

ADSA DD Super-stars - Kudos from the 2006 Provider Survey

2 Positive Comments

Campbell, Maria
 Hutton, David
 Kammenga, Roxanna
 O'Reilly, Maureen

All Positive Comments - Full Names*	
Albert, John	Our caseworker, John Albert, always answers and returns calls. He follows through on commitments.
Andrews, Sandra	The system with fiduciary specialists has made the billing process much more efficient and timely. I work primarily with Sandra Andrews and she is very good!
Arellano, John	I'm so lucky for my licensor, J. Arellano; my caseworkers, Laura Yaeko and Alfred Hunter. When I have a question I'm satisfied with their answer. They know their work. Good knowledge. They were easy to approach very friendly
Ayers, Jim	I am an IP-PCA and the staff at Ellensburg, WA DSHS is great! Jim Ayers, Marina, and Malena!
Bitner, Charla	I am completely satisfied. Charla Bitner has been informative, supportive and professional.
Bollenback, Rand	Most of my contact has been with Rand Bollenbach. He returns calls promptly and is always helpful.
Buck, Terry	My case manager used to be Terry Buck and he was phenomenal, he was very kind and was always there to answer my questions or he'd call right back if he's busy
Campbell, Maria	Maria Campbell is an excellent DDD caseworker, she is intentional prompt and caring.
Campbell, Maria	They have been able to help us find the help we need: Marie Campbell has been wonderful to work with - as have all the people she has helped us find help with
Curry, John	Bett Schlemmer (Region 5) director, she is direct, solves the problem, learns the lessons, then strives to be better. Benetta Shoop RN, John Curry (licensors) they are very professional and fair. Paula Sands (investigators) - a detective with class!
Fichter, Susan	Case manager is very helpful - Susan Fichter. Met with Dr. Thomas F James and he provided much needed help. Thank you.
Follansbee, Robert	The social worker I deal with, Robert Follansbee, has been honest and upfront with me, too bad all social workers don't have the same work ethics.
Furman, Bob	Bob Furman is a FANTASTIC. Bob always returns my calls in a timely manner.
Hale, Deb	Deb Hale is the best - Now we have a new case manager, [identifying information redacted], but have not been able to contact her (or get a response).
Harvey, Karen	They listen and try to fix problems. Karen Harvey - Melvena Powell have all been great.
Hehamann, Jerry	Jerry Hehamann, is [identifying information redacted] caseworker - she is excellent!
Herman, Jeanette	In the 15 or 16 years I have worked as an A.L. my supervisor, Janet Hermean, is the best!
Hopper-Morse, Erica	Case managers are positive and work for you. Especially Erica Hopper-Morse!
Howard, Chuck	Communication with case managers is crucial. Chuck Howard is a blessing.
Hunter, Alfred	I'm so lucky for my licensor, J. Arellano; my caseworkers, Laura Yaeko and Alfred Hunter. When I have a question I'm satisfied with their answer. They know their work. Good knowledge. They were easy to approach very friendly
Hutton, David	David Hutton of Region 5 - DDD has been the best case manager. His service excels above others.
Hutton, David	One of my DD workers - David Hutton is also very helpful - return calls when not there, but there most of the time when I call. Thank you David.

James, Dr. Thomas F.	Case manager is very helpful - Susan Fichter. Met with Dr. Thomas F James and he provided much needed help. Thank you.
Kammenga, Roxanna	Very pleased with caseworker Roxanna Kammenga who promptly returns phone calls to questions I've asked.
Kammenga, Roxanna	I appreciate our case manager Roxanne Kaminga. She is always available to answer any questions I may have.
Kotter, Paulette	Paulette Kotter was very helpful in getting [identifying information redacted] more therapy at the hospital and is better. Have more caring people like Paulette instead of bureaucrats that care nothing for people - like several case workers wh eve had who only want to cut services!
Killingsworth, Greg	Mark Woodrall and Greg Killingsworth have been very responsive in a timely manner to my calls and have been resourceful and informative at referrals for services for my daughter's needs and services.
Kramer, Kay	I find Kay Kramer, especially responsive to my questions.
Lovejoy, Mike	Caseworker, Mike Lovejoy, always available to help.
McKinney, Angie	Angie McKinney persevered to assist our daughter to receive a mattress to support our daughter's back - etc - allergies.
McWilliams, Lori	I feel Lori McWilliams truly is our friend (and she must be a bona - fide genius to remember all the tiny details she sweetly remembers)
Moore, Brenda	We work with DDD - excellent people! We hope you will notice and promote our former caseworker Brenda Moore in Spokane office of DDD - she does an outstanding service!
Motao, Sara	Our representative, Sara Motao, does an outstanding job, reports - contacts - checks - all timely.
O'Donnell, Teresa	My son's caseworker, Teresa O'Donnell, has been kind and helpful the few times we have had any dealings.
O'Reilly, Maureen	Our case manager Maureen O'Reilly treats us with respect and listens well! Direct Deposit is awesome!
O'Reilly, Maureen	Our particular case manager, Maureen O'Reily, has been very responsive. Can't say about all case managers we have had.
Isherwood, Michelle	Michelle Isherwood - the caseworker I correspond with - is always prompt with information and follow through.
Powell, Melvina	They listen and try to fix problems. Karen Harvey - Melvina Powell have all been great.
Ranero, David	Answer phone calls. Since David Ranero been the case manager, David Ranero - has done an excellent job!
Robinette, Kathleen	My son's case manager, Kathleen Robinette, is very efficient, informative and courteous. All DSHS services are outstanding.
Rubenstein, Beth	The quick response from our case/resource manager - Beth Rubenstein.
Ryan, Kelly	Having Kelly Ryan - Kelly has been extremely responsive to our needs
Schlemer, Bett	Bett Schlemer (Region 5) director, she is direct, solves the problem, learns the lessons, then strives to be better. Benetta Shoop RN, John Curry (licensors) they are very professional and fair. Paula Sands (investigators) - a detective with class!
Shoop, Bennetta	Bett Schlemer (Region 5) director, she is direct, solves the problem, learns the lessons, then strives to be better. Bennetta Shoop RN, John Curry (licensors) they are very professional and fair. Paula Sands (investigators) - a detective with class!
Simpson, Chris	The social workers especially, Chris Simpson, are usually polite. I don't feel I get the respect I deserve from a few other caseworkers.
Stewart, Nancy	Answer my questions. Responds quickly. Nancy Stewart is the best!
Stover, Chris	Chris Stover is a great caseworker. He always gets back to me ASAP!
Thompson, Karen	Responds well - my favorites are Karen Thompson, currently with DSHS Shelton and Christine Zender - Tacoma DSHS.
Traylor, John	Set up a better more timely payment. Use DSHS for case aide payments rather than agency. Use John Traylor for F.P. payments as he does his work very timely. Social workers are swamped and they put us off sometimes for two months.

Woodrall, Mark	Mark Woodrall and Greg Killingsworth have been very responsive in a timely manner to my calls and have been resourceful and informative at referrals for services for my daughter's needs and services.
Yacko, Laura	I'm so lucky for my licenser, J. Arellano; my caseworkers, Laura Yacko and Alfred Hunter. When I have a question I'm satisfied with their answer. They know their work. Good knowledge. They were easy to approach very friendly
Yurina, Mike	Case manager, Mike Yurina, is always helpful when I call and always gets back to me in a short period of time. He cares about his clients.
Zehnder, Christine	Responds well - my favorites are Karen Thompson, currently with DSHS Shelton and Christine Zehnder - Tacoma DSHS.

All Positive Comments - Partial Names*	
Sarah (King County)	Our caseworker Sarah has helped us a great deal - with all the questions and
Sean (Pierce County)	Case manager is always very helpful answering questions. He also calls back in a timely manner. (Sean)
Marina (Kittitas County)	I am an IP-PCA and the staff at Ellensburg, WA DSHS is great! Jim Ayers, Marina, and Malena!
Malena (Kittitas County)	I am an IP-PCA and the staff at Ellensburg, WA DSHS is great! Jim Ayers, Marina, and Malena!
Trop, Ms. (Kitsap County)	Ms. Trop (my social worker) has been very helpful by letting me know what kind of help is available and where to get this help. She is the greatest!
Lonnie (Skagit County)	They are always there and willing to answer any questions I have - with a smile!! Thanks Lonnie and Jenny.
Jenny (Skagit County)	They are always there and willing to answer any questions I have - with a smile!! Thanks Lonnie and Jenny.
Burke, Mrs. (Whatcom County)	They provide education on request (books, tapes), information and support. Phone calls are returned promptly by Mrs. Burke
Tobias (Pierce County)	Nothing. Tobias returns calls quickly - if he doesn't have an answer, he searches one out.
Barbara (Grant County)	Respectful and understanding. Barbara is very pleasant to work with.

* 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 DD Provider Comments, go to the Provider Survey Web Site:
<http://www1.dshs.wa.gov/rda/research/11/108/default.shtm>