

Nomination: 9115

Ashley Riegler, HR Administrative Assistant

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Collaborative Support Programs of New Jersey

Additional Contacts

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Page: Entry Information

Entry Title

Ashley Riegler, HR Administrative Assistant

Category

C01 - C20 Individual > C17 - Onboarding Professional of the Year

Individual Submission Format

Written Answers

a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required

Ashley Riegler joined CSPNJ in October 2023 and serves as HR Administrative Assistant at the statewide nonprofit, which employs over 330 staff and serves thousands of New Jerseyans. Ashley was a social worker, coming from a background in peer support in intensive recovery treatment support for incarcerated individuals that had opioid use disorder, and provided case management to individuals experiencing homelessness in Austin, TX.

Ashley's recovery brought her to NJ and she had learned about CSPNJ from her time studying at Rutgers, where she worked with CSPNJ's Dr. Peggy Swarbrick. HR is a newer area for her, but the peer aspect lends to the role and her skill sets translate over well.

Ashley's experience enhances her role at CSPNJ, a peer-led mental health and behavioral health agency. Her core responsibilities include processing onboarding (which includes anything from their tax information to their emergency contacts, so their bank information to their benefits. After onboarding is complete, she schedules the I-9 call, and then they are cleared to work. Ashley fosters a sense that people can feel comfortable to reach out to her when they have an inquiry and she has a knack for handling complaints, questions, and challenges with grace.

b. Outline the nominee's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

Since Ashley joined CSPNJ, the agency has rapidly expanded, growing 28% with the addition of new grants/departments, and she's onboarded 296 individuals. (From October 2022 - October 2023, CSPNJ had grew 7.5%.) Job posts have increased from a high of about 36 at one time last year, which was already high, to an all-time high of 60 in April 2025.

The I-9 process which started in 2024 is impactful for new staff coming on board and feeling like they are a part of the agency, one of Ashley's favorite parts of her role. It adds a step of verifying a new hire's documents but it's become more than just that; it introduces new hires to CSPNJ before their start date, and they get to see/communicate with someone before they begin working. Ashley is excellent at providing support, answering questions, and getting others excited. She's given it a personal touch and made it engaging. It's intentional about cultivating that sense of bringing people in and making people feel welcome, which promotes CSPNJ's values.

CSPNJ held its first in-person new hire orientation in March 2025. Ashley embraced this new process and enjoys being able to connect with people in-person and welcoming them and fostering the relationship for them to feel open to ask her questions. Typically, there isn't 100% attendance at virtual new hire orientations, but all new hires attended this in-person session happy to be there, including one who couldn't drive and was able to secure transportation to attend.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the nominee's past performance (up to 250 words). Required

Homeless services is a field known for high turnover, and Ashley has excelled in providing a warm, welcoming atmosphere as a first impression of the agency.

Regarding the first in-person new hire orientation, Ashley and the HR team revamped the existing presentation and offered a breakfast in CSPNJ's headquarters conference room. New hires were happy to wear their name tags and be seen/heard. Ashley said, "It was a lot of connection, like good rapport, and staff got to meet each other from other departments they wouldn't have if it was virtual. They wouldn't have actually had those live conversations, so I think they walked away with not only information that'll help them in their career here, but also have relationships with other departments they wouldn't have had. So it's just starting those connections and that sense of we are in this together. And one of CSPNJ's values is 'nothing about us without us,' we're part of a brand, bigger than ourselves, and I think we all consistently showed that in new hire, from the new hires to the staff."

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Ashley's caring nature embodies the wide range of positive feedback CSPNJ received on its Energage 2024 employee engagement survey. Agency culture is described as supportive, inspiring, and genuine, which are all traits that Ashley possesses. She's said, "you don't realize how far a smile can go; you know you're doing something right if someone else is smiling, because they see you smiling."

After the successful in-person new hire orientation, Ashley proposed that CSPNJ begin taking group photos, drawing on her experience in student orientation at her alma mater where they wrote a note on the back of each photo they handed out. It'd also help with CSPNJ's website content and help facilitate rapport with prospective employees and improve retention.

She also steps in to assist HR coworkers with recruiting, phone-screening, and monthly new hire orientation when needed. She even assists technologically-challenged staff with things like submitting their timesheets. Ashley often answers HR-related policy questions; her favorite question she's been asked recently was about agency culture. She was enthusiastic in her response, explaining that the agency is peer led and it's like a family, that we're in this together. Reflecting on the importance of CSPNJ, she is "excited and proud and hopefully that permeates or transfers to the individuals that were onboarding so getting that from the beginning can only help throughout their career here."

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Yes

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