Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Paula Dickerman

Honoree's Job Title: Records Tech I

Department: IT/Records

Years of Service with the County: 5 ½

Why the Honoree is receiving a GEM Award including dates:

Paula is a very detailed oriented employee which is extremely beneficial to our department when it comes to proofreading and quality control. She has a great work ethic and will always ask questions to verify something if she is not 100% sure. We had an example of this quality of work displayed a few weeks ago. A large portion of Paula's daily tasks are handling file requests for our department and she received a request to have loose paperwork added to some archived electronic files from the DA office. The loose paperwork had been scanned in by the department into Laserfiche and a ticket put into Footprints letting us know it was there and ready to be merged with the locked archived case file. There were multiple sets of paperwork for a case and as Paula was moving the paperwork to its final destination, she happened to notice that one seemed to be missing in Laserfiche. The actual request did not break down how much paperwork would be there, she just noticed that the numbering sequence in Laserfiche skipped a number and felt that was unusual. She looked into the Laserfiche recycle bin and the document was there. She was not sure if they had meant to delete the document when they moved it into Laserfiche or if it was an accident. She got with the department and it was found to have been an accidental delete and it was restored and moved to the file. Without this being caught, this information would never have been added to the original record. This was an exceptional catch on Paula's part and it led to us working with the department on best scanning practices to help alleviate potential future errors such as this.

Approved by elected official or department head on the 23 day of Sep, 2021

Caren R. Skipworth

Signature of Elected Official
or Department Head

Caren Skipworth

Printed Name

Caren R. Shipworth