

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Isabella Chapman
First Name Middle Initial Last Name

Honoree's Job Title: Dispatcher

Department: Sheriff's Office

Years of Service with the County: 3

Why the Honoree is receiving a GEM Award including dates:

On November 25, 2025, Dispatcher Isabella Chapman took a call from a woman who received a fictitious call regarding an ankle monitor for her daughter who was getting released from jail that afternoon. This is a common scam. The perpetrator texted the victim barcodes and instructed her to go to a local convenience store, scan each at the register, and load \$500 on to them. The victim told Dispatcher Chapman, and a Collin County investigator, that while trying to do the second transaction, the employees at the convenience store realized she was being scammed and stopped the second transaction, refunding that money. The victim was only able to provide investigators the receipt for the first \$500 transaction that went through.

Dispatcher Chapman is the scam subject matter expert for dispatch and knew, from previous cases the team has worked, that evidence of the second refunded transaction would bring the charge from a misdemeanor to a felony threshold for Financial Abuse of the Elderly. After attempting to call the convenience store, and not receiving a response, Dispatcher Chapman stopped at the convenience store on her way home from work. The store manager was able to pull documentation of both transaction for her. This tenacity and problem solving is a credit to Dispatcher Chapman, the Dispatch Center, and the Sheriff's Office Team.

Approved by elected official or department head on the 15th day of Dec, 2025

Jim Skinner
Signature of Elected Official
Or Department Head

Jim Skinner, Sheriff
Printed Name