

## Employee Spotlight: Kayla Lewis



Kayla Lewis is a Rochester-based Care Coordinator. She works in a float position, filling in the gaps for cases that need support in Monroe County. Kayla helps advocate for the people she serves during these periods of transition.

### How long have you been with Person Centered Services?

I have been with Person Centered Services since the beginning of its launch date on July 1, 2018.

### How did you first hear about our company?

I was a Direct Support Professional at the Arc of Monroe, and in a staff meeting they told us how Medicaid Service Coordinators (MSCs) were possibly going through a transition in July. They were hiring more Service Coordinators at that time, so that is when I applied to become an MSC, and started to learn more of the transition to Person Centered Services.

## What is your favorite thing about working at Person Centered Services?

My favorite thing about Person Centered Services is that it continues to grow and there are new jobs within the company that allow for employee growth. We are all recognized for our hard work, and the company truly cares about its employees.

## How does your work help Person Centered Services thrive?

Just like any other Care Coordinator, I help link and refer services to people we support and their families. We hold Life Plan meetings every six months and we do the necessary paperwork. I am also there as an added advocate and to make sure individuals are getting what they need. With being a float, we are there to make sure nothing falls through the cracks. We prioritize what needs to be done in a timely fashion, get through any referrals that may have been lost or forgotten, and make sure that when we transition individuals to their permanent coordinators or back to their previous coordinators, that nothing is missed.

## What do you enjoy doing outside of work or what is one interesting fact people may not know about you?

I love spending time with my family and friends outside of work. I often go for walks to Cobbs Hill and workout. I also like to craft when I do have the time, whether it is by myself or with others. One interesting fact is that I love to play volleyball. I used to play every week before the pandemic happened. I played it all throughout high school and college. It helps me get away!

**We appreciate Kayla's commitment and the contributions of all our Care Coordinators!**

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