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## 2025 CAASE Awards

## Application Instructions



The CAA Service Excellence (CAASE) Awards are open to all ambulance companies and agencies operating within California. To participate, applicants must submit an online submission that includes a **Statement of Entry** and any relevant supporting materials.

**Submission Process**

All materials must be submitted through the CAA's online application form. The following file types are accepted:

**Documents:** PDF, Word, Excel

**Images:** JPEG/PNG

**Links:** Video content or webpages that support the entry

Once your submission is received, you'll get a confirmation email with instructions for uploading any additional materials. If you wish to include photos or displays, these may be shipped separately to the CAA for presentation at the Annual Convention.

**Terms of Use**

By submitting an entry, you grant the California Ambulance Association permission to publicly share your materials as examples of best practices and to use your materials in any way. Submissions may be used for educational, promotional, or marketing purposes.

## Contact Information

**Contact Name:**

Leonardo Lara

**Organization:**

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## 2025 CAASE Awards Submission

**Submission Category:**

Community Impact Program (open to any community-based program)

**Submission Title:**

Fill the Ambulance Program

**Number of Annual Service Requests:**

40,500

**Number of Ambulances:**

30

**Business Type (check all that apply):**

Business

Privately Held Corporation

**Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):**

Scott Azevedo - Operations Supervisor - Scott.Azevedo2@gmr.net

**Situational Analysis (Background of Project):**

To provide an annual Toy Drive to support the community during the holiday season.

**Project Goals:**

To collect toys, clothing items, and care products for families in need. We average caring for over 100 families each year and this number continues to rise.

**Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):**

Planning begins in early August as we obtain location for distribution, and begin to reach out to community partners for collection locations. As the holidays approach, we reach out to school districts in our area for families that have need and local shelters and church organizations. We then develop a list and contact families for the age of children in their homes and toys they might enjoy.

We have a "shopping day" when employees come in and using a prefilled-out form, "shop" for the family from the collection of items that have been brought in for distribution. On distribution day, we call the families in and have them collect the items as well as help them wrap the toys.

**Results (Did you achieve your goals? How did you measure results?):**

Results are measured by attendance and toy collection. We monitor yearly progress by toy collection and the number of families that participated.

**Impact (What impact has this project had on your service? Information can be given as narrative.**

**However, if possible, please provide qualitative and quantitative information.):**

The Fill the Ambulance program has grown significantly. It has become a common staple of the community, so much so that around the holiday season many radio stations begin to announce our collection locations.

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

We roughly allocate around \$3,000 dollars towards the event which includes food for volunteers and families, rental equipment, location rental, and holiday wrapping and decorations. This budget increases depending on need and overall expense.

**Supporting Documents #1:**

Fill the Ambulance Program Victorville,CA (1).pdf

**Supporting Documents #2:**

**Supporting Documents #3:**

**Supporting Documents #4:**

**Supporting Documents #5:**

**Supporting Documents #6:**

**Comments:**

**CAASE Awards Submission Fee:**

CAASE Awards Submission - \$500.00



# Fill the Ambulance Program Victorville, CA



## Fill The Ambulance: A Holiday Mission of Giving and Healing

During the season of giving, few programs capture the spirit of community and compassion quite like Fill The Ambulance. This heartwarming initiative, led by AMR Operations Supervisor Scott Azevedo, brings together the residents of Victorville, Apple Valley, and Adelanto in San Bernardino County to support families in need during the Christmas season. Through the collection and donation of toys and clothes, the program provides holiday cheer and essential items to over 100 families each year, making a profound difference in the lives of many.

The program's name, Fill The Ambulance, reflects its unique origin and method: donations are literally packed into an ambulance, symbolizing both care and urgency in responding to the needs of the community.





Every year our team works tirelessly to bring hope and joy to the community



**“Caring is really what it’s all about” - Scott Azevedo**

But it's not just about gifts—it's about showing families that they are seen, valued, and supported, even in the most difficult times.

At the heart of the program is Scott Azevedo, whose leadership and dedication have made Fill The Ambulance a staple of the High Desert’s holiday season. His vision goes beyond simply collecting donations—he aims to build connections between residents, promote volunteerism, and foster a culture of compassion and generosity that lasts all year long.

Adding a special touch to the program is EV, a gentle and loving therapy dog who participates in the events and deliveries. EV brings smiles and comfort to children and adults alike, often becoming the highlight of the experience for many families. Her presence underscores the healing power of companionship and emotional support, particularly during what can be a stressful or lonely time of year.

Fill The Ambulance continues to grow each year, thanks to the generosity of local donors, volunteers, and businesses. It stands as a shining example of what a united community can accomplish. In a world often marked by division and hardship, this program reminds us that kindness, empathy, and service are the true gifts of the holiday season. Whether it’s a warm coat, a toy under the tree, or simply a friendly face and a wagging tail, Fill The Ambulance delivers more than just holiday cheer—it delivers hope.