

Collin County Going the **Extra Mile (GEM)** Recognition Form

Honoree's Name: Sophia Vilca

Honoree's Job Title: Indigent Program Manager

Department: Collin County Health Care Services (CCHCS)

Years of Service with the County: 4 Years

Why the Honoree is receiving a GEM Award including dates:

A citizen of Collin County presented to CCHCS and told an employee that "Sophia is amazing and so compassionate and understanding." Explained to this coworker that she had brought her grandson into the CCHCS office for help because he had been turned away and denied services from all the other places she had taken him too. Sophia took extra time to call PrimaCare so that her grandson could be seen and get immediate assistance because he was out of his meds. The nice lady said that thanks to Sophia that her grandson was able to get his meds and found a JOB! This person just wanted to take the time to express her gratitude for the customer service she received and how she was not simply turned away. Sophia has the ability to understand the needs of others and she is able to exhibit empathy for those individuals in need. This person was so impressed with the customer service she received from Sophia that she took time out of her schedule to drive to the office to let others know how appreciative she was. Due to Sophia's commitment to excellence this person avoided unnecessary E.R. visit and he was able to get a job which will enhance his life and his family's life.

Approved by elected official or department head on the 22 day of October, 2015

Candy Blair, HCA
Signature of Elected Official
or Department Head

Candy Blair, HCA
Printed Name