

RESOLUTION

THE BOARD OF SUPERVISORS
COUNTY OF SAN MATEO, STATE OF CALIFORNIA
RESOLUTION HONORING AND COMMENDING

NICOLE HAYES

Women in County Government's 2020 Development Champion Award Recipient

WHEREAS, NICOLE HAYES worked 12 years in Child Support Services, elevating to the position of Supervisor, before joining the Sheriff's Office as an In-Custody, Case Management Supervisor, working in inmate case management and reentry; and

WHEREAS, NICOLE HAYES was accepted for training by the National Institute of Corrections and earned a certificate in Thinking for a Change, a recognized, evidence-based program in correction and community supervision, one of the few in the County to hold this certification; and

WHEREAS, NICOLE HAYES also completed the training and certification by the National Council on Crime and Delinquency (NCCD) in conducting inmate risk and needs assessments, using the CAIS tool, which allows her to work effectively with the Probation Department; and

WHEREAS, NICOLE HAYES always provides excellent service to clients and colleagues, especially during the COVID-19 pandemic with the early release of county inmates, by quickly setting up a process to effectively and efficiently identify those eligible for Service Connect (the County's reentry program) and providing them with county-specific resource release packets; and, she initiated relocating Service Connect intake to the lobby of the jail in order to immediately engage inmates in accessing benefits and supporting their next steps; and

WHEREAS, NICOLE HAYES works skillfully with other County departments, boards and commissions, community-based organizations, and other local and state agencies to coordinate the many aspects of inmates' cases, continually stressing the shared commitment that guides dynamic case management, by utilizing a clear, constructive communicative style and active listening; and

WHEREAS, NICOLE HAYES has, with enthusiasm, flexibility, a healthy sense of humor and with thought and kind regard has committed to establishing virtual teaching studios during the pandemic so that program providers could continue to teach inmates during the lockdown, by learning a lot about technology in a very condensed time frame,

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors of the County of San Mateo, State of California, hereby recognizes and congratulates **NICOLE HAYES** as the **Women in County Government's 2020 Development Champion** award recipient and extends their gratitude for her service to San Mateo County.

Dated: December 8, 2020

SUPERVISORS:

WARREN SLOCUM, PRESIDENT

DAVE PINE

CAROLE GROOM

DON HORSLEY

DAVID J. CANEPA

Attest: _____
Deputy Clerk of the Board of Supervisors