



# ON THE RECORD

## A MESSAGE FROM THE COUNTY CLERK

I'd like to wish everyone a Happy New Year! With the holidays behind us, we now turn our focus back to public service and why we are here. Blessed to see a new year with new opportunities and renewed hope that each day we have a chance to be a better person, a better servant to the citizens we are here to serve, but most importantly a better person to and for ourselves. Life is a precious contagion! Let's infect everyone around us! Wishing each of you a safe and wonderful new year!



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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!

# BIRTHDAYS

## OCTOBER



Alante Williams	1
Christa Everett	2
Cathy Landin	3
Andrea Boone	3
Phillip Soto	10
Lupe Perez	11
Diayja Sheppard	11
Daniel Yzaguirre	12
Chanteon Rowe	13
Sonya Howard	15
Gracie Harris	16
Taliesha Brisby	17
Marija Hristova	20
Michelle Tompkins	22
Vickie Johnson	24
Matthew Moyer	24
Brianna Brown	25
Charlene Walker	26
Natasha Rogers	27
Jorgina Strojek	28
Samuel Latham	30
Brenda Rice	31

## NOVEMBER



Sharon Jennings	7
Annette Richardson	8
Darren Simon	11
Gilbert Garcia	12
Cesar Reyes	16
Nora Morales	16
Gloria Medrano	19
Matthew Ransom	21
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
Mariah Mata	10
Shuntraila Brown	10
Marissa Pedroza	13
Carlos Chavarria	13
Sebastian Marban	13
Allision 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
Veronica Hood	26
Lonnie Robinson	27
Clinton Sanders	28
Camaran Williams	28
Janice Burson	31

# SERVICE ANNIVERSARIES

## OCTOBER

<b>1 Year</b>	<b>5 Years</b>	<b>20 Years</b>
Mary Hobbs	Roporscha Taylor	Elizabeth Puga
Shuntraila Brown	<b>6 Years</b>	<b>27 Years</b>
Gayla Cloud	Deryll Williams	Glenda Reed
<b>2 Years</b>	<b>7 Years</b>	
Annette Richardson	Matthew Moyer	
Courtney Lamb	<b>13 Years</b>	
Lashonda Bennett	Daniela Lopez	
Latasha Hunt	<b>17 Years</b>	
<b>4 Years</b>	Phillip Soto	
Allison Olivarez		
Cathy Landin		
Sebastian Marban		

## NOVEMBER

<b>1 Year</b>	<b>5 Years</b>	<b>18 Years</b>
Aigner King	Sonja Bailey	Anita Saul-Turner
Alexander Rodela	Cristina Medina	<b>19 Years</b>
Blair Rogers	<b>6 Years</b>	Lupe Aguirre
Irma Berlanga	Camaron Johnson	<b>22 Years</b>
<b>2 Years</b>	<b>7 Years</b>	Jillian Townsends
Jhermy Adger	Sonja Scott	
Lonnie Robinson	<b>9 Years</b>	
Rasheeda Horn	Michael Davis	
<b>3 Years</b>	<b>10 Years</b>	
Padmaja Sangam	Beverly Hastings	
	Deisy Pastor	

## DECEMBER

<b>1 Year</b>	<b>10 Years</b>
Brandy Piggue	Sonyetta Freeman
Denise Jones	James Gray
Samuel Latham	<b>11 Years</b>
<b>2 Years</b>	Destinee Miller
Carmellyn Bando	Guisla Hernandez
<b>3 Years</b>	<b>26 Years</b>
AlmaRosa Contreras	Rachel Thomas
<b>4 Years</b>	
Lura Reaser	
<b>9 Years</b>	
Stephanie Wright	
Vanessa Bagby	

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# CONGRATULATIONS & WELCOME

## NEW HIRES

*welcome!*

Guadalupe Valladolid	Court Clerk
Iosmar Flores	Clerk II
Jamie Rhone	Clerk III
Desiree Balderas	Clerk II
Aujone Berry	Clerk II
Jacqueline Barreto	Program Analyst I
Daniela Gasca	Court Clerk

## PROMOTIONS

Brenda Moreno  
Senior Court Clerk  
Criminal Division

Shuntraila Brown  
Clerk III  
Central Records Division



# EMPLOYEES OF THE MONTH '24



<b>May</b>	Sonya Harris	<b>September</b>	Calandria Beasley
<b>June</b>	Kristina Wand	<b>October</b>	Rasheeda Horn
<b>July</b>	Blanca Munguia	<b>November</b>	Clarissa Nelson
<b>August</b>	Suprenna Williams	<b>December</b>	Joanna Baker



# RETIREMENTS



Yolanda Lipscomb celebrated into retirement from the County Clerk's office, Central Records Division, after a distinguished 27-year career with Dallas County and looks forward to a well-deserved retirement with her husband and 5 children.



Anita Elliott (middle) also retired from the County Clerk's office, Criminal Division, after a 25-year career with Dallas County.



Jacqueline Dunbar (left) retired from the County Clerk's office, Criminal Division, after a 16-year career with Dallas County.

# PUBLIC SERVICE



Na'thella Wilson,

I wanted to take a moment to personally acknowledge the outstanding customer service that you demonstrated with customers, Sheri Young & Keith Anthony.

Your dedication to ensuring that our customers have a positive experience is truly appreciated.

We appreciate you for going above and beyond by taking extra time to address the customer concerns and offered thoughtful solutions.



Assisting Ms. Young with her future husband that physically could not stand on his own, providing them with a wheelchair and contacting Judge Seider for his assistance is exactly what the heart of a public servant should have done.

By ensuring that everything was handled so efficiently, you not only made the couple's special day possible but also demonstrated the positive impact of our role in serving the public.

Thank you once again for your commitment to delivering such excellent service.

-Rhonda Lamb



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# REGION V CONFERENCE



October 25th, we hosted our Region V County & District Clerk's Association of Texas (CDCAT) conference. CDCAT Region V was a great success. It was a privilege and honor to host this conference event in my hometown. As president of CDCAT, I am truly humbled and honored to be entrusted to lead this exceptional association!

# MANAGEMENT TRAINING



Our November 21st management meeting was all about strategic insights, aligning employee goals, and ensuring we're on the path to success. Clear communication and collaboration are key to moving forward. Great things happen when the right people come together!





# HALLOWEEN



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# HALLOWEEN

PART 2



## INDIVIDUAL WINNERS



Brittney Jackson as **Prince**  
Accounting & Trust



Javen Horn-Shepherd as  
**Kenneth Cleveland**  
Recording



## GROUP WINNER

Vitals Division as **Pirates**

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# WORLD PANCREATIC CANCER DAY

NOV 21ST

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# CHRISTMAS



# CHRISTMAS

## PART 2



# 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.

Robert Hinojosa

Cristina Medina

Daisy Pastor

Beverly Hastings

Kathleen Miller

Christa Everett

Lakietha Kelly

Jeremy Rivera

Bonita Bonner

Charlene Jackson

Derryl Williams

Bibiana Flores

- Robert was great. Very friendly and helped us quickly. Didn't have any issues getting our license.
- Kathleen was very cordial and professional. I was in and out despite it being busy. She didn't require me securing a second ticket even though my online application had expired. Great customer service!
- Bonita was very friendly. Thank you!
- Cristina was very helpful. She took the time to walk me through the process of finding my documents like my deed. She also educated me regarding property fraud and advised me to register for the Property Fraud Alert. She was excellent!
- Christa was excellent! She beyond helped me and made sure my day was turned around leaving out. She has a gorgeous smile. Thank you!
- Charlene is very kind and so helpful to assist with my marriage license. I am so appreciative, and this was the best experience in my whole life!
- Daisy was super friendly and made the process fast and easy.
- Lakietha was very friendly and efficient. She made my trip to the clerk's office very enjoyable!
- Derryl has helped me and was absolutely awesome! She gave me detailed instructions that I can follow, since I am limited to doing things by phone or by mail. Please put a star by her name she was AWESOME!
- Excellent experience. Beverly made it easy and was extremely timely!
- Jeremy was extremely helpful. He truly went above and beyond to help us.
- Bibiana was great in assisting us through the paperwork. All in all, great experience!

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# UPCOMING DATES

## JAN 2025



- 1 NEW YEAR'S DAY
- 20 MARTIN LUTHER KING JR. DAY



## FEB 2025



- 9 SUPER BOWL
- 14 VALENTINE'S DAY
- 17 PRESIDENTS' DAY



## MAR 2025

- 1 FIRST DAY OF WOMEN'S HISTORY MONTH
- 7 EMPLOYEE APPRECIATION DAY
- 17 ST. PATRICK'S DAY
- 20 MARCH EQUINOX
- 31 CÉSAR CHÁVEZ DAY

