**ARRM Cares Nomination: Nick LeBrun *Appointment Coordinator
Years of Service: 1.25***

***Professional Integrity:*** Explain how the individual has supported persons served while maintaining high standards to benefit persons served, co-workers, and the organization

Nick is the ultimate team member! He problem solves situations to make sure everyone’s needs are met. If he has a conflicting appointment, he reaches out to others to find the coverage needed so appointments are not missed or cancelled, or he suggests alternative solutions.

He sees things through to completion! His written and verbal communication is professional, and he responds to emails in a timely matter.

Recently, Nick took it upon himself to help the individuals in one of our homes coordinate medical transportation and receive Metro Mobility certification. They were thrilled with their newly acquired independence!

***Networking Supports:*** Explain how the individual has advocated to connect persons served with natural support systems. Explain techniques the DSP has used to connect persons served with natural supports

Nick started at Phoenix just over a year ago as an Appointment Coordinator, but we have found he is much more than that! Nick is phenomenal at what he does—despite being new to the industry!

Not only is he facilitating appointments at his designated homes, but he also willingly offers his assistance to other homes needing planned or last-minute appointment coverage. One example that comes to mind is last Easter. He was only 2 months into the position, but he so graciously brought one of our individuals home for Easter when he wasn’t scheduled to work. He then continued to work at the house for the remainder of the evening. It was very evident that this was so important to the individual and her brother, and they were so appreciative!

Nick helps stressed family members feel calm, and his communication with guardians, parents, and other family members is always courteous and respectful. So many people have commented on how impressed they are with Nick and all the tasks he takes on. He is an absolute joy to be around!

***Creative, Innovative, Person-Centered Approaches to Services:*** Explain how the individual has personalized services for persons served and how they have demonstrated an ability to develop and implement new person-centered approaches while demonstrating successful results.

Nick is the ultimate Activities Coordinator! From the very beginning, he jumped right in and is always willing to help the individuals attend community events – even if it is on a holiday or his day off!

He has done an exceptional job facilitating community outings to the Mall of America, Minnesota State Fair, family visits, and he even offered to bring someone to a Vikings game on Thanksgiving Day!

Recently, one of our managers was trying to find transportation for an individual to attend three family outings. There was resounding “Ask Nick” when the manager asked for input from upper management. He is the first person we go to when we need an extra pair of hands!