

## Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Lana Thomason  
First Name Middle Initial Last Name

Honoree's Job Title: Deputy Clerk II

Department: County Clerk Probate

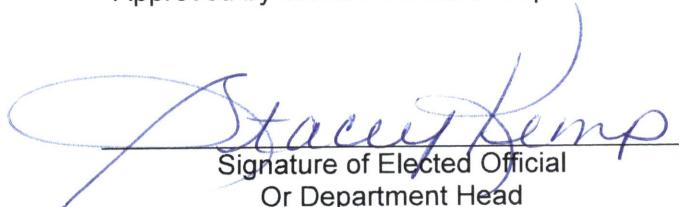
Years of Service with the County: 1 year 10 months

Why the Honoree is receiving a GEM Award including dates:

In March/April 2020, as the Covid-19 pandemic began, the Probate and Mental offices were asked to reduce in office staff by 50 percent. Lana volunteered to stay in the office. Lana expressed that if staying in the office meant that other people would have to come in that were in more vulnerable circumstances, she would stay in full time instead of rotating out. Since the beginning of the pandemic, Lana has been here every day. She has been the anchor in the Probate department. She was able to suggest new processes within the office to allow us to conduct business as usual. Lana ran reports to ensure all documents were filed in a timely manner. The attorney's we work with were required to send documents in prior to hearings which was a completely different process. Lana ensured the Judge had all needed documents and orders in a timely manner as our probate Judge has continued to conduct probate hearings throughout the pandemic. Lana scheduled appointments for the public to visit the office to ensure the business that had to be done within this court was not delayed. Lana was able to adapt to all the constant changing policies with grace. Lana would also give suggestions when she thought a policy change could be better. Lana made sure that when the offices re-opened that the 6 feet rule was adhered to by even making marks on the floor. Lana took on a leadership role. Her dedication to the Clerk's office in the midst of crisis was admirable. For these reasons, I believe she has earned a GEM award.

+

Approved by elected official or department head on the 23rd day of Sept ,20 20



Signature of Elected Official  
Or Department Head

Stacey Kemp, County Clerk  
Printed Name