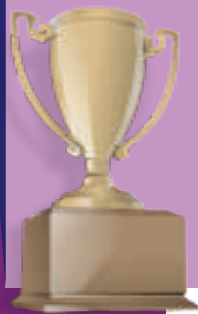


Colorado Community Mental  
Health Associates

**A n n o u n c e s**  
**t h e 2 n d**  
**A n n u a l P a m**  
**M e d i n a**  
**A w a r d**

**Help CCMHA recog-  
nize a support staff per-  
son who provides high  
quality work, terrific  
customer service, inno-  
vation and best prac-  
tices**



**Who is Pam Medina and why is the  
Associates' Board honoring her by  
naming an award after her?**

The Associates Board has lost a very precious member of the Board. Pam Medina lost her battle with cancer in November 2008. Many of you probably had the pleasure of knowing Pam. She served on the Associates' Board for approximately seven years and was the President of the Board for the two years prior to her death. She was the clinical team secretary for Jefferson Center in their Access/Emergency Dept. and was with the Center for nine years.

Clients and staff loved Pam because of her honest commitment to helping others. She was the first person clients would meet when they walked through the door of Emergency/Access.

(continued page 2)

**Last year's winner was:**

**Priscilla Woodward** from MHCD was the 1st Annual Medina Award winner in 2009. Priscilla was honored for her outstanding customer service and “can do” attitude.

## **WHO WILL BE THIS YEAR'S WINNER?**



## **NOMINATION CRITERIA for admin. or clinical support staff**

### **HIGH QUALITY WORK:**

- ⇒ Identified as a resource within the organization
- ⇒ Exceptional knowledge of all aspects of position
- ⇒ Able to communicate ideas or information clearly and concisely
- ⇒ Willing to expand knowledge base and abilities

### **GREAT CUSTOMER SERVICE:**

- ⇒ Focuses on solution based processes
- ⇒ Creates a comfortable atmosphere for external customers
- ⇒ Recognize accomplishments of internal customers
- ⇒ Deals with conflicts at the lowest level to resolve them

### **INNOVATION/BEST PRACTICES:**

- ⇒ Looks for and defines ways to improve services
- ⇒ Researches alternative resources
- ⇒ Looks at the “big picture” when suggesting or implementing changes

**Submit your nomination on the next page.**

**DEADLINE TO TURN IN NOMINATIONS—SEPTEMBER 10, 2010**

**See Page 3 for nomination form and how to submit your nomination.**

