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CLERK OF SUPERVISORS
COUNTY OF SANTA BARBARA

COUNTY OF SANTA BARBARA CALIFORNIA

RESOLUTION COMMENDING IRENE HUERTADO UPON HER RETIREMENT MARCH 29, 2024

WHEREAS, on October 18, 1999, Irene Hurtado began her extraordinary 24 year career with Santa Barbara County Department of Social Services as a Medi-Cal Intake Eligibility Worker. Using her knowledgeable and customer-focused attitude, in 2002 she promoted to an Eligibility Worker III, Lead in the CalFresh and General Relief Programs; and

WHEREAS, Irene quickly promoted in 2005 to Eligibility Supervisor due to her knowledge, communication and leadership skills. In 2006, as part of the CalWIN Training team, Irene was an integral part of our county's success as Santa Barbara County implemented the new Statewide Automated Eligibility Data System, CalWIN. Although CalWIN was a major change and a more complex eligibility system, Irene successfully led her team and became the person to rely on for information; and

WHEREAS, in 2008, Irene was a key support staff in the implementation of the Benefit Service Center (BSC). She assumed primary responsibility in assisting with the development, testing and training of new technologies such as Task Management Tracker (TMT), Document Imaging, scanning and the Automated Call Distribution (ACD) phone system. She also participated in numerous project committees; and

WHEREAS, in 2009 Irene promoted to Department Business Specialist at the BSC. Irene assumed supervisory responsibility for all clerical functions within the center including all 14 Administrative Office Professionals. Her knowledge, expertise, and innovative approach resulted in getting work accomplished quickly and accurately; and

WHEREAS, Irene's expertise in BSC processes allowed her to transition to the role of ACD Analyst responsible for call forecasting, staff scheduling and reporting. She then transitioned as the CalHEERS Coordinator where she quickly turned around a backlog of requests for assistance on cases. Irene successfully developed trainings and tools for staff to navigate Medi-Cal eligibility determinations in CalWIN and the CalHEERS portion associated with Health Care Reform - Covered California. Her continuously innovative service delivery assisted clients to be able to access needed medical care; and

WHEREAS, in 2023, Irene was very committed and instrumental in helping launch CalSAWS, another major change in our eligibility determination system. Irene assisted in training and updating tools and resources needed by staff. Irene has proudly served our County providing exceptional service and support to both the community and staff and now looks forward to pursuing more time with her beloved family, daughters Crystal and Jasmin, son Miguel, grandchildren Cristian and Victoria, and husband Miguel and rooting for the San Francisco 49ers.

NOW, THEREFORE, BE IT AND IT IS HEREBY ORDERED AND RESOLVED that this Board of Supervisors recognizes her 24 years of service to the communities of Santa Barbara County, honors, commends and congratulates Irene Hurtado upon her retirement on March 29th 2024.

PASSED AND ADOPTED BY THE BOARD OF SUPERVISORS OF SANTA BARBARA COUNTY, STATE OF CALIFORNIA, THIS 2nd DAY OF APRIL 2024 BY A UNANIMOUS VOTE OF ALL MEMBERS PRESENT.



Monique...
Clerk of the Board

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Supervisor - 1st District
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Supervisor - 2nd District
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ATTEST: