

**Abbey Kirby, UI/ Outstationed Appeals
Individual Star Award**

I nominate my coworker, Abbey Kirby, for a Star Award based on her job performance "above and beyond" in all ways, but most particularly and recently in the context of organizing a move of the Dallas Metro Appeals field office from an office in Grand Prairie, TX to new premises in Arlington, TX. This required her to:

- 1) Get bids and quotes from vendors for cubicles and movers.
- 2) Coordinate IT and phone services.
- 3) Attend regular construction meetings for months to make sure the project was on track.
- 4) Design an office layout.

Abbey Kirby did all this in addition to her regular duties as a supervisor of Appeals department hearing officers. She expertly dovetailed a very complicated schedule of construction, data and telephone providers, and movers and today we are enjoying our first day in the new premises. There has been no loss of production to due delays or failing to account for something. Work of this importance and difficulty should be recognized and therefore I hope that the committee will consider Abbey Kirby for a Star Award.

Thank you,

Sarah Anthony
Supervising Attorney, Appeals
February 3, 2020

I would like to second Sarah's nomination of Abbey Kirby for a Star Award. In addition to going above and beyond in coordinating the move of the entire Dallas Metro Appeals field office to a new location in Arlington, Texas, Abbey has assisted the Appeals department by serving as the lead training coordinator for Appeals Hearing Officers. Abbey has re-structured the training administered to Hearing Officers so that it is now topic-based, which is a more intuitive approach. Further, Abbey developed training modules for each topic and placed these modules on the department's SharePoint site. These modules ensure training consistency and also serve as reference materials for the Hearing Officers throughout their employment. Finally, Abbey is the point person for the Appeals department regarding the System Replacement Project currently under weigh. Toserve as the point person, Abbey had to learn the functions of all units within the department, including the Intake functions, Notice Writing functions, Receptionist functions, and Scheduling functions. Abbey also participated in scoring the responses from vendors that were submitted during the System Replacement Project and the project demonstrations conducted by the vendors. The tasks related to the System Replacement Project were time-consuming and Abbey logged many additional hours to complete these tasks while still performing her usual job duties related to supervising Hearing Officers.

For these reasons, I agree with Sarah that Abbey is deserving of a Star Award inrecognition of going above and beyond her typical job duties.

Thank you,

Melissa Butler Director, Appeals

February 3, 2020