

# 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.

<b>Title/Email</b>	<b>Phone</b>	<b>Reason to Contact</b>
<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	Volunteer application intake/processing, Medicare unique IDs, general questions, and functional operations
<b>Laura Ryan</b> Open Enrollment Support Specialist <a href="mailto:laura.ryan@oic.wa.gov">laura.ryan@oic.wa.gov</a>	<b>Office</b> 360-725-9659	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	Questions, inquiries, and complaints on Medicare and related insurance topics
<b>Tess Alemu</b> Open Enrollment Support Specialist <a href="mailto:tess.alemu@oic.wa.gov">tess.alemu@oic.wa.gov</a>	<b>Office</b> 360-725-9657	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> 360-725-9658	Questions, inquiries, and complaints on Medicare and related insurance topics
<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	Questions, inquiries, and complaints on Medicare and related insurance topics
<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	Medicare related training materials and programs
<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	Assessment of 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	Complaints, complex cases
<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	ACL grant, contracts

## SHIBA staff contact list

Title/Email	Phone	Reason to Contact
<b>TBD</b> Regional Training Consultant <a href="#">tbd</a>	<b>Office</b> <b>Cell</b>	Technical training on health insurance and benefits, contracts, performance tracking
<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	Technical training on health insurance and benefits, contracts, performance tracking
<b>Sarah Volpone</b> Regional Training Consultant <a href="mailto:sarah.volpone@oic.wa.gov">sarah.volpone@oic.wa.gov</a>	<b>Office</b> 206-389-2916 <b>Cell</b> 360-250-6932	Technical training on health insurance and benefits, contracts, performance tracking
<b>Nick Davis</b> Regional Training Consultant <a href="mailto:nick.davis@oic.wa.gov">nick.davis@oic.wa.gov</a>	<b>Office</b> 360-725-7257 <b>Cell</b> 360-742-4949	Technical training on health insurance and benefits, contracts, performance tracking
<b>TBD</b> Regional Training Consultant <a href="#">tbd</a>	<b>Office</b> <b>Cell</b>	Technical training on health insurance and benefits, contracts, performance tracking
<b>TBD</b> Field Supervisor <a href="#">tbd</a>	<b>Office</b> <b>Cell</b>	Technical team lead and support of Medicare training, contracts, and performance
<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	Technical training, process improvement, and evaluation of volunteers specific to the SMP program
<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	Program development, legislative coordination, budget

### 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	Publications, public slide shows, website, marketing support
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