



Employee of the Quarter SPOTLIGHT!

Director's Message

August 2024

We are incredibly proud to recognize the outstanding individuals who have been awarded the Employee of the Quarter August 2024. Your dedication, compassion, and commitment to excellence have not only strengthened our team but also deeply impacted the community we serve. One of the most remarkable aspects of the Transitional Assistance Department is the strong relationships you build with one another. These bonds foster collaboration and teamwork, allowing us to support each other and accomplish our shared goals. By sharing your knowledge and expertise, you ensure that our collective impact continues to grow creating an environment where our customer feels valued and understood.

Elaine and I are deeply honored to share with other county departments the profound impact we have on community health, nutrition, and employment. Thank you for the work you do every day to support the county's vision and to enrich the lives of countless individuals. Congratulations to all of you!

- James LoCurto

Brenda Serrano, EWS



REGION 1

Brenda is an exceptional supervisor out of the TAD 01 office. As a supervisor in the PACE environment, she continues to ensure that the team work together in providing excellent customer service both internally and externally. She has mentored new supervisors, as well as supervisors from the region and outside the region on best practices. She is on workgroups and have volunteered to be on interview panels. Brenda is very approachable, and consistently goes above and beyond. Brenda is dedicated and hardworking and promotes the Departments goals in enhancing the quality of life in the community through our services. She is an asset to the region and to the Department.

Rochelle Williams, EWS



REGION 2

Rochelle Williams has been with the department 11 years. Rochelle goes above and beyond in providing excellent internal and external customer service. She sets the example for staff, she exudes integrity, humility and excellent work ethic. She goes above and beyond to provide the support where needed as a great team player and does it with a great positive attitude. She consistently displays our departments values as a public 7

Racasha McGordon, EWS



REGION 3

Racasha is an outstanding supervisor, exceptional teammate and organizational phenom. She is hardworking, dedicated and consistently committed to her duties, as well as her team. She is genuine, takes pride in her work and truly cares about providing excellence though service every single day. She has been a dedicated employee to our department for 18 years, is a leader who leads by example with positivity, efficiency and a kindness that is honest. We are lucky to know and have her on our Region 3 TEAM.

Medardo Sanchez, EWIII



REGION 4

Medardo Sanchez has been an exceptional EW III that focuses on continuously developing best practices and managing routine activities both efficiently and effectively over the last 11 years for our County. He has been a mentor to multiple times, has volunteered with the County emergency Operations Center during the 2023 winter storms to assist the mountain communities with applications. He is also a member of the Departments Task management workgroup in which he assists the group in strengthening the current business practices and functionality. Medardo is a wealth of knowledge and does an amazing job.

Virginia Vasquez, EWS



REGION 5

For over 35 years, Virginia Vasquez has been a part of our TAD family. She has been in the role of Supervisor for 30 years. Virginia is truly the epitome of the GOAT (Greatest of All Time). She goes above and beyond day in and day out when assisting her peers, staff, and especially the customers we serve daily, always doing so with a positive attitude. When asked what she will miss the most in retirement, Virginia's response is she will especially miss doing the "work". Virginia has expressed how she takes pride in her work and in becoming a mentor for new Supervision. She has mentored many, including those that are now OM's or have moved up in their roles. Virginia is a great asset to TAD.

Linda Kerr, SESS



REGION 6

Linda is a committed supervisor who truly works well in a team. In addition to continuously being accessible to staff, Linda also offers assistance and guidance to newly promoted supervisors. Linda frequently helps in the lobby by giving customers the support they need to take care of their service needs. Everyone she encounters receives exceptional customer service from her as she is polite and patient. She is a valuable resource for the department.

Nancy Blanche, EWII



REGION 7

We are thrilled to recognize Nancy Blanche as our employee of the quarter. Nancy consistently goes above and beyond in her role as an EWII. She not only excels in her daily responsibilities, but she also makes a significant impact through mentoring and training new staff, assisting them in becoming proficient EW's. She provides excellent customer service when assisting customers and her unwavering helpfulness and kindness create a positive and supportive environment for everyone at the CSC. We are incredibly grateful to have Nancy as part of our team.

