

Date July 11, 2023

**To:** Ramsey County Board of Commissioners  
**Cc:** Ryan O'Connor, County Manager  
Olletha Muhammad, HR Manager

**From:** Kenny Cutler, Diversity, Inclusion & Organizational Development Specialist  
HR Liaison to RC Achievement Award Committee

**Subject:** Achievement Award for The Citizens Resource Center of the Sheriff's Office

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The Ramsey County Employee Achievement Award Selection Committee has selected the following employee(s) to receive an Achievement Award. This is to advise you that in accordance with County Board Resolutions, **Citizen's Resource Center**, will receive an Employee Achievement Award. Presentation of the award will be made at the **July 11th, 2023**, meeting of the County Board.

### Nomination Summary

The Citizens Resource Center of the Ramsey County Sheriff's Office is responsible for many important tasks, including warrants, gun permits, fingerprinting and criminal history.

They were approved by the Ramsey County Achievement Award Selection Committee for an Employee Achievement Award in the category of "Excellent Job Performance."

Despite significant staffing challenges related to COVID-19, retirements and turnover, the Citizens Resource Center has run flawlessly and worked as a cohesive unit.

Team members often go above and beyond what is expected, offering help to each other in times of need and working overtime when called upon to do so.

During the pandemic, demand for gun permits and fingerprinting services was up 30-40%, and the Citizens Resource Center team rose to the challenge.

The team has cross-trained in many different areas, which was especially helpful during the pandemic and allowed employees to jump in wherever was needed.

The team has consistently overcome adversity and maintained a positive attitude and work environment. Community members often write to the Sheriff's Office praising the work of the Citizens Resource Center team.

The team has rallied around the common goal of serving the residents of Ramsey County and holding true to the county's values.

In summary, the Achievement Award Selection Committee recommends that the Citizens Resource Center of the Ramsey County Sheriff's Office be awarded an Employee Achievement Award in the category of "Excellent Job Performance."

CC: Ryan O'Connor; Olletha Muhammad

121 7th Place East, Suite 2100  
Saint Paul, MN 55101  
Phone: (651) 266-2700  
Fax: (651) 266-2727  
TDD: Dial 711  
[www.co.ramsey.mn.us](http://www.co.ramsey.mn.us)