



# Employee of the Quarter SPOTLIGHT!

## Director's Message

June 2021

Our June Virtual Employee of the Quarter ceremony was another special celebration that our executive team always looks forward to. This ceremony was an open acknowledgment and praise of these individuals by their managers and deputy directors for exceptional work. It is our pleasure and honor to reassure these employees that their contributions to our communities are recognized and very much appreciated. When we see the amazing work staff are doing every day in our offices, we are proud of their passion, dedication and genuine pride in serving others. While we are not completely through the challenges of this pandemic, the commitment and work ethic described about each awardee was remarkable. These awardees demonstrate leadership, problem solving and patience in their daily tasks and we are fortunate to have them on our team. In the true spirit of the Countywide Vision, they have all positively affected the way the public views our offices and it is my hope that their smiles, perseverance, and caring attitudes will inspire us all to push through and shine for the communities we serve. Congratulations to you all!

- GILBERT RAMOS

### Kathleen Filkins, EWSI



#### REGION 1

Kathleen Filkins is one of the MCCF PACE EWSI in San Bernardino TAD 02. She is one of our essential team members supporting the community we serve

during this pandemic. She goes above and beyond to help her peers and the staff when they need assistance. She consistently identifies areas of opportunities and always offer solutions. She continues to take on other duties outside of her assignment and she is a team player. Thank you Kathleen for all that you do for TAD 02!

### Tara Flores, EW III



#### REGION 2

Tara Flores is a team player, that leads by example with a positive attitude, no matter what task she is given. She has the natural ability to coach,

mentor and develop staff ultimately helping them to master their full potential. She is constantly being praised by managers, supervisors, and peers for her outstanding dedication to customer service. She is determined to make a difference in our department and in our communities one customer at a time. She is a true asset!

### Stacey Starr, EW II



#### REGION 3

Stacey Starr defines customer service for both customers and co-workers. Her actions, attitude & attentiveness has affected our

customers perception of the county in a positive way. She is always excited to go above & beyond. Stacey is an exceeds worker who completes over 100% productivity every month, both with accuracy & timeliness. She works closely with DAAS in assisting the elderly and is the domestic violence advocate assisting customers in crisis situations with patience and empathy. We are wishing Stacey many more wonderful years with us!

### Sophia Valle, EWSI



#### REGION 4

Sophia Valle is a very caring person. Besides being a very dependable, and professional leader for her team, she cares about the job that she does and

takes pride in her work. She takes the time to help each of her worker's individual needs to ensure their success. When she communicates with customer's, she is very empathetic to their situations and truly attempts to help them any way we can. We are very happy to have her in Region 4!

### Tiffanie Parker, EW II



#### REGION 5

Tiffanie Parker works to ensure that every interaction she has with our customers is positive. She is courteous, professional and looks for

what we, as an agency, can do to alleviate the situation affecting the customer. Her interactions reflect the County's paradigm of fostering an atmosphere of collaboration, inclusion and helping others to achieve the best life has to offer. She is an asset to our unit, office and department!

### Joseph Gonzales, EWSI



#### REGION 7

Joseph provides outstanding customer service both internally and externally. He has a can do attitude and is always eager to assist no

matter the task at hand. His dedication, teamwork, knowledge and leadership is appreciated. Most recently his outstanding leadership was highlighted by staff during the CDSS Management Evaluation where staff acknowledged him as a great supervisor and outstanding mentor that focuses on teaching!