BENEFIT PROGRAMS MANAGEMENT

The state is divided into 5 regions comprised of two or three local offices. Each region has one Regional Manager, who is responsible for overall functioning of the offices in their region. Each local office has at least one Eligibility Supervisor who reports to the Regional Manager. The Eligibility Supervisor is responsible for day to day operations of the local office and for supervision of workers stationed there.

NORTHWEST
Regional Manager: Julie Rollo Julie.Rollo@ahs.state.vt.us 802-527-5454 or 802-863-7404
St Albans—Eligibility Supervisor: Patsy Trombley Patsy.Trombley@ahs.state.vt.us 802-527-5455 or Lynn Cameron Lynn.Cameron@ahs.state.vt.us 802-527-0886
Burlington—Eligibility Supervisors: Bill Ploof Bill.Ploof@ahs.state.vt.us 802-652-6816 or Sharon Hurlburt Sharon.Hurlburt@ahs.state.vt.us 802-651-1965

SOUTHWEST
Regional Manager: Karl Felkl Karl.Felkl@ahs.state.vt.us 802-558-5017
Interim Middlebury District Manager: Frank Mazza Frank.Mazza@ahs.state.vt.us 802-388-5382
Middlebury—Eligibility Supervisor: Natalie Santamore Natalie.Santamore@ahs.state.vt.us 802-388-5369
Rutland—Eligibility Supervisors: Howard Berlin Howard.Berlin@ahs.state.vt.us 802-786-5948 or Robert Foster Robert.Foster@ahs.state.vt.us 802-786-5954
Bennington—Eligibility Supervisor: Sharon Cave Sharon.Cave@ahs.state.vt.us 802-447-6987

NORTHEAST
Regional Manager: Lena Hemenway Lena.Hemenway@ahs.state.vt.us 802-279-4026
Interim reassignment to Modernization in Waterbury office
Interim Regional Manager: Kelly Greaves Kelly.Greaves@ahs.state.vt.us 802-748-7149
Morrisville—Eligibility Supervisor: Nancy Bradshaw Nancy.Bradshaw@ahs.state.vt.us 802-888-2534
St. Johnsbury—Eligibility Supervisor: Eva Emery Eva.Emery@ahs.state.vt.us 802-748-4911
Newport—Eligibility Supervisor: Lisa Perron Lisa.Perron@ahs.state.vt.us 802-334-3912

CENTRAL
Regional Manager: Cindy Chaffee Cindy.Chaffee@ahs.state.vt.us 802-793-8155
Barre—Eligibility Supervisor: Elizabeth Henderson Elizabeth.Henderson@ahs.state.vt.us 802-476-1628
Waterbury—Eligibility Supervisors: Joanne Dunster Joanne.Dunster@ahs.state.vt.us 802-241-1044 or Sarah Johnson Sarah.Johnson@ahs.state.vt.us 802-241-2573 or Joshua McCormick Joshua.McCormick@ahs.state.vt.us 802-241-4459

SOUTHEAST
Regional Manager: Deborah Carpenter Deb.Carpenter@ahs.state.vt.us 802-258-0848
Brattleboro—Eligibility Supervisor: Gena Hicks Gena.Hicks@ahs.state.vt.us 802-257-2562
Springfield—Eligibility Supervisor Seth Watson Seth.Watson@ahs.state.vt.us 802-885-8869
Hartford—Eligibility Supervisor: Sharon Melvin Sharon.Melvin@ahs.state.vt.us 802-295-4122
COMMUNITY COORDINATION

ESD Resource System Coordinators reach out to community-based providers in an assigned geographic area to establish partnerships that help Vermonters apply for, or maintain, economic benefits at providers’ sites. Resource System Coordinators report to the ESD Resource System Manager.

ESD Resource System Coordinators

- Franklin, Grand Isle, Chittenden, and Washington Counties
  Claire Larose Claire.Larose@ahs.state.vt.us 802-527-4216
- Addison, Chittenden, and Washington Counties
  Frank Mazza Frank.Mazza@ahs.state.vt.us 802-388-5382 Temporarily Reassigned
- Rutland, Bennington, (and Addison County temporarily)
  Adam Sancic Adam.Sancic@ahs.state.vt.us 802-786-2526 or 802-279-8396
- Caledonia, Essex, Lamoille, Orleans and northern Orange Counties
  Ghislaine Girouard Ghislaine.Girouard@ahs.state.vt.us 802-334-3914 or 802-279-4029
- Windham, Windsor, and southern Orange Counties
  Carrie Storm Carrie.Storm@ahs.state.vt.us 802-257-2571
- ESD Resource System Manager—Anne McBee Anne.McBee@ahs.state.vt.us 802-241-1514 or 802-279-4028

BENEFIT SERVICE CENTER

Benefit Service Center agents are available during regular business hours to provide general information and answer questions regarding benefits, applications, and more. The Benefit Service Center is equipped with an Interactive Voice Response system that is available 24 hours/day, 7 days/week where clients can access information electronically.

800-479-6151

Director: Paul Madden Paul.Madden@ahs.state.vt.us 802-241-1940
Supervisor: Coleen Bean Coleen.Bean@ahs.state.vt.us 802-241-1941
  or Jennifer Lyford Jennifer.Lyford@ahs.state.vt.us 802-241-4056
Interview Unit Supervisor: Pat Duda Pat.Duda@ahs.state.vt.us 802-241-6435

APPLICATION AND DOCUMENT PROCESSING CENTER

All paperwork sent to DCF/ESD’s mail center is scanned and indexed into the client’s case file. It is then accessible to ESD staff for processing.

Chief: Marcia Guyette Marcia.Guyette@ahs.state.vt.us 802-241-3981 Fax 802-241-1244

To request forms: call 800-479-6151. Use the Interactive Voice Response system to place your order for applications, envelopes, and forms in desired quantities. Please be specific.

DCF-Economic Services Division
Application and Document Processing Center
103 South Main Street
Waterbury 05671-1500

October 28, 2010
REACH UP CASE MANAGEMENT

Each local office has at least one Reach Up Team Leader who is responsible for the supervision of locally based Reach Up Case Managers. Reach Up Team Leaders are supervised by Reach Up Program Managers.

Reach Up Program Manager: Alison Ryan Alison.Ryan@ahs.state.vt.us 802-447-6990
Burlington
Reach Up Team Leader: Peggy Heath Peggy.Heath@ahs.state.vt.us 802-652-6829
Reach Up Team Leader: Leslie Stapleton Leslie.Stapleton@ahs.state.vt.us 802-652-6831
101 Cherry St STE 101, Burlington VT 05401

Brattleboro
Reach Up Team Leader: Aula Dewitt Aula.Dewitt@ahs.state.vt.us 802-257-2820
232 Main St, PO Box 70 Brattleboro VT 05302

Bennington
Reach Up Team Leader: Kara Pallman Kara.Pallman@ahs.state.vt.us 802-447-6991
150 Veterans Memorial Drive, STE 6 Bennington VT 05201-1918

Rutland
Reach Up Team Leader: Linda Bunker Linda.Bunker@ahs.state.vt.us 802-786-5946
Reach Up Team Leader: Penny Macfarlane Penny.Macfarlane@ahs.state.vt.us 802-786-5988
320 ASA Bloomer Bldg, Rutland VT 05701

Middlebury
Reach Up Team Leader: Suzanne Hopkins Suzanne.Hopkins@ahs.state.vt.us 802-388-5375
700 Exchange St, STE 103 Middlebury VT 05753

Reach Up Program Manager: Craig Comstock Craig.Comstock@ahs.state.vt.us 802-279-4001
St Albans
Reach Up Team Leader: Nancy Shamp Nancy.Shamp@ahs.state.vt.us 802-527-5459
20 Houghton St, Room 313, St Albans VT 05478

Hartford
Reach Up Team Leader: Rhonda Mabey Rhonda.Mabey@ahs.state.vt.us 802-295-4113
224 Holiday Dr. STE A White River Jct, VT 05001-2097

St Johnsbury
Reach Up Team Leader: Kelly Greaves Kelly.Greaves@ahs.state.vt.us 802-748-7149
67 Eastern Ave, STE 7 St Johnsbury VT 05819

Barre
Reach Up Team Leader: Cheryl Reed Cheryl.Reed@ahs.state.vt.us 802-476-1633
Reach Up Team Leader: Susan Viens Susan.Viens@ahs.state.vt.us 802-476-1624
McFarland State Office Building Suite 150, 5 Perry St, Barre VT 05641

Newport
Reach Up Team Leader: Renee Fortin Renee.Fortin@ahs.state.vt.us 802-334-3925
100 Main St STE 240 Newport VT 05855

Springfield
Reach Up Team Leader: Jeanne Neal Jeanne.Neal@ahs.state.vt.us 802-885-8860
100 Mineral St STE 201 Springfield VT 05156

Morrisville
Reach Up Team Leader: Karen Whitcomb Karen.Whitcomb@ahs.state.vt.us 802-888-2558
63 Professional Dr, STE 4 Morrisville VT 05661

October 28, 2010
LONG TERM CARE

Long Term Care staff located around the state specialize in processing Long Term Care applications. There is also a specialist in the Benefit Service Center. Long Term Care Supervisors, also specialized, are responsible for the supervision of staff stationed in their assigned geographic regions. One Regional Manager is responsible for the overall administration of this program.

Long Term Care partners should contact the worker directly when an application is pending or being reviewed. Once the case is approved and ongoing, partners should contact the Benefit Service Center to speak to the Long Term Care specialist there.

Regional Manager: Karl Felkl Karl.Felkl@ahs.state.vt.us 802-558-5017 Fax 802-786-5882

Supervisor: Lynn Labonte Lynn.Labonte@ahs.state.vt.us 802-652-6848 Fax 802-651-1625

Benefit Program Specialists:
- Sarah Johnson-Early Sarah.JohnsonEarly@ahs.state.vt.us 802-527-3967 Fax 802-527-5403
- Sarah Fong Sarah.Fong@ahs.state.vt.us 802-652-6814 Fax 802-651-1625
- Terri Delorme Terri.Delorme@ahs.state.vt.us 802-652-6847 Fax 802-651-1625
- Debbie Greeno Debbie.Greeno@ahs.state.vt.us 802-388-5365 Fax 802-388-4637
- Melody Shaw Melody.Shaw@ahs.state.vt.us 802-786-5968 Fax 802-786-5882
- Keny Collins Keny.Collins@ahs.state.vt.us 802-786-5969 Fax 802-786-5882
- Jayne Rogers Jayne.Rogers@ahs.state.vt.us 802-447-6999 Fax 802-447-6972
- Lottie Lavalette Lottie.Lavalette@ahs.state.vt.us 802-652-6817 Fax 802-651-1625

Supervisor: Lisa Racine Lisa.Racine@ahs.state.vt.us 802-334-4352 Fax 802-334-3386

Senior Worker: Sandy Reen Sandy.Reen@ahs.state.vt.us 802-888-0511 Fax 802-888-1345

Benefit Program Specialists:
- Sara Jane Murphy Sara.Jane.Murphy@ahs.state.vt.us 802-295-4125 Fax 802-295-4148
- Bill Lockwood Bill.Lockwood@ahs.state.vt.us 802-257-2567 Fax 802-254-6394
- Carol Haggett Carol.Haggett@ahs.state.vt.us 802-476-1636 Fax 802-476-1654
- Michael Scherer Michael.Scherer@ahs.state.vt.us 802-334-3927 Fax 802-334-3386
- Mary Freeman Mary.Freeman@ahs.state.vt.us 802-885-8867 Fax 802-885-8879
- Starlene Campeau Starlene.Campeau@ahs.state.vt.us 802-479-8536 Fax 802-476-1654

Benefit Service Center 800-479-6151