

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

Honoree's Name: Kelly Chastain

Honoree's Job Title: Juvenile Probation Officer

Department: Juvenile Probation Department

Years of Service with the County: 22 Years

Why the Honoree is receiving a GEM Award including dates:

On the week of January 10th, 2022, several officers within the juvenile detention center became ill, many on the same shift. Because detention staffing is already extremely thin due to hiring and retention challenges, the detention center would either have to operate in violation of state-mandated staffing ratios, or be forced to have the kids spend the majority, or the entire shift secured in their single-occupancy housing units (SOHU) on January 15th. A request for immediate support from the Probation and JJAEP division was e-mailed asking for immediate support. This officer stepped up to work in the facility with virtually no notice, and provided shift-coverage in the facility during the on-going pandemic on what would have been a regularly scheduled day off. It is also noteworthy this request and need for assistance was to work in another department, and on a holiday-weekend. This officer's response to service ensured staffing ratios for facility operations would be met on January 15th, provided critically needed support to co-workers, and promoted the safety and well-being for the youth entrusted to our care!

Approved by elected official or department head on the 18th day of January, 2022.



Signature of Elected Official
or Department Head

H. Lynn Hadnot

Printed Name