

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Dianna Shine

Honoree's Job Title: Civil Deputy Clerk II

Department: County Court at Law

Years of Service with the County: 12 Years

Why the Honoree is receiving a GEM Award including dates:

In the One-on-One meeting held in January 2017, Dianna was asked for her recommended changes for the office. Dianna provided 2 ideas for expanding the office's paperless process. The first suggestion was for the NISI process to be paperless. Dianna suggested that the DA's office scan the NISI paperwork to the clerk's queue or to the Judge's queue and for the packet to get queued back to the clerk for the NISI to be filed. After further discussion and meetings with the DA's office in February 2017, the NISI paperless process was put into place. Instead of the DA's office bringing paperwork to the clerk's office, they queue it to the Judge, the Judge electronically signs the document and queues it to the clerk. The clerk then creates the case in Odyssey. The documents are saved to the desktop and each lead/separate document gets extracted from the PDF file and is saved as petition, case information sheet, and citation. After the documents have been extracted, the clerk attaches each document to the corresponding event. Each document is then annotated with the electronic file stamp, dates, and signature.

The second idea that Dianna mentioned was to no longer print the form for a certified exemplified copy of a judgment. At the time, the clerk would print the form, send it through inter-office to the County Clerk, then the County Clerk would sign the form and inter-office it back. She suggested that a queue be set up for the County Clerk to be able to annotate the document with a signature. Dianna explained that the clerk could attach the document to the case, queue the document to Stacey Kemp for her signature on the document and have Stacey queue then send the document back to the clerk that issued the certified exemplified to complete the process. After the one-on-one discussion, the idea was presented along with a written procedure. The County Clerk approved of the process and her electronic signature and queue were set up.

Dianna's initiative and willingness to share ideas led to the implementation of new processes and contributed to a more streamline paperless process. Dianna's ideas have ensured that those processes are done quickly and more efficiently which assists in decreasing number of cases pending. Her dedication and contributions play a significant part in the County Court at Law Clerk's office and Collin County.

Approved by elected official or department head on the 28th day of April, 2017


Signature of Elected Official
or Department Head

Stacey Kemp, Collin County Clerk
Printed Name