

Michelle Stevenson-Williams Named Superhero – November 2021 Vision

Congratulations to our most recent Superhero, Michelle Stevenson-Williams, PM Centralized Intake Supervisor in our Department of Service Regions! Michelle has a challenging and important role, leading a second-shift team that screens after-hours abuse and neglect reports from across the state.

Michelle's nominators said she is exemplary in her leadership within DCBS.

"Michelle meets with her staff daily, before their shift begins for the evening, to ensure that staff are greeted and encouraged to have the best night possible at work. Michelle is a strong leader in that she not only carves out time for this daily, but wants to foster a positive work environment for her staff."

Since the beginning of the COVID-19 pandemic in March 2020, Michelle has met with her staff weekly through Microsoft TEAMS to conduct quality, consistent supervision, to ensure that staff are striving in job performance and to offer assistance and support where needed in this complex work.

Michelle's team is comprised of high performers, illustrating her dedication and commitment to strong coaching and mentoring with her staff.

Her nominators said: "Michelle is always cognizant of meeting the varied needs of consumers calling in to report concerns. She will go the extra mile to gather additional information, or do an additional consult with her colleagues and/or leadership to insure all precautions and considerations are taken with each report. Michelle expects herself and her team to deliver quality service day in and day out. She is a natural leader and never hesitates to offer assistance to her peers and co-workers when in a time of need.

"Michelle is a true asset to the Jefferson Service Region, the Central Intake Branch, and to the vulnerable she serves across the Commonwealth."

Michelle said the honor completely surprised her.

"These efforts are things I do without a second thought to ensure the needs of team members are supported/met and the team members efforts are acknowledged as well; reaching out for consults with other team members (CI branch mgt staff, CI FSOS', as well as other staff in DPP (APS and CPS branch mgt depts), as needed, to ensure reports from the community are referred to the appropriate resources for the families to receive services," she said. "I never ever



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thought about the efforts being recognized - this is a very nice recognition to know the efforts are acknowledged and appreciated.

For her part, Michelle is grateful for the recognition: "I appreciate working with a great team of people!"

We are so proud of you, Michelle! Thank you for all you do for the Commonwealth!

How to Nominate for the DCBS Superhero Award

Anyone can nominate. Please make a nomination of a deserving colleague. Learn more about the Superhero Award [here](#). Get the Superhero Award nomination form [here](#).