

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 Department

Years of Service with the County: 4 years

Why the Honoree is receiving a GEM Award including dates:

Beginning June 1, 2021, our department began using a new software that has been extremely difficult to navigate. This has caused a tremendous amount of stress for all employees. Vanessa was selected early in the process to be a tester of the software before we began using it. Shortly after the "go live" date of June 1, it became obvious that there were many problems with the software and the majority of employees were having a very difficult time doing their jobs. Vanessa poured every spare minute she had into figuring out what worked and what didn't. She notified the Functional Analyst of the things needing repaired and began helping her coworkers understand and learn the new system. She showed officers how to file motions, amend orders and use the software in general. This was no small task. As different things were being corrected it often caused other things to change. Vanessa continued to work independently until she figured things out and then shared them immediately with others. She displayed great humility in the process. Vanessa has been able to reduce much of the stress of her coworkers by figuring some things out and passing them along to others. She has clearly gone the extra mile and deserves 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