

## **Award of Professional Excellence**

**Deena Castro**

**Jaynie Riley**

**Two sheriff's office support services specialists were recognized Monday evening for their innovative ideas, process implementation and dedication to improving morale and achieving substantial cost savings to the agency and to Kitsap County.**

**Sheriff Gary Simpson presented the Sheriff's Award of Professional Excellence, Aug. 27, to Support Services Specialist Deena Castro and Support Services Specialist Jaynie Riley before the Kitsap County Board of Commissioners during their regular meeting in the Commissioners Chambers, Kitsap County Administration Building.**

**The professional excellence award is presented to sheriff's personnel or civilians who go above and beyond the expected high standards of performance and display extraordinary initiative and commitment to enhancing the mission of the Kitsap County Sheriff's Office.**

**Jaynie and Deena were recognized for their innovation, subject matter knowledge and dedication to implementing an improved system from handling, routing and filing hard copy sheriff's incident reports to a paperless records system.**

**Using the county's P.E.A.K. System (Performance Excellence Across Kitsap) they developed a process map; identified and addressed resistance to change from other county offices or departments; worked with the Information Services Department to define and design new procedures; provided training to all sheriff's staff, including adjusting their personal schedules to assist swing shift and grave shift deputies and corrections officers, and they advocated this strategic improvement from the initial concept to its launch and the transition to final product usage.**

**The Kitsap County Sheriff's Office Strategic Plan includes an expectation to always look for methods to improve upon services, which includes taking the initiative to trim duplication and repetitive work.**

**Both ladies have become the 'go to' specialists as other systems involved in the sheriff's reports management system are considered for streamlining and improvement.**

**Congratulations Deena Castro and Jaynie Riley!**