



Employee of the Quarter SPOTLIGHT!

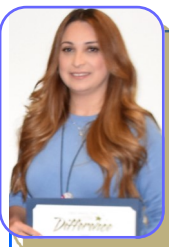
Director's Message

February 2025

Elaine and I are honored to recognize our Employees of the Quarter for February 2025. You will see a commitment to serving the community, dedication, teamwork, and how the awardees truly embody what it means to be a public servant. These employees go above and beyond in every aspect of the job, bringing a positive attitude that motivates those around them. Their flexibility, innovative thinking, and willingness to step up have a lasting impact on both their colleagues, and the individuals we serve. Whether it is mentoring others, problem-solving, being a change champion, or simply lifting office morale with their kindness, they each play a critical role in the success of our department. We celebrate the awardees, not just for what they do, but for who they are. Thank you for your unwavering dedication, your kindness, and the joy you bring to this department and for your ongoing support of our countywide vision. Congratulations!

— James LoCurto

Laura Banda, EW II



REGION 1

Laura is an exceptional worker. She works in a high traffic lobby unit and truly cares about our customers. Going above and beyond. Treats all customers with respect and dignity, providing excellent customer service. Often keeps case actions instead of passing them on to others, provides feedback and offers suggestions to improve operations in the lobby. Ensures customers aren't waiting long. Serves as an in-charge for her supervisor, takes initiative, and provides leadership to configure assignments. She is friendly, has a positive attitude, a problem solver and communicates effectively. She's knowledgeable and takes her position seriously. She is committed to providing resources, and services to the community.

Luz Castaneda, EWII



REGION 2

We would like to recognize Luz Castaneda for her exceptional teamwork. She goes above and beyond to support customers, peers, and new hires by ensuring a positive experience in our office. Luz demonstrates leadership, initiative, and collaboration to provide the best internal and external customer service. Her success is quantified by the numerous compliments she receives on customer surveys, trainee surveys, and general observations in office. Her commitment to patience and kindness is appreciated.

Nancy Valtierra, EWIII



REGION 3

During her time in Adelanto, Nancy showcased exceptional leadership, teamwork, problem-solving skills, and adaptability. Efficiently handling monthlies, stats, addresses any issues that arise within the office. Previous experience as an acting supervisor in the Victorville office made her transition seamless, allowing her to quickly become one of the go-to supervisors in Adelanto. She proved to be a tremendous asset to our team, consistently going above and beyond. She made multiple transitions from Victorville to Adelanto without hesitation, always willing to assist not only her office and region but the entire department. Her dedication and mentorship have made a lasting impact on our staff.

Dionne Walker, EW III



REGION 4

Dionne began her career with TAD in September 2000 and currently serves as an EWIII at the Redlands office. She consistently goes above and beyond, providing invaluable support to her team. She frequently assists with CSC phone coverage, on-the-job training (OJT), refresher training sessions, and mentoring new staff members. She is always ready to lend a helping hand, answering questions and offering one-on-one guidance to those looking to improve their performance. In addition to these responsibilities, she also manages case reviews, intake applications, and supports the Intake team. Her dedication and versatility make her an asset not just to her immediate team but to the entire office, region, and department. Her hard work and positive impact is appreciated. She is a shining star who makes everyone's job easier, day in and day out.

Ann Marie Torres, EW III



REGION 5

Ann Marie promoted to EWIII in 01/2024. She continues to amaze us with the work she puts out and the accuracy in which she completes it. Her hard work and dedication to excellent customer service for internal and external customers is amazing. She's approachable, knowledgeable, patient with fielding questions and assisting customers. She completes and troubleshoots difficult cases and is an expert in navigating CalHEERS. She addresses MC ICT out for TAD 03/79 completes Medi-Cal lists for TAD 03/79. Covers escalations for MC MAQ PACE, back up coverage for the CSR desk as needed all while complete required SMART reviews and OJT lessons for new and continuing staff as needed. She volunteered and participated in outreach events for CalFresh and most recently volunteered and was selected as the VITA Site Coordinator for the Yucca Valley TAD office and back up VITA Coordinator the 29 Palms TAD office. Feedback is always positive from customers, peers, and supervision. She's an asset to the office, region, and County.

Evelyn Avila, ESS



REGION 6

Evelyn Avila consistently goes above and beyond for both her customers and peers, while maintaining a positive attitude. As a mentor and WPR Back-Up Worker, she has demonstrated the ability to teach and expand on her leadership skills. She not only shares her program knowledge, but also motivates our team members to exceed the department expectations. Her contributions to the WTW Team are vital as she continues to offer creative ideas to assist our customers in reaching self-sufficiency. Evelyn's dedication, innovative thinking and collaborative spirit make her an outstanding asset to our department.

Steve Cannon, EW II



REGION 7

Steve is a veteran of the foster care program with more than 26 years of experience and is a valuable member of the Foster Care/KinGap team. Has vast program knowledge, serves as a trainer for new EWs joining our unit and current EWs taking on KinGap duties. When there's questions about the program or policies he takes the lead researching and reaching out to peers or other departments to find answers. He's dependable, shows up ready to work and occasionally on his telework days when coverage is needed. He is well liked and respected by his peers throughout the Foster Care program, has a great attitude. Steve demonstrates exemplary customer service, goes above and beyond to assist our customers/staff, and often helps customers outside of his caseload or program. He is always professional but brings a bit of levity to lighten the mood in the office.

