



Employee of the Quarter

SPOTLIGHT!

Director's Message

June 2016

As we enter into the warm days of summer, I'd like to say congratulations to all of our June 2016 Employee of the Quarter awardees! It's also graduation season, and I know that many of you individually, as well as family members, have had the rewarding opportunity to celebrate this important milestone. Education is a remarkable tool—it enables you to do great things that can catapult you to great success and lead to valuable contributions within our communities. As Gilbert and I listened to the individual examples of continued education, excellent customer service, commitment to quality work and dedication to their fellow employees, I was thrilled to hear that they all enjoyed a very healthy work-life balance and understood that self-care is a priority with our demanding profession. It is both an honor and privilege to be the Director of this department, and none of TAD's accomplishments would be possible without your hard work, talent, and enthusiasm. Congratulations to you all!

- NANCY SWANSON

Luis Ramirez, EWSI



REGION 1

Luis Ramirez was recognized for his outstanding leadership. He ensures that staff are being utilized to the best of their abilities to achieve quality work and provide excellent customer service. He is also a great team player in helping the office increase productivity by providing training to staff to improve their speed and workflow. He is an asset to the team!

Mary Rodriguez, EW III



REGION 1

Mary Rodriguez was nominated for her strong work ethic, exceptional leadership skills & teamwork. She has been the VITA Site Coordinator for the past 3 years. With her leadership & clear direction, our VITA staff were able to provide quality services to 1,207 taxpayers, exceeding the office goal. Mary possesses a global vision & is committed to providing exceptional customer service!

Elizabeth De Leon, EW II



REGION 2

Liz De Leon is the first person that customers see when they come into our lobby. She has received numerous customer compliments, all stating Liz has excellent customer service skills. She is a team player & her co-workers have recognized her for her willingness to step in & help when needed. We want to thank her for the excellent job she does everyday!

Yvette Zamora, EW III



REGION 3

Yvette Zamora is a wonderful mentor, coach & an all-around Medi-Cal problem solver. She has provided exceptional training to our recent Trainees & is the MAGI's 'go-to' person in our office. Her knowledge, willingness to share & teach others, is a great asset to our staff & department. She is described by her peers as dependable, flexible, always willing to assist & a truly excellent role model!

Laurie Andres, EWSI



REGION 4

Laurie Andres has been an EW, and EW III and is currently an EWSI. She always conducts herself in a professional manner. Laurie is kind and empathetic to everyone she comes in contact with. She takes pride in doing her job well, providing excellent customer service and is always willing to help. Laurie is an asset to the Yucaipa TAD office!

Keri Wittwer, EWSI



REGION 5

Keri Wittwer always guarantees customer service is priority. She is a born leader & has been a big support in reviewing & improving security measures in TAD. Keri showed courage & excellent communications skills on Dec 2nd. She continues to support the counties security measures & communicates any changes as they occur. Keri is a true asset to TAD & the County!

Tim Diggs, SESSI



REGION 6

Tim Diggs continuously is seeking ways to improve customer service and help the office operate more efficiently. He takes on additional assignments with enthusiasm. Tim was an important part of the team in preparing for the implementation of OCAT. He is a great asset to Region 6 and TAD!

Kimberly Fairfield, EW III



REGION 7

Kimberly Fairfield takes pride in her work, accepts new challenges, & is an asset to TAD. She has been a valuable contributor in a number of workgroups. Kimberly consistently follows up with program regulations to provide staff with information. She truly embraces our mission & strives to do her best!

June 2016 Employee's of the Quarter

