

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Sheila Jefferson-Shaw

Honoree's Job Title: Programs Coordinator

Department: Juvenile Probation Department

Years of Service with the County: 18

Why the Honoree is receiving a GEM Award including dates:

On October 17, 2019, Officer Sheila Shaw worked tirelessly to ensure a juvenile who was pending placement at facility in Houston, Texas was admitted for services. This is more than commendable for a number of reasons: 1) The juvenile who needed this placement for mental health services is not on Officer Shaw's caseload, yet Officer Shaw performed all of the essential functions to assist with finding and securing the placement; 2) Officer Shaw spent an additional three (3) hours working with the facility and our transport team to ensure the child's medication needs were addressed appropriately after there being some confusion and our staff physically being at the facility with the child pending admission; 3) Officer Shaw also assisted the assigned Officer with each step needed for placement prior to today's placement date and assisted the Director in obtaining/negotiating the appropriate contract rate for the child's level of care.

Had Officer Shaw not stepped in to assist with this placement today and led with the immediate action items required, the bed could have been potentially lost for the child or our transport team would have been required to remain at the facility for additional hours before the child was actually officially accepted for admission. Officer Shaw's efforts prevented the loss of the bed, freeing up our staff to return to the department for county operations without spending additional time waiting for issues to be resolved. Great Team Work and going to extra mile for co-workers and departmental youth!

Approved by elected official or department head on the 17th day of October, 2019.



Signature of Elected Official
or Department Head

H. Lynn Hadnot, Director
Printed Name