



— BOARD OF SUPERVISORS —

RESOLUTION

Resolution No.: 24-264

Adopt a resolution commending **Bertie Ree Simon-Rich** for her dedicated service)
after twenty-eight years to the County of Monterey upon her retirement.....)

WHEREAS, **Bertie Ree Simon-Rich** began her career with the County of Monterey on December 18, 1995 with the Department of Child Support Services as a Legal Process Clerk, playing a critical role in ensuring that child support documents were filed correctly with the court; and,

WHEREAS, **Bertie Ree Simon-Rich** was promoted to Child Support Officer I in November 1997, and promoted to Child Support Officer II in July 1999 managing a caseload which consisted of child support legal actions and the enforcement and collections of child support obligations based on established guidelines; and,

WHEREAS, **Bertie Ree Simon-Rich** was assigned to the departments Public Service Call Center Unit from October 2000 through February 2003 providing excellent customer service through patience, empathy, and efficiency that consistently resulted in high levels of customer satisfactions and positive feedback; and,

WHEREAS, **Bertie Ree Simon-Rich** was assigned to the Complaint Resolution Unit in February 2003 where in this position she consistently showcased the ability to handle complex and sensitive issues with tact, professionalism, exceptional communication skills and problem-solving abilities that earned the trust and appreciation of both customers and colleagues; and,

WHEREAS, **Bertie Ree Simon-Rich** was selected as a model for the Frugal & Fabulous Fashion Show at KGO 810 Newstalk Girls Night Out held in Redwood City; and,

WHEREAS, **Bertie Ree Simon-Rich** in July 2014 was selected as the departments WOWIE (What Outstanding Work – Employee Excellence) award winner; and,

WHEREAS, **Bertie Ree Simon-Rich** from January 2011 through 2016 served as a member of the departments Health and Safety Committee ensuring the well-being of staff and customers, and as a result of taking CPR training that was offered to our department, was able to save the life of a fellow co-worker in October 2013 who was choking on a sunflower seed by performing the Heimlich maneuver; and,

WHEREAS, **Bertie Ree Simon-Rich** in March 2016 along with a fellow co-worker were responsible for one of the single largest child support collections by the department in the amount of \$167,369.00; and,

WHEREAS, **Bertie Ree Simon-Rich** served as the responsible party involved in answering all calls made to the departments anonymous tip line and the departments public email site; and,

WHEREAS, **Bertie Ree Simon-Rich** was instrumental in improving office morale by serving as a member of the office Hospitality Committee ensuring and fostering a positive and collaborative work environment for all staff; and

WHEREAS, **Bertie Ree Simon-Rich** during her tenure participated in numerous Customer Service Workshops, Employer Workshops, Community Outreach Events, Court Liaison Team, Debt Reduction Team, and being featured in a public service commercial about the Department of Child Support Services on Comcast Cable Government channel helping to make a significant impact on the lives of countless children and families, helping them to achieve financial stability and a brighter future; and,

NOW, THEREFORE BE IT RESOLVED, that the County of Monterey Board of Supervisors, on behalf of the County and all residents thereof, recognize, commend and thanks **Bertie Ree Simon-Rich** for twenty-eight years of dedicated service to the County of Monterey.

PASSED AND ADOPTED on this 13th day of August 2024

Chair Supervisor Glenn Church

Vice Chair Supervisor Chris Lopez

Supervisor Luis Alejo

Supervisor Wendy Root Askew

Supervisor Mary L. Adams

