



COUNTY OF SANTA BARBARA

RESOLUTION COMMENDING LUPE DESALES
UPON HER RETIREMENT MARCH 30, 2024

CALIFORNIA

Whereas, Lupe Desales is retiring from the Department of Social Services (DSS) with over twenty-two years of distinguished service to the residents and employees of the County of Santa Barbara as an Office Assistant Senior and then as an Administrative Office Professional; and

Whereas, Lupe embarked on her career with DSS in June 2001 where she provided crucial unit support to the CalWORKs and Welfare to Work programs and their staff at the former Santa Barbara Carrillo Street location and in 2003, relocated to the main Santa Barbara DSS office building at Camino del Remedio where she continued in that assignment; and

Whereas, with Lupe's strong desire to serve clients directly, she made a significant move in 2005 transferring to Reception and excelled in providing customer-facing queries and interaction and gaining expertise in: Medi-Cal Eligibility Data System (MEDS), Systems Operations Unit (SOU) functions, and in three automated eligibility systems, Case Data Systems (CDS), CalWIN, and CalSAWS. In that role she also processed eligibility documents submitted by Eligibility Workers, issuing assistance benefits, Benefit Identification Cards, and Electronic Benefit Transfer (EBT) cards; and

Whereas, Lupe's dedication to public service shines through her interactions with clients, where she not only remembers their names but also demonstrates care and quick thinking during emergency situations. This personalized approach fosters positive relationships, and she has received multiple recognitions for her efforts and outstanding client service; and

Whereas, with Lupe's wisdom and experience she serves as a role model for new staff and has mentored many new employees and she is eager to serve our clients even when they are being difficult; and

Whereas, Lupe's contributions are plentiful, she will be greatly missed by her colleagues and the department. Lupe's journey reflects adaptability, commitment, and a client-focused mindset, leaving a lasting impact on the organization and all who have worked alongside her.

NOW THEREFORE BE IT RESOLVED that the Board of Supervisors of the County of Santa Barbara hereby commends Lupe Desales for her more than 22 years of faithful, loyal, and committed public service to the Department of Social Services and congratulates her on a well-deserved retirement.

PASSED AND ADOPTED by the Board of Supervisors of the County of Santa Barbara, State of California, this 19th day of March 2024, by a unanimous vote of all members present.



ATTEST: Maria Reyes
Clerk of the Board

[Signature]
Supervisor - 1st District

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Supervisor - 2nd District

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Supervisor - 3rd District

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Supervisor - 4th District

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Supervisor - 5th District