

ADSA Long-Term Care Super-stars - Kudos from the 2005 Provider Survey

3 Positive Comments

English, Cynthia
Quimet, Diane (Kitsap Co.)

2 Positive Comments

Aigner, Susan
Barkman, Sarah (King County) (possibly a 3rd in the partials)
Bernstein, Mark (King County)
Holganza, Francis (Pierce Co.)
Kelly, Beth (Pierce Co.)
Lewise, Janet (Thurston Co.)
Tong, Jamie
Yormark, Kathy

All Positive Comments - Full Names*	
Aigner, Susan	The social worker that assessed my wife was very polite, courteous, and answered all our questions (Susan Aigner) - Fantastic.
Aigner, Susan	Susan Aigner was very caring. Explained everything in well, easy manner to understand. Need more like her!
Arellano, John	I really like my licenser John Arellano, he really help me and my question. Laura Yacko was good on her opinion.
Barkman, Sarah (King County)	Sometimes we get a case manager who is very responsive to our issues and we feel she is very accessible, such as Sarah Barkman (current manager). Very helpful.
Barkman, Sarah (King County)	When I have a questions I contact Sarah Barkman. She always gets back to me within a timely manner with an answer. She is great!
Bernstein, Mark (King County)	My supervisor, Mark Bernstein, is courteous and respectful always.
Bernstein, Mark (King County)	Mork Bernstein answers phone calls promptly. Always helpful and pleasant. Call in payment service WORKS GREAT. DRN classes are GREAT.
Bryant, Lynn (Grays Harbor)	Supervisor Lynn Bryant spends time during her re-assessments to really listen to her people and help them get what they need.
Bush, Barbara (King County)	Yes! Most especially, my licenser Brenda Mooney who gave me a lot of good advice on how to be a great AFH provider as well as a caregiver. She's great! So with Barbara Bush.
Carver, Angela	I have no complaints. Angela Carver and Brewster Johnston are blessings to work with.
Chow, Steven	Steve Chow is great! He is very helpful.
Christenson, Coral (Snohomish Co.)	If I call needing help with anything, case manager Coral Christenson does whatever it takes to help, as does David Lahause.
Christman, Sue	I enjoy working and communicating with Sue Christman - She has helped in so many ways.
Contral, Joann (Columbia Co.)	Have Joann Contral.
Dyche, Patti	Our caseworker, Pattie Dyche, is always helpful and a very nice lady
English, Cynthia	Cynthia English and Diane Quimet are fabulous! They take the time to explain how things work and are always willing to answer my numerous questions with a smile
English, Cynthia	Our social worker, Cynthia English is a big help with any problems which may come up.
English, Cynthia	Cynthia English - approachable, explanations are detailed - Very good!!
Fox, Rhonda (Spokane Co.)	Barb Smith is compassionate and truly concerned to help with gas vouchers and other things when it needed and Rhonda Fox.
Furman, Robert	Our liaison in Pierce County (Bob Furman) is knowledgeable and very helpful - always returns phone call in a timely manner. I appreciate him.
Gonzalez, Maria	Only Maria Gonzalez of Wapato area.
Goodrum, Gwendolyn	Over the phone invoicing - Great! Caseworker, Gwendolyn Goodeum, really nice!
Henderson, Synda (Snohomish Co.)	Returns phone calls. Follows up on changes to care. Very attentive and caring. Synda Henderson is wonderful.

Hilmo, Russ	Keep in contact - some case managers do not, but mine (Russel Hilmo) does.
Holganza, Francis (Pierce Co.)	Hire more people like Francis Holganza!
Holganza, Francis (Pierce Co.)	Francis Holganza has been wonderful! Both with me and with my client
Hoover, Brad (King County)	My clients' caseworker Brad Hoover always responds either by picking up the phone or answering phone messages as soon as possible.
Howard, Chuck (Snohomish Co.)	Can't think of anything. I think everyone does a great job given the current resources they have to work with. Chuck Howard is my favorite case manager. Love him
Hoyle, Jaci	Jaci Hoyle has been so very good to work with! Seeing problems are solved.
Humen, John	When we call JOHN HUMMER with a question he gets back to us very quickly.
Hunter, Alfred	They are there to answer all my questions regarding my ladies. Alfred Hunter is great.
Johndra, Dokarie (King Co.)	Appreciate Dokarie Johndra and her prompt and courteous response when I call.
Johnson, Ken	Keep Ken Johnson, don't ever let him retire.
Johnson, Sheryl	I feel that DSHS really tries hard to meet the needs of those eligible for services . Our case manager from COPEs is WONDERFUL (Sheryl Johnson).
Johnston, Brewster	I have no complaints. Angela Carver and Brewster Johnston are blessings to work with.
Kelly, Beth (Pierce Co.)	Yes, my caseworker, Beth Kelly is wonderful.
Kelly, Beth (Pierce Co.)	Good communication. Beth Kelly is the best AAA.
Kenyon, Suzanne (King Co.)	My caseworker is GREAT. Suzanne Kenyon is professional, yet caring. Efficient, responsive. I like working with her very much.
King, Tonia	Jim Tarr and Tonia King are always quick to answer my calls and my questions. They're wonderful to work with.
LaHaise, David	If I call needing help with anything, case manager Coral Christenson does whatever it takes to help, as does David Lahause.
Le, Tina T	Our case manager, Tina Le is very timely and always available to answer questions
Levise, Janet (Thurston Co.)	They have Janet Levise come every two weeks to check on us and help any way she can. She is a real great person.
Lewise, Janet (Thurston Co.)	They have Janet Lewise. She comes every 2 weeks and checks to see if we need anything. She is real great.
Lindeley, Caralope (Clallam Co.)	Our case manager is ALWAYS available for questions or support. She (Caralope Lindeley?) returns calls.
Marron, Mary Fran	Mary Fran Marron has gone way out of her way to help me
McCoy, Fran	Fran McCoy is great. Jan Teacher also very good.
Mooney, Brenda	Yes! Most especially, my licensor Brenda Mooney who gave me a lot of good advice on how to be a great AFH provider as well as a caregiver. She's great! So with Barbara Bush.
Paterson, Dennis (Spokane Co.)	I have a wonderful case manager, Dennis Paterson. He knows my client well. Very aware of his needs.
Quimet, Diane (Kitsap Co.)	Diane Quiet has been a great help fixing all the payment errors.
Quimet, Diane (Kitsap Co.)	Diane Quimet has been VERY helpful in clearing up payment problems.
Quimet, Diane (Kitsap Co.)	Cynthia English and Diane Quimet are fabulous! They take the time to explain how things work and are always willing to answer my numerous questions with a smile
Rice-Lozensky, Colleen	Our social worker, Colleen Rice-Zozwsky, always responds to our inquiries promptly
Ritter, Kathy	Kathy Ritter is very, very good to answer all my questions and direct me to the right resources when needed.
Schiltz, Laura	The case manager, Laura Schiltz, is always there to help and answer any question I may have. Kind and patient.
Smith, Barb	Barb Smith is compassionate and truly concerned to help with gas vouchers and other things when it needed and Rhonda Fox.
Tarr, James	Jim Tarr and Tonia King are always quick to answer my calls and my questions. They're wonderful to work with.

Teacher, Jan (Pierce Co.)	Fran McCoy is great. Jan Teacher also very good.
Tong, Jamie	Get back to me right away. Jamie Tong is great.
Tong, Jamie	Nothing - Jamie and crew are very understanding, and even when they can't change rules, they're good at defusing my frustration.
Tran, Quan	Everything they do is great. Qwan Tran has been wonderful to us. Please acknowledge this if possible.
Truesdell, Karen	Karen Truesdale @ COPEs has been very nice and helpful.
Weller, Mary	Mary Weller has done a great job as case manager for [Identifying Data Redacted] and myself (her live-in care provider).
Wells, Donna	Our licensor, Donna Wells is very good about explaining things to us, and Jerry Whitney is an excellent caseworker to work with. We are very lucky
Whitney, Jerry	Our licensor, Donna Wells is very good about explaining things to us, and Jerry Whitney is an excellent caseworker to work with. We are very lucky
Yacko, Laura	I really like my licensor John Arellano, he really help me and my question. Laura Yacko was good on her opinion.
Yormark, Kathy	Case manager, Cathy Yormark, is outstanding, professional, caring, informative, and always ready to help!!
Yormark, Kathy	Fast response to questions. Good client support. Cathy Yormark, Case manager is GREAT!

All Positive Comments - Partial Names*	
Aleta (King County)	Aleta stays in contact with [Identifying Data Redacting] all the time and is always
Brett (Skagit Co.)	Brett has a always been very nice and helpful and follows through for me
Cami (King Co.)	Cami follows up all questions or concerns that we have.
Darrel (Lewis Co.)	Darrel, our case manager, is supportive and helpful whenever I call him and he returns calls.
Ella (King Co.)	Yes - I am new at this position and Ella has been wonderful.
Ken (Douglas Co.)	Ken, my [Identifying Data Redacted] social worker, is always ready to help in any way he can and always calls back the same day.
Les (Grays Harbor Co.)	Les is a good supervisor.
Mr. Lewis (King Co.)	Mr. Lewis is always there if I need him. Only a phone call away
Resa (Spokane Co.)	They do a very good job. They always call back in timely manner. I just finished my 32 hours of training and I really enjoyed it. Resa did a great job and made it relaxing and enjoyable.
Sarah (King Co.)	I have not had any complaints. I am very satisfied. The caseworker (Sarah) works very well with me. She sees if I am treated fairly. I do more hours, but I am satisfied she got as many as she did.
Tithia (King Co.)	Trying to look out for their clients' interests. When I called to have my direct deposit stopped, Tithia went out of his way to help me.
Vrezh (King Co.)	Our caseworker, Vrezh, really cares.

* 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.

To view all Aging & Adult Services Provider Comments, go to the Provider Survey Web Site: <http://www1.dshs.wa.gov/rda/research/11/108/default.shtm>