



**Customer Service Awards**



**Skye Bass, Headquarters**

For outstanding customer service in the communication and coordination of the Methamphetamine and Suicide Prevention Initiative.

**Rita Dotomain, Alaska Area**

For outstanding customer service as the Director of Human Resources for the Western Region.



**Kenneth Fleury, Great Plains Area**

For outstanding customer service in human resources at the Great Plains Area Office.

**Ariane Gooday, Oklahoma City Area**

For serving Sanitation Facilities Construction participants with exceptional customer service and a positive attitude.



**Denise Klipfel, Great Plains Area**

For demonstrating honesty, integrity, and a caring attitude, and always ensuring that patients are provided the best quality of care.



**Scott McCoy, Nashville Area**

For outstanding customer service in the area of information technology to the Nashville Area Office, service units, and tribal and urban programs.

**Rose Miller, Phoenix Area**

For outstanding internal and external customer service and dedication to IHS patients.



**Robert Zumwalt, Oklahoma City Area**

For exemplary customer service through providing consequential exercise opportunities to Lawton Service Unit Clients.

**Division of Grants Management Team, Headquarters**

For consistently providing efficient and effective administration of IHS grants through superior customer service and technical expertise.

*Pallop Chareonvootitam accepted this award on behalf of the team.*



**Iina' Nizhoni Customer Service Committee, Navajo Area**

For outstanding efforts to improve customer service at the Shiprock Service Unit.

*CDR Chandima Deegala accepted this award on behalf of the team.*



**Pawnee Tour Guide Program, Oklahoma City Area**

For dedication to customer service in improving the new patient experience to increase patient retention.

*LCDR Joyce Oberly accepted this award on behalf of the team.*

**Whiteriver Service Unit Eye Clinic Team, Phoenix Area**

For providing exemplary customer service to IHS eye care patients.

*Jamal Masalmeh accepted this award on behalf of the team.*



**The Director would like to acknowledge those awardees who were unable to attend this year's ceremony.**

**The IHS Director's Customer Service Award**

**Individual Awardees**

Marilyn McDonald, Oklahoma City Area

Samuel Mitchell, Portland Area

Holly Rainier, Navajo Area

Dorlynn Simmons, Albuquerque Area

Laurie Smith, Oklahoma City Area