

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Maria Ervin

Honoree's Job Title: Tech II

Department: Health Care Services

Years of Service with the County: 7 years

Why the Honoree is receiving a GEM Award:

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Maria was recognized for her exceptional dedication and hard work. The Indigent Department recently faced a significant increase in medical billing and claim status inquiries. Maria has consistently gone above and beyond by proactively contacting the largest payee/vendor to request a weekly billing list, allowing her to verify payments. Thanks to Maria's initiative and effective problem-solving skills, the volume of incoming calls related to claim status has noticeably decreased. This improvement has enabled the Indigent team to process claims more promptly and without interruption, ultimately enhancing the overall workflow and quality of service. Maria's commitment to excellence, initiative, and teamwork truly exemplifies the values honored by the GEM award. She is an outstanding employee and a vital asset to the Indigent Department.

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Approved by elected official or department head on the 1<sup>st</sup> day of July 2025.

Candy Blair  
Signature of Elected Official or Department Head