

COUNTY OF SANTA BARBARA CALIFORNIA

RESOLUTION OF COMMENDATION FOR
Maria Aguila, Lisa Acosta, Nadine DeAnda,
Josie Felix, Ericka Galvan, Martin Nava,
Yesenia Placencia, Maria Hosch, Maria Hernandez,
Molly Gonzales, Rosa Lopez
EMPLOYEE OF THE MONTH, SANTA BARBARA COUNTY, APRIL 2009

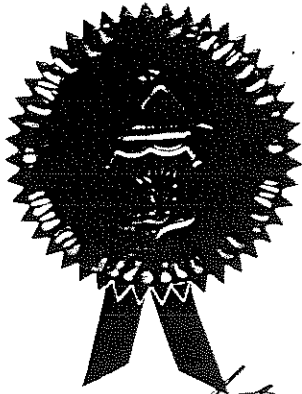
WHEREAS Child Support entered perilous times: a new computer system was mandated, and engineered imperfectly elsewhere; penalties for delay were already over a billion dollars; currently existing information was in danger of being wiped out by the new computer; new customer Service Requests were produced extravagantly, requiring detective work to determine which were real and which were not;

WHEREAS Child Support knows the value of teamwork: strength in numbers, flexibility in assignments, variety in solutions;

WHEREAS Child Support empowered the Case Creation team to meet all challenges known and unknown;

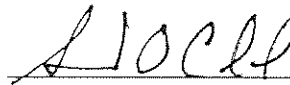
NOW, THEREFORE, BE IT AND IT IS HEREBY ORDERED AND RESOLVED to honor the Child Support Department's Case Creation Team as Santa Barbara County Employee of the Month for hastily make the changes to the existing computer files so that information would not be lost in the conversion; for working 25,885 Service Requests in less than a year and a half; for voluntarily working a combined 129 hours during the County furlough to meet mandated timeframes; for assessment and discharge of 400 externally generated computer errors a week; for opening as many as 82 new cases a week and for an attitude of accountability, customer focus and efficiency. Though we honor the team, we acknowledge that teams are made of stellar individual talents: Maria Aguila, team leader, who comes to work each day with a meticulous plan for achievement and a sparkle in her eye; Lisa Acosta, steadfast and focused; Nadine De Anda-Perez, striving always in her education and delighting in the internet tools that assist us; Josie Felix, strong-willed and resilient; Ericka Galvan, caring and determined; Molly Gonzalez, always ready to switch priorities when a colleague needs help; Maria Hernandez, reliable and trustworthy; Maria Hosch, always organized and ready for anything; Rosa Lopez, overflowing with good humor; Martin Nava, cool and analytical; and Yesenia Placencia, who never loses sight of the families we serve.

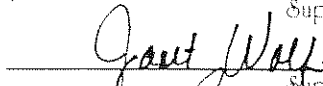
PASSED AND ADOPTED by the Board of Supervisors of Santa Barbara County, State of California, this 7th day of April, 2009 by a unanimous vote of all members present.

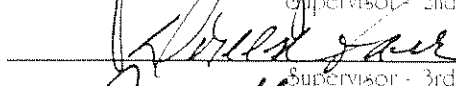


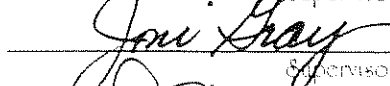
ATTEST

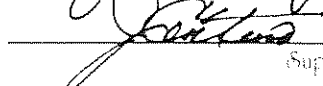

Clerk of the Board


Supervisor - 1st District


Supervisor - 2nd District


Supervisor - 3rd District


Supervisor - 4th District


Supervisor - 5th District