

## AASA\* 2003 Superstars - Kudos from the 2003 Provider Survey

### 2 Positive Comments

Brown, Lori  
 Bullinger, Michelle  
 Hilmo, Russell  
 O'Long, Shannon  
 Punohu, Kathy  
 Shoop, Bennetta

<b>All Positive Comments - Full Names*</b>	
Anderson, Erica	I now work with Erica Anderson and she is very good.
Baum, Dianne	Diane Baum is extremely knowledgeable and helpful - she is our main resource for information.
Bautista, Norberto	Norberto Bautista of Evergreen Care Network has been very helpful in answering questions and helping me with problems. So have all the other caseworkers from Evergreen Care Network.
Berrett, Terra	My mother's caseworker is wonderful! No matter what I need or ask, she (Terra Berrett) bends over backwards to help. I am very grateful.
Bittner, Elsie	Elsie Bittner is very prompt in looking into all matters I have brought to her attention. She is very courteous.
Blocker, Roberta	Sue Christman, Roberta Blocker have been great in helping us. They went the extra mile.
Brown, Lori	Wonderful caseworker, Shannon O'Long! Lori Brown is beyond great!
Brown, Lori	Case worker - the best (Shannon O'long). Lori Brown, the best!!! Have nothing but praise for these workers.
Bullinger, Michelle	Michelle Bollinger, caseworker, is superb. She really cares, as do the nurses.
Bullinger, Michelle	DSHS to me is Michelle Bullinger. Having her as my supportive interface is what DSHS does well. She is wonderful!
Bynum, Marci	Marci Bynum is awesome! She's very quick and courteous.
Callchert, Julie	Julie Callchert, my DSHS worker, is awesome and will be hard to replace as she is leaving.
Carda, Freda	Answers questions - Freda Carda is a very good caseworker.
Chester, Judi	Judi Chester has always returned my calls and helped out with all problems.
Christman, Sue	Sue Christman, Roberta Blocker have been great in helping us. They went the extra mile.
Clark, Laura	Our new caseworker, Laura Clark, is real good about returning phone calls and keeping appointments. Tries hard to work with us.
Collette, Valerie	Both our AFH [Adult Family Home] licensor (Valorie Colet) and DSHS wocial worker (Diane France) are prompt at returning my calls and answering questions - very pleasant.
Davis, Daphne	Daphne Davis (social worker, HC [Home & Community] Region 4) represents DSHS admirably.
Deger, Peg	Follow up and follow through. Peg Deger and Rachel Kosick are wonderful!
Dinge, Barbara	Listens and tries to help, Barbara Dinge is terrific and has made a world of difference.
Duke, Patty	Patty Duke is always willing to talk to me to answer questions or give me directions.
Fox, Sharee	Shari Fox - "Always" there to listen and try to help.
Fraizier, Fran	Thank you. DSHS has been very good to us. With people like Fran Fraizier at Senior Services of Island County - you know you can count on her to be there for you.
Fran, Mary	Mary Fran has helped with questions I have had.
France, Diane	Both our AFH [Adult Family Home] licensor (Valorie Colet) and DSHS social worker (Diane France) are prompt at returning my calls and answering questions - very pleasant.
Freitas, Donna	Donna Freidas is just amazing. She does everything within her power to see that people are cared for. She is so caring.

George, Maureen	Ask Maureen George. She is an excellent DSHS case manager. Understands problems of providers/caregivers, listens, acts promptly. I commend Maureen George. She is the best. Follow her example.
Greybill, Peggy Hagan, Terri	The caseworker, Peggy Greybill, understands my situation and provides emotional support. Terri Haga is an excellent home care health worker.
Haley, Maureen Hall, Pat	At least Maureen Haley does her best to help us with communication and understanding with the willingness to explain rules, limitations, terms, and legal considerations. Case manager, Pat Hall, is respectful, caring, helpful, and competent.
Heglund, Janice	Mr. Lot and Mrs. Heglund at Tacoma local office treat my mother and brother well.
Hilmo, Russell	We work frequently with Russell Hilmo - he's always friendly and helpful, even if I just call with a dumb question. He also always returns my phone calls promptly.
Hilmo, Russell	Licenser, Benetta Schoop, conducts herself in a very professional way. Works with us to solve problems. Russell Hilmo - he treats everyone in a very respectful way. These 2 individuals performed their duties in excellent ways.
Huddleston, Sherry	Excellent case manager for AFH [Adult Family Home] clients; fantastic resources when questions or problems arise (Re: Leslie Stickel and Sherry Huddleston).
Hundley, Darryl	Our caseworker, Darryl Hundley, is so good to work with. He returns our calls almost without fail.
Ingle, Jamie	Be more like Jamie Ingalls. Great worker, the one who took her place should have been mentored by her.
Irigon, Felcita	Felicita Irigon is our DSHS representative. She and her supervisor answer all questions well. She clearly has the well-being of her clients in mind, always. She acts quickly and predictably.
Jacobson, Larry Jerez, Lydia	Personal service from the client's case manager, Larry Jacobson RN [Registered Nurse] - communication timely, clear, accurate, and courteous. Also, payment for services always timely. I wish everyone was as polite and helpful as Lydia Jerez.
Johnson, Linda	Pleasant to work with all staff members. Linda Johnson (S.W.) did awesome home visit and offered tremendous professional expertise, help, etc.
Johnson, Tricia	Tricia Johnson is a very nice person and answers all questions and explains in detail. Thanks.
Kaufman, Diane	My mother's caseworker always calls back and returns my calls promptly (Diane Kaufman is the caseworker).
Kolm, Melinda	Melinda Kolm is our person at DSHS. She always responds to requests and helps where she can!
Kosick, Rachel	Follow up and follow through. Peg Deger and Rachel Kosick are wonderful!
LaHaise, David	Division of Aging, Everett: Dave LaHayes enabled me to return to work and fulfill continuing education classes at ERC [Everett Resource Center] in 12-02 - smooth process.
Lee, Kheng	Cambodian interpretation by Khang Lee: finding school, paperwork. Took time to explain things I didn't understand. Great services in all. (Also mentioned in the Economic Services Administration Provider Survey.)
Lemaster, Laurel	Our caseworker (Laurel Lemaster) is awesome! She is there when I need questions answered and helps foresee problems before they happen. My mother's life is greatly improved by the help she and this agency provide and we appreciate it SO MUCH!
Lotz, Gary	Mr. Lot and Mrs. Heglund at Tacoma local office treat my mother and brother well.
Marron, Mary Fran	I have not been in need of assistance, but the contact I have had with Mary Fran Marron has always been pleasant and helpful.
McBride, Sharon	The main caseworker, Sharon McBride, has been very helpful always and gets on a very personal level, which is what we need in this setting.

McDaniel, Sharon	Sharon McDaniel has been exceedingly excellent to work with. She goes above and beyond her duties.
McGinty, Jim	My client's caseworker (Jim McGinty) is always caring and very helpful when my client has questions or special needs.
Michael, Cheri	Cheri Michaels is very helpful and nice.
Odom, Elaine	Elaine Adam and Nancy Tardiff are accessible. Our specific licenser is knowledgeable and partners with us. We haven't had to work with anyone at DSHS due to a complaint/citation. Therefore, we have no experience with their behavior during an enforcement.
O'Long, Shannon	Wonderful caseworker, Shannon O'Long! Lori Brown is beyond great!
O'Long, Shannon	Case worker - the best (Shannon O'Long). Lori Brown, the best!!! Have nothing but praise for these workers.
Peterson, Ann M.	Ann Peterson is always there when I have a question.
Porter, Denise	Denise Porter, case manager, always responds when we call and always solves our problems.
Punohu, Kathy	My mother's case manager, Kathy Punohu, has been very helpful and given us information on resources - she is very nice!
Punohu, Kathy	You have all been wonderful, especially Kathy Punohu, my mother's case manager, and the great staff at Orchard Hill Adult Day Services.
Rai, Betty	Betty Rai (the Wenatchee office) always came out and was a good caseworker because she listened and heard what I said. Casandra Riveria is very good also. She does come out and checks to see what is going on. I'm happy with my caseworkers.
Reynolds, Heidi	Responds promptly to my questions and answers them so that I fully understand. I have been working with Heidi Reynolds.
Rivera, Cassie	Betty Rai (the Wenatchee office) always came out and was a good caseworker because she listened and heard what I said. Casandra Riveria is very good also. She does come out and checks to see what is going on. I'm happy with my caseworkers.
Ross, Pat	Pat Ross is very helpful in co-coordinating the level of care that the patient needs.
Sheaffer, Doug	Supervision and advocacy of Doug Sheaffer and staff in Senior Information and Assistance. Very good involvement and rapport.
Shoop, Bennetta	My caseworker, Patti Vosburgh is the best, and Benetta Scoop the licenser is always available if I have any questions. Both are great DSHS employees.
Shoop, Bennetta	Licenser, Benetta Schoop, conducts herself in a very professional way. Works with us to solve problems. Russell Hilmo - he treats everyone in a very respectful way. These 2 individuals performed their duties in excellent ways.
Stewart, Mary	They return phone calls and are kind. Mary Steward is working to resolve issues with the GSS management company.
Stewart, Trish	Nothing at this time, all is fine, thanks to Trish Stewart, HCS [Home and Community Service], King County.
Stickel, Leslie	Excellent case manager for AFH [Adult Family Home] clients; fantastic resources when questions or problems arise (Re: Leslie Stickel and Sherry Huddleston).
Sweet, Kelli	The caseworker, Keli Sweet, works hard to keep my client satisfied. Her name suits her - SWEET!
Tardif, Nancee	Elaine Adam and Nancy Tardiff are accessible. Our specific licenser is knowledgeable and partners with us. We haven't had to work with anyone at DSHS due to a complaint/citation. Therefore, we have no experience with their behavior during an enforcement.
Toyer, Lisa	Lisa Toyer, our case manager, is great! Good communicator!
Tsimberov, Tatyana	Tatyana Tsimberov always answers my questions and helps me, polite and helpful (she is a human service representative).
Valenzuela, Susy	Good case managers. Suzy Valenzuela, Zillah office is great.

Vosburgh, Patricia	My caseworker, Patti Vosburgh is the best, and Benetta Scoop the licenser is always available if I have any questions. Both are great DSHS employees.
Wallace, Jodi	Get honest! Mary Wright (nurse) and Jody Wallace did all the work for us at NWRC [Northwest Regional Center] in Bellingham, they are pure angels! We would be lost in the maze if not for them.
Whiteman, Sharon	They take the time to explain things when I have questions and are always polite and courteous, particularly Sharon Whiteman!
Wright, Mary	Get honest! Mary Wright (nurse) and Jody Wallace did all the work for us at NWRC [Northwest Regional Center] in Bellingham, they are pure angels! We would be lost in the maze if not for them.

**All Positive Comments - Partial Names\*\***

Angel	Angel is very helpful, nice, and caring to our elders. Very nice and excellent to work for, except when the day is lousy!
Deanne	Deanne was a lovely young woman who answered my questions in the office and on the telephone - very professional.
Doug	Nothing I can think of as of now. Doug and staff are so good.
Felicita	Easier or fuller communication between DSHS and our HMO [Health Maintenance Organization] might help sometimes. Offer more than one free training session per year for care giving. Set up a caregivers help line, like the one the HMO's have. Hire more people like Felicita.
Jackie	DSHS treats you with respect and courtesy only when it wants! My service worker, Jackie of lone, WA is a wonderful gal.
Julie	Both. Julie has done both and we work good together.
Malinda	Malinda has always been available.
Sally	Sally returns calls promptly, listens, and has ideas.

\* Not all employees receiving kudos were DSHS employees. Some appeared to be Area Agency on Aging Employees

\*\* 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.