
2017 Accountability Award

Jesse Hernandez
Denver Human Services

Nomination submitted by Kathryn Barker

Jesse has been instrumental in shining a bright light on areas for improvement from the 2015 Employee Engagement Survey. Denver Human Services (DHS) opted to have focus groups which Jesse facilitated to get at the root cause of employee concerns and use the voice of the employee to help solve many issues, and improve communication across the agency. Through Jesse's strong leadership, employees feel empowered to speak up and provide solutions to the leadership team and thereby helping to grow employee engagement at DHS. He has employed lean processes to approach problem solving and by using the lean processes, he is endorsing the use of these tools as a way of modeling for the employees. Jesse is the epitome of a team player who is also focused through his efforts, on the end result of serving our most vulnerable population in the City and County of Denver.