

SAN MATEO COUNTY
Inter-Departmental Correspondence

DATE: February 7, 2001
TO: Honorable Board of Supervisors
FROM: John Maltbie, County Manager
SUBJECT: Employee of the Month for February 2001

RECOMMENDATION

Honor Darlene Hansen as Employee of the Month for February 2001 and authorize the President of the Board to sign the commendation.

BACKGROUND

In September 1984, you approved a resolution establishing an Employee of the Month program and in December 1984, you honored the first San Mateo County Employee of the Month.

The Selection Committee has reviewed the nominations and recommends that Darlene Hansen, Family Support Supervisor in the Family Support Division of the District Attorney's Office be the February Employee of the Month

DISCUSSION

A County employee for over 18 years, Darlene is a role model for county government and public service. She is an excellent supervisor, mentor and trainer. Additionally, she has improved the Family Support Division's performance standards through her work on the demonstration grant, *Co-locate Project Work First Graduates do Child Support Intake*.

In August of 1998 Family Support was awarded a grant for \$100,000 from the federal government to fully implement the *Co-locate Project* throughout San Mateo County. The purpose of this project was to improve the performance on new TANF cases from the point of intake and paternity establishment through enforcement of the support order. Darlene worked with the Human Services Agency to recruit and train Work First graduates to be child support intake workers. She provided intensive training of new staff on the Child Support IV-D Program, interviewing skills and various computer programs. She also developed a procedure manual for the project.

In June 2000, Darlene assumed the role of staff trainer. Darlene has shared her wisdom, experience and most of all, her professional ethics with staff. In the words of one staff member,

“Darlene Hansen has been a wonderful role model for those of us working with her. Darlene is a dedicated instructor and has expressed that the most rewarding part of her job is to see the trainees succeed and advance” Darlene is dedicated, understanding and deserves to be recognized as an outstanding teacher, supervisor and mentor.

Our County is fortunate to have Darlene Hansen as one of its outstanding employees.