



Employee of the Quarter SPOTLIGHT!

Director's Message

November, 2021

I am proud to celebrate our November 2021 honorees for Employee of the Quarter. The comments and stories the deputies shared about each honoree had several things in common; positive attitudes, excellent customer service, strong work ethic, and going above and beyond were qualities all these staff share and continuously exude at work. The objectives and goals each of these honorees have accomplished and continue to reach for in the future is inspiring and humbling. Public service must be more than just doing a job, it is dedication, patience, flexibility, and a compassionate heart. I am very proud each of these staff are committed to public service and ensuring our Countywide Vision is realized. Congratulations to you all!

-GILBERT RAMOS

Asa Horton, EW II



REGION 1

Asa Horton has been working in the lobby since 4/2020 when she volunteered to work in-office as an essential worker. In addition to working the CSR bar in the lobby, she processes CF intake cases the same day using interview waiver for homeless customers eligible to ES. Asa currently participates in the intake workgroup and provides valuable input using her knowledge of AED and intake. She is a dedicated employee with excellent attendance and is an asset to the lobby and to TAD 01.

Rigoberto Pimentel, EWII



REGION 2

Rigoberto Pimentel, better known as Rigo by his peers, has demonstrated great dedication to fulfilling TAD's Mission by providing excellent internal and external customer service. Rigo takes on any and all challenges and tasks with a smile on his face. Rigo's extensive experience as an Eligibility Worker allows him to assist in all functions of our daily operations. Rigo is a great asset to District 15 Ontario.

Anna Anchondo, EWII



REGION 3

Anna is a positive and dedicated customer service oriented person. She is committed to identifying innovative ways to better serve our customers. An example is her involvement in sparking policy changes which successfully ensured customers' needs for virtual translation services, can be met. Her ability to analyze a situation and devise a solution is commendable. Anna is a true team-player and strength within our Region.

Oralia Serrano, EWII



REGION 4

Lia is an EWII in the Redlands office. She began her career with the County in 2011. She is the "go to" person for all things Medi-Cal in Redlands. Lia's exceptional customer service and her extensive program knowledge and empathetic nature allow her to assist both co-worker and customers alike. Lia is not only a great team player but an excellent mentor in the Redlands office! Lia's commitment to excellence make her an asset to TAD!

Veronica Vargas, EWII



REGION 5

Veronica constantly displays her commitment to providing excellent customer service. Her willingness to go above and beyond for customers and fellow employees alike is a direct reflection of her strong work ethic. She is dependable, patient, and dedicated, which makes her a tremendous asset to the essential team at TAD 39. Her hard work is recognized and greatly appreciated.

Danny Mejia, EWII



REGION 5

Danny Mejia provides first class customer services on a daily basis to both external and internal customers. He is dependable and a natural leader, he is always eager to learn and grown in his current position to be the best version of himself and in turn provide the experience and knowledge to others. He goes above and beyond to be available to those around him. He is an excellent asset to the department!

Marco Davalos, EWII



REGION 7

Marco was selected for 3rd quarter employee recognition for his efforts during the CalSAWS migration. Marco was a CNC for our district and initiated Imaging training for our Foster Care team. He took additional training and has been our SME for all imaging questions. Marco championed the change and brought his team along with him!