



**Norma Miranda**

Clerk-Senior Level  
Contra Costa Regional Medical Center  
and Health Centers

For immediately addressing and assisting with schedule changes in our Health Care for the Homeless Clinics and for her great communication with our program.

◆Nominated by Alvin Silva

**Christine Houser**

Medical Staff Coordinator  
Contra Costa Regional Medical Center  
and Health Centers

For her contribution, patience and support during the expansion of our Choosing Change programs in ambulatory clinics.

◆Nominated by Alvin Silva

**Annette Kostelec**

Account Clerk-Advanced Level  
Personnel

For her professionalism in assisting employees with payroll issues. For going above and beyond and maintaining her good attitude in the most difficult times and for embodying the attributes of a public employee.

◆Nominated by Gloria Pope

**Katie Grigsby**

Dietitian  
Contra Costa Regional Medical Center  
and Health Centers

For her great attitude and smile. For always offering to help others and making us laugh. For being an awesome hardworking co-worker who is a pleasure to work with.

◆Nominated by Appreciative Co-Worker

**Erik Blaneck**

Systems Software Analyst I

**Cheryl Chu**

Database Administrator  
Information Technology

For working tirelessly to minimize downtime for cLink. For optimizing reporting and batch jobs to improve system performance. For their dedication to their profession and system improvements that help us better serve our patients.

◆Nominated by Patrick Wilson

**James Nelson**

Information Systems Technician I

**Erik Mann**

Information Systems Technician II  
Information Technology

For always being friendly and customer focused. For delivering complex solutions to computer issues during night and weekend shifts at the Service Desk. For their willingness to stay until the work is completed.

◆Nominated by Patrick Wilson

**Miu Tam**

Accountant III  
Behavioral Health Finance

For her dedication, attention to detail and commitment in developing the Drug Medi-Cal Organized Delivery System Fiscal Waiver. For working tirelessly to develop the rate setting methodology and ensuring that the waiver was completed in an accurate and timely way.

◆Nominated by Faye Ny

**Leigh Pierson Brown, FNP**

Public Health

For the kindness and compassion she shows her patients. For being a wonderful co-worker who creates a supportive family-like environment for us.

◆Nominated by Sue Meltzer

**Esli Torres**

Clerk-Senior Level  
Contra Costa Regional Medical Center  
and Health Centers

For providing terrific customer support for myccLink, our website for patients. For taking the initiative to personally sign up CCRM patients for myccLink.

◆Nominated by Will Harper

**Paul Valdez**

Institutional Services Worker-Generalist  
Contra Costa Regional Medical Center  
and Health Centers

For going the extra mile to assist a pregnant patient and her family obtain a wheel chair and get to the Labor and Delivery unit.

◆Nominated by Juliette Manry

**Norma Martinez**

Medical Social Worker II  
Contra Costa Regional Medical Center  
and Health Centers

For her willingness to always help fill in during absences, for her positive attitude, great sense of humor and for assisting her patients with a smile.

◆Nominated by a Sue Meltzer



**Michelle Palmer**

Mental Health Clinical Specialist  
Behavioral Health

For stepping in to assist a patient in crisis and helping him to get his needs met.

◆Nominated by Sally Reader-Matthews

**Jessica Jones, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being responsive to the needs of a patient in crisis. For taking great care of the patient and for her quick-thinking during the situation.

◆Nominated by Sally Reader-Matthews

**Tommy Tighe**

Mental Health Program Manager  
Contra Costa Regional Medical Center  
and Health Centers

For being a supportive supervisor. For his guidance with challenging and complicated cases. For helping me assist a patient transition care to another county without missing any treatments, and for always being only a phone call away.

◆Nominated by Sally Reader-Matthews

**Linda Russell-Sanders**

Medical Social Worker II  
Contra Costa Regional Medical Center  
and Health Centers

For her time, support and assistance with my cases during my transition to the health clinic.

◆Nominated by Sally Reader-Matthews

**Teresita Medina**

Home Economist  
Public Health

For her attention to details, excellent service to our customers, her dependability, and for her ability to get along well with everyone. For putting a smile on my face when I walk into the office.

◆Nominated by Monique Sims

**Richille Bolotaolo, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being a compassionate and brilliant nurse, and for always bringing a smile to 4B.

◆Nominated by Ellen Griffith

**Vanessa Wilson**

Medical Social Worker II  
Contra Costa Health Plan

For being on top of my health and going with me to meet with my doctor and making sure I get the treatment I need. For being a very special lady.

◆Nominated by a Patient

**Nick Smith**

Laboratory Technician II  
Contra Costa Regional Medical Center  
and Health Centers

For being very kind and making sure I am comfortable. It is a pleasure to have my blood drawn by him.

◆Nominated by a Patient

**Amy Shaver**

Clerk-Experienced Level  
Contra Costa Regional Medical Center  
and Health Centers

For always having a smile and special greeting when I see her. For her kindness and special way of getting me signed in.

◆Nominated by a Patient

**Anissa Carter**

Laboratory Technician II  
Contra Costa Regional Medical Center  
and Health Centers

For always treating me so kind and making me feel that I am not a bother, but a friend. For always going the extra mile for me.

◆Nominated by a Patient

**4C Psych NOC Shift Nursing Staff**

Contra Costa Regional Medical Center  
and Health Centers

For your quick response that prevented me from injury during a crisis situation on the unit.

◆Nominated by Rose DeLaCruz

**Dawna Vann**

Senior Health Education Specialist  
Personnel

For the research, skill and outside-the-box thinking she brings to her development and facilitation of training and coaching tools. For creating a safe environment for employees to explore vulnerable issues and develop new practices. For her 20 years of service to CCHS.

◆Nominated by Donna Page, Shelanda Adams, Karen Jovinn

**Dave Johnson**

Information Systems Technician II  
Information Technology

For going above and beyond in helping our Behavioral Health Services Network Providers achieve access to the new provider portal application.

◆Nominated by Gwynne Gilson



**Robert McKinnon**  
**Janet Costa**  
**Cassandra Robinson**  
**Crystal Whitehead**  
Mental Health Community Support Worker II


**Bernice Zamora**  
Mental Health Community Support Worker I

**Ellen Shirgul**  
Mental Health Program Supervisor

**Judith Quittman**  
Mental Health Clinical Specialist  
Behavioral Health

For going above and beyond to coordinate focus groups with consumers and/or family members at their sites to better understand how to improve services.

◆Nominated by Ann Isbell



**DO YOU KNOW SOMEONE**  
*Going the Extra Mile?*

To recognize a CCHS employee, vendor or volunteer for outstanding Service Excellence performance, submit the commendation form by email to [wanda.session@hsd.cccounty.us](mailto:wanda.session@hsd.cccounty.us) or fax to 925-957-5401. Forms are on our website ([cchealth.org](http://cchealth.org) on the About Us page) or iSITE, our intranet, at <http://cchs/> Nominations are subject to approval by Division Directors.