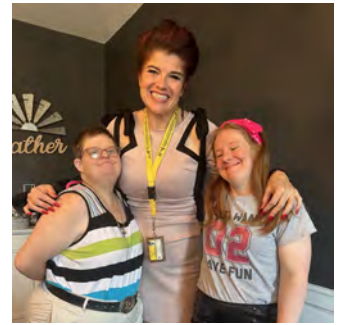




## • From the CEO

### Friends, welcome to PACCNews!

I'm happy for the launch of our quarterly digital newsletter to keep you updated on PACC's good work and the impact we have on people living with intellectual and developmental disabilities. PACC provides direct support to amazing people in communities throughout Pennsylvania.



Highlighting 2024, PACC commemorated 20 years of service! We marked the year with critical service expansion. Most significantly, PACC launched residential services, adding a home for adult women and one for adult men. I'm proud of the hard work of the residential services launch team and newly formed department! [Click here to learn more about residential services.](#)

I hope you will read our newsletter and then forward it on to others to help PACC increase awareness about issues affecting adults with IDD and the services PACC provides.

Gratefully,  
Kelly O'Malley, CEO

## Featuring Bryan!

To help you get to know us PACC will feature a skilled, dedicated, and hard working PACC team member in every quarterly edition of PACCNews!

In this first issue we are pleased to introduce **Bryan Gardner, the invaluable PACC employee** who scans all of our documents into the electronic record system. This is a **mission critical** procedure that must be followed to comply with state funding requirements.

**Bryan has diligently scanned well over 1.5 million separate documents and classified them into different files!!!**



Bryan is a reliable team member who can be counted on to get the job done. It's a monumental task that most people without disabilities would struggle to do, but **Bryan maintains focus and accuracy with coaching from his Direct Support Professional, Barbara Lavia.** [Click here to learn more about Home and Community Services.](#)

## Transition Services

"A **jokester** who is **generous** and **energetic**" is how April Sanders responded when asked to describe Ava Farrell in 3 words. April is the Transition Specialist at PACC who has supported Ava for the last two years. She said Ava can make puns all day noting that she even performed a comedy routine in the talent portion of the Miss 22 Quties Special Needs Beauty Pageant where **Ava took the first place crown in 2024.**

April describes Ava as a generous person who always offers to share what she has with others, and who is also extremely energetic and loves to work, work, work.

### New Staff Highlight **Maddy Laws**

"Maddy Laws is a new-hire that is doing an outstanding job!" said Joel Stein, her Approval Manager. He noted that Maddy is a role model who has consistently had all of her documentation and supporting paperwork input on time and complete from day one! Joel said "I have also witnessed her doing her job in the field, and she is truly doing remarkably well!"

**Welcome Maddy!**

### Participant Spotlight

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**Ava's ambition shines!** Last year she didn't feel challenged by her work, so Ava went job hunting and was very successful!

Panera not only offered Ava a job, they trained her in multiple areas, allowed April to train with her, and then allowed Ava to select the job she enjoyed the most! Ava chose to work the register and loves it, but she didn't stop there!

Ava wanted to add a second job that paid more, so April worked with her to find a seasonal job restocking merchandise at Target. **She is driven!**

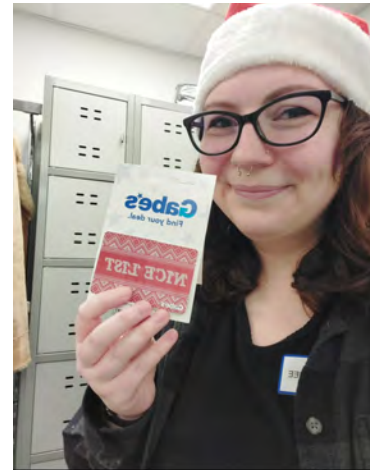
Even with her busy schedule Ava volunteers at an assisted living center and in the cat section at Butler County Humane Society. Ava also takes classes at CCAC! Her busy life is due to her spirit, but made possible, in part, by PACC Transition Services. **Daily support matters!**

**Click here to learn more about PACC's Transition Services department.**

## Occupational Vocational Rehabilitation

### PACC's Supported Employment Team Helps Adults Navigate a Myriad of Challenges

Cortnee was both jobless and homeless when she started working with PACC's OVR Employment Specialist Karen Klicka on June 6, 2024. **"She started her journey from the ground up, and I couldn't be more proud of the progress Cortnee has made in these six short months,"** said Karen.



**Cortnee Deyarmin**

She was staying at a friend's house, so Karen began her work with Cortnee by crafting her resume, researching housing options and looking at a variety of jobs together. A job search can be tough, and the process was emotional for her, but **Cortnee was very brave!** After two months of looking and a few failed attempts, in August 2024 **Cortnee was offered a job at Gabe's!** They started her off by working the floor, but it was difficult for her to bend over and come back up due to health problems she was facing. "We tried the cash register, Karen noted, but that absolutely didn't work because of standing in one location being painful for her." We then, as a last resort, tried the fitting rooms. She did well there but **Cortnee is highly motivated and wanted more!** Gabe's management took a leap of faith and **gave her her very own department to maintain along with the fitting rooms. She has flourished!!!**

**Cortnee takes her responsibilities very seriously!** At the beginning of every shift, she cleans and disinfects the fitting rooms and then continues to do so after each customer. All while organizing the softlines department. **"I am so extremely proud of her accomplishments,"** Karen beamed. **"She has worked very hard to get to where she is today!"**  
[Click here to learn more about OVR services at PACC!](#)

### Announcements

**Learning & Letters Advocacy Workshop** Monday, January 13th  
 10:30 - 11:30 AM at PACC's Carnegie office - 800 Bell Avenue

Medicaid provides support for people with disabilities to live, work, go to school and socialize in the community. Learn about potential threats to the law and write letters to elected officials.

**PACC's FY 23/24 Impact Report is available!**

Email [campaigns@pacc.org](mailto:campaigns@pacc.org) to request your copy!