



# MEET OUR AGENCY ADVOCATES

## OUR DIRECTORS

### KELLEY RICKER

Systems Support Director  
[kelleyr@advocateaccessnw.com](mailto: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](mailto: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](mailto: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 Izwicki



### OUR SERVICE ADVOCATES

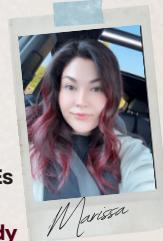
#### BECKY IZBICKI

Service Support Advocate  
[beckyi@advocateaccessnw.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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



### CANDY APPLEBEE-ANDERSON

Positive Behavior Support Advocate  
[candy@advocateaccessnw.com](mailto:candy@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



### OUR BEHAVIOR SUPPORTS

#### MIRANDA PATRICK

Positive Behavior Support Advocate  
[mirandap@advocateaccessnw.com](mailto: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