

Collin County Going the **Extra Mile (GEM)** Recognition Form

Honoree's Name: Laura Navas

Honoree's Job Title: Collection Clerk

Department: District Clerk

Years of Service with the County: 1

Why the Honoree is receiving a GEM Award including dates:

As an inaugural member of the felony collections team, Laura has had to be flexible, innovative and adaptable as the program developed. Laura was instrumental in the implementation of efforts to collect fees from TDCJ inmate trust accounts resulting in the collection of over \$85,000 in the first 8 months. Laura has also been an important part of the transition of collection duties from CSCD to the District Clerk's office. Being a collector is not always easy, but Laura treats each customer fairly and respectfully while maintaining a positive attitude. She is always willing to try new things to help increase the collection rate and often offers suggestions on how to improve our processes. The District Clerk's office is proud to recognize a team member that leads by example and takes the initiative to improve not only her performance, but that of her department.

Approved by elected official or department head on the 12th day of June, 2014

Andrea Thompson
Signature of Elected Official
or Department Head

Andrea Thompson
Printed Name