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Laura Hinojosa

Hidalgo County *District Clerk*





2007

2007 was an exciting time at the district clerk office. Faced with many new challenges and opportunities, our staff commenced its journey by assessing practices, prioritizing issues, and planning strategically in order to address and implement necessary changes.

At the core of this endeavor was a lack of leadership, structure, staffing, and other resources to help develop efficiency in the office and improve public services. Conducting an audit of court records was imperative and incorporating enhanced policies and procedures was fundamental.

Encouraging in this undertaking was the staff of the district clerk office who were receptive to change, engaged in the transition and committed to the vision of a healthier state of office. Their knowledge and feedback were instrumental in creating the office's mission statement and was a reflection of what was to come in the years ahead.



Team meetings



Old office furniture



County audit



Training



2008

2008 was a monumental year. In addition to undergoing an aesthetic makeover, the district clerk office innovatively redesigned its work space to better accommodate its 62 employees, provided new tools and equipment to improve productivity, and continued providing education to improve efficiency and accountability.

This was also the year our office developed its strategic plan. Through employee interviews, staff assessments, public feedback forms and other data collection, the district clerk office solidified the following strategic goals: 1) Optimizing Customer Service, 2) Capitalizing on Technology, 3) Achieving Effective Communication & Transparency, 4) Maximizing Employee Participation, and 5) Delivering Efficient & Responsive Government.

2008 also marks the launch of our "Blues for Bucks" Workplace Fundraising Campaign. To date district clerk staff has contributed approximately \$20,000 to charitable organizations in Hidalgo County.



Out with the old...



American Heart Assn



In with the new



Strategic Planning



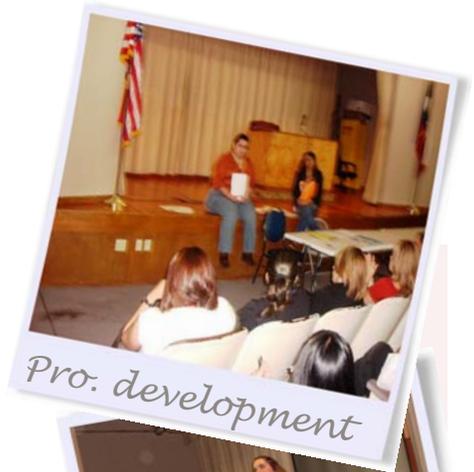
2009

With a recent Passport Facility Designation and the looming implementation of the Western Hemisphere Travel Initiative, 2009 kept district clerk staff busier than usual processing passport applications during normal business hours and on weekends during scheduled passport fairs. To date, the district clerk office has processed over 11,550 passport applications.

2009 also marks the procurement of our new jury software which has enabled our office to provide an effective data management and time savings solution for a positive jury experience for both jurors and court personnel.

Other accomplishments in 2009 include:

- The 1st Annual Open House to raise public awareness about the role of the office in county government
- District Clerk Collections Specialist, Ana DeLuna, was also honored with GCAT's *Collector of the Year Award* for her impact on collections efforts statewide
- Laura Hinojosa is instrumental in helping pass SB 1685, a district court records technology fund bill to assist district clerk across the state with preservation and restorations services



Pro. development



Inventorv



Passport fair



Collector of the Year



1st Annual Open House





2010

2010 culminates four years of time, work and effort in striving to make the district clerk office better. Since 2007, we have made great strides in improving services to the public and our judicial system. Policies and procedures continue to be enhanced, services and processes continue to be streamlined, and we continue to implement better systems of accountability. This, however, is just the beginning.

The district clerk office is committed to collaborating with all stakeholders and remains steadfast in fulfilling our strategic goals in order to ensure exemplary public service for the County of Hidalgo.

We encourage the public's honest assessment of our services as we continue to evolve through your valuable input. We look forward to the opportunities ahead...



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Office Hours

Monday—Friday

7:30am—5:30pm



We encourage your honest assessment of our services as we continue to evolve and improve through your valuable input. Our team of outstanding and hardworking individuals is ready to assist you as it is our priority to provide exemplary service while preserving and maintaining the records of the Hidalgo County Judicial System. Please contact our office if you have any questions or require additional information.

Email your comments to districtclerk@co.hidalgo.tx.us or visit www.co.hidalgo.tx.us/districtclerk for more info.

2011...moving four-ward



Men House



Staff Luncheon



Camaraderie



2011 Swearing In