



## **GEM AWARD WINNER**

**Going the Extra Mile  
April to September 2018**



***Rosie Rojo***

**Special Projects Division / Community Development Department**

Rosie was instrumental in successfully assisting an elderly veteran in jeopardy of losing his homeowner's insurance. She donated personal time and coordinated local resources, knowing which Santa Maria nonprofit agencies to contact, secured a company to donate a refuse container, coordinated City permits and a Landfill pass, and led volunteers in the clean-up that lasted two weekends. Staff from local agencies and volunteers performed a yard clean-up of the veteran's home, installed an ADA-accessible bathroom, and repaired some plumbing and electrical issues. One agency put the veteran in contact with a landscaper to ensure long-term yard care. Thanks to Rosie and her efforts, he kept his insurance. He also has a caregiver and is living a more comfortable life in his home thanks to the community's support and collaboration. This is but one of several examples of the Special Projects Division going above and beyond its job to help those in need.

The City of Santa Maria recognizes outstanding employees through its Going the Extra Mile (GEM) Award program. Nominations are accepted twice per year. An Outstanding GEM Recipient is selected quarterly from the nominees. Criteria are: Exhibiting effective leadership on specific assignments; demonstrates positive service to a customer or co-worker; goes "above and beyond" the call of duty; shows special initiative, creativity, teamwork, cost containment efforts and entrepreneurial spirit in providing a high level of customer service; and consistently embracing the City's service standards.