

# **NEWS from the North Dakota Department of Human Services 600 East Boulevard Avenue, Bismarck ND 58505**

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## **Grand Forks County Employee Honored by N.D. Department of Human Services**

BISMARCK, N.D. – The N.D. Department of Human Services Executive Director, Maggie D. Anderson, recently recognized Susan Koller, an eligibility worker at Grand Forks County Social Services Office, for exemplary customer service. Koller was nominated by a co-worker and selected by Anderson to receive the *2014 Individual Eagle Award* at the department's Spring Showcase professional development conference held April 1-3, 2014, in Bismarck.

"This award celebrates people who lead by example and whose work efforts truly set them apart," said Anderson. "I selected Susan from a field of exceptional nominees because of her leadership skills, positive attitude, passion for helping clients and colleagues, and for being a pillar of support for the Grand Forks community."

The *Individual Eagle Award* was established in 2010 by retired Department of Human Services Executive Director, Carol K. Olson, to recognize county social service office employees who demonstrate exemplary customer service in their work with economic assistance programs. Each year, the department invites county social service office employees to nominate deserving co-workers and the department's executive director selects the award recipient.

North Dakota's 53 counties employ about 500 county social service staff who provide eligibility determination services and administrative support for economic assistance programs and Medicaid, electronic benefit transfer card services, and other economic assistance support to low-income North Dakotans.

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