

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Caroline Escamilla
First Name Middle Initial Last Name

Honoree's Job Title: Assistant Law Librarian-Pro Se Coordinator

Department: Law Library

Years of Service with the County: 3 years

Why the Honoree is receiving a GEM Award including dates:

Caroline provides process steps to self-representative patrons that comes into the Law Library for Family Law matters. She then assists all patrons waiting, as well. Caroline provides back up to the reference desk and is cross trained in all Assistant Law Librarian duties that exceed her regular duties. Caroline steps in when Law Library is short staffed. Caroline multitasks between working two reports of self-representative filers in two Family Law Courts, assists those pro se filers that come in person, assists other patrons as they are waiting for help, she answers emails, voicemails, and follows up through her report. Caroline does all this with sending over 100 emails a week. Caroline works directly with two courts and sits with the coordinators to ensure the judge's process is understood as she works the reports. Caroline has adapted and created her own spreadsheets for reviewing reports for the two courts. She has created generic emails to send to pro se filers depending on the status of their case. Caroline works alongside Legal Aid of Northwest Texas to advertise, promote and sign up pro se patrons for quarterly workshops, and she has created a feedback process. Even though the newsletter is not one of her direct duties to participate in relevant information to include in the newsletter and does additional research for the most updated information that would best benefit pro se filers. Caroline has had great feedback from judges, and other County Departments. She works with respect for the County and individuals we assist. Thank you, Caroline, for all your hard work!

Approved by elected official or department head on the 19th day of June, 2026

Digitally signed by
Monika Arris
Date: 2026.06.19 11:52:33
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Monika Arris

Signature of Elected Official
Or Department Head

Monika Arris
Printed Name