

# COUNTY OF SANTA BARBARA CALIFORNIA

## RESOLUTION OF COMMENDATION FOR CHILD SUPPORT SERVICES DEPARTMENT EMPLOYEE OF THE MONTH, FEBRUARY 2011

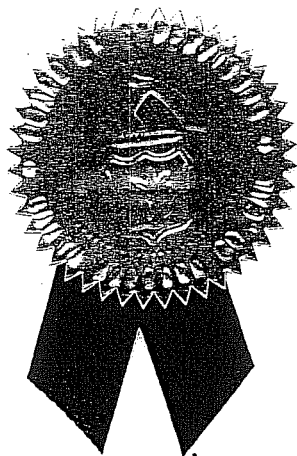
**Whereas**, the Child Support Department, striving to excel in customer service, in July, 2009 created a team of workers dedicated to establishing new cases;

**Whereas**, for Federal Fiscal Year 2010 which ended on September 30, 2010 those workers consisted of Larissa Burke, whose patient kindness with customer questions is legendary; Cristy Costa, a natural leader whose enthusiasm and organization is always evident; Ericka Galvan, finely attuned to the personal needs of the families we serve; Arleen Herrera, full of sweet goodness and phenomenal work output; Yesenia Placencia, a joyful, energetic presence every day; Lucia Reyes, diligently working, then equally diligent in pursuing a Masters degree in her off hours; Rocio Ramirez, brimming with integrity and customer focus and Jennifer Shaw, energetic and always ready to help her colleagues;

**Whereas**, the team believes that the most successful outcomes grow from early engagement with the parents, helping them form mutual agreements that place the children first, they have placed an emphasis on communication, accessibility, and constant customer education about the Child Support process;

**Whereas**, the team has faced daunting workloads by pooling their resources across two regional offices, to work together to accomplish tasks, seamlessly helping each other in meeting the demands of the 4,000 new cases they've opened since July 2009; and increasing the amount of orders established by 10%.

**Now therefore, be it and it is hereby ordered and resolved** that this Board proudly recognizes the Child Support Establishment Team as its February 2011 "Employee of the Month."



ATTEST: Chandra Walla  
Clerk of the Board

LLOCL

Supervisor - 1st District

Janet Wall

Supervisor - 2nd District

Arleen Herrera

Supervisor - 3rd District

Jon Gray

Supervisor - 4th District

St. J. Sanchez

Supervisor - 5th District