

FOR IMMEDIATE RELEASE

Access Services Announces CEO Transition Following Decades of Leadership by Sue Steege

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The Board of Directors of Access Services announced a planned leadership transition, marking the upcoming retirement of Sue Steege, President & CEO, and the appointment of Jessica Fenchel as her successor.

After more than 30 years of service, Sue Steege will retire as President & CEO effective December 31, 2026. Her tenure reflects an extraordinary legacy of leadership and unwavering dedication to the mission of strengthening communities and empowering individuals to live meaningful lives.

Sue began her career at Access Services as a Direct Support Professional and House Supervisor within the organization's [Community Homes](#) (CLA) program. Rooted in direct service, she developed a deep understanding of the individuals and communities Access Services supports. Over the years, she advanced through leadership roles including Regional Vice President for the Lehigh Valley and Chief Operating Officer, before being named President & CEO in 2020.

Throughout her career, Sue Steege has been recognized for her commitment to identifying gaps in services and developing innovative, person-centered solutions. Her leadership has consistently reflected a belief that every individual deserves the opportunity to live their best life, and she has helped guide Access Services through significant growth and change while remaining grounded in its core values.

Her impact extends beyond the organization. Sue Steege has been an active leader in the broader Intellectual Disability community, including her involvement with PAR and service on its Board of Directors. Through this work, she has contributed to strengthening systems of care across Pennsylvania and helping to shape the future of the human services field.

As part of this planned transition, the Board of Directors has appointed Jessica Fenchel, current Chief Operating & Program Officer, as the next President & CEO of Access Services.

Jessica Fenchel joined Access Services in 2012 and has demonstrated a strong track record of innovative and values-driven leadership. Known for her integrity, curiosity, and commitment to quality, she has played a key role in advancing the organization's mission, vision, and strategic direction. Her leadership has also been instrumental in driving digital transformation initiatives that position Access Services to remain strong and responsive in an evolving human services landscape.

In addition to her work within Access Services, Jessica Fenchel is a respected regional leader. She currently serves on the Governor's Behavioral Health Council and holds board roles with NAMI Montgomery County and the MAX Association. She is also an experienced trainer and presenter in areas such as crisis intervention, suicide prevention, and value-based care.

"This transition reflects a thoughtful and intentional succession process," the Access Services Board of Directors shared. "We are deeply grateful for Sue's decades of leadership and the legacy she leaves behind. At the same time, we have full confidence in Jess and are excited for the future of Access Services under her leadership."

Throughout 2026, Sue Steege and Jessica Fenchel will continue to lead the organization together, ensuring continuity and stability during this transition. This period of shared leadership coincides with Access Services' 50th anniversary, a milestone that reflects five decades of impact and a strong foundation for the future.

About Access Services

Access Services is a non-profit organization committed to building stronger communities by empowering individuals to achieve wholeness and belonging. Serving eastern Pennsylvania since 1976, Access Services provides community-based support for adults, children, and families, including services for individuals with intellectual disabilities, autism, behavioral health needs, and housing support.

Access Services believes in providing person-centered services that meet each individual's unique needs. Instead of a one-size-fits-all approach, the organization asks, "How can we serve this person better?" This mindset has supported growth from a small group of social workers to more than 600 dedicated staff members across 11 counties, all working to strengthen communities.

Access Services remains adaptable and responsive to evolving community needs. When the organization cannot provide a direct solution, it connects individuals with trusted community partners and resources. Through these strong partnerships, Access Services helps build vibrant communities and lasting support for those in need.

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