

Director's Message

February 2024

We are happy to share the highlights from the 4th Employee of the Quarter recognition event. We had the pleasure of honoring and celebrating our exceptional staff for their outstanding customer service and unwavering care for our community. Their dedication and hard work truly embody the core values and vision of the County, fostering trust and support among our residents. We extend our heartfelt thanks to each staff member for their commitment and the positive impact they make every day. Your efforts are inspiring, and we are incredibly grateful for everything you do. Congratulations to all of you!

James LoCurto

Cathy Waddell, EWII



REGION 1

Cathy is an asset to the Del Rosa office, and has worked for the County for over 30 years. She is currently the primary De-duplicate EW. In addition, she provides support for E-ICT's, appointment scheduling and other daily assignments as needed. She is extremely flexible and keeps a positive attitude. She has an excellent work ethic and strives to complete accurate work. She is friendly and willing to assist her peers, supervisors and managers with any tasks. Her customer service skills are outstanding, she takes initiative and is willing to share ideas to improve workflow.

Maryanne Pound, OAIII



REGION 2

Maryanne Pound is committed to excellency ensuring our office is running as it should for our customers and staff. As our building manager, she can regularly be seen walking the office looking for needed repairs and following up until they are completed. She is a kind and considerate person always greeting people with a smile from our customers in the lobby to her peers. Maryanne has a way of connecting with people and making them feel welcomed. It is a pleasure working with Maryanne and having her as part of the Region 2 team!

Meghan Tafoya, EWII



REGION 3

Meghan is the epitome of dedication. She steps up whenever we need her program knowledge and system expertise. She has mentored new employees and guided them on the path to becoming successful EWs. Meghan always delivers excellent customer service to our customers and her coworkers.

Rosa Mendez, EWIII



REGION 4

Rosa is deserving of this recognition and is nominated as Region 4- Employee of the Quarter. Rosa is an outstanding employee and a 17 year member of our TAD family. As an EWIII, Rosa is a CalWORKS/

CalFRESH subject matter expert, she mentors staff, conducts OJTs and completes case reviews. She can switch job functions effortlessly, sometimes daily, depending on where the greatest need is. She promotes teamwork and contributes to a positive work environment. Rosa does not bring attention to herself and what we see as an outstanding work ethic, Rosa describes as "just doing my job".

Gregorio Aguilar, EWS



REGION 5

Greg has demonstrated an unwavering commitment to his team and customers as a Lobby supervisor. He is courteous, professional, and responsive in his interactions with both his internal and external customers. He always remains calm when dealing with difficult customers, and always looks for solutions when encountered with issues. Any challenge that Greg takes on is always with a positive attitude. He is the definition of Excellent Customer Service.

Lori Monica, ESS



REGION 6

Lori is an amazing ESS and asset to our district office. She is the primary WPR worker, she goes out of her way that every single case pulled for WPR is thoroughly worked. She volunteers and is often proactive to assist her peers and supervision in any way. She ensures her customers are engaged and explains participation and activities they have to choose from in detail. She is part of the district Boosters and even takes it upon herself to cheer up her peers and make them feel noticed and appreciated in her own way. Her energy is contagious and appreciated not just by supervision but also by her peers.

Christy Mautz, EWIII



REGION 7

We can count on Christy to present a positive attitude. She will see a problem and jump in to help resolve it, often with only a few moments to prepare. Christy recently went above and

