



# 2022

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R · A · I · S · E  
First Quarter

**Responsive**

is providing collaborative, customer-focused solutions to resolve issues.

**Anticipatory**

is fully understanding & anticipating customer needs to effectively exceed expectations.

**Immediate**

is taking ownership of the customer's experience by rapidly utilizing available resources to address any problem.

**Service-Oriented**

is keeping commitments & keeping customers informed.

**Exceeds Expectations**

is going the extra mile by listening & communicating effectively to partner in our customers' performance.

## Nomination Form

As we continually seek to develop innovative programs and services for our customers, we can't forget that the cornerstone of our success is customer service. To ensure that we commit to elevating a culture of customer performance at every level in our organization, we have established the R.A.I.S.E. customer service nomination program.

R.A.I.S.E. is more than just our responsibility to deliver customer service — it's an acronym that identifies the qualities that exemplify the character, value, and integrity of Liberty Healthcare. As we embrace R.A.I.S.E., we can measure its success through our nomination program.

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**E: [customerservicenominations@libertyhealth.com](mailto:customerservicenominations@libertyhealth.com) | F: (484)-434-1442**

2/25/2022

Today's Date

2/25/2022

Nominee Date of Recognition

Benny Scollo

Nominator (you may remain anonymous if you wish)

Evelyn Roper

Nominee's Name(s)

IT

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I would like to nominate Evelyn Roper for a RAISE award. This past week she has spent numerous hours with me setting up, loading and re-loading programs into my new laptop as well as the mail room laptop. In addition she has taken the time to set-up certain programs in the laptops for my back-up worker as well. It has been a very tedious task with installing the ID badge maker (being an older version) but she didn't give up until it was up and running. I am so very grateful for her hard work and patience doing all of this for me. She is a true asset to the Liberty team and I am very grateful for her help.



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01/13/2022

Today's Date

01/13/2022

Nominee Date of Recognition

Kimberly Krise

Nominator (you may remain anonymous if you wish)

Robyn Tollefson

Nominee's Name(s)

OK- Wait

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Robyn went above and beyond to assist a family she came in contact with through our OK- Wait program. During the assessment with the family, Robyn learned that they needed assistance with rent and utilities. Robyn not only located and verified with a community resource in Oklahoma that they would be to assist the family, but she also assisted the family in completing their application and mailing it for them.

The community resource was not only to pay the current month's rent and utilities, but was also able to catch the family up for delinquent months. Through Robyn's efforts, the family had a huge financial burden lifted and gained a community resource that can be another level of support as they continue their journey of caring for a loved one with disabilities. Robyn kept the family up to date on the process and stayed committed to see the process through.

Kimberly Krise

Nominator (you may remain anonymous if you wish)

Robyn Tollefson

Nominee's Name(s)

OK- Wait

Nominee's Program

01/13/2022

Today's Date



# 2021

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Fourth Quarter



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11.10.2021

Today's Date

Nominee Date of Recognition

Penny S Waters

Nominator (you may remain anonymous if you wish)

Shara Kibler, Tonya Rivers, Latoya Ramsey

Nominee's Name(s)

NCIA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Sharing our talent pool within the organization is a great asset to our operations. Shara Kibler, Tonya Rivers and Latoya Ramsey are examples of just that. These ladies were called upon to assist a fellow contract in DC out to assist completing and scheduling Case Management calls for one of our MCO vendors. Their usual job is conducting assessments. These ladies stepped up and assisted us to complete this task. I greatly appreciated their willingness, without hesitation, to rise to the occasion and step outside of their comfort zone to allow Liberty the "freedom to succeed" in this task. Their contributions allowed us to make 5142 calls in attempt to schedule these Case Management Assessments. Another example of the great resources we employ here at LHC.



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11/03/2021

Today's Date

11/03/2021

Nominee Date of Recognition

Kimberli Lewis

Nominator (you may remain anonymous if you wish)

Gita Mauro

Nominee's Name(s)

NCIA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

On 11/03/21, Gita needed a replacement assessment for her 12:30 assessment. I found her a replacement for 1:30. Well that beney did not answered the phone after 3 call attempts so Gita needed another assessment and it was now 2:00 and her next assessment was at 2:30 so she asked for a replacement at 4:00pm. Gita called the beney at 4:00 and they did not answer so she left them at VM. The beney and his aide called me and said they were waiting for the nurse to call them and they did not get a call. The aide was calling from her phone and said she was there only there for a few more minutes so she could help the beney with he assessment. So I called Gita and got her on the phone with us so she could do the assessment with the beney with assistance with his aide. I joined the calls but I was unable transfer the call so I did not want to loose the calls so i just muted the call on my end while Gita did the assessment. Gita was WONDERFUL. The beney was not feeling well and Gita showed empathy and concern and was very patient with him and his aide during the entire call with her calming voice ;). Great customer service and I can see why she is a Mentor. I am glad she is one of my nurses--Kudos!!!



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Third Quarter





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09/30/21

Today's Date

Nominee Date of Recognition

Ian Castronuovo

Nominator (you may remain anonymous if you wish)

Tammy Torres

Nominee's Name(s)

ID IA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Tammy Torres joined Liberty in Idaho in the summer of 2016 as a Customer Support Specialist. During her five year tenure with Liberty, she was promoted to Customer Support Manager and took on the responsibility of leading a team of Customer Support Specialists. With Liberty's new wait list management program in Oklahoma, it was decided that Liberty would expand its call center in Idaho and hire additional Customer Support Specialists to support services in Oklahoma - all under Tammy's management. To achieve the required staffing compliment for this new initiative, it was necessary to interview and hire a significant number of new employees in a short period of time. Tammy rose to the occasion and put forth extraordinary efforts to thoroughly vet dozens of candidates and select the best of the best. It's an understatement to say Tammy went above and beyond. Her hard work and dedication to meet a lofty goal exemplifies the characteristics of a R.A.I.S.E. nominee and award winner.



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9/28/2021

Today's Date

Nominee Date of Recognition

Nominator (you may remain anonymous if you wish)

Jeanne Isom

Nominee's Name(s)

Region 7, Idaho DD Program

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Jeanne Isom is very attentive, caring, and involved in the IAPs she manages. I have never felt more accepted and cared for by a manager. She goes out of her way to know her assessors are heard and is active in helping and finding solutions. She is interested in how we are doing, how she can help, and tries her best to keep a positive attitude to be an example. I appreciate her and enjoy my job because of her. I work harder because I know she works hard for me.



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9/23/2021

Today's Date

Nominee Date of Recognition

Sarah Havenstrite

Nominator (you may remain anonymous if you wish)

Sean Goodnight

Nominee's Name(s)

SHIELD Laura Dester Children's Center

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Sean Goodnight is Cottage A/B's Team Manager/QIDP at the SHIELD Laura Dester Children's Center in Tulsa, Oklahoma. I have not worked for a better boss/human being.

Sean responds to his staff, campus employees, and clients with respect. He is willing to help with anything that is needed, it doesn't matter if what level they are. He does it because he cares about the wellbeing of people as a whole. Sean will greet everyone he walks by, and smiles with his eyes- (since he is always masked at the facility). Sean will work the floor or come in on the weekends if

if his cottages are short staffed. He makes himself available by phone at all times. He is sensitive to things that might be occurring with his staff or the clients placed. He advocates for his employees and our clients, wanting what is best for them. He is proud of the facility that is a part of, and pushes his employees to be the best for the clients here, while providing them thorough training. He more than exceeds the expectations at LDCC. He is a wonderful representative of not only our cottage, campus, and as an employee of Liberty. He IS a R.A.I.S.E. role model, going more than a mile!

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Sarah Havenstrite

Nominator (you may remain anonymous if you wish)

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Sean Goodnight

Nominee's Name(s)

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SHIELD Laura Dester Children's Center

Nominee's Program

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9/21/21

Today's Date

9/21/21

Nominee Date of Recognition

Penny Paul

Nominator (you may remain anonymous if you wish)

Joni Basley

Nominee's Name(s)

NCIA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I would like to nominate Joni Basley, one of NC Region 6 IA nurse's. She was asked to join the Nebraska team in for the mortality reviews. She gladly accepted, was trained in a matter of days and took the reigns. She caught on so quick and excelled at it. She was able to make a huge impact and get them caught up as they were struggling to stay caught up with so many cases. I appreciate her willingness to accept the challenge and rise to the occasion. I think she made us here in NC so very proud and shine like the stars that we are. It takes a village and we should all be willing to put forth our best foot to make the company of Liberty Healthcare excel no matter the location.



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8/18/2021

Today's Date

8/17/2021

Nominee Date of Recognition

Jorbick Navarrete Reyes

Nominator (you may remain anonymous if you wish)

Tammi Young and Rhonda de la Rosa

Nominee's Name(s)

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I would like to Nominee Tammi Young for her act of care and Kidness

I was diagnosed with COVID-19 and on 8/17/2021 I was unable to attend work due to feeling awfully terrible

Tammi was on top of my well-being. She text me throughout the day to ensure that I was okay. This

Means alot to me because it shows her kindness and is a prime example that at LHC we are more than just

Co-workers, we are a family

Rhonda de la Rosa is my other nominee as she also care about my condition and made it clear that my health

comes first. She was very attentive and understanding. She showed concern and advised me that

taking care of myself should be my main priority. To Both I would like to say thank you

Nominator (you may remain anonymous if you wish)

Tammi Younf and Rhonda de la Rosa

Nominee's Name(s)

Nominee's Program

8/18/2021

Today's Date



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Nominee's Name(s)

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Sean responds to his staff, campus employees, and clients with respect. He is willing to help with anything that is needed, it doesn't matter if what level they are. He does it because he cares about the wellbeing of people as a whole. Sean will greet everyone he walks by, and smiles with his eyes- (since he is always masked at the facility). Sean will work the floor or come in on the weekends if

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Sarah Havenstrite

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8/18/2021

Today's Date

8/17/2021

Nominee Date of Recognition

Jorbick Navarrete Reyes

Nominator (you may remain anonymous if you wish)

Tammi Young and Rhonda de la Rosa

Nominee's Name(s)

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I would like to Nominee Tammi Young for her act of care and Kidness

I was diagnosed with COVID-19 and on 8/17/2021 I was unable to attend work due to feeling awfully terrible

Tammi was on top of my well-being. She text me throughout the day to ensure that I was okay. This

Means alot to me because it shows her kindness and is a prime example that at LHC we are more than just

Co-workers, we are a family

Rhonda de la Rosa is my other nominee as she also care about my condition and made it clear that my health

comes first. She was very attentive and understanding. She showed concern and advised me that





# 2021

R · A · I · S · E  
Second Quarter



### Responsive

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06/29/2021

Today's Date

Nominee Date of Recognition

Kate Obert, Michelle Chabbott, Natalie Peterson

Nominator (you may remain anonymous if you wish)

Penny Waters

Nominee's Name(s)

DCIA and NCIA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

We would like to highlight Penny Waters for her work with the MCO service line. She represents Liberty extraordinarily well- whether it be contract start up discussions, vetting new tools, assisting with sales calls, piloting new workflows, administering test assessments, etc. She has really been a force of movement to get this new service line going. Our customers all are engaged though the clinical business processes she is leading, and she delivers 100% when they ask.



Penny is a beacon of service, support and professionalism. She is tireless and represents Liberty in all things clinical. She has impressive insight, awareness of customers and a finely tuned skill set. She leads by example with integrity and motivation.

Penny's clinical and business acumen are top notch. She is a collaborative partner and a pleasure to work with. She is a creative problem-solver and never disappoints with her multi-faceted approach to developing and implementing solutions. We are fortunate to have her among us, and as she says, she bleeds Liberty blue through and through.

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Nominator (you may remain anonymous if you wish)

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Nominee's Name(s)

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Nominee's Program

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Today's Date



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06/29/2021

Today's Date

06/29/2021

Nominee Date of Recognition

Liz Nash

Nominator (you may remain anonymous if you wish)

Jane Leshchiner

Nominee's Name(s)

Quality Improvement Manager

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Jane has been exhibited much patience when we first initiated our relationship with Liberty. She walked us through the process and explained each step along the process. She answered all questions and made suggestions to assist in our process to blend with yours. She is a treasure!



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6/28/21

Today's Date

Nominee Date of Recognition

Mark Delucchi

Nominator (you may remain anonymous if you wish)

Gracie Egelhofer

Nominee's Name(s)

San Mateo JMHS

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

In May, Gracie Egelhofer, the ASU ' s Office Assistant, was given the San Mateo JMHS ' " YOU ROCK " mug in recognition of her contributions to the unit. In her nomination, staff said that Gracie has always been there for us nurses from day one. Often times non-nursing staffs are overlooked at a clinically setting. She is great at what she does. I love how quickly she responds to any questions. She is empathetic and understanding to every single staff on ASU. I love how ahead of the game she always is when it comes to staff scheduling. I love how she always offers to help to find coverage when an emergency comes up and there is a scheduling conflict. Many times, she is asking for my availability months ahead. She always takes the time to explain why things are done the way they are. Transparency between floor staffs and admin really helps to build trust within a unit! I have great respect for her and all she does! Gracie! YOU ROCK!

As the office assistant on an acute psychiatric unit, Gracie is extremely responsive to the cares and needs of our staff and patients. She anticipates our program needs and works to find an appropriate solution to them as quickly as possible. A key tenant of our work on the ASU and as the office assistant, Gracie is service oriented to the needs of the patients, our program and our customer. Overall, she absolutely exceeds all expectations in the performance of her duties as the office assistant in the Acute Stabilization Unit. During the pandemic, Gracie was able to work from home a couple days a week. Without fail, she would prepare the legal documents to be filed with the Court, update our patient census and treatment plans along with our staffing schedule without fail. A great example of how she deserves this nomination is how she approaches our staff schedule for a 24-hour unit. Gracie is super-responsive to the needs and schedule of our staff, working hard to fill open shifts in creative ways so that staff do not have staff do double shifts, she works hard to find the right balance with our per diem pool of staff and is creative in working with the program director to address our program staffing needs. Because she cares deeply of her role here and of our staff members, Gracie helps us to focus on our patient care. We could not do the great work without her. That is why Gracie Egelhofer deserves this nomination.

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Mark Delucchi

Nominator (you may remain anonymous if you wish)

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Gracie Egelhofer

Nominee's Name(s)

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SM JMHS

Nominee's Program

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6/28/21

Today's Date



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6/28/21

Today's Date

Nominee Date of Recognition

Mark Delucchi

Nominator (you may remain anonymous if you wish)

Tiffany Hau, CTRS

Nominee's Name(s)

San Mateo JMHS

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

In June, Tiffany Hau, the ASU 's Recreation Therapist, was given the San Mateo JMHS ' " YOU ROCK " mug in recognition of her contributions to the unit. In her nomination, staff said that Tiffany is very deserving of it, because she rocks the socks off of her role here. She is well-respected by her peers as well as the deputies that work on and off this pod; when a person's (good) reputation reaches beyond their immediate peers, you know they're doing something right. Tiffany is sensitive and kind and works hard to find new ways to connect with patients. Tiffany, you rock! Thank you for being here!

As the Recreation Therapist on the Acute Psychiatric Unit, Tiffany is extremely responsive to the cares and needs of our patients. She anticipates patient and program needs and works to find an appropriate solution to them as quickly as possible. A key tenant of our work on the ASU and as a recreation therapist, Tiffany is service oriented to the needs of the patients and our program. Overall, she absolutely exceeds all expectations in the performance of her duties as the recreation therapist in the Acute Stabilization Unit. As an example of Tiffany deserving the RAISE nomination, she saw the need for us to organize the patient incentive program, she listened to the stakeholders, developed a framework for our incentive program and implemented it. We have since integrated this framework into our patient treatment planning. That is why Tiffany Hau is deserving of the RAISE nomination.

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Mark Delucchi

Nominator (you may remain anonymous if you wish)

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Tiffany Hau

Nominee's Name(s)

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SM JMHS

Nominee's Program

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6/28/21

Today's Date



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6/28/21

Today's Date

Nominee Date of Recognition

Mark DeLucchi

Nominator (you may remain anonymous if you wish)

Yenyen Hu

Nominee's Name(s)

San Mateo JMHS

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

In April, Yenyen Hu, a per diem RN on the ASU, was given the San Mateo JMHS ' " YOU ROCK " mug in recognition of her contributions to the unit. In her nomination, staff said that she deserve the mug this month because she cares deeply about our patients and she provides great care and attention to them. Yen possess a great attention to detail and she asks very thoughtful questions that are patient care focused and help us to improve our program. Her presence on our unit really makes a difference in our patient care and treatment. Yenyen, really loves what she is doing, and her enthusiasm is infectious (and she tends to wear fun crocks to work). Thanks for being such as great part of this team. Congratulations Yenyen! YOU ROCK

As a nurse on an acute psychiatric unit, Yenyen is extremely responsive to the cares and needs of our patients. She anticipates patient and program needs and works to find an appropriate solution to them as quickly as possible. A key tenant of our work on the ASU and as a nurse, Yenyen is service oriented to the needs of the patients and our program. Overall, she absolutely exceeds all expectations in the performance of her duties as a nurse in the Acute Stabilization Unit. Although Yenyen is a per diem nurse, she will jump in when we have an open shift even though her other jobs might pay her more. She does it because she feels part of a “ family ” here on the ASU and that results in excellent patient care that is absolutely rooted in and deserving of this RAISE nomination for Yenyen Hu.

Mark Delucchi

Nominator (you may remain anonymous if you wish)

Gracie Egelhofer

Nominee's Name(s)

SM JMHS

Nominee's Program

6/28/21

Today's Date





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6/24/2021

Today's Date

6/24/2021

Nominee Date of Recognition

Michelle Evans

Nominator (you may remain anonymous if you wish)

Holly Willis

Nominee's Name(s)

NC-IA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Holly regularly goes above and beyond in her role as Clinical Services Facilitator doing whatever is asked of her. Most recently, when a social worker contacted her regarding a beneficiary that had an expedited assessment completed and the PCS home care agency selected had not accepted/rejected the beneficiary within the time frame allowed Holly took it upon herself to call the agency and asked them to accept/reject the beneficiary. She continued to watch to see if the next provider did their accept/reject timely and appropriate follow-up completed by other depts., and continued to call each agency to do their part when the follow-up was not being done, and the social worker kept contacting her in order to ensure that the beneficiary would receive any services that

they would be entitled to. She had reached out to the other depts., about when they should be doing their follow-ups during this time, and continued to watch without the follow-up being done, so she did not only her job but theirs as well. Holly is a true asset to Liberty and always willing to go above and beyond to help her customers both internally and externally.

---

Michelle Evans

Nominator (you may remain anonymous if you wish)

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Holly Willis

Nominee's Name(s)

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NC-IA

Nominee's Program

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4/29/2021

Today's Date

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5/26/2021

Today's Date

5/26/2021

Nominee Date of Recognition

Genevieve Merritt

Nominator (you may remain anonymous if you wish)

Susan Williams, RN

Nominee's Name(s)

NC IA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Susan shared with her team members as a morale booster an interaction she had with a beneficiary who was very lonely and would begin to ramble. This was a replacement visit for Susan and while she could have been very brusque and moved her along she took the time to listen as well as assisting her to understand her medications one by one during the call. The beneficiary expressed her gratitude for Susan's caring manner and excellent approach to teaching. While taking her time to provide remarkable care to the beneficiary, she also understood that these kind of positive interactions would give her team a boost by sharing it. I know I appreciated that ray of sunshine!



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4/20/2021

Today's Date

4/14/2021

Nominee Date of Recognition

Monica Larsen

Nominator (you may remain anonymous if you wish)

Stephanie Jackson

Nominee's Name(s)

Nebraska Quality - Nurse

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I worked with Stephanie on the Mortality Review report for the State of Nebraska. The Nebraska team started a new contract in December 2020. The Nebraska team was not fully implemented until February 2021. As we started to come together, we were told we needed to start the Mortality Report for Nebraska, with very short timelines. As our team started working together to understand the scope of the project and our first team deliverable, Stephanie did not hesitate to take the reins and jump start the conversations necessary to make sure our team knew what needed to be done and how we would go about it.

When we started this report, Stephanie was the only nurse on our team and she had joined our team 2 weeks later than many of us. She made herself available to anyone who needed assistance and clarification about everything mortality. As our team worked to complete the report, Stephanie's confidence and excitement kept our team on track. Stephanie took the time to work with our team regardless of the day or time. She made herself available because she loves her work and truly understands the importance of delivering a quality product to the State!

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Monica Larsen

Nominator (you may remain anonymous if you wish)

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Stephanie Jackson

Nominee's Name(s)

---

Nebraska Quality - Nurse

Nominee's Program

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4/20/2021

Today's Date



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4/21/21

Today's Date

4/20/21

Nominee Date of Recognition

Genevieve Merritt

Nominator (you may remain anonymous if you wish)

Tearra Williams, IA

Nominee's Name(s)

NCIA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Tearra has gone the extra mile as a regional mentor to ensure that assessors in her region on higher review percentages work toward lowering that review rate, including working one on one to review assessments before submission in order to assist them to build this habit as well as helping them master effective review techniques. She works in a region with mostly new assessors and has made a great impact in increasing their success with Liberty. Tearra contributes to our ability to track training by completing coaching tracking form regularly. She manages her duties as a mentor remarkably and is a valuable asset to the Liberty Team. Thank you Tearra for all you do!



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4/08/2021

Today's Date

\_\_\_\_\_  
Nominee Date of Recognition

Juanita Wheless

Nominator (you may remain anonymous if you wish)

DeLisa Foushee

Nominee's Name(s)

Scheduling Coordinator

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

DeLisa has consistently gone above and beyond to make sure our region stays afloat. She doesn't hesitate to jump in whenever needed and communicates with me on every level. It's amazing working with someone that pays attention to what she needs as well as what her regional partner needs - we have the absolute best tag-team going on. I appreciate her and EVERYTHING she does on a daily basis. When I had my wrist surgery in Aug 2020, she was on point to help out more than normal knowing I was struggling with pain - Thanks DeLisa!!!



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4/08/2021

Today's Date

\_\_\_\_\_  
Nominee Date of Recognition

Juanita Wheless

Nominator (you may remain anonymous if you wish)

Emily Anthony

Nominee's Name(s)

Scheduling Coordinator

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Emily has been the epitome of a team player! Many times I have had Emily come to the rescue, whether it be to assist with a beneficiary or just a quick laugh for the day. She is never too busy to lend a hand or an ear. Her can-do attitude is contagious and makes each day just a little better. If there are questions, Emily definitely will find the answers. I appreciate her willingness to go above and beyond.





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is fully understanding & anticipating customer needs to effectively exceed expectations.



### Immediate

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4/08/2021

Today's Date

\_\_\_\_\_  
Nominee Date of Recognition

Juanita Wheless

Nominator (you may remain anonymous if you wish)

Martha Granholm

Nominee's Name(s)

Scheduling Coordinator

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Martha was definitely my angel! In August 2020, I had to have wrist surgery and was in a great deal of pain, trying to maintain my work level. Martha stepped in, without being asked and continued to show up for me to ensure I didn't fall behind and that our beneficiaries were well taken care of. She checked in with me on a daily basis and never once showed frustration, only wanted to make sure I was ok. Many days I don't know what I would've done without her assistance and positive attitude. Martha is consistent and selfless and I am very appreciative to her. It's almost like she knew when my cast was itching because she helped extra on those days :) Thank you Martha, for being there, when I needed you!!



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4/08/2021

Today's Date

\_\_\_\_\_  
Nominee Date of Recognition

Juanita Wheless

Nominator (you may remain anonymous if you wish)

Sonya Watson

Nominee's Name(s)

Scheduling Coordinator

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Sonya displays all the characteristics of an amazing team player! She has never hesitated to step in and help any of us that need her, normally without being asked. In August 2020, I had wrist surgery and Sonya knew it was a struggle for me. She never hesitated or complained about helping me. She made sure I was ok, both with work and on a personal level - and that is very much appreciated. Her warm personality shines through the phone lines, as I have had many beneficiaries that recalled pleasant conversations with her. I wanted to make sure that her kindness and concern did not go unnoticed.



# 2021

R · A · I · S · E  
First Quarter



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03/30/2021

Today's Date

03/19/2021

Nominee Date of Recognition

Treva Collier, RM Region 4

Nominator (you may remain anonymous if you wish)

Chelsey Everett

Nominee's Name(s)

NC IA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Scheduling had been trying to schedule a new admission that needed a POA present and was having some scheduling difficulties due to the availability of the POA. Scheduling reached out to see if Chelsey could accommodate this different time frame and she immediately agreed without hesitation. The assessment was able to be conducted as needed with the time accommodation. Thanks so much Chelsey for going above and beyond to accommodate when needed!



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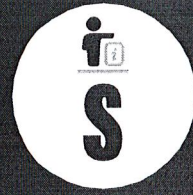
**Anticipatory**

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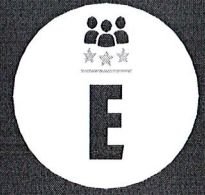
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3/22/2021

Today's Date

Nominee Date of Recognition

Mark Delucchi

Nominator (you may remain anonymous if you wish)

Nominee's Name(s)

Acute Stabilization Unit, San Mateo JMHS

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

The staff of the Acute Stabilization Unit (ASU) in San Mateo (JMHS) are to be acknowledged for their hard work of assessing and treating the those in acute psychiatric crisis in the San Mateo County Jail system. Since our inception in October 2018, more than 145 patients have been treated on the unit with good quality care in a safe environment.

In the 2020 calendar year, the ASU began offering patient satisfaction surveys to all patients discharging from the unit. A total of 37 out of 54 surveys were returned resulting in a 68.5% rate of

return.

Of those returned, the average patient satisfaction response was 4.49 on a 5-point Likert scale.

Of note, many of the free-text responses commented on how attentive and caring the ASU staff was; how the patients on our unit felt understood and safe, and that the staff on the unit were meeting the needs of our patients.

These are remarkable patient satisfaction results for acute psychiatric treatment program in a county jail and that all of the staff of the ASU are to be commended on this remarkable accomplishment. This could not be done without the hard work of the doctors, nurses, mental health workers, recreation therapists, social workers, and office assistant.

Nominator (you may remain anonymous if you wish)

Mark Delucchi

Nominee's Name(s)

San Mateo JMHS (Acute Stabilization Unit)

Nominee's Program

3/22/21

Today's Date



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3/11/2021

Today's Date

3/10/2021

Nominee Date of Recognition

DeLisa Foushee

Nominator (you may remain anonymous if you wish)

Juanita Wheless

Nominee's Name(s)

NCIA - Scheduling Dept

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Juanita has shown great communication, fairness and initiative to go above and beyond for her team. She is swift and polite and knows how to keep control of what is happening through out the day. She is a great asset to the scheduling team and liberty.



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02/26/2021

Today's Date

02/26/2021

Nominee Date of Recognition

Michelle Hayes

Nominator (you may remain anonymous if you wish)

Darcy Ruffo

Nominee's Name(s)

CA-JMHS

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I worked with Darcy when I was a clinical therapist and she took part in training me down in suicide watch. She was an amazing trainer and I was sorry to see her leave in 2018. She has come back to Liberty as a nurse supervisor. I am happy to have her back. She is dependable, hardworking and passionate about nursing. Her nurses always comment about how they appreciate her leadership, structure and training. As a colleague she always comes prepared to meetings, attends on time and is always willing to help when needed. I recommend Darcy for the RAISE nomination because she is an excellent team member.





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02/26/2021

Today's Date

02/26/2021

Nominee Date of Recognition

Timothy Starkey

Nominator (you may remain anonymous if you wish)

Kyle Hildreth

Nominee's Name(s)

Idaho Independent Assessment Services Program

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Kyle is the regional manager for regions 3 and 4 of the Idaho Independent Assessment Service Program.

Responsive: Kyle never fails to get back to me and the other assessors. If you call him and he's busy, he sends an instant text message back saying he'll call you back (and he always does). He gets back to e-mails. And if one slips through his hundreds of daily e-mails, he will always respond quickly on Skype for Business if you need him to.

Anticipatory: Kyle always tries to foresee any issues that are coming up and tries to head them off before they become issues. He understands, he cares, he listens, and he always advocates for us as his team. He will always go to bat for us when we need him to and he always takes the brunt of hard cases if needed.

Immediate: Kyle is quick to act, but always after careful thought and consideration. He crunches the situation and directs us with guidance at the absolute earliest possible time that he can release it so we can be informed and prepared. He will contact anyone for the things that we need as we talk to ensure it gets done.

Service Orientated: Kyle always ends the phone call, if there is anything you need, please let me know, please reach out to me. Kyle has been far and above the best manager I have ever worked under. He understands, he cares, he serves his team. He will advocate, he will inform, he will guide, and he leads by example.

Exceeds Expectations: Kyle exceeds my every expectation as a manager. He truly listens, truly cares, tries to accommodate where he can, takes time to listen and care about my life and my personal life as well. He knows me, I'm not just one of his employees, but he treats me as a friend. He doesn't have to draw a line in the sand saying he is the manager and I'm the employee and that's the relationship. It is understood and I respect him as such, but he also allows me to vent my frustrations, my concerns, and my opinions openly and honestly with no fear of kick back or correction.

I honestly could not see a more deserving recipient of the R.A.I.S.E recognition.

He's a fantastic person, phenomenal manager, and a cherished friend.

Tim

---

Tim Starkey

Nominator (you may remain anonymous if you wish)

---

Kyle Hildreth

Nominee's Name(s)

---

Idaho Independent Assessment Services Program

Nominee's Program

---

02/26/2021

Today's Date

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02/26/2021

Today's Date

02/26/2021

Nominee Date of Recognition

Michelle Hayes

Nominator (you may remain anonymous if you wish)

Angela St. Croix, Juventino Valdez, Erika Hernandez

Nominee's Name(s)

CA-JMHS

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

The team leads mentioned about work as a cohesive team her at CA-JMHS. I have had the honor of supervising them this past year and they absolutely deserve a RAISE nomination. We have hired over 50 clinicians and nurses over the past year and they have been an integral part in the hiring and managing process. They come to work early and leave late. They manage our clinical therapist but they have also taken on other tasks such as helping to manage the nurses and teaching new deputies about mental health. They bring kindness and good energy to the staff who many times really need a kind word after working with a tough population. They are loyal employees who arrive to work on time and give 100 percent of themselves.



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2/25/21

Today's Date

Nominee Date of Recognition

Erika Hernandez

Nominator (you may remain anonymous if you wish)

Jonathan Dang

Nominee's Name(s)

CMHS-West Valley Detention Center

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I would like to recognize Jonathan Dang for his exemplary work. When short staffed earlier this week, Jonathan immediately sprung to action to cover and ensure that he not only completed his risk assessments for our most acute/high risk patients at suicide watch, but he ensured that every patient that required a 24-hour safety assessment was followed up with while still managing to complete screenings on new patients and respond to crisis calls. His dedication to the program and our customer is admirable. Jonathan is a team player and always comes to work with a positive attitude and it is reflective in the service he provides. Thank you Jonathan for your hard work and go



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2/25/2021

Today's Date

2/25/2021

Nominee Date of Recognition

Juventino Valdez

Nominator (you may remain anonymous if you wish)

Crystal Orabona

Nominee's Name(s)

CMHS

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Crystal has ongoing demonstrated a work ethic reflecting genuine care, concern and respect to the Clients and customer that we serve. She maintains a proper perspective in evaluating situations using the best possible information gathered and overall goals and philosophy of the agency. She works exceptionally well with others in a collaboration approach to meet the needs of the patients. She is an effective listener and communicator. She keeps others adequately informed in the decision making process. She uses sound and educated intuitiveness in her anticipation of various scenarios to ensure healthier responsiveness to the patients. Crystal is a dependable and reliable

employee who has kept herself above reproach and takes the initiative in providing a helping role to meet the Patient's goals and the goals of the organization.

Juventino Valdez

Nominator (you may remain anonymous if you wish)

Crystal Orabona

Nominee's Name(s)

CMHS

Nominee's Program

2/25/2021

Today's Date



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2/25/2021

Today's Date

Nominee Date of Recognition

Stacy Loflin-Fann, RN

Nominator (you may remain anonymous if you wish)

Tiffany Oliver, NC IA RN

Nominee's Name(s)

LHNC

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Tiffany Oliver recognized a unique scheduling need of a NC Medicaid beneficiary. She reached out to RM and scheduling team and offered to go above and beyond in meeting the need of the beneficiary. Excellent customer service!



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**E: [customerservicenominations@libertyhealth.com](mailto:customerservicenominations@libertyhealth.com) | F: (484)-434-1442**

2/25/21

Today's Date

2/25/21

Nominee Date of Recognition

Angela St.Croix

Nominator (you may remain anonymous if you wish)

Blanca Nicassio

Nominee's Name(s)

CMHS- West Valley Detention Center

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I would like to nominate and recognize Blanca Nicassio for her amazing work. When presented with over 10 releases, I had asked for volunteers to help with the releases. Blanca was the first to volunteer and step into action. Blanca took the assignment and got to work. She was responsive to volunteer and focused on providing the customer with the best service. When faced with difficulty in the situation she wasn't afraid to ask questions and problem solve to be able to help the customer and put their needs first. She took pride and ownership in her work and was able to complete the task in a timely manner. She was able to provide additional resources as needed to the customer as well. For all of this work, I commend Blanca for being a team player and always putting our customers needs first.





**Responsive**

is providing collaborative, customer-focused solutions to resolve issues.



**Anticipatory**

is fully understanding & anticipating customer needs to effectively exceed expectations.



**Immediate**

is taking ownership of the customer's experience by rapidly utilizing available resources to address any problem.



**Service-Oriented**

is keeping commitments & keeping customers informed.



**Exceeds Expectations**

is going the extra mile by listening & communicating effectively to partner in our customers' performance.

## Nomination Form

As we continually seek to develop innovative programs and services for our customers, we can't forget that the cornerstone of our success is customer service. To ensure that we commit to elevating a culture of customer performance at every level in our organization, we have established the R.A.I.S.E. customer service nomination program.

R.A.I.S.E. is more than just our responsibility to deliver customer service — it's an acronym that identifies the qualities that exemplify the character, value, and integrity of Liberty Healthcare. As we embrace R.A.I.S.E., we can measure its success through our nomination program.

If you observe an associate or team who you feel notably exemplifies our customer service attributes, we want to hear about it.

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2/10/2020

Today's Date

2/10/2020

Nominee Date of Recognition

Deidre Smith

Nominator (you may remain anonymous if you wish)

Sheandar Peterkin

Nominee's Name(s)

DCIA

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

I would like to nominate Sheandar Peterkin, Quality Improvement Assistant Manager, DCIA for the RAISE award . Sheandar has been with the DCIA LTCSS contract since it's inception. During this time she has played a pivotal role in the Quality Improvement program. Sheandar has collected and assisted with analyzing the data to improve the quality of service to both our internal and external customers. Most recently, Sheandar has taken on the project of providing training on the LOC Submission process for the nurse assessors and customer support teams. She has conducted weekly training sessions, informational question and answer sessions, daily individual training and has made herself available throughout the day for on going questions that arise. In speaking with some of the assessor's they commented on how important the information Sheandar has provided I providing clarity to this process. They noted, she is always helpful and provides information to enhance their learning and performance. For these reasons, I am nominating Sheandar Peterkin

I am nominating Sheandar Peterkin for her team spirit and for going above and beyond to make sure her team members are equipped to successfully complete the challenge. Well done -Sheandar and much appreciated for all of your efforts.

Deidre Smith

Nominator (you may remain anonymous if you wish)

Sheandar Peterkin

Nominee's Name(s)

DC IA

Nominee's Program

2/10/2020

Today's Date