Collin County
Going the **E**xtra **M**ile (**GEM**) Recognition Form

Honoree's Name: Jennifer I Castro
First Name Middle Initial Last Name

Honoree's Job Title: Juvenile Probation Officer

Department: Juvenile Probation Department

Years of Service with the County: 4

Why the Honoree is receiving a GEM Award including dates:

In her role with the Department, she consistently demonstrates a willingness to step in wherever help is needed. She regularly volunteers to cover the receptionist area when secretarial staff are unavailable, answers phones, and assists juveniles and families who come into the building, ensuring their needs are being met.
In addition, she is bilingual and frequently assists by translating for families on other officers' caseloads, which has been an invaluable resource for both staff and the families we serve. She does this willingly and without hesitation, often beyond the scope of her assigned duties. She even assists the Victim Assistance Coordinator, Chris Sutton, in translations for victims.
What truly sets her apart is her consistently positive attitude and team-oriented mindset. She approaches every task with professionalism, kindness, and a genuine desire to help, which has a positive impact on both our department and the families we serve.
For these reasons, I believe she is an excellent candidate for the Going the Extra Mile Award and deserving of this recognition. Thank you for your consideration.

Approved by elected official or department head on the Jan. 30 day of ,2026.

CYNTHIA GORE

Signature of Elected Official
Or Department Head

Printed Name