

THE HIDALGO COUNTY CLERK'S OFFICE RECEIVES PRESTIGIOUS AWARDS



Commissioners' Court recognized the Hidalgo County Clerk's office and their employees for two prestigious awards they received from the Governmental Collectors Association of Texas.

Ms. Sylvia L Reyes from the Collections Department at the County Clerk's Office was named the 2013 Collector of the Year in the State of Texas. Ms. Reyes is a Collections Enforcement Officer and is responsible for the collections and compliance of all courts. In 2011 and 2012 she was ranked as the top collector in Hidalgo County, collecting more than \$1 million. Ms. Reyes expressed great gratitude for the recognition. She was joined by her family, including her husband, Victor Reyes, father, Raul Garza, sister, Sandra Garza and her supervisor, Juan Antonio Perez.

The Governmental Collectors Association of Texas also selected the Hidalgo County Clerk's office as having the "Most Innovative Program" in Texas, for its development and implementation of innovative procedures, systems, or techniques to improve collections.

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. County Clerk Arturo Guajardo Jr. expressed how this award was due to the hard work and dedication his staff applies to their work on a day to day basis for this achievement.

The Hidalgo County Commissioners' Court hereby recognizes and honors both Sylvia L. Reyes and The Hidalgo County Clerk's office for their outstanding service, dedication and commitment to the citizens of Hidalgo County.

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