

SCARLETT SANTOS LEON

2855 Foothill Blvd. K204, La Verne, CA 91750
ssantosleon@cpp.edu
(626) 239-5257

May 11, 2017

Re: 2017 Wes McClure Scholarship

To Whom It May Concern:

My name is Scarlett Santos Leon and I am pursuing a Master's in Public Administration from the California State Polytechnic University, Pomona to achieve my short-term goal of working as a Management Analyst and long-term goal as City Manager. I have successfully completed sixteen units of the program with a GPA of 3.57.

I recently graduated cum laude from the California State Polytechnic University, Pomona with a Bachelor of Arts Degree in Sociology. Currently in my graduate program, I provide inmates in a correctional facility with career development workshops to increase their opportunities of employment once they are released. The program has increased my ability to serve members of the community with unique backgrounds. In addition, I am getting exposure to analyzing budget best management practices by comparing City of Pomona's Police Department budget with neighboring cities. The project allows me to develop the budget skills required to make financially sustainable choices as city manager one day.

I believe my self-motivation and "can do" attitude along with my experience in local government and educational background, makes me a unique candidate. I can ensure that if awarded the Wes McClure Scholarship, it will be an investment for a successful future leader. I appreciate your consideration and look forward to hearing from you regarding this exciting opportunity.

Best regards,

Scarlett Santos

At a young age, I knew I wanted to pursue a career dedicated to helping others. Growing up, I realized there are groups of people that are more vulnerable than others and I could not understand why. My undergrad studies in sociology allowed me to understand there is a relationship between people and the community they reside in. According to the broken windows theory, people's perception of themselves is affected by their environment. Based on this ideology, if the city neglects the community, residents will internalize this as a reflection of their worth. As a first generation immigrant, statistically the odds were against me, however, I would like to attribute some of my success to the communities I grew up in. As a child, there were a number of community service programs and events available at little to no cost. These programs and events were an opportunity to interact with other members of the community and served as a safe haven from negative influences around me. I was fortunate enough to grow in a close-knit community, and I would like for others to share positive experiences in their communities and help them improve their quality of life. As a city manager, I can insist on ensuring the fiscal sustainability of social wellness programs for the community regardless of residents' socioeconomic backgrounds. It is important to lead an organization that values and cares for the community.

To prepare myself for a role as city manager, I am currently going to school to receive my Master's in Public Administration. In the program, I am learning the process of public policy and the theoretical framework of public administration. In addition, I am gaining exposure to the dynamic of local government through my part-time employment at two municipalities. In both municipalities, I have had the opportunity to work on projects that have a positive effect on communities. I have presented on topics relating to environmental services and water conservation for the City of Monrovia and provided residents with information on resources offered by the City. I also coordinated the 2016 and 2017 Homeless Count, which provided data to help raise awareness on the people experiencing homelessness. As a Management Intern for the City Manager's Office in Azusa I work on projects that are helping me develop the skills and knowledge to become a Management Analyst. I was responsible for implementing the Citywide Customer Service Training Program which required training all staff on the City's expectations for customer service delivery. In addition, I created the Emergency Evacuation Plan policy to ensure that all City Staff and guests have a safe evacuation procedure in an emergency situation. I enjoy working in local government because I am able to interact with the people of the communities I serve and see the positive effects of public outreach.

In my field of work, I am constantly inspired by the passion and dedication that my colleagues demonstrate. In the City of Monrovia, the Neighborhood Services Division works with partnering agencies to organize events and projects that create positive relationships between the city and the community. On the other hand, the City of Azusa's Library developed the Neighborhood Connections Program which helps patrons connect with agencies that can assist them with matters such as homelessness, immigration and other miscellaneous topics. In addition, my experience working in the City Manager's Office reinforced my passion to become a city manager. Seeing my City Manager working hard to create an ethical work environment helped me envision myself in the same role of leadership. I strive to continue helping underrepresented groups of people feel cared for and welcomed in their communities. My goal is to increase public participation to allow residents to be involved in the public policy discussion. My background, experience in serving communities, and education has provided me with the ability to understand different cultures and serve diverse communities. I look forward to being a public servant and contributing to creating policies that bring the community together and create change that will further build a good relationship with the community.



May 12, 2017

Marcia Raines, City Manager
Millbrae, CA

RE: 2017 Wes McClure Scholarship Application – Scarlett Santos

Dear Ms. Raines,

It is my pleasure to provide this letter of endorsement and recommendation for Scarlett Santos and her application for the Wes McClure Scholarship. I have known Scarlett for the past eighteen (18) months of my tenure with the City of Monrovia and have had the privilege of managing her as the Public Works Division Manager for the last fifteen (15) months. Scarlett serves the City of Monrovia as an Office Aide where she provides administrative support to the Division and, more importantly, our front line customer service and resident interface.

I am continually impressed with Scarlett's attitude and enthusiasm for the Monrovia Community and the craft of public administration. Scarlett brings to the team a desire to serve and assist as needed, and a willingness to learn and expand her knowledge base. Scarlett's dedication to the field is demonstrated through her work both for the City of Monrovia as well as another nearby City. On top of balancing developmental roles in two municipalities, Scarlett is currently enrolled in course work towards attaining her Master of Public Administration (MPA) degree. Having known Scarlett while she was completing her Bachelor's Degree, her dedication to her work is topped only by her dedication to her studies.

Scarlett consistently expresses her desire to grow and develop in the field, which is personified through her professional endeavors and her academic pursuits. I am happy to endorse and recommend Scarlett Santos for this scholarship opportunity.

Sincerely,

A handwritten signature in blue ink, appearing to read "S. Sullivan", is written over the word "Sincerely,".

Sean Sullivan
Public Works Division Manager



The Canyon City — Gateway to the American Dream

May 9, 2017

Sent via Email and USPS

Marcia Raines, City Manager
City of Millbrae
621 Magnolia Avenue
Millbrae, CA 94030

Re: 2017 Wes McClure Scholarship Application – Recommendation for Scarlet Santos

Dear Ms. ~~Ms.~~ ^{MARCIA} Raines:

It is with great pleasure that I find myself writing this letter of recommendation for Scarlett Santos who is applying for the 2017 Wes McClure Scholarship. Ms. Santos is currently employed as a Management Intern in my office. In the few months that Ms. Santos has worked for me, I have found her to be a highly motivated individual who carries out her responsibilities with vigor. She is an extremely positive and dependable employee, and performs her duties in an extremely timely and conscientious manner.

On a personal level, I have observed that Scarlett exhibits a rare combination of character, performance, and integrity that sets her apart from others. She has a “can do” attitude and is constantly working to broaden her knowledge and experience in local government. I am confident that one day Ms. Santos will be an exemplary public servant and an asset to the profession.

As a young professional just starting in her career as a public servant and a current MPA student, I find her enthusiasm for local government to be very refreshing. I believe that Scarlett would greatly benefit both academically and professionally by being awarded the Wes McClure scholarship.

As Scarlett’s supervisor and someone who recognizes future talent, I respectfully ask for your favorable consideration of her scholarship application.

If you’d like to discuss Ms. Santos’ attributes in more detail, please don’t hesitate to contact me at (626) 812-5238.

Sincerely,


Troy L. Butzlaff, ICMA-CM
City Manager

cc. Scarlett Santos, Management Intern

Troy L. Butzlaff, ICMA-CM, City Manager
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