

Human Services

Employees of the Month

HS Connection Staff

Shelly Carso, Accounting Technician, HS Auditing



Shelly has been with the County for 29 years and with HS Auditing since 2000. She processes the reimbursement requests for TAD ESP petty cash funds. She also refunds overpayments for the HS Auditing Recovery Unit, continuously keeping track of any payments that have been returned and resending them when new addresses are available. Shelly completes numerous Cash Receipts Deposits and assists with Time Study data collection for the Single Audit. She completes all of her tasks with a positive attitude and is willing to go the extra mile to ensure everything is complete and correct. Shelly sets high standards for herself and can be depended upon to complete any task given to her. She cheerfully volunteers to help others when she sees help is needed. Shelly greets everyone with a smile and is friendly to all staff and customers. She is completing her Bachelor's degree in Accounting and is currently taking three classes at Crafton Hills College. She will be transferring to California State University, San Bernardino in the fall to complete her studies.

Veronica Mitchell, Child Support Officer I, DCSS

Veronica is a Child Support Officer I, assigned to the Victorville branch office. Her in-depth knowledge of department programs and excellent customer service skills have been an asset to the branch and the department. Veronica is a skilled negotiator who knows the best techniques to get agreements from customers to make payments, which has led to increased current support and arrears collections.



Over the past year, Veronica received recognition for having the highest collections in the Victorville branch under the department's "Just Ask" initiative. This initiative encourages customers who owe child support to pay extra with the goal of paying those arrearages in full more quickly. Her customer service extends to her co-workers and teammates. She happily shares her knowledge and experience with her co-workers. She is the point-of-contact for new staff to answer questions. She is willing to assist in returning customer phone calls or take interviews for staff members who are unavailable. Veronica participates in several workgroups with the goal of helping the department improve its processes. Overall she is an excellent employee who is always willing to put forth the extra effort to help the department meet its goals and ensure the support gets to the families we serve.

