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| **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.GOVDARLENE HINES-WILLIAMS darlene.hineswilliams@opwdd.ny.govKELLY O'CONNOR Kelly.marie.oconnor@opwdd.ny.govDAN CARYL daniel.caryl@opwdd.ny.govHENRIETTA DENNIS 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.govVANESSA HILBERT (FL)Vanessa.l.abreu@opwdd.ny.gov LINDSAY CAULFIELD (W)Lindsay.A.Caulfield@opwdd.ny.gov LISA HARNDEN-CPS (W)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.govGENA HUBER (W)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.govGENA HUBER (W)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.govDANA SCHULTZ (FL)dana.schultz@opwdd.ny.govSTEPHANIE MCLEAN-BEATHLEY (W)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  | (716) 608-2742 |
| **CERTIFIED RESIDENTIAL OPPORTUNITIES** Assistance with certified residential placements  | JACK KELLEY (FL &WNY)John.J.Kelley@opwdd.ny.govAMBER BENEDICT (FL)amber.l.benedict@opwdd.ny.govNICOLE WATSON (W)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.govLISA HARDEN (W)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.govDAWN FILIPSKI (W)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.govKRISTEN GARRASI (W)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.govKRISTINE SNYDER (FL)Kristine.Snyder@opwdd.ny.gov SHERYL HOAG (FL)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 | (716) 608-2733 |
| **CONTRACT MANAGEMENT** Create, execute and audit contracts and assist with RFP's. | REBECCA THOMAS (FL)rebecca.thomas@opwdd.ny.govKIMBERLY HAYDEN (FL & W)kimberly.r.hayden@opwdd.ny.govDEANNA HENDEL (W)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.govSCOTT PERRY (W)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.govJESSICA HANSEN - DH (W)jessica.hansen@opwdd.ny.govPATRICIA TEDESCO – Pe-Voc/workshop (W)patricia.tedesco@opwdd.ny.govKRISTINE SNYDER (FL)Kristine.Snyder@opwdd.ny.gov SHELBY DERRY (FL)Shelby.A.Derry@opwdd.ny.gov | (585) 241-5704(716) 608-2910(716) 608-2743(585) 241-58521-607-734-6135 X35 |
| **ELIGIBILITY FOR SERVICES** Help with determining whether individuals are eligible for services. | CHRISTINE WADE (FL)christine.wade@opwdd.ny.govBRIANA STEWART (FL & W)briana.stewart@opwdd.ny.govJILL HAMILTON (W)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.govDANA SCHULTZ (FL)dana.schultz@opwdd.ny.govJANICE SHAFER - ETP (FL)janice.m.shafer@opwdd.ny.govKRISTINE SNYDER (FL)Kristine.Snyder@opwdd.ny.gov PATRICIA TEDESCO (W)patricia.tedesco@opwdd.ny.govMARY PRITCHARD, ETP (W)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.govDAVID GRIESINGER (W)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.govJESSICA HANSEN (W)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.govMELISSA JORDAN (FL)melissa.j.jordan@opwdd.ny.gov VANESSA SANDOR (W)vanessa.m.sandor@opwdd.ny.gov | (585) 461-8886(585) 241-5855 (716) 608-2716 |
| **FISCAL/FUNDING/RATES** | RAY KENEFICKray.kenefick@opwdd.ny.govJACQUELYN REICHERTJacquelyn.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.govDAN OSWALD (FL)daniel.oswald@opwdd.ny.govBETSY DEHMLER (FL)elizabeth.dehmler@opwdd.ny.govBRIAN STEARNS (FL & W)Brian.R.Stearns@opwdd.ny.govMILDRED NEWUIETT (W)mildred.j.newuiett@opwdd.ny.govSUE FLANIGAN (W)Susan.C.Flanagan@opwdd.ny.govKATHLEEN MICKNEY (W)kathy.a.mickney@opwdd.ny.govMIKE SIMPSON (W)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 otherduties as waranted to ensure individuals are appropriately enrolled in the HCBS Waiver. | DAN SMITH (FL & W)daniel.r.smith@opwdd.ny.govJOHN THORPE (FL)john.thorpe@opwdd.ny.govBARBARA GORDON (W)barbara.l.gordon@opwdd.ny.govKRISTEN ROTH (W)kristen.m.roth@opwdd.ny.govTABITHA BROWNELL (FL)tabitha.g.brownell@opwdd.ny.govGINA BUTLER (FL)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.govKRISTINE SNYDER (FL)Kristine.snyder@opwdd.ny.govTHELMA JAMISON (W)thelma.jamison@opwdd.ny.govPATRICIA TEDESCO (W)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.govLISA HARNDEN (W)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.govKATIE DONAHUE (FL)kathryn.a.donahue@opwdd.ny.govANGELA CZERKAS (W)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.govADRIANNA 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.govDENNIS KOSTON (W)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  | (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.govKIM STISSER (FL)kim.m.stisser@opwdd.ny.govJILL HAMILTON (W)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.govKRISTEN GARRASI (W)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.govKRISTINE SNYDER (FL)Kristine.Snyder@opwdd.ny.gov SHERYL HOAG (FL)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.govDEE ALMONTE (FL)deyanira.almonte@opwdd.ny.govTINA POWELL (W)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.govHEIDI KAISER - CCO (FL)heidi.kaiser@opwdd.ny.govJACQUELYN REICHERT (W)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.govJACKIE REICHERT (W)jacquelyn.a.reichert@opwdd.ny.gov | (585) 241-5737(716) 608-2698 |

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