

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Jessica Westmoreland

Honoree's Job Title: Senior Administrator

Department: District Clerk

Years of Service with the County: 5 Years

### Why the Honoree is receiving a GEM Award including dates:

Since early last summer, Jessi Westmoreland has been working to transition the District Clerk's office to mandatory e-filing pursuant to the Texas Supreme Court's rule change. This process basically changed all of the business processes of the civil/family section of the office by requiring all attorneys to file documents electronically and is ongoing to date. Jessi worked diligently to analyze business practices to insure that the new e-filing system would seamlessly integrate with the Odyssey case management system. To ensure a smooth transition, Ms. Westmoreland developed detailed instructions and scenarios to train staff on the new processes. She also worked closely with the courts to set up queues so the documents could be sent electronically between the courts and the clerks. In addition, Ms. Westmoreland developed several FAQ's and participated in training sessions used to educate attorneys and their staffs on the requirements of e-filing. She also developed internal quality control processes to ensure that documents were properly formatted and complete. While all of these major changes were taking place, she was also responsible for training a Functional Analyst as her backup. E-filing has been an incredibly complex and difficult undertaking which required a complete shift in business practices in the District Clerk's office. Ms. Westmoreland's outstanding planning, and analytical skills, were a major driving force in the successful implementation of the project. Thanks to the work and innovation of Jessi Westmoreland, Collin County is recognized by OCA and other counties as a statewide leader in e-filing.

Approved by elected official or department head on the 31 day of March, 2014

Andrea Thompson  
Signature of Elected Official

Andrea Thompson  
Printed Name