

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Cecilia Avogaro

Honoree's Job Title: Supervision Officer

Department: Community Supervision and Corrections Department (CSCD)

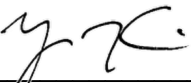
Years of Service with the County: 15

Why the Honoree is receiving a GEM Award including dates:

Beginning June 1, 2021, our department starting using a new software that has been a very difficult transition for everyone. This caused a tremendous amount of stress within the department and put a great burden on all employees. Our Functional Analyst was particularly bombarded with questions about how to operate the software and comments about everything that was not working correctly. One of the biggest problems for officers was that the forms they use in their regular course of business were not working correctly. Ceci took action and was able to assist with correcting many of the forms which relieved much of the stress for officers and provided a huge relief to the functional analyst. Ceci has put many hours into this additional task and our transition time to making the new software functional was likely greatly reduced. In addition to this, Ceci has assisted by training officers and caseworkers on using the new software as she has gained knowledge while correcting the forms. Ceci has also managed her regular caseload made up of a mixture of Spanish and English speakers and also taught class at the SCORE program.

Ceci has clearly gone the extra mile and earned this GEM award. Submitted by Supervisor Jerry DeCroo.

Approved by elected official or department head on the 17th day of August, 2021.



Signature of Elected Official
or Department Head

Yoon Kim

Printed Name