



RESOLUTION NO. 23-47

**RESOLUTION HONORING VANESSA MUNOZ AS THE HARRIS COUNTY HOUSING  
AUTHORITY EMPLOYEE OF THE QUARTER (JANUARY – MARCH 2024)**

**WHEREAS**, Vanessa Munoz, Housing Choice Voucher (HCV) Housing Specialist for the Harris County Housing Authority (HCHA), has demonstrated excellence beyond her job performance; and

**WHEREAS**, Vanessa provides excellent customer service, going beyond expectations, and ensuring that program participants and landlords receive the ultimate in respect and customer service while providing thorough and accurate information; and

**WHEREAS**, she consistently assists in any area needed, and contributes unselfishly to HCHA's Team effort and goal for excellence; and

**WHEREAS**, Vanessa's commitment to serve her community is evident and her determination to ensure integrity in all she does is palpable; and

**WHEREAS**, Vanessa always takes the time to listen and provide an appropriate response to the caller's inquiry and understands when to seek management involvement; and

**WHEREAS**, Vanessa portrays an example of dedication to HCHA customer service principles and is an inspiration to her fellow employees. Specifically, she assists with our Spanish speaking participants; interpreting and generating emails in Spanish, as well as conducting Intake Briefings in Spanish; and

**WHEREAS**, Vanessa is the epitome of the definition of Team Player, and she portrays a kind and caring spirit that displays her true purpose; and

**WHEREAS**, she, in all her endeavors, has reflected great credit upon HCHA and the Board of Commissioners; and

**NOW, THEREFORE, BE IT RESOLVED**, that the Board of Commissioners does hereby extend to Vanessa Munoz its sincere and grateful appreciation for her dedicated service to HCHA and to the citizens of Harris County, Texas, and congratulates her on being named Employee of the Quarter (January-March 2024).

**PASSED**, by the Board of Commissioners this 20th day of December 2023.

Chairman: \_\_\_\_\_

Gerald Womack

Secretary: \_\_\_\_\_

Melissa Quijano