



NOMINATION FOR OUTSTANDING PERFORMANCE AWARD

The Outstanding Performance Award Program provides an opportunity to honor General Employees who are outstanding contributors to the organization

Employee Name: Krystal Maldonado

Job Title: Recreation Specialist

Department/Division: Leisure Services/Senior Center

I hereby nominate Krystal Maldonado for the Outstanding Performance Award for the reasons stated below:

Krystal was hired in May 2018 as a Seasonal Counselor I and advanced through the Summer Camp program until June 2021, ultimately becoming an Assistant Site Supervisor. In September 2021, she took on a part-time role as a Recreation Specialist at the Senior Center, which was later converted to a full-time position in October 2024. Her daily responsibilities involve ensuring that senior programs are organized and ready to run smoothly. As technology progressed, Krystal took the initiative to implement email reminder notifications for participants, helping to communicate important updates or changes to classes and programs, as well as reminders for upcoming events. This approach has been very effective and well-received by the seniors.

Recently, the team proposed a Senior Center Satisfaction Survey, and Krystal took the lead on this project. She dedicated many hours to designing the survey format, tested the questions with a small group of volunteer participants, and collaborated with departmental leadership to finalize the survey. She then worked diligently to promote the survey by sending emails and posting signs. Although the survey was comprehensive and it took a time commitment from seniors to complete it, it garnered 310 responses! For a first-time, fully digital survey, this was an impressive outcome. Krystal's determination and positive attitude helped turn what started as a small idea into a fully executed project within just two months. She is now collaborating with other team members to analyze the data for management's review, aiming to improve programmatic efficiencies (ex: online program registration) based on resident and member feedback.

We are very proud of Krystal's development in her role and are happy to recommend her for the Outstanding Performance Award.

Amanda Tomlinson

Name and Signature of Nominator

6/2/26

Date

Kevin Pickard

Name and Signature of Director

6-4-26

Date