

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: James Doyle
First Name Middle Initial Last Name

Honoree's Job Title: Detention Officer

Department: Detention Housing

Years of Service with the County: 7

Why the Honoree is receiving a GEM Award including dates:

Officer Doyle is currently assigned to Detention Housing and during the course of his assigned duties recognized and identified an issue with the departments Mental Health Referral (MHR) forms being inadvertently misplaced and/or not uploaded into Odyssey in a timely fashion. Officer Doyle conducted an assessment of the current process for the submission of the MHR and determined that it was labor intensive, required the involvement of multiple officers to complete the task, lacked accountability and overall increased the chance of the MHR being misplaced or delayed for submission since the printer in the Lieutenants Office was used by multiple shifts for numerous documents.

To alleviate the above issues Officer Doyle proposed the MHR be submitted in an electronic format utilizing a fillable PDF which would allow for digital signatures by the originating officer. The submitting officer would have the capability to attach the MHR to an email sent directly to the shift supervisor who could attach the referral to the inmates Odyssey profile prior to submission to medical personnel. This process created a permanent record of when the MHR was submitted, was fully supported and approved by Detention administration as well as medical staff and as such has saved time, eliminated errors, increased accountability, reduced confusion/printer usage and ensured compliance with TCJS mandates and CCP 16.22 at no cost to the agency.

Approved by elected official or department head on the 24th day of Feb, 20 21



Signature of Elected Official
Or Department Head

Jim Skinner

Printed Name