

Mr. Hill completed the terms of his
adjudication order as of 1/27/2005



STATE OF OHIO COUNSELOR AND SOCIAL WORKER BOARD

ADJUDICATION ORDER in the Matter of:

Terry L. Hill
905 Neal Avenue, #1
Dayton, OH 45406

IN THE MATTER OF THE ELIGIBILITY OF TERRY L. HILL TO MAINTAIN
LICENSURE AS A SOCIAL WORKER IN THE STATE OF OHIO.

THE MATTER OF TERRY L. HILL CAME BEFORE THE SOCIAL WORK
PROFESSIONAL STANDARDS COMMITTEE OF THE OHIO COUNSELOR AND
SOCIAL WORKER BOARD ON NOVEMBER 21, 2003.

FINDINGS, ORDER, AND JOURNAL ENTRY

This matter came for consideration after a Notice of Opportunity for Hearing was issued to Terry L. Hill by the Counselor, Social Worker, and Marriage and Family Therapist Board on May 19, 2003. An administrative hearing was held on September 11, 2003, at 9:00 a.m. in the offices of the Ohio Counselor, Social Worker, and Marriage and Family Therapist Board, 77 S. High Street, Columbus, Ohio 43215, pursuant to Chapter 119 and Section 4757 of the Ohio Revised Code. The State was represented by Assistant Attorney General Barbara Petrella. Terry L. Hill was present and was not represented by counsel.

The Social Work Professional Standards Committee has reviewed the Hearing Officer Report and Recommendations prepared in this case following the administrative hearing, and attached to this Order. The Committee noted a correction to the Hearing Officer Report and Recommendation. In that paragraph 2 of page 1 should read November 15, 2002, not 2003. The Committee finds that Mr. Hill violated Ohio Administrative Code Section 4757-5-01(I)(1). The Committee Orders that Mr. Hill's license to practice social work (S-28343) is suspended for one-month from January 15, 2004, through February 15, 2004. Also Mr. Hill must take 6 hours of continuing education in the areas of ethics or record keeping. These 6 hours are in addition to the 30 hours Mr. Hill must take to renew

his social work license. These 6 hours also must be pre-approved by the Board's investigative supervisor. Hill will have until January 31, 2005, to complete this requirement.

This ORDER was approved by unanimous vote of the Members of the Committee who reviewed this case.

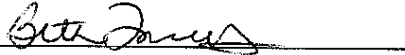
Motion carried by order of the Social Work Professional Standards Committee of the Ohio Counselor, Social Worker, and Marriage and Family Therapist Board.

APPEAL RIGHTS

Under the provisions of Ohio Revised Code Section 119.12, any party adversely affected by an order of an agency issued pursuant to an adjudication denying an applicant admission to an examination, or denying the issuance or renewal of a license or registration of a license, or revoking or suspending a license, may appeal from the order of the agency to the court of common pleas of the county in which the place of business of the licensee is located or the county in which the licensee is a resident. If any such party is not a resident of and has no place of business in Ohio, the party may appeal to the court of common pleas of Franklin County

This *Order* may be appealed in accordance with Section 119.12 of the Ohio Revised Code by filing the original Notice of Appeal with the Ohio Counselor, Social Worker, and Marriage and Family Therapy Board, 77 S. High Street, 16th Floor, Columbus, Ohio 43215, and also a copy of that Notice of Appeal with the Court of Common Pleas in the county of the party's place of business, or in the county in which the party is a resident. The Notice of Appeal shall set forth the Order appealed from and the grounds of the Party's appeal. Such Notice of Appeal and copy shall be filed and must be delivered within fifteen (15) days after the mailing of this *Adjudication Order*.

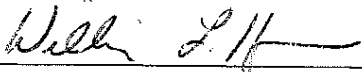
By Order of the State of Ohio Counselor and Social Worker Board.



Beth Farnsworth, Executive Director

Certification of Service

I hereby certify that a true copy of the foregoing ADJUDICATION ORDER was sent via U. S. Certified Mail, Return Receipt Requested, Article #70022030000070897496, to Terry Hill, 905 Neal Avenue, #1, Dayton, Ohio 45406 on this 16th day of December 2003.



William L. Hegarty, Deputy Director
Ohio Counselor, Social Worker, and Marriage and Family Therapist Board

STATE OF OHIO

COUNSELOR AND SOCIAL WORKER BOARD

IN THE MATTER OF THE
LICENSURE OF

Terry L. Hill

REPORT AND RECOMMENDATION OF
HEARING EXAMINER

AS A SOCIAL WORKER
IN THE STATE OF OHIO

September 18, 2003

FOR THE APPLICANT:

Terry L. Hill
905 Neal Ave., #1
Dayton, Ohio 45406

HEARING EXAMINER:

Ronda Shamansky
245 East Gay Street
Columbus, Ohio 43215-3210
614/224-9078

FOR THE BOARD:

Barbara Petrella
Assistant Attorney General
Health & Human Services Section
30 E. Broad St., 26th Floor
Columbus, Ohio 43215
614/466-8600

FINDINGS OF FACT:

1. The hearing on this matter was held on Thursday, September 11, 2003 commencing at 9:15 a.m. in a conference room at the offices of the Ohio Counselor, Social Worker, and Marriage and Family Therapy Board, 77 South High Street, Columbus, Ohio. The Board was represented by Barbara Petrella. The licensee, Terry Hill, represented himself. The hearing allowed the opportunity for direct and cross examination of witnesses, the submission of documents, and for arguments to be made by both parties.

2. The Board has proposed disciplinary action against Mr. Hill's license to practice social work (LSW) on the basis of R.C. 4757.36(A)(1) which allows the Board to suspend, revoke, or restrict a license if the social worker has committed any violation of the laws or administrative rules governing the profession. Specifically, the Board alleges that on November 15, 2003 while Mr. Hill was working as an Inpatient Crisis Therapist at Good Samaritan Hospital in Dayton, he falsified client records by indicating in a client's record that he had processed the case with a senior Inpatient Crisis Therapist when he had not actually done so. The Board alleges that Mr. Hill violated Rule 4757-5-01(I)(1) which requires the social worker to "take reasonable steps to ensure that documentation in records is accurate and reflects the services provided."

3. The Board notified Mr. Hill of its intention to take action against his license through its Notice of Opportunity for Hearing dated May 19, 2003. State's Exhibit 1. Mr. Hill made a timely request for a hearing through his letter to the Board dated May 21, 2003. State's Exhibit 2. Mr. Hill was given notice of the initial hearing date, notice of a continuance of that date, and notice of the hearing ultimately held on September 11, 2003. State's Exhibits 3, 4.

4. At the hearing, the State called William Hegarty, Investigative Supervisor for the Ohio Counselor, Social Worker, and Marriage and Family Therapy Board to identify documents. Mr. Hegarty identified State's Exhibits 6(A) and 6(B) as a letter from Susan Christian, LISW and her statement of complaint filed against Terry Hill, LSW, who worked

under her supervision at Good Samaritan Hospital. The complaint indicates that Mr. Hill was working the third shift (7:30 p.m. to 7:30 a.m.) in the Emergency Trauma Center at the hospital on November 15, 2002. Before making a disposition of a case, he was required to call and process the case with the on-call crisis staff person, who on that night was Mary Gambill. Ms. Christian indicates in her complaint that Mr. Hill documented in a client's record that he processed the case with Tracy Rutherford, an experienced crisis therapist who is sometimes the on-call person to process cases, but was not on call on that particular night. Ms. Christian indicates in her complaint that she spoke with Tracy Rutherford and with Mary Gambill and determined that Mr. Hill had not called either of them to process the client's case, even though he indicated in the records that he had processed the case with Tracy Rutherford. Mr. Hill was subsequently terminated from his employment at the hospital for falsification of this medical record.

5. At the hearing, the State called Mary Gambill to testify about her knowledge of the incident. Ms. Gambill testified that she is a crisis worker in the emergency room at Good Samaritan Hospital, and that she was the crisis worker on call on November 15, 2002. She testified that the on-call person is there to provide support to the crisis worker on duty, to discuss cases and make sure that dispositions are appropriate before clients are released, admitted, or transferred. At this time, Ms. Gambill had been employed at the hospital for about 12 years. She testified that because Mr. Hill was still a fairly new employee, having been there only about a year, he was asked to confirm dispositions with the on-call person. Ms. Gambill testified that she and Tracy Rutherford were the only two persons who were ever on call at this time period. The person who was on call carried both the cell phone and pager belonging to the hospital. Usually it was posted somewhere in the emergency room who was the on-call crisis therapist. When a social worker on duty called the number for the pager or cell phone, he or she would speak to either Tracy Rutherford or Mary Gambill.
6. Ms. Gambill testified that as a social worker became more experienced, he or she would be told that there was no longer a need to

process cases with the on-call therapist, and that it varies by individual how long this takes. She explained that usually the social worker simply decides that he or she feels confident enough to dispose of cases without assistance from the on-call person, and after a discussion with supervisory staff, the social worker is no longer required to call to process cases with the on-call therapist. She testified that Mr. Hill had at one time been relieved of the need to process cases with the on-call therapist, but that that requirement had been reinstated for him. Ms. Gambill also testified that she never had any agreement with Mr. Hill that he did not have to process cases with the on-call therapist if the client was going to be admitted to the hospital.

7. Ms. Gambill testified that on November 15, 2002, she was on call during Mr. Hill's shift in the emergency room and that although she had the cell phone and pager with her for the duration of the shift, she received no calls from him. She testified that she thought this was unusual, since Mr. Hill would have had to call her if he had evaluated even one patient. Several days later, she pulled the records of a particular patient in response to an insurance company's call and it became apparent to her that Mr. Hill had in fact seen a patient on the evening of November 15, 2002. State's Exhibit 7(A). She testified that since she was the on-call person, Mr. Hill should have called her to process the case with her. Since the patient's Mental Health Consultation form indicated that he had processed the case with Tracy Rutherford, Ms. Gambill asked Tracy if Mr. Hill had called her. She testified that Tracy said she had received no calls from the hospital that night.
8. On cross-examination, Ms. Gambill acknowledged that there were times when Mr. Hill called her, apparently under the belief that she was on call when it was actually Tracy Rutherford who was on-call, and that on those occasions she sometimes went ahead and processed a case with him despite the fact that she was not on call for the shift. During her cross-examination, she also testified about an incident involving a patient who escaped from the hospital, in which Mr. Hill had indicated on the chart that he had spoken to the psychiatrist on duty at the time when he actually had not done that. She testified that she spoke with Mr. Hill about the need to make sure that records

are accurate.

9. The State next called Tracy Rutherford, a lead crisis worker at Good Samaritan Hospital, who also testified that Mr. Hill was required to process cases with either her or Mary Gambill because he was fairly new. Ms. Rutherford, however, testified that at no time was Mr. Hill ever relieved of the requirement to call and process cases with the on-call therapist, from the time he was hired until the time he was terminated. She testified that there were a couple incidents that concerned them about Mr. Hill's performance, such as whether or not to make a referral to Children's Services, but that these were issues of judgment and did not concern documentation. For these reasons, he was still required to process cases with the on-call crisis therapist whenever he saw patients during his shift.
10. Ms. Rutherford testified firmly that Mr. Hill did not call her during his shift on November 15, 2002, and that he did not process the case referenced at State's Exhibit 7(A) with her. She testified that she was not the person on call that night, and that she checked her caller ID unit at home and saw that there had been no calls from the hospital. In response to my question, she testified that she checked with her husband about whether he had received any calls or cleared any calls from the caller ID display, and he said that he had not. She likewise testified that there was no agreement that Mr. Hill did not have to process a case with her if the patient was going to be admitted.
11. Ms. Rutherford testified that the insurance company had called on November 16, 2002 because of a problem with the pre-certification for the patient whose record appears at State's Exhibit 7(A). She testified that Mr Hill had called her that evening, very concerned that he might lose his job. She stated, "I believe we both agreed at that time that he didn't talk with me about this," indicating the patient's chart.
12. On cross-examination, Ms. Rutherford acknowledged that on some occasions, she processed cases with Mr. Hill when he called her, even if she wasn't the on-call therapist at that particular time. She also acknowledged in response to cross-examination questions that in Novem-

ber 2002, she was working fulltime, taking 4 or 5 quarter hours a week of pre-med classes at Sinclair Community College, and had a preschool child at home. Mr. Hill asked her if there were ever times when he called her but she was too busy to take his call, and she denied this, stating that the only times she may have not responded were those when she was asleep and did not hear her pager. In response to my questions at the end of her testimony, Ms. Rutherford testified that she is "100% sure" that she did not process the case in question with Mr. Hill, and that she never discussed this case with him prior to the insurance company's bringing the precertification problem to light.

13. The State's next witness was Susan Christian, who was Mr. Hill's supervisor at Good Samaritan Hospital at the time of this incident. She testified that she was a therapist in the inpatient unit for 13 years, and then a program manager for the crisis team, before retiring last month. She testified that after this matter was brought up in response to an insurance company's call to the mental health unit, she pulled the write up (State's Exhibit 7A) and the ETC log. She spoke with both Mary Gambill and Tracy Rutherford, and when both said they had not processed this particular case with Mr. Hill, she realized the documentation was not "matching up" to what she was being told. She testified that the write-up which appears at State's Exhibit 7(A) is important because everyone who will care for that patient reads this document, and also because it could be used in court if there are liability issues concerning who treated the patient.
14. Ms. Christian testified that when she met with Mr. Hill about the fact that the patient's record wasn't matching up with what Tracy Rutherford and Mary Gambill were telling her, Mr. Hill did not seem to understand that this was a problem. He told her that is how he was taught to do it. In response to my question, she testified that she did not ask him who had taught him to do it this way. She testified that later in the meeting, Mr. Hill said that he did process the case with Tracy Rutherford. Ms. Christian testified that Mr. Hill was terminated from his employment with Good Samaritan on November 22, 2002 and that there is a misprint in the statement sent to the Board which indicates that the date was November 20, 2002. She notified the Board of this matter through her complaint which appears at State's

Exhibits 6(A) and 6(B).

15. On cross-examination, Ms. Christian acknowledged that Mr. Hill started out as a pool employee used to fill scheduling gaps, and then was "stepped up" to a part-time employee, which carries some additional employee benefits. She also acknowledged that she submitted the call log for payment on this patient's account; however, she explained that she did not know that it was incorrect until approximately November 18, when it had already been submitted. In response to my questions about whether she had any knowledge of instances prior to this one where Mr. Hill had falsely documented, she testified that at the time this incident came to light, Mary Gambill told her that she had once before told Mr. Hill that he should never document that he's spoken with a doctor until he's actually done it. She admitted that she, as the supervisor, was not aware of this incident until approximately November 19, 2002, when it was being decided what to do about the incident involving whether or not he had processed the case at State's Exhibit 7(A) with Tracy Rutherford. When I asked her if there were any other instances of false documentation that she was aware of prior to the meetings that led to Mr. Hill's termination, Ms. Christian testified that there had been a couple other incidents where she counseled Mr. Hill on the importance of documenting correctly. She gave an example of a patient who Mr. Hill released with references to social service agencies, only to be brought in after attempting suicide the following evening. Ms. Christian testified that she spoke with Mr. Hill about the need to read records carefully and completely, since other records by emergency room staff indicated the patient was depressed, and he had apparently overlooked this, believing that he was doing a social service evaluation. In response to my question, however, she acknowledged that lack of thoroughness is a completely different matter than false documentation.

16. The State recalled Mary Gambill to testify about the alleged prior example of false documentation, which she said occurred one or two months prior to the November 15 incident. Ms. Gambill testified that in the one prior case, an emergency room patient fled in her hospital gown before any final disposition. She testified that 15 or 20 minutes later, she called Mr. Hill to the emergency room and spoke with him

about the fact that the patient's write up indicated that he had processed the case with the ER psychiatrist, but that he had not actually done that. Ms. Gambill testified that she believed Mr. Hill understood not to do this, so she did not report this to Mr. Hill's supervisor at the time. On cross-examination, Mr. Hill asked Mary Gambill if it would still be a problem if he wrote that on the chart while the psychiatrist was in his view and he was about to go talk to the doctor, or if he wrote that on the chart while he was on the phone waiting to speak with the psychiatrist. She testified that she never told him it was acceptable to do it this way, and that she never documents that she's processed a case with the doctor until she's actually done it, explaining that she might get Dr. X when she was trying to reach Dr. Y, or that sometimes the doctors are not prompt in returning the calls. In response to my question, she testified that this is the only prior example she is aware of where Mr. Hill made a false entry in any record.

17. The State's final witness was Frances Ingram, who testified that she had been working at Good Samaritan Hospital as the manager of inpatient therapy and the ER crisis team for approximately 10 months in November 2002. Ms. Ingram testified that she was present when Susan Christian met with Mr. Hill to discuss the documentation issue. She testified that initially, such issues as tardiness and clock in/clock out procedures were brought up, and that Ms. Christian then brought up the false documentation problem. Ms. Ingram was very firm and confident in her recollection that at first, Mr. Hill said he had not taken the step of calling the on-call person because the patient was going to be admitted, and he expressed his disagreement with the policy requiring him to call to process cases of patients who are about to be admitted. Ms. Ingram testified that Mr. Hill did not seem to understand the seriousness of the incident, suggesting that they just go back and "line through" the entry in the record. She testified that she spoke to him at this meeting about how serious a problem this was, and that he then "changed his story" and said he had in fact called Tracy Rutherford to process the case with her.
18. In the presentation of his own case, Mr. Hill testified that he did contact Tracy Rutherford to process the case in question with her. He

testified that he knew he had done this because the insurance company had already been contacted and because of the severity of the client's mental state, the insurance company was going to allow the admission even though Good Samaritan was not one of the company's listed hospitals. Because it was such a severe case, he stated that he is sure he contacted Ms. Rutherford. He testified that he called Tracy and spoke with her personally on her home phone at approximately 1:00 A.M. He testified that she was groggy, but that he described the case to her and she gave her approval. He testified that she asked if he had been very busy, and he said that this was his first patient of the evening. When asked on cross-examination why he called Ms. Rutherford at home instead of calling the hospital cell phone or pager, Mr. Hill stated "we always called Tracy at home," explaining that she was very busy and that she was conditioned to hearing the phone right by her bed. Mr. Hill testified that he never changed his story, and that he has always maintained that he did call Tracy Rutherford to process this case with her.

19. In response to my questions, Mr. Hill testified that he earned his bachelor's in social work in August 2000, and was first licensed as a social worker January 19, 2001. He began working at Good Samaritan on October 16, 2001 and had been working there just over a year when this incident arose. He testified that he was 36 years old at the time. He testified that he believes Mary Gambill had bad feelings towards him because he once commented to her that she stayed clocked in until after midnight even though her shift ended at 11:30 P.M. because the parking attendant went off duty at midnight, eliminating the need to pay for parking. He testified that although he was joking with her at the time, he believes she was offended by his comment and that she acted against him in retaliation. He also argued that the accusations against him are in the form of hearsay and are unreliable, claiming that witnesses sometimes contradicted themselves. Mr. Hill testified that he loves being a social worker and that he takes his work very seriously. He asks that no sanctions be imposed against his license.
20. In closing arguments, the State asked that a suspension of 1-2 months be imposed against Mr. Hill's license, followed by a 2 year supervision period once any reinstatement occurs.

DISCUSSION

This case presents contradictory testimony about whether or not Mr. Hill contacted Tracy Rutherford to process a case with her, as the patient's records indicate he did. He maintains that he did call her, while Ms. Rutherford testified that she received no calls at all from him on the night in question. As the trier of fact, I am persuaded to believe that Mr. Hill did not process the case in question with Tracy Rutherford, and that he therefore did make a false entry in the patient's record.

Mr. Hill is correct that there were some inconsistencies in the testimony of the State's witnesses. One such example concerns the issue of whether or not he was ever relieved of the requirement that he call to process his cases with the on-call therapist. Mary Gambill testified that this requirement had been removed for a time and then reinstated. Tracy Rutherford testified that there was never a time when he was permitted to dispose of cases without the approval of the on-call person. His supervisor, Susan Christian, testified that she could not remember whether or not this requirement had ever been lifted.

I also detected some possible bias in the testimony of Mr. Hill's supervisor, Susan Christian. Her complaint that she filed with the Board indicates, "It was decided that this false documentation was a serious enough offense to warrant termination, especially since the issue had been addressed with Terry previously and the false documentation did not stop." This suggests to me that she was aware of previous examples of false documentation and had addressed them with him in the past. However, when I questioned her, she acknowledged that she was never aware of any other instances of false documentation until she met with Mary Gambill to discuss the November 15 incident, approximately 3 days after it happened. Upon confirming with Mary Gambill and Tracy Rutherford that Mr. Hill had not called them to process the case on November 15, Mary Gambill told Ms. Christian about the previous incident a couple months before. She admitted that this was the first time she learned of the other incident. When asked if she knew of any other examples of false documentation, she cited the incident where Mr. Hill had not been thorough enough in his assessment of the suicidal patient, although she quickly agreed with me when I asked her if that wasn't something of a completely different nature than falsifying documents. Nonetheless, the "slant" of the language in her complaint and her willingness to bring up an incident that has nothing to do with dishonesty when asked about other instances of false documentation suggests the possibility of bias. Therefore, I did not rely on her testimony as much as on the testimony of the other

witnesses.

The most consistent and confident testimony that I heard was that of Frances Ingram. She testified that she was present at the meeting with Mr. Hill and his supervisor, Susan Christian. She was very confident in her recollection that Mr. Hill initially denied having contacted Tracey Rutherford because the patient was going to be admitted and he didn't believe it was necessary, but that he changed his account of the facts once he realized how serious the offense was. This testimony reinforces the testimony of Tracy Rutherford that she did not receive a call from Mr. Hill to process the case in question on November 15, 2002. This is the evidence that "tips the scale" in the State's favor and leads me to believe that Mr. Hill did not call Tracy Rutherford to process the case in question.

Mr. Hill's argument that the evidence against him is all hearsay is simply not correct. Because all of the people who made statements against him were present at the hearing and available for him to cross-examine, none of it is hearsay. If, for example, Susan Christian had appeared at the hearing to testify about what Mary Gambill and Tracy Rutherford told her, but neither Ms. Gambill nor Ms. Rutherford appeared to testify and be cross-examined, then their statements would be hearsay. That is not what happened in this hearing.

Although my finding is that Mr. Hill did make a false entry in a patient's record, it appears to me that this is a mild offense. He testified that he did call Dr. Dueno, the psychiatrist, with respect to this patient, and it seems he would have had to, because Susan Christian testified that this particular patient was admitted to the hospital. State's Exhibit 7(A) Moreover, there was testimony from Mary Gambill that the on-call person was there as support for a less experienced social worker in the hospital, and that usually the procedure for removing the requirement that the social worker process with the on-call therapist was simply a matter of the social worker's saying that he or she no longer felt it necessary. Tracy Rutherford had acknowledged in her testimony that Mr. Hill worked many hours a week during his year at the hospital, and that this is a good way to gain a lot of experience in a short time. Thus, it does not seem to be a critical matter of patient care, if Mr. Hill was by this time a more experienced therapist and quite likely could have been relieved of this requirement simply by telling his supervisor he no longer felt it necessary. Also, it does not appear that any harm came to a patient as a result of the false entry on the chart, and there was no evidence that Mr. Hill had any pecuniary motive in making the entry, such as receiving payment for services he did not provide.

At the time of this incident, Mr. Hill was a fairly new social worker,

having been licensed less than two years and having worked in the hospital for only about one year. There was only one other incident in the past where someone addressed the issue of false documentation with him, the incident Mary Gambill testified that she discussed with him. In cross-examining Ms. Gambill, Mr. Hill contended that in the prior incident, he noted on the patient's chart that he got approval from the psychiatrist because he could see that particular doctor on the floor and was about to go consult with him. Although Ms. Gambill remained firm that it was improper and that she told him he should never indicate having spoken with a doctor until he had actually done so, she did not dispute his rendition of the facts of this particular incident. No witness could identify any other examples of false documentation.

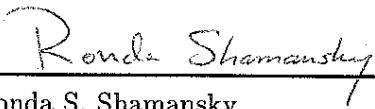
Because I find that Mr. Hill's violation was of a relatively minor nature, I recommend a suspension of one month, as well as additional continuing education in the area of recordkeeping or ethics to make sure he understands his responsibilities completely. The Board is also free to impose any supervision requirements it finds necessary, once Mr. Hill has served his suspension and is reinstated.

CONCLUSION OF LAW

I conclude that Mr. Hill violated Rule 4757-5-01(I)(1) by documenting that he had processed a case with Tracy Rutherford when he had not actually done so. Because of this violation of an administrative rule, R.C. 4757.36(A)(1) gives the Board the authority to issue a suspension of his license, and/or to impose any restrictions upon his license.

RECOMMENDATION

For the reasons detailed in this report, I recommend that the Board issue a one month suspension of his license to practice social work, and that in addition, the Board order Mr. Hill to take additional continuing education coursework in the area of recordkeeping and ethics. I recommend that the Board order any additional period of supervision it finds necessary, to follow Mr. Hill's reinstatement after the suspension is served.



Ronda S. Shamansky
Hearing Examiner