

EMPLOYEE OF THE MONTH

APRIL 2017

The Commission is pleased to acknowledge Supplemental Security Income Case Manager Victor Tran as the April 2017 Employee of the Month.

Mr. Tran provides case management to CAAP clients with disabling conditions to help them qualify for Social Security Benefit. He is a master of many skills. Mr. Tran has the ability to build rapport even with our most disturbed clients. This connection and trust enables clients to share details of their life story. Mr. Tran takes this information to show in the application how the client's illness limits their daily functioning. The physicians and psychologists on the team, who evaluate clients to document the disability for Social Security, praise Mr. Tran's attention to detail and his excellent communication skills. He is an effective detective in tracking down often scarce medical records which he organizes and provides to the docs to help them build the case.

Attention to detail is essential in building consistency in the application packet and leads to a high rate of SSI awards.

Mr. Tran is independent and meets his responsibilities without needing direction or intervention from this supervisor. He volunteers to assist in the training new Case Managers who have joined the unit.

Mr. Tran is a hardworking and highly productive who has been a member of the team for over eight years. During this time he has enabled over 390 clients to be awarded SSA disability benefits. This impacts the lives of the individual CAAP clients but also helps the agency and the city of San Francisco.

It is with gratitude and great pride that the Commission presents you, Victor Tran as the April 2017 Employee of the Month. Thank you sincerely. Your work is highly valued and greatly appreciated.

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Mr. Rhorer would you like to add to these comments?