

## PAT PHILLIPS

We are excited to introduce you to Pat for this month's Staff Spotlight! Pat is a Resident Service Coordinator for the Hill Arboretum Apartments at OTR. She assists with helping residents apply for different aid or benefits, mental health services, plans and implements programming, transportation assistance, conflict resolution, linking residents to community resources, and so much more. She also conducts assessments so that she can meet residents' needs. Pat has worked for OTR since April of 2016, and she is highly regarded by both OTR staff and residents.

### **What do you like most about your work?**

"What I like most about my work is the enjoyment and satisfaction that involves my helping people to live their best lives. Some of my residents need more assistance than others. Working closely with my residents I can look forward to building strong relationships to empower them to look toward the future of things yet to come."

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### **How has OTR helped with your career development?**

"I am required to attend Service Coordinator HUD trainings to maintain 12 hours of continuing education in each successive year. This coursework is recommended for Service Coordinators working in HUD-assisted housing, and it covers various topics that I can apply and share with my coworkers. These trainings have provided me the valuable opportunity to network and learn from other Service Coordinators from out of state. I have gained a great deal of knowledge from these trainings and see them as a very useful tool."

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### **What are your hopes for Over the Rainbow Association?**

"I hope for nothing but continued success in the work that has been done for so many years. I am honored to have been around during this time of my coming on board to see the vision that has been acknowledged by all."

