

**NEWS from the North Dakota Department of Human Services
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FOR IMMEDIATE RELEASE

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Richland County employee honored by N.D. Department of Human Services

BISMARCK, N.D. – The North Dakota Department of Human Services Executive Director Carol K. Olson recently recognized **Bev Kressin**, an eligibility worker at **Richland County Social Services Office**, for exemplary customer service. Kressin was nominated by co-workers and selected by Olson to receive the *Individual Eagle Award* at the department's Spring Showcase professional development conference held April 27-29, in Mandan, N.D.

"The department's Supplemental Nutrition Assistance Program works hard to promote excellent customer service by holding the annual Spring Showcase training event and recognizing deserving individuals and counties," Olson said. "I selected Bev from among a field of excellent nominees for her demonstrated and ongoing commitment to providing outstanding service to people. She is a role model for others."

Kressin is the first county eligibility worker to receive this new recognition award.

The department established the *Individual Eagle Award* to honor one county eligibility worker each year who excels in courtesy and helpfulness, and is respectful of customers and co-workers. Nominees must also be knowledgeable about economic assistance program requirements, process applications accurately and in a timely manner, and refer people to other helpful resources and agencies if appropriate.

Olson said that North Dakota's 53 counties together employ about 500 eligibility workers who help qualifying vulnerable people access needed programs and services.

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Photo cutline: N.D. Department of Human Services Executive Director Carol K. Olson presents Bev Kressin of Richland County Social Services with the Individual Eagle Award for exemplary customer service.