Norma Miranda  
Clerk-Senior Level  
Contra Costa Regional Medical Center and Health Centers  
For immediately addressing and assisting with schedule changes in our Health Care for the Homeless Clinics and for her great communication with our program.  
 Shelbyominated by Alvin Silva

Christine Houser  
Medical Staff Coordinator  
Contra Costa Regional Medical Center and Health Centers  
For her contribution, patience and support during the expansion of our Choosing Change programs in ambulatory clinics.  
 Shelbyominated by Patrick Wilson

Annette Kostelec  
Account Clerk-Advanced Level Personnel  
For her professionalism in assisting employees with payroll issues. For going above and beyond and maintaining her good attitude in the most difficult times and for embodying the attributes of a public employee.  
 Shelbyominated by Gloria Pope

Katie Grigsby  
Dietitian  
Contra Costa Regional Medical Center and Health Centers  
For her great attitude and smile. For always offering to help others and making us laugh. For being an awesome hardworking co-worker who is a pleasure to work with.  
 Shelbyominated by Appreciative Co-Worker

Erik Blanek  
Systems Software Analyst I  
Cheryl Chu  
Database Administrator  
Information Technology  
For working tirelessly to minimize downtime for ccLink. For optimizing reporting and batch jobs to improve system performance. For their dedication to their profession and system improvements that help us better serve our patients.  
 Shelbyominated by Alvin Silva

James Nelson  
Information Systems Technician I  
Erik Mann  
Information Systems Technician II  
Information Technology  
For always being friendly and customer focused. For delivering complex solutions to computer issues during night and weekend shifts at the Service Desk. For their willingness to stay until the work is completed.  
 Shelbyominated by Patrick Wilson

Miu Tam  
Accountant III  
Behavioral Health Finance  
For her dedication, attention to detail and commitment in developing the Drug Medi-Cal Organized Delivery System Fiscal Waiver. For working tirelessly to develop the rate setting methodology and ensuring that the waiver was completed in an accurate and timely way.  
 Shelbyominated by Faye Ny

Leigh Pierson Brown, FNP  
Public Health  
For the kindness and compassion she shows her patients. For being a wonderful co-worker who creates a supportive family-like environment for us.  
 Shelbyominated by Sue Meltzer

Esli Torres  
Clerk-Senior Level  
Contra Costa Regional Medical Center and Health Centers  
For providing terrific customer support for myccLink, our website for patients. For taking the initiative to personally sign up CCRMC patients for myccLink.  
 Shelbyominated by Will Harper

Paul Valdez  
Institutional Services Worker-Generalist  
Contra Costa Regional Medical Center and Health Centers  
For going the extra mile to assist a pregnant patient and her family obtain a wheel chair and get to the Labor and Delivery unit.  
 Shelbyominated by Juliette Manry

Norma Martinez  
Medical Social Worker II  
Contra Costa Regional Medical Center and Health Centers  
For her willingness to always help fill in during absences, for her positive attitude, great sense of humor and for assisting her patients with a smile.  
 Shelbyominated by Sue Meltzer
Michelle Palmer  
Mental Health Clinical Specialist  
Behavioral Health  
For stepping in to assist a patient in crisis and helping him to get his needs met.  
◊Nominated by Sally Reader-Matthews

Jessica Jones, RN  
Contra Costa Regional Medical Center and Health Centers  
For being responsive to the needs of a patient in crisis. For taking great care of the patient and for her quick-thinking during the situation.  
◊Nominated by Sally Reader-Matthews

Tommy Tighe  
Mental Health Program Manager  
Contra Costa Regional Medical Center and Health Centers  
For being a supportive supervisor. For his guidance with challenging and complicated cases. For helping me assist a patient transition care to another county without missing any treatments, and for always being only a phone call away.  
◊Nominated by Sally Reader-Matthews

Linda Russell-Sanders  
Medical Social Worker II  
Contra Costa Regional Medical Center and Health Centers  
For her time, support and assistance with my cases during my transition to the health clinic.  
◊Nominated by Sally Reader-Matthews

Teresita Medina  
Home Economist  
Public Health

Anissa Carter  
Laboratory Technician II  
Contra Costa Regional Medical Center and Health Centers  
For always treating me so kind and making me feel that I am not a bother, but a friend. For always going the extra mile for me.  
◊Nominated by a Patient

Richelle Bolotaolo, RN  
Contra Costa Regional Medical Center and Health Centers  
For being a compassionate and brilliant nurse, and for always bringing a smile to 4B.  
◊Nominated by Ellen Griffith

Vanessa Wilson  
Medical Social Worker II  
Contra Costa Health Plan  
For being on top of my health and going with me to meet with my doctor and making sure I get the treatment I need. For being a very special lady.  
◊Nominated by a Patient

Nick Smith  
Laboratory Technician II  
Contra Costa Regional Medical Center and Health Centers  
For being very kind and making sure I am comfortable. It is a pleasure to have my blood drawn by him.  
◊Nominated by a Patient

Amy Shaver  
Clerk-Experienced Level  
Contra Costa Regional Medical Center and Health Centers  
For always having a smile and special greeting when I see her. For her kindness and special way of getting me signed in.  
◊Nominated by a Patient

Dawna Vann  
Senior Health Education Specialist  
Personnel  
For the research, skill and outside-the-box thinking she brings to her development and facilitation of training and coaching tools. For creating a safe environment for employees to explore vulnerable issues and develop new practices. For her 20 years of service to CCHS.  
◊Nominated by Donna Page, Shelanda Adams, Karen Jovin

Dave Johnson  
Information Systems Technician II  
Information Technology  
For going above and beyond in helping our Behavioral Health Services Network Providers achieve access to the new provider portal application.  
◊Nominated by Gwynne Gilson
Robert McKinnon  
Janet Costa  
Cassandra Robinson  
Crystal Whitehead  
Mental Health Community Support Worker II

Bernice Zamora  
Mental Health Community Support Worker I

Ellen Shirgul  
Mental Health Program Supervisor

Judith Quittman  
Mental Health Clinical Specialist  
Behavioral Health

For going above and beyond to coordinate focus groups with consumers and/or family members at their sites to better understand how to improve services.  
♦Nominated by Ann Isbell

DO YOU KNOW SOMEONE

Going the Extra Mile?

To recognize a CCHS employee, vendor or volunteer for outstanding Service Excellence performance, submit the commendation form by email to wanda.session@hsd.cccounty.us or fax to 925-957-5401. Forms are on our website (cchealth.org on the About Us page) or iSITE, our intranet, at http://cchs/ Nominations are subject to approval by Division Directors.