

RESOLUTION NO. _____

**A RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF SHASTA
RECOGNIZING LIZETTE RAMOS, CHILD SERVICES SPECIALIST II
OF THE SHASTA COUNTY CHILD SERVICES DEPARTMENT,
AS APRIL 2018 EMPLOYEE OF THE MONTH**

WHEREAS, the Shasta County Board of Supervisors has adopted the Shasta County Employee Recognition Program to identify exceptional employees who deserve to be recognized and honored for their contribution to County service; and

WHEREAS, such recognition is given to the employee meeting the criteria of the program, namely exceptional customer service, professionalism, high ethical standards, initiative, innovation, teamwork, productivity, and service as a role model for other public employees; and

WHEREAS, the Shasta County Employee Recognition Committee has considered all current nominations for the Shasta County Employee of the Month;

NOW, THEREFORE, BE IT RESOLVED that Lizette Ramos, Child Services Specialist II, of the Shasta County Child Support Services Department, is hereby named Shasta County Employee of the Month for April 2018; and

BE IT FURTHER RESOLVED that Ms. Ramos has assisted with the Spanish-speaking caseload and has translated documents and generated Spanish language forms. She continues to assist with the Spanish-speaking cases. She quickly learned to conduct case opening interviews and perform personal service. Ms. Ramos displays high quality customer service and exemplary teamwork.

Ms. Ramos's duties include using the Child Support Lien Network (CSLN). She has received several collections while working CSLN cases. One CSLN case she worked on is collecting workers' compensation benefits that are paying off a large arrears balance for emancipated dependents. Another CSLN case based on a request due to a Spanish-speaking, non-custodial parent (NCP). The NCP received a workers' compensation payment and these funds were used to pay past due and current balances to the custodial parent. These payments have helped the families we serve, as well as increased Shasta County's total distributed collections.

Ms. Ramos continues to represent Shasta County Child Services Department and serve the citizens of Shasta County with dedication and distinction.

DULY PASSED AND ADOPTED this 10th day of April, 2018, by the Board of Supervisors of the County of Shasta by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

RECUSE:

LES BAUGH, CHAIRMAN

Board of Supervisors
County of Shasta
State of California

ATTEST:

LAWRENCE G. LEES
Clerk of the Board of Supervisors

By _____
Deputy