

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Christie Hix

Honoree's Job Title: Registered Nurse

Department: Health Care Services

Years of Service with the County: 7 years

Why the Honoree is receiving a GEM Award including dates:

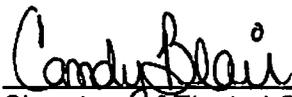
A citizen was so impressed with Christie's excellent customer service and quick response to her needs that she sought at ways to make sure Christie was recognized for willingness go the extra distance when she inquired about immunizations on an adoption. She actually wrote the below statement.

"I have had such a good experience with a Collin County employee, that I searched the website to find a way to offer my thanks. I ran across the article about the GEM (Going the Extra Mile) program, and I just wanted to suggest that you consider Christie Hix from the Public Health department for this recognition program.

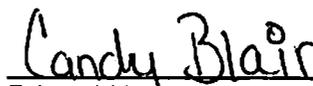
Other than paying my taxes, I haven't really had any interaction with county employees until this past February. My husband and I recently adopted a child. Prior to travel, I asked Ms. Hix many questions about immunizations. Her response time to my emails could be measured in MINUTES, not weeks or months like I have experienced with federal agencies along this 2-year adoption journey. MINUTES!! "

I was so pleasantly surprised at the prompt, friendly, and professional customer service over the course of 4 months that I just felt compelled to let someone know about it! Our adoption-journey has been uncharted waters for us and having someone friendly and professional like Ms. Hix providing us support made it easier! I hope you will consider her for the GEM or at least a pat on the back!"

Approved by elected official or department head on the 23 day of May, 2011



Signature of Elected Official
Or Department Head



Printed Name