

ESA 2003 Superstars - Kudos from the 2003 Provider Survey

All Positive Comments - Full Names*	
Balzer, Tom	The admin. are fantastic: John Olivas, now Stephanie Murphy; Tom Balzar; and Fran Younce.
Bionics-Turner, Terry	As a contracting agency, one person stands out as an exceptional liaison: Ms. Terry Bionics-Turner.
Bumford, Meg	Administrators have been very helpful and great to work with - especially Pam Raymond, Meg Bumford, Sue Chance. SSIF [Supplemental Security Income Facilitators] staff EASY and TIMELY communication on cases - always courteous and helpful.
Cardwell, Harvey	Harvey Cardwell is always available to answer questions no matter how small.
Chance, Sue	Administrators have been very helpful and great to work with - especially Pam Raymond, Meg Bumford, Sue Chance. SSIF [Supplemental Security Income Facilitators] staff EASY and TIMELY communication on cases - always courteous and helpful.
Hoyt, Fay	Faye Hoyt is ALWAYS willing to look up or direct me in the direction I need. I can't say everyone else is that informative, so I call Faye Hoyt.
Johnson, Mike	Good personal interface and access to local office: Mike Johnson, Mary Jane, Kirby Mohole.
Juhola, Kirby	Good personal interface and access to local office: Mike Johnson, Mary Jane, Kirby Mohole.
Kennedy, Margaret	DSHS (APS and CPS [Adult Protective Services and Child Protective Services]) have been helpful with needed information, along with Margaret Kennedy from Olympia's AG [Attorney General] office.
McGrew, Monaca	They (the caseworkers) are usually helpful about clients' reviews. They let us know if parents have/have not renewed their childcare and answer questions we have. Monaca McGrew and Stephanie Pinkney are the caseworkers.
Moy, Grace	The income verification for LIHEAP [Low Income Home Engery Assistance Program] clients through Grace Moy is excellent.
Murphy, Stephanie	The admin. are fantastic: John Olivas, now Stephanie Murphy; Tom Balzar; and Fran Younce.
Olivas, John	The admin. are fantastic: John Olivas, now Stephanie Murphy; Tom Balzar; and Fran Younce.
Paul, Jutta	J. Paul is very helpful and understanding. She is a great asset. Megan Queen was great also.
Pinkney, Stephanie	They (the caseworkers) are usually helpful about clients' reviews. They let us know if parents have/have not renewed their childcare and answer questions we have. Monaca McGrew and Stephanie Pinkney are the caseworkers. (Also mentioned two times in the ESA 2002 Provider Survey).
Queen, Magen	J. Paul is very helpful and understanding. She is a great asset. Megan Queen was great also. (Also mentioned two times in the ESA 2002 Provider Survey.)
Raymond, Pam	Administrators have been very helpful and great to work with - especially Pam Raymond, Meg Bumford, Sue Chance. SSIF [Supplemental Security Income Facilitators] staff EASY and TIMELY communication on cases - always courteous and helpful.

Roswell, Nancy	Nancy Roswell is a great source of information and support. Grant pilot project is well run and an aid in retaining staff. New WCCC [Working Connections Child Care] system is an improvement. (Also mentioned two times in the Children's Provider Survey.)
Seiber, Roy	It was Roy Seiber who cuts to the core and gives you information that helps cut through the tape.
Shauer, Grace	It is difficult to lump DSHS as one. We have a wonderful relationship with the Childcare Licensing Program, especially Grace Shauer. (Also mentioned two times in the Children's Provider Survey.)
Steward, Doug	They TAKE my calls, figure out what I need to know, answer my questions. "Doug Steward" is especially helpful.
Younce, Fran	The admin. are fantastic: John Olivas, now Stephanie Murphy; Tom Balzar; and Fran Younce.

All Positive Comments - Partial Names*	
Ilene	Most of the time Ilene is someone available to talk with me on the phone.
Carla	Carla and Mary of the administration office are always willing to assist. It would be nice to have everyone be as helpful and responsive.
Mary	Carla and Mary of the administration office are always willing to assist. It would be nice to have everyone be as helpful and responsive.
Mary Jane	Good personal interface and access to local office: Mike Johnson, Mary Jane, Kirby Mohole.

* 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.