

# SHIBA staff contact list

## For volunteer coordinators & partners

PO Box 40255

Olympia, WA 98504-0255

Fax (unless otherwise noted) - 360-586-4103

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

Title/Email	Phone	Reason to Contact
<b>Eve Gaskill</b> Organizational Coordinator <a href="mailto:eve.gaskill@oic.wa.gov">eve.gaskill@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>Jasmine Ward</b> Medicare Specialist <a href="mailto:jasmine.ward@oic.wa.gov">jasmine.ward@oic.wa.gov</a>	<b>Office</b> 360-725-7184	Answers questions, inquiries, and complaints on Medicare and related insurance topics. Can look up beneficiary info.
<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>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>Phillip Hartshorn</b> Resolution 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> Resolution 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.
<b>Elisa Teodori</b> Open Enrollment Support Staff <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>Liz Mercer</b> Open Enrollment Support Staff <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>Enji Ulziibayar</b> Open Enrollment Support Staff <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>Samaria Bryant</b> Open Enrollment Support Staff <a href="mailto:samaria.bryant@oic.wa.gov">samaria.bryant@oic.wa.gov</a>	<b>Office</b> 360-725-9659	Answers questions, inquiries, and complaints on Medicare and related insurance topics.

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<b>Ron House</b> Grants and Budget 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>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>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> 360-349-2850	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs.
<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>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>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 <b>Cell</b> 360-742-9985	Supervisor of RTC team. Coordinates outreach.
<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 <b>Cell</b> 360-250-6716	SMP Program Coordinator. Provides SMP training and outreach.
<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.

### 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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