



# Employee of the Quarter SPOTLIGHT!

## Director's Message

November 2024

We are thrilled to announce our November 2024, Employee of the Quarter, these individuals remarkable contributions exemplify excellence, dedication, and a true heart for service. These awardees have gone above and beyond to make a lasting impact on our community, colleagues and those we serve. Their commitment to enhancing the customer service experience is unparalleled. Always seizing opportunities to make every interaction meaningful. With a heart full of service, they consistently embody the core values of exceptional customer service. Collaboration is at the heart of their success and their willingness to work with others and foster a supportive team environment is commendable. We appreciate the passion for making a difference and for the commitment to supporting the countywide vision. We are incredibly proud to honor these outstanding individuals as our Employees of the Quarter. Congratulations to you all! - James LoCurto

### Vivi Green, EWII



#### REGION 1

Over the years as an EWII Vivi has consistently demonstrated exceptional dedication, professionalism, and a strong work ethic. Has made a significant impact on our team and the organization. She excels in being a model

employee, great attendance, shows up to work to get the job done. Stays on top of her assigned tasks, intake case load along with PACE assignments. Willing to take on extra work when needed without any hesitation. Played a crucial role in maintaining a positive culture through her innovative thinking and commitment. Contributed to reducing the number of incoming applications and recertifications. Mentors new staff and promotes a productive work environment.

### Gabriela Gutierrez, 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.

### Elise Muncy, EWII



#### REGION 3

Through the development of comprehensive on-the-job training PowerPoints. She has significantly enhanced the training experience for new team members. Her active

participation in work groups and commitment to mentoring trainees exemplifies her leadership qualities and willingness to support others. Her thoroughness in reviewing casework readiness to answer questions contribute to a more efficient and effective team environment. Her personality, positive atmosphere encourages others to collaborate and their engagement.

### Reyna Naranjo Cuevas, EWII



#### REGION 4

Reyna embodies customer service and demonstrates it in the many things she does for the office. As a mentor she encourages staff to go beyond what is expected. She assists

staff with Medi-Cal, CalFresh & case questions. She is not only a team player she is a resource for the office. She troubleshoots the difficult cases; using her leadership skills to promote workplace morale. Works directly with the customers giving full attention, goes beyond the distance. Everything Reyna does is in addition to her specialized IHSS caseload which she maintains.

### Margarita Solis, EWII



#### REGION 5

Margarita has been nothing short of excellent when providing customer service to our customers, both external and internal. She is an excellent team player, always

willing to assist in whatever capacity needed and does so with a positive attitude. When asked to complete an assignment she does so without hesitation.

### Sherilyn Merrida, ESS



#### REGION 6

Sherilyn Merrida has been an ESS at TAD 01 since November 2019. Sherilyn constantly displays outstanding customer service. Sherilyn goes above and beyond, she always

has a smile on her face, very professional and patient and makes sure her customers have all the resources and tools to be successful. Sherilyn has received multiple letters from her FS customers stating what an amazing case manager she is and how much she has helped them. Sherilyn dedication and commitment to her customers and her work have been nothing short of exceptional.

### James Crank, EWII



#### REGION 7

James quickly adapted to his role with the Customer Service Center as an EWII and strives for excellence. James has taken a personal interest in self-development, has exemplary attendance and works at a high-performance standard. He is one of the first to volunteer when there is a need whether it be for a project, mentoring or taking on additional tasks.

