



**Department of Health and Mental Hygiene
Employee Recognition Awards
May 21, 2014**

Congratulations and thanks to all those who participated in the **2014 Department of Health and Mental Hygiene (DHHM) Employee Recognition Awards**, from the award winners to the nominators, to those who did not win an award but inspired others to nominate them, to the evaluation committee who reviewed and rated the nominations, to those who made the awards presentation ceremony such a success, and to **Joshua M. Sharfstein, M.D., Secretary**, who, four years ago, decided that there should be department employee recognition awards.

This year's awards had 72 nominations of employees from various grade levels and functions from throughout the department: from administrations, boards and commissions, facilities, and local health departments. Those nominations resulted in 42 winning nominations, 34 for individuals and eight for teams. The DHHM Employee Recognition Awards have the following award categories. For individuals: **Customer Service Award – Internal; Customer Service Award – External; Exceptional Performance Award; and Innovation Award – Individual**. For teams, there is the **Innovation Award – Team**.

Following is a description of each award category along with a list of the award winners in that category, a summary of their nominations, and a photo of them accepting their certificates at the May 21, 2014 awards ceremony. We thank them for their service and look forward to more nominations next year of deserving DHHM employees. Please note that the photos include the **Secretary** as well as, in order of appearance: **Gail Jordan-Randolph, Deputy Secretary for Behavioral Health & Disabilities; Laura Herrera, Deputy Secretary for Public Health Services; and Charles Lehman, Acting Deputy Secretary for Health Care Financing**.

Claire Myer, Center for Injury and Sexual Assault Prevention
Nominated by Jade Leung, Center for Injury and Sexual Assault Prevention

Claire Myer is the Assistant Coordinator of the Kids In Safety Seats (KISS) program, providing child passenger safety information and car seat inspections to the public. Volunteer technicians are trained by volunteer Child Passenger Safety instructors. Maintaining the two groups of volunteers is an ongoing challenge but Claire has not only been successful with that but, working with program coordinator, Tracy Whitman, she has assisted in increasing the number of technicians to over 500 in 2013. The seat check events increased from 45 to 63, reaching 1,067 families, an increase of 166 families (18%) from 2012. Claire also maintains the Child Passenger Seat Assistance Program providing 633 child safety seats to families in need in 2013. With 1,896 volunteer hours from the technicians and instructors, the KISS program saved \$43,792 providing car seat safety inspections and education to the public in 2013. Karen Cunningham, the Safe Kids Baltimore Coordinator, stated "Tracy and Claire have inspired and mentored well over a thousand safety seat advocates to become technicians and instructors. These two dynamic individuals have worked tirelessly and passionately to establish an exemplary child passenger safety network throughout Maryland that is admired nationally." Maryland Highway Safety Office project officer Christina Sinz, stated "Tracy and Claire are truly dedicated to child passenger safety and always go over and beyond their call of duty. Their passion for saving young lives contributes to our mission of Toward Zero Deaths and we could not do it without them. They have always been a great resource to our office. We are grateful for the ongoing, positive relationship they share with the Maryland Highway Safety Office."



Claire Myer and Tracy Whitman

Tracy Whitman, Center for Injury and Sexual Assault Prevention
Nominated by Jade Leung, Center for Injury and Sexual Assault Prevention

Tracy Whitman is the Coordinator of the Kids In Safety Seats (KISS) program. She has provided excellent service to the program and the public. Working with volunteer Child Passenger Safety Technicians, KISS provides child passenger safety information and car seat inspections to the public. The technicians are trained by volunteer Child Passenger Safety instructors. Maintaining two volunteer groups is an ongoing challenge but Tracy, working with Assistant Coordinator Claire Myer, has not only been successful but increased the number of technicians to over 500 in 2013. Seat check events increased from 45 to 63, reaching 1,067 families, an increase of 166 families (18%) from 2012. The KISS program also received \$955 in donations. Those funds purchased special car seats and car seat equipment. Tracy and her staff answered over 1,300 calls made to the KISS hotline in 2013. Tracy introduced the use of Skype, saving staff time and travel dollars while providing additional ability to interface with the public. With 1,896 volunteer hours from the technicians and instructors, the KISS program saved \$43,792 providing car seat safety inspections and education to the public in 2013. Karen Cunningham, the Safe Kids Baltimore Coordinator, stated "Tracy and Claire have inspired and mentored well over a thousand safety seat advocates to become technicians and instructors. These two dynamic individuals have worked tirelessly and passionately to establish an exemplary child passenger safety network throughout Maryland that is admired nationally." Maryland Highway Safety Office project officer Christina Sinz, stated "Tracy and



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Exceptional Performance Award

This award is for the employee whose accomplishments have been exhibited either through a sustained work and productivity record of exceptional efficiency, superior performance and dedication over at least a one-year period, or through an exceptional task. The accomplishments must be beyond normal expectations.

- Has demonstrated exceptional performance.
- Has demonstrated dedication in performing their duties and exemplified high standards.
- Has shown fairness, equity and professional demeanor in the performance of duties.
- Is reliable, persevering and results-oriented.
- Consistently performed above and beyond normal expectations.
- Has demonstrated and modeled outstanding work ethics and attitude.

Tammy Bailey, Deer’s Head Hospital Center **Nominated by Lynda Parkhurst, Deer’s Head Hospital Center**

Tammy Bailey continuously goes above and beyond her duties as a Dialysis Technician. She volunteered for training in Texas to assist the Kidney Dialysis Unit with machine maintenance and repair, without additional compensation. She works overtime to assist with staffing and sanitization, and trains on her own time with the Chief Technician. This allows the Chief Technician to use leave with Tammy providing coverage instead of paying an outside company. As the Kidney Dialysis Unit opens a new unit, Tammy has learned the new systems and made recommendations on how to implement new procedures. Tammy’s patient care is excellent. Her coworkers call her with questions and for help. She adjusts easily to changes within the unit and trains new employees, technicians and nurses. She demonstrates outstanding work ethics and attitude and is a positive influence on all who work with her. When her name is on the assignment sheet the response is, “We are going to have a good day because Tammy’s here”. Her customer service and excellent patient care reflects positively on the Kidney Dialysis Unit, Deer’s Head Hospital, and the State of Maryland.



Beverly Barth, Calvert County Health Department **Nominated by David Gale, Calvert County Health Department**

Beverly Barth began volunteering for the Calvert County Health Department Crisis Intervention Center in 2009, accompanying domestic violence and sexual assault victims to the Sheriff’s Department, courts and hospital emergency rooms. After her retirement from the private sector, she volunteered as a substitute for the hotline. She was so good on the hotline that she was hired. She is unflappable with clients who are in crisis and always exhibits extraordinary calm professionalism as she offers them support. Word spread about her skills and dependability and she began working one night a week at Safe Harbor Shelter for women and children experiencing domestic violence. Because of her extensive experience, knowledge of

