

Employee of the Quarter SPOTLIGHT!

Director's Message

August 2019

The Employee of the Quarter August 2019 Awardees were an absolute pleasure to celebrate. As each employee was announced and comments were shared, James and I recognized the common theme of leadership. The compassion, positivity, initiative and dedication expressed, explains how they each inspire their peers through their actions and the examples they set. These leaders are the heart of the service we provide to our communities. The best part of their work ethic is that it is not forced, but comes naturally. Each provides an excellence in service throughout the offices they serve and hold themselves to a higher standard. Their desire to continuously create a better outcome for the customers that enter our lobbies or call our offices was made evident when their deputies talked about these staff. These awardees exude excellence in their daily interactions and in demonstrating what our County Vision is all about. We hope this pattern of excellence is contagious as they continue to promote great customer service to co-workers and customers! Congratulations to you all!

- GILBERT RAMOS

Olivia Penalzoa, Interpreter



REGION 1

Olivia is consistently recognized by our customers and staff for her great customer service. She enjoys being an Interpreter for TAD. She is very friendly and helpful to all who she comes in contact with. Olivia always has a smile and goes the extra mile. She is patient and enjoys the "people" aspect of her job assignment. Olivia is a pleasure to work with!

Laura Alba, EW III



REGION 2

Laura Alba has demonstrated great dedication in fulfilling the mission of providing excellent customer service. She is currently a DTMP and is part of the Task Management workgroup. Her knowledge and experience makes her the "go to person" in the office. Laura is an asset to the department and county!

Lisa Roach, Secretary



REGION 3

Lisa is genuine, organized and a very caring individual. Her knack for anticipating needs, and ensuring deadlines are met, can only be matched by how intensely creative, artistic and detail oriented she is. Our region would not run as smoothly, nor as successfully, without her!

Heather Gardner, EW III



REGION 4

Heather willingly shares her extensive program knowledge and experience with her co-workers in an effort to help them become the best workers they can be. Heather cares about the community we serve. She is always the first person to volunteer for any community outreach events because she believes in the programs we offer and in what we do for our customers. Heather is an asset to the Redlands office and to Region 4!

BettyJo Millis, EW II



REGION 5

Jody handles all her assignments and assists others to ensure the work is done timely with accuracy. Jody has stated it is important in customer service to treat all customers with dignity and respect to support their goals in achieving a better life. She is always friendly and informative to all customers and takes time to troubleshoot difficult case actions. Jody is an asset to the department and customers through her compassion and hard work!

Guadalupe Sahagun, ESS



REGION 6

Guadalupe goes above and beyond to assist our department with meeting WPR. She has been part of the Sanction Re-Engagement, WPR Recon, WEX Coordinator and is currently a WPR ESS. Guadalupe is compassionate, thinks outside the box, and understands the importance of accuracy. She not only contributes, but believes in our program. Guadalupe is an asset to our organization and her excellent skills are truly appreciated!

Adriana Mendez, EW II



REGION 7

Adriana is proficient in all three programs and has become a valuable member of our office mentoring team. She ensures all staff transitioning into the CSC have the tools and knowledge they need to serve the public to the best of their ability. Ms. Mendez is a very hard worker and she takes pride in all work she processes. She is a solution oriented thinker and always has valuable feedback. She is dedicated to the community we serve, and is a pleasure to work with!

August 2019 Employee's of the Quarter

