



**RESOLUTION NO. 24-24**

**RESOLUTION HONORING ANA DIAZ AS THE HARRIS COUNTY HOUSING AUTHORITY  
EMPLOYEE OF THE QUARTER (JULY – SEPTEMBER 2024)**

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

**WHEREAS**, Ana 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. Ana is consistently helping in any capacity that is needed for HCHA; and

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

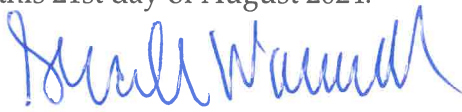
**WHEREAS**, Ana always takes the time to listen and provide an appropriate response to the caller's inquiry and understands when to seek management involvement; and

**WHEREAS**, Ana portrays an example of dedication to HCHA customer service principles and is an inspiration to her fellow employees. Specifically, Ana has recently been moved to HCHA's VASH Program and has aided in its growth and development. While managing a VASH caseload, Ana also helps Portability and the HCV Department in other areas to ensure processes are done in an efficient and timely manner; and

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

**NOW, THEREFORE, BE IT RESOLVED**, that the Board of Commissioners does hereby extend to Ana Diaz 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 (July-September 2024).

**PASSED**, by the Board of Commissioners this 21st day of August 2024.

Chairman: 

Gerald Womack

Secretary: 

Melissa Quijano