

## Human Resources

Think of HR as a resource for you. We handle the details like pay, benefits and policies, so you can focus on your work and feel supported along the way. Our door is always open if you need help or have questions. We want to make sure you feel welcome, included, and set up for success here at Coarc.

Coarc's Human Resources team consists of 5 dedicated members, collectively impacting over 423 employees



Did you know??  
There is 74 years of Coarc experience among the 5 team members

# Key components of Human Resources

## **Recruitment & Staffing**

Attracts, interviews, and hires qualified employees so teams are well supported and run smoothly.

## **Onboarding & Orientation**

Welcomes new employees, helps them to understand their benefits and workplace expectations, along with providing ongoing support throughout employment.

## **Compensation & Benefits**

Supports fair pay practices and clearly communicates information about pay, time off, retirement plans, and employer-sponsored and voluntary benefits.

## **Policies & Everyday Guidance**

Ensures workplace policies and expectations are fair, easy to understand, and are consistently followed.

## **Employee Relations**

Helps address workplace concerns, supports respectful communication, and ensures employees feel heard and are treated fairly.

## **Performance Support & Accountability**

Partners with employees and supervisors on performance-related matters and helps ensure reviews are completed on time.

## **Compliance & Records**

Helps ensure workplace practices follow applicable labor laws.  
Maintains accurate and confidential employee records.

## **Health, Safety & Wellbeing**

Supports safe workplace practices and promotes programs that support employee health and financial well-being.

## **Culture, Engagement & Growth**

Strengthens workplace culture, engagement, retention, and future workforce planning.

# Employee Spotlight

## Theresa Potts, Human Resources Generalist

“My title is HR Generalist and as my title suggest, I do a bit of everything HR in my role and I like the variety. I enjoy seeing how all the different Coarc programs work together to achieve our mission. Some things about me: I love spending time with family and close friends, I love the outdoors, and I am a foodie! My favorite/lucky number is 11 (I was born at 11:11 pm), my favorite color is blue and I am a Capricorn. I am proud that I have experienced 20+ years here at Coarc.”



## Jamie Budai, Senior Recruitment & Retention Specialist

“I am the Recruitment and Retention Specialist at Coarc and am proud to have been part of the Coarc family for 17 years. I truly enjoy what I do and am grateful to work for an organization that supports and advocates for people with disabilities. My favorite parts of my role are working with applicants, guiding them through the hiring process, and helping new employees feel welcomed and supported during onboarding. Outside of work, I love spending time outdoors—hiking, boating, and kayaking are some of my favorite activities, along with enjoying time with my family.”



## Lauren Rhynders, Administrative Assistant

Lauren is the newest staff member in the HR Department, and she is a graduate from SUNY Albany. She supports the recruitment and onboarding process and helps ensure staff receive the guidance and assistance they need. Lauren’s positive approach, strong organizational skills, and willingness to support others make her a valued member of the HR team, and we are excited to have her.



## Jessica Pacheco, Human Resources Associate

Jessica is the HR Associate at Coarc. She first joined the team in 2014 as an Administrative Assistant and has advanced into her current role. She enjoys providing support to the HR team and Coarc employees.

*Jessica  
Pacheco*





## A Message from Heather Richards, Chief Human Resource Officer

Thank you for taking the time to read this HR-focused edition of The Coarc Circle. I hope you've enjoyed learning more about the work of Human Resources. We're here to support staff, strengthen our workplace, and help everyone succeed so we can collectively advance our mission.

If I could share just a few HR-related reminders to support your success at Coarc, they would be these:

Know the basics:

Workplace policies and expectations are designed to promote fairness, consistency, and smooth day-to-day operations. Think of them as a guide to help you succeed, not rules to fear.

Communicate early:

If you have a question or concern, HR is here to listen, help, and direct you in your next steps. Reaching out early can make a real difference.

Treat others with respect:

A positive workplace starts with how we treat one another every day. Courtesy, professionalism, and respect go a long way.

Thank you for choosing Coarc as your employer.  
**Together, We Make a Difference.**

