

RESOLUTION

THE BOARD OF SUPERVISORS
COUNTY OF SAN MATEO, STATE OF CALIFORNIA
RESOLUTION HONORING AND COMMENDING

BIRZAYIT SANTIAGO

*2014 Women In County Government Public Service/Community Service –
The Extra Mile Award Recipient*

WHEREAS, BIRZAYIT SANTIAGO serves as a Bilingual Medical Office Specialist with the California Children's Services (CCS) of the Family Health Division, which assists some of the most fragile clients in San Mateo County, many with complex medical conditions, such as congenital heart disease, cancer, cleft palate, immune disorders, cerebral palsy, birth defects, complex fractures and hearing loss; and

WHEREAS, while one of her supervisors was on maternity leave, BIRZAYIT SANTIAGO volunteered to take on the Acting Medical Office Services Supervisor (AMOSS) role, during which time she revamped and standardized CCS identification charts, and trained one of the Patient Service Assistants to get up to speed with the program while continuing to perform her regular duties; and

WHEREAS, in March of this year, BIRZAYIT SANTIAGO again took on the role of AMOSS and during this commitment of service, helped recruit, hire, and train two new Spanish-speaking Patient Services Assistants; and

WHEREAS, BIRZAYIT SANTIAGO was entrusted with the huge task of coordinating a difficult move which involved all facets of the relocation and because of her amazing attention to detail and organizational abilities, equipment was correctly installed and staff was able to access and utilize all of their charts after the move; thus, ensuring a smooth transition by working in partnership with the staff, as well as drafting a letter in Spanish informing clients of the move and directions to the new office; and

WHEREAS, BIRZAYIT SANTIAGO helped fine tune the CCs/Health service Communication Form allowing better care coordination; and, she also was the first CCS staff to volunteer to take part in the Emergency Response Team, which not only promoted safety, but staff camaraderie; and

WHEREAS, BIRZAYIT SANTIAGO's greatest strength is her caring and compassion for clients and her staff, and she will stop what she is doing to assist a client whether is to answer a question about an application or provide them with a resource,

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors of the County of San Mateo, State of California, hereby commends BIRYAYIT SANTIAGO, 2014 Women In County Government Public Service/Community Service – The Extra Mile Award Recipient, for her exemplary leadership and commitment to the County of San Mateo and the community in San Mateo County.

Dated: January 27, 2015

Supervisors:

Carole Groom, President

Dave Pine

Don Horsley

Warren Slocum

Adrienne J. Tissier

Attest: Deputy Clerk of the Board of Supervisors