

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

Honoree's Name: Marina Elizondo
First Name Middle Initial Last Name

Honoree's Job Title: Senior Eligibility Clerk

Department: Health Care WIC

Years of Service with the County: 10

Why the Honoree is receiving a GEM Award including dates:

A mom came into the Plano WIC office 5 minutes before closing to add her child to the WIC program. Since staff did not have time to complete the entire WIC certification process, and Marina learned that it was not easy for the mom to come in sooner than that time of day with her child, Marina quickly offered to weigh and measure the child while mom was there in the last five minutes of the day so that mom would not have to bring the child back to finish the process. This is a great example of thinking outside the box and taking every opportunity to service our clients. Mom was very gracious and will soon return to finish the process without worrying about having enough time to pick up her child and making it to the clinic on time. This is exactly what we need to ensure that we are maintaining our WIC participation as high as possible. Our program thrives from individuals like Marina who go above and beyond to provide client services.

Approved by elected official or department head on the 22nd day of 02, 2019

Candy Blair, R.N., B.S.N
Signature of Elected Official
Or Department Head

Candy Blair
Printed Name