



## Agenda Submittal

**Agenda #:** 8 **Status:** Presentation  
**Type:** Presentation **Department:** Veteran Services Office  
**File #:** 19-827 **Contact:** Ted Puntillo, 784-6590  
**Agenda date:** 11/5/2019 **Final action:** 11/5/2019  
**Title:** Receive a presentation by the Department of Veteran Services on the selection of Natalie Silva as "Employee of the Month" for November 2019

**Governing body:** Board of Supervisors  
**District:** All  
**Attachments:** 1. Minute Order

Date	Ver.	Action By	Action	Result
11/5/2019	1	Board of Supervisors		

Published Notice Required? Yes ☐ No ☒  
Public Hearing Required? Yes ☐ No ☒

### **DEPARTMENTAL RECOMMENDATION:**

It is recommended that the Board receive a presentation by the Department of Veteran Services on the selection of Natalie Silva as the November 2019 "Employee of the Month" making her eligible to use the parking space designated for this program.

### **SUMMARY:**

On September 13, 2005, the Board of Supervisors established the County Government Center "Employee of the Month" parking program for County employees. The Department of Veteran Services has been designed to select an employee for November 2019 and has selected Natalie Silva, Veteran's Benefits Counselor.

### **FINANCIAL IMPACT:**

The costs associated with preparing the agenda item are nominal and absorbed by the department's FY2019/20 Adopted Budget.

### **FINANCIAL IMPACT:**

Ms. Silva was hired in November 2017 as a Veteran's Benefit Counselor. Before joining Solano County, she worked at Travis Air Force Base and Meals on Wheels. Ms. Silva has a background in customer service, making her a great fit working with veterans, helping them gain access to the benefits to which they are entitled. She quickly learned the Veterans Administration (VA) claims process and is now one of the Solano County Veteran Service Office (SCVSO) highest performing claim representatives. The SCVSO currently serves approximately 60 - 65 veterans a day at the Solano County Administration Center campus, and, as this number continues to rise, Ms. Silva will continue to meet and exceed their needs. The SCVSO is a better place due to Ms. Silva's work ethic, customer service and dedication to duty.

### **ALTERNATIVES:**

The Board could elect to name someone else as the Employee of the Month or dissolve the award program; however, these alternatives are not consistent with the Board's "Employee of the Month Parking" program.

**OTHER AGENCY INVOLVEMENT:**

None.

**CAO RECOMMENDATION:**

APPROVE DEPARTMENTAL RECOMMENDATION