

City and County of San Francisco Human Services Commission



OCTOBER 2016 EMPLOYEE OF THE MONTH



MELBA OCO

CalFresh San Francisco Benefits Net Eligibility Worker

Melba's work is consistently outstanding. She follows regular procedure and regulations while delivering excellent service to her clients. On top of maintaining an excellent Task Completion Rate, Melba has shown leadership in the program by her participation in pilot projects, special projects and audits. Melba readily offers her expertise and advice to her colleagues, supervisors and managers, helping to solve the various eligibility determination-related problems that occur daily.

Melba is the consummate professional. Her passion for helping people improve their lives is evident in her constant willingness to go the extra mile for our clients. She is always willing to work on the most complex cases and is often seen working after hours to ensure clients receive timely access to the benefits they seek. Melba is the ultimate example of a positive team member.

It is with great pride that the Human Services Commission recognizes Melba Oco for her outstanding dedication and service to the clients of the Cal Fresh San Francisco Benefits Net and presents her as the October 2016 Employee of the Month.