

Children's Administration Superstars - Kudos from the 2002 Provider Survey

17 Positive Comments

Shari Thaut

7 Positive Comments

Margaret Freedle

6 Positive Comments

Janet Lammers

5 Positive Comments

Norma Nelson

3 Positive Comments

Sue Scott

Also Mentioned 3 times in DDD Provider Survey and once in ESA provider survey.

Jan Spears

Claire Scranton

Susan Cutrona

2 Positive Comments

Cheryl Annis

Also mentioned in ESA provider survey.

Michelle Beebe

Carmen Cabrera

Pamela Copeland

Lynese Cramer

Kathleen Dodson

Diane Engkvist

Also mentioned in ESA provider survey.

Susan Hannibal

Jeanne Jones

Tonia King

Charlotte Newport

Betsey Page

John Patterson

All Positive Comments - Full Names*	
Allen, Nancy	Our caseworker is Nancy Allen. Nancy makes our dealings with DSHS a pleasure.
Allred, Alice	Alice Allred helps me to straighten out accounts that are in arrears and does it very efficiently!
Amont, Suzanne	Payments, some caseworkers are involved - my licensor, Suzanne Amont is very thorough, knowledgeable, and helpful at ALL times.
Andrews, Pamela	EPP unit has an extra social worker who communicates REGULARLY with us and ALWAYS returns our calls! Yea for Pam Andrews!
Annis, Cheryl	Diane Engust and Cheyl Annis in childcare are great, well informed, and very helpful. (Also mentioned in ESA provider survey.)
Annis, Cheryl	I am very glad to have the "personal" attention from our people at DSHS...Diane Enkvist and Cheryl Annis. (Also mentioned in ESA provider survey.)
Babcock, Ken	Caseworker Ken Babcock returns calls, does payments on time, answers questions thoroughly.
Barres, Karen	Ms. Karen Barres was very helpful during the process.
Beebe, Michelle	Prompt answers to my questions - through Michelle Beebe, social worker. Timely payment for foster care and for transportation reimbursement.
Beebe, Michelle	Michelle Beebe is very good about returning my calls and answering my questions (she's our social worker). I like Invoice Express. It's easy and fast!

Bennett, Frederick	I have very good workers now...Betsy Page, Fred Bennett and John Marsh.
Bond, Debra	Debby Bond is a big help.
Brown, Ross	It is all about the people who work for DSHS and IF they do their jobs. Cindy Hardcastle, Ross Brown and Jan Spear did everything they could - much more than could be expected.
Cabrera, Carmen	My licensor (Carmen Cabrera) has always been great. I've had good caseworkers and horrible ones.
Cabrera, Carmen	I have a wonderful licensor who is always prompt when returning my calls, Carmen Cabrera.
Carpenter, Ina	The social worker I have worked with, Ina Carpenter, does a great job for the kids and appreciates foster parents like myself. (Also mentioned in the ESA provider survey.)
Cena, Betty	Betty Cena is most kind and does an awesome job! They listen very well and they really take action, working hard for the family unit to provide the necessary "care" according to the "need".
Charger, Francis	Francis Charger, current social worker, is very professional. Previous social workers were a disgrace to your profession.
Chervinskas, Steve	Steve Chervinskas (with Omak CFS) is outstanding with regular communication and follow through. You are so lucky to have him, and so are we.
Clark, Elizabeth (Placement coordinator)	Their licensor (Stephanie Ziema), placement coordinator (Elizabeth Clark), and Kathy Dodson were always encouraging, always wanting to help, answered questions, and valued you and your time.
Copeland, Pamela	Pam Copeland at Adoption Support is courteous and efficient, as is the invoice system.
Copeland, Pamela	Pamala Copeland is the best. She listens and responds to the needs of our son. Her help is so greatly appreciated.
Craig, Suzanne	Suzanne Craig is wonderful - she goes the extra mile.
Cramer, Lynese	Teach social workers and licensors to talk to foster parents - not to make CPS referrals without all the information. Lynese Cramer is an exceptional CPS worker, she treats foster parents with the respect and courtesy that we deserve.
Cramer, Lynese	Lynese Cramer (CPS) is a very conscientious worker. She is a pleasure to work with.
Crumet, Larry	Returns phone calls - especially our social worker, Larry Crumet.
Cutrona, Susan	Whenever I call Susan Catranos' office, the staff is very willing to help me.
Cutrona, Susan	Adoption support is awesome! Susan Cutrona is great!
Cutrona, Susan	Susan Cutrona in Region 2 DCFS finally got this fixed, even though she was not responsible for the work. She's great!
Dahlgren, Shannon	Shannon Dahlgren is a great person to work with getting childcare authorizations.
David, Larry (Caseworker)	Provide me with a wonderful caseworker - Larry David!
Davis, Jackie	Jackie Davis in the West Seattle office is the best WCCC staff you have!
Dodson, Kathleen	Their licensor (Stephanie Ziema), placement coordinator (Elizabeth Clark), and Kathy Dodson were always encouraging, always wanting to help, answered questions, and valued you and your time.
Dodson, Kathleen	Return telephone calls PROMPTLY! Return Cathy Dodson to Foster Parent Coordinator. She's an outstanding employee to work with.
Dorsey, Beth (SW)	Beth Dorsey (S.W.) has been great.
Engkvist, Diane	Diane Engust and Cheryl Annis in childcare are great, well informed, and very helpful. (Also mentioned in ESA provider survey.)
Engkvist, Diane	I am very glad to have the "personal" attention from our people at DSHS...Diane Enkvist and Cheryl Annis. (Also mentioned in ESA provider survey.)
Ervin, Malinda	Joan Miller and Malinda Ervin were always friendly, courteous, encouraging, and quick to find answers to my questions. A pleasure to work with through fostering and adoption.
Espana, Theresa	Our social worker, Teresa Espana, is wonderful.
Falcocchio, Linda	They were very helpful when we adopted our child, especially Linda Falcocio.

Fox, Jolene	Jolene Fox and Betsy Paige are the caseworkers for our foster daughters. They are both wonderful and extremely helpful.
Freedle, Margaret	Immediate response from adoption support worker, Margaret Freedle.
Freedle, Margaret	Margaret Freedle returns my phone calls, and is very helpful, very nice, and courteous.
Freedle, Margaret	When I called Margret Frindle direct, she was prompt on returning my phone call.
Freedle, Margaret	Margaret Friedel helped us to afford special services for our childrens needs by their special needs. It was apparent in all ways that her concern was in the best interest of the children at all times - She was efficient and professional.
Freedle, Margaret	Margaret Freedle is a wonderful person to deal with. She returns calls promptly and is very friendly.
Freedle, Margaret	Social workers are very overworked and some try to do a good job. M. Freedle is one of them.
Freedle, Margaret	Don't get rid of Margaret Freedle. Lives in Kentucky, but calls WA DSHS.
Fung, Kendrick	DSHS - especially Working Connections (handled by Ken Fung) did very well. He returned my calls, answers phone calls when he's around. He takes care of paperwork and concerns in a timely manner.
Gains, Asia	Some caseworkers are wonderful: Jeff Kincaid, Heather Hamasaki, Carla Seastrom, Asia Gains.
Grantner, Donna	We've had wonderful social workers and licensors - Mary Ann Knaebel, Donna Grantner and Patty Todd.
Gross, Marcella	Having a person such as Marcella Gross to touch base with when ?'s arise. 0 or 1-800 # with no name to contact.
Halloran, Denise	My licensor, N. Roswell, is a constant source of help and support. Wage Ladder Pilot Project is great! Kudos to Denise Holloran.
Hamasaki, Heather	Some caseworkers are wonderful: Jeff Kincaid, Heather Hamasaki, Carla Seastrom, Asia Gains.
Hammermister, Jennifer	Jennifer Hammermister and Nicole Hernandez are great social workers and take care of everything I need.
Hannibal, Susan	Program Mgmt (Susan Hannibal) is excellent, professional, helpful, caring, and efficient.
Hannibal, Susan	Susan Hannibal will work with me directly or refer me to where I need to go. She is very positive and encouraging.
Hanson, Cathy	I work with caseworkers for foster care in the Tri-Cities and they do a wonderful job. Both Holly Sturgis and Cathy Hanson are #1.
Hardcastle, Cindy	It is all about the people who work for DSHS and IF they do their jobs. Cindy Hardcastle, Ross Brown and Jan Spear did everything they could - much more than could be expected.
Harvichcheck, Judy	Helped me get into contact with FCAP - Judy Harvichcheck - and this has greatly improved our access to services. DSHS is very kind toward our payment for daycare.
Hernandez, Nicole M.	Jennifer Hammermister and Nicole Hernandez are great social workers and take care of everything I need.
Hinders, Shelby	Shelby Hinders, Michael Lonergan are very good social workers. They are always available, give access to all information I need, very responsive.
Hollingsworth(Marsailles), Tracy	Calls returned - very helpful - will do anything to help family be successful. Great caseworkers (Liza Stervick, DCFS - Tracy Hollingsworth, DDD)!
How, Linda	My worker has made easier arrangements for my reevaluation appointments. Linda How is a great lady to work with.
Hurtel, Sue	Sue Hertel (Adoption worker) is always very helpful and honest.
Idczak, Jonah	Clone Jonah Idczak! Workers can be/are vindictive if you do not agree with them - it is their ego, rather than child welfare!
Johnson, Carole	Great caseworker - Carole Johnson.
Johnson, Helene	Helene Johnson - she is only caseworker that calls back promptly, always very helpful and courteous.

Jones, Jeanne	I work with the South Bend Child Protective Services department - Jeanne Jones is VERY helpful! We bill for drug screens and the system we have in place with DSHS is working very well.
Jones, Jeanne	Jeanne Jones and I work well together, and I feel she is just a phone call away and she can call me anytime also.
Kayyali, Bergith	My current caseworker (I'm a foster parent) is Bergith Kayyali, Seattle Native American Unit - she's wonderful! And so is her Supervisor, Edie.
Kellman, Joyce	My worker (Joyce Kellman) answered all of my questions, helped with forms, and found exactly what needed doing.
Kerns, Tom	Phone calls are made to me on a regular basis, home visits are also made. Tom Kerns is a great caseworker!
Kim, Sonia	Sonia Kim, Allison Moone's assistant, has really made an effort to help with payments. She is with King County.
Kincaid, Jeff	Some caseworkers are wonderful: Jeff Kincaid, Heather Hamasaki, Carla Seastrom, Asia Gains.
King, Tonia	While adopting our children, Tonia King was excellent. She was very efficient and organized. She is great!
King, Tonia	Communication is good. Tonia King is genuine.
Knaebel, Mary Ann	We've had wonderful social workers and licensors - Mary Ann Knaebel, Donna Grantner and Patty Todd.
Lambert-Eckel, Connie	Clerical staff are great. Connie Lambert Eckel (with contracts) is outstanding in help and support.
Lammers, Janet	Returns calls promptly, provides necessary funds for 3 special needs children. Jan Lammers is very helpful.
Lammers, Janet	Always respond in a timely manner and always polite. Jan Lammers is great!
Lammers, Janet	Jan Lammers is very responsive and helpful.
Lammers, Janet	Mrs. Lammers is very helpful and really knows what is going on. She is your treasure! A 100% for her.
Lammers, Janet	Jan Lammers (Spokane Office - Adoption Support) is caring and provides funding for counseling services and one conference for me to attend each year for education on our children's disabilities.
Lammers, Janet	Adoption Support Program staff are excellent, especially Jan Lammers.
Law, Joann	My worker (Jo Anne Law) is great!
Lemberton, Shari	Pattern all offices more like Monroe's office (as far as working as a team) or with Shari Lemberton, EJ office.
Limpens, Cristina	Finds \$ for support. Christina Limpens is the best!
Link, Kathleen	They are very informative, and Kathy Link is right on top of it. She gets back right away.
Lonergan, Mike	Shelly Hinders, Michael Lonergan are very good social workers. They are always available, give access to all information I need, very responsive.
Lorrain, Debbie	Case worker (child care) Terry Sanchez - especially helpful and courteous. Licensor Debbie Lorraine - very helpful and makes you immediately feel comfortable. Judy, with payment subsidy hotline, is also wonderful.
Marsh, John - Tacoma	I have very good workers now...Betsy Page, Fred Bennett and John Marsh.
Merritt, Gordon	Gordon Merritt and Sue Scott (Ballard office) are the most efficient DSHS workers I deal with. They have even taken care of "messes" from other offices for me. They have my utmost respect and appreciation for all their hard work. They respond to my calls quickly and efficiently and have for several years now. I'm always happy when one of my daycare kids have them as their worker. (Also mentioned twice in the ESA provider survey.)
Miller, Joan	Joan Miller and Malinda Ervin were always friendly, courteous, encouraging, and quick to find answers to my questions. A pleasure to work with through fostering and adoption.

Miller, Linda (HCS)	My foster child's social worker always responds to me in a timely manner. It is greatly appreciated. Lynda Miller is my social worker.
Nelson, Norma	Norma Nelson is great! She handles things quickly and promptly and efficiently!
Nelson, Norma	Claire Scranton was so kind and helpful at adoption support. Norma Nelson promises to be as easy and helpful as well.
Nelson, Norma	Norma Nelson is wonderful, always returns calls promptly, open to new treatment options, follows through.
Nelson, Norma	Adoption support through Norma Nelson has been great.
Nelson, Norma	Norma Nelson is always helpful, easy to get ahold of, very friendly.
Newport, Charlotte	I am very happy with my licensor, Char Newport, and case worker, Amber Island.
Newport, Charlotte	Everything has always been great. Anna Tran is wonderful. And Char Newport too!
Page, Betsey	Jolene Fox and Betsy Paige are the caseworkers for our foster daughters. They are both wonderful and extremely helpful.
Page, Betsey	I have very good workers now...Betsy Page, Fred Bennett and John Marsh.
Patterson, John	The caseworkers have been very helpful - John Patterson in particular knows our case very well, always calls back or actually answers the phone when we call!
Patterson, John	Social worker John Patterson does a good job of keeping in touch with me on a regular basis and gets the proper treatment approved for my foster child.
Patterson, Regina	Jennifer Waddell has been great - picking up the phone and calling us. Gina Patterson is also good with her people skills.
Pelovski, Puja	Nothing. They're doing great! Puja Pelovski has done a wonderful job working with my VERY DIFFICULT family.
Pierce, Danni	Ms. Danni Pierce was very knowledgeable and helpful during our foster parenting and adoption process. She was very good at keeping us informed.
Rader, David	David Radar was always helpful; others were not. Others passed the buck or wouldn't give us the time of day, even though we were willing to adopt a child. We had to take DSHS to court to adopt a boy.
Roddy, Tom	Tom Roddy is always courteous and helpful, calling me with updates, and helping make adjustments on billings when necessary.
Roswell, Nancy (licensor)	My licensor, Nancy Roswell, is a constant source of help and support.
Roswell, Nancy(licensor)	My licensor, N. Roswell, is a constant source of help and support. Wage Ladder Pilot Project is great! Kudos to Denise Holloran.
Sanchez, Jeri F	When I reach a worker, they are usually able to answer questions - some go the extra mile and are excellent (ie: Jeri Sanchez).
Sanchez, Terry	Case worker (child care) Terry Sanchez - especially helpful and courteous. Licensor Debbie Lorraine - very helpful and makes you immediately feel comfortable. Judy, with payment subsidy hotline, is also wonderful.
Schauer, Grace	Operating a licensed facility in a small town requires obtaining a waiver from time to time. Grace Schauer is supportive, firm, consistently consistent, flexible, realistic and importantly approachable.
Scott, Sue	Sue Scott answers questions quickly and professionally. (Also mentioned once in the ESA provider survey and three times in DDD provider survey.)
Scott, Sue	Gordon Merritt and Sue Scott (Ballard office) are the most efficient DSHS workers I deal with. They have even taken care of "messes" from other offices for me. They have my utmost respect and appreciation for all their hard work. They respond to my calls quickly and efficiently and have for several years now. I'm always happy when one of my daycare kids have them as their worker. (Also mentioned once in the ESA provider survey and three times in DDD provider survey.)
Scott, Sue	Hire more employees like Sue Scott. (Also mentioned once in the ESA provider survey and three times in DDD provider survey.)
Scranton, Claire	Claire Scranton has been wonderful. She promptly responds to my occasional requests and quickly returns my phone calls.

Scranton, Claire	Claire Scranton was so kind and helpful at adoption support. Norma Nelson promises to be as easy and helpful as well.
Scranton, Claire	Clare Scranton is very helpful whenever we have questions.
Scranton, Claire	My only working relationship is with Adoption Support. Claire Scranton and her predecessor are great.
Seastrom, Karla	Some caseworkers are wonderful: Jeff Kincaid, Heather Hamasaki, Carla Seastrom, Asia Gains.
Semon, Brandy	Our adoption social worker, Brandy Semon, was wonderful. We worked with her for more than a year.
Spear, Jan	Jan Spear (Adoption Support program) is especially helpful, courteous, and efficient.
Spear, Jan	It is all about the people who work for DSHS and IF they do their jobs. Cindy Hardcastle, Ross Brown and Jan Spear did everything they could - much more than could be expected.
Spear, Jan	Jan Spear (Region 6) was very helpful. We are adoptive parents, Jan gave us the help we needed for our special needs son.
Speir, Anita	In the 10 years I've been a foster parent, I've only had a couple of good, caring and helpful caseworkers. And when I have a problem or question I call Anita Speir - she is most helpful.
Stervick, Liza - DCFS	Calls returned - very helpful - will do anything to help family be successful. Great caseworkers (Liza Stervick, DCFS - Tracy Hollingsworth, DDD)!
Stettler, Jan	Answer calls quickly, fill requests in a timely fashion. Jan Stettler is very supportive.
Strang, Patte	Patte Strang assists us promptly and courteously at all times. She answers questions, assists us with school needs, moral support, and Christmas for the children. Christmas would be very bleak without your help. Thank you!
Sturgis, Hollie	I work with caseworkers for foster care in the Tri-Cities and they do a wonderful job. Both Holly Sturgis and Cathy Hanson are #1.
Tanner, Sharon	Sharon Tanner is good at tracking down my paychecks.
Thaut, Shari	Shari Thaut is the most helpful, considerate, friendly and knowledgeable state employee I have ever encountered.
Thaut, Shari	Kind, helpful, supportive - especially Shari Thaut.
Thaut, Shari	Shari Thaut - Region III Adoption Support is great. Get more staff like her.
Thaut, Shari	Sheri Thaut is great - she ALWAYS has been kind, friendly, and easy to work with.
Thaut, Shari	Adoption Support (Sherry Thaup) has been very helpful.
Thaut, Shari	Adoption Support Region 3, Shari Thaut (our adoption support specialist) has supported us 100% and helped without question.
Thaut, Shari	As an adoptive support parent most of the contact is done via my questions. Sherrie Thaut is ALWAYS there to answer my questions and take care of needs.
Thaut, Shari	Sherrie Thaut is so helpful (Adoption Support). She genuinely cares and takes time to show it. She has been more helpful than I ever imagined.
Thaut, Shari	The current adoption support person, Shari Thaut, is great! Very professional!
Thaut, Shari	Adoption support caseworkers are helpful, especially Sheri Thaut in Everett. Phone payment system is convenient.
Thaut, Shari	Shari Taut is very friendly, courteous, and very expedient in getting paperwork done.
Thaut, Shari	Returns phone calls promptly, gets me the information I need. Shari is the only DSHS staff I have dealt with the past years.
Thaut, Shari	Sherry Thout is unfailingly kind and helpful. She returns my calls promptly and is very efficient in facilitating adoption support services for our children.
Thaut, Shari	My worker, Shari Thaut in Everett, is always polite and helpful. No complaints. Thank you!
Thaut, Shari	My phone calls to the Everett office (Shari Taut) are answered quickly. Shari has always been helpful and responsive; gets the job done!
Thaut, Shari	Financial and support services to help raise our adoptive child. Washington caseworker (Shari Thaut) is excellent, not much contact with Texas.

Thaut, Shari	Adoption Support - treats us with courtesy and respect. Shari Thaut responds swiftly, answers calls promptly, etc.
Thomasineo, Brandy	They were very supportive during the pre-adoption. Brandy Thomasineo believed in us throughout our traumatic times. We appreciate that!
Thorpe, Bethany	Our adoption worker Bethany Thorpe was quick to do her job, return phone calls and was wonderful to work with.
Tiegler, Mark	When I say these children need HELP, I get quick help from Mark Tiegler. All case workers are so supportive and appreciative.
Todd, Patty	We've had wonderful social workers and licensors - Mary Ann Knaebel, Donna Grantner and Patty Todd.
Tran, Anna	Everything has always been great. Anna Tran is wonderful. And Char Newport too!
Tyler, Tammy	Tammy Tyler in Yakima is good about researching problems and getting back to me promptly.
Waddell, Jennifer	Jennifer Waddell has been great - picking up the phone and calling us. Gina Patterson is also good with her people skills.
Walker, Phyllis	Train all caseworkers to be as competent and caring as my current case manager (Phyllis Walker).
Weber-Stecker, Pamela	Pamela Weber Stecker is great as a placement desk person.
Whitney, Jason	Jason Whitney is great. He always is prompt in returning calls and doing what is requested. Thanks!
Williams, Kim	Our caseworker, Kim Williams (Native American Office) always follows through and returns our calls. This is greatly appreciated.
Wimbling, Asher	Asher Wimbling is always responsive to the needs of our foster child and our needs as a foster parent.
Wittmayer, Melissa	Melissa Whittmayer has been wonderful. I have actually been very lucky to have worked with helpful people in DSHS.
Woods, Bruce A	Bruce Woods treats me well, and gives me good advice, while (specific DSHS staff name) DOESN'T!
Young, Sharon	Depends on each individual line worker - some are gems, others just okay. The best is Sharon Young - she listens, acts, does what she says she'll do! I like that they are now providing intake in writing referral (but incomplete- see below).
Ziemba, Stephanie B	Their licensor (Stephanie Ziemba), placement coordinator (Elizabeth Clark), and Kathy Dodson were always encouraging, always wanting to help, answered questions, and valued you and your time.

All Positive Comments - Partial Names*	
Allen	Kara, Allen, and Kard helps me every time I call. The caseworker for the children NEVER HELPS...(specific DSHS staff name).
Bev	Answers my questions, returns my calls, they put up with me! If I have any money questions, Bev is not only extremely helpful but goes above and beyond.
Edie - Seattle Native American Unit	My current caseworker (I'm a foster parent) is Bergith Kayyali, Seattle Native American Unit - she's wonderful! And so is her Supervisor, Edie.
Jeane	Jeane always kept us informed of what was going on.
Jeane	Personal service. Jeanne is warm and friendly!
Joy M. - Seattle	Joy M., at DSHS in Seattle, is so kind and helpful.
Judy - Payment hotline	Case worker (child care) Terry Sanchez - especially helpful and courteous. Licensor Debbie Lorraine - very helpful and makes you immediately feel comfortable. Judy, with payment subsidy hotline, is also wonderful.
Kara	Kara, Allen, and Kard helps me every time I call. The caseworker for the children NEVER HELPS...(specific DSHS staff name).
Kard	Kara, Allen, and Kard helps me every time I call. The caseworker for the children NEVER HELPS...(specific DSHS staff name).
Karen - King Co. Psych.	Karen (who scheduled psychological evaluations in King Co.) was responsive.

Lawson, Mr. - South Bend	Keep Mr. Lawson in your South Bend Office.
Lori - Cowlitz County	We have adopted two and have one child in foster care/adopt through Cowlitz County - Lori and Pat have been very good and fun to work with.
Lucinda	Miss Luncinda always listens and has time to help when you need it.
Lynn - Colville	Stevens County is prompt with processing claims. Lynn (down at Colville) is awesome at answers and problem-solving.
Lynn - Colville	Lynn from Colville Office is awesome - answers questions and problem solves.
Pat - Cowlitz County	We have adopted two and have one child in foster care/adopt through Cowlitz County - Lori and Pat have been very good and fun to work with.
Phyllis S.	Phyllis S. is the only caseworker to return calls and make payments on time.
Tisa - Yakima Co.	Tisa and staff at the Holton Bldg (Yakima county) has always been helpful.

* 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.