



# 2025

Honoring those who inspire our shared vision—  
a community where all people lead fulfilling lives



# A CELEBRATION OF PARTNERSHIP & PURPOSE

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Welcome to the 2nd Annual  
Person Centered Services All-Star Event!

We are delighted to gather with you as we celebrate not just an event, but a mission that unites us all. At Person Centered Services, our commitment is to connecting people to the care, support, and opportunities that maximize their quality of life. This mission is realized only through the power of partnership—when people, families, dedicated team members, and community providers come together.

Each of you plays a vital role in making a lasting difference. It takes all of us—our collective dedication, compassion, and collaboration—to create a world where everyone is empowered to thrive. Thank you for being part of this journey and for bringing your energy, your ideas, and your passion to today's event.

Let's continue working together to build brighter futures, one partnership at a time.

The 2nd Annual All-Star Team includes:

- **Our members and their families.** We recognize their achievements and growth with the support of our Care Coordination services.
- **Our team members.** We recognize Care Coordinators and others who participate in our holistic approach, involving the entire circle of support for those we serve.
- **Providers and community partners.** We recognize their alignment with our mission to connect people to the care, support and opportunities that maximize their quality of life.

While we cannot name every individual who contributes to our organization and those we serve, it remains essential to honor those who share our collective vision of a community where all people lead fulfilling lives.

Congratulations to the recipients of the **2nd Annual All-Star Awards!**

*Alicia Fellows*


Alicia Fellows  
Chief Executive Officer  
Person Centered Services





# BY THE NUMBERS

January 2025 - July 2025

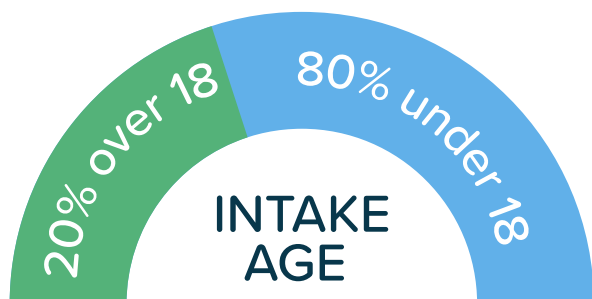
**18,143**   
Members Enrolled

**30%**   
Residential

**70%**   
Community

**66%** CHRONIC HEALTH CONDITIONS

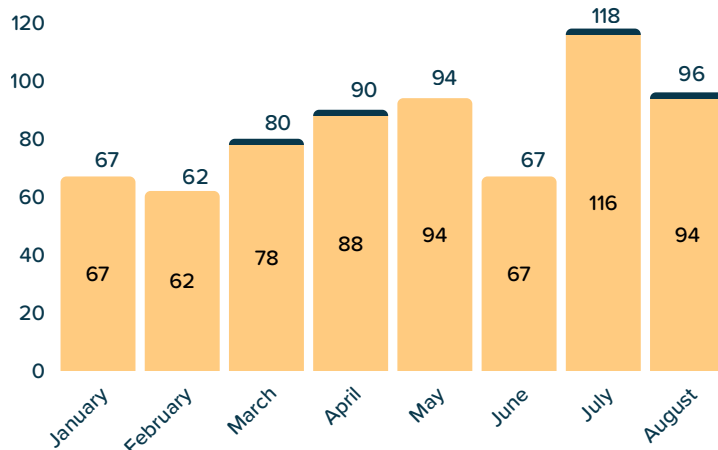
**40%** MENTAL HEALTH CONDITIONS



## PROGRAM ENROLLMENT INTO A CCO

 Health Home Care Coordination

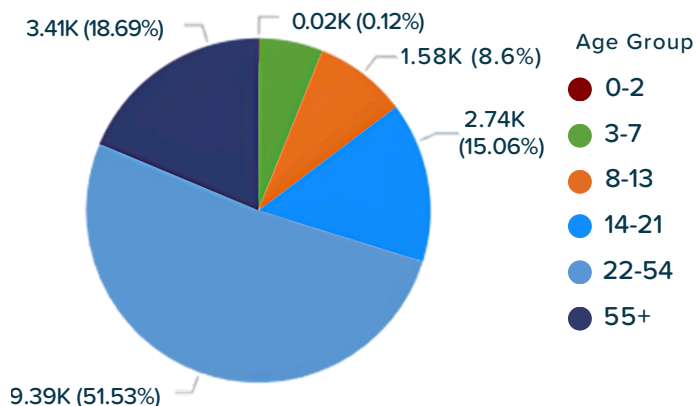
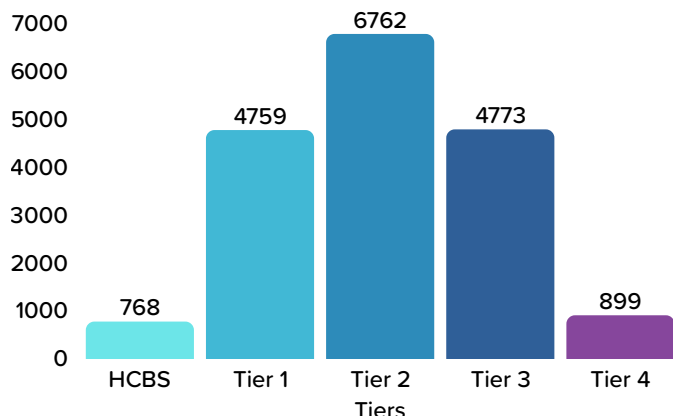
 NMCM (Non-Medicaid Case Management, Early Intervention)



**10,619** 2025 Annual Finalized Life Plans  
**11,438** 2025 Published PATHS Assessments

TOTAL LIFE PLANS: 32,580  
FACE-TO-FACE MEETINGS: 41,172

TOTAL ACTIVITY NOTES: 596,954  
NEW SERVICES STARTED: 3,733





# 2025 ALL-STARS

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## MEMBERS

Alexander Blair  
Nathan Forrestel  
Arwyn Fox  
Brianna Hayes  
Andrew Latona  
Madison Law

Mitchell Law  
Cori Piels  
Desarae Rivera  
BJ Stasio  
Juan Torres

## COMMUNITY PARTNERS & PROVIDERS

Emily Chamberlain, Vocational Rehabilitation Counselor/Transition Specialist, *Monroe 1 BOCES*

Megan Dudziak, *Social Worker, Oishei Children's Outpatient Center -  
Robert Warner Rehabilitation Center Neurodevelopmental Clinic*

James Jowsey, *Community Based Self Directed Life Coach, People Inc.*

Kristen Pocobello, *Senior Broker Supervisor, People Inc.*

## TEAM MEMBERS

Eileen Burns, *Care Coordinator*  
Nevada Cordulla, *Care Coordinator*  
Lisa Darrow, *Director of Intake & Enrollment*  
Audra DelPriore, *Intake Specialist*  
Andrew Deutschman, *Care Coordinator*  
Nicole Fudella, *Intake Administrative Assistant*  
Amanda Hands, *Care Coordinator Supervisor*  
Renee Henneberry, *Care Coordinator*  
Nicole Kibby, *Care Coordinator*  
Ilia Kresic, *Care Coordinator*

Christy Oliver, *Care Coordinator*  
Krista Orrange, *Care Coordinator*  
Denise Piotrowski, *Care Coordinator*  
Lynzee Ralph, *Care Coordinator*  
Amy Reino, *Care Coordinator*  
Darcie Shanahan, *Care Coordinator*  
Mykalinn Snow, *Admin. Operations Supervisor*  
Kathleen Tierney, *Care Coordinator*  
Elena Van Voorhis, *Care Coordinator Supervisor*



# MEMBERS

## ALEXANDER BLAIR

Care Coordinator, Amandeep Gulati

**How has your Care Coordinator helped you achieve your goals?**

She asks me what I want to do with my life and has supported me to achieve my goal towards earning a Bachelor's Degree in Political Science.

**How does your Care Coordinator support your health and well-being?**

She assisted in helping me obtain a house generator.



## NATHAN FORRESTEL

Care Coordinator, Renee Henneberry

**How has your Care Coordinator helped you achieve your goals?**

She listens to my needs and wants. She finds what can benefit me the most with my disability and she is prompt with finding solutions to help with my independence.

**How does your Care Coordinator support your health and well-being?**

For me, fine motor is tough, but Renee will always jump in and research ideas to make things work. She is kind and respectful and guides me through life on what I should be doing and what steps I should be taking.

**What role has your Care Coordinator had in your success?**

Renee has guided me to find my independence. She is just a phone call or text away, and is always striving to make things easier for me.



Without Care Coordination, my life would be... hopeless.

Because of Care Coordination, I can... get out into the community and follow my dreams.

My Care Coordinator supports me in my... goals and aspirations of being a social media influencer.

I want to thank my Care Coordinator for... always supporting me and making things easier for me.

"Nate is a wonderful young man who is focused on and passionate about golf and Special Olympics. He has been working with OnCore golf and Special Olympics to bring golf experiences to individuals with disabilities. He helped design a golf ball with providers and now is featured on both the OnCore Golf and Special Olympics websites. He was also recently on Hope Rising to speak about his passion for both providers and is working with others on bringing adaptive golf to Buffalo.

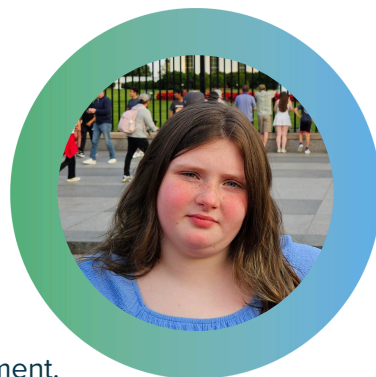
He is also interested in providing private lessons to individuals with disabilities. Nate is a social media influencer and has very active Instagram and TikTok accounts called, "Natethegolfer." He works on his social media everyday and creates new content. Nate goes to different golf courses to rate them and he records his golfing to show on his social media.

Nate has a great support system which includes his mom, Self-Direction team, Care Coordination and other staff. His Community Habilitation staff has been wonderful and helps Nate talk to different sponsors as well."

- Renee Henneberry, Care Coordinator

# ARWYN FOX

Care Coordinator, Lindsey Hall



How has your Care Coordinator helped you achieve your goals?

She listens and finds great accommodations!

What role has Care Coordination had in your success?

It allows me to continue working towards my goals in a supportive environment.

How does your Care Coordinator support your health and well-being?

She takes the time to listen, supports with solutions, accommodates and fights for my needs.

Without Care Coordination, my life would be... lonely, frustrating and unfulfilled.

Because of Care Coordination, I can... continue to work on my goals in a supported environment.

My Care Coordinator supports me in my... everyday life, my goals for the future and relationships.

I want to thank my Care Coordinator for... listening to my needs and making my life more successful.

“Arwyn has worked extremely hard with her family and circle of support to become more independent and increase her advocacy. With that support, she has advocated for disability rights, supports and services for people who are deaf in front of state legislators. One of the things she has advocated for is quality and accessible playgrounds for all kids. She has spoken to City Council about the fact that she can't go to playgrounds because it is not safe and there are drugs on the grounds. She wants to see them cleaned up and revamped.

She has received a Legislator Youth Award in Rochester, and has been chosen as 1 out of 4 kids across the country to speak in Washington, D.C. about updating playgrounds across the country and making them more accessible to all. She is working hard with her interpreter and tutor to formulate the ideas that she will be presenting.”

- Lindsey Hall, Care Coordinator

# BRIANNA HAYES

Care Coordinator, Kateri Solberg

“It has not gone unnoticed that Brianna has pushed herself outside of her zone of comfort over the last two years. When the school district's decisions did not work in her favor, Brianna made lemonade out of lemons. Brianna originally felt she was in a vulnerable position, with her seizure disability and her disabling fear, but she and her mother took a risk worth taking and applied for an alternative school. After she was accepted at The Big Picture, Brianna was thrown into a new experience in which she would be swimming against the current. At this new school, she would meet new people, have different academic expectations placed on her, require self-motivated and initiated projects, and she would experience a different type of pressure upon her.

Brianna chose to swim in this new direction and, after a year of fighting for her best self, she has profoundly increased her academic performance. She has found her pace and confidence. Not only has Brianna come out of her shell, but she has found her own voice, fought her own tidal waves and overcome her seizure episodes, which no longer seem to exist since switching schools.

Not only has she cultivated more relationships, but she has grown as a person, making eye contact and holding her head high, sharing her opinions and conversing pleasantly. Brianna has also risen to the top in her class academically and listens to others' feedback with caution and application. I am very proud of how Brianna has grown, courageously, out of her shell.”

- Kateri Solberg, Care Coordinator



# ANDREW LATONA

Care Coordinator, Michelle Wilkin

**How has your Care Coordinator helped you achieve your goals?**

Always being there when needed and referring me to various programs that have helped me.

**What role has Care Coordination had in your success?**

They've helped me become more successful out in the community by referring me to various resources.

**How does your Care Coordinator support your health and well-being?**

By keeping up with what is going on in my life and how to make obstacles or changes easier.

Without Care Coordination, my life would be... be less independent.

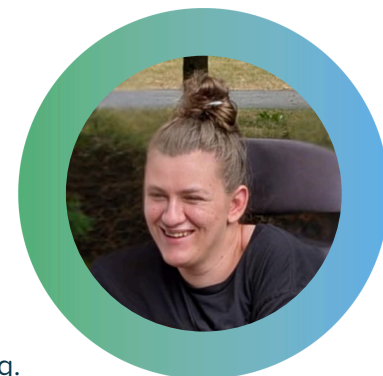
Because of Care Coordination, I can... be my best self and work to achieve independence in the real world.

My Care Coordinator supports me in my... career and navigation through big life changes.

I want to thank my Care Coordinator for... being there every step of the way.

“Andrew has used Care Coordination and his circle of support to achieve the personal success of graduating from college with a Bachelor's Degree and is now pursuing his Master's Degree. Andrew has maintained a job in the Rochester City School District as a music teacher. Andrew and his family have used self-direction for mileage to and from college, and ACCES-VR for assistance with paying for tuition. Care Coordination has supported Andrew whenever needed, including connecting with needed supports through college.”

- Michelle Wilkin, Care Coordinator



# MADISON LAW

Care Coordinator, Amandeep Gulati

**How has your Care Coordinator helped you achieve your goals?**

By getting to know me well and meeting with me on a regular basis.

She asks me what I need all the time. For example, I am trying to get a new van, as ours is getting very old. She is working very hard to get everything in place so I can have a new one.

**What role has Care Coordination had in your success?**

She checks up on me on a regular basis. She always asks how I am doing.

**How does your Care Coordinator support your health and well-being?**

Amandeep comes to my events. She shows she cares. That makes me feel good.

Without Care Coordination, my life would be... hard not having a knowledgeable person to help guide and advocate for me within the healthcare system.

Because of Care Coordination, I can... have goals, make a plan and then do my best to achieve it.

My Care Coordinator supports me in my... goals and dreams and helps make them happen with a plan.

I want to thank my Care Coordinator for... the time and dedication she shows to me and my brother.

“I am so proud of Maddy for living her dream of being a dancer and performing in events with her dance school, dance teachers and peers.”

- Amandeep Gulati, Care Coordinator

“We are very thankful to have such an agency as Person Centered Services and thankful for Amandeep.”

- Andrea Law, Mother

# MITCHELL LAW

Care Coordinator, Amandeep Gulati

**How has your Care Coordinator helped you achieve your goals?**

Amandeep has helped me achieve my goals by helping me get the resources necessary and then putting the plan into action.

**What role has Care Coordination had in your success?**

She regularly has meetings with me to make sure I am healthy and happy.

**How does your Care Coordinator support your health and well-being?**

She has come to my events to support me and see how I am doing.

**Without Care Coordination, my life would be...** hard not having someone with knowledge to guide and advocate for me within the healthcare system.

**Because of Care Coordination, I can...** have a plan and goal and do my best to achieve it.

**My Care Coordinator supports me in my...** health, happiness and my dreams.

**I want to thank my Care Coordinator for...** supporting me.

"Mitchell is an excellent musician and finishing school with a music certification. He also made an instrument by himself with support from his professor."

- Amandeep Gulati, Care Coordinator

"We are very grateful to have such an agency. We really don't know what or where Mitch would be without it. Thank you, Amandeep, for all of the time and care you put into our family!"

- Andrea Law, Mother



# CORI PIELS

Care Coordinator, Kirsten Buchanan

**How has your Care Coordinator helped you achieve your goals?**

She has helped me advocate for myself for the things that I can do.

**What role has Care Coordination had in your success?**

By being independent.

**How does your Care Coordinator support your health and well-being?**

She makes sure that I follow up on my medical appointments.

**Without Care Coordination, I...** wouldn't have the services that I need in my life.

**Because of Care Coordination, I can...** do the things that I can do for myself.

**My Care Coordinator supports me by...** setting goals for myself.

**I want to thank my Care Coordinator for...** always being there when I need her the most, listening to my problems, concerns and issues when I need help solving problems.

"Cori lives independently in the community and utilizes a self-direction budget. She recently achieved her goal of representing the United States in the Special Olympics World Games in Turin, Italy, where she won a Bronze Medal! She had an interview on ESPN during the opening ceremony and was an active member of the delegation representing team USA. Cori was also chosen to work with Microsoft on their AI program Copilot in conjunction with Special Olympics. Cori and her mother worked closely me to find a Self-Direction team that Cori works very well with. Support from Cori's close-knit team have allowed her to blossom in her independence and achieve a life-long dream of hers."

- Kirsten Buchanan, Care Coordinator



# DESARAE RIVERA

Care Coordinator, Megan Dalaba

"In the last year, Desarae has become a route traveler and is currently working toward becoming an independent traveler. She has also learned how to administer and sign for her own medications. More recently, Desarae has transitioned from the Falconer IRA to the Benedict IRA, which is a less restrictive and more independent living arrangement. She has helped plan her own vacation where she flew in an airplane and rode on a train for the first time. She has accomplished all of these feats while working consistently as a laundry aide at the Forest IRA."

- Sheri Kelsey, Residence Manager, The Resource Center

# BJ STASIO

Care Coordinator, Kathleen Tierney

**How has your Care Coordinator helped you achieve your goals?**

She listens, is a problem solver and is empowering.

**What role has Care Coordination had in your success?**

The team shares in my success because of Care Coordination.

**How does your Care Coordinator support your health and well-being?**

She is present and checks in frequently.

Without Care Coordination, my life would be... chaotic and difficult to manage the systems I deal with.

Because of Care Coordination, I can... relax, breathe and not stress so much.

My Care Coordinator supports me in my... wanting to live my best life.

I want to thank my Care Coordinator for... being engaged and available.



“BJ Stasio is being nominated for his commitment to supporting our Care Coordination Organization as a Member Advisor, but also for his continuous commitment to supporting others as an advocate. BJ has become a prolific writer. In January of 2025, he began writing down his thoughts and emailing his circle of support. He shared his perspective as a person living with a developmental disability on various topics including faith, perseverance, relationships, fears, patience, and one of his personal favorites, being someone’s ‘billable unit.’ BJ would email these writings to his support circle daily or several times per week.

With encouragement, teamwork, and some technical support, BJ launched [www.bjstasio.com](http://www.bjstasio.com) in March. His goal is to reach a large audience with the hope that others would feel encouraged, valued, understood, and supported.”

- Alan Venesky, AVP Stakeholder Relations, Person Centered Services

# JUAN TORRES-SOTO

Care Coordinator, McCall Johnson

**How has your Care Coordinator helped you achieve your goals?**

By meeting to inform my staff.

**What role has Care Coordination had in your success?**

I have positive conversations.

**How does your Care Coordinator support your health and well-being?**

She gives me advice and solutions.

Without Care Coordination, my life would be... different.

Because of Care Coordination, I can... believe in myself.

My Care Coordinator supports me in my... goals.

I want to thank my Care Coordinator for... believing in me.

“Juan Torres is an All-Star and has grown through great tragedy. Last year, Juan's mother (and very actively involved advocate) passed away of her injuries from a car crash. His mother was a self-described ‘Mama Bear’: fiercely protective, she took care of her child and did as much for him as she could. This included managing his funds, giving him an allowance, holding and managing his benefit cards and important documents, shopping for him, managing his health, appointments, and medication refills. She also reminded him when to clean his apartment, get haircuts, and facilitated his Care Coordination and services.

When his mother passed, Juan navigated his grief and began filling the holes left by her absence. Now, almost a year later, Juan is his own payee, manages his medication and appointments entirely, organizes his staff and services, manages his home and his needs, and has become a fierce self-advocate. Juan has faced adversity from family who had a hard time believing in his abilities, but he took what he learned from his Mama Bear and kept going. With assistance and cheering from his life coach, Renee, and from his Care Coordinator, Juan has become a total All-Star, fully showcasing what someone can do when in the driver's seat.”

- McCall Johnson, Care Coordinator



# COMMUNITY

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## MEGAN DUDZIAK

Social Worker, Oishei Children's Outpatient Center -  
Robert Warner Rehabilitation Center Neurodevelopmental Clinic

### What is your connection to Person Centered Services?

I am a social worker at Robert Warner Clinic and have worked in social work in various roles over the last 34 years. I refer patients often to receive support along with their guardians.

### How do you describe what a successful outcome is for someone you serve?

It is important for me to help individuals and their support network to learn how to advocate and become as independent as they are able. When I can link them with supports to do this, it is a win-win.

### What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?

It makes my heart happy to assist someone who is not aware of how to maximize their wonderfulness.

"Megan is an incredible advocate for children with special needs throughout Western New York. Years ago, she was my daughter's initial service coordinator through Early Intervention. She guided me in the early years, helping to connect me to resources and supports available. She then went on to work for the Child Advocacy Center, and currently is a Social Worker at The Oishei Children's Hospital, Robert Warner Rehabilitation Center Neurodevelopmental Clinic. Megan regularly sends families to Person Centered Services for OPWDD eligibility support and will connect me to families in need of deeper supports. She is always looking for ways to collaborate with me as well as other professionals in the community. Megan is truly an All-Star and deserves recognition!"

- Kristi Moscato, Community Relations Manager, Person Centered Services



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## EMILY CHAMBERLAIN

Vocational Rehabilitation Counselor/Transition Specialist, Monroe 1 BOCES

"Emily serves as a Vocational Rehabilitation Counselor and Transition Specialist for Monroe 1 BOCES, and she exemplifies unwavering dedication to her students and their families. She plays a vital role in guiding them through the transition planning process, ensuring that each student is well-prepared for life after school.

Emily is deeply committed to connecting students with the Person Centered Services Intake Department to support OPWDD eligibility navigation, with the ultimate goal of enrollment in Care Coordination. Through these efforts, she helps empower her students to lead meaningful, fulfilling lives. She lives our mission every day — connecting people to the care, support, and opportunities that maximize their quality of life. Emily constantly seeks to expand her knowledge, stays current on best practices, and goes above and beyond by organizing parent workshops for the districts she supports. She even assists families with completing paperwork to help them access the services their children need. Emily's compassion, drive, and tireless advocacy make her an outstanding candidate for the All-Star Award."

- Amy Albanese, Senior Community & Provider Relations Manager, Person Centered Services







# PROVIDERS

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## JAMES JOWSEY

Community Based Self-Directed Life Coach, People Inc.

### What is your connection to Person Centered Services?

I am a self-directed life coach, and serve many individuals who utilize Person Centered Services for their Care Coordination.

### How do you describe what a successful outcome is for someone you serve?

A successful outcome could be defined in multiple ways. The first of which would be the simplest explanation, where someone achieves a goal set for themselves.

If that goal cannot be achieved, a secondary successful outcome would be a lesson learned and being closer to achieving that ultimate goal. As long as slow, steady progress is being made towards that goal, I consider it a good day.

### What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?

"Person-centered" to me means meeting and working with people where they are, according to their values, utilizing and taking into account their specific strengths and the challenges to help them achieve the goals that they have set for themselves. This also means realizing that success looks different to different people. My definition of success is often not the definition of the person that I'm working with. That realization and acceptance really helps to work on goals in such a way that the process remains fun and engaging to the person I'm working with.



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## KRISTEN POCOBELLO

Senior Broker Supervisor, People Inc.

### What is your connection to Person Centered Services?

Prior to my current role as a broker in self-directed services, I served as a supervisor in community habilitation and a staff member. I bring 22 years of professional and personal experience to the table, which fuels my passion and dedication in this field.

### How do you describe what a successful outcome is for someone you serve?

It is all about respecting their wishes, prioritizing their dignity, and working collaboratively with their circle of supports. Success, in my view, is helping individuals achieve both short-term and long-term goals through a teamwork approach that values their input and preferences.

### What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?

Providing support in a "person-centered" way means cultivating services, resources, and supports that are guided by the individual's own determinations. It is essential that the focus remains on their choices and decisions rather than being influenced by our own best intentions or judgments.





# TEAM MEMBERS

## EILEEN BURNS

Role: Care Coordinator  
Supervisor: Janine Wolfer

**How do you describe your role at Person Centered Services?**  
I best describe my role as an advocate for those on my caseload.

**Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?**  
I have a plethora of resources for all varieties of cases and needs. I am here to help my families live their best lives.

**What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?**

I am here to help my families live their best lives. Everyone has a bucket list in life and watching someone be able to check off their list is just as fulfilling to me as it is to them.

"Eileen, for the past almost 7 years as a Care Coordinator for Person Centered Services, goes above and beyond. She is an example to us all that work side by side with her. She is passionate about making real life changes for her individuals, will search high and low for solutions, and ensures that her individuals and their families are getting the best care that she can give. Eileen also will help aid any of her fellow Care Coordinators, is a true team player, and willing to go the extra mile. She has an extremely good work ethic and deserves to be recognized."

- Amanda Crino, Care Coordinator



## NEVADA CORDULLA

Role: Care Coordinator  
Supervisor: Heather Witt

**How do you describe your role at Person Centered Services?**  
I assist people with various developmental disabilities in connecting with services, achieving goals, and navigating daily life.

**Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?**  
As a Care Coordinator, I improve the lives of those we serve by directly connecting them with needed services and supporting them to meet goals in their lives.

**What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?**

Meet people where they are at. Provide the help that they are ready to accept and learn when to push them for their own good. You have to care enough to learn about each person to make sure you are offering the assistance that they personally need and encouraging them to meet their personal goals.

"Nevada is amazing! She is very person-centered and spends time really getting to know the individuals she supports. She is not afraid to engage in difficult, uncomfortable conversations about future planning, death, and relationships. She is sensitive to culture and religion, and has discussions about beliefs and traditions. She also acts a mentor to new hires and provides opportunities for new hires to shadow her Life Plan meetings!"

- Heather Witt, Care Coordination Supervisor



# LISA DARROW

Role: Director of Intake and Enrollment  
Supervisor: Stacy Blair



## How do you describe your role at Person Centered Services?

I am responsible for overseeing the day-to-day operations of the Intake Department and ensuring that department and organizational updates are communicated to my team.

I collaborate with all departments within the organization to work through needed changes and challenges as well as work to continuously evolve. Most importantly, I strive to be a good leader for my team by providing continuous support and guidance that will empower them to be successful in their roles.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

Intake is the first point of contact for people seeking Care Coordination services with us. It is important that we help people navigate through a complex process and work to obtain eligibility and enrollment for them.

Once enrollment occurs, there is information entered in the electronic medical records (EMR) system that helps provide a warm hand-off to Care Coordination and gives them pertinent information needed to begin working with a new enrollee. As Director of Intake, it is my responsibility to have continuous communication with Care Coordination leadership to ensure needed information is obtained and passed on, as well as to work through areas where Intake can be an additional support to Care Coordinators.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

It means listening to a person’s wants, needs and desires and working to obtain them. These are the things that mean the most to the person and will help them live their best quality of life. For some, it may mean to educate someone in the areas of services that can be helpful that a person may not be aware of. In Intake, we are working to achieve the first steps of eligibility and enrollment so that they can be linked with a Care Coordinator who can begin providing services.

“I would like to nominate Lisa Darrow, Director of Intake and Enrollment. Lisa is my direct supervisor and I have been working with her since 2018. Lisa hired me as an Intake Specialist in June 2018. I had little experience in this field and Lisa took a chance and offered me the position. Then in 2019, an Intake Supervisor position became available, and I was offered the position and have been in that role ever since.

Lisa has taken so much time with me to help mold and shape me to who I am today. I am so grateful for Lisa and her guidance and support throughout the years. Lisa also has an unwavering dedication to the Intake Department. Lisa has gone above and beyond, working with OPWDD, and various other providers throughout the years to support and advocate for the Intake Team. The Intake Department would not be what it is right now, and I would not be who I am, without the support of Lisa Darrow.”

- Keri Cronin, Intake Supervisor

# AUDRA DELPRIORE

Role: Intake Specialist  
Supervisor: Julia Wood



## How do you describe your role at Person Centered Services?

Intake provides the starting point to access Office for People with Developmental Disabilities (OPWDD) services lifelong. We help with becoming eligible, obtaining Medicaid, and for some, waiver services. Sometimes just providing education to the service system gives families peace of mind that they are in the right place.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

As an Intake Specialist, we are the first contact for families when they have a loved one newly diagnosed. Knowing that I can help provide them with guidance into the OPWDD system and support them in finding the services they need once eligible is truly a blessing.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

Person-centered means 'their' way... not my way. Listening to what they want and need, then being mindful and respectful each time we interact with them is vital to ensuring that we are being person-centered and not self-centered. Everyone is going through something we know nothing about, so the more we can listen and respect, the more trust can be built in the relationship.

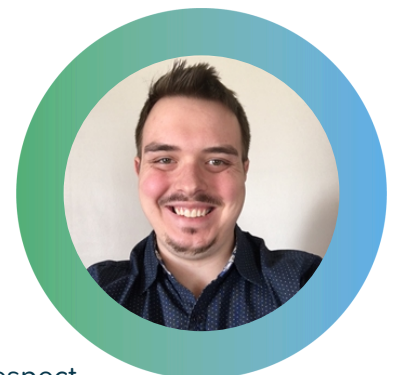
“Audra is an exceptional Intake Specialist, whose expertise in eligibility and waiver is unmatched. She consistently goes above and beyond to ensure individuals are connected to the services and supports they need. Her dedication is evident in every interaction, as she approaches each case with compassion, thoroughness, and professionalism.

In addition to her core responsibilities, Audra is always willing to lend a hand to the Community Relations Department, participating in events and presentations throughout the community. Her presence at these events makes a meaningful impact — she helps connect countless families to critical resources and supports, often being the first friendly face they encounter in their journey. Audra’s commitment, knowledge, and teamwork make her a true asset to our organization and a perfect candidate for the All-Star Award.”

- Amy Albanese, Senior Community & Provider Relations Manager

# ANDREW DEUTSCHMAN

Role: Care Coordinator  
Supervisor: Jeanette Wyatt



“Andrew has demonstrated great skill and compassion with members on his caseload. Several members or natural supports have made contact with me to verbalize their appreciation and satisfaction with Andrew's level of quality Care Coordination.

Members have also described Andrew as treating them with dignity and respect. This level of Care Coordination helps the agency and community thrive.

Thank you, Andrew!”

- Jeanette Wyatt, Care Coordination Supervisor



# NICOLE FUDELLA

Role: Intake Administrative Assistant  
Supervisor: Lisa Darrow



## How do you describe your role at Person Centered Services?

I help process the referral, and get it ready for the assignment to go on to the Intake Specialist. I also help with getting mail out to the department and will help make calls to the families.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

I am helping process the referral to help the people get a Care Coordinator.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

To help by giving the person the best options that they need to make the best choice to navigate through the process and make their life goals achievable.

“Nicole is an amazing coworker, hardworking, dedicated to her job, and always going above and beyond. She goes out of her way to help those that need it. Nicole is always stepping out of her normal job duties and makes sure things are running smoothly. She is an amazing team player.”

- Marie Paryz, Intake Specialist

# AMANDA HANDS

Role: Care Coordination Supervisor  
Supervisor: Elizabeth Klepes



## How do you describe your role at Person Centered Services?

My role as a Care Coordination Supervisor consists of many different expectations and personal touches as well! I provide direction, support, training, and positivity to my team in order for them to work toward achieving their goals and contributing to the overall success of the organization.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

As a supervisor, I can often provide other insight to a situation that may be helpful overall and remain involved to assist in supporting the individual and their family.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

First and foremost, I look at the individual as a whole person and not just their disability. Empowering the individuals we support to make choices and have control over their lives when they can is very important. Always meet the person where they are at.

“Amanda has been my supervisor for a year and a half now, and she always goes above and beyond to not only help her staff, but the individuals all of us serve as well. She is a wealth of knowledge and always helps without question. Amanda has helped a lot with my Tier 4 caseload, and always makes sure that our individuals have all that they need and more. Amanda attends meetings with and for us. She makes phone calls and sends emails, and ensures that the best possible care is received. Person Centered Services, as well as our members, are very lucky to have her! “

- Shannon Bennett, Care Coordinator

# RENEE HENNEBERRY

Role: Care Coordinator

Supervisor: Heather Masterson



## How do you describe your role at Person Centered Services?

My role at Person Centered Services is a Care Coordinator. By being a Care Coordinator, I am able to have meaningful conversations with the person and their family to learn what each person wants to progress and succeed in. My role is also important in ensuring that the people I serve have the best overall health that they can. I connect with the person, provider and Regional Health Information Organization (RHIO) to best review each person's needs to maintain their health and linkages.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

My role is to ensure that the individual's voice is heard. I want to ensure that they have a good quality of life and achieve the goals they truly want to achieve. I enjoy learning more about my individuals, whether it is through talking with them or family. By learning about their interests, I am able to find them more things of interest or even activities to get them out in the community more. It also helps me advocate for their needs. Simply sending a birthday card to them or finding activities that are more tailored and specific to them, and within distance, can make a huge difference. Asking the individuals about the whole family, joking around with them, asking them about a specific event they went to and making your conversations more genuine, can make all the difference. You become family over time.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

To better understand “person-centered ways,” I like to reference the following quote from psychologist

Carl Rogers: *“The person-centered approach is paradoxical. It emphasizes shared values yet encourages uniqueness. It is rooted in a profound regard for the wisdom and constructive capacity inherent in the human organism—a regard that is shared by those who hold this approach. At the same time, it encourages those who incorporate these values to develop their own special and unique way of being, their own ways of implementing this shared philosophy.”*

“Renee deserves to be recognized for her above and beyond approach as a Care Coordinator. She is consistently looking for new methods to best support the individuals she serves and their families. Renee wants to ensure that they feel special and is meeting service interests. She sends birthday cards and researches local activities and resources to share as different seasons and needs approach. Recently, Renee even turned her activity list into a shareable calendar. Renee's review and investigation of each person's medical history is on point. She has created request forms for her dental providers to secure the details she needs on her person's status.

Renee's health background supports her thorough review of medical documentation and follow-up steps. She routinely meets her contact requirements with ease, supports new Care Coordinators, and has helped out our pod with numerous coverage cases. Renee is always willing to dive in!”

- Heather Masterson, Care Coordination Supervisor

# NICOLE KIBBY

Role: Care Coordinator  
Supervisor: Darcie Shanahan

## How do you describe your role at Person Centered Services?

I link and refer individuals to services to help promote independence on a daily basis. I also provide emotional support by lending an ear to listen, a shoulder to cry on, a cheering section as a goal is accomplished.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

My role helps to promote the independence of the individuals, I serve along with improving their quality of life and maximizing their potential.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

The services I provide is on a case-to-case basis as I serve individuals ranging from youth to elderly which require me to wear many different hats. I need to stay up-to-date with services that are offered and understand what services my individuals could benefit from to ensure their needs are being met.

“Nicole is always down to lend a helping hand to new Care Coordinators and makes them feel welcome. Nicole also is a wealth of knowledge and is always willing to share and show so you know to complete paperwork.”

- Darcie Shanahan, Care Coordination Supervisor



# ILIA KRESIC

Role: Care Coordinator  
Supervisor: Abigail Starkey

## How do you describe your role at Person Centered Services?

I describe my role as being a comprehensive role since we are involved in almost all facets of a person's life. We help guide them through the medical world and also the OPWDD world. We act as mentors often as well and we become anchors of support for our people. We not only guide them to different services, but we also act as emotional supports, people they can rely on when they are having a hard time and just need someone to talk to.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

I believe that each of us Care Coordinators can make a large impact on the people we serve. As long as we take the time to get to know our people and learn about them, we can really help them flourish in life. We can be major support beams for our people. We can be the ones who our people can rely on when things in their life get really tough. We also can be there to share in their joy when they achieve their goals in life.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

It means really getting to know your person and taking the time to listen to them. Also, you get to understand their preferences and how best to communicate with them in the way that is most comfortable for the person.

“Ilia is great to work with and has committed 10+ years of dedicated service to people with developmental disabilities.”

- Jeff Miller, Employment Program Director, People Inc.



# CHRISTY OLIVER

Role: Care Coordinator  
Supervisor: Heather Lynch



## How do you describe your role at Person Centered Services?

I connect people to supports and resources to maximize their quality of life and promote independence.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

By connecting people to resources it can greatly improve their quality of life. It allows people to be independent that may not have been able to be otherwise. Many times without our services people with disabilities lack the supports needed to reach their full potential.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?

Being "person-centered" can mean different things for different people. The services we provide are very personalized to what that specific client needs. Throughout the years, I have been a "jack of all trades." One day, I may need to link a client to resources, another I may need to lend a sympathetic ear if a client is having a bad day. Other days I may need to be a taxi driver if I am assisting them with a medical appointment or I may need to be an electrician if I am helping them install a smoke detector.

"Christy is an AMAZING Care Coordinator who goes above and beyond for every person she provides support to. Christy is dedicated to her role and cares deeply for everyone she works with. She makes sure she is providing high quality services and also making sure that she is fostering independence. She inspires people to do more than they think they are capable of to help them live a more meaningful life. Christy never thinks twice to take on a challenge. Christy also cares about her co-workers. She wants them to feel appreciated and part of a community. She started a weekly group (along with a few others) that meets in the office and that welcomes new employees to help improve the culture. They work alongside one another to answer questions and build relationships. She wants to see new and seasoned employees stay and thrive." - Heather Lynch, Care Coordination Supervisor

# KRISTA ORRANGE

Role: Care Coordination Ambassador  
Supervisor: Tracy Boggs



## How do you describe your role at Person Centered Services?

My role has two components - maintain a caseload of about 15 individuals and train new Care Coordinators as they join our agency.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

As an Ambassador, I work with new Care Coordinators in their first 90 days to help them understand the role. I try my best to provide good insight, tips, tricks, etc. so ultimately their individuals receive the best possible Care Coordination services.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?

To me, this means to meet the person where they are at and help them to reach their goals in a way that makes sense to them. Everyone is so different and special, so it's important to tailor how you work with people based on who they are and what they want. Our individuals are in the driver's seat; we are just the co-pilot guiding and providing them with options and education along the way in hopes to improve their quality of life and reach their goals.

"Krista has been my son Brian's Care Coordinator for a few years. She has helped Brian continue to thrive and meet his life plan goals. She continues to stay in contact with Brian and makes him feel comfortable in expressing his goals. She is always helpful in addressing any questions or concerns we have regarding Brian's future. We are so blessed to have her in our lives."

- Elaine Markovich, mother of a member.



# DENISE PIOTROWSKI

Role: Care Coordinator  
Supervisor: Faith Metzger



## How do you describe your role at Person Centered Services?

I always like to say, Care Coordinators keep it “REAL: Refer, Educate, Advocate, Link.” This is something I was taught by a co-worker years ago.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

As a Care Coordinator or co-worker, we can become a “junk drawer” that everyone has in their house. Full of things you did not know you had that can be so useful when you really need it. In our case, knowledge! When someone asks a question or is in a situation that requires assistance, you as the Care Coordinator can make all the difference. Tap into a resource that you do not use everyday but stored away for a time you might need it or your co-worker might need it. Fill that “junk drawer” with as much knowledge and resources as you can. Even if it is something you think you may never need! It can improve quality of life and health. It can make all the difference to someone.

It is also so important in our role to be consistent. So many people come and go in the lives of our individuals. Building a relationship and showing up for them consistently means so much to them. We become someone they can rely on and trust. Often times, families have been through the system and have not gotten what they have needed or have been let down. By the time we are assigned, they have little faith and no trust left. Building trust with them can be a struggle. But even the smallest action is a step in the right direction.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

Providing support in a “person-centered” way is placing an individual at the center of their care and support and not making the individual fit into an existing care or support plan. Their care is tailored to them. It provides goals and outcomes that give them the best quality of life and takes their wants and needs into consideration. The staff and Circle of Support are there to work for them and assist them in achieving what the individual has identified as goals that are important to them.

“Denise has come a long way as a Care Coordinator since I have been her supervisor. She is constantly working with all of the individuals on her case load to ensure they have everything they need to be successful in their everyday life. She is constantly striving to be the best Care Coordinator she can be.”

- Faith Metzger, Care Coordination Supervisor

# LYNZEE RALPH

Role: Care Coordinator  
Supervisor: Courtney McHale



## How do you describe your role at Person Centered Services?

A Care Coordinator is a jack of all trades - we never know what a person may need assistance with or guidance on where to get services.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

I offer them support and information about health, services and programs available to maximize their quality of life. We may be the only one who checks in on someone regularly to ensure their health and safety.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?

Giving any opportunity to see them achieve goals and to support the ups and downs of everyday life.

“Lynzee has assisted in everything from delivering a new bird as a pet, to obtaining life changing housing subsidies, to advocating for better living situations and to finding services that better suit the need. If someone is in need of help, they seek out Lynzee knowing that she will provide answers or assistance to anyone in need. Lynzee takes cases on that may be in a difficult spot and works hard to get families and individuals into stable positions in their lives. Lynzee makes Person Centered Services better each and every day, just by showing up and giving her all.”

- Courtney McHale, Care Coordination Supervisor

## AMY REINO

Role: Care Coordinator  
Supervisor: Heather Witt



**How do you describe your role at Person Centered Services?**

Support for individuals and families to navigate the system of services.

**Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?**

As a coordinator of services for 26 years I have provided consistency in an ever-changing system. I have supported my individuals emotionally and even sometimes physically to find services and supports they want and need. There are many obstacles in our field and I try to provide the most honest, direct services as possible. I think by me just being around as long as I have has provided my individuals with a sense of comfort as there is so much turnover within the whole field. My knowledge and my willingness to find out and research services new and old helps to improve the health and life of someone served by our agency.

**What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?**

To listen to what they want in their life while being realistic about what is available so they are not set up for failure. I am also supporting them when they do fail. We provide dignity of risk to enhance their ability to be the best person they can be even when they do not think they can. I think outside of the box and brainstorm for the best possible care. I think of members as my family and ask what would I want for my loved one to have the best quality of life.

“Amy is a rockstar!!! She has been doing this for over 20 years and has been a consistent support for the individuals and families on her caseload. I continuously receive positive feedback from providers on how much they enjoy working with Amy. Amy goes above and beyond in her work as a Care Coordinator and always ensures needs are being met in a timely fashion.”

- Heather Witt, Care Coordination Supervisor

## DARCIE SHANAHAN

Role: Care Coordinator  
Supervisor: Faith Metzger



**How do you describe your role at Person Centered Services?**

I assist my clients by providing resources and educating them to develop goals based upon their wants and needs and to live their best lives possible.

**Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?**

I like to make people smile and learn about their hobbies so they feel more comfortable with me and I genuinely care about my clients. I like to call them or visit and say “Happy Birthday.”

**What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?**

I try to make their goals/dreams more achievable for them based upon their needs.

“Darcie has been with Person Centered Services for a year, and never fails to take advantage of any opportunity to learn and grow as a Care Coordinator whenever she can! She is in the office on Fridays with the more experienced Care Coordinators to ask questions and work along side them. She is always reaching out to ask for assistance when she struggles and works with her individuals with the biggest heart to assist them in achieving their goals. Their struggles are her struggles. She is 100% committed to this job and she is born for this role. She takes this job to heart and often does not give herself enough credit for the role she plays in the lives of the people she serves. She wants to fix everything in their lives and some days I think she has the determination to do it! She truly is an All-Star!”

- Denise Piotrowski, Care Coordination Supervisor

# MYKALINN SNOW

Role: Administrative Operations Supervisor  
Supervisor: Haley Miller



## How do you describe your role at Person Centered Services?

I get the pleasure of working directly with 9 staff that provide clerical and administrative support to the agency's Care Coordination (CC) Department. I work alongside 2 other supervisors that also have 9 member teams who share my role.

My role involves supervising administrative team members, ensuring efficient workflow, and maintaining high standards of service delivery. Our team works with the Operations Director to provide daily administrative functions and caseload management, aiding leadership in maintaining quality and compliance.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

As a supervisor of operations I take pride in knowing the team I support is providing a helping hand to the Care Coordinators, providing direct support to the people our agency serves. Not only does the Operations team provide assistance with ensuring efficient work flow and maintaining high standards of service deliver, some of the other responsibilities include monitoring routine tasks, managing special projects, and providing leadership support.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?

To treat someone in a person-centered way is something that should not be an uncommon practice; it should be part of humanity. When at work, I think about being holistic in approaching the person's life, including their physical, social emotional and spiritual well-being. I prioritize the individuals' needs, preferences, and goals, especially in health care. Treating someone with respect, valuing their input about their own life, and having them active in their own decision making is key. Not one single person is the same and everyone deserves to be looked at as a unique being.

"Mykalinn is a force of nature. She does it all. She is organized and always on top of everything. She has been invaluable to me as a new hire. She has taught me so much and with patience and understanding. She is highly regarded by her peers and in my opinion she is an All-Star!"

- Darla Childs, Care Coordination Supervisor, Person Centered Services

# KATHLEEN TIERNEY

Role: Care Coordinator  
Supervisor: Abigail Starkey



**How do you describe your role at Person Centered Services?**  
A team member, an advocate, and a jack of all trades.

**Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?**

Knowing the individuals we serve, their diagnoses, medications and recommendations for follow up, we encourage and support to effectuate positive health outcomes. We can also impact life outcomes by listening and responding, seeking services and supports that provide opportunities that assist in each person to live a healthy, community-based life that is meaningful to those we serve.

**What does it mean to you to provide support for someone with an intellectual or developmental disability in a “person-centered” way?**

Listen and learn who the individual is, utilize the determinants of health and follow up with a course of action that provides the supports and services that add value to the person's life.

“Kathleen Tierney is being nominated for her outstanding commitment, resourcefulness, and resilience in connecting her families to supports and services. In March of this year, Kathleen took on the challenge of supporting a family of a child she supports with a critical safety concern. The child had the potential to elope, causing great stress on their family.

Kathleen put her resourcefulness skills to the test and reached out to organizations that could assist. The Flutie Foundation responded to her request and offered to purchase the family AngelSense, an assistive technology that promotes safety and independence through a monitoring and alert system. In addition to the device, the Flutie Foundation purchased the family a one-year subscription to its services.

The Flutie Foundation partnered with Jersey Mikes and gifted the family in April of 2025. We are grateful for Kathleen and Care Coordinators like her that help improve the lives of the people she supports. Thank you, Kathleen!”

- Alan Venesky, AVP Stakeholder Relations, Person Centered Services

# ELENA VAN VOORHIS

Role: Care Coordination Supervisor  
Supervisor: Scott Estee



## How do you describe your role at Person Centered Services?

I'd describe myself as a resource and support to Care Coordinators! We are a team and I'm just one more piece to that puzzle to provide ideas or another layer of support to both the Care Coordinators and the families they partner with.

## Can you describe how your role can support Care Coordination or help improve the health or life of someone served by Person Centered Services?

We have seen a lot of wins during our 7 years as an agency. Some of my favorites have been seeing people we have worked with since school age begin to mature and make plans for their future. From moving someone from a community setting into a certified setting where they can get more support and they can live their healthiest lives, to also seeing folks become more independent and moving out of their parents homes into their own places, every journey is different and we are so fortunate to be part of them.

## What does it mean to you to provide support for someone with an intellectual or developmental disability in a "person-centered" way?

Putting that individual person first. There is no "right or wrong", it is simply doing the right thing by the person we support. What one person may consider success may not be the same to the next person, keeping in mind we all have our own histories, dreams, cultures and goals.

"Over the past three years (almost) of working together, I have come to appreciate her understanding nature and the way she takes the time to explain things thoroughly. Never once losing patience with me. Her genuine concern for the clients we serve is evident, and it truly makes a difference in our work. Whenever I'm in need, she's always there ready to lend a helping hand or an encouraging word. Elena's bubbly personality is infectious. Her positivity lights up even the toughest days and I genuinely enjoy our time together. It's hard to imagine navigating the challenges of this job without her by my side. I wholeheartedly believe that her presence enhances our entire team's morale."

- Yolanda Trueheart, Care Coordinator

"Elena is a tremendous supervisor and supporter of not only the individuals that we serve under her supervision, but also of the team she supervises as well. If she doesn't have the answer or solution to a question or problem she works hard to find that answer. She is very supportive of her team's well-being and is always sure to check in and ask how she can help when she knows you're having a hard time. Her superpower is making everyone feel welcome, comfortable and safe. She has a way of lighting up a room and putting everyone at ease to be themselves."

- Paige Chernogorec, Care Coordinator

"Elena supports me as a Care Coordinator daily and is always available to answer any questions. She is there to listen whenever I need. She is a huge support and I truly could not do this job without her. She is an amazing supervisor and just an amazing, caring, kind and outstanding individual."

- Chelsi Thompson, Care Coordinator

"Elena is an incredible human being. Her passion and dedication to her job beams when she speaks, and shares ideas and thoughts about how to care for the people we serve. She has a plethora of knowledge. If she is unsure, she will look for others who may know and then share the information with you. She is both caring and compassionate about the people on her team, and has always extended herself if you are struggling with a specific individual or their family. She will also provide comfort and care if you are struggling with issues outside of work. Elena is always willing to listen and to gently guide you in the right direction. I love what I do, but there are days that are challenging. I know that I can always count on Elena to de-stress me and to help me get through some of the most difficult days. Elena deserves to be recognized as she truly has earned it!!"

- Diane Young, Care Coordinator

"Elena has been one of the best supervisors a Care Coordinator can ask for. She is ALWAYS a team player, wants to help, is very understanding in every situation and very supportive towards all of us. She concentrates on our strengths as Care Coordinators, not our weaknesses. She is very flexible and will jump right in to do a home visit or a life plan for one her Care Coordinators when needed. She makes all of us want to stay in our positions because we all know what a great supervisor she is!"

- Jennifer Serwinowski, Care Coordinator





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2025 All-Star Video!

