SAN BERNARDINO COUNTY
Transitional Assistance

Employee of the Quarter SPOTLIGHT!

Director's Message

May 2025

Elaine and I want to express our deepest gratitude to each of you for the incredible work you do every single day. The compassion, dedication, and pride you bring to your roles are what set our Employee of the Quarter awardees apart. You not only show up but you show up with heart. The work we do is not easy. Supporting individuals and families through public service and providing additional support such as Volunteer Income Tax Assistance, CalFresh Disaster Response, and assisting counties when they are in need shows patience, perseverance, and a true commitment to service. It's work that challenges us, but also work that empowers others and that's something truly special.

You are team players, leaders, and champions for our community. You empower our customers and each other, and you do so with integrity and purpose. It's that willingness to go above and beyond that makes the difference and it does not go unnoticed. Your dedication aligns powerfully with the Countywide Vision, and it's clear that the heart of our department lies in each of you. Thank you for being the reason we are able to make a real and lasting impact.

We appreciate you. We celebrate you. And we recognize that you are the heart of service.

- James LoCurto

Rogelio "Roger" Encinas , EWIII

REGION 1

Roger is an extraordinary team player for the Resource unit at TAD 01. He serves as a representative for My Health Matters and has been instrumental in providing departmental training as a DTMP. He serves as a mentor not only to newly hired EW IIIs, but also to new EWs.

Araceli Gonzalez , EWIII

REGION 2

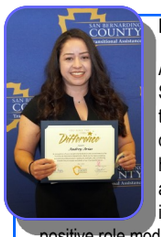
Araceli Gonzalez is an exceptional example of an EWIII. She's a team player, has quick responses to action needed, and has efficient issue resolution. She assists intake and PACE in any duty required always exceeding expectations, proactively solving problems, ultimately leading to internal and external customer satisfaction. District 25 appreciates all her excellent support and hard work.

Theresa Peralta-Greene , OAII

REGION 3

We are recognizing Theresa for her outstanding contributions to the team. She consistently goes above and beyond in every aspect of her role. She trains new and current OA's with a positive attitude to ensure that everyone feels supported and equipped for success. She is the go-to OA in the office, known for her dependability, timeliness, and exceptional organizational skills. Theresa takes on every task with commitment to ensure all assignments are completed thoroughly and on time. She has a proactive approach, steps in to assist without hesitation and always brings a solution when a challenge arises. Theresa's has been left in charge multiple times, which shows the amount of trust her SOA has in her to complete the tasks.

Audrey Arias , EWS



REGION 4

Audrey has been servicing the citizens of San Bernardino for 13 years, currently the Resource Supervisor at the Colton office. She's a great resource, always happy to provide her knowledge, skills and positive personality. Has exceptional internal/external customer service, positive role model, goes the extra mile in addressing the needs of those that she serves. Consistently receives praises from her peers, staff and management team pertaining to her exceptional work ethic. This past year Audrey assisted with the lifting of the Supervisor group and serving as the supervisor group lead. A CalSAWS Regional Committee member for the Usability Committee and an active member of the Task Management workgroup. She demonstrates the qualities we value in TAD employees.

Gilberto Mayorga , EWII

REGION 5

Gilbert is an exceptional employee. He provides excellent customer service to both external and internal customers. Gilbert is known as the "go-to" person in MCCF and has a strong knowledge in both programs, making him our top mentor for new trainees. He makes himself available in any way he can for all staff. He has been nominated by his peers and supervisory team for Employee of the Month on multiple occasions. Gilbert is a great asset to the department.

Darcy Staples , ESS

REGION 6

I would like to take a moment to recognize Darcy Staples, our WEX coordinator for Rialto TAD, for her outstanding dedication and commitment to supporting our WEX participants. She consistently goes above and beyond in her role, assisting them with their resumes, providing valuable guidance, and helping them navigate the process of securing permanent employment within and outside of the county. Her passion for empowering others and willingness to go the extra mile have made a meaningful impact on the lives of many. There are many former WEX that have secured employment in different positions with the County of San Bernardino. Darcy embodies the true spirit of leadership and service, and we are grateful for her hard work and dedication.

Rachel Duran , EW II

REGION 7

Rachel has been providing excellent customer service in the CSC for the past 10 years. Served on the Safety Committee for 8 years, and also served as the Safety Coordinator. She is very organized, implements training, drills, and the meetings. Ensures all safety plans and supplies are consistently updated, and demonstrates the value of safety.

Recently, she learned a new program for the LA County in just a few short days. Rachel volunteered to assist processing Cal Fresh applications by phone for the fire victims. Her dedication served to support our neighboring county during a stressful and frightening time. She maintains professionalism while being helpful, has a positive attitude and always willing to jump in to help others.