

Newsflash

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Three-time Oregon Business Magazine
Award Winner for
best medium-sized nonprofit
to work for in the state!
and
Two-time Alfred P. Sloan Award Winner

A Wonderful Team Acknowledgment!

Visitors to our Full Access offices rely on excellent customer service from our front office staff. Coworkers and guests of Full Access have shared some of their appreciation as well and we would like to pass along these comments:



“Heidi has kept anything I needed ordered and up to date. Lisa spent a lot of time putting together my TNT packet list with who needed to sign and where. They are indispensable!”

“Without Heidi and Lisa I would not be able to run a remote office. I lose count of the number of times a day I have to call or email them for information or help. They are consistently kind and caring and always professional. Without them I could not do what I do. I am so very grateful.”

“They have been so amazingly helpful, even in the midst of working on confusing issues. During times when they are frustrated and trying to resolve issues with TNT, they are still willing to stop and help, and it is not unnoticed! Lisa has been especially helpful when clients or providers have questions that we cannot answer. I don’t think we would be as successful without their help!”

“I appreciate their diligence in making every effort to keep service codes updated on the payroll spreadsheet. It feels like service codes have sometimes changed in between payroll processing and I acknowledge that that is challenging.”

“Mish, Cindy, Taylor, and Stephanie have done a great job of dealing with the busyness of the front desk area. With the huge workload of the TNT packets, changes in time sheets and graciously dealing with some upsets by providers and clients, this team has continued to provide great customer service. Multitasking is definitely a skill that each of these ladies possess as they deal with multiple phone lines (sometimes all ringing at once), people coming in for appointments, and all the other tasks that must be done each day. This team never fails to keep smiling through it all.”

“Cindy is always so knowledgeable and helpful. We can always count on Cindy to know the ins and outs!”

“Cathy Mish is always so helpful and happy.”

“My family appreciates Stephanie’s professionalism. Even when things are difficult, she is always respectful and courteous.”

“I love the quality of the customer service when I walk in the front door, no matter what I am coming in to the office for.”

So as you see, our agency is so much the better for our outstanding administrative support team and we thank them from the bottom of our hearts!



Happy Birthday to:

Adam F



David M



Janet R



Marilee S



Phillip A



Brian R

Deirdre P

Jessica E

Michael M

Richard H

Casey M

Dwight G

Kathy F

Mitchell J

Robert W

Christine C

Eric F

Kori B

Nichalaus N

Shelby M

Chuck C



Hannah C



Kyle O



Nicole H



Stacy M



Daniel W

Heather S

Lottie T

Patricia M

Tami C

Tyler F

And to anyone we may have missed!!

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