

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 for changes to this contact list.

Title/Email	Phone	Reason to Contact
Eve Gaskill Organizational Coordinator eve.gaskill@oic.wa.gov	Office 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.
Jasmine Ward Medicare Specialist jasmine.ward@oic.wa.gov	Office 360-725-7184	Answers questions, inquiries, and complaints on Medicare and related insurance topics. Can look up beneficiary info.
Elena Garrison Medicare Training Coordinator elena.garrison@oic.wa.gov	Office 360-725-7107	Creates Medicare related training materials and programs, designs curriculum.
Amy Figoni Operations Supervisor amy.figoni@oic.wa.gov	Office 360-725-7084 Cell 360-250-6995	Supervises Operations team. Assesses volunteer proficiency, performance tracking, and technical program operations.
Phillip Hartshorn Resolution Coordinator phillip.hartshorn@oic.wa.gov	Office 360-725-7198	Assists with complaints, complex cases, possible fraud, and constituent referrals.
Diane Demorest Resolution Coordinator diane.demorest@oic.wa.gov	Office 360-725-7189 Cell 360-800-7458	Assists with complaints, complex cases, possible fraud, and constituent referrals.
Elisa Teodori Open Enrollment Support Staff elisa.teodori@oic.wa.gov	Office 360-725-9656	Answers questions, inquiries, and complaints on Medicare and related insurance topics.
Liz Mercer Open Enrollment Support Staff liz.mercer@oic.wa.gov	Office 360-725-7225	Answers questions, inquiries, and complaints on Medicare and related insurance topics.
Enji Ulziibayar Open Enrollment Support Staff enji.ulziibayar@oic.wa.gov	Office 360-725-9658	Answers questions, inquiries, and complaints on Medicare and related insurance topics.
Samaria Bryant Open Enrollment Support Staff samaria.bryant@oic.wa.gov	Office 360-725-9659	Answers questions, inquiries, and complaints on Medicare and related insurance topics.

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Ron House Grants and Budget Coordinator ron.house@oic.wa.gov	Office 360-725-7099	Coordinates ACL grants, contracts, and payment processing for contractors.
Shannon Skye Regional Training Consultant shannon.skye-dugovich@oic.wa.gov	Office 360-725-7108 Cell 360-250-4900	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs.
Noreen Brisson Regional Training Consultant noreen.brisson@oic.wa.gov	Office 509-818-1017 Cell 360-349-2850	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs.
Sarah Volpone Regional Training Consultant sarah.volpone@oic.wa.gov	Office 206-389-2916 Cell 360-250-6932	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs.
Lynda Dieckman Regional Training Consultant lynda.dieckman@oic.wa.gov	Office 360-725-7257 Cell 360-742-4949	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs.
Rosie Rodriguez-Lee Regional Training Consultant rosie.lee@oic.wa.gov	Office 360-725-7253 Cell 360-701-0933	Provides training for volunteer advisors. Monitors and supports contractors, community partnerships, and programs.
Kendra Blythin Field Supervisor kendra.blythin@oic.wa.gov	Office 360-725-7254 Cell 360-742-9985	Supervisor of RTC team. Coordinates outreach.
Kim McKenna SMP Coordinator kim.mckenna@oic.wa.gov	Office 360-725-9648	SMP Program Coordinator. Provides SMP training and outreach.
Tim Smolen Program Manager tim.smolen@oic.wa.gov	Office 360-725-7091	Focuses on program development, legislative coordination, budget, operations, and partnerships.

Public Affairs Liaison

Donna Wells Communications Coordinator donna.wells@oic.wa.gov	Office 360-725-7238	Provides support for contractors with media, print, and publications. Designs and markets for the SHIBA communications plan.
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