|  |  |  |
| --- | --- | --- |
| **OPWDD Regional Office**  **Finger Lakes Counties:** Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming & Yates  **Western NY Counties:** Alleghany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans | | |
| **TOPIC** | **CONTACT/EMAIL** | **PHONE** |
| **ADMINISTRATIVE OVERSIGHT**  Administration and supervision of regional  office team and all job functions | ELLEN HARDY  [ELLEN.HARDY@OPWDD.NY.GOV](mailto:ELLEN.HARDY@OPWDD.NY.GOV)  DARLENE HINES-WILLIAMS  [darlene.hineswilliams@opwdd.ny.gov](mailto:darlene.hineswilliams@opwdd.ny.gov)  KELLY O'CONNOR  [Kelly.marie.oconnor@opwdd.ny.gov](mailto:Kelly.marie.oconnor@opwdd.ny.gov)  DAN CARYL  [daniel.caryl@opwdd.ny.gov](mailto:daniel.caryl@opwdd.ny.gov)  HENRIETTA DENNIS  [henrietta.dennis@opwdd.ny.gov](mailto:henrietta.dennis@opwdd.ny.gov) | (585) 241-5750 (FL)  (716) 608-2696 (W)  (585) 461-8789 (FL)  (716) 608-2731 (W)  (585) 461-8748 (FL)  (716) 517-3722 (W)  (585) 461-8552 (FL)  (716) 608-2709 (W)  (585) 461-8547 (FL)  (716) 608-2725 (W) |
| **ADULT/CHILD PROTECTIVE SERVICES (APS/CPS)** Liaison with County DSS & Follow up in regards to all APC/CPS related issues | MARLENE GLENDE-FINKLE (FL)  [marlene.glende-finkle@opwdd.ny.gov](mailto:marlene.glende-finkle@opwdd.ny.gov)  VANESSA HILBERT (FL)  [Vanessa.l.abreu@opwdd.ny.gov](mailto:Vanessa.l.abreu@opwdd.ny.gov)  LINDSAY CAULFIELD (W)  [Lindsay.A.Caulfield@opwdd.ny.gov](mailto:Lindsay.A.Caulfield@opwdd.ny.gov)  LISA HARNDEN-CPS (W)  [lisa.m.harnden@opwdd.ny.gov](mailto:lisa.m.harnden@opwdd.ny.gov) | (585) 461-8960  (585) 461-8781  (716) 608-2670  (716)-608-2702 |
| **AGING & PASRR** Help with questions on: services available to aging individuals with developmental disabilities and nursing home placements. | WANDA HAWTHORNE (FL)  [wanda.hawthorne@opwdd.ny.gov](mailto:wanda.hawthorne@opwdd.ny.gov)  GENA HUBER (W)  [gena.m.huber@opwdd.ny.gov](mailto:gena.m.huber@opwdd.ny.gov) | (585) 241-5740  (716) 608-2706 |
| **AGING OUT-RESIDENTIAL** Questions related to students living at in-state or out of state residential schools. | VANESSA ABREU (FL)  [vanessa.l.abreu@opwdd.ny.gov](mailto:vanessa.l.abreu@opwdd.ny.gov)  GENA HUBER (W)  [gena.m.huber@opwdd.ny.gov](mailto:gena.m.huber@opwdd.ny.gov) | (585) 461-8781  (716) 608-2706 |
| **AGING OUT/SCHOOL TRANSITION**  Help with post-secondary/adult service options & planning | KRISTINE SNYDER (FL)  [kristine.snyder@opwdd.ny.gov](mailto:kristine.snyder@opwdd.ny.gov)  DANA SCHULTZ (FL)  [dana.schultz@opwdd.ny.gov](mailto:dana.schultz@opwdd.ny.gov)  STEPHANIE MCLEAN-BEATHLEY (W)  [stephanie.e.mclean-beathley@opwdd.ny.gov](mailto:stephanie.e.mclean-beathley@opwdd.ny.gov) | (585) 241-5852  (585) 241-5704  (716) 608-2732 |
| **CAPITAL FINANCING SERVICES (PROPERTY)** Assistance with prior property approvals (PPAs) and general property questions relating to IRAs, Day Hab. facilities and other certified settings. | RAY KENEFICK (FL & W)  [ray.kenefick@opwdd.ny.gov](mailto:ray.kenefick@opwdd.ny.gov) | (716) 608-2742 |
| **CERTIFIED RESIDENTIAL OPPORTUNITIES** Assistance with certified residential placements | JACK KELLEY (FL &WNY)  [John.J.Kelley@opwdd.ny.gov](mailto:John.J.Kelley@opwdd.ny.gov)  AMBER BENEDICT (FL)  [amber.l.benedict@opwdd.ny.gov](mailto:amber.l.benedict@opwdd.ny.gov)  NICOLE WATSON (W)  [nicole.watson@opwdd.ny.gov](mailto:nicole.watson@opwdd.ny.gov) | (716)-608-2704  (585) 241-5727  (716) 608-2516 |
| **CHILDREN'S WAIVER/LIAISON** Help with eligibility issues, availability of opportunities, waitlist status, and services available to participants. | STEPHANIE BOURNE (FL)  [stephanie.m.bourne@opwdd.ny.gov](mailto:stephanie.m.bourne@opwdd.ny.gov)  LISA HARDEN (W)  [lisa.m.harnden@opwdd.ny.gov](mailto:lisa.m.harnden@opwdd.ny.gov) | (585) 241-5737  (716) 608-2702 |
| **CERTIFICATE OF NEED (CON)** Help with completing a certificate of need form. | RAY KENEFICK (FL)  [ray.kenefick@opwdd.ny.gov](mailto:ray.kenefick@opwdd.ny.gov)  DAWN FILIPSKI (W)  [dawn.m.filipski@opwdd.ny.gov](mailto:dawn.m.filipski@opwdd.ny.gov) | (716) 608-2742  (716) 608-2736 |
| **CHOICES**  Technical Assistance with use of CHOICES | HEIDI KAISER (FL)  [heidi.kaiser@opwdd.ny.gov](mailto:heidi.kaiser@opwdd.ny.gov)  KRISTEN GARRASI (W)  [kristen.r.garrasi@opwdd.ny.gov](mailto:kristen.r.garrasi@opwdd.ny.gov) | (585) 241-5726  (716) 608-2733 |
| **COMMUNITY HABILITATION** Technical assistance and program enrollment questions in regards to this service. | THELMA JAMISON (W)  [thelma.jamison@opwdd.ny.gov](mailto:thelma.jamison@opwdd.ny.gov)  KRISTINE SNYDER (FL)  [Kristine.Snyder@opwdd.ny.gov](mailto:Kristine.Snyder@opwdd.ny.gov)  SHERYL HOAG (FL)  [sheryl.a.hoag@opwdd.ny.gov](mailto:sheryl.a.hoag@opwdd.ny.gov) | (716) 608-2711    (585) 241-5852  (585) 461-8734 |
| **633.12 OBJECTIONS TO TREATMENT**  Involvement with objections to treatment situations | KRISTEN GARRASI (FL & W)  [kristen.r.garrasi@opwdd.ny.gov](mailto:kristen.r.garrasi@opwdd.ny.gov) | (716) 608-2733 |
| **CONTRACT MANAGEMENT** Create, execute and audit contracts and assist with RFP's. | REBECCA THOMAS (FL)  [rebecca.thomas@opwdd.ny.gov](mailto:rebecca.thomas@opwdd.ny.gov)  KIMBERLY HAYDEN (FL & W)  [kimberly.r.hayden@opwdd.ny.gov](mailto:kimberly.r.hayden@opwdd.ny.gov)  DEANNA HENDEL (W)  [deanna.x.hendel@opwdd.ny.gov](mailto:deanna.x.hendel@opwdd.ny.gov) | (585) 461-8531  (716) 608-2710  (716) 608-2802 |
| **CRISIS/FORENSICS/RISK MANAGEMENT**  Technical assistance related to these  situations | MARLENE GLENDE-FINKLE (FL)  [marlene.glende-finkle@opwdd.ny.gov](mailto:marlene.glende-finkle@opwdd.ny.gov)  SCOTT PERRY (W)  [scott.w.perry@opwdd.ny.gov](mailto:scott.w.perry@opwdd.ny.gov) | (585) 461-8960  (716) 608-2766 |
| **DAY HAB/PRE-VOC/WORKSHOP**  Technical assistance and program enrollment questions in regards to this service. | DANA SCHULTZ (FL)  [dana.schultz@opwdd.ny.gov](mailto:dana.schultz@opwdd.ny.gov)  JESSICA HANSEN - DH (W)  [jessica.hansen@opwdd.ny.gov](mailto:jessica.hansen@opwdd.ny.gov)  PATRICIA TEDESCO –  Pe-Voc/workshop (W)  [patricia.tedesco@opwdd.ny.gov](mailto:patricia.tedesco@opwdd.ny.gov)  KRISTINE SNYDER (FL)  [Kristine.Snyder@opwdd.ny.gov](mailto:Kristine.Snyder@opwdd.ny.gov)  SHELBY DERRY (FL)  [Shelby.A.Derry@opwdd.ny.gov](mailto:Shelby.A.Derry@opwdd.ny.gov) | (585) 241-5704  (716) 608-2910  (716) 608-2743  (585) 241-5852  1-607-734-6135 X35 |
| **ELIGIBILITY FOR SERVICES** Help with determining whether individuals are eligible for services. | CHRISTINE WADE (FL)  [christine.wade@opwdd.ny.gov](mailto:christine.wade@opwdd.ny.gov)  BRIANA STEWART (FL & W)  [briana.stewart@opwdd.ny.gov](mailto:briana.stewart@opwdd.ny.gov)  JILL HAMILTON (W)  [Jill.E.Hamilton@opwdd.ny.gov](mailto:Jill.E.Hamilton@opwdd.ny.gov) | (585) 461-8705  (585) 461-8826  (716) 608-2693 |
| **EMPLOYMENT PROGRAMS**  Assistance with the identification of  and enrollment into supportive  employment options for students and adults transitioning to integrated, competitive employment. | SHELBY DERRY (FL)  [Shelby.A.Derry@opwdd.ny.gov](mailto:Shelby.A.Derry@opwdd.ny.gov)  DANA SCHULTZ (FL)  [dana.schultz@opwdd.ny.gov](mailto:dana.schultz@opwdd.ny.gov)  JANICE SHAFER - ETP (FL)  [janice.m.shafer@opwdd.ny.gov](mailto:janice.m.shafer@opwdd.ny.gov)  KRISTINE SNYDER (FL)  [Kristine.Snyder@opwdd.ny.gov](mailto:Kristine.Snyder@opwdd.ny.gov)  PATRICIA TEDESCO (W)  [patricia.tedesco@opwdd.ny.gov](mailto:patricia.tedesco@opwdd.ny.gov)  MARY PRITCHARD, ETP (W)  [mary.a.pritchard@opwdd.ny.gov](mailto:mary.a.pritchard@opwdd.ny.gov) | (607-734-6135 X35  (585) 241-5704    (585) 241-5828    (585) 241-5852  (716) 608-2743  (716) 532-5522 X2344 |
| **ENVIRONMENTAL MODS & ASSISTIVE TECHNOLOGY**  Technical assistance related to these services  and review and approval of applications | MARK HARDEN (FL)  [mark.harden@opwdd.ny.gov](mailto:mark.harden@opwdd.ny.gov)  DAVID GRIESINGER (W)  [david.griesinger@opwdd.ny.gov](mailto:david.griesinger@opwdd.ny.gov) | (585) 241-2644    (716) 608-2505 |
| **FAMILY EDUCATION &TRAINING**  Technical assistance and program enrollment questions in regards to this service. | SHELBY DERRY (FL)  [shelby.a.derry@opwdd.ny.gov](mailto:shelby.a.derry@opwdd.ny.gov)  JESSICA HANSEN (W)  [jessica.hansen@opwdd.ny.gov](mailto:jessica.hansen@opwdd.ny.gov) | (607) 734-6135 x35  (716) 608-2912 |
| **FAMILY SUPPORT SERVICES** Assistance with Family Support program and related fiscal and contract issues. | AMANDA BISHI (FL & W)  amanda.l.bishi@opwdd.ny.gov  MELISSA JORDAN (FL)  [melissa.j.jordan@opwdd.ny.gov](mailto:melissa.j.jordan@opwdd.ny.gov)  VANESSA SANDOR (W)  [vanessa.m.sandor@opwdd.ny.gov](mailto:vanessa.m.sandor@opwdd.ny.gov) | (585) 461-8886  (585) 241-5855    (716) 608-2716 |
| **FISCAL/FUNDING/RATES** | RAY KENEFICK  [ray.kenefick@opwdd.ny.gov](mailto:ray.kenefick@opwdd.ny.gov)  JACQUELYN REICHERT  [Jacquelyn.A.Reichert@opwdd.ny.gov](mailto:Jacquelyn.A.Reichert@opwdd.ny.gov) | (716)-608-2742  (716)-608-2698 |
| **FRONT DOOR**  Assistance for people in need of  services from OPWDD  **FRONT DOOR TOLL FREE (FL)**  1-855-679-3335  **FRONT DOOR TOLL FREE (W)**  1-800-487-6310 | DAVID SCHLESSELMAN (FL)  [david.x.schlesselman@opwdd.ny.gov](mailto:david.x.schlesselman@opwdd.ny.gov)  DAN OSWALD (FL)  [daniel.oswald@opwdd.ny.gov](mailto:daniel.oswald@opwdd.ny.gov)  BETSY DEHMLER (FL)  [elizabeth.dehmler@opwdd.ny.gov](mailto:elizabeth.dehmler@opwdd.ny.gov)  BRIAN STEARNS (FL & W)  Brian.R.Stearns@opwdd.ny.gov  MILDRED NEWUIETT (W)  [mildred.j.newuiett@opwdd.ny.gov](mailto:mildred.j.newuiett@opwdd.ny.gov)  SUE FLANIGAN (W)  [Susan.C.Flanagan@opwdd.ny.gov](mailto:Susan.C.Flanagan@opwdd.ny.gov)  KATHLEEN MICKNEY (W)  [kathy.a.mickney@opwdd.ny.gov](mailto:kathy.a.mickney@opwdd.ny.gov)  MIKE SIMPSON (W)  [Michael.a.simpson@opwdd.ny.gov](mailto:Michael.a.simpson@opwdd.ny.gov) | (585) 241-5763  (585) 461-8576  (585) 461-8735  (716) 608-2707  (716) 608-2721  (716) 608-2701  (716) 608-2715  (716) 608-2719 |
| **HCBS WAIVER ENROLLMENT/TERMINATION:** Complete waiver Notice of Decisions, initial LCED's, terminations, suspensions and other  duties as waranted to ensure individuals are appropriately enrolled in the HCBS Waiver. | DAN SMITH (FL & W)  [daniel.r.smith@opwdd.ny.gov](mailto:daniel.r.smith@opwdd.ny.gov)  JOHN THORPE (FL)  [john.thorpe@opwdd.ny.gov](mailto:john.thorpe@opwdd.ny.gov)  BARBARA GORDON (W)  [barbara.l.gordon@opwdd.ny.gov](mailto:barbara.l.gordon@opwdd.ny.gov)  KRISTEN ROTH (W)  [kristen.m.roth@opwdd.ny.gov](mailto:kristen.m.roth@opwdd.ny.gov)  TABITHA BROWNELL (FL)  [tabitha.g.brownell@opwdd.ny.gov](mailto:tabitha.g.brownell@opwdd.ny.gov)  GINA BUTLER (FL)  [gina.m.butler@opwdd.ny.gov](mailto:gina.m.butler@opwdd.ny.gov) | (585) 241-2637  (585) 393-6626  (716) 608-2735  (716) 608-2697  (585) 241-5842  (585) 241-5845 |
| **HCBS WAIVER SERVICES**  Helps with service availability and with questions about ISP's, Habilitation Plans, and other Waiver program requirements.. | DAN SMITH (FL & W)  [daniel.r.smith@opwdd.ny.gov](mailto:daniel.r.smith@opwdd.ny.gov)  KRISTINE SNYDER (FL)  [Kristine.snyder@opwdd.ny.gov](mailto:Kristine.snyder@opwdd.ny.gov)  THELMA JAMISON (W)  [thelma.jamison@opwdd.ny.gov](mailto:thelma.jamison@opwdd.ny.gov)  PATRICIA TEDESCO (W)  [patricia.tedesco@opwdd.ny.gov](mailto:patricia.tedesco@opwdd.ny.gov) | (585) 241-2637  (585)-241-5852  (716) 608-2711  (716) 608-2743 |
| **HCBS SETTINGS STANDARDS**  Assistance with meeting compliance  standards | CHARLENE DELALLO (FL)  [charlene.e.delallo@opwdd.ny.gov](mailto:charlene.e.delallo@opwdd.ny.gov)  LISA HARNDEN (W)  [lisa.m.harnden@opwdd.ny.gov](mailto:lisa.m.harnden@opwdd.ny.gov) | (585) 241-2691  (716) 607-2702 |
| **HOUSING INITIATIVES** Technical assistance & information related to creative (non-certified) housing opportunities | TIMOTHY B. GORNY (FL & W)  [timothy.b.gorny@opwdd.ny.gov](mailto:timothy.b.gorny@opwdd.ny.gov)  KATIE DONAHUE (FL)  [kathryn.a.donahue@opwdd.ny.gov](mailto:kathryn.a.donahue@opwdd.ny.gov)  ANGELA CZERKAS (W)  [angela.g.czerkas@opwdd.ny.gov](mailto:angela.g.czerkas@opwdd.ny.gov) | 716-608-2465  (585) 241-5739  (585)241-5709 |
| **INDIVIDUAL SUPPORT SERVICES/ HOUSING SUBSIDY** Technical assistance and information related to housing subsidy | JENNIFER CZYRYCA (FL)  [jennifer.czyryca@opwdd.ny.gov](mailto:jennifer.czyryca@opwdd.ny.gov)  ADRIANNA ANZALONE (W)  adrianna.e.anzalone@opwdd.ny.gov | (585) 461-8775  (716) 608-2606 |
| **INTENSIVE BEHAVIOR SERVICES**  Questions regarding service criteria and enrollment process | MARLENE GLENDE-FINKLE (FL)  [marlene.glende-finkle@opwdd.ny.gov](mailto:marlene.glende-finkle@opwdd.ny.gov)  DENNIS KOSTON (W)  [dennis.j.koston@opwdd.ny.gov](mailto:dennis.j.koston@opwdd.ny.gov) | (585) 461-8960  (716) 608-2739 |
| **INTER-DISTRICT TRANSFER** Helping individuals moving within different DDRO Regions. | MELISSA CAULKINS (FL &W)  [Melissa.X.Caulkins@opwdd.ny.gov](mailto:Melissa.X.Caulkins@opwdd.ny.gov) | (585) 241-5836 |
| **ELIGIBILITY MEDICAID FAIR HEARING LIAISONS**  Coordinates the fair hearing process between individuals/families and OPWDD that have been denied eligibility and have requested a fair hearing | TRACY FEATHERLY (FL)  [tracy.featherly@opwdd.ny.gov](mailto:tracy.featherly@opwdd.ny.gov)  KIM STISSER (FL)  [kim.m.stisser@opwdd.ny.gov](mailto:kim.m.stisser@opwdd.ny.gov)  JILL HAMILTON (W)  [Jill.E.Hamilton@opwdd.ny.gov](mailto:Jill.E.Hamilton@opwdd.ny.gov) | (315) 331-1700 X2517  (585) 241-5761  (716) 608-2693 |
| **CARE COORDINATION** Help with understanding Care Coordination program requirements. Technical assistance for CCOs | HEIDI KAISER (FL)  [heidi.kaiser@opwdd.ny.gov](mailto:heidi.kaiser@opwdd.ny.gov)  KRISTEN GARRASI (W)  [kristen.r.garrasi@opwdd.ny.gov](mailto:kristen.r.garrasi@opwdd.ny.gov) | (585) 241-5726  (716) 608-2733 |
| **RESPITE**  Technical assistance and program enrollment questions in regards to this service. | THELMA JAMISON (W)  [thelma.jamison@opwdd.ny.gov](mailto:thelma.jamison@opwdd.ny.gov)  KRISTINE SNYDER (FL)  [Kristine.Snyder@opwdd.ny.gov](mailto:Kristine.Snyder@opwdd.ny.gov)  SHERYL HOAG (FL)  [sheryl.a.hoag@opwdd.ny.gov](mailto:sheryl.a.hoag@opwdd.ny.gov) | (585) 461-8726  (585) 241-5852    (585) 461-8734 |
| **SELF DIRECTION: INDIVIDUALIZED PLANNING, FISCAL INTERMEDIARY (FI), BROKERAGE, IDGS** Help with information on this unique service that allows individuals with developmental disabilities to manage their own services and budgets. | ANGELA CZERKAS (FL & W)  [angela.g.czerkas@opwdd.ny.gov](mailto:angela.g.czerkas@opwdd.ny.gov)  DEE ALMONTE (FL)  [deyanira.almonte@opwdd.ny.gov](mailto:deyanira.almonte@opwdd.ny.gov)  TINA POWELL (W)  [tina.m.powell@opwdd.ny.gov](mailto:tina.m.powell@opwdd.ny.gov) | (585) 241-5709  (585) 461-8579  (716) 608-2705 |
| **STATE PAID SERVICES** Approvals for 90 day State Funded care coordination, extensions and any State Funded services questions & billing concerns. | CHARLENE DELALLO - ALL OTHERS (FL)  [charlene.e.delallo@opwdd.ny.gov](mailto:charlene.e.delallo@opwdd.ny.gov)  HEIDI KAISER - CCO (FL)  [heidi.kaiser@opwdd.ny.gov](mailto:heidi.kaiser@opwdd.ny.gov)  JACQUELYN REICHERT (W)  [jacquelyn.a.reichert@opwdd.ny.gov](mailto:jacquelyn.a.reichert@opwdd.ny.gov) | (585) 241-2691  (585) 241-5726  (716) 608-2698 |
| **WILLOWBROOK CLASS MEMBERS**  Help with questions relating to service requirements to Willowbrook class members. | STEPHANIE BOURNE (FL)  [stephanie.m.bourne@opwdd.ny.gov](mailto:stephanie.m.bourne@opwdd.ny.gov)  JACKIE REICHERT (W)  [jacquelyn.a.reichert@opwdd.ny.gov](mailto:jacquelyn.a.reichert@opwdd.ny.gov) | (585) 241-5737  (716) 608-2698 |

Updated 03/01/2020