

D E L I A B R I O N E S
E L P A S O C O U N T Y C L E R K

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A message from your County Clerk

Greetings from your County Clerk's Office! Thank you for taking the time to visit our website and read this newsletter. I have many great things to report in this first issue. These accomplishments would not be possible without the dedication and great work from my staff. After taking office in 2007, I embarked on a journey that will forever change the look, feel and overall perception of the El Paso County Clerk's Office. Whether it is a birth, death, marriage, purchasing property, or dealing with the law, we are all affected by the County Clerk's Office. As your local custodian of records, it is my responsibility to safeguard your records with efficiency and optimal care. My commitment to you is to always provide sincerity, personal integrity, humility, wisdom,

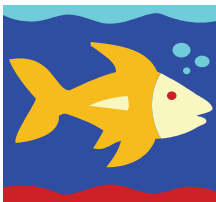


and friendly service to everyone who walks through my door. These past two and a half years have seen many accomplishments that the citizens of El Paso County can be proud of. I am always here to serve you and help in any way I can. While every situation is different, I can guarantee you, that we will find an answer to your questions! As always, my door is always open. Suggestions, comments, concerns, and compliments are always welcomed.

Your humble servant,

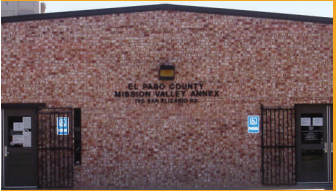
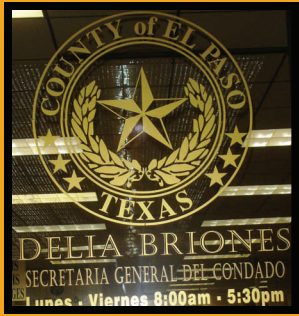
Delia Briones

Premier Customer Service— Who Says it Does Not Exist ?



After positive work environment and mandate that choose a positive attitude; taking every employee attend and have fun at work. 2007, customer service training. My staff and I attended **FISH Training**, helping the public. When you walk through our door, you will be greeted with someone ready to help you with a smile!

First Class Customer Service



County Clerk's Office Open Until 5:30

The El Paso County Clerk's Office is open until 5:30pm Monday through Friday, giving El Paso County eight extra days of service, per year. I know that it is often difficult for customers to combat traffic and parking downtown; therefore, by adding an extra thirty minutes, customers can obtain

any services needed.

This has proven to be a success due to the fact that military couples are able to come in at the last minute to obtain their marriage license; parents are able to acquire their child's birth certificate for little league after work; and defendants are able to

make their last minute collections payment. It is a win-win for everyone. Our hours remain the same even the day before a holiday. When the courthouse is a ghost town, you can count on the County Clerk's Office being open to the very last minute helping our customers.

New Satellite Offices in the Lower Valley

For many years the County Clerk's Office had a tiny office space that allowed for only two cubicles to serve hundreds of Lower Valley customers. In April, the new Ysleta Annex opened its doors. The County Clerks office is fully equipped to serve

our Lower Valley Customers with their recordings, vital statistics, and collections transactions.

In Clint, housed at the Mission Valley Annex, the County Clerk's Office opened an office to assist with the collection

of fines and fees for felony, misdemeanors, and Justice of the Peace cases. Anyone owing the courts money can make their payments nearby, rather than make the trip all the way to downtown.

Front Door Service- How May We Help You?

How many times have you gone into a government building and not have a clue as to where you are going? How many times have you gone into an office and are greeted with a sour face, and an attitude as if you are bothering the person behind the

counter? How many times have you said to yourself "are my tax dollars paying for this." Before becoming your County Clerk, I experienced the exact same problem. As a result, I found the solution- a **door greeter** to point you in the right direction

and get you what you need-expeditiously. How is that for customer service? Every hour, my employees alternate and greet our customers at the door and give them a helping hand. After all, we work for the public, the public does not work for us!

Cleaning House

Out with the old...Purging after 30 years of Accumulation

Upon reviewing the office as a whole, I noted that a massive purging was needed. As the old adage goes, you need to clean your house, before you can paint it. After months of working eighteen hour days, and weekends, we purged over 200 boxes of old forms, books, equipment, and junk spanning over thirty years. Every

employee had to clean out their work space clutter. No more boxes stacked in the corner; paper shoved in drawers, stacks of files waiting to be filed. My philosophy is quite simple— if we can't maintain our workspaces in a clean and organized manner, how can we safely preserve your records? As a result of this

major purging, we made the office more welcoming by adding artwork, plants, and crowd control devices. When you arrive at our office, you walk in to a clean, organized and welcoming government office that has a staff ready to assist you. No more clutter and staleness, instead, open space and plenty of sunlight.



Records Management and Preservation Office Upgrade

After fifteen years of the same patched cubicles, computers running on 312 megabytes, and an old mini van used for transporting records, the Records Management and Archives Division received an enormous upgrade. Serving thirty seven county depart-

ments, aside from the County Clerk's Office, RMA received a new cargo van, new cubicles, and computers. My employees are now working in a comfortable environment and are able to perform their preservation and archiving duties with the latest technology. In

2008, RMA also upgraded its permanent storage space to a new 14,000 square foot storage facility. This new warehouse stores items that cannot be destroyed. Every box is bar-coded with a state of the art system, in which **a needle can be found in a hay stack.**

Database Cleanup: \$1million dollars in Cash Bonds Returned

Garbage in, garbage out. That's what happens when you have technology combined with the mentality of "that's the way we've always done it." After conducting an audit, it was discovered that there was nearly \$1million dollars in cash bond money sitting in the

coffers, that had not been touched in **over ten years** and was getting ready to be escheated to the state. Defendants who had successfully completed their bonding terms, were never notified of their money. As a result, we let the public know, and had great suc-

cess in returning this money. During these tough economic times, I'd rather return money to those who need their money, rather than escheat it to the state and have it sit there dormant. In a way, this was our own stimulus for our local economy.

\$800,000 in bail bonds unclaimed

By Erica Molina Johnson
El Paso Times

Nearly \$1 million in unclaimed bail bond money is awaiting its owners at the county clerk's office.

County Clerk Delia Briones said her office has discovered about \$800,000 that was never returned to people after they completed their court orders

...all claims on a possible \$1 million in bail bonds during the past nine years.

When people are charged, she said, they are taken to jail and often have the opportunity to post bond for their re-

Please see Ball 4B

Technological Revolution

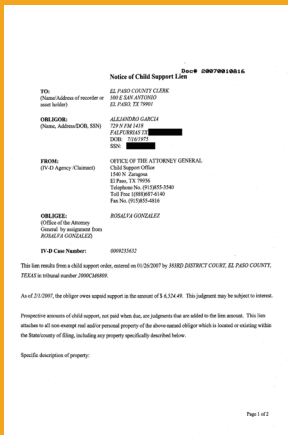


Digital Conversion of Property Records Completed

I am happy to announce that the digital conversion of all property records is complete. You can find all property records dating back to 1915 on the internet. Through the efforts of preservation funds collected from every instrument recorded in our office, all property records are available on the internet. These digital images are

safely stored and backed up. However, for historical preservation purposes, the original deed books are still stored. The days of waiting six weeks for the return of your records are over. With digitization, your document is recorded and scanned the very same day. Even though microfilm is a trusted media type for stor-

age, it is no longer necessary to sit behind a reader trying to find your document. **With digitization, you can click, click, and print.** This is a tremendous step in the right direction. It is important for County offices to keep up with the ever changing technological world to better serve our community.



Redaction: Protecting You From ID Theft While Saving County Millions

Now that we provide additional transparency by posting all Official Public Records on the Internet, we face the vulnerability of falling prey to identity theft. As a result of many months of collaboration, the El Paso County Clerk's Office moved ahead of future legislation and introduced **REDACTION**

to the public back in June. El Paso County Information Technology Department created a cutting edge redaction application that redacts social security numbers found in official public records. With this in house solution, we are able to manipulate the amount of redaction without the added cost offered

through a vendor solution. Furthermore, we are not paying a "per hit" cost, upgrade fees, or enhancement fees. We combined the need for protecting the public from identity theft, with a cost effective approach that is unheard of. I'll take a **cost of \$46, 000 rather than \$5 million dollars** any day!



Bye Bye Typewrite Technology-Out With the Old

With all the technological advances and changes we have undergone these past two years, the inevitable happened. We rounded up all the typewriters in the office and said our final good-byes. With the use of computers, and the latest

software, there was absolutely no need for a typewriter. As a result, a total of fifteen typewriters were removed, forcing my staff to move along with the technological times we are living in. For nostalgic purposes, we kept one typewriter to

remind us of the evolution of this office, and where we intend to go. I am happy to report my staff has adapted to our new philosophy of **working smarter, not harder.** With that, we are able to efficiently serve the public in an expedient manner.



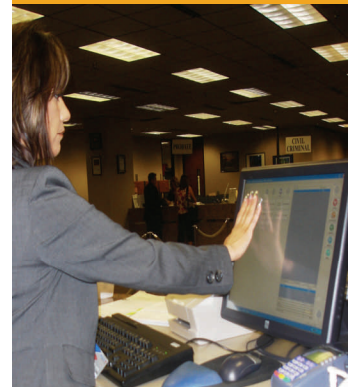
Technological Revolution

Touch Screen Cashiering and Credit Cards Terminals Installed

It was hard to believe that in this virtual world of credit and debit cards the County Clerk's Office did not offer such a convenience. As a result, in 2008, we implemented the use of credit/debit card terminals. This has allowed for customers to quickly purchase their documents, and get out the door without the hass-

le of trying to find an ATM machine. With the addition of the terminals, we gave our cashiering system a much needed overhaul. With faster technology, faster computers, and touch screen monitors, my staff is able to process transactions faster and more accurate. With touch screen technology, everything is at

our fingertips in which we can get you out of line and out the door in a matter of minutes. Whoever said the wheels of government runs slow, obviously has not been by my office. In this office, **we are changing the way we do business!**

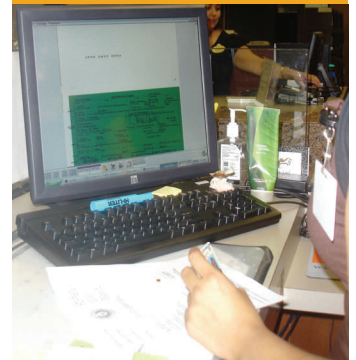


Direct Printing Saves Customers Time in Line

In the old days, you would stand in line twenty or thirty minutes, hearing babies crying, customers complaining, wondering what was taking so long. All you need is your birth certificate, how hard can it be? Well, finding it was the easy part. It was duplicating it that took a good fifteen minutes to produce. Our clerk's had to

print a white copy, cut it, enhance it and physically paste it on another white sheet, then place it in a copier and burn it onto a security sheet. Pretty cumbersome, right? With this fast moving administration, we couldn't take that anymore. Our lines were out the door. After toying with the system, and working diligently

to find a much needed solution, we found a way to digitally enhance the image, and print directly onto the security sheet. **This process cut the processing time from fifteen minutes down to six minutes.** You walk in and right back out in a matter of minutes, not hours. Now that's expedient service



Marriage License Gets a Facelift

If there is one document that carries a lot of weight it is your marriage license. El Paso County marriage licenses have seen their share of designs. They have ranged from a gaudy legal size design with wedding bells and swags, border-

ing on a wedding invitation with a gold seal, to a basic letter size design that looked more like an advertisement for bargain weddings at \$19.95. Being that the marriage license is a legal document, I wanted to depict the importance of it,

along with **the essence of the County**, combined with contemporary colors, and a hint of sophistication. The end result was a well accepted piece of art. Couples as well as Judges and Pastors have given great feedback on this contemporary piece.



Clerks Know How To Have Fun

Haunted County Clerk's Office—Wins Competition



If there is one thing I love about my staff, it is that they are a spirited bunch. I love to watch them unleash their creativity during Halloween and provide the public and fellow county employees an experience they will never forget. Since taking office, we have started a tradition where the entire office becomes a haunted house. Every section com-

petes for the best decorated section, and everyone competes for best costume, then I stand at the front door giving out candy to the public. Then the County of El Paso sponsors a Monster Bash and hosts a costume contest and door decorating contest. This year the County Clerk's Office swept with First and Second Place for the Door, as

well as other prizes for best costumes. This is a great way for my staff to have a great time at work, while accomplishing their tasks. After all, we spend over eight hours a day together, and we have to make it fun. If my clerks are happy, then the public is happy! **Its all about creating a positive work environment for everyone.**

Clerk's Christmas Wonderland

Christmas is a very special time. It is a time for family and friends to get together and reflect. With the County Clerk family, that is exactly what we do. While it is difficult for us to see a family request a death certificate, or a new guardianship filed, we

try our best to give our customers a few minutes of joy. If we can get them what they need and make them forget about the realities of their life for a couple of minutes, and put a smile on their face, then we have accomplished our mission. My staff and I

look forward to decorating the entire office and transforming it into a Christmas Wonderland. This promotes great teambuilding and it spreads cheer among the staff. Having positivity in the office transcends to the public, and they leave happy.

Clerk's Cook Out and Win Traveling Trophy

Not only is my staff creative and spirited, they are also quite athletic. The County Clerk's office participated in the countywide barbeque and participated in numerous events. This barbeque proved to be quite a success. We proved what a real team

is and what it can do. Our volleyball team **Victorious Secret— won the championship** and snagged the coveted traveling trophy from the Auditors Office. My staff proves to be worth the investment of your tax dollar. You get quite a return. They are smart,

talented, creative, and spirited. They have set the pace for the rest of the County, and are a fine example of what County employees should be like. We look forward to the next County outing. Maybe there will be a rematch with the Auditors Office!

Giving Back To Our Community

Helping Our Children in Need

If there is one thing that I find difficult, it is to see a child in need. Whether it be a need for clothing, food, shelter, or someone to toss the football with, my staff and I are always ready and willing to help. Through our collective efforts, we have collected canned goods, blankets, jackets, gloves, money, or even secret Santa gifts for

our local organizations such as the Rescue Mission, Boys and Girls Club, and CASA. It is important for us to set the example for our younger generation and demonstrate the importance of giving back to our community. For this office public service does not stop at the counter, it continues with helping those in need

year round. **Its all about giving a hand up not a handout.** If we can make a difference in the lives of these children, we have accomplished our mission. After all, you never know who amongst those children will be a future Judge or Doctor, and to know you helped along the way, is well worth the effort.



4th of July Clean Up

We all look forward to the biggest celebration of summer– the 4th of July. The barbecues, parades, and fireworks is something we look forward to. Every year, El Pasoans go to the outskirts of the County to pop fireworks. At night we enjoy the light show,

but what happens when the sun comes up and the party is over? These areas are left with tons of trash and debris left over from the festivities. As a result, I joined forces with area officials and helped clean up the mess. Together, we collected hundreds of trash

bags. This was quite an undertaking, but it felt good to roll up my sleeves clean up our county. As an elected official, I have to do my part in **keeping El Paso beautiful.**

Bear Essentials! County Clerk Sponsors Football Team



The sound of helmets banging, little voices call-

ing a huddle, the sound of a whistle and a referee signaling “touchdown.” This is one opportunity every child should be given. It is a great way to get our children involved in an activity to develop their leadership and team building skills. Seeing the look on

their face when they score a touchdown, or tackle the opposing team, is priceless. **That is why it is important to help these teams financially in order to make these opportunities available.** I look forward to seeing my team win the championship! Go Bears!!!





El Paso County Clerks Office– We Are Here to Serve YOU!

The El Paso County Clerk's Office is responsible for the filing, recording, safeguarding, and preservation of all Official Public Records, Vital Statistics, Probate Records, and County Court at Law Records. The County Clerk also serves as the collections agent for all misdemeanor, felony, and Justice of the Peace court costs, fines and fees; and serves as the County's Record's Management Officer.

County Clerk's Management Team

Downtown Office

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El Paso, Texas 79901
(915) 546-2071
Fax (915) 546-2012

Northeast Annex

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El Paso, TX 79924
(915) 759-0233
Fax(915) 759-0347

Ysleta Annex

9521 Socorro Rd -A1
El Paso, TX 79927
(915) 860-2484
Fax (915) 860-2696

Clint Annex

(Collections Only)
190 San Elizario Rd
Clint, TX 79836
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Fax (915) 851-2794

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And We're Just Getting Started!