



MEET OUR AGENCY ADVOCATES

OUR SYSTEMS DIRECTOR

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
Advocate for I/DD services since 08/2016



OUR SYSTEMS SUPPORT ADVOCATES AKA The Operations Team

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
Advocate for I/DD services since 08/2008



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
Advocate for I/DD services since 02/2025

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
Advocate for I/DD services since 10/2025

