

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Shaunda McDonald-Willey
First Name Middle Initial Last Name

Honoree's Job
Title: Deputy Clerk II

Department: County Clerk Mental Commitments

Years of Service with the County: 22

Why the Honoree is receiving a GEM Award including dates:

Shaunda is a Deputy Clerk II in the Mental Commitment office. On August 16, 2018, Shaunda took a phone call from a citizen in Plano that was told to call our office from a "suicide hotline" number. The citizen was clearly severely distraught and crying. She was contemplating suicide. Shaunda kept talking to the citizen to keep her on the phone. Shaunda was able to establish a relationship with the citizen enough to get her name, phone number and address. We were able to assist Shaunda by getting this information to the Plano Police dispatch. Shaunda continued to stay on the phone with the citizen. She talked to her about what was going on in her life and why she was so distraught. Plano Police sent a deputy to the person's home to make contact with her at her home. Shaunda told the citizen to answer the door. The citizen did and informed Shaunda that the police were at her home. Shaunda explained to the citizen that they were there to help and get her the assistance she needed. Shaunda then asked to speak to the officer. The officer identified himself and Shaunda was then able to end the call. Shaunda stayed on the phone with the citizen for 30 minutes making sure she was safe. Shaunda's ability to quickly organize resources and her empathy and concern for this citizen, allowed her to keep a bad situation from getting much worse. Shaunda's actions are well deserving of this GEM award.

Approved by elected official or department head on
the

20th day of August, 2018


Signature of Elected Official
Or Department Head

Stacey Kemp, County Clerk
Printed Name