

The Official Quarterly Newsletter

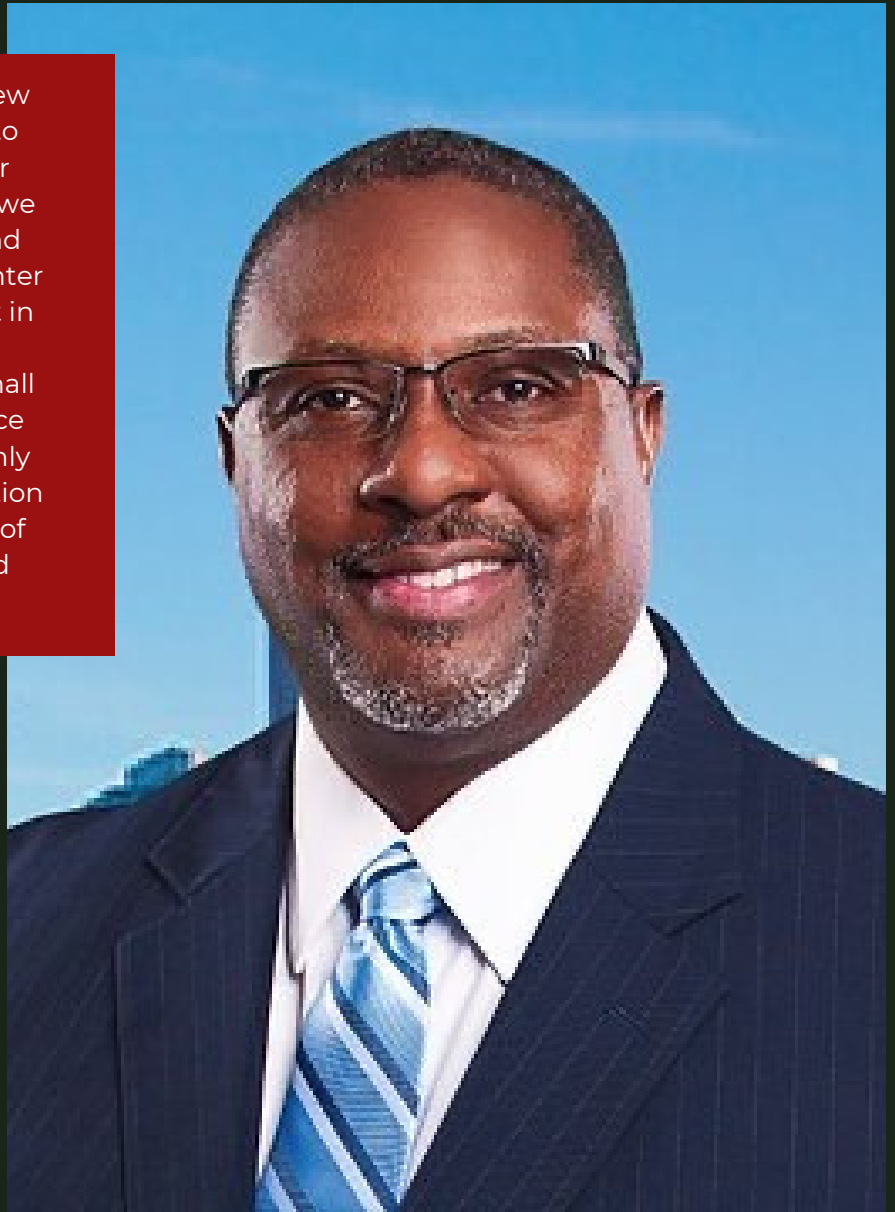
ON THE RECORD

October-December 2023 | Vol. 1 | Issue 1

A MESSAGE FROM THE COUNTY CLERK

Happy New Year to each of you! With each new year, we are presented with an opportunity to grow as individuals, as a work family and our personal families. As we reflect on years past, we should look through the lens of a brighter and more successful future. This promise of a brighter tomorrow will require us to continue to invest in those things that matter to each of us. Remember, success requires effort, and we shall all reap the benefits thereof! So let us embrace 2024 with new hope for ourselves, and certainly for others. Most important, a greater appreciation for life and love! My prayer and wish for each of you is success, good health, and a continued appreciation for service!

Hon. John F. Warren
Dallas County Clerk



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Mission Statement:

The Dallas County Clerk's mission is to provide exceptional customer service when assisting the public. This includes being on the leading edge of operational best practices as well as further improving and increasing the knowledge and skills among staff for a more positive form of customer service. Service is not what we do, service is who we are!

QUARTER BIRTHDAYS

OCTOBER



Cathy Landin	3
Andrea Boone	3
Jeremy Villarreal	6
Phillip Soto	10
Lupe Perez	11
Daniel Yzaguirre	12
Sonya Howard	15
Diamond Stinson	15
Gracie Harris	16
Taliesha Brisby	17
Michelle Tompkins	22
Vickie Johnson	24
Matthew Moyer	24
Brianna Brown	25
Charlene Walker	26
Natasha Rogers	27
Jorgina Strojek	28
Brenda Rice	31

NOVEMBER



Lynn Goodson	6
Kanetta Medford	6
Sharon Jennings	7
Annette Richardson	8
Darren Simon	11
Gilbert Garcia	12
Kaylee Vaughan	15
Cesar Reyes	16
Nora Morales	16
Gloria Medrano	19
Destine Helm	22
Elizabeth Polk	26
Angie Avina	26
Courtney Lamb	26
Reuben Small	29

DECEMBER



Jabriel Carson	1
Latoya Polk	2
Deisy Pastor	5
Sonya Walker	6
Marissa Pedroza	13
Carlos Chavarria	13
Sebastian Marban	13
Stephanie Granberry	14
Allison Olivarez	16
Mariluz Velasquez	17
Tristan Wilson	17
Sonia Hernandez	17
Clarissa Nelson	18
Roger Jonas	19
Vallistenye Jones	21
Tasha Hicks-Young	25
Cristina Medina	26
Alicia Mata	26
Veronica Hood	26
Lonnie Robinson	27
Clinton Sanders	28
Camaran Williams	28

SERVICE ANNIVERSARIES

OCTOBER

1 YEAR	4 YEARS	16 YEARS
Annette Richardson	Roporscha Taylor	Phillip Soto
Lashonda Bennett	5 YEARS	19 YEARS
Latasha Hunt	Derryl Williams	Elizabeth Puga
Courtney Lamb	6 YEARS	26 YEARS
3 YEARS	Matthew Moyer	Glenda Reed
Allison Olivarez	12 YEARS	
Cathy Landin	Daniela Lopez	
Sebastian Marban		

NOVEMBER

1 YEAR	6 YEARS	21 YEARS
Jhermy Adger	Sonja Scott	Jillian Townsend
Lonnie Robinson	8 YEARS	
Rasheeda Horn	Michael Davis	
4 YEARS	9 YEARS	
Sonja Bailey	Beverly Hastings	
Cristina Medina	Deisy Pastor	
5 YEARS	17 YEARS	
Camaron Johnson	Anita Saul-Turner	
Daniel Miller	18 YEARS	
	Lupe Aguirre	

DECEMBER

1 YEAR	10 YEARS
Carmellyn Bando	Destinee Catholic
2 YEARS	Guisla Hernandez
AlmaRosa Contreras	25 YEARS
3 YEARS	Rachel Thomas
Lura Reaser	26 YEARS
8 YEARS	Yolanda Lipscomb
Vanessa Bagby	
9 YEARS	
Sonyetta Freeman	
James Gray	

CONGRATULATIONS

NEW HIRES

welcome!

Williams Brooks	Cashier II
Gayla Cloud	Administrative Assistant
Shuntraila Brown	Clerk II
Mary Hobbs	Clerk II
Sandra Gonzalez	Executive Assistant
Alexander Rodela	Clerk II
Aigner King	Clerk III
Christian Washington	Clerk III
Christopher Allen	Clerk III
Blair Rogers	Clerk III
Irma Berlanga	Clerk III
Brandy Piggue	Clerk III
Denise Jones	Clerk II
Janice Burson	Clerk II

PROMOTIONS

Lidia Moreno
Clerk III
Criminal Division





EMPLOYEE

OF THE MONTH '23

January Courtney Lamb
February Erendida Castanon
March Guisla Hernandez
April Ernest Harrington
May Ernest Harrington
June Guisla Hernandez

July Detrick Toney
August Brenda Moreno
September Gerald Hanson
October Annette Richardson
November Jessica Williams
December Martin Razo

EMPLOYEE OF THE YEAR

Ernest
Harrington

Administration - Mail Room Courier II

Mr. E. presents himself in a very professional manner, has excellent customer service skills and is always willing to assist when needed on a daily basis. Mr. E. has built a good rapport with the County Clerk Office staff and managers as well as employees in the various County Offices.

Mr. E. goes above and beyond to meet the needs of the office and is willing to provide additional support as needed. Mr. E. is an asset to Dallas County.



IN THE OFFICE



Halloween Costume Winner

The County Clerk's Office participated in our annual division-wide Halloween Costume Contest on October 31st. Congratulations to our assistant manager of the Recording Division, Kimberly Gonzalez who won 1st place in this contest as "Billy the Puppet" from Saw. She received a \$25 gift card for her great effort.

Thanksgiving Food Drive

For this Thanksgiving holiday, we supported Disciple Central Community Church in Desoto for their community food drive outreach, providing Thanksgiving holiday meals for families in need.



Christmas Spirit Week

Before Christmas Day, we gathered to exchange gift cards and engage in spirit week. This brought about an opportunity to celebrate, laugh and enjoy each other's company in our festive wear.

EXCELLENCE IN ITS PUREST FORM

There are two teams whose workloads have received a lot of attention, behind the scenes. Their work has always been or has grown to be very critical to the administration of justice in our courts. The fact that they function with such a high level of independence, self-direction, knowledge and with a 99.93% positive attitude, have been lifesavers for the leadership teams who are being stretched in many directions. In both cases, the workloads of these teams have many manual components and have little to no ability to be disbursed when their going gets tough.

Probate Mental Illness Team

Lizzie Fleetwood, Amos Coleman and
Lupe Aguirre

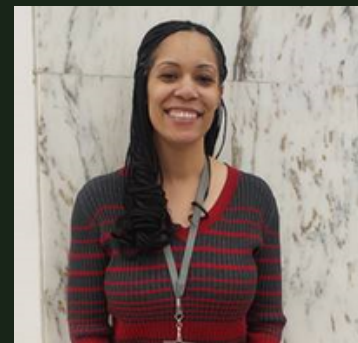
The bulk of this team's workload is processing Applications for Orders of Protective Custody from our mental illness hospitals when they must ask the court to involuntarily commit a patient who may be a danger to themselves or others. This high-pressure and time-sensitive workload has received extra attention for the purpose of increasing automation, addressing possible statutory changes and working through the impact of inclement weather/office closures on the critical business processes. In the midst of performing their daily tasks and battling technology failures, the team has been the source of information and support that has enabled their leadership team to work towards system improvements. In addition, the three-person team is often a two-person team so we can best support the workloads of the Probate Division at large.



Civil JP Appeals Team

Chantel Herring, Vickie Johnson, Jasmine Autry,
Sharon Jennings and Jillian Townsend

The Justice of the Peace Courts Appeals Team (JP Appeals) process cases being appealed from the JP Courts to the Civil County Courts at Law. Between the years 2018 to 2021, the team had less than 1000 cases filed per year. In 2022, the number of filed cases more than doubled to 2559. As of today, year 2023, they have processed 3614 new cases and currently have about 120 other potential cases they are working. Unlike any other civil case type, the intake and processing of JP Appeal cases is mostly a manual process and requires a higher level of coordination, document verification, financial transactions, and other necessary actions before the cases can leave their desk for our court teams. The JP Appeals Team must also serve a high number of pro se filers who are in crisis and respond to new JP court personnel who need assistance with the appeal processes. We have so much admiration for their ability, in a paper environment, to take a 284%-workload-increase.



CUSTOMER COMPLIMENTS

We would like to recognize the County Clerk employees that have received words of appreciation and outstanding customer service reviews from Dallas County citizens.

Brianna Brown

Jabriel Carson

Cathy Landin

Charlene Jackson

Vickie Johnson

Jamond Brown

Darronica Allen

Guisla Hernandez

Ben Johnson

Jeffrey Reeves

Suprenna Williams

Lonnie Robinson

- Jabriel is very professional and a delightful asset to the team.
- Thank you, Jeffrey. The girls in my office were just saying how efficient your department is – the best office in the county clerk's whole office. We appreciate your prompt response.
- Brianna has been working hard to grow in her role as lead clerk. She has integrated herself very well with the court staff.
- Ben, we work with counties all over the state, and you guys are #1!!!!!! I wish we could clone you!!!
- Please let me take a moment, of your valuable time, to express our sincere appreciation for the services of Suprenna, the last several days. She provided to us important information regarding our relative. She was friendly, helpful, professional, and understanding. She should be commended. She is an excellent employee in all respects.
- I have to say that Ms. Charlene went above and beyond with the process and the way she talked and treated my fiancé and me. She was incredibly sweet. That made our experience the best possible. I had to go back just to say THANK YOU!
- Lonnie did an excellent job explaining things. Lonnie is trained well, and all staff should be like that.
- Jamond's patience and knowledge provided for an exceptional and easy-going experience.
- Vickie & Guisla, thank you for all the hard work you put into helping to make this place run as smooth as possible!
- I just wanted to say that Darronica did a wonderful job. I know that what I asked of her was so tedious, but she did a great job. She was very helpful, polite and a true professional. Thank you all so much!
- Ms. McCullum was so grateful for Cathy's assistance and patience in helping her and her grandmother go through this process.

NEW YEAR'S RESOLUTION TIPS

It can be daunting when your list of New Year's Resolutions is as long as your holiday shopping list. In addition to the post-holiday slump, not being able to keep your resolutions by February, March, or even late January may increase your anxiety. When your holiday decorations are packed up and stored away, the frustration of an unused gym membership or other reminders of failed resolutions can make the later winter months feel hopeless.

However, it is important to remember that the New Year isn't meant to serve as a catalyst for sweeping character changes. It is a time for people to reflect on their past year's behavior and promise to make positive lifestyle changes.

"Setting small, attainable goals throughout the year, instead of a singular, overwhelming goal on January 1 can help you reach whatever it is you strive for," says psychologist Lynn Bufka, PhD. "Remember, it is not the extent of the change that matters, but rather the act of recognizing that lifestyle change is important and working toward it, one step at a time."

By making your resolutions realistic, there is a greater chance that you will keep them throughout the year, incorporating healthy behavior into your everyday life. APA offers these tips when thinking about a New Year's resolution:

Start Small

Make resolutions that you think you can keep. If, for example, your aim is to exercise more frequently, schedule three or four days a week at the gym instead of seven. If you would like to eat healthier, try replacing dessert with something else you enjoy, like fruit or yogurt, instead of seeing your diet as a form of punishment.

Change one behavior at a time

Unhealthy behaviors develop over the course of time. Thus, replacing unhealthy behaviors with healthy ones requires time. Don't get overwhelmed and think that you have to reassess everything in your life. Instead, work toward changing one thing at a time.

Talk about it

Share your experiences with family and friends. Consider joining a support group to reach your goals, such as a workout class at your gym or a group of coworkers quitting smoking. Having someone to share your struggles and successes with makes your journey to a healthier lifestyle that much easier and less intimidating.



Don't beat yourself up

Perfection is unattainable. Remember that minor missteps when reaching your goals are completely normal and OK. Don't give up completely because you ate a brownie and broke your diet, or skipped the gym for a week because you were busy. Everyone has ups and downs; resolve to recover from your mistakes and get back on track.

Ask for support

Accepting help from those who care about you and will listen strengthens your resilience and ability to manage stress caused by your resolution. If you feel overwhelmed or unable to meet your goals on your own, consider seeking professional help. Psychologists are uniquely trained to understand the connection between the mind and body. They can offer strategies as to how to adjust your goals so that they are attainable, as well as help you change unhealthy behaviors and address emotional issues.

IMPORTANT DATES

Jan 2024



- 1 New Year's Day
- 15 Martin Luther King Jr. Day



Feb 2024



- 1 First Day of Black History Month
- 14 Valentine's Day
- 19 Presidents' Day



Mar 2024



- 2 Texas Independence Day
- 10 Daylight Saving Time Begins
- 17 St. Patrick's Day
- 29 Good Friday
- 31 Easter Sunday



Easter

