ESA 2003 Superstars - Kudos from the 2003 Provider Survey

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They (the caseworkers) are usually helpful about clients' reviews. They let us know parents have/have not renewed their childcare and answer questions we have.	Paul Jutta	
parents have/have not renewed their childcare and answer questions we have.	r adi, Julia	
l;		
		Monaca McGrew and Stephanie Pinkney are the caseworkers. (Also mentioned two
Pinkney, Stephanie times in the ESA 2002 Provider Survey).	Pinkney, Stephanie	· · · · · · · · · · · · · · · · · · ·
		J. Paul is very helpful and understanding. She is a great asset. Megan Queen was
Queen, Magen great also. (Also mentioned two times in the ESA 2002 Provider Survey.)	Queen, Magen	, ,
Administrators have been very helpful and great to work with - especially Pam	Quoon, magon	- 1 - · · · · · · · · · · · · · · · · · · ·
Raymond, Meg Bumford, Sue Chance. SSIF [Supplemental Security Income		· · · · · · · · · · · · · · · · · · ·
		Facilitators] staff EASY and TIMELY communication on cases - always courteous and
Raymond, Pam helpful.	Raymond, Pam	

	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
Roswell, Nancy	Survey.)
	It was Roy Seiber who cuts to the core and gives you information that helps cut
Seiber, Roy	through the tape.
	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
Shauer, Grace	the Children's Provider Survey.)
	They TAKE my calls, figure out what I need to know, answer my questions. "Doug
Steward, Doug	Steward" is especially helpful.
	The admin. are fantastic: John Olivas, now Stephanie Murphy; Tom Balzar; and Fran
Younce, Fran	Younce.

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