

# Employee of the Quarter SPOTLIGHT!

## Director's Message

October 2020

As we celebrate our October Employee of the Quarter awardees, we can all agree that 2020 has been a year we will not soon forget. During the virtual ceremony, our new normal, we were provided the opportunity to recognize these amazing staff in our department. The way we are doing business may have changed, but it did not change the inspiring stories that were shared about these honorees by their respective deputies. The challenges we have all been facing have proven to be 'opportunities' that inspired and motivated these employees to persevere and stand out as leaders, among their peers. I love the quote mentioned by one of the honorees that "with greatness, there is extra responsibility" and their examples of servant leadership prove their conscious daily choices to inspire, lead, and serve with compassion. These employees model the Countywide Vision by going above and beyond, maintaining excellent customer service while always showing empathy for our customers during this unprecedented and difficult time. Thank you and Congratulations to you all!

- GILBERT RAMOS

### Adriann Rudolph-Garza, EW II



#### REGION 1

Adriann always has a positive attitude, gets along well with her peers and management. She can be counted on to complete assignments timely and accurately. She consistently takes the lead when there is additional work to be done, and is well rounded in her program knowledge. Her overall dedication to service, epitomizes our department standards of excellent service!

### Monica Roque, EW II



#### REGION 2

Monica Roque is an overall exceeding worker, who sets the example for her peers, with her excellent communication, problem solving skills, and proactive approach. She is a team player, who provides outstanding internal and external customer service, with a positive attitude. She's truly an asset to the department!

### Daniel Hilliard, EW III



#### REGION 3

Daniel Hilliard provides excellent service to his co-workers and all customers. His approach to service is stellar and ought to be replicated. The care he provides each needed action is deliberate and thoughtful. We are proud to be on the same Team as Mr. Hilliard!

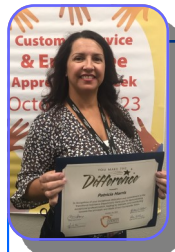
### Tom Gettman, EW III



#### REGION 4

Tom Gettman has been with TAD for 28 years. He is an Imaging Super User, who assists with imaging issues for our staff, as well as in other regions. Tom has served on the Health Care Policy HB committee for many years and is a Medi-Cal Guru. He is always willing to lend a hand and answer questions, turning it into a teaching moment. Tom's Medi-Cal expertise benefits not only Region 4 staff, but staff in other regions. Tom is an asset to the Department!

### Patricia Harris, EWSI



#### REGION 4

Patty Harris has been with TAD for almost 14 years. In February, Patty volunteered to be in-charge while her supervisor was out while. Patty worked with the other manager in the office to coordinate rapid changes due to the pandemic, including office set up for telework. She coordinated and managed changes due to the increase of intake apps. In addition, she worked with the other manager to oversee an ME audit. Patty is an asset to the Department!

### Diana De Otero, EW II



#### REGION 5

Diana is a great asset to the team. She takes initiative, has worked in multiple functions and assignments and has been successful in all. She looks at "the big picture" and ensures that excellent customer service is provided. Her strong organizational skills have helped with managing the workload in the office. She has been a key player in increasing the office ES proficiency rate by assessing cases timely & accurately. Diana is a valuable resource!

### Terri Trueheart, ESS



#### REGION 6

Terri Trueheart is an above & beyond worker who ensures she provides the best customer service to her customers and peers. Terri's supervisor and manager received numerous compliments about her level of service she has provided as an essential in-office employee. Terri takes the time to ensure that even the smallest detail is acknowledged while conducting her tasks. She volunteers and is willing to take on extra assignments. Terri is a true asset to Region 6!

### Tina Jones-Delair, EW III



#### REGION 7

Tina Jones-Delair is one of our go to Foster Care EW III's! She is an active member of several departmental and CalSAWS workgroups. As part of these workgroups, Tina provides valuable feedback and that practical application prospective needed for quality direction/instruction. Ms. Jones-Delair always volunteers for projects and is always willing to assist her co-workers with complex case actions. Tina is a valued member of the Foster Care Team!