

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Shona Naverre

Honoree's Job Title: Administrative Secretary

Department: Administrative Services

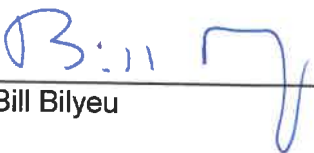
Years of Service with the County: 5 Years

Why the Honoree is receiving a GEM Award including dates:

During a gap in staffing and services in December and January of this fiscal year, Shona stepped in to support the newly created magistrate department. She served as the court administrator (scheduling cases and sending notices) until staff in that department was hired, trained and granted system access. This assistance was in addition to her regular duties and allowed for continuity of operations that was otherwise at risk.

Shona readily agreed to work as a COVID-19 contract tracer for the Healthcare Services. She was always available for case assignment. As employees (including Shona) returned to their in office regular duties, Shona continued to handle new cases and even volunteered and served as a contact manager.

Approved by the department head on the 21st day of September 21, 2020


Bill Bilyeu