



Employee of the Quarter SPOTLIGHT!

Director's Message

May 2019

Our May 2019 Employee of the Quarter ceremony was filled with exciting examples of these exceptional staff exhibiting positive attitudes and dedication to their customers. These awardees were recognized for their teaching and facilitating abilities, as well as their fierce loyalty to getting the job done correctly the first time, and setting an example for all staff to strive for. I was humbled by their positive characters, how high they set the bar for themselves, and how they model the Countywide Vision of excellence in customer care by always going above and beyond. They demonstrate their desire to lead every day and there is no doubt in my mind that these employees are well on their way to doing great things in our department and in their careers! I am very proud of these awardees and look forward to hearing about more of the wonderful accomplishments these employees will soon conquer. Congratulations to you all!

- GILBERT RAMOS

Yeimi Romero De Alcala, EW II



REGION 1

Yeimi is the Medi-cal Champion! She manages multiple specialized caseloads and consistently provides assistance every month with processing

Redeterminations, reconciling tasks, as well as assisting in the Lobby without hesitation. Yeimi demonstrates great teamwork and customer service. She is hardworking, dedicated, and truly an asset to our team!

Shantel Peart, EWSI



REGION 2

Shantel takes pride in everything that she does and it shows in her day to day actions. Her positive attitude is on display every day. Shantel is the go to

supervisor and is always willing to help wherever there is a need. Her teamwork, knowledge and leadership is appreciated!

Heather Wahl, EWSI



REGION 3

Heather's innate talent to find and motivate the best in others, and herself, is contagious. She epitomizes humility and courage. All of which

translates to understanding and the success of the teams she leads!

Debra Weber, SOA



REGION 3

Debra's greater than strong work-ethic is only surpassed by her attention to detail and service. Her ability to train, lead and find more successful ways

to serve our teams and customers is highly commendable!

Debbie Johns, EW III



REGION 4

Debbie consistently goes above & beyond in teamwork, job assignments and more. She is our "go to" person for Medi-cal and CalHEERS and willingly

shares her extensive knowledge and experience. She consistently completes her work and takes on more to assist. Debbie has excellent customer service skills, which she often employs whenever we have challenging customers. She is an asset to the Region!

Gina Day, OA II



REGION 5

Gina has played a huge role in ensuring our Countywide Vision is being fulfilled, by providing acting SOA support to the Rialto and

Fontana offices. She contributes to our workplace success and exemplifies excellent teamwork and leadership skills. Gina always looks to find the best outcome for all involved and truly exemplifies the core values of San Bernardino!

Tuyet Pham, ESS



REGION 6

Tuyet has the facilitative leadership skills needed to ensure she conveys the message of self-sufficiency to her customers, while building their confidence.

She has the ability to create and maintain a trusting atmosphere. Tuyet believes in everyone's ability and encourages ideas from those she serves. She is an asset to TAD!

Ana Lara, EW II



REGION 7

Ana is a great team player! She is always willing to take on special projects, mentor new staff, and/or take on extra work that needs to be tackled. Ana works hard,

consistently delivers accurate high quality work, and she does so with great professionalism. She is an integral part of our Processing Center team!

Leticia Ruiz, EWSI



REGION 7

Leticia is always willing to go above and beyond! She is a true team player, is continuously willing to assist others. She ensures new policies and protocol

are reviewed and understood by her staff, as well as other departments. Leticia always has a positive attitude and is a true asset to Foster Care!