

# SHIBA staff contact list

## For volunteer coordinators & partners

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E-mail [admin4shiba@oic.wa.gov](mailto:admin4shiba@oic.wa.gov) for changes to this contact list.

Title/Email	Phone	Reason to Contact
<b>Tim Smolen</b> Program Manager <a href="mailto:tim.smolen@oic.wa.gov">tim.smolen@oic.wa.gov</a>	<b>Office</b> 360-725-7091 <b>Cell</b> 564-250-2425	Focuses on program development, legislative coordination, budget, operations, and partnerships.
<b>Susie Tegman</b> Organizational Coordinator <a href="mailto:Admin4SHIBA@oic.wa.gov">Admin4SHIBA@oic.wa.gov</a> <a href="mailto:Susie.Tegman@oic.wa.gov">Susie.Tegman@oic.wa.gov</a>	<b>Office</b> 360-725-7097	Handles volunteer application intake, processes Medicare Unique IDs, performs website updates, schedules CE/BT, assists with functional operations, and answers general questions.
<b>Ron House</b> Grants & Contracts Coordinator <a href="mailto:ron.house@oic.wa.gov">ron.house@oic.wa.gov</a>	<b>Office</b> 360-725-7099	Coordinates ACL grants, contracts, and payment processing for contractors.
<b>Amy Figoni</b> Operations Supervisor <a href="mailto:amy.figoni@oic.wa.gov">amy.figoni@oic.wa.gov</a>	<b>Office</b> 360-725-7084 <b>Cell</b> 360-250-6995	Supervises Operations team. Assesses volunteer proficiency, performance tracking, and technical program operations.
<b>Kendra Blythin</b> Field Supervisor <a href="mailto:kendra.blythin@oic.wa.gov">kendra.blythin@oic.wa.gov</a>	<b>Office</b> 360-725-7254	Supervisor of RTC team. Coordinates program outreach and regional growth, ensures sponsor and contractor deliverables are met.
<b>Kim McKenna</b> SMP Coordinator <a href="mailto:kim.mckenna@oic.wa.gov">kim.mckenna@oic.wa.gov</a>	<b>Office</b> 360-725-9648	SMP Program Coordinator. Provides fraud awareness and prevention training and outreach.
<b>Elena Garrison</b> Medicare Training Coordinator <a href="mailto:elena.garrison@oic.wa.gov">elena.garrison@oic.wa.gov</a>	<b>Office</b> 360-725-7107	Creates Medicare related training materials and programs, designs curriculum.
<b>Phillip Hartshorn</b> Medicare Complaints Coordinator <a href="mailto:phillip.hartshorn@oic.wa.gov">phillip.hartshorn@oic.wa.gov</a>	<b>Office</b> 360-725-7198	Assists with complaints, complex cases, possible fraud, and constituent referrals.
<b>Diane Demorest</b> Medicare Complaints Coordinator <a href="mailto:diane.demorest@oic.wa.gov">diane.demorest@oic.wa.gov</a>	<b>Office</b> 360-725-7189 <b>Cell</b> 360-800-7458	Assists with complaints, complex cases, possible fraud, and constituent referrals.

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<b>Samaria Bryant</b> Medicare Specialist <a href="mailto:samaria.bryant@oic.wa.gov">samaria.bryant@oic.wa.gov</a>	<b>Office</b> 360-725-7184	Answers questions, inquiries, and complaints on Medicare and related insurance topics.
<b>Anita Hinojosa</b> Medicare Specialist <a href="mailto:anita.hinojosa@oic.wa.gov">anita.hinojosa@oic.wa.gov</a>	<b>Office</b> 360-725-7143	Answers questions, inquiries, and complaints on Medicare and related insurance topics.

## SHIBA Regional Training Consultant Team (reporting to Kendra Blythin)

<b>Ari Laguna Antu</b> Regional Training Consultant <a href="mailto:ari.lagunaantu@oic.wa.gov">ari.lagunaantu@oic.wa.gov</a>	<b>Office</b> 509-606-3614 <b>Cell</b> 564-250-6609	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs. <b>REGION:</b> Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia counties.
<b>Noreen Brisson</b> Regional Training Consultant <a href="mailto:noreen.brisson@oic.wa.gov">noreen.brisson@oic.wa.gov</a>	<b>Office</b> 509-818-1017 <b>Cell</b> 509-601-2361	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs. <b>REGION:</b> Spokane, Whitman, Okanogan, Chelan, Douglas, Grant, Adams, Ferry, Stevens, Pend Oreille, Garfield, Asotin counties.
<b>Lynda Dieckman</b> Regional Training Consultant <a href="mailto:lynda.dieckman@oic.wa.gov">lynda.dieckman@oic.wa.gov</a>	<b>Office</b> 360-725-7257 <b>Cell</b> 360-742-4949	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs. <b>REGION:</b> Clallam, Jefferson, Grays Harbor, Pacific, Mason, Thurston, Lewis, Wahkiakum, Cowlitz, Clark, Skamania, Klickitat counties.
<b>Rosie Rodriguez-Lee</b> Regional Training Consultant <a href="mailto:rosie.lee@oic.wa.gov">rosie.lee@oic.wa.gov</a>	<b>Office</b> 360-725-7253 <b>Cell</b> 360-701-0933	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs. <b>REGION:</b> Pierce county.
<b>Shannon Skye</b> Regional Training Consultant <a href="mailto:shannon.skye-dugovich@oic.wa.gov">shannon.skye-dugovich@oic.wa.gov</a>	<b>Office</b> 360-725-7108 <b>Cell</b> 360-250-4900	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs. <b>REGION:</b> Whatcom, San Juan, Island, Kitsap, Skagit, Snohomish counties.
<b>Sam Stones</b> Regional Training Consultant <a href="mailto:sam.stones@oic.wa.gov">sam.stones@oic.wa.gov</a>	<b>Office</b> 206-389-2916 <b>Cell</b> 360-250-6932	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs. <b>REGION:</b> King county.

## Public Affairs Liaison

<b>Donna Wells</b> Communications Coordinator <a href="mailto:donna.wells@oic.wa.gov">donna.wells@oic.wa.gov</a>	<b>Office</b> 360-725-7238	Provides support for contractors with media, print, and publications. Designs and markets for the SHIBA communications plan.
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## SHIBA staff contact list

### Seasonal Team Members (September – June)

<b>Liz Mercer</b> Medicare Complaints Coordinator <a href="mailto:liz.mercer@oic.wa.gov">liz.mercer@oic.wa.gov</a>	<b>Office</b> 360-725-7225	Answers questions, inquiries, and complaints on Medicare and related insurance topics.
<b>Elisa Teodori</b> Open Enrollment Support Specialist <a href="mailto:Elisa.teodori@oic.wa.gov">Elisa.teodori@oic.wa.gov</a>	<b>Office</b> 360-725-9656	Answers questions, inquiries, and complaints on Medicare and related insurance topics.
<b>Enji Ulziibayar</b> Open Enrollment Support Specialist <a href="mailto:Enji.ulziibayar@oic.wa.gov">Enji.ulziibayar@oic.wa.gov</a>	<b>Office</b> 360-725-9658	Answers questions, inquiries, and complaints on Medicare and related insurance topics.
<b>Brian Falconer</b> Open Enrollment Support Specialist <a href="mailto:brian.falconer@oic.wa.gov">brian.falconer@oic.wa.gov</a>	<b>Office</b>	Answers questions, inquiries, and complaints on Medicare and related insurance topics.