

Vocational Rehabilitation That Works!



**Diligent Vocational Efforts from
Leslie Rice Assist Workers to
Productive Lifestyle**

Alex (National Insurance Company)

Alex worked as a Driver. I got him his CDL and then was able to find him a job at a limousine company as a Limo/Sedan Driver making \$18 per hour.

Dale (National Insurance Company)

Dale worked as a Route Sales Rep for ABC making \$600/week plus commission. I was able to find him a job as a Merchandiser making \$12 per hour.

National Insurance Company Claimant

This claimant returned to work in August at D and S Steel making \$12 per hour as an order puller/forklift operator. His pre-injury wage was \$14.50 per hour.

Roy

After an injury Roy was able to secure employment at a casino as a security guard. This is a position that I referred him to. He is making \$10.50 per hour and is working 40 hours per week, with overtime.

He also has an opportunity to get into the Longshoreman's Union and has a contact at the Dundalk Port. He has applied for a Twic card and is going to try to get a job unloading ships with a forklift or driving cars off the ship. This would pay \$28-\$30 per hour. He will move forward with this opportunity once his Twic card arrives.

It Is About Time We Heard Some Good News!

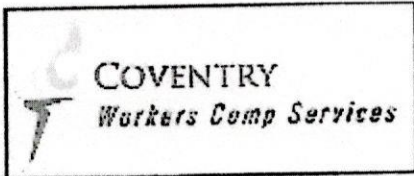
Sometimes matching the skill and personality of the vocational expert with the unique dynamics of a claimant/claim can be the difference between success and failure to find a job or keep a job. We are fortunate to have several top-notch vocational counselors on the Coventry Maryland and DC roster.

We are proud of their efforts to creatively explore the best options for return-to-work on an individual basis.



Please contact us for more information:

Leslie Rice, MS, CRC, CCM, N2507 | [REDACTED]



**AIG Domestic Claims, Inc.
Medical Management Services**

3505 Lake Lynda Drive, Suite 200
Orlando, FL 32817407-583-2606
407-282-3823 (Fax)

Donald C. Hurter
Senior Vice President

April 18, 2008

Leslie Rice
27 McCormick Way
Lincoln University, PA 19352

Dear Leslie:

On behalf of AIG Domestic Claims, Inc. and Coventry, Inc., we want to thank you for your professional case management. Your efforts have created a win-win situation for all involved and your drive for excellence is much appreciated.

We look forward to your excellent work on AIGDC files in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Donald C. Hurter'.

Donald C. Hurter
Sr. Vice President
Medical Management Services

Sincerely,

A handwritten signature in black ink, appearing to read 'Derrick Amato'.

Derrick Amato
President of Care Management Services
Coventry, Inc.

Leslie Rice

From: [REDACTED]
Sent: Sunday, June 14, 2015 6:41 PM
To: Leslie Rice
Subject: [REDACTED]

Hi Leslie. Just wanted to send an email to you to thank you for helping me in my search for employment. While I wasn't able to take advantage of any of the job opportunities you found for me, because of my physical problems, it helped my confidence immensely to see what was available, and all of the jobs I would qualify for. You are very good at what you do, and also very professional.

I wish you well in the future.

NORTHEAST REGION

Leslie Shehan, Vocational Case Manager
Philadelphia, PA Case Management Branch

With an undergraduate degree in Psychology and a masters in Vocational Rehabilitation, this Certified Rehabilitation Counselor and Vocational Case Manager is being recognized for her outstanding performance and superior customer service. Leslie Shehan is a shining "star" in the Philadelphia branch.

Leslie's eye for detail and excellence in report writing has led to our parent, Provident Companies, recommendation for her handling the LTD files in our region. She was selected to be part of the first training program to handle complex Individual Disability Insurance cases for Provident Life and Accident. "Leslie is a good example of the strong Provident/GENEX partnership that is developing," writes Darrington Crane, CMSW, CCM, CDMS, Rehabilitation Consultant, Provident Companies. "She willingly accepts unusual assignments requiring extensive research. She is always prompt, professional and timely. Leslie asks good questions and diligently seeks the answers."



★ **Leslie Shehan**

With only six months of service and her exemplary performance, Leslie may be our "Rookie of the Year". "Whether participating in a vocational job club presentation for Gallagher Bassett or helping the regional sales team in the marketing of key accounts, Leslie exhibits the epitome of the Philadelphia team approach to provide exceptional customer service," says Phyllis Fineman, Branch Manager. "Professionalism and the correct amount of 'southern hospitality' (a native of Memphis, Tennessee) enable her to captivate even the most rigid claimants."



GENEX Official Nomination

I Hereby Nominate:

Employee Name: Leslie Shehan
 Title: Case Manager
 Branch: Wayne PA
 Region (if known): NOE/MIBST

Why is this GENEX Star Outstanding?
A quote will be submitted for publication in GENEX's "Star Search Constellation"

Leslie has willingly accepted unusual assignments which require extensive research, and she has always provided prompt, professional information. She communicates in a very timely and appropriate fashion. She asks good questions and diligently seeks the answers. Leslie is a good example of the Genex-Provident partnership which is developing.

Nominated by:
 Name: Darrington Crane, CMSW
 Title: Rehabilitation Consultant
 Branch: Provident L.A. Insurance
 Region:

EMPLOYEE RECOGNITION PROGRAM

THOS. B. KOSTOLANSKY
ATTORNEY AT LAW

617 MCKEAN AVENUE
DONORA, PENNSYLVANIA 15033

TELEPHONE (412) 379-6336

February 6, 1997

To Whom It May Concern:

I have been asked to comment on my association with Ms. Leslie Gillentine Shehan.

I presently do defense work for State Workers' Insurance Fund, a Workers' Compensation insurance carrier. The Fund would frequently utilize vocational rehabilitation agencies and, of course, Ms. Shehan was employed by Tri-State Rehabilitation Group, Inc.

During the time that Ms. Shehan was required to testify, either before a Workers' Compensation Judge or by deposition, I found her to be an extremely competent and well prepared witness. Furthermore, her work with various Claimants was extremely thorough and that included both initial and follow-up work that I may have required. To say the least, rehabilitating a disabled Claimant, from a legal standpoint, is a difficult undertaking and yet I found Ms. Shehan to be very pleasant and cooperative.

I do recommend her highly.

Very truly yours,



Thomas B. Kostolansky
Esquire

TBK:vjc

Ms. Ditchard

My name is [REDACTED]
and I just wanted to write
you and tell you what I think
of Leslie Shehan.

I got to the point where
I thought no one cared about
[REDACTED] and her problems until
I met Leslie. She has been
like a guardian angel to me.

I once had a boss that
always said it is who
you hired to make his
job easier and I feel
she had made it easier
for me to get back to
work.

Excuse my writing,
I had to leave this letter
over



several time to answer the
phone.

Thank you for
having Leski take care of
this territory.



8-9-96

September 13, 2004

To Whom It May Concern:

I have been Leslie Rice's management partner in the Genex Wayne Branch for over five years; Leslie is the operations manager and I am the sales manager. We have worked together closely on plans of action to grow the branch, brainstorming on new services to offer, as well as laying ground work to service existing business more effectively.

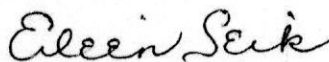
Leslie has been a valuable asset to our sales department. Her prompt attention to, and resolution of customer issues has helped considerably in selling Genex services. I can always count on Leslie to take effective measures to bring about resolution.

On the proactive side, Leslie has supported me on numerous occasions, accompanying me on sales calls, working the Genex booth at conventions and seminars and fielding questions on conference calls. She has impressed customers and potential customers with her knowledge of the industry as well as her ability to address challenges, and offer fair and creative solutions.

Leslie understands the meaning and value of the team approach. While her job is very demanding, she is consistently generous with her time when customer satisfaction is at stake. Having this kind of support from operations has made my selling efforts more effective.

If you wish to speak with me further, my phone number is 215-870-5418.

Sincerely,



Eileen Seik
Area Sales Manager
Genex Services