

## DSHS 2005 Superstars - Kudos from the DSHS Client Survey 2005

### All Positive Comments - Full Names\*

Anderson, Maureen	I think the service is excellent for the community. But, I think that some of the staff stereotype clients and don't treat them as individuals. Maureen Anderson was the kindest, most polite, most helpful person in DSHS - Vancouver.
Belau, De	She would like to say special thank you to De Belau.
Buck, Terry	The case manager that we have now (Terry Buck) is wonderful!
Burkett, Jennifer	The people that work there...Jennifer Burkett was completely attentive to every detail, was very personable and respectful to mother and got the job done. And Irina in the Lakeway Office provided thorough directions with an immediate response and also got the job done.
Clark, Loretta J.	Loretta Clark in the Olympia ADSA office is helpful.
Cominga, Roxy	I believe it has given [Personal Information Redacted] a chance to lead an independent life with a job and feel good about herself. DDD has done that. Case manager is Roxy Cominga.
Cook, Leslie	I really strongly like the DDD program and caseworker, Leslie Cook, does a good job overseeing the DDD services.
Cress, Tim	Ken Yancey and Tim Cress are excellent case managers to deal with. They are both very caring in their work.
DiBartolo, Anthony	I adore my DDD caseworker, Tony Dibartolo in the Spokane office. He is outstanding.
Faulkner, Kelley	The workers are kind, courteous and willing to help. Kelley Faulkner was very good.
Flanigan, Randi	Some of the case managers are very helpful. Randi Flanigan, Myrna Ritemeir and Sue Messenger in the Aberdeen office are outstanding.
Furshong, Maureen	The lady I've worked with at the Spokane Valley office, Maureen Furshong, has answered my questions and has done a lot for me.
Gessini, Anne	Ann Gessini, the DDD case manager is excellent in doing her job. She makes us feel like we are important.
Glatt, Russell	I especially like social worker Russell Glatt in the Pasco CSO. He has bent over backwards to help us.
Hardin, Meredith	I like DVR Paul Vertrees and Meredith Hardin in the Vancouver DVR office. They helped me get prepared for the perfect job that I now have.
Hecker, Crystal L	I like my financial worker, Crystal Hecker in the Spokane North office.
Heimbach, Carol	I am very happy with the services. Carol Heimbach has been wonderful.
Hilman, Kathryn	My caseworker, Kathryn Hilman, in the Vancouver office is one of the most outstanding, caring people I have ever met.
Howard, Dee	Dee Howard is an awesome DDD caseworker in Spokane.
Ingham, Jan	Jan Ingham of Sky Valley office is the most hard working, considerate, caring, clear thinking caseworker. She is fantastic.
Jasper, Lynn	Fast and I can get help. Some staff are nice and helpful. Lin Jasper was very helpful.
Joyce, Nancy	Nancy Joyce in the Pierce South office is very good.
Kien, Holly	At the time I needed help they were right there and I didn't have to wait. This was mostly because of caseworker Holly Kien in the Renton CSO. She is great.
Kramer, Ken	I had a really good social worker, Ken Kramer, he helped me through a lot and helped me with my recovery and got me the mental health treatment I needed.

Littlejohn, Jo A.	I like the way Jodie Littlejohn in the Yakima CPS office handled my case. She was very supportive even when I was balking. She also helped us with the Catholic Family Preservation Services in Yakima.
Marshall, Lori	The caseworker, Lori Marshall in the Yakima DCS office was very efficient and easy to work with.
McCann, Ellie	Allie McCann, at DSHS office in Bellingham - I thought she was great. Very helpful, prompt and was very good! Great listener and was very caring.
McGee, Jim	No, overall I am very pleased with the past and present (Jim McGee) case managers that [Identifying Data Redacted] has had. I find them to be very caring people although they are overworked. They work within the framework of what they can do. Mary Norris, another excellent one!
Messenger, Sue	Some of the case managers are very helpful. Randi Flanigan, Myrna Ritemeir and Sue Messenger in the Aberdeen office are outstanding.
Ngo, Thuan	The quality, professionalism and caring of her caseworkers. Thuan Ngo and Courtney Thomas-Botham, both in the HCS office on Airport Way S, have been extremely helpful.
Norris, Mary	No, overall I am very pleased with the past and present (Jim McGee) case managers that [Identifying Data Redacted] has had. I find them to be very caring people although they are overworked. They work within the framework of what they can do. Mary Norris, another excellent one!
Oster, Dawn	I just want to say that my CPS worker, Dawn Oster, is extremely helpful and she is the best one there! She helped my family out a lot.
Owen, Theresa	[Personal Information Redacted]'s care manager, Theresa Owen, is just wonderful! She is responsive, caring and works hard. Her supervisor, Mary ??, is really great too.
Panchenko, Anna	I want to thank Anna Panchenko for good understanding of the problems and good advice.
Ritemeir, Myrna	Some of the case managers are very helpful. Randi Flanigan, Myrna Ritemeir and Sue Messenger in the Aberdeen office are outstanding.
Soland, Joann	My COPES worker, Joann Soland, is the best thing about DSHS.
Tate, Dan	I like the people that work there. Dan Tate is especially caring.
Thomas-Botham, Courtney	The quality, professionalism and caring of her caseworkers. Thuan Ngo and Courtney Thomas-Botham, both in the HCS office on Airport Way S, have been extremely helpful.
Vertrees, Paul	I like DVR Paul Vertrees and Meredith Hardin in the Vancouver DVR office. They helped me get prepared for the perfect job that I now have.
Watson, Katy	The caseworker I have now, Katie Watson in the Kelso office, is real good.
Weckesser, Susan L	The lady that we've worked with, Susan Weckesser in the Olympia Area Agency on Aging has been very eager to help.
Yancey, Ken	Ken Yancey and Tim Cress are excellent case managers to deal with. They are both very caring in their work.

<b>All Positive Comments - Partial Names**</b>	
Alice	The receptionist in the Port Angeles CSO is very nice and helpful. I think her name is Alice.
Bataha, Mr.	My worker, Mr. Bataha at the North King County CSO. He always went the extra mile.
Campbell, Mrs.	Mrs. Campbell in the Pierce South office is wonderful to work with.
Carolyn	There has been one caseworker, Carolyn, out of Seattle office who was excellent in customer service.
Compton, Mrs.	Some of the workers try to help you. Mrs. Compton does a good job of helping you, if you can get to her.

Ebony	I really like getting the same person to talk with. The last two times I've called in I got Ebony in the Region Five call center. She was awesome.
Irina	The people that work there...Jennifer Burkett was completely attentive to every detail, was very personable and respectful to mother and got the job done. And Irina in the Lakeway Office provided thorough directions with an immediate response and also got the job done.
Mary ??	[Personal Information Redacted]'s care manager, Theresa Owen, is just wonderful! She is responsive, caring and works hard. Her supervisor, Mary ??, is really great too.
Mickelle	My caseworker was outstanding. Her name was Mickelle, and was in the Auburn office. I don't remember her last name.

\* 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.