

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Shannon Criger

Honoree's Job Title: Accounting Tech

Department: CSCD

Years of Service with the County: 41

Why the Honoree is receiving a GEM Award including dates:

I am pleased to nominate Shannon for a GEM award due to her exceptional dedication and professionalism in managing victim restitution functions for both misdemeanor and felony courts year after year. Her unwavering commitment to victims is truly outstanding.

Shannon diligently enters victim information within strict timelines and addresses any discrepancies, including handling returned checks and correspondence. Her meticulous attention to detail ensures that victims receive their rightful restitution without unnecessary delays. She proactively contacts the DA's Office to resolve any discrepancies, demonstrating her dedication to accurate and timely payments.

Moreover, Shannon's empathetic approach shines through in her interactions with victims. She effectively answers their questions, listens to their concerns, and navigates difficult conversations with patience and composure. Victims often express gratitude for her support, which reflects the rewarding nature of her work.

Shannon also manages complex cases with multiple victims and co-defendants by maintaining detailed spreadsheets, ensuring fair distribution of payments and preventing overpayments. Her initiative to locate updated addresses for undeliverable checks further exemplifies her commitment to helping victims receive their restitution.

In summary, Shannon's outstanding performance, dedication to victim advocacy, and compassionate approach make her a deserving candidate for this award. Her contributions significantly enhance the restitution process and provide essential support to those affected by crime.

Approved by elected official or department head on the 20th day of December, 2024


Signature of Elected Official
or Department Head

Leticia Gibbs
Printed Name