



# Employee of the Quarter SPOTLIGHT!

## Director's Message

August 2018

TAD's quarterly Employee Recognition event was truly remarkable and I am honored to present the August 2018 awardees! It is hard to believe that half of 2018 is already over, but hearing about the exciting and wonderful accomplishments and goals that these employees strive to achieve every day, demonstrates what it means to be leaders in serving our customers and each other. The reoccurring themes that were echoed by the deputies when introducing these staff were those of dedication, teamwork, compassion, and positivity; not to mention that they all smile quite a bit at work. These deserving staff have earned their place as outstanding employees within our organization, and I could not be more proud of them and their willingness to go the extra mile for our customers and you, their co-workers. As a public service agency, we have the obligation to look ahead and move forward, while investing in our staff, caring for our customers, and planning for our future. It is both an honor and privilege to be the Director of this department, and none of TAD's accomplishments would be possible without your hard work, talent, and enthusiasm. Congratulations to you all!

- GILBERT RAMOS

### Michele Kirkland, OA II



#### REGION 1

Michele consistently gets kudos from customers, co-workers and supervisors regarding her customer service skills. She is pleasant, patient and thorough. She has a positive attitude and always looks on the bright side. Even with the demanding job of an OAI, Michele is always smiling and stays upbeat, motivating her unit and customers. She is compassionate with customers, trying to lift their spirits when they seem down!

### Royce Sumlar, DM



#### REGION 2

Royce is an excellent District Manager. She ensures that the Rancho office is running the way it should be. She is a team player and her commitment to improving our service and quality of work, not only in her office but in the Region, is very much appreciated. She is one of the Outreach coordinators and does an excellent job in setting up events in the West End. We are very lucky to have her!

### Wendy Johnson, EWSI



#### REGION 3

Wendy exemplifies the best in Human Services. Her work-ethic and drive, to effectively meet goals, is only surpassed by her true compassion and desire to be of service. Her ability to blend the two responsibilities is admirable. Wendy is truly an asset to our department!

### Lisa Shair, EWSI



#### REGION 4

Lisa has been a Medi-Cal supervisor in the Redlands office since 2004. She is highly organized and goes above and beyond to assist anyone in need.

Lisa's productivity and can-do attitude are contagious. Her work ethic and interpersonal skills are top notch. As one of her peers stated, "Not only does she do a great job herself, but she helps the rest of us do our best too!" Lisa is an excellent role model for all levels of staff!

### Eliza Farias, EW II



#### REGION 5

Eliza shows dedication through her accountability and hardworking manner. She is known as the go to person who assists whenever possible. She comes to work every day with a positive attitude and is not afraid of a challenge. Eliza takes pride in her work and provides excellent customer service. She feels rewarded every day that she can help someone in need. We are honored to have an employee like Eliza!

### Melissa Pelayo, ESS



#### REGION 6

Melissa is committed to ensuring she provides excellent customer service and providing support for all those she comes in contact with daily by taking pride in her job. She understands the goals set by the department and her role in assisting our customers with reaching self-sufficiency. Her hard work, dedication, and team work makes her an asset to the team!

### Shannon Devino, EW II



#### REGION 7

Shannon is an outstanding example of what excellent internal and external customer service should be. Not only does she take a high number of calls each month, but she has an exceeds standards case review proficiency. She is a team player and often assists others with complex case actions. Shannon maintains a positive "can do" attitude, and always brings a smile to people around her!

### August 2018 Employee's of the Quarter

