

**Local APPRISE Counselor
Presented with First BRAVO Award
for Client Service**

Alice Pollock, local APPRISE coordinator, was presented with the first BRAVO award for excellence in client service at the annual APPRISE conference on April 21, held in State College, PA. The APPRISE Health Insurance Counseling Program provides assistance with understanding Medicare and Medicaid eligibility and benefits.



Alice Pollock (middle) is shown displaying her award with Barbra Childers (left), Center for Medicare Services Specialist for the Eastern Region, Medicare, and Darlene Sampson (right), Pennsylvania Department of Aging's PA SHIP Director.

Alice was nominated by Debbie Liadis, CCAAA Director of Community Service. In her nomination letter Mrs. Liadis stated, “No matter what Alice is experiencing in her work or her personal life, she puts this aside and will always go above and beyond what is necessary to make sure that each and every consumer is served in the best possible way. She leaves no stone unturned because she wants to do the best possible service for them. She is tireless in her efforts to secure those services and to assist consumers in making the best choices related to their health insurance and other needs.” In addition to the lovely award, Alice also received a Genius Grant to invest in future projects that support the local APPRISE program and enhance its performance.

For additional information on APPRISE, please contact the CCAAA at (814) 765-2696 or visit them online at www.ccaaa.net.