

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Shannon Capela  
First Name: Shannon Middle Initial:  Last Name: Capela

Honoree's Job Title: Deputy Clerk II

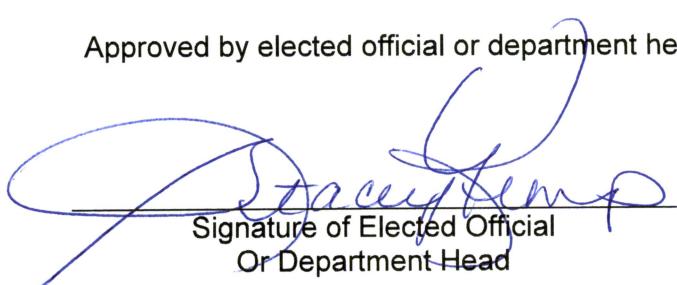
Department: County Clerk Land Records

Years of Service with the County: 7

Why the Honoree is receiving a GEM Award including dates:

I would like to nominate Shannon Capela for the GEM award in recognition of her commitment to the County Clerk's office. Shannon's primary duties are to accurately record and cashier documents that are filed in the County Clerk's official public records. However, she has willingly provided assistance to the vital statistics section over the past several months. At the beginning of the year, the state implemented a new vital registrar database which greatly increased the workload of the vitals clerks. Shortly after the implementation, the department lost its senior most clerk and supervisor. Another clerk on the vitals front counter retired. The department has been overwhelmed. They have been short staffed and unable to keep up with the increased workload. Shannon voluntarily offered her assistance in performing front counter duties as well as processing birth and death records from the state, recording marriage licenses and performing quality control. Many times she would leave her workstation and move to the vitals counter when she saw the lines getting longer. She did this without being asked and still managed to meet her own goals and objectives. Because Shannon put the needs of the office and its customers first, she is well deserving of recognition and has earned the GEM award.

Approved by elected official or department head on the 5th day of June ,20 20



Signature of Elected Official  
Or Department Head

Stacey Kemp, County Clerk  
Printed Name