

## DSHS 2003 Superstars - Kudos from the DSHS Client Survey 2003

<b>All Positive Comments - Full Names*</b>	
Aden, Sue	I'd have to say the medical program because it is the least chaotic of all the programs. Also, I really like Sue Aden in the Spokane North office.
Alston, Paulette	Paulette Alston in the Alderwood CSO [Community Service Office] was a wonderful help.
Austin, Jean	The caseworkers, Christine Njorge and Jean Austin at the Bremerton CSO [Community Service Office].
Barnhouse, Linda	My case worker, Linda Barnhouse at the Centralia CSO [Community Service Office]; she goes above and beyond the call of duty for me.
Belcher, Stephanie	I like the social workers I have now: Lois Johnson, Stephanie Belcher and Tara Harrington in the Vancouver DCFS [Department of Children and Family Services] office.
Bernstein, Mark	I like Mark Bernstein in the Aging and Adult Services office. He is the sweetest person I know besides my mama.
Bowman, Tonya	I like some of the workers. Mr Robertson in the 72nd St office, Pat at the Kitsap Recovery program, Phyllis Haytes in the Puyallup Tribal ADATSA [Alcoholism and Drug Addiction Treatment and Support Act] program and Tonya Bowman in the Bremerton CPS [Child Protective Services].
Bullinger, Michelle	I like his social worker very much, Michelle Bollinger. (Also mentioned twice in the Aging and Adult Services 2003 Provider Survey).
Church, Robert	My WorkFirst case manager in Auburn, Robert Church, is awesome. He's totally dedicated and understanding.
Cole, Lisa	My caseworker Lisa Cole is pretty cool.
Cook, Brenda	I like how DVR [Division of Vocational Rehabilitation] is helping me to find a new career. My DVR counselor, Brenda Cook in the Mt Vernon office is a very nice lady, and she even made me a birthday cake last year. (Also mentioned in the DVR Provider Survey, 2003).
Crabb, Geri	Gerri Crabb in the Bremerton CSO [Community Services Office] made me strive to get off TANF [Temporary Assistance to Needy Families].
Cursley, Lusic	My social worker, Lusic Cursley, at the Capital Hill office.
Dobson, Jyvette	We like Jyvette Dobson, the case manager at the CSO [Community Services Office] who does amazing work. (Also mentioned twice in the Division of Developmental Disabilities 2002 Provider Survey).
Engkvist, Diane	Diane in the Port Angeles CSO [Community Services Office] is great. (Also mentioned twice in the Children's Administration 2003 Provider Survey, and once in the Economic Services Administration 2002 Provider Survey.)
Espana, Theresa	We had an excellent Social Worker, Theresa Espana, in the Lynnwood DCFS [Division of Children and Family Services] office. (Also mentioned in the Children's Administration Provider Survey, 2003).
Garza, Berta	I really like Berta Garza in the Kennewick CSO [Community Services Office]. Also, I have found that Washington is the BEST state in the nation for getting benefits from.
Guthrie, Ann	I like my Social Worker Ann Guthrie in the Port Angeles DDD [Division of Developmental Disabilities] office.
Harrington, Tara	I like the social workers I have now: Lois Johnson, Stephanie Belcher and Tara Harrington in the Vancouver DCFS [Department of Children and Family Services] office.

Haytes, Phyllis	I like some of the workers. Mr Robertson in the 72nd St office, Pat at the Kitsap Recovery program, Phyllis Haytes in the Puyallup Tribal ADATSA [Alcoholism and Drug Addiction Treatment and Support Act] program and Tonya Bowman in the Bremerton CPS [Child Protective Services].
Heimbigner, Sharon	Having the same case manager for all of my residents in the AFH [Adult Family Home]. I am fortunate to have Sharon Heimbignor who is one in a million. She is easy to talk to and is extremely knowledgeable. I can even call her any time-of-day 24/7.
Hendrickson, Karma	Karma in the Kelso CSO [Community Services Office] has been very helpful.
Huddleston, Sherry	I really like my case manager who does a super job, Sheri Hudleston in the Spokane HCS [Home & Community Service] office. (Also mentioned in the Aging and Adult Services 2003 Provider Survey).
Hunger, Charles	My case manager, Charles Hunger.
Johnson, Lois	I like the social workers I have now: Lois Johnson, Stephanie Belcher and Tara Harrington in the Vancouver DCFS [Department of Children and Family Services] office.
Jordan, Muriel	The medical program has been invaluable to my survival. I especially like my caseworker from the Colfax office of Council on Aging, Muriel Jordan.
King, Dave	The DVR [Division of Vocational Rehabilitation] worker, Dave King at the Newport outstation.
Longmire, Sharon	Our daughter's caseworker, Sharon, in the Walla Walla office is very easy to talk with.
Mader, Gary	Gary Mader in the Alderwood DCFS [Division of Children and Family Services] office is very good and helped us a lot.
Malley, Theresa	I've had some very good social workers. Ginger Mastor and Theresa Malley in the Tri-Cities DCFS [Division of Children and Family Services] office are great.
Malone, Joanne	I like my counselor, Joanne Malone in the Vancouver office.
Mastor, Ginger	I've had some very good social workers. Ginger Mastor and Theresa Malley in the Tri-Cities DCFS [Division of Children and Family Services] office are great.
McDermott, Joan	Our prior case manager, Joan McDermott, was very interested in our needs and how to meet them. She personalized our care. She recently transferred to the Bellingham office.
Mendoza, Lydia	I like the caseworkers. They have a heart to help us, and they really work hard. I especially like Mrs. Mendoza in the Lakewood CSO [Community Services Office].
Nichols, Ken	I really like Ken Nichols, DCFS [Department of Children and Family Services] Region 2 Administration and also like Michael Wyrick, DCFS (not sure if he is still in Thurston County or not).
Niles, Patricia	Patricia Niles from the Olympia office is very good and we appreciate her.
Njoroge, Christine	The caseworkers, Christine Njorge and Jean Austin at the Bremerton CSO [Community Service Office].
Person, Rita	Rita Pearson at DDD [Division of Developmental Disabilities] has been very helpful.
Potter, Eric	DVR [Division of Vocational Rehabilitation] was there when I needed them. Eric Potter, DVR counselor in Smokey Point saved my life. He got me through school and now I'm a registered nurse making up to \$28.00 per hour depending on what shift I work.
Pratt, Wendy	I especially like social worker Wendy Pratt in the Colville DCFS [Department of Children and Family Services] office.
Rhoads, Michael	I like the staff, especially Michael Rhodes in the Mt Vernon CSO [Community Services Office].
Richards, Terri	My worker Teri Richards is like she has been touched by an angel. She is a role model. Also I like to say that while the world has been changing, so has DSHS been progressive in a very positive way.

Riehl, Minerva	I had an excellent caseworker, Minerva Riehl, at DVR [Division of Vocational Rehabilitation].
Robertson, Nicholas	I like some of the workers. Mr Robertson in the 72nd St office, Pat at the Kitsap Recovery program, Phyllis Haytes in the Puyallup Tribal ADATSA [Alcoholism and Drug Addiction Treatment and Support Act] program and Tonya Bowman in the Bremerton CPS [Child Protective Services].
Rojas, Margaret	The best is Margaret Rojas in Watcom Crisis.
Rounds, Tammie	The workers. Tamie Reynolds in the Colfax CSO [Community Services Office] is very understanding and very caring and helpful.
Roybal, Jennifer	I like the new DDD [Division of Developmental Disabilities] worker, Jennifer Roybol, who is just wonderful. She actively listens, keeps me informed, just an all-around great worker.
Ruger, Arthur	My case workers, Arthur and Lietta Rugger, in the CSO [Community Service Office].
Rughani, Reena	Reena in the Bellingham CSO [Community Services Office] is very personable and treats you like a human being instead of like a number or like you are less than human.
Sterbick, Liza	We like our caseworker very much, Lisa Sterbick, in the Wenatchee DCFS [Division of Children and Family Services] office. (Also mentioned in the Children's Administration 2003 Provider Survey).
Thomas, Ron	We really liked Ron Thomas, the social worker who had the Native American caseload in the Mt. Vernon office. We don't know why they took him away from us.
Ulrich, Nancy	Case manager Nancy Ulrich in the Alderwood CSO [Community Services Office].
Vu, Vananh	I like my mother's case manager, Vanna Vu in the Tumwater office. She is very nice and helpful.
Vuong, Fen	My case manager, Fen Vuong, in Yakima CSO [Community Services Office].
Weeks, Bill	I like Bill Weeks in the Vancouver CSO [Community Service Office].
Wickersheim, Kay	Kay Wickersheim in the Eastgate office has been wonderful.
Wilbanks, Sherry	That they are there to help you at the low points in your life. Sherry Wobanks is very caring and helpful.
Wirsing, Loretta	Loretta Wirsing in the Tumwater office is wonderful.
Weirauch, Michael	I really like Ken Nichols, DCFS [Department of Children and Family Services] Region 2 Administration and also like Michael Wyrick, DCFS (not sure if he is still in Thurston County or not).

<b>All Positive Comments - Partial Names**</b>	
--	--

Beverly	I liked the courteousness of Beverly in the Spokane Eastside CSO [Community Services Office].
Lietta	My case workers, Arthur and Lietta Rugger, in the CSO [Community Service Office].
Pat	I like some of the workers. Mr Robertson in the 72nd St office, Pat at the Kitsap Recovery program, Phyllis Haytes in the Puyallup Tribal ADATSA [Alcoholism and Drug Addiction Treatment and Support Act] program and Tonya Bowman in the Bremerton CPS [Child Protective Services].
Serenia	Serenia at Adoption Services was incredible.
Tooyt, Mrs.	The people have been very good in providing information and have helped us. Mrs. Tooyt in the Federal Way office was very good.

\* Not all employees receiving kudos were DSHS employees. Some appeared to be employees of DSHS contract providers.

\*\* 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.