

Employee Spotlight: Miki Davis



Miki Davis is a Care Coordination Training Specialist based in Rochester. She provides in-person training, consultation, and coaching to support development and growth for all levels of Care Coordination. She helps identify learning needs, and to develop and deliver educational solutions for our employees.

How long have you been with Person Centered Services?

I transitioned as a Care Coordinator back in July 2018, and transitioned to my current role in January 2019.

What would you like people to know about your role and the work you do?

My role is to support Care Coordinators and other departments by analyzing, creating, delivering and evaluating trainings. Together with my counterpart in Buffalo, Karen Korn, we provide trainings to a variety of people within our company.

What do your everyday tasks look like?

I have a couple projects that I am working on to create training materials. I spend time researching, creating or evaluating these new courses. I also work with Care Coordination Ambassadors who assist with training. I help keep track of their training caseloads, so I may send trainees and their supervisors surveys to learn how we can better serve Care Coordinators.

How does your work help Person Centered Services thrive?

I help us thrive by providing needed trainings that help us better support people we work with. This does not stop with the people we provide Care Coordination to, but includes our co-workers.

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

There are many, but one of my favorite things about working at Person Centered Services is that we are all connected. No matter what department you are in, we work together to better support people, including our own workforce. We are like one big family!

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, I have a 3 and a half-year-old son who keeps me very busy. I also love food. Eating is my specialty, but I like cooking too, so I am always thinking of what food to make. You may hear me saying right after eating lunch “so what should I make for dinner?”

We truly appreciate everything Miki does for our company!

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