



Employee of the Quarter SPOTLIGHT!

Director's Message

May 2024

We are proud to present our Employee of the Quarter awardees for the first quarter. This is our opportunity to thank you and celebrate your achievements, hard work and dedication. Reflecting on over a decade of Employee of the Quarter celebrations, we proudly recognize that we have some of the most passionate, resilient and kind staff in the county. Elaine and I deeply appreciate your outstanding work and thank you for supporting the countywide vision of providing exceptional customer service through your commitment to public service. Congratulations!

- James LoCurto

Monica Trejo, EWII



REGION 1

Monica Trejo has been an exceptional Eligibility Worker II and has been serving our County since 2010 in the Transitional Assistance Department. She has a positive attitude and is always willing to assist with any office needs. In addition to her caseload, she assists with the TAD 02 MC Cont Inbox by assign PII's/appointments, MC list, mentoring trainees, troubleshooting Calheers and assisting any Eligibility Workers or supervisors that ask her questions. Monica is approachable and always provides great customer service!

Tina Ramos, EWII



REGION 2

Tina has excellent customer service. She assists with the lobby and attends to each customer as though she has them at her desk and helps them fully to ensure that they do not have to return. If able to she will process their case right then and there. Tina is always involved in problem solving in a way to help the customers better each time. She resolves problems independently and successfully. She is always speaking up during meetings to suggest ideas to help better the office. Overall, Tina is a go getter and always willing to be a team player for our office.

Laura Leon , EWII



REGION 3

Laura is an exceptional employee who takes great pride in her work. She always goes above and beyond, with the customer in mind, to ensure they receive exceptional service. Laura is flexible, reliable, and always has a positive attitude. We are lucky to have her on the Team. She is a positive influence to everyone around her. Her hard work and dedication to our customers, district office and our department does not go unnoticed.

Jeff Wilson , EWII



REGION 4

I would like to nominate Jeff Wilson from the Redlands TAD office. He is part of the specialized MC team. He is a team player and works well with the team. He consistently takes on additional assignments and reaches out for additional work on a regular basis. He is always willing to help a peer or a supervisor with difficult case situations and provides excellent customer service. He is an asset to Redlands TAD, Region 4, and the Transitional Assistance Department.

Eve Gayler , EWII



REGION 5

Eve constantly shows an exceptional level of leadership and teamwork. She maintains a positive attitude, regardless of how difficult the task, directing her energy toward finding solutions. She takes on challenges as opportunities for personal growth. Eve is the first to volunteer for committees and work groups, networking, participating, and providing feedback to assist with the success of the department. She is a very positive influence within the office. She is enthusiastic and motivates those around her. Eve is continually going above and beyond. We are fortunate to have her on our team!

Guillermo Aguilar, ESS



REGION 6

Guillermo provides exemplary customers service, both internal and external; consistently going above and beyond. He is always looking for opportunities to enhance his skills, and program knowledge. He executes all tasks and assignments with motivation and with pride, promoting a warm, positive, and friendly work environment. Guillermo understands his role supports TAD and the goal of servicing the community and the families of San Bernardino County with integrity, dignity, and respect. He is a great asset to the Del Rosa Welfare to Work team.

Melissa Salinas, OAI



REGION 7

Melissa has been an OA II in the Ontario Processing Center for just under 2 years. In that short amount of time, Melissa has soared in the position and displayed a go getter attitude in all assignments given. Melissa manages several assignments, throughout the day; effectively prioritizing her workload and meeting deadlines, all while maintaining a positive attitude. Her passion and investment in the success of the department is definitely noticed by all and truly appreciated.

