



Employee of the Quarter SPOTLIGHT!

Director's Message

May 2018

As the summer months approach, I am reminded of how quickly time goes by, and how important it is to take the time to genuinely thank and recognize our staff for the contributions and efforts they put forth each day they come to work. At our May 2018 Quarterly Employee Recognition Ceremony, it was made clear that TAD truly has the best employees in the county! Not only do these staff consistently produce high quality work, but the anecdotes provided by their deputies demonstrated how they have great working relationships with all levels of staff and a positive influence within their district and region. I am grateful for TAD's employee recognition events because they remind us all why we chose to work in social services, help our community, make our workplace a place we want to be, and live our lives with a purpose that is greater than just 'showing up'. I am extremely proud of our honorees and their commitment to ensuring our customers receive the best customer service and attention they deserve. Congratulations to you all!

- GILBERT RAMOS

Dixie Wilson, OA II



REGION 1

Dixie is truly an asset to TAD San Bernardino 01's Office Assistance Team, as she is an extremely hard working and efficient employee. She carries a

wealth of knowledge, is a great resource to her peers, and continually makes customer service her top priority!

Peggy Reid, EW II



REGION 2

Peggy always goes above and beyond! She is given difficult case actions at times and always finds the solution to ensure correct benefits are issued. She

has excellent work flow and communication skills. Peggy always has a smile and is ready to lend her support to ensure excellent customer service. She has great initiative & processes quality work!

Adriana Lechuga, EWSI



REGION 3

Adriana takes pride in meeting new challenges head-on. Her understanding of our Health Care programs has helped the region

provide excellent service to our customers. Adriana is dedicated, detail oriented and offers her knowledge, not only to those in her unit, but to her entire Region Team!

Sophia Valle, EWSI



REGION 4

Sophia is the go to supervisor. She listens and is empathetic to customers needs while explaining regulations. Sophia jumps in to assist anyone and

works quietly in the background never seeking praise or acknowledgement. She takes great pride in her work and has the respect of her peers, managers, and line staff. Sophia is a great example of internal/external customer service!

Amy Cisneros, EW II



REGION 5

Amy is a very dedicated employee and really goes above and beyond to assist customers with their needs during a time when they need understanding and

empathy. She states this is not just a job to her, she comes to work because she loves her job and her customers communicate their appreciation often. Amy is what outstanding customer service is all about. Thank you Amy!

Eric Resendez, ESM



REGION 6

Eric is always willing to volunteer whenever needed. He takes initiative to assist his peers while out of the office without being asked. Eric has

taken the lead of a workgroup which resulted in positive outcomes & changes. His dedication in supporting the region & department towards achieving goals is appreciated. Eric has a positive attitude & is an excellent role model!

Angelica Ruiz, DM



REGION 7

Angelica is an advocate for the department's goals and initiatives. As lead/co-lead of workgroups, she has worked with support divisions to enhance

processes and developed trainings to promote technology. Angelica is a dedicated leader, advocate of succession planning, and a "team player". She is an asset to Region 7!

Rosa Carreon, EWSI



REGION 7

Rosa's commitment to exceptional customer service speaks volumes as to the type of supervisor and person she is. She displays a genuine willingness to

make TAD and the CSC the best it can be. Rosa has excellent leadership skills and strives to raise the bar even higher and encourages others to do the same!

Tracy Williams, EW II



REGION 8

Tracy has received perfect attendance in 2016 and 2017 which is a reflection of her dedication to TAD and the service to our customers. She always

volunteers for assignments and offers ideas to help meet goals, streamline processes and is an exceptional example of a "team player". Tracy is a true asset to the Del Rosa team!