

Employee Engagement & Appreciation Committee Newsletter

FOURTH QUARTER 2017

★ Congratulations to all the S.T.A.R. nominees! Your Peers are recognizing your STAR qualities and helping you shine!

Don't forget to get your nominations in for S.T.A.R. Quarter 1 FY1718

Drum Roll please. The winners for Quarter 4 are....

Use this link to get your nominations in.

<https://www.surveymonkey.com/r/CHCRHWL>

Salute to a Star -S.T.A.R. Quarter 4 Winners



West County –Lompoc

Jose “Martin” Huizar —Practitioner II Childrens Clinic

Here are the wonderful things that were said about Martin Huizar

- Dedicated to fulfilling job responsibilities
- Demonstrates good customer service skills
- Consistently dependable and is punctual in reporting to work

Who do you call when you need help with assessments? taking on another case, working with the difficult cases, being the head cook for the annual BBQ, the guy that says..."I got this." Who is a stable force on staff...Martin.

- Displays a helpful, cooperative and positive attitude towards supervisors and colleagues
- Consistently friendly and available to others
- Uses effective listening skills
- Has a team player attitude
- Voluntarily assists co-workers in order to complete important projects

When we were told that we must provide assessments, Martin said, "Add my name three times a week. No problem." He is open and easy to talk to and he thinks of other. He the giver and the helper.

- Knowledgeable of Behavioral Wellness policy and procedure
- High overall quality of performance
- Controls high stress situations tactfully and calmly
- Requires little supervision

He is a calm force. He is diligent and works hard to help the Lompoc clients and their families. He helps temper the volatile clients and grounds the families.

He is dependable, trustworthy, and an overall great person.

We thank him for all that he does.

Thank you Martin for all your great work!

Congratulations Martin!



Salute to a Star -S.T.A.R. Quarter 4 Winners

North County –Santa Maria

Abraham Robles — Computer Systems Specialist II

Here are the amazing things that were said about Abraham Robles

- Goes above and beyond the requirements of the job
- Serves as a role model to others
- Consistently dependable and is punctual in reporting to work
- Demonstrates good customer service skills
- Dedicated to fulfilling job responsibilities

Abraham is always pleasant, patient and friendly. He always has a smile on his face and asks what he can do to help. He listens carefully and then delivers 100% of the time. No matter how abusive callers are to him on the help desk, he is patient and kind. He always follows up to see if what he offered worked and often provides additional support. I always feel better when I know he is around.

- Voluntarily assists co-workers in order to complete important projects
- Has a team player attitude
- Uses effective listening skills
- Consistently friendly and available to others
- Displays a helpful, cooperative and positive attitude towards supervisors and colleagues



Abraham has been integral to completion of a few time sensitive QCM projects, even when it has meant that he has to go beyond his job description, i.e., he has helped me figure out excel spreadsheet errors.

Congratulations Abraham!

Thank you Abraham for all your great work!

Salute to a Star -S.T.A.R. Quarter 4 Winners

South County –Santa Barbara

Danelle McWeeney —Financial Office Professional



These are the wonderful things that were said about Danelle:

Danelle has a positive friendly attitude and is always available to help her co-workers. She steps in where needed to help with any task. She always has a smile on her face and a positive attitude. Danelle is very knowledgeable in our department's policies and procedures. She is often asked for input from coworkers on various Medi-Cal and non-Medi-Cal related work questions. Danelle strives to get all her assignments completed accurately and in a timely manner.

She demonstrates and applies sound analytical thinking.

She was able to identify cost savings in our outpatient Pharmaceutical contract by identifying that the provider wasn't billing other payers such as Medi-Cal or Private Insurance before billing us. Further, I can trust her to provide excellent customer service when dealing with our vendors. Danelle can be counted on to be fulfill her job tasks all the while having a smile on her face. She is a strong contributor to the team's success and is well liked by her peers. Her peers feel comfortable in communicating with her and she is often seen helping others. Her tact with others is to use humor even when dealing with difficult situations. Danelle is a good listener, assists others and provides valuable input. She is a self-starter and a pleasure to work with.

Danelle possesses a good understanding of her assigned duties and displays aptitude to learn new skills. Although the Financial Office Professional 1 is an entry-level position, Danelle has mastered the Accounts Payable, Sales Tax, budget, and year end process. She faces new tasks with confidence, eagerness and initiative. To illustrate, she completed the Petty Cash audits for the first time with minimal supervision and was able to identify multiple findings/improvements. She displays valuable input for budgets based on past experience, current situations and future trends. This was evident on her first budget season with Behavioral Wellness where Danelle drafted the budget for her assigned expenditure line item. She was successful in understanding prior year's process and applying the same methodology to this year's budget.

Danelle not only fulfills her FOP responsibilities but also covers Quality Care Management duties when needed. Her excellent time management skills allows her to stay on top of both work responsibilities.

Congratulations Danelle!

