

**Award:** Aimee Olson Advocate of the Year Award  
**Recipient:** Tina Pham  
**Presenter:** Crissy Turino

On behalf of the CCHCC board and staff, I am proud to announce Tina Pham as the Aimee Olson Advocate of the Year for her outstanding work as a Hotline Advocate and for her dedication to CCHCC as a whole. The Aimee Olson Advocate of the Year award is given to an individual that demonstrates a commitment to serving consumers and helping them receive access to affordable, quality health care through our Hotline.

Our Consumer Health Hotline is a free resource which provides information, referral and advocacy services to hundreds of community members each month. The Hotline is staffed by volunteer Advocates, like Tina, that help our clients navigate the health care system and provide administrative support to the activities of the Hotline.

Tina began volunteering with CCHCC as an Advocate about a year ago. When I joined staff last year and first met Tina, I had no idea she would be such an asset to the work that we do on the Hotline. Tina was not able to be here today, but if she were, you would learn by meeting her that she is very sweet, a little shy, and has a very nice high voice.

It is possible that many clients, who mostly speak to Tina over the phone, might underestimate her at first. However, with time, her clients learn that Tina is fearless, unfalteringly compassionate, and persistent; all important qualities for an Advocate to have. Tina never fails to take the initiative to do the necessary research to find out an answer to a client's question that she does not know. She also follows through and follows up with all of her clients to make sure that they have received the access to the health or dental care that they need, or at least taken some of the next steps to do so.

When all the clients have been followed up with and the phones are quiet, Tina also takes initiative by helping with the administrative tasks of the Hotline. If she finishes one task, she knows what to do next, and rarely needs my help in supervising. I so appreciate that Tina understands the bigger picture, and everything that goes into making the Hotline work.

Sadly, Tina will soon be leaving us and Champaign-Urbana to work on Masters in Nursing next fall. I am confident that Tina will bring the compassion and the strength that she has demonstrated at CCHCC to her future career as a nurse. I look forward to seeing great things from her in the future!