

From: Juan A. Perez [juan.perez@hidalgocountyclerk.us]
Sent: Friday, May 10, 2013 4:22 PM
To: 'Sandra Solis'
Subject: Information on Awards from GCAT
Attachments: Most Innovative Program Nomination.doc; Memo to GCAT Nominating Sylvia Reyes for Collector of the Year.doc

Importance: High

GCAT information is below:

MISSION:

The Governmental Collectors Associations of Texas is a nonprofit association that recognizes, supports, and serves governmental collection programs in the state of Texas. The association seeks to enhance the collection of revenue for governmental entities by promoting, innovation, information, and education within its membership and encouraging excellence.

It is the vision of this organization to make the state of Texas a recognized leader in the effective and efficient collection of due revenue.

History

The Governmental Collectors Association of Texas was formed October 28, 1999 and incorporated March 31, 2000. Members consist of professionals from across the state of Texas responsible for the collection of funds for the governmental entities in which they are employed. In early 1993 Dallas County took a serious look at how fines and court cost were being collected at the county court level. They implemented a collections program that proved so successful other counties soon followed suit.

The Texas Office of Court Administration became involved in working with the Texas judicial system in implementing programs designed to enhance court collections. At a collections workshop hosted by the Texas Office of Court Administration in early 1998, and attended by many managers of existing collection programs from around the state, a suggestion was made to form a network to share information and ideas. From this suggestion a free flow of information ranging from educational material to technology tools emerged. The advantage of sharing experiences and information was logical and productive. The inevitable next step was organization.

Awards information is below:

Award Categories

Most Innovative Program

Awarded to the organization selected as having most improved collections by developing and implementing innovative procedures, systems, or techniques in the past year.

Collector of the Year

Awarded to the collector selected as having had the greatest impact on collections and the collections effort for their city or county in the past year.

Let me know if you need anything else.

Thanks!

Juan A. Perez

Collections Supervisor

Office of Arturo Guajardo, Jr

Hidalgo County Clerk

Juan.Perez@HidalgoCountyClerk.us

956-292-7679



Hidalgo County Collections Department
Hidalgo County Clerk's Office
100 N. Closner / P.O. Box 58
Edinburg, TX 78540

Memo

To: GCAT
From: Juan Perez, Collections Dept. Supervisor
CC:
Date: June 4, 2014
Re: Nomination for GCAT Collector of the Year

I nominate Sylvia L. Reyes, Collections Enforcement Officer for Hidalgo County Clerk Collections Department for GCAT Collector of the Year.

Sylvia L. Reyes is everything a great collector and team player should be. Sylvia Reyes is responsible for the collections and compliance of all courts. In 2011, she alone brought in \$536,659. She was ranked 1st in collections for this office in 2011. Again in 2012 she exceeded her 2011 collections, collecting \$591,181 and again was the top collector in this office. This office has 7 collections enforcement officers and so for 2 years in a row, she has been ranked 1st. Aside from collections Mrs. Reyes also handles the most defendants at her desk and makes the most phone calls as per evaluation reports.

She is professional in all she does and always volunteers to work through lunch hours when the lobby is full and is very punctual to work. Mrs. Reyes was never late in 2011 or 2012 not even one time. She takes great pride in her work and has been ranked first out of 7 Enforcement Officers for 2 out of 3 months in 2013 so far.

She has a great relationship with the Probation Dept and as well as other departments.

Most Innovative Program Nomination – Hidalgo County Clerk Collections Dept.

In 2012, the Hidalgo County Clerk Collections Department became the first of its kind in the State of Texas to implement a fully automated system to interact with the Texas Failure to Appear Program (Omnibase Services of Texas). Working in conjunction with I-Plow Inc, they developed a system that would send qualifying cases to DPS and release satisfied cases automatically. The process allowed substantially more Drivers License holds to be placed on qualifying defendants in a shorter amount of time with far fewer man hours and with less of a chance of human error. Since the process began, Hidalgo County has collected over \$360,000 in cases that had a Drivers License hold.

RESOLUTION IN HONOR OF SYLVIA L. REYES

WHEREAS, Ms. Sylvia L. Reyes is being honored for her outstanding work and dedication to the citizens of Hidalgo County; and

WHEREAS, Ms. Reyes was born to Raul C. Garza and the late Elida V. Garza, the Edinburg native attended Edinburg High School, and has been married to her husband Victor Manuel Reyes for 16 years; and

WHEREAS, In 1978 she joined The Hidalgo County Community Supervision and Corrections Department as a Probation Officer and worked for the department for 25 years until 2002; and

WHEREAS, In 2007, she returned to Hidalgo County to work with the County Clerk's Collections Department as a Collections Enforcement Officer, where she is responsible for the collection and compliance of all courts, and in 2011 and 2012 she was ranked as the top collector in Hidalgo County, collecting more than \$1 million; and

WHEREAS, The Governmental Collectors Association of Texas has taken notice of Ms. Reyes' hard work and has named her as the 2013 Collector of the Year.

NOW, THEREFORE, BE IT RESOLVED that the Hidalgo County Commissioners' Court hereby recognizes and honors Ms. Sylvia L. Reyes for her outstanding service, dedication, and commitment to the citizens of Hidalgo County.

Dated this 21st day of May, 2013.

RAMON GARCIA
County Judge

A.C. CUELLAR, JR.
County Commissioner, Pct. 1

HECTOR "TITO" PALACIOS
County Commissioner, Pct. 2

JOE M. FLORES
County Commissioner, Pct. 3

JOSEPH PALACIOS
County Commissioner, Pct. 4

Attest: ARTURO GUAJARDO, JR.
County Clerk