

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

Honoree's Name: Alicia Gentry

First Name

## Middle Initial

Last Name

**Honoree's Job Title:** Lead Supervisor

## Lead Supervisor

Department: District Clerk's Office

Years of Service with the County: 8 years

**Why the Honoree is receiving a GEM Award including dates:**

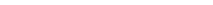
**Alicia demonstrates outstanding leadership and dedication in her role as the supervisor over the Jury Department.**

She has played a pivotal role in driving transformative changes that have improved internal changes and the effectiveness of jury operations for the public. Some of these changes include overseeing the implementation of the new jury software program, had new signs created with better visuals on where jurors could donate their pay, and was imperative on the introduction of the Interactive Voice Response (IVR). The IVR call system, greatly improves communication with jurors, reduced wait times and provided jurors with timely information. Alicia

Alicia plans to increase her Tax, Appeals and Evacuations budget by 10% in the next financial year.

**Her ability to manage diverse tasks while maintaining a high standard of service speaks for her commitment to excellence.**

Approved by elected official or department head on the 26th day of Sept. 20 25



**Signature of Elected Official  
Or Department Head**

Michael Gould

**Printed Name**