

ARRM Cares Nomination: Patty Mader
Drexel & Suburban Houses
Years of Service: 14

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

Patty has only been at Phoenix a year, but has certainly made an impression! Right from the beginning, she stepped up and took ownership of her position.

She's been very hands-on with the individuals at Drexel House, and she communicates so well with everyone in the company. Most of the time, she is the first to respond to manager requests and you never have to remind her about anything. Patty has been great at communicating with guardians, her staff, and the whole team at Phoenix. She is always on top of her duties!

Less than a year into her position, she voluntarily took on the role of Program Manager at a second location and is doing so well there!

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

Patty sincerely wants us to do well, and she'll do everything she can to make that happen. Shortly after starting, she reached out independently to ask about raising money for our Made in the Shade 5K walk—even reaching out to her own friends and family asking for donations to support her house.

She's always bringing the individuals on community outings, especially Phoenix-wide events, like our Made in the Shade 5K walk, Bingo Night, and the Holiday Party.

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.

More recently, Patty has navigated the complexities of helping one of the individuals in the home have a g-tube placed. Unfortunately, there have been so many complications along the way. While most people wouldn't have the bandwidth to continue after 4 or 5 times, Patty is more determined than ever to help him figure out the right one – advocating for him every step of the way.

We have been so impressed from the beginning with her willingness to jump right in and offer new solutions. Patty is already off to a great start, and we are so glad to have her here at Phoenix!