



MEET OUR AGENCY ADVOCATES

OUR DIRECTORS

KELLEY RICKER

Systems Support Director
kelleyr@advocateaccessnw.com
(971) 203-3215

Payroll & Agency Finance
Information Technology (IT)
Employment Verifications
HIPAA Inquiries
Overtime Exceptions
Director of Onboarding Team



BETTY BUNDY

Service Support Director
bettyb@advocateaccessnw.com
(503) 438-8907

Member & Employee Resources
Connections/Meet & Greets
Complaints
DSP Applications
Marketing & Events
Community Partnerships
Director of Connections Team

ELYSSA PECHACEK

Operations Support Advocate
elyssap@advocateaccessnw.com
(503) 410-5116

Member Referrals
Member Service Records Management
Safety Plan & Implementation Strategies Development
CME Liaison
Creative Connections Event Host
Backup Contact: Becky Izbicki



OUR SERVICE ADVOCATES

BECKY IZBICKI

Service Support Advocate
beckyi@advocateaccessnw.com
(971) 203-6828

Member Satisfaction & Ongoing Support
Incident Reports & Documentation
New Member Packets
Transportation Questions
DSP & Member Connections
Meet & Greets with Follow Up
Member, Family & Team Coordinator for
Communication and Problem-Solving
Backup Contact: Betty Bundy



MARISSA CORTEZ

Agency Support Advocate
marissac@advocateaccessnw.com
(503) 410-5116

Quality Assurance
Safety Committee
Agency Communication
DSP Cards
Marketing & Events
Required Reporting for CMEs
Social Club Event Host
Backup Contact: Betty Bundy



KELSI "JO" DOWDY

Systems Support Advocate
kelsid@advocateaccessnw.com
(503) 410-5116

Benefit Enrollment & Information
Time Off Requests
Behavior Services - Billing & PBSP Training
Ongoing DSP Training
DSP Team Scheduling
Backup Contact: Kelley Ricker



OUR SYSTEMS ADVOCATES

DEVIN MCCALL

Systems Support Advocate
devinm@advocateaccessnw.com
(971) 203-4395

Paylocity Support
Clock-Ins & Progress Notes
Mileage Expenses
Password Resets
eXPRS Billing - CLS

Backup Contact: Kelsey Wilson



KELSEY WILSON

Systems Support Advocate
kelseyw@advocateaccessnw.com
(971) 203-4395

Background Checks
Onboarding & Next Steps Tasks
Initial DSP Training & Documentation
Support Document Updates
DSP Connect

Backup Contact: Devin McCall



OUR BEHAVIOR SUPPORTS

CANDY APPLEBEE-ANDERSON

Positive Behavior Support Advocate
candya@advocateaccessnw.com
(503) 396-1759

Positive Behavior Support Plans (PBSPs)
Temporary Emergency Safety Plans (TESPs)
Behavior Support Implementation Training
Support Tool Development
Data Collection System Development, Review, & Maintenance
Member/DSP/Family Training, Collaboration & Coaching
Person Centered Planning & Advocacy
Backup Contact: Miranda Patrick



MIRANDA PATRICK

Positive Behavior Support Advocate
mirandap@advocateaccessnw.com
(971) 203-6167

Positive Behavior Support Plans (PBSPs)
Temporary Emergency Safety Plans (TESPs)
Behavior Support Implementation Training
Support Tool Development
Data Collection System Development, Review, & Maintenance
Member/DSP/Family Training, Collaboration & Coaching
Person Centered Planning & Advocacy
Backup Contact: Candy Applebee-Anderson