

## DDD Superstars - Kudos from the 2002 Provider Survey

### 3 Positive Comments

Sue Scott                      Also Mentioned 3 times in CA Provider Survey and once in ESA provider survey.  
 Alan Lloyd  
 Mary Jo Coursey

### 2 Positive Comments

Debbie Baker  
 Wilma Brown  
 Terry Buck  
 Diane (Ewer) Clark  
 Jvette Dodson  
 Alvin Pascual  
 Nancy Slocum  
 Barb Uehara

<b>All Positive Comments - Full Names*</b>	
Albert, John	Our DDD caseworker, John Albert, always answers calls, gets problems solved. Our licenser, Kindering Center, is equally responsive.
Baker, Debbie	Our case worker Debbie Baker, is excellent! Thank you!
Baker, Debbie	Our case worker, Debbie Baker, is excellent! We're grateful.
Bates, John	Case managers accommodating when crises, sudden issues need to be reviewed. Teri Chicon and John Bates very helpful.
Baugh, Sarah	Yes Sarah Baugh has especially been helpful.
Bean, Felicia	Felicia Bean is the DDD worker who comes once a year to check on our daughter. She is excellent! A real plus to your group.
Bonin, Diane	Our daughter's caseworker Diane Bonin has done a wonderful job helping us.
Brown, Wilma	DDD case manager Wilma Brown (at Spokane Field Service office) ALWAYS works WELL with me! She is very caring about my grandson.
Brown, Wilma	I'm very satisfied and happy with the help and understanding that I receive from my caseworker, Wilma Brown.
Bryan, Ronald	We are doing fine! Thanks for hard work. I love my case manager (The Best!!) Ron Bryan!
Buck, Terry	Since we have been given new caseworker (Terry Buck) we feel much better served - phone calls returned, funding improved (before we were told "others need it").
Buck, Terry	Caseworker, Terry Buck, is very helpful.
Burlingame, Cindy	When I call, Cindy Burlingame usually returns my calls in a reasonable length of time. They all seem to be helpful.
Carr, Joyce	Joyce Carr is always courteous and efficient in helping me do my job well.
Chicon, Teri - Yakima	Case managers accommodating when crises, sudden issues need to be reviewed. Teri Chicon and John Bates very helpful.
Clark (Ewer), Diane	I work mostly with Diane Clark. She is helpful and respectful. She answers my phone calls and takes care of business.
Clark (Ewer), Diane	Dianne Clark - Omak, remembers us and our situation - she contacts others to up our services, knows specialists in different areas - saves a lot of energy!
Clark, Shelly	Very helpful. Shelley Clark she's been great.
Corless-Jenkins, Terry	Terry Corless-Jenkins in the Mt. Vernon branch has been a delight to work with. Cheerful, helpful, and quick.
Coursey, Mary Jo	Mary Jo Coursey answers my questions and is interested in the well being of people.
Coursey, Mary Jo	I usually work with Mary Jo Coursey and she is always helpful and pleasant.

Coursey, Mary Jo	Mary Jo Coarsey's case load is so high I am amazed at all she does. But perhaps her case load is too high!!
Cox, Mandi	Mandi Cox - our case DDD manager is GREAT!
Dempsey, Christine	I work only with DDD and everyone has been helpful - especially my new case manager - Chris Dempsey.
Dobson, Jyvette	I've dealt mostly with Jvette Dobson who is always helpful and prompt in returning phone calls. She is thorough and informative when I have questions.
Dobson, Jyvette	Jvette D. and John H. always call me back when I leave a message. They are prompt and helpful.
Eklo, Sandy	The case worker Sandy Eklo does a very good job.
Faulkner, Kelley	Kelly Fackner, (son's caseworker) is in direct communication with us.
Green, Elizabeth	My coordinator Liz Green, is the most helpful person! She makes me feel "as if" I'm the only one she works with...She help me get paid (soon as she can she gives me my invoice # so I can call it in by the 10th-15th).
Gunina, Miki	Responds well to questions. Miki Gunina provides information and is helpful.
Haber, Betsy	Betsy Haber is a great caseworker.
Harlander, Barb - Tacoma	Alan Lloyd and Barb Harlander in Tacoma have been very direct, professional, and eager to help. Thanks!
Hayes, Jean (Doria)	She (Jean Hayes) sits down and talks with my daughter and me about anything concerning my daughters development.
Hertman, Ruth (Nurse) - Everett	Everyone - Ruth Hertman, County Nurse, Theresa Owen, case worker, Kristen Hostad, new case worker, all are SUPERB, professional people! If there's a problem, they get it fixed!
Hobbs, Lynda	Linda Hobbs has always been available to answer any questions and help with any problems I have had. Also, prompt accurate simple invoice/payment process (by phone invoice express)
Hostad, Kristen - Everett	Everyone - Ruth Hertman, County Nurse, Theresa Owen, case worker, Kristen Hostad, new case worker, all are SUPERB, professional people! If there's a problem, they get it fixed!
Howard, Dee	Dee Howard is open helpful and there when I need her.
Hunter, Debbie	Yes, they are always willing to help with advise and services for my clients. My supervisor Debbie Hunter of the DD Dept of DSHS has always been right there to give help and advice when needed. Couldn't ask for better!
Ireland, Kara	Case Manager and service authorization people are wonderful (Calvin Pascual and Kara Ireland).
Kelso, Paige	Prompt response to phone calls, good email responses. Paige Kelso is exceptionally helpful and prompt.
Kindering Center	Our DDD caseworker, John Albert, always answers calls, gets problems solved. Our licenser, Kindering Center, is equally responsive.
Lindquist, Angie	They are very quick and courteous to assist in any question or problem. Angie Lindquist is a very helpful, honest, and considerate person. I'm pleased to be served by her!
Lloyd, Alan	Alan Lloyd and Barb Harlander in Tacoma have been very direct, professional, and eager to help. Thanks!
Lloyd, Alan	Alan Lloyd does a good job for my son.
Lloyd, Alan	Thanks!
Lloyd, Alan	Alan Lloyd has been very helpful - prompt to respond and with good ideas.
Lorimer, Kathy	My DDD case manager does very well considering her workload. She really does care about her clients. (Kathy Lorimer)

Lunsford, Linda	My caseworkers (Linda Lunsford and the gentleman who replaced her) are wonderful. Attentive and efficient and kind. Please give my thanks.
McKenzie, Sigrid	Sigrid Reinhart McKenzie helps with conferences and assists in processing SD orders for my son.
Merdassi, Karen	Good communication. Emotional support from our case manager. Hats off and "thanks" to Karen Merdassi!
Owen, Theresa	Everyone - Ruth Hertman, County Nurse, Theresa Owen, case worker, Kristen Hostad, new case worker, all are SUPERB, professional people! If there's a problem, they get it fixed!
Pascual, Alvin	Case Manager and service authorization people are wonderful (Calvin Pascual and Kara Ireland).
Pascual, Alvin	DDD works well - Alvin Pascual in Kent (my case manager) always follows up on requests or questions.
Randol, Dana	One caseworker, Dana Randol (from Kent) was the most understanding worker I have ever met. She really supported our family. DSHS needs more caseworkers like her. Please see to it that SHE is recognized.
Scheman, Lani	Our case manager Ms. Lani Scheman has always been a tremendous help to us, she makes sure that we get all the facts and information on current DSHS programs. She is extremely responsible and reliable.
Slocum, Nancy	Listens, patient, reliable, accessible, knowledgeable. Nancy Slocum at DDD is our caseworker and she is wonderful!
Slocum, Nancy	Nancy Slocum is very helpful and accommodating.
Strozyk, Jennifer	If I have any questions, I call and Jennifer Strozyk either answers right away or finds the answer and calls me back.
Tikker, Pam	Pam Tikker has been a wonderful case manager - WISH more people were like her!
Turina, Mike	Mike Turina has been our case worker, very helpful, follows through with all requests.
Uehara, Barbara	Lots of time because I have a daughter with disabilities. My work with Barb Uhura has been great.
Uehara, Barbara	Barb Ohara is very knowledgeable and helpful - Answers questions and really cares. She deserves all good things.
Wells, Diane	Diane Wells always returns phone calls promptly.
Winchell, Kristyn	Kristen Winchell is a very good caseworker!

<b>All Positive Comments - Partial Names*</b>	
Cheryl	"Nancy", "Cheryl" are very helpful. So is "Rane"-he takes time to look up PA's and proper codes - they all do.
John H.- Seattle	Yvette D. and John H. always call me back when I leave a message. They are prompt and helpful.
Lauren	I like my caseworker at DDD Lauren.
Murial	The manager Murial, is great - but I had to request a change in Social Worker - worthless.
Nancy	"Nancy", "Cheryl" are very helpful. So is "Rane"-he takes time to look up PA's and proper codes - they all do.
Norma (Benefits Coor)	Did an onsite training which was very helpful. Norma in coordination of benefits is always great about helping me sort out problems.
Rane	"Nancy", "Cheryl" are very helpful. So is "Rane"-he takes time to look up PA's and proper codes - they all do.

\* Name spelling and identity is based on "best guess" of RDA staff after reviewing clients' spelling and DSHS staff rosters. We apologize in advance for any misspellings or misidentification.