



**FOR IMMEDIATE RELEASE**

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**Georgia Department of Community Health Employees Receive  
Governor's Customer Service Commendations**

**ATLANTA** – The Georgia Department of Community Health (DCH) recently received notification that three of its employees will be honored with Governor's Commendations for outstanding customer service.

Nancy Goldstein, Director of the State Health Benefit Plan (SHBP), representing her staff; Shaywen (Shay) Hawkins, a Quality Specialist in the Division of Managed Care and Quality; and Leameso (Lea) James, a Secretary with the Program Integrity Section of the Office of the Inspector General were informed that they would receive certificates from the Governor during an awards ceremony at the Capitol Education Center on April 30, 2008, from 9:00 a.m. to 11:00 a.m.

The Governor's Commendation for Customer Service recognizes meritorious actions that enhance the public image of customer service or improve the way customer service is provided in Georgia.

"Their dedicated, uncompromising **commitment to customer service** is priceless," said Dr. Rhonda Medows, Commissioner. "It is gratifying to know that their service is being honored."

The award recipients' achievements include:

- Nancy Goldstein's SHBP team developed and conducted quarterly meetings with 179 Boards of Education (BOEs) across the state to help clarify policies and answer any lingering questions. This series of meetings enhanced educators' access to information about their health insurance
- Over a long holiday weekend on her own time, Shay Hawkins streamlined the way to much-needed services for a constituent
- Lea James' diligence and patience during a constituent phone call prevented the caller from committing suicide

DCH has participated in the Governor's Customer Service program since January 1996, and supports the Governor's vision of making Georgia the best managed state in the United States.

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