

Meeting Governing Body
Meeting Date: July 19, 2011

SUBJECT: The City of Manassas Park Department DSS success story: Citizen/Staff recognition

BACKGROUND

Carissa Shifflett, a social worker with the City of Manassas Park received a call in June 2011 about a vulnerable senior citizen in the Manassas Park community, living alone in an unsafe environment due to problems with the air conditioning unit. The temperature was extremely hot that day. Based on the reported information, Ms. Shifflett immediately insisted that the caller notify the Manassas Park Fire Department.

Unit # 509 of the Manassas Park Fire Department (Captain Joel Oberlin's unit), received the call that the breaker in the home was emitting sparks. Captain Oberlin's unit responded and determined the problem was with the electrical service in the home stemming from the air condition unit. Normally, the Fire Department's role is to respond, determine the issue and in this situation, they would shut the breaker off and advise the home owner of the situation. However, in this incident, Captain Oberlin continued to work with DSS staff to get someone to assist the citizen to ensure the citizen would be in a safe environment.

Ms. Shifflett, being aware of community resources, secured the assistance of a family friend, Mr. Kenneth Lanham. Mr. Lanham is a graduate of Manassas Park High school and continues to live in the City Manassas Park. Mr. Lanham, an electrician, responded to the emergency needs of this situation and coordinated with NOVEC to shut the power down to the home. He also worked with Ms. Shifflett in assisting the family in coming up with a safety plan for the night. Mr. Lanham completed the necessary work on the home to make it safe enough for the senior citizen to return to the home the next day. Mr. Lanham made an emergency response and completed this work at no cost to the senior citizen or the Department.

This event demonstrates Manassas Park's, as a small community, care and concern about its citizens within the larger greater Prince William area. The personal care and concern for our Manassas Park citizens is what makes us unique, especially in this new age of information and being self sufficient at any and all cost with no sense of community. These types of acts are what the City of MP DSS, along with our community partners, brings to this local community; a commitment to service.

RECOMENDATIONS:

Request that the City of Manassas Park Governing Body recognize Mr. Kenneth Lanham, Captain Joel Oberlin and Ms. Carissa Shifflett for their service to the community.

Prepared by: Addie R. Whitaker, Director, MPDSS *AW* Date 7/11/2011
Reviewed by: _____ Date _____
Approved by City Attorney: _____ Date _____
Approved by City Manager: _____ Date _____

***The City of Manassas Park
Department of Social Services***

Certificate of Appreciation

Awarded to

Captain Joel Oberlin

On July 19, 2011

For his

***Dedication to the Citizens of the City of
Manassas Park***

***Addie R. Whitaker, Director
City of Manassas DSS***

***The City of Manassas Park
Department of Social Services***

Certificate of Appreciation

Awarded to

Kenneth Lanham

On July 19, 2011

For his

***Dedication to the Citizens of the City of
Manassas Park***

***Addie R. Whitaker, Director
City of Manassas DSS***

***The City of Manassas Park
Department of Social Services***

Certificate of Appreciation

Awarded to

Carissa Shifflett

On July 19, 2011

For her

***Dedication to the Citizens of the City of
Manassas Park***

***Addie R. Whitaker, Director
City of Manassas DSS***