

Kudos: Lynn Pugliano

A happy family member sent an email thanking Lynn Pugliano, intake/eligibility supervisor in the Office of Intellectual Disabilities (OID), for her assistance.

The letter writer, who is the sister of a man with an intellectual disability, states that Lynn was “professional, gracious and incredibly helpful at my time of desperate need.” Lynn also “offered the kind of support I needed at that moment, because she, too, is a sibling of a brother with disabilities. She understood exactly what I was experiencing, and it was truly lucky that we connected.” The letter writer goes on to add, “I cannot thank her enough for going that extra mile for me, sight unseen.”

Brenda Bulkoski, assistant administrator in OID, says that this type of praise for Lynn is not uncommon. “[Lynn] consistently gets positive feedback from families who call our office looking for services or just someone to talk to... She strikes a chord with families, putting them at ease. She follows their pace, answering questions – and questions she doesn’t know the answers to, she follows up and calls them back. That’s huge for families who always feel as though they have to track down every bit of information.” Brenda concludes, “She is more than deserving of this recognition.”