



# Employee of the Quarter SPOTLIGHT!

## Director's Message

February 2022

I am proud to present our Employee of the Quarter awardees for February 2022. I am looking forward to a year with a positive vision, goals to reach, and the hope that many of the challenges of the last 2 years are behind us. A great way to start this year was to celebrate and listen to all of the wonderful things each Deputy had to say about their honoree. The phenomenal leadership skills, desire to help wherever help is needed, and the dedication to provide each customer they meet the best customer service possible is why these staff were selected this quarter. Public service is more than just a job and we must find satisfaction in helping those in our communities as well as our peers. These honorees have each worked hard to ensure our Countywide Vision is realized and shines through in all they do. Thank you for all of your hard work and congratulations to you all!

- Gilbert Ramos

### Sherry Hernandez, EW II



#### REGION 1

Sherry Hernandez is the resource supervisor for TAD 02. Sherry has been a tremendous help through these difficult times utilizing her team to assist in the office and positioning them where they will have the most impact. She always keeps everyone informed on what her team is doing and always reaches out to assist other supervisors. Sherry does this with minimal supervision or guidance and is and will continue to be a true blessing/asset to the TAD 02 Team.

### Elizabeth Castro, EW II



#### REGION 2

Elizabeth works out of the Rancho Cucamonga TAD25 office, and has made a big impact in the short time she has been employed with the department. Elizabeth was selected for her outstanding teamwork, positive attitude, and her willingness to learn. She makes a difference once customer at a time!

### Veronica Machuca, EW III



#### REGION 3

Veronica's drive and dedication are on display every day. She volunteers to lead when needed and has provided such support for her district twice, in 2021 and 2022. Her mentoring skills and understanding of programs and procedures are a welcomed resource to her team, colleagues and customers. Veronica is a "go-to" person in the office and has decided to complete additional college credits to help achieve her desired goals. We are sure she shall reach and then exceed them. Congratulations!

### Chrissillia Estrada, EW III



#### REGION 4

Chris is currently the resource supervisor in Yucaipa. She has been with TAD over 20 years!. Chris is always looking for ways to assist the region, she regularly assists supervisors in the region with case reviews. As part of the Region 4 resource team, she is responsible for assigning out and controlling for all EWIII case reviews in the region. Chris has taken responsibility for trainees in Yucaipa when needed, she ensures they receive the mentoring and training they need to be successful. She is an asset to the Yucaipa office and to Region 4

### Julie McCoy, EWSI



#### REGION 5

Julie McCoy has been essential staff in the office since COVID/ reduction in staff started. She recently promoted to EWIII in the Yucca Valley office and supports staff in Yucca Valley as well as 29 Palms. Julie is a team player and assists when and where needed, she wears many hats throughout her day from OJT lessons and troubleshooting to working the CSR desk and assisting intake by completing interviews and processing case actions.

### Christy Black, EW II



#### REGION 6

Christy Black is an Employment Services Specialist from Adelanto TAD. She has a heart to serve and takes pride in assisting our customers towards the path of self-sufficiency. She goes above and beyond with her exceptional customer service and currently serves as one of TAD's WEX Coordinators. While serving in this role, she continues to volunteer for additional tasks. She is always professional and gives 100% in all she does.

### Francine Martinez, ESM



#### REGION 6

Francine Martinez is an Employment Services Manager for Transitional Assistance Department who exemplifies Excellent Customer Service to both internal and external customers. Most often she volunteers to take on additional tasks and provides support to her peers without anyone's knowledge. Francine supports the Countywide Vision through her liaison roles for Child Care and the Home Visiting Program which provides support to TAD's vulnerable families. Her efforts directly impact the success of our departments partnerships.

### Paul Marquez, EW III



#### REGION 7

Paul Marquez has been an exemplary team member for region 7. He demonstrates his drive and eagerness daily in his EW III position. He takes pride in his mentoring assessments, his policy analysis and his role as a resource. He volunteers to assist wherever needed and feedback received raves about his positive energy and approachability. Staff and supervisors alike praise Paul for his dedication, knowledge and willingness to serve.