



Employee of the Quarter SPOTLIGHT!

Director's Message

August 2023

The August 2023 Employee of the Quarter recognition ceremony was truly inspiring, offering a chance to acknowledge the profound impact of the caring, kind, and compassionate service our staff provides to our communities. The dedication, empathy, and passion you bring to your roles are invaluable. Your consistent efforts to help people in need, upon whom many depend, showcase your professionalism, attention to detail and positive attitude. You're making a genuine difference each day and the celebration was a small way to show our gratitude for your work and your commitment to supporting the County Vision. Your contributions are deeply appreciated. Congratulations for the remarkable difference you make!

- GILBERT RAMOS

Susan Isbell, OAI



REGION 1

We would like to recognize Susan Isbell for Employee of the Quarter. Susan has been a tremendous asset to the OAI/Supervisor team at TAD 02. Susan is an Issuance and EBT

AOA. Since the day she started, Susan has been eager to work at her highest potential. Susan has a sharp eye and pays very close attention to each and every detail. This makes her do an outstanding job. Susan is on top of jobs even before we ask her. When we inform her of something that she will need to do, she has already completed it.

Patricia Ramirez, OAI



REGION 2

Patty is very knowledgeable in all aspects of the OAI duties. She is an expert in MEDS and also serves as a backup to the OAI/Building Manager. She is reliable and knows which avenues to take to handle any office situations or concerns. Many office staff members go to Patty for help when needed, as they trust her knowledge and guidance. She always comes to work with a smile and a positive attitude. She is such a very important part of our Rancho team, and I truly appreciate her hard work and dedication to our department.

Angelique Vernon, EWII



REGION 3

Angelique Vernon is an excellent employee who is known for her excellent case work and is a resource of knowledge to the Barstow TAD office. She is the primary scheduler, a trusted mentor and an excellent trainer. Angelique is also known for identifying ways to process work efficiently, and truly cares that the case work processed for our customers is accurate.

Claudia Ruvalcaba, OAI



REGION 4

Claudia has been serving TAD for the last 10 years. She takes it upon herself to provide exceptional support and service to all of our staff. Claudia is a valuable resource for our

Colton/CSC mentoring team. She has mentored and assisted multiple eligibility workers, resulting in a seamless successful transition for them. Claudia receives calls daily from her peers who call upon her experience and advice. In addition to performing her job at an exceeds level, Claudia demonstrates an extraordinary commitment to our department as well as to the community. Claudia is an invaluable asset to the Colton Team!

Pollie Lopez, EWII



REGION 5

Pollie provides great customer service, she is kind, considerate, and professional when interacting with both internal and external customers. As a team member Pollie goes above and beyond, contributing in a positive way as a mentor for new staff. She is willing to take on new responsibilities, she is the ICT EW for both Yucca Valley and the Twentynine Palms offices. Pollie is a person you can count on when in need and offers positive solutions. She is very knowledgeable and provides high quality work in all that she does including CalWorks, CalFresh and MAGI actions.

Pauline Martin, ESS



REGION 6

Pauline Martin is a 23 year San Bernardino County employee. Pauline is always available to provide the best internal and external customer service. Pauline volunteers as the My Health Matters representative for the Barstow office. Pauline has further assisted the office and Department by being a mentor to new trainees. She is very policy knowledgeable and self driven. Pauline also assists the ROV at every election. She will be volunteering to the CalSAWS on site support with our neighboring counties. She is simply one of those employees who is there when you need her for both supervision and co-workers.

Darrin Kearney, SAI



REGION 7

Darrin Kearney has been part of the Customer Service Center since its opening in 2011. As a Staff Analyst II, Darrin has an excellent understanding and knowledge of the systems we use. He uses his expertise to assist staff with complex problems and extensive troubleshooting and does this while always maintaining a positive attitude and with a smile on his face. Over the years, Darrin has developed a close rapport with staff, supervision and management. The CSC has frequent visits from other counties and project leaders, Darrin is always quick to volunteer and offer his support by sharing his knowledge with others. He is a prime example of a team player.

