

Employee of the Quarter SPOTLIGHT!

Director's Message

May, 2022

Every quarter I look forward to recognizing staff for their excellence. The employees recognized this quarter bring a strong spirit of optimism, dedication, positivity and courage that reflects the passion they each have for the jobs they perform. The characteristics displayed by the honorees help build a positive work environment. They each place a high value on customer service, have a positive attitude, and dedication to the important work they do and families they serve. Thank you for all your efforts and contributions. Congratulations!

-Gilbert Ramos

Rosario Aceves, EWII



REGION 1

Rosario is currently working at TAD 07 as an Acting EWII. She is a hard-worker, proactive, positive mindset, open-minded, she is very flexible and always willing to do whatever is needed to get the job done. She is a team player and is a great asset to TAD.

Marisella Valdivia, EWSI



REGION 2

Marisella is a courageous leader, when the stakes are high and circumstances turn against her, she's capable of moving toward her goals while growing stronger in the process. Most of our lives, we're challenged with crises, Marisella is not cowed or intimidated by them, she remains dedicated to her objectives, work, and team. She realizes that in the midst of uncertainty, there lies an extraordinary opportunity to grow, rise, and invest in the people around her.

Karla Melgar, EWII



REGION 3

Karla really shines and volunteered to serve as part of our essential team. She embodies the spirit of customer service every day and is part of our 'First Line of Service' in one of the busiest offices on the Department. Working hard is important, but working *kind* is equally important, and Karla nails both! Her optimism, professionalism and overall positive attitude are an attribute to all whom interact with her. Thank you for your dedication to Efficiency, Teamwork and Service Mrs. Melgar.

Amber Scroggins, EWII



REGION 4

Amber is an EWII in the Hesperia TAD office. She is the definition of a great EW. She is flexible and always willing to take on any challenge. She is an active team member and always makes herself available to both probationary and regular staff. She is professional and courteous when dealing with both internal and external customers. She has worked as part of the essential team, in office, since the beginning of the pandemic. She is an asset to the Hesperia office!

Sheria Gills, EWII



REGION 5

Sheria has a positive impact on her peers and the community. Sheria provides office support whether it be as part of the essential duties, intake, lobby coverage, mentoring or mailroom. Her excellent customer service is often praised by her peers, customers, and supervision. Feedback is that interactions with Sheria are always positive and productive. Sheria is an asset to our intake team, our Department, and the community we serve.

Hector Gamez, ESS



REGION 6

Hector Gamez has been an ESS for 28 years and has always maintained an enthusiastic outlook for what he gets to do every day. Hector is a team player that jumps right in and helps out, as WEX Coordinator for the Apple Valley office he provided coverage for the much larger Victorville office for several months to ensure that our customers did not have a delay in the opportunities for employment. The amount of positive feedback customers and peers take the time to write down and provide to his supervisor is a testament to the great customer service he provides.

Alma Franco, DM



REGION 7

Alma Franco is an exceptional example of an employee who contributes to the County's vision. As a manager at the Transitional Assistance Department Customer Service Center-(TAD-CSC), she works closely with TAD Administration, supervision, staff and regularly assists customers. She is committed to and exemplifies our County's values in an extraordinary way. As the lead on the Employment and Training (E&T) workgroup, she works with community-based organizations and local community colleges, to obtain and secure job and training opportunities for our customers under the Welfare to Work program. This active approach assists in achieving the County's goal in guiding customers to self-sufficiency. She consistently approaches matters with our customers, staff and with business needs on the forefront of her decision-making. She develops plans and presentation to deliver and implement policies and procedures. She has a strong ability to identify and forecast department needs and the global thinking to enhance department goals.