

Children's Administration Superstars - Kudos from the 2005 Provider Survey

8 Positive Comments

Lammers, Janet (also mentioned positively 6 times in the 2002 Provider Survey)

3 Positive Comments

Cyr, Carol
 Fawcett, Sandy
 Thaut, Shari (also mentioned positively 17 times in the 2002 Provider Survey)
 Whitney, Jason (also mentioned positively 1 time in the 2002 Provider Survey)

2 Positive Comments

Cutrona, Susan (also mentioned positively 3 times in the 2002 Provider Survey)
 Dicus, Shirley
 Doss, Rachael
 Eshbach, Pam
 Freedle, Margaret (also mentioned positively 7 times in the 2002 Provider Survey)
 Greenup, Sandy
 Rogers, Darrell
 Skaar, Cari
 Spear, Jan (also mentioned positively 3 times in the 2002 Provider Survey)
 Wooldridge, Mary

1 Positive Comment

Stach, Rita

All Positive Comments - Full Names*	
Andrews, Sandra	Payment supervisor, Sandy Andrews, really knows her stuff.
Avila, Lorena	Promptly returns telephone inquiries. Often calls to notify us of changes. Huge praise to Lorena Avilla, Tom Hobson, Cari Skaar, and John O'Conner (smiley face).
Banks, Bill	They helped me every step of the way, from foster care into adoption. Special thanks to Bill Banks (Spokane) and Brian Christianson (Lewiston, ID).
Beckman, Kathy	DDD caseworker, K. Beckman, is impeccable. Same is true of CPS caseworker, Don Burdulis, (when I contacted myself as a last resort in desperation).
Beebe, Michelle	Michelle Beck is our social worker. She responds promptly to my e-mails and calls and answers all of our questions.
Bennett, Kathy	I have a great caseworker who always calls me back (Kathy Bennett, Newport)
Brady, Candace	Sometimes staff is very helpful, Candace Brady is great to work with on childcare
Bunyon, Angela	Payments on time, our licenser (Angela Bunyan) is the best, Stephanie Ziemba was also. You would do well to have them train the rest of the staff of being courteous and respectful.
Burdulis, Don	DDD caseworker, K. Beckman, is impeccable. Same is true of CPS caseworker, Don Burdulis, (when I contacted myself as a last resort in desperation).
Byker, Barbara	Barb Byker is super great, best caseworker I've ever had. Some people in office are awful - been a foster parent 18 years!
Christianson, Brian (Lewiston, ID)	They helped me every step of the way, from foster care into adoption. Special thanks to Bill Banks (Spokane) and Brian Christianson (Lewiston, ID).
Cleary, Matt	Our licenser, Matt Cleary, is especially helpful in getting us information and making positive corrections.
Collaim, Jim (Smokey Pt.)	We love the Smokey Pt. office! Patrick, Jennifer, Terri, and Sandra are ALWAYS helpful and friendly. Jim Collaim too!
Copeland, Pamela	I really haven't had one problem with DSHS. I have worked with Pam Copeland for years, she's great! My daughter has received wonderful services from DSHS, which has helped her to grow into the great person she is today. We are thankful that our daughter has counseling/psychiatric services available to her, it helps her so much. Thank you all for the great job you do!
Coty, Kasey (Clark Co.)	If all workers would be like the one we had all would be good. We were in the exception as would like all her cases. I have to give her credit she deserves. Kasey Coty was our worker.
Cutrona, Susan	These gals are great - Susan Cultrona and Carol Cyr!

Cutrona, Susan	Have people like Susan Kutrona and Carol Cyr working with us and making it easy and enjoyable to get the adoption support done.
Cyr, Carol	These gals are great - Susan Cultrona and Carol Cyr!
Cyr, Carol	Carol Cyr was very responsive to the adoptive parents and my concerns and questions. Carol was, and is, an encouraging and very supportive contact. Thank you!
Cyr, Carol	Have people like Susan Kutrona and Carol Cyr working with us and making it easy and enjoyable to get the adoption support done.
Dicus, Shirley	Tom Than is wonderful and so is Shirley. They are also very helpful with any question.
Dicus, Shirley	Depends on the person. Peggy Wattling and Shirley Dicus are great! But we have had a few that don't seem to care. It's just a paycheck to them.
Doran, MaryLee	Mary Lee Doran - is great. She always does her best to help solve my issues
Doss, Rachael	Placement Coordinator, Rachel Dass, is very helpful. Front office staff - polite and helpful. Caseworkers - 50% good, 50% don't care.
Doss, Rachael	Rachel Doss - cares and places kids and families accordingly.
Eshbach, Pam	Most of the DSHS staff in Washington State were very responsive and helpful. Jan Lammers and Pam Eschbach are very on-top-of-their-game!
Eshbach, Pam	Pam Eshbach, MSW, in Spokane is excellent to work with!!
Fawcett, Sandy	Fixing mistakes - (ours and theirs). Sandy Fawcett always returns calls.
Fawcett, Sandy	Miss Sandy at Region 5 helps us. She is great (Providers line). Most Region 5 care is just great.
Fawcett, Sandy	Sandy at the provider helpline is wonderful! Always returns my calls. Always helpful. Knows her job well. Always answers my questions.
Finch, CJ	CJ Finch was an excellent social worker. I was very pleased with her services at the Kent office. Shari Ruvskan made the adoption process a pleasant experience.
Foster, Steve	Good at returning phone calls and follow-up regarding needs. Steve Foster (Everett Branch) fantastic!
Freedle, Margaret	Margaret Freedle, the adoption support person, has been excellent to work with!
Freedle, Margaret	Adoption support - Ms. Freedle - has been VERY helpful.
Gaddis, Jennifer	I have had wonderful workers! The placement desk is exceptional. Gail is wonderful. Tammy Inselman and Jennifer Gaddis are the best workers I have EVER had!
Gallegos, Susan	Our worker is Tami Howard from Everett office and has also been Susan Gallagos - both awesome!!
Galstad, April	Melanie Waller and April Galstad are above average in processing payments or correcting payments which had problems that slowed down the payment caused by others.
Godfrey, Jennifer	The social worker (Jennifer Godfrey) was always helpful and returned my calls promptly. It was a pleasure working with her. She was always concerned about our foster son as well as us foster parents. She ALWAYS made us feel well about the work we were doing.
Graff, Katherine	I have a wonderful social worker - Katherine Graff, who is always there for the children and me.
Grant, Tammara	Since Tamara Grant has been the caseworker, she has REALLY endeavored to serve her children.
Greenup, Sandy	It depends on the staff person. Sandy Greenup and Aaron Washington are worth their weight in GOLD!!
Greenup, Sandy	Sandy Greenup - outstanding employee! Adoption support staff was responsive, thoughtful.
Griggs, Pamela	Reception is always courteous, nice and respectful. Pam Griggs and Tamara Stefen are fair, even keel, open minded, polite, respectful, sincere and easy to work with. They are both VERY honest too.
Hamasaki, Heather	Heather Hamasaki is wonderful to work with. She explains things, returns call/e-mails, and is very flexible.
Hammersley, Kathy	Caseworker, Kathy Hameisly, quick on returning calls - always warm and friendly and helpful.
Hargrove, Maryann	Maryann Hargrove - Adoption specialist ALWAYS calls me back and helps me with any "problem" I may have.
Hays, Peggy	Peggy Hays does a wonderful job.
Hetherington, George	George Hetherington was great, since then one change after another. New this, new that.

Hisaw, Clark	I have always had wonderful caseworkers and my licenser is great too. They return phone calls, answer questions, and give information to help me help the children in my care. I have had trouble in the past - over a year ago - getting ahold of people, but lately all of them are wonderful. Clark Hisaw forgot to input information one time, I wasn't mad, we are all human, but he actually came to my house and apologized IN PERSON! I was impressed. He also goes out of his way for the kids he is responsible for, so do others I work with. All of the people I work with are wonderful! I am very impressed and wouldn't change a thing.
Hobson, Tom	Promptly returns telephone inquiries. Often calls to notify us of changes. Huge praise to Lorena Avilla, Tom Hobson, Cari Skaar, and John O'Conner (smiley face).
Howard, Tammy	Our worker is Tami Howard from Everett office and has also been Susan Gallagos - both awesome!!
Howell, Heather	One particular caseworker, Heather Howell from Smokey Point DSHS, has been so kind and supportive words cannot do her justice.
Huynh, Denise	We loved the caseworkers our daughters had while they were still in the foster care system - Denise Huynh and Maybelle Ocampo.
Inselman, Tammy	I have had wonderful workers! The placement desk is exceptional. Gail is wonderful. Tammy Inselman and Jennifer Gaddis are the best workers I have EVER had!
Jensen, Linda	The bookkeeper, Linda Jensen, is always available and takes the time to review all payments. She is outstanding. Thanks, Linda.
Johnson, Louann	We appreciate LuAnn Johnson helping with any problem that arises. She seems to have the answers to questions quicker than social workers.
Kagie, Raelean	I like being able to submit invoice by phone. Paperwork is efficient and timely. Raelean Kaege, Spokane, Washington DSHS office, has done an excellent job!
Keroff, James "Family Restoration"	Help guide and advise us to keep our family working together (Family Restoration with James Keroff).
Kimble, Jeanne	My social worker is so supportive. She helps every time I call her. Returns my calls immediately. I think very highly of Jeannie Kimble.
Kovenback, Ann	I have had great social workers, Ann Kovenback (Seattle)/Jennifer Schwinn (Kent).
Kraebel, Mary Ann	I work with Mary Ann Kraebel. She always responds quickly to any questions and is a joy to work with.
Lammers, Janet	Jan Lammers is always quick to return calls and answer questions. Monthly mail, medical and counseling services are a Godsend. Thank you!
Lammers, Janet	Jan Lammers - Adoption Support - always calls back or sends materials whenever we need them! Thank you!
Lammers, Janet	Jan Lammers - adoption support, Spokane is phenomenal. Ready to help always! We love her!
Lammers, Janet	Answers any questions that I ask about as promptly as possible. I deal mostly with Jan Lammers in adoption support, she has always been very helpful and nice
Lammers, Janet	The adoption supervisor, Jan Londus, was so pleasant it was very nice. Thank you!
Lammers, Janet	Adoption support - easy to work with Jan Lanmers.
Lammers, Janet	Most of the DSHS staff in Washington State were very responsive and helpful. Jan Lammers and Pam Eschbach are very on-top-of-their-game!
Lammers, Janet	Jan Lammers at Adoption Support is very helpful and available to answer questions.
Laporte, Kay (Catherine)	They're great. Jeannette Norris and Kay LaPorte are very helpful.
Limpens, Cristina	Everyone I worked with was always available or returned calls promptly. Also, everyone was very professional and knowledgeable about procedures (Wendy Lin, Carol Shaw, Carla Montgomery, Christina Limpins).
Lin, Wendy	Everyone I worked with was always available or returned calls promptly. Also, everyone was very professional and knowledgeable about procedures (Wendy Lin, Carol Shaw, Carla Montgomery, Christina Limpins).
Lonnee, Damian	Hire people like Damian Lonnee in Bremerton adoption unit! He is great.
Martin, Sheila	Sheila Martin looks out for our safety and best in concern with parents.
Martz, David	Our worker, David Marte, always returns phone calls and e-mails promptly. He's been very helpful with questions and flexible regarding parents visits.

McKee, Lisa	Our case manager, Lisa McKee, Wenatchee CSO is fantastic. She is professional, extremely knowledgeable, approachable, honest, forthright, and most of all concerned about foster parents and passion for the kids on her caseload.
McLaughlin, Natalie	Our social worker - Natalie McLaughlin - is awesome. She always returns phone calls, get answers, goes out of her way to make sure that the foster kids and foster parents needs are taken care of.
Michel, Penny	Adoption support (management and workers) and local DCFS office (Jan Spear) open, accessible, willing to negotiate emotional as well as financial support. DLR (Penny Michael) also responsive, professional.
Miller, Morris	All questions are answered, gas checks all on time. Very nice to talk with, and problems if any, done right away. Keep Morris Miller (smiley face)
Montgomery, Carla	Everyone I worked with was always available or returned calls promptly. Also, everyone was very professional and knowledgeable about procedures (Wendy Lin, Carol Shaw, Carla Montgomery, Christina Limpins).
Moore, Khelonege	I do not know, I appreciate the help. Thank you, Lora Lee and Khelonege Moore
Morris, Nicole	Get more social workers like Nicole Morris, she's great.
Niskanen, Mark	My caseworker is a doer! He always calls me back and helps me through any problems (Mark Niskanen). Very active in the care/case of my foster son.
Norris, Jennette	They're great. Jeannette Norris and Kay LaPorte are very helpful.
Ocampo, Maybelle	We loved the caseworkers our daughters had while they were still in the foster care system - Denise Huynh and Maybelle Ocampo.
O'Connor, John	Promptly returns telephone inquiries. Often calls to notify us of changes. Huge praise to Lorena Avilla, Tom Hobson, Cari Skaar, and John O'Conner (smiley face).
Otis, Kristin	We worked with Kristin Otis (caseworker) during pre-adoptive foster care and through the adoption completion. She was terrific in every way
Parks, Dave	Social worker, David Parks, is always available for support.
Porter, Monica	Social worker (Monica Porter) has helped and been available whenever we need anything - morning, noon, and night!!!
Randall, Kris	Respite care and home finders have been great. Enjoy John Trailer and adoption staff. Kris Randal - Wonderful!
Ray, Robin	For billing, Robin Ray in Spokane is excellent.
Rogers, Darrell	Daryl Rogers in Respite Care is about the only person that ever calls me back, and the ladies who did our 30 hours of training were good.
Rogers, Darrell	Respite care, Darrell Rogers, is always very nice and helpful.
Rogers, Diana	They help me when I have problems with co-payment and just about everything else Thank you Diana Rogers.
Ruvkun, Shari	CJ Finch was an excellent social worker. I was very pleased with her services at the Kent office. Shari Ruvksen made the adoption process a pleasant experience.
Schwinn, Jennifer	I have had great social workers, Ann Kovenback (Seattle)/Jennifer Schwinn (Kent).
Shaughnessy, Kerry	EVERYONE I ever worked with was terrific; very supportive, especially when it came to decisions that needed to be made regarding the welfare of my child. But worked mainly with Tacoma Office, KerryAnn Shaughnessy.
Shaw, Carole	Everyone I worked with was always available or returned calls promptly. Also, everyone was very professional and knowledgeable about procedures (Wendy Lin, Carol Shaw, Carla Montgomery, Christina Limpins).
Shea, Ann	The caseworker, Annie Shea, does a wonderful job.
Sjoberg, Donna	Return phone calls faster - although Donna Sjoberg is the exception - She is awesome at returning calls quickly.
Skaar, Cari	Promptly returns telephone inquiries. Often calls to notify us of changes. Huge praise to Lorena Avilla, Tom Hobson, Cari Skaar, and John O'Conner (smiley face).
Skaar, Cari	Most staff are very patient with questions. Cari Skaar has been great. She went above and beyond to help me understand billing.
Spear, Jan	My adoption support person for Region 6 is awesome. I have never had a problem with her for anything. She is extremely helpful (Jan Spiers Olympia)
Spear, Jan	Adoption support (management and workers) and local DCFS office (Jan Spear) open, accessible, willing to negotiate emotional as well as financial support. DLR (Penny Michael) also responsive, professional.
Stach, Rita	I am happy with the help I get from Rita Stach when I need it

Steffen, Tamara	Reception is always courteous, nice and respectful. Pam Griggs and Tamara Stefen are fair, even keel, open minded, polite, respectful, sincere and easy to work with. They are both VERY honest too.
Tam, Thomas	Tom Than is wonderful and so is Shirley. They are also very helpful with any question.
Terry, Rocky	Rocky Terry is very good at returning calls in a timely basis.
Thaut, Shari	In the past, service has been excellent working with Shari Thaut, Adoption Support of Everett. Kind, pleasant, always helpful and a pleasure.
Thaut, Shari	Shari Taut - Adoption support - Region 3 was knowledgeable, quick to respond, helpful, kind and always had, or found the answer. She was excellent
Thaut, Shari	Shari Thaut helped a lot by understanding the adjustment period of an adoptive family. Could be years of help that is needed. Keep that in mind.
Traylor, John	Respite care and home finders have been great. Enjoy John Trailer and adoption staff. Kris Randal - Wonderful!
Waller, Melanie	Melanie Waller and April Galstad are above average in processing payments or correcting payments which had problems that slowed down the payment caused by others.
Waller, Mike	Mike Waller is a very kind and considerate person who always follows through with me.
Washington, Aaron	It depends on the staff person. Sandy Greenup and Aaron Washington are worth their weight in GOLD!! [Identifying Data Redacted] should be fired.
Wattling, Peggy	Depends on the person. Peggy Wattling and Shirley Dicus are great! But we have had a few that don't seem to care. It's just a paycheck to them.
Weber, Janice	Janis Weber was great in helping me with some billing issues.
Whitney, Jason	The last social worker, Jason Whitney, and the adoption staff great help, wonderful (100%). Good communication and follow up. 1st one, [Identifying Data Redacted], [was] terrible, moved kids.
Whitney, Jason	No kids should be moved. She [Identifying Data Redacted] wasted 2 years of our kids lives. The youngest still suffers from the change and people. Jason calls us back - many kudos to him. We are a family now. Adopted the kid we always wanted. [Identifying Data Redacted] never followed up or listens to us. We love our girls - thankful they are with us. Moved 6 times, only need 3 times. Look forward to writing about their success someday - already better.
Whitney, Jason	Jason Whitney responds to needs by providing all the support the children needs.
Williams, Nancy	Responses have been quick. Nancy Williams has been very helpful with difficult situations.
Wooldridge, Mary	In 2000, [Identifying Data Redacted], did everything to hurt and keep us from seeing our Great Grandson. In 2004, Mary Woldridge, was very helpful. She worked hard to get the best for our Great Grandson.
Wooldridge, Mary	Any caseworker like [Identifying Data Redacted] should not be allowed to work with children. As for Mary Woldridge she is the best.
Ziemba, Stephanie	Payments on time, our licenser (Angela Bunyan) is the best, Stephanie Ziemba was also. You would do well to have them train the rest of the staff of being courteous and respectful.

All Positive Comments - Partial Names*

Carla, HomeFinders, Spokane	Homefinders, Lana, Carla and Rita are wonderful.
Carol, Hermiston, OR	We really appreciate Irma, Carol, and Nichole (Hermiston, Oregon Office). Return calls promptly, get answers to questions (smiley face).
Dan O. in Yakima	Dan O. in Yakima is very helpful in getting the invoices paid.
Gail, Pierce Co.	I have had wonderful workers! The placement desk is exceptional. Gail is wonderful. Tammy Inselman and Jennifer Gaddis are the best workers I have EVER had!
Gail, Pierce/King Co.	Licensing department is excellent, placement coordinator, Gail, is fantastic.
Irma, Hermiston, OR	We really appreciate Irma, Carol, and Nichole (Hermiston, Oregon Office). Return calls promptly, get answers to questions (smiley face).
Jennifer, Smokey Pt.	We love the Smokey Pt. office! Patrick, Jennifer, Terri, and Sandra are ALWAYS helpful and friendly. Jim Collaim too!
Joan, Clark Co.	Respect foster parents insight as to extra needs of child and make services available for child. Medical for special child is excellent now - Joan aware of needs.
Judy, Hood River	Judy is so helpful and follows through on everything.

Kathy in Spokane	We have not dealt with the local office, but if we need something, we contact Kathy in Spokane. Her response is timely.
Kathy, Island Co.	Kathy is always courteous and helpful. Some of your guidelines are harsh towards providers.
Lana, HomeFinders, Spokane	Homefinders, Lana, Carla and Rita are wonderful.
Lora Lee, Grant Co.	I do not know, I appreciate the help. Thank you, Lora Lee and Khelonege Moore
Nichole, Hermiston, OR	We really appreciate Irma, Carol, and Nichole (Hermiston, Oregon Office). Return calls promptly, get answers to questions (smiley face).
Palsy at CPS, Clallam Co.	Palsy at CPS is wonderful, helpful, and kind!
Patrick, Smokey Pt.	We love the Smokey Pt. office! Patrick, Jennifer, Terri, and Sandra are ALWAYS helpful and friendly. Jim Collaim too!
Rita, HomeFinders, Spokane	Homefinders, Lana, Carla and Rita are wonderful.
Sandra, Smokey Pt.	We love the Smokey Pt. office! Patrick, Jennifer, Terri, and Sandra are ALWAYS helpful and friendly. Jim Collaim too!
Sandy, Pierce Co.	Sandy is always nice. Regular case managers are not always kind. We appreciate having award letters faxed.
Steve - caseworker, Spokane	Steve (caseworker) is the best and [Identifying Data Redacted] (caseworker) is the worst in helping out providers. Some caseworkers seem to talk really fast on the phone like they are rushing through the information and don't like to repeat it.
Susan, Franklin Co.	Everyone has been wonderful - but Susan always returns my calls - I appreciate this immensely.
Terri, Smokey Pt.	We love the Smokey Pt. office! Patrick, Jennifer, Terri, and Sandra are ALWAYS helpful and friendly. Jim Collaim too!

* 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.

All Children's Administration provider comments will be available on the RDA website along with the report. All provider reports can be found at:

<http://www1.dshs.wa.gov/rda/research/11/108/default.shtm>