

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Deedee Nino

Honoree's Job Title: Senior Eligibility Clerk

Department: Health Care Services

Years of Service with the County: 4.5 years

Why the Honoree is receiving a GEM Award including dates:

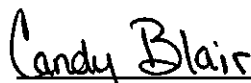
On May 1, 2013 a citizen called to say the Deedee had helped her in the Indigent Program. She stated Deedee was polite and one was one of the most customer service friendly people she has ever dealt with. This citizen directly requested that this employee be acknowledged somehow. She stated that Deedee really helped her understand the process and she was so polite and understanding.

Deedee has the ability to understand and it able to exhibit empathy for those individuals in need. This phone call is a direct testament to the compassion and exceptional customer service skills that Deedee exhibits daily.

Approved by elected official or department head on the 2 day of May, 2013



Signature of Elected Official
Or Department Head



Printed Name