

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Vanessa Sandoval

Honoree's Job Title: Administrative Secretary

Department: Health Care Services

Years of Service with the County: 5.6 Years

Why the Honoree is receiving a GEM Award including dates:

Vanessa always goes the extra mile. In addition to her many responsibilities in Substance Abuse, she always finds time to support other healthcare initiatives and has spent countless hours supporting the COVID-19 response. She worked hard during the COVID-19 case investigations in 2020 and when it came time to begin COVID-19 vaccinations, Vanessa proactively reached out to the PHEP Coordinator (an entirely different program than her own) to ask how she could help. This was weeks before other Collin County employees were asked to assist. Vanessa answered hundreds of phone calls and emails from the public providing them with information about the COVID-19 vaccine and available resources. She participated in daily update calls with the PHEP team, volunteered to work every night and weekend that was needed, and was an incredible liaison to the community. Vanessa was the first person outside of the PHEP and Immunizations teams to assist with the vaccination response and voluntarily helped for weeks after all other Collin County employees had returned to their regular jobs, all while maintaining her own normal workload.

In addition to the COVID-19 response, Vanessa translates and helps complete paperwork for Substance Abuse's Spanish speaking clients. Other departments within Collin County also regularly request her assistance with translation. Vanessa is a wonderful asset to Collin County Health Care Services and has a daily positive impact on the community.

Approved by elected official or department head on the 22 day of June, 2021

Candy Blair
Signature of Elected Official
or Department Head

Candy Blair
Printed Name