

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

Honoree's Name: Vanessa Kirkland

Honoree's Job Title: Supervision Officer

Department: Community Supervision and Corrections

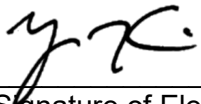
Years of Service with the County: 5

Why the Honoree is receiving a GEM Award including dates:

On June 1, 2021, our department transitioned to a new case management system that staff struggled with due to the lack of an "instruction manual" and incomplete development. Vanessa spent a great deal of time learning the program and creating technical documents on how the case management system works. She took it upon herself to create "How To" documents for various processes and procedures. These documents have been adopted by the department as official department procedures. Each piece of technical writing took several hours to complete and Vanessa completed three of them (with more on the way). Supervisors and all staff have commented that the how-to documents have been tremendous help. We have used these how-to documents in training new employees and current staff. Vanessa has gone the extra mile to assist her coworkers through creating the How-To documents and providing individual assistance to all staff.

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Approved by elected official or department head on the 31st day of March, 2022



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Signature of Elected Official  
or Department Head

Yoon Kim

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Printed Name