

CITY MANAGER'S UPDATE

January 31, 2023

Message from the Manager:

Thank you! What a difference those two words can make! From lifting spirits, making someone's day, reaffirming another's worth, to even giving hope to someone who needed those kind words to make it through the day. Being grateful, like serving others, is one of those actions that benefits both the recipient as well as the giver! I am thankful to work in an organization of servants who are bold in showing their appreciation for each other. In fact, here are some recently in your own words:

Aaanmw...thank you for always being so kind and positive too! (Susan Crawley to Lorissa Byse)

I just wanted you to know, you are an inspiration to me. You always have a positive attitude and a smile on your face, while doing an amazing job. I know that it is not always easy, but you make it look like it is. Thank you for that. (Lorissa Byse to Susan Crawley)

I can complement a lot of people in different departments. This time my compliment is for Community Services. They are doing a lot of good stuff for our community. You can always count on them and they can redirect citizens in the right direction. They are always willing even when sometimes they don't have the time. They stay late and have come far with the BABY program as well as completing backgrounds, taking care of sex offenders, people that don't have appointments, walk-ins, etcetera. Definitely seen how much they do on a daily basis and that is without mentioning their personal lives and what they are doing do better themselves. Kuddos to both of you! I see you in passing but I see you. (Yesmarie Burgos-Figueroa to all of Community Services)

Thank you for being a great partner and I am so proud of the progress you have made with the promotion process for LT! I'm rooting for you! (Heather Jenks to William Greenwood)

Thank you for your kind words and letting me know I'm appreciated. I feel the same way and working with you makes everything easy peasy. 2023 here we come! (Catharina Hoffman to Andrea Contreras)

I want to thank each of you for your role in making this City such a great place for our employees. I'm so fortunate to have such a great group of employees on my team! (Leona Clay to Melonie Matthewson, Lyndsey Amundson, Sonia Nava, and Clyde Hicks)

I do not think that I have ever actually said thank you for being such an amazing boss. You make me feel like the work I do matters. Under your leadership, my professional abilities have no limit. I am always happy to come to work and hope to continue here for years to come. Thank you for being such a great boss. Thank you and have a great day! (Andrea Contreras to Catharina Hoffman)

Thanks for all that you do for our PD family and know that your efforts and sacrifices does not go unnoticed. You are the glue for the team here and keep things from not coming apart. (Lawrence Stewart to Stephanie Hall)

I just wanted to let you know that I love your sense of humor! You keep me laughing and smiling throughout the day with your witty jokes and comments. (Susan Crawley to Michelle Smart)

Teamwork makes the dream work. And everyone here has proven this true. You all are enthusiastic, energetic, and have a positive attitude. This has ensured that our customers are satisfied with our services. Thank you for the constant hard work and dedication. I enjoy working with you! (Catharina Hoffman to Andrea Contreras, Aaliyah Giadoo, April Edwards, Genelle Rodriguez-Otero, and Melissa Chevalier Duenas)

Thank you for the kind words! I am fortunate to work alongside the best people! (Mark Hyde to David Mitchell)

No words can convey my thanks for all you do for Harker Heights! You put in countless hours making sure we are covered across a broad spectrum of Public Works services. Not only are you a hard worker but you are a professional in every sense of the word. From your licensing to your real world experience you are a true blessing to our City. The quality of our infrastructure system is a testament to your hard work and knowledge. I'm proud to serve alongside you and I wanted you to know how thankful I am for you! (David Mitchell to Mark Hyde)

Thank you for being such a wonderful leader. You inspire all of us to be better versions of ourselves. (Leona Clay to David Mitchell)

Thank you for always taking ownership of the many desires I have for our organization! I am so pleased with the many health challenges in 2022 and the focus on challenges and recognizing the good works throughout the organization in 2023. It is clear you care deeply for our whole team and apply yourself wholeheartedly to advancing our organization. I am enjoying the new team building opportunities and I know they are having a big impact on the culture of our organization! (David Mitchell to Leona Clay)

Thank you for all you do each and every day! Not only to help me, but to help anyone in the department/City who needs it. You have a million things to juggle on a daily basis and you do it with ease! THANK YOU for being YOU! (Stephanie Hall to Lawrence Stewart)

I don't think I've ever met someone as willing to help others as much as you and you always do it with a smile on your face. Working directly with and for other people is where you shine, and as much as I miss you in Finance, it's clear you're where you were meant to be. Thank you for being the wonderful person that you are! (Kelsey Coffman to Lyndsey Amundson)

I wanted to let you all know how much you are appreciated. I admire your skill and patience in dealing with everything that comes your way. You all are absolutely essential to this department! (Dennis McAfee to all the PSO staff)

You both are so appreciated! You are involved in our community, but most of all, you both always step up and help out with birthday celebrations & functions within our department. Great Teamwork! (Carmen Zaragosa to Crystal Thomas and Dennis McAfee)

To my favorite Records Department I just wanted to thank you both for what you do. Keep up the great work! (Crystal Thomas to Brandi Brothers and Carmen Zaragosa)

I want to thank you for always proactively coming up with creative programming ideas for our patrons. I am very excited about your virtual World Read Aloud Day idea in which we will read a different story on our Facebook Page for our patrons on the hour for several hours during that day! The Library and our patrons appreciate you! (Erica Rossmiller to Heather Heilman)

Thank you for the kind words. I am blessed to be a part of CID and everything you have taught me over the last few months. Without the guidance from you and the rest of the group I would still be sitting here struggling trying to figure

out what I am doing. But thank you because I'm getting the grasp of things. Also, thank you for being an awesome boss. There has not been a time you are not willing to step up and take an on call, or a case, or whatever the case may be for any of us. I know this was a few months ago but the day you took on call from me without exchanging a day on Jaylin's birthday and Thanksgiving. It was so thoughtful of you just to do it out of the kindness of your heart. Not many bosses would do that. That will forever stick out in my mind and my heart. Just know that I appreciate you and I am grateful to work for you and with you! I hope today is an amazing day for you! (Melissa Wolfe to Jack Wallace)

Thank you for the kind words. This email is not a "ring ring" needing phone call recordings lol! I am truly blessed to be a part of CID along with becoming close to you as a friend and coworker. I appreciate all the things you do for me along with everyone else within the PD. You are an amazing asset to this Police Department and your hard work and dedication does not go unnoticed. I hope your day is amazing despite the crappy weather but we will make the best of it! Keep up the positive attitude and hard work! (Melissa Wolfe to Karry Fow)

I wanted you know what an asset you are to CID. You stepped into the role as juvenile detective when Melissa Jouett left with the same dedication, passion and drive she had. It is a position that is not easy to do but you are doing a great job. Thank you for being a great friend as well. (Karry Fow to Melissa Wolfe)

I wanted to say thank you for being the unsung heroes of CID. Karry, you keep us supplied, energized, and smack us back into shape when needed as we start to slow down and get off course. You truly keep the wheels from flying off in CID. Paul, what can I say... your words of wisdom and advice from years of experience can have no value placed on it. This Agency is truly lucky to have someone of your caliber to take care of all our evidence and property dispositions. Thanks you just don't seem enough... (Jack Wallace to Karry Fow and Paul Carey)

I just wanted to remind you all how impressed I am with each and every one of you each day. You come to work always positive and ready to take on the world. You respond without blinking when asked to keep doing more with less and always produce quality results. A team like this is hard to find and you make my job so much easier I can't thank you enough. (Jack Wallace to Melissa Wolfe, Melissa Jouett, William Greenwood, Heather Jenks, Yesmarie Burgos-Figueroa, and Johnny King)

You are always quick to help me in any way necessary, even if it's just to make me smile. Please know that this never goes unnoticed and that work wouldn't be the same without you. (Heather Heilman to Adam Trujillo)

It is such a joy to serve alongside such a grateful team! I am so proud of your hearts for service and for each other! Our HR team has done a wonderful job of helping us focus on being grateful. You will see much more of that focus as we move through 2023. Being grateful and sharing our thanks to others is one of our organizations focuses this year. I am blessed to be on this journey of service with you all!

David

"The fragrance always stays in the hand that gives the rose." - Hada Bejar

"How far that little candle throws his beams! So shines a good deed in a weary world." - William Shakespeare

General Updates:

New Hires:

Welcome to all our new hires:

Isaac Perez was hired for the position of Firefighter/EMT on January 3rd.
Jeremy Albright was hired for the position of Firefighter/Paramedic on January 3rd.
Sue Ellen Reynaga was hired for the position of Kennel Technician on January 3rd.
Jennifer Abrigo was hired for the position of Utility Billing Clerk on January 3rd.
Ryan Raben was hired for the position of Police Officer Trainee on January 17th.
Savannah Christopher was hired for the position of Police Officer Trainee on January 17th.
Michelle Fowler was hired for the position of Police Officer Trainee on January 17th.
Karina Bueno was hired for the position of Part Time Recreation Aide on January 23rd.
Kiarrah Carlisle was hired for the position of Athletics Coordinator on January 31st.

Accomplishments:

Melissa Chevalier Duenas achieved Level I Clerk Certification.
David McCoy passes the Texas Code Enforcement Officer exam.
Michael Beard was awarded the ICC Bluebonnet Chapter's Walker, Childers, and Muns Member of the Year Award.
Michael Beard was installed as the Treasurer for the Bluebonnet Chapter of the International Code Council.
Courtney Fye was installed as the Secretary for the Bluebonnet Chapter of the International Code Council.
Lisa Youngblood receives the City Kudos Award.

Police Officer of the Year: The Public Safety Commission made their selection for Police Officer of the Year. The Officer selected for the award was Officer Dustin Weaver. Congrats Officer Weaver!

Firefighter of the Year: The Public Safety Commission made their selection for Firefighter of the Year. The Firefighter selected for the award was Driver/Operator Stuart Kiefer. Congrats Driver/Operator Kiefer!

January's 12 Days of Wellbeing: I hope you enjoyed January's 12 Days of Wellbeing challenge from HR! I found some of it very enlightening, especially the video and meditation time.

Random Acts of Kindness: Be on the lookout for February's challenge – Random Acts of Kindness! Love to have everyone participate!

Geek Out: The Library will be participating at the Temple Train and Heritage Museum's "Geek Out" Family Day on Saturday, February 4. Come out to learn cool crafts, enjoy costumed characters and learn about other programs in the area. Contact the Library for more information.

Back to School Donation Drive: PD's Healthy Homes division has begun the Back to School Donation Drive and are currently accepting donations of school supplies.

Valentines Dances: We will offer three dances for Valentines. The first will be the King and Princess Dance on February 10 at 6:30 p.m. for fathers and their daughters. The second will be the

Seniors Sweetheart Dance on February 11 at 1 p.m. The third and final dance will be the Valentines Family Dance on February 11 at 4 p.m.

Recreation Center Offerings: The Recreation Center is offering Folklorico. Ages 6 to Adults are invited to learn about the Mexican culture through a creative way to exercise! Yoga classes are also offered. Contact the Recreation Center for more information!

Healthy Homes and Seton Partner: PD's Healthy Homes Division partnered with Seton Medical Center to assist in providing 100 children with Christmas gifts!

Spotlight on Service:

Leona Clay and Melanie Matthewson Give Comfort: An applicant who recently interviewed with the City wrote to express their thanks to HR Director Leona Clay and Assistant Director Melanie Matthewson. The applicant wrote, "Interviews of any kind can be stressful, but you and Ms. Matthewson's kindness and professionalism made me feel comfortable throughout the process."

Gary Bates Takes Care of the Team: HR Director Leona Clay wrote to IT Director Gary Bates thanking him for always taking care us. Gary had assisted in getting the City's phone network functioning again.

Lorissa Byse Assists HR: IT's Lorissa Byse assisted HR with the jeans calendar for February. HR Director Leona Clay thanked Lorissa for all her help.

Kelsey Coffman, Parks and Planning Get it Done: A big kudos to Finance's Kelsey Coffman, Parks staff, and Planning staff for doing such a great job coordinating and working across departments to make the new carpet and furniture install run so smoothly!

FD Thanked with Food: A citizen dropped off a homemade meal for FD's C-shift crew. She just wanted to bring them something to show her gratitude for them.

FD Gets the Gift of Coffee: A local appliance company dropped off coffee for the whole FD to wish them a Happy New Year and in appreciation for everything they do!

Planning, Courts and Finance are Awesome: Finance's Kelsey Coffman wrote to Planning, Courts, and Finance to thank them with their assistance with the carpet and furniture install. She stated that "things only went as smoothly as they did because we have a wonderful group of people here in this building each day willing to jump up and help when and wherever needed."

HR Gets it Done: Finance's Susan Crawley recently needed a document that HR assisted with getting to her promptly. Susan wrote to HR to thank them and tell them they were "awesome."

Jay Leach Trains Others: PD's Lieutenant Jay Leach recently provided driving training for Parks. Casey Brazzil wrote to thank Lieutenant Leach for the training. Casey stated that Lieutenant Leach "is a great instructor" and wanted "to thank him for taking time to teach and help us."