

**2010 CA WIC Program
Best Practices Awards
Nomination Form**

**Outstanding Local Agency Employee 2009
(Individual Award)**

Directions:

The best practices awards are for activities during the federal fiscal year 2009 (October 1, 2008-September 30, 2009). Complete all sections of the form. "Agency" awards recognize the best practices of the organization, and "individual" awards recognize the unique contributions of an individual staff member. The information provided in the nomination form may be included in the Best Practices Awards program. Remember to include your name and contact information as we may contact you for additional information. This form is designed for you to enter information within expandable fields after every question.

Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Kathlyn Lujan**

Agency Name: **Agency 206 Community Action Partnership of Kern**

How long has the nominee worked for the agency? **9 1/2 months**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services. **Kathlyn Lujan joined the agency on February 24, 2009. She hit the ground running when she stepped into the WIC office. She impressed us all when we learned that she had just passed the RD exam after a long hiatus from dietetics(over 20 years). Kathy demonstrated personal initiative and creativity by doing the "common" "uncommonly" by preparing an entertaining powerpoint presentation using Elmo and Cookie Monster overseeing the making of bulgur salad. Instead of carrying out the assignment routinely by "doing a food demo", Kathy went beyond the norm.**

Kathy has focused her efforts specifically on breastfeeding over the past several months. After attending the WIC pre-conference session in San Jose in April, 2009, she was determined to focus her energies on informing doctors of the benefits of breastfeeding. Since that day, she has been involved in creating PSA's for the new WIC foods as well as 4 PSA's on breastfeeding and was interviewed twice by the Spanish Channel Bakersfield al Dia regarding breastfeeding. Kathy's husband is an OB/GYN who is the Chief of all of the ob/gyn residents at the Kern Medical Center in Bakersfield, so she used this connection to present the New Wic Foods, the 30 day "no formula" policy at WIC, and the advantages of breastfeeding to the residents. She has also joined the Breastfeeding Committee at Kern Medical Center which is attended by ob/gyn doctors, labor and delivery nurses and other hospital staff.

Her vision of the far reaching effects of getting the word out about breastfeeding is evidenced by her submission of two articles to local newspapers and the publication of one of her articles in the Kern County Network for Children Newsletter.

What makes the nominee's customer service skills exceptional? Kathy has good rapport with her clients and jokes easily with them. She always greets them with a smile, talks to the children, and maintains a positive attitude. Participants mentioned seeing their counselor on television promoting breastfeeding. Kathy's willingness to participate in events such as television interviews brings WIC knowledge into the

Please submit completed form by **December 11, 2009** to
Theresa Searles, Local Agency Support Branch
Theresa.Searles@cdph.ca.gov
Phone: (916) 928-8766 Fax: (916) 263-3314

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customer's homes and makes WIC more personal and and therefore more valued and valid.
Provide specific examples.

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged. One WIC staff member commented, "Kathy says: 'I'll do it.' then does it with a smile." I've often heard her say: "That's easy. I'll do it." This refreshing "can do" attitude at WIC is very catchy and is so needed in the WIC environment.

Kathy took charge of a major portion of the WIC Food Package Training. Once again, she went beyond providing a routine training by collecting staff photos and creating a "walk along memory lane" as we viewed what our staff looked like in the 1970's when WIC was first organized. All was set to the music of the time.

How does the nominee motivate co-workers? I feel that Kathy's power to motivate lies in her ability to be a good listener and problem solver. It is a common event to see her touching base with the staff: clerks, WNA's and RD's/DN's one-on-one, and there is no shortage of laughter.

Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Contact Name: Elizabeth Tolley
Phone Number: 661-327-3074
Fax Number: 661-327-2833
Email Address: etolley@capk.org



Helping People. Changing Lives.
December 28, 2009

Community Action Partnership of Kern

300 19th Street
Bakersfield, CA 93301-4906

PHONE: 661.336.5236
FAX: 661.322.2237

<http://www.communityactionpartnershipofkern.org>

Theresa Searles
Regional Advisor, Sierra Gold
WIC Supplemental Nutrition Branch
P.O. Box 997375
Sacramento, CA 95899-7375

Dear Ms. Searles;

I am writing to nominate Kathlyn Lujan, MS RD for the Best Practice Award for Outstanding Local Agency Employee 2009. Since she joined Community Action Partnership of Kern (the Partnership) WIC staff, she has been instrumental in spearheading several projects that have enhanced the WIC's Program overall services.

The first challenge Kathlyn undertook was to improve the breastfeeding rates for the Partnership's WIC Program -- to make breastfeeding the standard and accepted way to feed infants. This was quite a project since the breastfeeding rate in the Central Valley, and especially in Kern County and our WIC Program in particular, has been low for years. Of the six birthing hospitals in the county, none are baby-friendly at this time. To accomplish her goal, she worked with the Marketing and Public Relations Specialist for the Partnership WIC Program and the Marketing and Public Relations Department for Community Action Partnership of Kern to produce a series of public service announcements (PSAs) that were sent to local media and posted on You-Tube. The PSAs are both entertaining and informative, depicting breastfeeding as best for baby, mother, and the family. She also recognized that the support of the medical community is very important if breastfeeding is to become the first choice for a healthy baby. Therefore, she joined the Kern Medical Center Birth and Beyond Committee and is working with the new Kern County Breastfeeding Coalition. The result of Kathlyn's efforts as well as the efforts of others is that the exclusive breastfeeding rate for the Partnership's WIC program has doubled. The rates jumped from 6% to 12% in a 12- month period.

Another project that Kathlyn has undertaken is the training of new hire WNAs and is helping them through the certification process. She meets with them individually to review their work and to provide them with instruction, support and feedback on their progress.

Kathlyn brings a fresh approach to every task. When asked to present part of the Healthy Habits for Life staff training, she developed a power point presentation of Elmo and Big Bird. She used a CD of "The Way We Were" using staff pictures from the 70's to introduce the training on the new food package, making the training's fun and entertaining.

She is well respected by the entire staff for her nutritional knowledge. She is always ready to provide information, assistance and support to other staff.

Because of Kathlyn's contributions and efforts in improving the breastfeeding rates, helping people and changing lives both within the WIC Program and the community in general, we strongly recommend Kathlyn Lujan for the Best Practice Award for Outstanding Local Agency Employee 2009.

Sincerely:

Jeremy T. Tobias;
Executive Director

CC: Carmen Segovia; Director Health and Nutrition Department

Elizabeth Tolley; WIC Program Manager
The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.
We care about the entire community, and we are dedicated to helping people help themselves and each other.

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Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Maria Gongora**

Agency Name: **La Clínica de La Raza, Inc.**

How long has the nominee worked for the agency? **7.5 years**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services. **Maria is a WNA, but started working at La Clínica's WIC department as a clerk. She initiated a reminder form that has now been integrated into the work at both WIC sites. She is willing flexible and willing to work long hours and comes in on weekends when needed while balancing raising her child. She dives in with zest on any project I request.**

What makes the nominee's customer service skills exceptional? **Maria represents the La Clínica WIC department well for external customers as well as internal customers. She is willing to accept new projects and responsibilities. Her attitude is always pleasant and demeanor is warm and professional. Provide specific examples. At staff meetings she has helped lead projects to improve team morale. She has been involved in decorating the office during the holidays, she will volunteer to pick up items needed for training when needed.**

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged. **Maria collaborates well with other employees. She helps to make staff members feel as though they are part of a larger team within the WIC department. She took a lead role of what I termed a "super trainer" committee. When it came time to train staff on the rollout she developed powerpoint presentations to help train staff on the rollout, additionally she has also helped to edit and finetune our breastfeeding pump loan forms.**

How does the nominee motivate co-workers? **Maria's jovial attitude during staff meeting lends to increased collaboration among her co-workers. She helps to make her staff members feel as though they are part of a larger team within the WIC department. She serves as a role model on what can be done when you are willing to work hard. She currently balanceing her fulltime job, going to school, other projects such as the forms and ppts for the rollout in addition to raising her child.**

Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Please submit completed form by **December 11, 2009** to
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Theresa.Searles@cdph.ca.gov
Phone: (916) 928-8766 Fax: (916) 263-3314

2010 CA WIC Program - Best Practices Awards

Directions:

Contact Name: Ninoska (Nina) Ayala
Phone Number: (510) 535-5309
Fax Number: (510) 535-5310
Email Address: nayala@laclinica.org

Jan 11, 2008

Annmarie Biedel
Bay Area Regional Advisor
Women, Infants and Children Program
Local Agency Support Section I
3901 Lennane Drive
West Sacramento, CA 95834

Dear Annmarie,

I am writing to nominate and commend Maria Gongora Outstanding Local Agency Employee of 2009. Since I started Maria has stood out with her knowledge of WIC. The following are a summary of her many attributes:

SUMMARY OF ATTRIBUTES

- ❑ Maria is currently a WNA but started as a clerk.
- ❑ She is very proficient with the computer and uses this to make our clinics more efficient. Examples include developing reminder forms so that participants know what to bring to their next appointment.
- ❑ She is in the process of updating our breastfeeding pump loan forms.
- ❑ She was the main trainer to training our staff regarding the rollout. This was a big task. She not only put together powerpoints, but also made the learning interactive by introducing games to the trainings. Some of the trainings include:
 - Food Package Training: Child and Prenatal
 - NEW Breastfeeding Category training
 - NEW Infant Category training
 - Review of Child, Pregnant, Non-Breastfeeding Category
 - Functionality training
 - Review of Therapeutic Packages

She continuously takes on all projects that I give her with a great attitude, she is flexible and is willing to work long hours, come in on the weekends & collaborates with others on how to do a better job. She does all this on top of being a mother, wife, sister and student. I, therefore, whole heartedly nominate this special young lady for Outstanding Local Agency Employee of 2009.

Thank you for your assistance. If you have any questions please do not hesitate to contact me at (510) 535-5309.

Ninoska Ayala
WIC Director

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Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Yolanda Rodriquez**

Agency Name: **La Clínica de La Raza, Inc.**

How long has the nominee worked for the agency? **11.95 years**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services. **Yolanda is a Health educator and recent WNA. Yolanda is an excellent teacher, breastfeeding champion and great team worker. She has been the agency's sole Spanish class teacher both at Fruitvale WIC and San Antonio WIC. She is well regarded by physicians who will call to ensure that she can help their breastfeeding patients. When we are low staff she never hesitates to help out where ever it is needed. She will takes call, make appointments, give vouchers, etc.**

What makes the nominee's customer service skills exceptional? **Yolanda's shows a dedication to ensuring that the curriculums that are taught are understood by participants. She helps breastfeeding moms gain confidence in breastfeeding, gives practical advice to those with problems and will not hesitate to help co-workers in any other duty.**

Provide specific examples. **She has adapted the two Baby Behavior curriculums by cutting out materials that made the class too long and concentrated on the key principles of baby cues. She stays after class with any participant who has more questions and helps them to problem solve any issues they may have. She calls moms to see how they are doing and troubleshoot any new concerns that may have arisen.**

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged. **Yolanda is very thoughtful with any new curriculum material she is given. She takes time to think it through and makes it her own. She is an excellent teacher and mentor to new staff. New and older staff will go and watch how she teaches classes to see how she handles the different scenarios. Additionally, she is very creative and has an esthetic eye often taking the initiative to update the bulletin boards.**

How does the nominee motivate co-workers? **I believe staff are motivated when they watch her in action; both in the classroom setting as well as in one on one. I have heard staff comment on how she is able to put new moms at ease and helps with a multitude of breastfeeding challenges. This inspires others to want to be like her.**

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Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Contact Name: Ninoska (Nina) Ayala

Phone Number: (510) 535-5309

Fax Number: (510) 535-5310

Email Address: nayala@laclinica.org

Jan 11, 2008

Annmarie Biedel
Bay Area Regional Advisor
Women, Infants and Children Program
Local Agency Support Section I
3901 Lennane Drive
West Sacramento, CA 95834

Dear Annmarie,

I am writing to nominate and commend Yolanda Rodriguez for Outstanding Local Agency Employee of 2009. Since I started Yolanda has stood out with her amazing teaching skills. The following are a summary of her many attributes:

SUMMARY OF ATTRIBUTES

- ❑ Yolanda has been with this agency for 10+ years. She started with our parent agency as a promotora and moved to WIC as a health education. In the past she has attended the learning to listen learning to teach, she has gotten her CLE and this year she received her WNA.
- ❑ She is an excellent teacher with natural teaching abilities. She has great active listening skills and fully engages participants in all her classes. She manages to get them involved, and many times will get more seasoned participants to answer the questions of newer clients.
- ❑ She also is a great lactation educator. Many of the doctors at the clinic will send her their patients who are having problems with breastfeeding.
- ❑ She is also a great team player. When she sees a need, she steps in to help the front clerks in fielding calls, processing participants, issuing food instruments and more.

I whole heartedly nominate Yolanda for Outstanding Local Agency Employee of 2009.

Thank you for your assistance. If you have any questions please do not hesitate to contact me at (510) 535-5309.

Ninoska Ayala
WIC Director

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Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Zenaida Yglesias**

Agency Name: **Planned Parenthood WIC**

How long has the nominee worked for the agency? **3 1/2 years**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services. **Zenaida is the Nutrition & Training Educator for Planned Parenthood WIC. In addition to her job responsibilities in designing & executing the group classes for our participants and assisting in all the trainings at our WIC sites she has excelled in the following areas:**

Project leadership: Zenaida has become the Computer Presentation Guru to all of Planned Parenthood WIC. She makes time in her busy schedule to assist the managers, nutritionist's, and all staff with any type of power point presentation or computer issue. She is a genius coming up with colorful images, importing pictures and music from many outside sources and makes it look so easy. She reproduces posters and brochures to make them participant friendly with a very professional look.

Innovative ideas: She was instrumental in coming up with the Sesame Street Images to project as iron-on's for our t-shirts we all wore for the 2009 CWA Costume Contest. Front: She used the sesame street characteristics with the HH4L images. Back: Our company logo with " Get Healthy E & E team" (Exercise and Eating)

She has created many games to test the knowledge of our staff in trainings; using "Who wants to be a millionaire" in asking questions regarding Nutrition Education Contacts. She always has a pleasant attitude no matter how much pressure there is and is a true professional in every way.

What makes the nominee's customer service skills exceptional? Zenaida is a go to resource for all staff Provide specific examples. If staff requests assistance for paper work or has a challenge with participant- she gladly assists:

Last week a ppt. wanted to be tripled issued and did not qualify because of blood work as she transferred from another agency--- Zenaida in a very soft convincing voice, gave the options available to her. She left the office satisfied. She often goes with the outreach staff to assist even though her work load is full. She is the Spanish translator for our English speaking Nutritionists or staff when they need assistance in

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asking the proper questions to obtain answers to assist the Ppt..

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged.

Zenaida's has a hard work ethic and rarely missing a day of work. Handling multiple projects and meeting her deadlines and treating everyone with respect, are examples of her excellent leadership. She is a role model to her peers. She volunteers for all extra events and does it with an upbeat attitude.

How does the nominee motivate co-workers? She motivates co-workers by setting a professional example of always giving 150%, approaching everyone with gratitude and never turns down a request to assist someone, no matter what the project.

Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Contact Name: Irene Salazar
Phone Number: 714-922-4108
Fax Number: 714 532-2522
Email Address: isalazar@pposbc.org



Planned Parenthood[®]

Orange and San Bernardino Counties

December 11, 2009

To whom it may concern:

I will like to express my full support in nominating Zenaida Yglesias for the WIC Nutrition Outstanding Local Agency Employee 2009. Since Zenaida has been part of the team she has contributed to the Nutrition Education creativity tremendously. She is clever and imaginative when confronted with obstacles. She came to us with a wealth of knowledge and has been able to revamp many of our nutrition education classes. Her strong dedication to the mission and servicing clients never goes without notice. She is always willing to help a team mate or a manager with whatever deadline is due. Zenaida is an asset to our organization and the back bone of WIC.

I will like to express my full support in nominating Margarita Pleitez for the WIC Nutrition Assistant Rookie of the Year 2009. Margarita started with us as an intern and was always enthusiastic to learn more. When she finally became part of our team she sky rocketed into her position. She brought much excitement and energy to her team with much professionalism. Margarita is always willing to learn and take on more. She displays a strong personal commitment to successfully completing all projects and is committed to achieving excellence.

Sincerely,

Irene Salazar

Vice President of Community Education and Outreach
700 S. Tustin
Orange CA, 92866

Support Letter for Zenaida Yglesias

I strongly support Zenaida for Outstanding local agency Employee of the Year.

Zenaida has assisted staff with many Nutrition In-services & trainings that we have been responsible for this year.

She makes time for us to assist in completing our projects & presentations.

Her positive attitude toward work makes it so easy to approach her, although she has many projects of her own.

She has taught us many tips on power point presentations and helped us solve many problems with other computer functions.

Saeedeh Rezayat | Nutritionist DN, DTR
Planned Parenthood of Orange and San Bernardino Counties
1134 E 17th St | Santa Ana, CA 92707
P: 714.973.2411 | E: srezayat@pposbc.org

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Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Elizabeth Vigil, M.A.S., RD, IBCLC**

Agency Name: **Sacramento County Department of Health & Human Services**

How long has the nominee worked for the agency? **Four and a half years, since August 2005.**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services.

In 2009, Elizabeth served on the California WIC Healthy Habits for Life campaign team, providing an important liaison between local agency needs/realities and State goals/limitations. During the campaign development, she was able to take complicated policy information and put it into practice. For example, she developed a template Facilitator Guide for all HH4L staff trainings at Sacramento County WIC. This tool was extremely helpful in simplifying the planning of staff trainings and improving the overall quality of our trainings. Elizabeth piloted HH4L campaign ideas at Sacramento County WIC and provide clarifying feedback to the state campaign on the practicality and feasibility of the proposed trainings at the local level. She kept the state campaign informed about the needs and abilities of local agencies, beginning with the staff wellness program. Elizabeth was always looking ahead not just to the next step, but to the next five steps, and the leadership she lent to the whole campaign helped move forward the development of HH4L policy and practice statewide. Elizabeth wrote the Facilitator Guide for the Lowfat Milk staff training and conducted the training for attendees of the CWA Annual Conference in May 2009. Over the course of the year, the WIC Division asked Elizabeth to share many of her ideas with other agencies, and she always made herself available to provide the help.

Meanwhile, Sacramento County WIC benefitted from advance knowledge of HH4L activities and direction. For example, she coordinated and implemented our staff training on HH4L well in advance of the statewide rollout, leading our agency to be able to serve as a resource for other agencies as they began to implement their staff training on HH4L, answering questions and providing materials we had developed.

During the entire year, Elizabeth also did an exceptional job of carrying out her role as Nutrition Education Coordinator for Sacramento County WIC. She greatly improved the productivity of our Nutrition Education

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Workgroup (the RDs and NAs who plan who design new classes) by developing a set of meeting expectations and a template for designing learner-centered lesson plans (see "Nutrition Education Class/Worksheet/Circle Chart Design," attached.) She also saw the need for, and with the assistance of the other RDs, developed a comprehensive in-house WNA training program that utilizes all RDs in the training implementation (see "WIC Nutrition Assistant Certification," attached.) She also saw the need to update our agency's breastfeeding classes and Self-Learning Modules, and led this project to completion with the assistance of the other RDs.

Also throughout this productive year, Elizabeth continued to serve in clinic as needed as a dietitian and as a clinic lead when needed. Also this year, on her own time, Elizabeth completed a Masters of Advanced Study degree in Maternal and Child Nutrition at the University of California, Davis. The Masters program included concepts such as baby behaviors that supported the training and nutrition education development at Sacramento County WIC, and as she reviewed new MCH nutrition research, she incorporated the concepts into staff training. Thus her work in both the local and state WIC agencies benefitted from the academic work she was completing at the time. Elizabeth was also very involved with Sacramento County's breastfeeding team and has led significant changes in our agency's whole infrastructure for supporting breastfeeding. For example, she restructured the Nutrition Education plans in ISIS to provide individual third-trimester checks so that mothers would learn about our breastfeeding support services first-hand from a counselor and be more likely to use them. She led an effort to get the WIC staff and breastfeeding team to better communicate about client care issues. She set up ISIS codes for the breastfeeding team to document the types of breastfeeding consults had been carried out with clients, and also set up procedures for the IBCLCs on staff to write their care notes on the INEP screen.

Elizabeth has incredible, unflagging energy. She has been able to do more in a given period of time than any other dietitian in this agency.

What makes the nominee's customer service skills exceptional?

Elizabeth is very focused on others' needs. Her assessment skills are very sharp - for example, she can integrate policy requirements with participant needs and communicate the essentials clearly and compassionately to clients. She is down-to-earth and practical, always with clear and concise communication. For example, she created a "Your WIC Foods Handbook" for each member of the staff to assist them through the entire Healthy Habits campaign.

Elizabeth is always empathetic, but also knows where to draw the line. As an example, in a previous year, she developed a chart to help visualize how much formula a BC1 and BC2 baby receives, and this helped staff and clients to more carefully consider how much breastmilk a formula-fed baby might actually be consuming. This enhanced understanding led our agency to make changes in our BC1/BC2 policy (reduce the amount of formula issued) to better support the continuation of breastfeeding. Even more importantly, her work on this policy led to Sacramento County's ability in 2009 to lead the way on developing procedures and to implementing the "Supporting Breastfeeding Fully in the First 30 Days" (no-formula-in-the-first-month-for-breastfed-babies) policy. Elizabeth created a WIC folder insert and sample dialogues for staff to communicate the new policy to participants. Our agency implemented the new policy on August 6, two months ahead of time. As a result of this early implementation, Sacramento County was able to serve as a resource to other agencies on implementing the no-formula rule.

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Provide specific examples.

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged.

Elizabeth is always calm, collected, and a reassuring presence in clinic. She relates well with people from everywhere. She is a role model with extraordinary energy; for example, last year, while working at the State and local level and completing her Masters program, she carried out a pregnancy with her third child and cared for two young children at home. Elizabeth "walks the talk" by bringing healthy foods to eat for lunch; she runs with her kids in a baby jogger and she also bicycles to stay physically active. She exclusively breastfed all three of her children. She has a lovely, humorous personality that makes her fun to be around.

How does the nominee motivate co-workers?

Elizabeth motivates with enthusiasm and clear vision for where the agency needs to go in nutrition education. She works side-by-side with all of the staff, never hesitating to roll up her sleeves. She's very creative and always thinking about how to do things better such as making things simpler. For example, when a problem concerning nutrition education or staff training came up, often she would literally overnight think up a new document, form, procedure, or program and show everyone her idea the next morning. Her ideas always worked, and she developed numerous procedural tools and forms to facilitate staff training and learning. For example, she saw the need to develop and incorporate new job duties into the current WNA job description for those who had completed Certified Lactation Educator training. In the past, staff completed the CLE course and that was the end of it. Now, these staff have an IBCLC assess their level of competence and only after they have demonstrated specific capabilities are they approved to work under an expanded job description. With the assistance of Sacramento County's IBCLCs, Elizabeth led this project.

She is always enthusiastic about her work and able to communicate nutrition education concepts very practically. For example, she creates staff learning activities that address all learning modes - visual, auditory, and kinesthetic (movement-based) - to enhance learning by all staff. Because of her empathy and consistent focus on others' needs, everyone listens intently, and the activities she leads appeal to all of the staff. Her advice to others is always very practical. She provides personal support to the staff for making healthy changes, such as helping them with their own breastfeeding issues.

Please see the attached eight commendations from Sacramento County WIC dietitians and supervisors.

Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Contact Name: Teri Duarte, WIC Program Director
Phone Number: 916-875-2128
Fax Number: 916-875-2154
Email Address: DuarteT@saccounty.net

WIC Nutrition Assistant Certification

Task 1 - Communication and Cultural Competence

When: December 15 (8-11:30)

Who: Jamie & Trish

Where: GRO

Task 2 - Certification

When: April 6th (Full Day)

Who: Lisa & Evy

Where: MO

Task 3 - Nutrition and Health in WIC

When: March 16th (Full Day)

Who: Sherri & Elizabeth

Where: MO Full Day

Task 4 - Individual Education (Counseling)

When: June 15 (Full Day)

Who: Chris & Esther

Where: RCO

Task 5 - Food Instruments and Food Packages

When: January 20th (1-4:30)

Who: Patricia & Carmela

Where: OP

Task 6 - Group Education - FTW

When: May 11th & 12th (2 Full Days)

Who: Chris & Jamie

Where: Sierra Health Foundation

Nutrition Education Class/Worksheet/Circle Chart Design:

Class:

1. Decide on content topics & ideas
2. Survey participants to determine focus of topics & ideas for outline
3. Develop outline
4. outline approved by Nutrition Education & Staff Training Coordinator
 - o Share with Workgroup
 - o Feedback (share & give)
5. Pilot class
 - o RD & WNA co-teach (or LC)
 - o Minimum of 6 pilots
6. Adjust activities
7. Share with Nutrition Education Workgroup
8. Pilot
9. Final Revisions
10. Train Workgroup & Plan Staff Training

Worksheets:

1. Plan 4 activities based on class outline
2. Use open-ended & interactive questions for activities (DO NOT QUIZ)
3. Review with Workgroup
4. Pilot activities & take home message
5. Adjust worksheet
6. Pilot during counseling & as SLA
7. Finalize

Circle Charts:

1. Choose 4 major themes from class content/topic
2. Create/Revise opening & closing questions and suggestions for counseling
3. Identify handouts
4. Pilot during counseling
5. Review with Workgroup
6. Adjust circle charts
7. Finalize



Countywide Services Agency

**Department of
Health and Human Services**

Primary Health Services

Sandy Damiano, PhD, Division Chief

Terry Schutten, County Executive

Jim Hunt, Interim Agency Administrator

Ann Edwards-Buckley, Director

County of Sacramento

December 29, 2009

Theresa Searles
Local Agency Support Branch
California WIC Program
3901 Lennane Drive
Sacramento, CA 95834

Dear Theresa:

This letter is written to recommend Elizabeth Vigil, M.A.S, RD, IBCLC for the Outstanding Local Agency Employee 2009 in the 2010 California WIC Program Best Practices Awards.

Elizabeth's scope of knowledge, her talents, and her abilities are unmatched by anyone else in our agency. She came to the Sacramento County WIC Program four and a half years ago directly after completing her dietetic internship. Despite being young, relatively inexperienced, new to California, and having just delivered her first baby at the time she started, Elizabeth quickly rose to an important leadership role at Sacramento County WIC, that of Nutrition Education Coordinator. She led the development of classes and staff training efforts to facilitate staff learning and practice so that most, if not all, of our professional and paraprofessional staff today are skilled in learner-centered education and counseling techniques. She transformed Sacramento County WIC into a model agency that provides guidance in nutrition education and staff training to other local WIC agencies. Elizabeth's many other accomplishments over the past few years are detailed in the award nomination form submitted under separate cover.

It is a privilege to have someone such as Elizabeth on staff at the Sacramento County WIC Program. She is truly an exceptional employee and a role model for others in all aspects. I hope that her many accomplishments, and her underlying attitude of service and humility, will lead her to be recognized by the California WIC Program as well in 2010.

Sincerely,

Teri H. Duarte, RD, MPH, Director
Sacramento County WIC Program



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Sandy Damiano, PhD, Division Chief

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County of Sacramento

To: Theresa Searles,
Date: December 11, 2009
RE: Letter of Commendation in Support of Nomination of Elizabeth Vigil as WIC Employee of the Year

I wholeheartedly support Elizabeth Vigil's nomination as WIC Employee of the Year. As her supervisor, I know how hard she works and how much she cares for our staff and our participants. Elizabeth is extremely creative and has incredible energy. She not only has vision and the critical thinking skills to see the big picture and how all the parts of an issue relate to each other, but she also is very attentive to details. If she sees a problem or a need, she quickly creates a procedure, form, or other product to fix it, often virtually overnight. For example, a woman who lost her baby found some of the questions on our postpartum recertification form painful to answer. Elizabeth quickly created a special nutrition questionnaire for postpartum women that removed the infant feeding questions and added others more appropriate for those who had suffered a fetal loss. She accomplishes a lot in a very short time and usually presents a complete "package" of work. For example, at Elizabeth's recommendation, we now schedule every prenatal woman to meet individually with a counselor in the month before her due date. This is to review our breastfeeding support services and formula policy, address any concerns or questions she has about feeding her baby, discuss back-to-work or school issues, and provide some helpful reference information. For training staff on this procedure, Elizabeth created a complete training package for RDs to use at their respective clinics that included a Facilitator Guide and PowerPoint slides, directions for the RD activities, special ST questionnaires for case studies, background information for each case study, simplified circle charts for counseling, and a job-aide of open-ended questions. This new ST visit is now part of all prenatal women's nutrition education plans and is well-received and very effective. This level of comprehensiveness is reflected in all of her work.

Elizabeth is also a pleasure to work with. No matter what hat she is wearing for the day -- be it agency Nutrition Education Coordinator, clinic lead, or staff dietitian, she is always friendly, positive, kind, helpful, practical, and even-tempered. And she has a great sense-of-humor. She relates well with staff and participants alike. Any task I delegate to her I know is in capable and trusted hands. I can't think of anyone more deserving of this award than Elizabeth Vigil.

Julie Campbell, RD, Site Supervisor
Florin Road Office



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To: Theresa Searles,
Date: December 11, 2009
RE: Letter of Commendation in Support of Nomination of Elizabeth Vigil as WIC
Employee of the Year

Elizabeth is a very enthusiastic, energetic nutritionist who brings constant updates to our agency's nutrition education team. We are very fortunate to have her as a part of our team!

Babitha Maddineni, RD
Grand Avenue Office



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Employee of the Year

What impressed me the most was Elizabeth's unwavering willingness to take on the huge challenge of training our agency (some 70+ staff) on one of WIC's biggest change.

Elizabeth is a true leader. She planned and organized the staff training and rollout for the new food packages and delegated to staff taking in consideration each staff's strengths. This really added to the success of our agency's successful HH4L campaign.

Christopher Husing, RD, Site Supervisor
Rancho Cordova Office



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To: Theresa Searles,

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RE: Letter of Commendation in Support of Nomination of Elizabeth Vigil as WIC
Employee of the Year

Elizabeth lives out the contagious spirit of Healthy Habit campaign; her passion and commitment for educating staff and participants shined through during new food package preparation period. Elizabeth has many brilliant ideas to connect with staff giving everyone the big picture as well as fine details in the past year. She provided easy-to-use references to support staff to keep track of many changes. I appreciate her efforts in motivating everyone in our agency to accomplish great changes.

Esther Wong-Chow, RD
Florin Road Office



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Employee of the Year

Elizabeth's enthusiasm for nutrition education is contagious! She inspires all of us to continuously look for new ways to teach classes and engage our participants in learning.

Although Elizabeth has an extremely full professional and personal life, she still manages to support and encourage all of her co-workers on a daily basis. While I was working on obtaining my IBCLC certification, Elizabeth was always willing to offer advice, share her knowledge and lend support.

Jamie McCulloch, RD
Grand Avenue Office
Sacramento County WIC Staff Training Coordinator



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RE: Letter of Commendation in Support of Nomination of Elizabeth Vigil as WIC
Employee of the Year

Elizabeth has demonstrated strong leadership skills by preparing our entire agency for the Healthy Habits program and the food package changes. She did this by designing and facilitating multiple trainings for the program, while still fulfilling her clinic needs this past year. She is a great asset to the success of our program and someone that I admire. She is very enthusiastic and creative. Elizabeth is always thinking of ways to continually enhance our program. She is approachable to all staff and WIC participants, and is a true team leader.

Lisa Hashisaka, RD
Florin Road Office



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To: Theresa Searles,

Date: December 11, 2009

RE: Letter of Commendation in Support of Nomination of Elizabeth Vigil as WIC
Employee of the Year

When Elizabeth joined our WIC team in August 2005, she quickly rose to a leadership role taking on both breastfeeding and nutrition education issues within our agency. Her proactive enthusiasm toward improving the content of our breastfeeding and nutrition messages greatly helped our agency with its primary goals. Not only is she a leader, she is also an example, walking the talk in both her work and personal life. Elizabeth is liked and well respected by all, and her work with State WIC Nutrition Education was instrumental in our agency transition to the new WIC food package. She is well deserving of recognition for her accomplishments.

Elizabeth Van Houten, RD
Rancho Cordova Office



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To: Theresa Searles,

Date: December 11, 2009

RE: Letter of Commendation in Support of Nomination of Elizabeth Vigil as WIC
Employee of the Year

Elizabeth Vigil has been and continues to be an inspiration to me as a coworker and friend. She achieved her dream of being a Lactation Consultant with a degree of IBCLC and recently graduated with a Master in PHN while working as WIC Dietitian. At the same time, being a wonderful Mom to her 3 children (2 born while working at WIC!) Her contributions and work have impacted tremendously to our Staff and participants with her never ending energy and creativities.

Sai-Ling Mao, RD
Florin Road Office



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To: Theresa Searles,
Date: December 11, 2009
RE: Letter of Commendation in Support of Nomination of Elizabeth Vigil as WIC
Employee of the Year

Elizabeth's forward thinking and planning helped the agency make a smooth transition through healthy habits and the new food package.

Sherri Rulon, RD, Supervising Dietitian
Florin Road Office

**2010 CA WIC Program
Best Practices Awards
Nomination Form**

**Outstanding Local Agency Employee 2009
(Individual Award)**

Directions:

The best practices awards are for activities during the federal fiscal year 2009 (October 1, 2008-September 30, 2009). Complete all sections of the form. "Agency" awards recognize the best practices of the organization, and "individual" awards recognize the unique contributions of an individual staff member. The information provided in the nomination form may be included in the Best Practices Awards program. Remember to include your name and contact information as we may contact you for additional information. This form is designed for you to enter information within expandable fields after every question.

Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Rocio Huerta**

Agency Name: **Stanislaus County Health Services Agency**

How long has the nominee worked for the agency? **2 years**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services. **As one of the Staff Services Coordinator, Rocio is responsible for scheduling, clinic operations, flow and sites. Rocio was also the project manager for our Network for Healthy California. In this role, she sought for ways to partner with WIC. She has implemented many projects in her short 2 years which has improved operations and communications such as providing the "Weekly WIC Nugget" which she designs with the other coordinator and puts out on email for all staff. On top of all her WIC duties, she is completing her MPH online and her project will be focusing on making our county worksite "baby-friendly".**

What makes the nominee's customer service skills exceptional? **She is always willing to step in and assist and leads by example.**

Provide specific examples. **I would say what really impresses me is that she will always remain calm and in control, even during very hectic times.**

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged. **Great role model, always there for assistance, very resourceful, very knowledgeable of the community and resources, always willing to learn new things.**

How does the nominee motivate co-workers? **Leads by example.**

Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Contact Name: Elaine Emery

Phone Number: 209-525-4804

Fax Number: 209-558-1242

Email Address: eemery@schsa.org

Please submit completed form by **December 11, 2009** to
Theresa Searles, Local Agency Support Branch
Theresa.Searles@cdph.ca.gov
Phone: (916) 928-8766 Fax: (916) 263-3314

Letter of Recommendation

December 15, 2009

RE: Rocio Huerta
Staff Services Coordinator
Stanislaus County Health Services Agency

Energetic, resourceful, flexible, self reliant, and great role model – these are a few words that describe Rocio Huerta. Although she has only been with the WIC program for 2 years, she has grown into an excellent leader and mentor for the staff that she supervises. In addition to her job at the WIC program, she was also the manager for the Network for Healthy California which was really a full time job in itself!

She has facilitated our Nutrition and Fitness Council for many and has guided the group through a framework exercise, and numerous other interesting projects.

She is a valuable asset to our team and I have continued to see her grow in her role here at WIC. She is developing her leadership and supervisory skills by attending classes and of course by experience. She also just completed her CLE. On top of her full time job here at WIC, she is now in the process of completing her MPH!!

She really deserves recognition for all that she contributes to the WIC program.

Submitted By:

Elaine Emery
WIC Program Manager
Stanislaus County Health Services Agency

**2010 CA WIC Program
Best Practices Awards
Nomination Form**

**Outstanding Local Agency Employee 2009
(Individual Award)**

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Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Leonor Maestas-Banuelos**

Agency Name: **County of Tulare HHSA WIC**

How long has the nominee worked for the agency? **12 years**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services. **Leonor is the lead Office Assistant for our WIC agency. She is a tireless and dedicated worker. Along with her three subordinate Office Assistants, she manages our agency call center along with providing support services to all of the outlying clinics. Leonor gives 100%++ every day at work. She is a terrific right hand person for the Agency WIC Director. She provides invaluable assistance to the program director by obtaining quotes on items, preparing numerous supply requests, and working with vendors to obtain proofs for item customization, W-9 forms from new vendors, and follow through with fiscal services to obtain purchase order documentation. These tasks require attention to detail and persistence in monitoring, both areas which she excels. Whenever any office supplies or equipment is needed, she researches the information and provides the program director with all of the necessary details. Leonor has the skill to develop organized methodologies for completing tasks which saves time and ensures accuracy. Her time management skills and ability to prioritize work assignments is excellent and makes her highly productive. She works very independently in completing job duties, and has a keen sense of anticipating program needs, which enable her to complete tasks prior to supervisory direction. She is always willing to help when a last minute need arises. There is little to worry about when she is organizing a task or is given a new responsibility. As a result of her exemplary service, Leonor received an Employee of the Month award in March 2009 from our Health & Human Services Agency.**

This past year we moved our second largest clinic as well as our main administrative site and attached clinic. Our agency had a caseload allocation of 30,750 participants and currently has 8 clinic sites. Leonor was invaluable in our move preparation and coordination. She spent countless hours preparing our agency support equipment and supplies for the move, as well as assisting the other clinic with packing supplies. Since we had to move our administrative site and one clinic into a much smaller facility, we lost approximately 75% of our storage capacity. As a result, we had to bring in 2 containerized storage units

Please submit completed form by **December 11, 2009** to
Theresa Searles, Local Agency Support Branch
Theresa.Searles@cdph.ca.gov
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2010 CA WIC Program - Best Practices Awards

Directions:

and 2 PODS to use as our warehouse. These are located approximately 25 yards from the building the office is in. Leonor oversaw the distribution of supplies to each of these units and worked with the moving staff and maintenance staff to insure that shelving was installed in the unit. This type of storage is by no means ideal as there is no electricity or temperature controls in the storage units, and the doors are very difficult to open and close. Faced with the extreme heat of the summer, as well as the longer dark periods and cold in the winter months, she continues to gather the necessary supplies needed for shipment to our eight clinics without complaint. She looks very stylish as she brandishes a mallet, wears a headlight, and carries her work lanterns so that she can find everything needed for the clinics! (see attached pictures). Additionally, our palletized storage is located in a warehouse that is fifteen miles from our administrative office. Leonor coordinates with the other warehouse staff to pick up needed supplies there on a periodic basis, and maintains the inventory.

Recently we installed a new phone system in our call center. She was a big help in developing and recording all of the messages that were needed for the system and was helpful in trouble shooting problems that occurred with the system in the initial implementation days.

She has a very keen sense of anticipating needs for many projects that I work on as well as keeps good record archives, contacts, and special purchase requests. She follows up to make sure that orders come in as scheduled, and that supplies are available to all of the sites and are delivered on time. Leonor truly is my right hand person!

What makes the nominee's customer service skills exceptional? No matter who her customer is, whether participant, staff, other county personnel, medical offices, or other external customers, Leonor always does her best to take care of their needs as much as possible in an efficient, timely manner.

Provide specific examples. Besides all the other responsibilities Leonor has, she also helps answer phone calls from our caseload of over 27,000 participants. Leonor does an excellent job of balancing other tasks and always put the WIC participant first by making answering phones a priority when the phone lines are busy.

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged. Leonor always maintains a positive attitude and she works very cooperatively with all of the Office Assistant II staff to build and maintain a cohesive and happy work environment. She is seen as a problem solver by all of our staff. If someone does not know where to get something, how something works, or what we have, Leonor is always there as the go to person. As the Lead Office Assistant, she appropriately delegates responsibilities to the other Office Assistants to ensure that checkstock and supplies are sent to clinics on time and other supportive functions are provided as needed.

How does the nominee motivate co-workers? Leonor is always sensitive to the needs of those she works with, and strives to provide a finished product that all can be proud of. She asks nothing of her staff that she is not willing to do herself.

Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Contact Name: Peggy Redfern, RD
Phone Number: 559-684-3479
Fax Number: 559-685-2695
Email Address: predfern@tularehhsa.org

Containerized Storage at Tulare County WIC





Tulare County Health & Human Services Agency

John Davis, Agency Director

Ray Bullick, Director - Health Services Department

Health Services Department ■ Women, Infants, and Children

WIC Best Practices Award Selection Committee
c/o Theresa Searles
Regional Advisor
3901 Lennane Drive
Sacramento, CA 95834
California WIC Program

Dear Committee Members,

It is my honor and pleasure to submit this nomination for Local Agency Employee of the Year for Leonor Maestas-Banuelos. Leonor has worked over 20 years for Tulare County HHSA WIC Program and I have had the pleasure of supervising her for more than ten of those years. She is the Office Assistant IV in our administrative office. Together with three Office Assistant IIs, Leonor provides leadership in our call center as well as administrative support to the WIC Director and all of the eight clinics located throughout our county.

Leonor is an extremely dedicated, thoughtful, and efficient worker. She interfaces with participants, clinic staff, professional staff, other programs, parent agency departments and administration, and numerous other external customers. Her interaction with all customers is always friendly and courteous, accommodating, efficient and professional. She can be depended on to fulfill her duties and special assignments accurately, on time and independently with little need for direction. Leonor has a keen sense of anticipating routine needs of program, as well as special needs for projects, annual purchases and group class support. She is a wonderful right hand person for me and she contributes much to the success of our program.

No task is too big or too insignificant for her to handle and effectively accomplish. Considering that our administrative office is now in much smaller quarters, and our warehousing is split between a small area inside our building, two 40 foot containerized storage units, two 16 foot pods, and a small amount of palletized storage located fifteen miles away, Leonor is able to coordinate it all. She makes sure that all clinic supply needs are met, and maintains supply orders from the state as well as other vendors. She does this at times when temperature may be extreme and lighting availability is less than ideal.

Often local agency employee awards go to professional and paraprofessional staff, and our support staff is not included. Please consider this nomination, as our support staff, especially Leonor, are also the life blood of our program.

Sincerely,

Peggy Redfern
WIC Program Director

**2010 CA WIC Program
Best Practices Awards
Nomination Form**

**Outstanding Local Agency Employee 2009
(Individual Award)**

Directions:

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Nomination:

Outstanding Local Agency Employee 2009 Nominee: **Marlene Whittington**

Agency Name: **Tuolumne County Health Department WIC Program**

How long has the nominee worked for the agency? **7 years in Tuolumne county, 15 years for Monterey county, and 1 year for Stanislaus county**

Please give examples (e.g. project leadership, program design, innovative ideas, etc.) that describe how the nominee's work is exceptional *and* goes beyond providing basic WIC services. **Marlene is a go getter and a people person. She is our nutrition education coordinator and is exceptional at what she does. She makes the classes a fun experience, drawing the participants out, and interacting with humor and joy. She creates our lobby bulletin board information, and has people from many different areas stopping to look at the board as they pass through the WIC lobby. She once created a grow your own herb garden class, and months later, participants were still coming in with pictures on their cell phone of their basil and cilantro and sharing what dishes they made with them. She has a positive impact on our participants, and gets along with almost everyone. She loves to cook, and can make participants mouths water by sharing her recipes. She often incorporates a cooking demonstration, keeping it simple enough that many participants have actually cooked some of the foods she has discussed. WIC shares the building, so she demonstrates in a classroom and uses minimal ingredients and one appliance. This way participants can see realize how easy it is to cook with few ingredients and only using a crock pot or other appliance.**

What makes the nominee's customer service skills exceptional? **Marlene is a "let's see how we can do this" sort of person. She rarely says no and has a knack for making the participant think that it was their idea to participate. She is bilingual and has a wonderful rapport with the hispanic community. Provide specific examples. Marlene has made an impact with the women in the hispanic community. They often call Marlene to make them health clinic appointments because they trust her and know that she will help them meet their needs. Marlene is a giver and has on more than one occasion has known of a family in need of clothing and called them to give bags full of clothes.**

What characteristics make this nominee an excellent role model for other WIC employees? Describe the nominee's leadership qualities. Examples are encouraged. **She is competent, quick, honest, thoughtful, a**

Please submit completed form by **December 11, 2009** to
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2010 CA WIC Program - Best Practices Awards

Directions:

hard worker, and respected by her peers. She is the first to arrive, the last to leave, and can be counted on in a pinch. She willingly shares everything about herself, and in turn people confide in her, making her a wonderful resource for settling issues and disputes. Her knowledge about the program makes her a wonderful resource when training new WNA's as well as answering the hard ISIS questions. She is strong without being overbearing and is quick to show someone how to do something. She is extremely patient and is very creative when showing and explaining how to do something. She never gets ruffled and is the go-to person.

How does the nominee motivate co-workers? Marlene brings her work ethics and joy to work, which in turn motivates others to work as a team and work as a unit. She infuses her work area and those around her with enthusiasm and humor. She is quick witted and fun, gently teasing and drawing people to her. Her reasonableness to listen as well as her directiveness allows others to follow and strive to do what is asked or required.

Commendations from co-workers are encouraged and may be included with the nomination.

Contact Person:

Contact Name: Lisa Hieb-Stock

Phone Number: 209-533-7418

Fax Number: 209-533-7453

Email Address: lhieb@co.tuolumne.ca.us

December 16, 2009
Letter of Recommendation
California WIC Program
Outstanding Local Agency Employee

To whom it may concern,

I would like to recommend Marlene Whittington for Outstanding Local Agency Employee. Marlene is honest, thoughtful, extremely hard working and always goes the extra mile for both the program and the WIC participants. Marlene is the first to arrive and the last to leave. She is the nutrition education coordinator and works hard at what she does, infusing humor and awareness into all classes. She is creative and energetic, always moving and dancing, and is a wonderful motivator for staff and participants.

Marlene listens to people and is very compassionate. Marlene is a giver and has on more than one occasion, known of a family in need of clothing and given from her own home. One participant was so grateful for receiving 2 large garbage bags full of clothes from Marlene. Marlene is the type of person that gives freely and offers what is hers without a second thought.

Marlene is bilingual and is a large presence in the hispanic community. The WIC clients use Marlene as a resource for different agencies. She is always willing to call and help non-english speaking clients make their medical clinic appointments because she encourages the WIC participants to get the health care that they need. The Spanish speaking women look to Marlene as a mentor and she encourages them to do the best they can for their families, eating healthy and being active. She is a wonderful resource for the community.

I firmly believe that the local Tuolumne County WIC program would not be where it is today, growing and thriving, had Marlene not come to Tuolumne County when she did. Her presence and humor have created an atmosphere of liveliness and an attitude of encouragement. She is an outstanding employee, and she deserves to be recognized for what she does.

Sincerely,

Lisa Hieb-Stock, RD, IBCLC
Tuolumne County Health Department
WIC Program Supervisor
20111 Cedar Rd N
Sonora, CA 95370
209-533-7418
lhieb@co.tuolumne.ca.us

Staff wrote:

Jennifer

Since I've met Marlene, she has a way of making people feel like family. Her personality is warm and friendly, which invites you to open up and share. She brings much of herself to the program, and offers her creativity, flair, and humor at all times.

Ashley

Her nutrition education classes and bulletin boards are always creatively done. Staff is always receiving compliments on the waiting room and the information that is given. People stop to read them and make comments to other people about the information shared and you can often overhear "I didn't know that...did you?" by our participants.

Nancy

Marlene is always smiling with her upbeat and kind personality. She is the first to praise and compliment our ideas and give us our strokes and pats on the back. She is quick to acknowledge good work and creates a fun environment in which to work. Her boards and classes are a hit, she gets her class participants to join activities with fun and creative projects. The Spanish speaking clients really trust her and her referrals, which is awesome to see.