

CITY MANAGER'S UPDATE

September 30, 2022

Message from the Manager:

Wow! I am so blown away by the message that you all provided for this month's update! Nothing that I could write could ever encapsulate the joy for service that you all have shown through your own words to each other on our Think Positive Day. It is with great pride I share your words to each other:

Sandy, I want you to know how much I appreciate all the help you have given me since I started at the library. You have been very patient with me and helped me learn so many different things. You empathize when it's been a rough day, week, month, whatever the case may be. You also help me fix my mindset when I need to (which is frequently). I honestly do not believe I would be as good at my job if it wasn't for your mentorship. You always go the extra mile for me, other coworkers, and the patrons. You are very efficient and dedicated to your profession. Thank you again for all that you do for me and the HHPL. - Heather Heilman

Hi Desiraye, I just wanted to tell you how much I appreciate the training you given me here at the Police Dept. You are an excellent example of a PSO/Telecommunicator. You have integrity and you are not complacent. I appreciate the work you do, and how much time and energy you have invested in training me as a PSO. Many more successes on your professional endeavors. – Leslie Itibus

Brandi, I appreciate all your hard work to this department in your duties as a Records Clerk & PSO, BUT MOST OF ALL, the encouragement you give me each and every day to keep pressing on. You are THE BEST WORK PARTNER! Blessings to you & your family. Ms. Carmen

Yvonne, Thank you so much for helping me with permit applications when I was catching up from being on vacation! I appreciate all your help 😊 - Courtney Fye

Chief Sims, I wanted to reach out to you to express my gratitude and appreciation to you for treating me to lunch and offering words of guidance and wisdom after my promotion. Your words of advice were very valuable. You lead by example and I look forward to working with you more in the near future. - Betiale L. Hawkins II

Good morning Stephanie, I am writing to let you know how much I appreciate you and the work that you do for our department. You do amazing things for our department behind the scenes that most people will never know how it gets done. I appreciate you. - Lawrence Stewart

Good Morning Lawrence, I truly appreciate everything you do! No matter what you have going on, you always find a way to help myself and others in the police department, as well as other departments. Anytime someone needs something, you're there, and I admire that about you (even when you give me a hard time 😊). I APPRECIATE YOU TOO! - Stephanie Hall

Good Morning Kelsey, I just wanted to tell you how much I appreciate you always jumping up to help on the water department side of things. I know that you are busy with your own work, but it does not go unnoticed! - Michelle Smart

Good Morning Henry, I just wanted to take the time to thank you for all you do for the City and for me. Thank you for delivering our Council packets. I also want to thank you and your crew again for helping us get the water for our Dunk Booth at the Chamber Food, Wine and Brew Fest. Without you and your guys help we would not have had such a great and successful fundraiser. Thank you!!!!!!!!!!!!!!!!!!!! – Ursula Paddie

Good morning Courtney, I would like to send you an appreciation letter today. I want to thank you for always being so helpful when I have questions about permits. You are always pleasant and cheerful, and I truly appreciate that. I am also grateful for the knowledge you have of the software we use and of the permit we are working on. It's comforting to know I can rely on your prompt response when I have a question or need a little guidance. Again, thank you so much for being awesome! - Eunice Meyers

Good morning Sara, I just wanted to say thank you for always being such a bright happy soul for us. You make everyday a little happier. You sweet, positive, bubbly personality always makes my day! Keep it up. – Lorissa Byse

Ms. Carmen, We're not just good colleagues, but good friends as well. Thanks for all your help and kindness and for always supporting me wholeheartedly. You and your family have been such a blessing to me. I'm so grateful our circles crossed. – Brandi Brothers

Good morning Rose, I would like to send you an appreciation letter today for being awesome! I appreciate all the hard work you put into caring for the all the critters at the Pet Adoption Center. Anyone can see you take your job seriously and have a true passion for helping animals. We love when you bring dogs to the Fire Department as it truly brightens up our day. Keep up the great work! – Eunice Meyers

Good Morning Eunice, Thank you so much for being a fantastic co-worker. I like how we can always bounce ideas off each other and still manage to laugh and joke from time to time. You also bring in yummy food to share! I'm glad we got to carry on our good working relationship from the Library to the Fire Department! Have a wonderful day! – Betty Delong

Good Morning IT Wizard Friends! Sent this to the help desk email because I wanted to thank ALL of you guys for being awesome! Thank you for always helping everyone out sharing your IT magic dust and telling all of our city technology to play nice. Thank you especially for being so patient with me all the time, with all the extra help I need even for what should be simple stuff 😊 y'all are the best! – Sara Clark

Ms. Ursula! Thank you for being such a wonderful coworker and friend to work with. I appreciate you so much for teaching me new things and answering my hundreds of questions and always being so patient with me. You make it easy to want to come into work every day ❤️ Love you! 😊 – Sara Clark

Ms. Julie, Thank you for being one of the best bosses I've ever had. You care for your team and always make sure no one feels left out or left behind. You are kind and patient and always make me want to do my best each and every day. We can see how much you are there for us, and I want you to know that we are here for you just as much too ❤️ Love you Ms. Julie! – Sara Clark

Good Morning Lyndsey! I want you to know I appreciate you! Thank you for always being so willing to help me with my a million and one questions, and for not judging me when you taught me how to use the receipt calculator thingy that I have conveniently hidden in another cabinet....again 😊😊 Your patience with me is so greatly appreciated, especially during times when there are things I've messed up that need help fixing. You're so awesome ❤️ Thank you! – Sara Clark

Hi April! I want to let you know how much I appreciate you. Thank you for always be helpful and kind. I am glad to have you as a desk buddy! And thank you so much for making our team t-shirts, they came out amazing! Please let me know if you ever need anything. - Aaliyah Giadoo 😊




Jerry, I would just like to recognize both Sara Gibbs and Adam Trujillo for their continuous effort and support with our police department. When COVID hit, it also hit CTCOG. With that it created a void that needed to be filled by outside agencies, ours being one of them. Both have been leaned on from time to time with the needs to help facilitate the training for our department helping us meet mandated classes required by our officers. They made it seem effortless and always with a smile. I am proud to call them 'family' here at Harker Heights. With that I also prepared a Greek pasta salad for them (see Sara for pics). – Jay Leach

Many thanks to all of you for everything that you do. Each of you have your strengths and pull together each day to make this department stronger. I am thankful for each of you, my (work) family, and I appreciate you because: Susan – you are good at what you do, enabling me to be good at what I do; Sherill – you jump in to help, no asking, no questions, while learning your new duties; Kelsey – you are knowledgeable in what you do and love to share that knowledge; Lyndsey – you bring a breath of fresh air to every situation and a sweet song to every sadness; Annette – you bring laughter with your unintentional antics and have a sweet heart; Michelle – you are honest, yet funny, and learn quickly; Zully – you do your best to assist everyone; Eve – you are the newest one but you fit right in and have done a wonderful job learning the ropes – Ayesha Lealiee





David, I appreciate you for being a positive person, a servant leader, a listening ear, and a coach. It is an honor and a pleasure to work for and with you. – Ayesha Lealiee

Jim, I just wanted to tell you that I appreciate all of your hard work you put in everyday and that you've really come a long way in developing your technology skills. You've been a great addition to the team! – Joshua DeLong



Lauren, Desiraye, Mark, Leslie & Bridgette, Carmen and I are so thankful every day to be able to work with this group of telecommunicators. Thank you all for the hard work you put in daily! Know that it is recognized and greatly appreciated. Even though words of appreciation are not enough, we would still like to convey our thankfulness and sincerity. It takes a special person with unique skills to do all that you do on a daily basis. You are the front lines of the Police Department and we could not function as a department without each one of you! –Brandi and Carmen

Andrea, Brittany, Aaliyah, Genelle, April, and Catharina, I wanted to take this time to thank each and every one of you for making me feel welcomed and part of the team. Everyone in the building has been friendly and always smiling. It is always awkward when starting a new job but this time was different. The environment and comradery that the courts has built is one that can be felt by all that enter. Everyone had open arms and made me feel like I have been here for a long time . It did not take long for me to come out of my shell. It is a wonderful thing going home and when he asks how my day went I can say it was good and fun. Thank you all for your patience as I learn the way of the courts, miscoding, not putting notes, and for misplacing some files . You all have made coming to work an enjoyable thing and it is a wonderful feeling to come into an environment that is business but has its fun. Each and every one of you have your strengths  and everyone can pick up where the other left off. That is something that is rare in a work place. You all have been patient and have all taught me things and continue to teach me, and that I am truly thank you. There are those off days, but I am always outcoming when I have those days. Regardless you continue to help me and make the situation light. I thank you all from the bottom of my heart and am so grateful that I get to come and work alongside each and every one of you. I look forward to learning many new tips and tricks from all of you and many new laughs and memories along the way. Have a wonderful day and again thank you for all you do and being your awesome selves. Now to get my walk on. - Melissa Chevalier Duenas

Thank you Brandi & Carmen! I truly appreciate your words of appreciation. PSO's aren't recognized or thanked very often so sometimes an email like the one you just sent goes a very long way! Thank you :) -Bridgette Chihuahua-Franco


Ayesha - Awe...we thank you and appreciate you as well!!!    “A leader is one who knows the way, goes the way, and shows the way.” – John C. Maxwell; “Leadership is not about titles, positions, or work hours. It's about relationships.” – Jim Kouzes; “The quality of a leader is reflected in the standards they set for themselves.” – Ray Kroc; Couldn't pick just one.  – Susan Crawley


Hello Adam, Good day! I wanted to say we lucked out on hiring such a talented employee like you. Everyone should have the dedication you show at work and in life. Thank you so much for your hard work during my leave time last summer and your current dedication to our team. - Nichole Broemer

Brandi & Carmen- Thank You both so very much. All the love and support we get from you two goes a long way towards helping us get through each and every shift! This team is filled with some of the most incredible people I've ever had the pleasure to work with and I count myself blessed each and everyday for my work family!!! -  Lauren Curtin 

Hello Sara, Good day! Thank you for your hard work. I appreciated your assistance while I was out last summer. Your enthusiasm and determination always reflect through your outputs. Keep up the good work! - Nichole Broemer

Melissa, Thank you for your kind words. We are all so happy in having you join our team and that you enjoy working for our department. You have been a great addition to our team. Confucius says: if you make a mistake and do not correct it, this is called a mistake. It'll get easier, I promise. Keep doing what you're doing. You'll be just fine. Keep getting those steps in!!!! - Catharina Hoffman

Melissa, We are so happy to have you on the Team!!  – April Edwards

Aaliyah –Thank you for the sweet message! I really enjoy being your cubby buddy!  - April Edwards

Howdy Aaiyah, I wanted to take a moment to say thank you for being my coworker and friend. Somehow, even before I really knew you, I knew I had to bring you along with me to court because of how positive a coworker you have been. You coming to courts is something I will forever be grateful for because you help ground me and keep me sane even when life/work is stressful. I hope our relationship continues to grow in and out and of work. YOU ROCK! – Brittany Sanchez

Eunice, Awwww! Thanks Eunice, I will! I appreciate you too, and I really miss working with you but it's nice to know that you and Betty are just a building over! 😊 -Rose Ramon

Hello Jerry, Good day! Thank you for being so friendly and open minded with us. We are grateful to have supportive leaders like yourself and Mr. Mitchell. Your support and valuable advice has helped me as well as many through TRAPS and NRPA. You have paved trails through the recreational area in your career and know you are soaring high in the admin side of city government. Thank you for guidance. -Nichole Broemer

Dan, I appreciate your patience with my questions, your willingness to dress as my twin on Friday!!! Thank you for being you! 😊 - Kristina Roach

Aww Thanks Kristina! I appreciate you too! Thanks! – Dan Phillips

Hello Lyndsey, Good day! It is always a great pleasure to see your enthusiasm for the work you do. I wanted to let you know that I appreciate your dedication you have towards your job no matter what department you have been in within your years with the City. Thank you for your hard work and look forward to continually working with you and the Finance department. – Nichole Broemer

Hello Nicole, Good day! Thank you for making the work environment so fun and friendly. I appreciate you assisting me with my transition from the Activities Center to back to the Recreation Center last year. Your work speaks volumes of the kind of person you are – efficient and result-oriented. You are indeed the glue and sometimes the ring master of our team. Thank you a lot, - Nichole (the correct spelling) 😊

Ladies, (Brittany, Aaiyah, Andrea, Catharina, Genelle, and Melissa), Much like Melissa, I couldn't choose just one person to send a BIG "thank you" to (and didn't want to bombard Leona with tons of emails)! Thank you ALL for answering my endless and repetitive questions, explaining court procedures over and over, helping me find files that are already on my desk, working through mathematical problems, catching my mistakes, finding reasons to have potlucks, and for keeping me laughing every day!! Y'all truly make this job one that I enjoy and look forward to every day! 😊❤️
❤️ ❤️ T H A N K Y O U !! - April Edwards

Mr. Mitchell, We received 40 emails so far from employees thanking one another today. The smiles and positive energy throughout the building is a testament to your leadership. You are an inspiration to all of us. Thank you so much for all you do. - Leona Clay

Susan, You are IT. Today is our day to think positive. You are always willing to stop what you are doing and help. I have never seen you with a scowl on your face. So, thank you for being my positive person for the day. – Mel

Leona, Thank you! I work for a wonderful City and I know you have a lot to do with making it amazing, so thank you, Leona!!! Thank you, Rose Ramon

Nichole Broemer - Thank you for taking the time to send such a kind note. I appreciate your unwavering service to our patrons and for your friendship over the years. - Jerry Bark

Mel – Thank you for ALWAYS being the most positive person in City Hall!!! I truly enjoy working with you and appreciate you very much! ❤️ Susan Crawley

Julie, I appreciate you always being there for me, as well. You and your family mean the world to me and always will! Thank you so much for all you do for not just me personally, but for anyone that asks. – Leona Clay

Ladies, (April, Aaiyah, Brittany, Melissa, Catharina, Leona), I enjoy coming to work daily and working with each and every one of you. I could sit here and point out the great things I love about each of you but time is against me so I'll

save it for another day. 😊 Each one of you is greatly appreciated and I hope you all know it. Thank you and have a great day! - Andrea Contreras

Hello IT , I would like to take a moment to let you all in IT know how much you are appreciated here in courts. You are always available to assist us, whether it is with setting up the courtroom or when we have questions about how things work or require a quick fix. For example, just today, Josh helped me with an excel task as he was walking back to his office. No problem for him, of course, but without his help I would probably have sat another 30 minutes trying to figure it out. Of course this goes for all of you guys, thank you! We appreciate you!!! – Catharina Hoffman

Heather, I couldn't think of anyone I appreciate more since day one than you. You took me in almost immediately when I first got to the PD and you have become one of my greatest best friends. What has always stood out to me about you is your work ethic. You are one of the most intelligent people I know, but I see how much you really love this line of work by how much time, thought, and care you put into your cases. You were simply made for this and I admire you for just being you. 😊 - Crystal Thomas

Julie Helsham and Leona Clay, Ever since I have started to work under your leadership, I have learned a lot which really helps me to become a better person. You both are teaching me so much. I appreciate your taking time out of your busy schedule to speak to me about all the questions I have. Your suggestions help me to identify some items I might have overlooked. Thank you for converting my mistakes into lessons, pressure into productivity and skills into strengths. Your continued help makes me gain confidence and makes me strive to be a better leader. – Catharina Hoffman

Swift Justice, I appreciate everything you do and the effort you make to come to work every day. I wanted to express my gratitude to each and every one of you for making it easy for me to move into the role of court clerk. Although it was overwhelming at first, we managed to make it work, and I'm looking forward to another successful year. Keep up the good work! - Catharina Hoffman

Henry, Words are not enough, but for now I'd like to say "Thank you" for what you have done to help my Vision Class. We found ourselves without water to fill the dunk tank which was our main attraction. You and your team did not hesitate to offer your help. I appreciate the willingness and helpfulness of your team, especially Angel Rodriguez, Maurice Henderson, and Billy Stevens. You have been such a blessing to our recent event with the Vision Class XXI to raise money to beautify our city. The dunk tank turned out to be a great addition to the festival. Without your help, we would not have been successful. - Catharina Hoffman

Good afternoon Jerry, Today Lt. Leach prepared for us a Greek pasta salad that was so good, I had to take a picture! It has been great getting to work with him and the other members of our police department throughout the years. It is always a pleasure when they use our facility and as well as helping us with our events. Their dedication and the hard work that they all put in really makes our community great. 😊 – Sara Gibbs

Catharina Hoffman: I appreciate all you do. I know that the Court is in great hands and I am so happy to have you leading the team. – Leona Clay

Rose Ramon: You have been instrumental in getting so many animals adopted. I appreciate all you do! – Leona Clay

Thanks for all you do every day! It is a joy to be on this journey of service with you!

David

"Success is a journey, not a destination. The doing is often more important than the outcome." – Arthur Ashe

General Updates:

Promotions:

Kaily Funez-Lenon promoted to Part Recreation Aide on September 3rd

Desiraye Torres promoted to Healthy Homes Youth Specialist on September 17th

Accomplishments:

Ursula Paddie achieves Level I Certification from TMCEC

Municipal Traffic Safety Award: For the second year in a row, twelve times total since 2010, the City of Harker Heights' Municipal Court Department has been awarded the Municipal Traffic Safety Award, presented by the Texas Municipal Courts Education Center (TMCEC). The award is presented to municipal courts that have demonstrated outstanding contributions to traffic safety and eliminating impaired driving within communities. Great job Municipal Court!

Kudos Celebration: This past month we held our first ever "kudos celebration" honoring Destinee Barton Victim/Witness Coordinator of the PD's Healthy Homes program! Destinee received the most kudos over a period as tracked by our HR Department. Great job representing us so well in all you do Destinee! For each celebration the employee's whole department benefits from their excellent work. In the case of Destinee, PD got to enjoy ice cream! Look for more kudos celebrations in the months to come!

Fall Garage Sale: The City-wide Fall Community Garage Sale will be on Saturday, October 1 from 7 a.m. to 5 p.m. throughout the City.

Zombie Hunt: The City of Harker Heights will be overrun by zombies on October 7 and 8 and we need your help in stopping them! Registration is required for the Zombie Hunt on CivicRec and will offer various time slots. Participation is by reservation only.

Decoration Contest: Get in the spooky spirit by decorating your home or business in the Haunted Heights Outdoor Lighting and Decorating Contest! Registration will be opening in October and will be free to enter.

Haunted Heights: Bring your family to the spook-tacular Haunted Heights! This event will be held on Saturday, October 29 from 9 a.m. to 1 p.m. at Carl Levin Park. Activities include family-fun activities, games, vendors, and more. Be sure to wear your costume to go trick-or-treating!

National Night Out: National Night Out will be held on October 4 this year.

Spotlight on Service:

Christina Link Exhibits Core Values: The Library had a patron who stopped by to thank Christina Link for how nice she always is.

Annette Jorgenson Goes Above and Beyond: Library's Annette Jorgenson assisted a patron looking for a specific DVD series. The patron wanted the City to know he appreciated Annette's efforts and he was pleased by how diligent Annette was.

PD's Community Services Shines: Recently, Sgt. McAfee and Officer Thomas gave a presentation on programs offered by PD's Community Services Program to the City Council. Lt. Jay Leach wrote to give praise for the presentation saying "this is just another example of the dedicated, qualified officers that make this Agency shine."

Planning Department Thanked: A P&Z Commissioner stopped by and dropped off a note to the Planning Department. The note read, “Yall’s work is very much appreciated! Thank you for all that you do!”

Destinee Barton Lifts Up Others: PD’s Healthy Homes Program Victim/Witness Coordinator Destinee Barton was recently thanked by a citizen she assisted. The citizen stated, “you are an amazing woman and I appreciate everything you've done for us.”

Animal Services Officer Johnny Widener Provides Care: Animal Services Officer Johnny Widener assisted on a call about an abandoned dog with three puppies. The animals were terrified, but Johnny was able to safely get them back to the shelter. A citizen called to thank Johnny for his quick and “great job.”

Officer Daniel Huff Appreciated: A citizen contacted the PD to express their appreciation of Officer Daniel Huff. The citizen stated that Officer Huff was “very professional and respectful.”

HR’s Melonie Matthewson Rocks: An employee wrote to thank HR for the great work of Assistant Director of HR Melonie Matthewson. The employee had assistance from Melonie on several items and said she “rocked” and that they would be “lost” without Melonie’s assistance.

Finance’s Sherill Carillo Huge Part of Parks Success: Parks wrote to show their appreciation of Finance’s Sherill Carillo. They stated that she was a huge part of the aquatics season this year. Her assistance allowed Parks to know their cost recovery during the season which will help with future years budgets. Sherill embodied that we are one organization as her efforts show the great work that is done across departments!

Jerry Bark Assists Citizen: A citizen wrote the Mayor of their appreciation for Assistant City Manager Jerry Bark. The citizen wrote that Jerry was a man of his word. The citizen further wrote, “thank you for being the kind of leader that sets the example of taking care of the people by having dedicated public servants such as Jerry Bark.”

Henry Nash Expresses Gratitude to the Leaders of the BABY program: Parks’ Henry Nash recently wrote to thank the leaders of the Building a Better Youth (BABY) program. Henry wrote, “Greetings Chief Hawkins. Hope your morning is going well. Wanted to take the time to express my sincere thanks and gratitude to you, Officer Thomas, Officer McAfee, and the HHPD for allowing myself and my colleagues to participate in your Building A Better Youth Program. Officer Thomas and Office McAfee were as GRACIOUS as they always are and ensured that we were well taken care of. My colleagues were so THANKFUL and APPRECIATIVE for the opportunity to speak and offer encouragement into the lives of those young men. The young men in attendance were very ENGAGING and they made our presentations so enjoyable. Continue to keep up the great work you and your team are doing. The help you all are providing for those youth can help change the trajectory and direction of where they are going in life. If there is ANYTHING myself or my colleagues can do for you guys, please feel free to reach out to us. Be safe and take care. God Bless.”

Chief Hawkins Gives Kudos to Henry Nash: Chief Hawkins thanked Park's Henry Nash for his assistance with the BABY program. Henry spoke to the youth as part of the program and was very well received!

Library's Sebastian Reyes Helps Out: A citizen left a message that Sebastian Reyes went out of his way to help them with their computer need. They appreciated his patience and help.

Library's Erica Rossmiller, Heather Heilman and Lisa Youngblood Impress: A senior patron complimented the programming staff who are continuing to provide virtual programs for our community: Erica Rossmiller, Heather Heilman, and Lisa Youngblood. Though he has no children he wanted to express that he was so impressed with the talent of the programmers and their ability to entertain even adults.

Library Engages: A homeschool family dropped in the Library and said that they had been without a car lately and missing going to libraires and other places in the community. They have been watching the videos while at home. The FIRST place that the kids wanted to come when the car was ready was to our Library.

Library's Christina Link Complimented: Several local authors and individuals who attended the Local Author Fair complimented Christina Link for her program, her organization, and her ability to make such a wonderful event for our families. Patrons were impressed with the quality of the authors, especially those young authors who were allowed to join the event.

Parks Provides Programs for Special Needs: A citizen spoke at the Council meeting to thank our Parks and Recreation Department for their efforts to provide programs specifically for those with special needs.

April Edwards Appreciated: Municipal Courts Deputy Court Clerk April Edwards was thanked by a citizen for her assistance on a courts matter. The citizen thanked April and stated that they "appreciate your service to the Heights community."