

**MARCH 2009:  
Leanna Gorski,  
Administrative Ombudsman**

Congratulations to **Leanna Gorski**, Solid Ground's March Employee of the Month! Leanna has perfected and streamlined the Long-term Care Ombudsman Program (LTCOP) reporting procedures, ensuring that reports are completed on time. She also developed a procedural notebook/manual that is used as the model for the LTCOP office, followed a website problem through to its resolution, and pitches in to help handle the intake and complaint line.



Recently Leanna was instrumental in securing a grant from the UW School of Law. LTCOP was awarded \$500 to create a much-needed brochure to explain procedures for illegal discharges from long-term care facilities. Leanna consistently shows initiative and goes outside of her role by acting on behalf of the residents served by LTCOP. She has gained the respect of our volunteers, and is unfailingly positive, patient, and ready to do anything necessary to make sure the 'pieces are in place.' Congratulations, Leanna!

***Congratulations as well to Sara Morgan Gall on her nomination. Thank you all for the services you provide to our agency, co-workers and clients! We couldn't do it without you!***