

Meeting Date: ¹¹⁻⁹⁻⁰⁴ ~~10/26/04~~

AGENDA REPORT

Agenda Item # 5C

Santa Clara

City of Santa Clara, California



DATE: October 4, 2004

TO: City Manager for Council Action

FROM: The Neil Henry Volunteer Award Committee

SUBJECT: **Special Order of Business to Present the Neil Henry Volunteer Recognition Award to JoAnn Silva**

EXECUTIVE SUMMARY:

In July 2003, the City Council established the Neil Henry Volunteer Recognition Award. The purpose of this award is to honor community members who, while serving in an official capacity, distinguish themselves for activity significantly above and beyond the norm of volunteerism and who, through their own initiative and dedication, have performed exceptional or exemplary long-term service to the community of Santa Clara.

As you can see from the description of the variety and longevity of the projects in which she is involved, Ms. Silva is an exceptionally worthy nominee for this Award (see attached).

ADVANTAGES AND DISADVANTAGES OF ISSUE:

A well-deserving volunteer for the City of Santa Clara will receive special recognition for her outstanding service to the members of our community over the past twenty years.

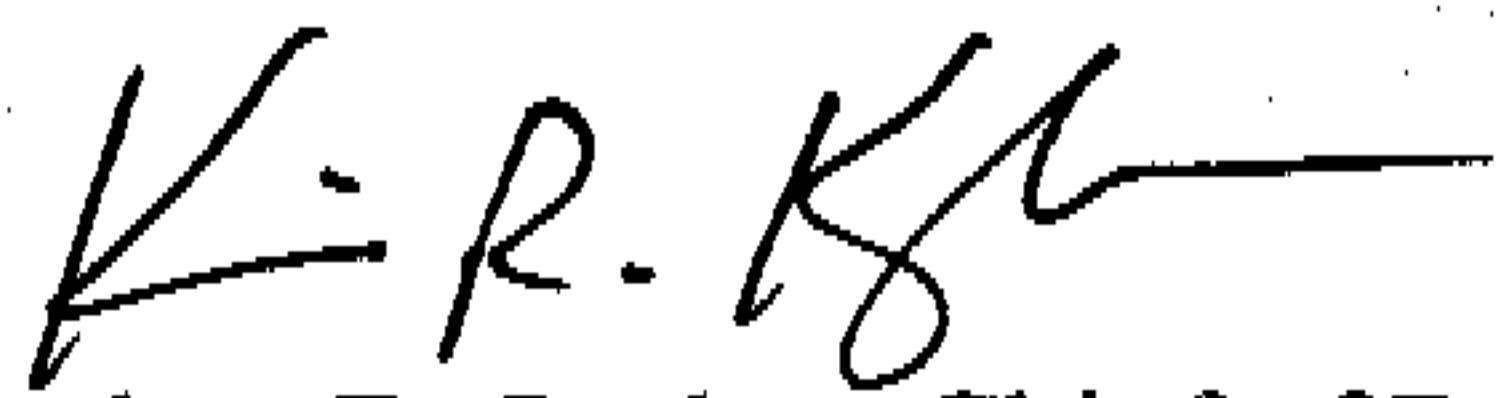
ECONOMIC/FISCAL IMPACT:

The economic impact is limited to the cost of the individual and perpetual plaques. The Police Department will absorb these costs with existing funds.

RECOMMENDATION:

That the Council present JoAnn Silva with the Neil Henry Volunteer Recognition Award plaque.

APPROVED:

for 
Stephen D. Lodge, Chief of Police
Neil Henry Volunteer Award Committee


Jennifer Sparacino
City Manager

Documents Related to this Report:

1) Summary of JoAnn Silva's Volunteer accomplishments

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Neil Henry Volunteer Recognition Award
JoAnn Silva

JoAnn Silva has been a volunteer at the Santa Clara Senior Center for over 20 years. JoAnn initially helped with the monthly birthday parties, and soon became involved with the Snack Bar Program. JoAnn jumped in with both feet and helped out with any job that needed doing. About two years after JoAnn started volunteering with the Center, she took over as the Snack Bar Coordinator. Around the same time, JoAnn also became a Tour Escort for the Center. Twenty years later, JoAnn is still the Snack Bar Coordinator and a Tour Escort.

As the Snack Bar Coordinator, JoAnn volunteers Monday through Friday, from 8:00 am to 12 noon. JoAnn coordinates the volunteer schedule in the Snack Bar, trains new volunteers, prepares 24 to 60+ sandwiches and/or lunch plates daily, and inventories and packs food and supplies. Along with the everyday operation of the Snack Bar, JoAnn is the head caterer for special events (usually 8 to 10 events per year) with 200+ in attendance. JoAnn also prepares and serves our Santa Clara Men's League monthly luncheon and meeting.

JoAnn has been a Tour Escort for the Senior Center for 18 years now. As a Tour Escort, JoAnn is the City's representative on trips. She is responsible for approximately 40 participants (on average) each trip. Trips range from day trips to overnight trips to extended vacations, both domestic and international. If there are medical emergencies, changes to an itinerary, or any other problems while traveling, JoAnn handles each situation in a very professional manner.

JoAnn is involved in just about every service, program and activity the Center has to offer, whether it involves food or an act of kindness to our senior clientele. One of her greatest qualities is her ability to empathize with the seniors. She keeps her finger on the pulse of the Senior Center and, like the Senior Center staff, may notice changes in a client and alert staff members with her concerns.

In a typical month, JoAnn volunteers 80 hours. However, in October 2002, JoAnn recorded 128 hours of service. During that month, she did everything from working in the Snack Bar and as a Tour Escort to working the Halloween Party at the YAC. JoAnn has volunteered for the Swim Club, the Camellia Society and as a Holiday Home decoration judge. She has even taught cooking classes at the CRC during the holidays when they were short on teachers. On average, JoAnn volunteers approximately 1200 hours a year.

JoAnn is a member of the Santa Clara Women's League and helps out at events such as the Art and Wine Festival and Showtime. JoAnn and her husband Richard also volunteer at the San Jose International Airport.

In May of this year, JoAnn's contributions to our community were brought to the attention of the City Manager, after some of the many people JoAnn has helped circulated a written petition requesting that the City present her with a Special Commendation. This is an indication of how positively she is regarded by those who work with her on a daily basis.

JoAnn is an amazing volunteer, not because of the hours she puts in, but because she cares about the Center, the people inside the Center, and the City of Santa Clara. Pride goes into her work and it is always evident.