

Name of Nominee: Joyce Jordan
Title: Senior Services Coordinator
Place of Employment: Neighborhood Centers Inc.
Name of Nominator: Deborah Turkleson
Relationship to Nominee: direct supervisor

Joyce Jordan has been employed at Neighborhood Centers Inc. since 1982 and has worked with seniors since 1986. In 1986 she became the manager of the Tri-Community Senior Center and then moved to the Peavy Senior Center in 1994. In 1990, Joyce received her Texas Basic Certificate in Gerontology from Houston Community College. Currently, she supervises the operations of eight of NCI's senior centers and provides administrative support to three subcontractors. She still has direct contact with hundreds of seniors as she is often called upon to fill in as manager at her eight centers during vacations or illness.

Joyce is a dedicated advocate for senior citizens and has helped to develop program policies and procedures for our senior programs. She exemplifies the mission of Neighborhood Centers' Senior Services department: *providing services in support of seniors living independently in the community.* She postponed her plans for retirement this year in order to assist (and train) a new department director. She frequently postpones her own time off and has lost accrued vacation time to ensure that her centers are staffed and operating smoothly. She can always be relied upon to perform above and beyond her required job responsibilities.

Joyce has developed an extensive network of connections to people and services in the Houston area. She participates in community building activities in the neighborhoods surrounding her centers such as Neighborhood Action Committees and Super Neighborhood Meetings. Her seniors are connected to health and nutrition services, legal and financial assistance, safety and disaster preparedness, mental health programs, home repair energy assistance programs and a myriad of other services and benefits. When Joyce lived in the Clinton Park area, elderly neighbors frequently knocked on her door in the evenings because they knew she would be able to connect them to benefits and services.

Joyce has served her clients as a nurse, social worker, family counselor, travel agent, employment locator, financial advisor, activity director and social secretary. She has planned funerals, bought groceries and medicine, provided clothing, made doctors' appointments and located housing. She stocks her center's restrooms with towels and soap for homeless clients. Many times, the funds for these items come out of her own pocket. Joyce notifies physicians if clients appear to be having health problems. She calls out-of-town children when she thinks a senior needs family attention. Clients who deviate from expected routines are called or even visited at home.

Joyce once discovered that a client had listed her as family and the Peavy Center as his home when he was admitted to a hospital. She recently assisted a senior with admission to an assisted living facility because he could no longer live alone and did not have family to help. She expressed dismay with the results of this service as she had not been able to find a facility close enough so that the client could continue as a member of her senior center. When a member at the Peavy Center began developing dementia and was found to be carrying large sums of money in her pocket, Joyce regularly accompanied the lady to the bank and assisted her with her finances until the family could be persuaded to take over.

One of the Peavy Center clients says of Joyce, "She is great to us. She has a sweet personality. She welcomes us to the center and she takes good care of us. We can always count on Joyce."