



Message From
Secretary Lourdes Padilla



Dear DHS Family,

The 2021 Customer Service Awards is a historic tradition. The celebration has lasted over two decades, honoring well-deserving staff who served DHS with distinction, commitment, and respect for the people we help.

As we continue to face new challenges brought about by this lingering pandemic, we also continue to find creative ways to fulfill our mission. I'm so proud of each of you. Your commitment emphasizes the theme for this year: "The Power of Service."

You are helping people while you are in the office, teleworking, and getting the job done in the field. Your adaptability has been awe-inspiring!

Our annual celebration of customer service expertise and practice is an outstanding testimony of how much you care. The 2021 recipients might be individually recognized, but they could not be so highly praised without the teamwork, quality supportive work, and professionalism of their colleagues. As a result, I am extremely proud of our DHS family and our organization's standing among state agencies for its superb customer service success.

Leading an organization that continues to evolve as a reliable resource for vulnerable Maryland residents brings me great satisfaction. Not only do we strive for excellence, but we advance with Governor Hogan's Customer Service Promise as our guide.

On behalf of the entire DHS Leadership Team, I congratulate and applaud those colleagues receiving awards. We are extremely proud of you and are grateful for your dedication to change people's lives. You exemplify "The Power of Service" each and every day.

Sincerely yours,

A handwritten signature in blue ink that reads "Lourdes R. Padilla". The signature is written in a cursive, flowing style.

Lourdes R. Padilla, Secretary

