

Christina Collins
Commissioners' Award of Excellence
December 2018

Christina Collins has been selected as the Commissioners' Award of Excellence winner for December 2018. Christina works as a General Assistance Representative and began working for the County on February 1, 2005. She was nominated by Cynthia Covert, General Assistance Officer, in the categories of Productivity and Loss Prevention.

In her nomination, Ms. Covert states, "Christina (Tina) Collins job duties increased with the retirement of a General Assistance employee. Christina previously was processing Accounts Receivable and with that retirement she is now taking over the responsibilities for processing Accounts Payable. Christina is now responsible for processing all of the accounts for General Assistance which includes; pharmacy billing, medical provider billing, non-medical billing (bus passes, non-food vouchers, rent and cremations) and Medicaid pricing. She is also now managing all of the General Assistance clients who are SSI/SSDI and Medicaid pending, which includes reimbursement requests from medical providers and reconciliation of those accounts."

Ms. Covert continues, "Christina has worked diligently to decrease General Assistance's outstanding account balances from approximately \$365,000 to \$8,000. Some of those accounts had been in arrears for years. In effectuating this significant decrease in the outstanding balance, Christina challenged the old process and stretched the box in collaborating across departments to develop a new practice. She found the development of the new General Assistance database an opportunity and worked closely with Information Services staff during the creation and implementation phases. Her dedication to this has resulted in a streamlined billing process and made the entire billing system more efficient and user-friendly."

In conclusion, Ms. Covert states, "Since taking on this additional role, the General Assistance revenue through reimbursements from providers has doubled and resulted in over \$300,000 in additional revenue. Christina has continuously demonstrated cost efficient strategies and suggestions for the Department."

For these reasons, we are pleased to award Christina Collins with the Commissioners' Award of Excellence for the month of December 2018.

INTER-DEPARTMENTAL MEMORANDUM

DATE: January 22, 2019

TO: County Clerk's Office

FROM: Amy Sadler, Human Resources *AS*
Commissioners' Award of Excellence

SUBJECT: Schedule for Commissioners' Award of Excellence

Please schedule the following Commissioners' Award of Excellence presentation on the County Board agenda for **Tuesday, January 29, 2019:**

1. **December Winner** – Christina Collins; Human Services; Productivity & Loss Prevention

Thanks! If you have any questions, please call me at 441-7879.

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JAN 22 2019

LANCASTER COUNTY
CLERK

CLERK MEMO