

Bradenton Area Convention Center
One Haben Boulevard, Palmetto - Longboat Key Room
9:00 a.m. - January 12, 2021

January 12, 2021 - Regular Meeting
Agenda Item #3

Presented in Open Session 1/12/21
Manatee County
Board of County Commissioners

Subject

Presentation of the January Employee of the Month Award to Renee Medina

Briefings

None

Contact and/or Presenter Information

Contact: Tamie Langman, Human Resources, Ext. 3861

Presenter: Ava Ehde, Neighborhood Services Director, Ext. 3974

Action Requested

Presentation of the January Employee of the Month awarded to Renee Medina, Senior Veterans Counselor, Neighborhood Services Department.

Enabling/Regulating Authority

Manatee County Code § 2-2-3 - Awards and Incentives to Employees

Resolution R-09-020 - Performance Compensation Programs

Background Discussion

This award is presented monthly.

A designated parking space will be available to the "Employee of the Month."

This employee will receive a \$300.00 cash award in addition to one paid day off.

County Attorney Review

Not Reviewed (No apparent legal issues)

Explanation of Other

Reviewing Attorney

N/A

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Instructions to Board Records

None

Cost and Funds Source Account Number and Name

\$125.00 0010003700-549001-Awards, Ad Valorem Tax

Amount and Frequency of Recurring Costs

None

Attachment: [Medina Employee of the Month Nomination Form.pdf](#)

Attachment: [Jan 21 Medina.pdf](#)



MANATEE COUNTY GOVERNMENT
"EMPLOYEE RECOGNITION PROGRAM"
NOMINATION FORM

HUMAN RESOURCES

SEP 27 2018

(PLEASE PRINT)

DATE: 07/09/2018



EMPLOYEE OF THE MONTH NOMINATION

NAME: Renée Medina

DEPARTMENT: Neighborhood Services DIVISION: Veterans Services

JOB TITLE: Senior Veterans Counselor DATE OF HIRE: 05/09/2016

NOMINATED BY: Lee Washington PHONE#: X 3648

Expiration (If applicable):

Reviewed by Human Resources Date:



TEAM NOMINATION

NAME: DEPARTMENT:

NAME: DEPARTMENT:

NAME: DEPARTMENT:

NAME: DEPARTMENT:

NOMINATED BY: PHONE#:

Reviewed by Human Resources Date:



SAFETY NOMINATION

NAME:

DEPARTMENT: DIVISION:

JOB TITLE: DATE OF HIRE:

NOMINATED BY: PHONE#:

Reviewed by Human Resources Date:



HEROISM NOMINATION

NAME:

DEPARTMENT: DIVISION:

JOB TITLE: DATE OF HIRE:

NOMINATED BY: PHONE#:

Reviewed by Human Resources Date:

Nominated Employee(s): _____
Type of Nomination: _____

☐

EMPLOYEE OF THE MONTH NOMINATION

1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:

Renée's daily responsibilities are to advocate for and educate our county's Veterans and their families, on the benefits and services that they've earned while on active duty. She sees an average of 6-8 daily scheduled appointments, while communicating via telephone and e-mail with an additional 15-20 customers each day. Renée also remains current with her national and state accreditations.

2. DESCRIBE IN DETAIL (INCLUDE EXAMPLES) OF EXEMPLARY CUSTOMER SERVICE GIVEN BY THIS NOMINEE.

Renée's commitment to her daily duties and those of Manatee County, is showcased regularly through her work; her forward thinking, problem solving and willingness to go the extra step to provide her customers with whatever is necessary to ensure they walk away with honest expectations and understanding of the benefits process. Renée has been promoted to her current position within her first year of service with Manatee County government. The Senior Counselor's role is to be the first level supervisor for junior staff and directly responsible for the day-to-day operations related to customer contact. She has also received 53 "Satisfied and Very Satisfied" customer surveys, within her two year employment with Veterans Services. Her passion to understand each client and their circumstances shows within her regimented work ethic. She has been counted on to fill in where the County Veterans Services Officer is unavailable, including speaking with local media outlets & taking the lead in presenting Veteran related information to our community partners. In August 2017, the division launched a new outreach campaign, placing offices in Ellenton and on Holmes Beach. Renée stepped up and asked to lead this expansion of services and has successfully established a presence, north of the river. This has helped the division extend services to two days a week in that area. Renée has my full confidence in her abilities, to one day, lead this division in its next chapter of service.

3. GIVE EXAMPLES OF EXCEPTIONAL ACHIEVEMENTS. HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS EXCEED THE NORMAL STANDARDS/EXPECTATIONS FOR THE JOB? HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS RESULT IN A SPECIAL ACHIEVEMENT OF SIGNIFICANT IMPORTANCE TO THE COUNTY?

As mentioned earlier, Renée has received fifty-three (53) "Satisfied and Very Satisfied" customer surveys within 24 months of service. She has taken on previously denied claims from the Veterans Administration and spent countless hours in researching the denial and incorporating medical literature and additionally evidence, overturning the previous denial. For instance, a female Veteran had served honorably, but upon discharge had very little support and/or guidance on what benefits she had available. The Veteran subsequently submitted her own claim for disability and was denied, for not having any medical link to her service. Renée, 2 years removed from the denial, researched the decision and determined that the Veteran in fact, did have all of the evidence to grant her the well overdue benefits, that when approved, positively changed her life; not just monetarily but emotionally. She was now able to hold her head up high, knowing that her experiences on active duty were now documented.

4. ACCOUNTABILITY, CIVILITY, AND ETHICS: GIVE SPECIFIC EXAMPLES OF HOW THE EMPLOYEE DEMONSTRATES EXCEPTIONAL LEADERSHIP SKILLS; SERVES AS A ROLE MODEL FOR OTHERS, DISPLAYING DESIRABLE QUALITIES/TRAITS SUCH AS VISION, INTEGRITY, HONESTY, DEDICATION, HIGH LEVEL OF WORK ETHICS, FAIRNESS, ASSERTIVENESS, AND HARD WORKING.

Renée has compassion for a lot of her clients; even those displeased with the outcome. A counselor has to develop a "thick skin", if they're ever to be successful. Although not being VA employees, we are looked upon as such. Renée respectfully listens to the customer and their grievance(s) and provides them with an explanation of the decision granted, but also offers a plan, should they desire to resubmit or appeal the claim. Her calm demeanor has helped this office maintain its high level of community respect, earned over the years. She makes no excuses of not meeting a deadline, either it's done or it isn't. She owns it.

ADDITIONAL EXAMPLES/JUSTIFICATION: SPECIFIC ACCOMPLISHMENTS, COMPLETED PROJECTS, ETC. (EXAMPLE: PROFESSIONAL DEVELOPMENT, VOLUNTEERISM, ETC.)

Renée came to this department from the Tax Collector's office with a desire to learn. Arriving each day, she sought out information and best practices. Due to the level of staffing, she was not granted the access to senior staff for shadowing, sufficiently teaching her many aspects of this job. Renée did not allow that to deter her from what she was hired to do. She researched on her own, called colleagues in other counties and made the effort, even if that resulted in failure, she learned something each day. Today new employees in the division are provided 60 days with senior staff to properly go over nearly every area of responsibility we're tasked to do. Renée has also enrolled into Toastmasters, fine tuning her public speaking resumé.

☐

SAFETY NOMINATION

Achievements considered may include, but are not limited to, the following suggestions. Check the category(ies) that best describe the safety accomplishments of the nominee.

| |
|--------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |

Safety meeting contribution
Response in an emergency
Coaching co-workers on safe work practices

| |
|--------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |

Demonstration safety consciousness & initiative
Consistent maintenance of safe work environment
Identifying, reporting and helping to correct a hazard

Nominated Employee(s): _____
Type of Nomination: _____

1. **Explain how employee(s) achieved, maintained or improved safe work environment. (BE AS SPECIFIC AS POSSIBLE. Use an additional sheet as necessary.)**

☐ **TEAM NOMINATION**

Check the selected criteria that best describes the team's performance.

| | | | | | |
|--------------------------|--------------------|--------------------------|----------------|--------------------------|-------------|
| <input type="checkbox"/> | Project | <input type="checkbox"/> | Committee Work | <input type="checkbox"/> | Emergency |
| <input type="checkbox"/> | Special Assignment | <input type="checkbox"/> | Cost Savings | <input type="checkbox"/> | Promotional |
| <input type="checkbox"/> | Community Work | <input type="checkbox"/> | Other | | |

1. **Summarize the work efforts that justify this nomination.**

2. **How did the team of employees contribute to improving the quality of services to the County and its citizens? Explain how this effort was beyond the normal realm of duties and responsibilities of these individuals.**

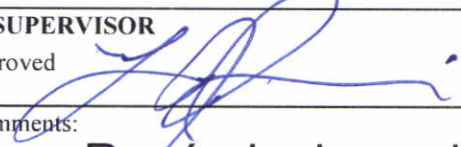
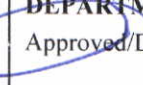
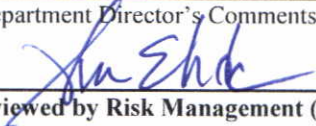
☐ **HEROISM NOMINATION** Describe heroic act below or attach additional pages.

Nominated Employee(s): _____
Type of Nomination: _____

ADDITIONAL COMMENTS:

NOTE: ADDITIONAL DOCUMENTATION AND/OR COMMENDATIONS MAY BE ATTACHED (UP TO 10 PAGES).

Copies of customer surveys

| | |
|--|---------------|
| EMPLOYEE'S SUPERVISOR | |
| Approved/Disapproved  | Date: 7/9/18 |
| Supervisor's Comments: Renée is deserving of this recognition | |
| DEPARTMENT DIRECTOR | |
| Approved/Disapproved  | Date: 9/26/18 |
| Department Director's Comments:  | |
| Reviewed by Risk Management (Safety Award): | Date: |

DEPARTMENT DIRECTOR - NOTE:

Please notify Tamie Langman, Human Resources Department of any change in status regarding the nominated employee.

**PLEASE SUBMIT YOUR NOMINATION TO THE HUMAN RESOURCES DEPT.
ATTN: Tamie Langman, ERC Coordinator.**

We at Manatee County Veterans Services are committed to making your visit with us a pleasant one. We would greatly appreciate your comments regarding your recent experience with us.

Date of Visit: 5-22-17

Counselor Renee Medina

Was the staff courteous and helpful?

☒

Yes

☐

No

Please rate your level of overall satisfaction with our services:

☐

Very
Dissatisfied

☐

Dissatisfied

☐

Neutral

☐

Satisfied

☒

Very
Satisfied

Please share your thoughts below about how we can improve your experience.

Comments: Renee was Very Helpful with taking care
of our Parkinson's claim that had been cancelled
in error by the VA. She is filing a new
claim for us. We are Very Satisfied with
her knowledge and help. Vicki Kinsey - wife of Terry
Kinsey

If you would like one of our staff to contact you please provide your information below:

Name: Terry Kinsey

Phone: 727-267-1280

Thank you for your feedback. We value your suggestions as we continue to serve Veterans in Manatee County! Once again, we thank you for your service!

We at Manatee County Veterans Services are committed to making your visit with us a pleasant one.
We would greatly appreciate your comments regarding your recent experience with us.

Date of Visit: 7/21/17

Counselor: Renee Medina

Was the staff courteous and helpful?

☒ Yes ☐ No

Please rate your level of overall satisfaction with our services:

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☒ Very Satisfied

Please share your thoughts below about how we can improve your experience.

Comments: Renee has been so extremely helpful to us.
Her patience is unbelievable. We didn't complete
the forms correctly and she helped us understand
the process and helped us re-do the forms. Exceptional
Caring and patience!!

If you would like one of our staff to contact you please provide your information below:

Name: _____ Phone: _____

Thank you for your feedback. We value your suggestions as we continue to serve Veterans in Manatee County! Once again we thank you for your service!

We at Manatee County Veterans Services are committed to making your visit with us a pleasant one.
We would greatly appreciate your comments regarding your recent experience with us.

Date of Visit: 7/18/19

Counselor RENEE MEDINA

Was the staff courteous and helpful?

☒ Yes ☐ No

Please rate your level of overall satisfaction with our services:

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☒ Very Satisfied

Please share your thoughts below about how we can improve your experience.

Comments: RENEE ADDRESSED MY VA APPEAL (PRIORITY
GROUP STATUS) WITH KNOWLEDGE AND PROFESSIONALISM!
SHE QUOTE SKILLFULLY HELPED IN GUIDING ME THROUGH
THE "BUREAUCRATIC MAZE" REQUIRED IN ORDER TO
EFFECT A SUCCESSFUL CONCLUSION TO THIS MATTER.
SHE IS A CREDIT TO YOUR OFFICE! YOU ARE LUCKY TO HAVE HER!
If you would like one of our staff to contact you please provide your information below!

Name: ROLF ERNST

Phone: (941) 749-5326

Thank you for your feedback. We value your suggestions as we continue to serve Veterans in
Manatee County! Once again, we thank you for your service!

We at Manatee County Veterans Services are committed to making your visit with us a pleasant one. We would greatly appreciate your comments regarding your recent experience with us.

Date of Visit: 9.27.17

Counselor Kenee Medina

Was the staff courteous and helpful?



Yes



No

Please rate your level of overall satisfaction with our services:



Very
Dissatisfied



Dissatisfied



Neutral



Satisfied



Very
Satisfied

Please share your thoughts below about how we can improve your experience.

Comments: Initially, my husband met with Ms Medina
and was uber impressed by her knowledge and
kindness. Ms Medina expressed that it would be
prudent if I met with her as well. She was clear,
precise and extremely helpful, explaining many

If you would like one of our staff to contact you please provide your information below:

Name: August + Pamela Kater Phone: 941.201.6342

Thank you for your feedback. We value your suggestions as we continue to serve Veterans in Manatee County! Once again, we thank you for your service!

otherwise confusing details. Ms. Medina is an asset in this role of helping veterans and families. We sincerely appreciate the time she spent with us.

We at Manatee County Veterans Services are committed to making your visit with us a pleasant one. We would greatly appreciate your comments regarding your recent experience with us.

Date of Visit: Oct 6 2017 Counselor Rene Medina

Was the staff courteous and helpful?

☒ Yes ☐ No

Please rate your level of overall satisfaction with our services:

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☒ Very Satisfied

Please share your thoughts below about how we can improve your experience.

Comments: Rene has been amazing. We appreciate so much her
very capable assistance in aid my mother-in-law to obtain benefits
that I doubt we could have arranged by ourselves

If you would like one of our staff to contact you please provide your information below:

Name: Richard Navarro Phone: _____

Thank you for your feedback. We value your suggestions as we continue to serve Veterans in Manatee County! Once again, we thank you for your service!

We at Manatee County Veterans Services are committed to making your visit with us a pleasant one. We would greatly appreciate your comments regarding your recent experience with us.

Date of Visit: 10-13-2017 Counselor Rene

Was the staff courteous and helpful?

☒ Yes ☐ No

Please rate your level of overall satisfaction with our services:

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☒ Very Satisfied

Please share your thoughts below about how we can improve your experience.

Comments: GREAT Lady!! Very helpful.

GIVE HER A RAISE - A BIG ONE!

If you would like one of our staff to contact you please provide your information below:

Name: John Smith Phone: _____

Thank you for your feedback. We value your suggestions as we continue to serve Veterans in Manatee County! Once again, we thank you for your service!

We at Manatee County Veterans Services are committed to making your visit with us a pleasant one. We would greatly appreciate your comments regarding your recent experience with us.

Date of Visit: 2/26/18

Counselor: RENEE MEDINA

Was the staff courteous and helpful?

☒ Yes ☐ No

Please rate your level of overall satisfaction with our services:

☒ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☒ Very Satisfied

Please share your thoughts below about how we can improve your experience.

Comments: RENEE WAS EXTREMELY HELPFUL IN AIDING US
WITH MY MOTHER'S VETERAN'S AID ASSIST APPLICATION.
HER GUIDANCE WITH THE FORMS + PROCESS WAS
WONDERFUL. THIS PROGRAM + RENEE'S HELP IN ACCESSING
IT HAVE MADE A WONDERFUL CHANGE IN MY MOTHER'S LIFE

If you would like one of our staff to contact you please provide your information below:

Name: KAREN SNEDEKER Phone: _____

Thank you for your feedback. We value your suggestions as we continue to serve Veterans in Manatee County! Once again we thank you for your service!

From: Aileen Valdes <aileen.valdes@mymanatee.org>

Sent: Wednesday, April 10, 2019 11:23 AM

To: Che Barnett <che.barnett@mymanatee.org>; Christopher Briden <christopher.briden@mymanatee.org>; Debbie Carpenter <Debbie.Carpenter@mymanatee.org>; Diane Vollmer <diane.vollmer@mymanatee.org>; Janice Best <janice.best@mymanatee.org>; Jesserene McIntyre <jesserene.mcintyre@mymanatee.org>; Kara Joshi <kara.joshi@mymanatee.org>; Lori Brunner <lori.brunner@mymanatee.org>; Monica Luff <monica.luff@bacvb.com>; Paige Eddens <paige.eddens@mymanatee.org>; Paula Pesmark <paula.pesmark@mymanatee.org>; Tamie Langman <tamie.langman@mymanatee.org>

Subject: FW: Renee Medina Employee of the Month Nomination

Hello everyone,

I wanted to share the update on Renee Medina's nomination from Lee Washington below!

AILEEN VALDES

Librarian II- Assistant Supervisor, Information Services

Neighborhood Services Department | Library Services

Manatee County Government

aileen.valdes@mymanatee.org

O: (941) 748-5555 x 6334

F: (941) 749-7155

1301 Barcarrota Boulevard West

Bradenton, FL 34205

mymanatee.org/library

From: Lee Washington

Sent: Wednesday, April 10, 2019 10:33 AM

To: Ava Ehde <ava.ehde@mymanatee.org>; Aileen Valdes <aileen.valdes@mymanatee.org>

Subject: RE: Renee Medina Employee of the Month Nomination

Aileen, I've listed below additional areas of responsibility for Renée, not only county related, but community related.

Renée was appointed to be apart of the Florida County Veterans Services Officers Association's scholarship committee, where she will assist in redeveloping the criteria for submission and the selection of the recipients.

Renée was also added to the association's site committee, responsible for locating conference sites around the state and negotiating contracts for our semi-annual conferences.

She also is the office liaison for the VA's Vet Center (separate entity of the VA assisting in Mental Health rehabilitation), located in Sarasota for its quarterly update.

She also coordinates the quarterly "Brown Bag" gatherings, where all veteran advocacy group come together and strategize more effective and efficient ways to help our veteran population.

Outside of her formal capacity, Renée is heavily involved in Bot Scout leadership and active in her children's school, as a chaperone or advocate for the children within the school, by being present and setting a professional example; all while making Manatee County government proud of all she does.

As you've read in the original submission, Renée's plate is full here in the office, but she still very active throughout the community, she call home.

In Veterans' Service,

Lee Washington
County Veterans Services Officer
Neighborhood Services Department
Manatee County Government
1112 Manatee Ave West, Suite 300
Bradenton, FL 34205
Mailing: P. O Box 1000
Bradenton, FL 34206-1000
(941)749-3030 ext. 3648 Office
(941)745-3796 Fax

