

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Terrie Rios

Honoree's Job Title: Tech I

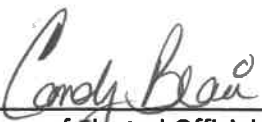
Department: Public Health

Years of Service with the County: 8 months

Why the Honoree is receiving a GEM Award:

Terrie approaches each day with a positive attitude and a warm smile that immediately welcomes both patients and colleagues. She consistently goes above and beyond to assist patients by taking initiative to find answers, seek clarification, and follow up to ensure every individual receives the support they need. Terrie provides exceptional customer service whether speaking with patients in person or by phone and ensures each person feels valued and comfortable throughout their visit. She treats every interaction with patience and understanding which demonstrates her deep compassion for others and her commitment to delivering high quality care. Terrie is always willing to assist her colleagues whether helping with navigating clinic processes, or stepping in when others need support. Her eagerness to help and her ability to make a meaningful impact each day makes her truly deserving of recognition through this award.

Approved by elected official or department head on the 7 day of August 2026



Signature of Elected Official or Department Head