details. Job items were verified and disaster planning reminders communicated, including SB 135 requirements. Over 71 million files totaling more than 25 TB of data were added to the vault in FY 2019 bringing the current storage total to more than 825 million files and 127 TB of live data protected through MyVault.
- ❖ Continued to advance the **1991-90 Historical Project** with 90 counties currently participating. Since inception of the project, the Authority has added over 709,000 deed records to its publicly searchable website, and is reviewing another 6,000 records currently in quarantine.
- ❖ Added additional instruments to our website through the **County-Funded Historical Deed, Lien and Plat Re-Indexing Project** for a total of over 1.6 million instruments in production since the program was implemented in 2013. As a result of this project, the public has access to additional real estate information at no additional cost to the Authority, and clerks' offices have access to additional resources through print image fees initiated through the Authority's web-

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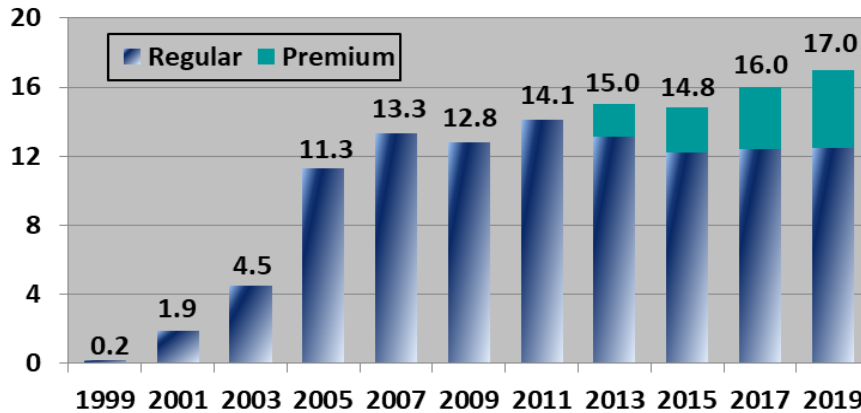


*Authority Strong — Cont. from Page 5*

site. Fifty-five counties are now participating in the program.

- ❖ Continued to grow the **eFile Project** both in terms of participating counties and filers:

**Monthly Subscribers (thousands)**



**UCC eFile** – 23 new counties were activated this fiscal year for a current total of 131 participating counties. As of June 30, 10 of those counties only allow the electronic filing of UCCs. Since the launch of UCC eFile in 2009, over 717,000 UCCs have been electronically filed with nearly 138,000 of those eFiled in FY 2019 and a record number of 14,255 eFiled in June 2019.

**Child Support eFile** – 13 new counties were activated this fiscal year for a current total of 138 participating counties. Since the launch of Child Support eFile in 2010, nearly 608,000 filings have been accepted, with approximately 86,000 of those during FY 2019.

**Real Estate eRecording** – All 159 counties participate to some degree, with 110 counties accepting all document types, 13 more than last fiscal year. Since the launch of Real Estate eRecord in 2011, over 1.2 million real estate documents have been electronically filed with nearly 566,000 of those during FY 2019.

- ❖ Launched a **new eFiling feature** where the estimated eFiling fees of any real estate (deed, lien or plat) package filed on the Authority’s

eFile portal may be transmitted to the clerk’s office as additional information. This opt-in feature allows clerks to see the amount of filing fees authorized by the filer while not precluding the clerk’s office from assessing actual fees even if they differ from the estimate. This feature may be activated or deactivated at any time per a clerk’s request.

- ❖ Launched a new **Learning Management System**, <https://eLearn.gsccca.org>, which is now available to all users. With *eLearn*, the Authority offers an up-to-date system for clerks and the public to use, while also giving the Authority the flexibility to create and add additional training courses beneficial to clerks’ offices in a timely manner. Since its launch, over 7,100 users have accessed the new site nearly 22,000 times. Additionally,

all online training courses were reviewed, updated or rewritten as part of the launch of the new system.

- ❖ Increased **Premium Search accounts** by over 7.5% for a fiscal year-end total of 4,486 accounts. Launched in 2012, the Premium account includes the Clerks’ Authority Map Search Application and allows users to search by property address as well as land lot making it attractive to realtors, bankers, attorneys, surveyors, appraisers, and other members of the business community.
- ❖ Initiated the **Notary Scanning Project**, a short-term project that involves the digital scanning of notary certificates. The purpose is to ensure that these paper records are securely stored in a digital form for added long-term protection. When completed, over 260,000 notary certificates will be loaded into the Virtual Microfilm system.
- ❖ Maintained a compliance rate of close to **100%** for all courts through a dedicated and consistent notification process by the **Fines**

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*Authority Strong — Cont. from Page 6*

**& Fees Division.**

- ❖ Added **Live Chat** to our website. In addition to calling or emailing the Authority's HelpDesk, our clerks and website customers now also have access to this convenient technology to receive real-time support from our experienced team of customer service representatives.
- ❖ Improved Quality Assurance efficiency by developing new **Quality Control & Compliance website and reports**. Previously it took two to three weeks to conduct a quality review, but the new capabilities have reduced

the process to as little as three days.

- ❖ Completed rewrite of **Customer Management Module (CMM)**. In addition to providing an enhanced web-based interface, this project included improving invoices, based on customer feedback, to make them easier to read and understand. Invoices are now provided in a PDF format and include an improved account summary, an improved current month activity section, and a new section reflecting total current charges

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## Authority provides training to new clerks

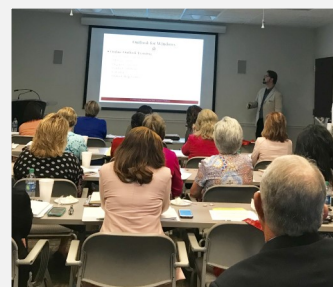
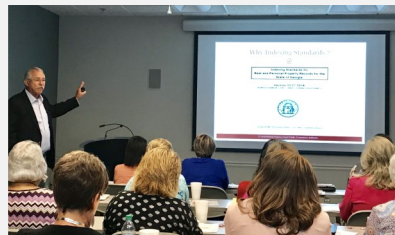
Training was recently held at the Authority office for Georgia's new Superior Court clerks. The program was sponsored by the Superior Court Clerks' Association of Georgia.



*Authority staff provides training to new clerks ... right: Mike Smith; below left: Gary Yates; and below right: Eric Bolton*



*Above: Legendary former Superior Court clerks provide training to new clerks. Left to right: Barry Wilkes (Liberty Co.), Pat Anderson (Elbert Co.), Sara Crow (Lowndes Co.), and Bart Jackson (Jones Co.).*



*Authority Strong — Cont. from Page 7*

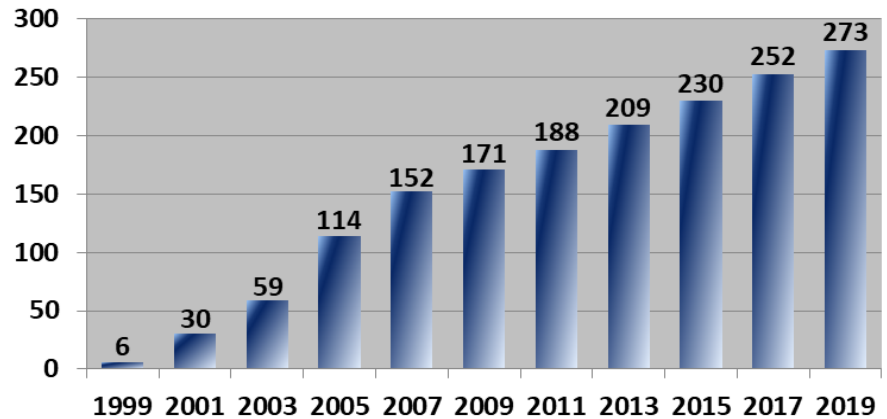
for each user and sub-account. Additionally, by logging into Account Management, customers can now download a CSV file of their current month's charges for use in their local system.

- ❖ Initiated a project to develop a **UCC API eFiling solution**. Once complete, this will allow national and local filers to integrate with the Authority's eFiling portal so that filings can be transmitted in bulk, thereby improving the eFiling process for large-volume filers. Superior Court clerks will also benefit as they will be able to utilize new APIs to retrieve and accept UCCs programmatically as well.
- ❖ Implemented **new fiber optic switches** to replace aging infrastructure. The fiber switches handle almost all data that is generated at the Authority and are a critical component of the Authority's high-speed storage solution. The new hardware also reduces data latency giving all the servers faster runtime.
- ❖ Enhanced **training of customer support team** by sending all members to Orlando to attend the Disney Institute, a concentrated one-day course called "Disney's Approach to Quality Service." The goal was to provide all members of the customer service staff, who interface directly with the public, the opportunity to learn the key elements of the "Disney way." Recognizing that ongoing training is necessary for maintaining top-notch quality service, the Authority believes this training experience reinforces the role and value of the customer interface, builds confidence and conviction of purpose in its staff, and ultimately pays dividends in the form of improved customer satisfaction and good-will.

Program Statistics – Highlights from FY 2019

In addition to the many enhancements and new features that were added over the last twelve months, the Authority continued to successfully manage its many existing programs. Numbers don't tell the full story but the following statistics show the volume of work handled by the Authority, and are further evidence of our growth and success over the past 24 years.

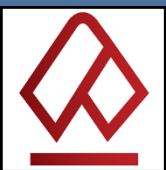
**Total Images in System (millions)**



Following are some of the highlights from the past fiscal year:

- ❖ Added over **12 million** images to the system for a fiscal year-end total of over **273 million** images accessible to the public through [www.gsccca.org](http://www.gsccca.org).
- ❖ Had over **479 million** page views and over **1.1 million** unique visitors to [www.gsccca.org](http://www.gsccca.org). The public accessed the Authority's invaluable data via the internet over **5.2 million times** from **212 countries** this past fiscal year.
- ❖ Ordered, processed and shipped a total of **843 pieces of new equipment** to clerks' offices including CPUs, monitors, servers, laptops and scanners. Of this total, the Authority deployed **797** pieces of new

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*Authority Strong — Cont. from Page 8*

equipment (352 computers, 308 monitors and 137 scanners) to 50 Superior Court clerk offices to replace depreciated equipment as part of the Authority's Statewide Computer Replacement Project for all 159 counties. The Authority has provided approximately **27,000** pieces of new equipment to clerks' offices since opening its doors in 1995.

- ❖ Supported Superior Court clerks and staff, website users and other customers by handling over **16,000 phone calls** and over **9,200 emails** to HelpDesk, the Authority's customer support team.
- ❖ Conducted **84** classroom training sessions, webinars and one-on-one programs on various subjects for nearly **1,700** participants at **29** different locations around the state. The Authority also trained nearly **14,000** people through its five online courses. Over **90,000 users** have benefitted from accessing the Authority's Learning Management System (LMS) since its inception in 2006.
- ❖ Indexed approximately **252,000 UCCs** and conducted approximately **9,000 Certified Searches** for FY 2019. Since the project's inception in 1995, the Authority has indexed over **6.3 million UCCs** and conducted over **264,000 Certified Searches**.
- ❖ Increased participation in **Notary Online** to **142 counties**. **95%** of notary applications in Georgia were submitted electronically via the

Authority's Notary Online application system.

- ❖ Maintained the statewide notary database (A statewide total of approximately **43,500 notary commissions** were issued by clerks of Superior Court and then submitted to the Authority for inclusion in the statewide database.) and issued approximately **33,500 apostilles** this past fiscal year. In FY 2019, the Notary & Authentications Division served over **9,400 walk-in customers**, processed approximately **4,300 mail-in orders**, answered nearly **8,600 phone calls**, and sold approximately **1,300 Notary Handbooks**.
- ❖ Collected and disbursed approximately **\$86.4 million** in court fees; performed annual court reviews on approximately **1,100 courts** to help ensure the accuracy of the data being reported to the Authority; and processed over **30,000 monthly reports** submitted by reporting entities.
- ❖ Electronically transmitted to the Georgia Crime Information Center (GCIC), a division of the GBI, over **45,000 Protective Orders** indexed by clerks.
- ❖ Electronically transmitted to GCIC **319,000 records of criminal court dispositions**

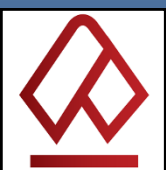
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## Authority launches UCC eFile API

The Authority recently launched their UCC eFile API which allows for integrated filing and processing of UCCs. Working in conjunction with the current eFile portal, <https://efile.gsccca.org>, the UCC eFile API offers the following features:

- Integrated submission of UCCs for filers allowing for a more efficient process for large-volume filers.
- Auto-numbering of UCC financing statement file numbers for counties which **mandate** UCC eFiling. This feature prevents duplicate file numbers and allows multiple users to process filings at the same time.
- The option for clerks to process UCC eFilings through a vendor system which provides the opportunity for integrated processing of UCCs by clerks.

The UCC eFile API was created to allow for clerks and filers to take advantage of new features without eliminating the original methods of filing and processing. Technical documentation is available at <https://efile.gsccca.org/implementers.aspx>. Contact Rachel Rice at [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org) with questions or for more information.



*Authority Strong — Cont. from Page 9*

- from various courts in Georgia for the purpose of compiling criminal histories and background checks.
- ❖ Upgraded **36** county connections and coordinated **21** county-based network moves, changes, or implementations.
  - ❖ Backed up **832 TB** of data during FY 2019. If this data were transferred to Ultra HD 4K Blu-rays, it would require 8,520 disks, and the resulting stack would be over 33 feet tall.
  - ❖ Processed **14 million** emails and blocked **6 million** pieces of spam and virus-laden emails.

**Core Commitments:**

The Authority's success has been fueled by several core commitments ... an obsessive attention to detail, a constant drive to anticipate and meet the evolving needs of its customers, a desire to constantly improve its products, and a commitment to provide unmatched customer service. Below are a few recent comments from clerks about the Authority and its importance to their work:

*"I have entered all the deed book/pages. Again, many thanks to Richard and Eric for all the help and assistance! Everyone already knows the Clerks' Authority is the BEST, but I just want to say it again – y'all are the BEST!" – Wendy Whitaker-Lee, Charlton County Superior Court Clerk*

*"I recently contacted the Clerks' Authority in need of information regarding Colquitt County's archived records. Jonathan promptly replied to me by phone and email. After I made my request known, he generated my data and I received it the same day. Thank you, Jonathan, for being on top of your game! You are the Best!" – Lynn Purvis, Colquitt County Superior Court Clerk*

*First email: "Eric got us going and was very helpful! I deeply appreciate you making this happen and happen so quickly!"*

*Second email a few months later: "I had an emergency in Morgan yesterday and Andy was awesome! Thank you!" – Jody M. Higdon, Morgan County Superior Court Clerk*

As stated above, providing unmatched quality customer service is one of our core principles, and something our clerks have come to expect. But whether dealing with a Superior Court clerk or a member of the public, we want to be professional and efficient, as well as friendly and helpful, in all our interactions. Below are the transcribed comments from a recent voicemail to the Authority's executive director. These comments acknowledged the excellent customer service

“

**The Authority works hard ...  
to always look to the future and  
embrace our role as an innovator  
and leader in the public records arena.”**

of one staff member but also represent the kind of service we want to provide and impression we want to leave on all our customers and other constituents with whom we interact:

*"I was directed to your office for [some information], and after speaking with Justine, she pointed me in the right direction ... name of the office, name of the person I'd speak to, phone number. I just wanted to let you know ... she was very succinct, friendly, professional, and just top-notch. I believe in giving back to those who are very kind, friendly and helpful to me. [Justine] couldn't have done any better of a job."*

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*Authority Strong — Cont. from Page 10*

**Vision for the Future**

For 24 years – through legislative battles, technological challenges and economic adversity – Superior Court clerks and Authority staff have worked together to create the amazing success story we know today. Throughout our history, we have continually scanned the horizon, strived to identify new and emerging trends, needs, and opportunities, and then focused on making the necessary investments and adjustments to navigate them successfully. The Authority works hard to not, in JFK’s memorable words, “look only to the past or present,” but rather to always look to the future and embrace our role as an innovator and leader in the public records arena.

To this end and with the continuing goal of being forward-thinking, the Authority recently held a two-day strategic planning session with its Board of Directors to formalize the process of prioritizing resources and planning for the future. In preparation for these meetings, the Authority solicited the input of Superior Court clerks through a formal survey to ensure all voices were included in this important planning process. Always mindful of the Authority’s critical role of supporting clerks in the operation of their offices, the results of the survey, including the thoughtful and insightful comments provided, served as a roadmap for the two-day session and played a major role in the Board’s considerations and ultimate decisions.

As part of the structured strategic planning process, the Board also spent significant time reviewing the history of the Authority including all projects initiated since inception and their associ-

ated costs. Additionally, the Board studied past and projected available funding, expenditures and anticipated resources with the goal of determining the direction and priority of Authority projects for the next ten years.

After careful consideration of the information provided and an informed discussion and debate, the Board determined five strategic goals for future implementation. The five initiatives in priority order include:

- ❖ Initiative for the improvement of current indexing data quality
- ❖ Initiative to add additional historical plat data to the Authority’s online system
- ❖ Initiative to provide for electronic certification of official records
- ❖ Initiative to implement optical character recognition
- ❖ Initiative to create a universal search on website to minimize user’s effort and time

Staff research and consideration of each of these important initiatives is already underway with details and timelines to be refined and communicated in FY 2020.

The Authority cannot rest on its laurels if our future is to be as bright as our past. As we enter our 25<sup>th</sup> year of service, we are committed to remaining entrepreneurial and strategic, positioning the Authority for preeminence, not only for the short term but for the long run, and continuing our stellar record of innovation and success for decades to come. ■

## Planning for the future — Authority Board Strategic Initiatives

- Initiative for the improvement of current indexing data quality
- Initiative to add additional historical plat data to the Authority’s online system
- Initiative to provide for electronic certification of official records
- Initiative to implement optical character recognition
- Initiative to create a universal search on website to minimize user’s effort and time



## More Training Available

The Authority will continue to offer training through the remainder of the year. With questions, contact Rachel Rice at [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org) or 1-800-304-5175 x1010.

### Classroom Training

Hosted by Superior Court clerks, classroom training will be offered on the Real Estate Indexing Standards and Fines & Fees. To register, go to [www.gsccca.org/training](http://www.gsccca.org/training).

### Webinars

Webinars are remote training conducted via the internet and phone and allow a clerk to have as many staff members as they wish participate. To register for a webinar, go to <https://gsccca.webex.com> and click "Upcoming" and then "Register."

### Online Training

The Authority continues to offer online training opportunities. Courses are available 24 hours a day, 7 days a week, making training completely flexible. Courses include:

- ❖ GSCCCA Indexing Standards
- ❖ Extended GSCCCA Indexing Standards
- ❖ Fines & Fees Training

## 2019 Training Schedule

### Classroom Training

September 17	Metter	Fines & Fees
September 20	Covington	RE Indexing Standards

### Webinars

August 28	RE Indexing Standards
September 13	UCC Training
October 3	Protective Orders
October 22	Aging Pending Lien Search
October 24	RE Indexing Standards

- ❖ Notary Public Training
- ❖ UCC Training

Visit the new online training platform, [www.elearn.gsccca.org](http://www.elearn.gsccca.org), which was launched in February. At this time, the deed indexing training and certification exam will remain on the original training site, which can be accessed by linking <http://training.gsccca.org>. ■

## Authority offers classroom training on indexing standards

Will Dunn recently conducted training on the Real Estate Indexing Standards in Jesup, Georgia. The program was hosted by Wayne County Superior Court Clerk Frances Yeargan. Another classroom training session on the indexing standards will be held on September 20 in Covington, and a program on Fines & Fees will be offered on September 17 in Metter.

