

**OPWDD - FAMILY SUPPORT SERVICES**  
**2024 Program Information - DDRFO - Western, New York**

AGENCY	PROGRAM NAME	PROGRAM DESCRIPTION	COUNTIES SERVED
<b>The Arc Allegany-Steuben</b> One Arc Way Bath, NY 14810  Beckie Austin, Director of Community Supports 607-622-1916 <a href="mailto:beckie.austin@thearcas.org">beckie.austin@thearcas.org</a>	<b>1. Family Reimbursement</b> ID# 67920780  Cherokee "Dawn" Shattuck (607) 622-1888 <a href="mailto:Cherokee.Shattuck@thearcas.org">Cherokee.Shattuck@thearcas.org</a>	The Family Reimbursement Program is provided to help families by easing the expenses of providing care for family members with intellectual or developmental disabilities. FSS reimbursable goods and services must be related to the individual's intellectual or developmental disability and deemed appropriate and necessary to meet the needs of the individual by the FSS provider. FSS is funding of last resort and cannot be used to supplement an individual's waiver services funded through the HCBS Waiver. Funding may be approved up to the established statewide cap.	Allegany Cattaraugus Chautauqua Erie Niagara Genesee Orleans
	<b>2. Outreach and Advocacy</b> ID# 67920930  Laurie A. Matthews (585) 708-7501 <a href="mailto:Laurie.Matthews@thearcas.org">Laurie.Matthews@thearcas.org</a>	This contract will provide Outreach services including education to families, local service organizations, law enforcement, schools, and other audiences on the services and supports offered by OPWDD, and the Arc Allegany Steuben, as well as information pertaining to disability awareness and education.  Additionally, this contract provides education, supports, and advocacy to support a person and their family through life shifts to ensure a smooth and successful adjustment.	Allegany Cattaraugus
	<b>3. Individualized Community Service (ICS)</b> ID# 67920914  Beckie Austin, Director of Community Supports 607-622-1916 <a href="mailto:beckie.austin@thearcas.org">beckie.austin@thearcas.org</a>	ICS addresses needs of three groups of people who have a developmental disability. Those groups include those classified with a sex offender status and or legal issues/concerns (Example, probation status); behaviorally challenged individuals who do not fit into a traditional program; and individuals who have not had their vocational or social needs met by traditional programs.  Persons enrolled in this program require enhanced staffing levels, supports, and expertise to address the level of supports safely and effectively required to accomplish personalized goals and be able to take part in meaningful activities in the community.	Allegany

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<b>Allegany Regional Development Corporation</b> 65 South Avenue Salamanca, NY 14779  CEO: Mari Howard President (716) 375-4747 Fax: (716) 375-4844 <a href="mailto:mhoward@intandem.org">mhoward@intandem.org</a>	<b>1. Family Reimbursement</b> ID# 87440935  Elida Green <a href="mailto:egreen@intandem.org">egreen@intandem.org</a> 716-790-0976	The Family Reimbursement Program is provided to help families by easing the expenses of providing care for family members with intellectual or developmental disabilities. FSS reimbursable goods and services must be related to the individual's intellectual or developmental disability and deemed appropriate and necessary to meet the needs of the individual by the FSS provider. FSS is funding of last resort and cannot be used to supplement an individual's waiver services funded through the HCBS Waiver. Funding may be approved up to the established statewide cap.	Erie Genesee Orleans Allegany Chautauqua Cattaraugus Niagara
	<b>2. Behavior Mgt. Training</b> ID# 87440821  Elida Green <a href="mailto:egreen@intandem.org">egreen@intandem.org</a> 716-790-0976	Behavior support services to primarily Native American individuals who live with his/her family. This program provides guidance to families to manage every day behavioral concerns that can be modified using positive reinforcement techniques. This is not intended to address intensive behavioral needs. Positive reinforcement strategies are established, monitored, and revised.	Erie Genesee Orleans Allegany Chautauqua Cattaraugus Niagara
	<b>3. Parenting &amp; Advocacy</b> ID# 87440911  Elida Green <a href="mailto:egreen@intandem.org">egreen@intandem.org</a> 716-790-0976	Provides individualized in-home and community skill practice parent/caregiver training for primarily Native American families. All ages.	Allegany Cattaraugus Chautauqua Erie Genesee Orleans Niagara
	<b>4. Outreach</b> ID# 87440933  Elida Green <a href="mailto:egreen@intandem.org">egreen@intandem.org</a> 716-790-0976	Provides outreach to individuals who are not enrolled in Medicaid Care Coordination, or HCBS waiver PCSS. Advocacy services, as well as information and referral services, are provided to primarily Native Americans on the Allegany, Cattaraugus, Chautauqua, Genesee, Niagara, Erie, and Tonawanda reservations. This agency participates in collaborative activities with the Seneca Nation, which increases the acceptance of services by Native Americans.	Allegany Erie Genesee Niagara Cattaraugus Chautauqua Orleans

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<p><b>The ARC of ERIE County New York</b>          (Formerly Heritage Centers)          30 Wilson Rd          Williamsville, NY 14221</p> <p>CEO:          Douglas DiGesare          (716) 276-0913 X1254  <a href="mailto:ddigesare@arceriecounty.org">ddigesare@arceriecounty.org</a></p> <p>Katie Reiss          Associate Director of Day          Habilitation Services  <a href="mailto:KReiss@arceriecounty.org">KReiss@arceriecounty.org</a>          (716) 276-0968 ext. 1271</p>	<p><b>1. Intensive Parent Training</b>          ID# 60730810</p> <p>Katie Reiss          Associate Director of Day Habilitation Services  <a href="mailto:KReiss@arceriecounty.org">KReiss@arceriecounty.org</a>          (716) 276-0968 ext. 1271</p> <p>Scott Slisinski          Coordinator of Respite Services  <a href="mailto:slisinski@arceriecounty.org">slisinski@arceriecounty.org</a>          (716) 480-9488</p> <p>Brianna Messana          Associate Director of Community          Supports  <a href="mailto:bmessana@arceriecounty.org">bmessana@arceriecounty.org</a>          (716) 364-2941</p>	<p>This program is long standing and provides information and in-home supports to DD parents. Program also includes group skill building and training sessions 5 days/week. Primarily serves individuals in the inner city that otherwise are hard to engage and access supports.</p>	Erie
	<p><b>2. Recreation (R.E.C.C.)</b>          ID# 60730915</p> <p>Katie Reiss          Associate Director of Day Habilitation Services  <a href="mailto:KReiss@arceriecounty.org">KReiss@arceriecounty.org</a>          (716) 276-0968 ext. 1271</p> <p>Scott Slisinski          Coordinator of Respite Services  <a href="mailto:slisinski@arceriecounty.org">slisinski@arceriecounty.org</a>          (716) 480-9488</p> <p>Brianna Messana          Associate Director of Community          Supports  <a href="mailto:bmessana@arceriecounty.org">bmessana@arceriecounty.org</a>          (716) 364-2941</p>	<p>Individuals will be given the opportunity to integrate, learn and build relationships within a safe and healthy environment with a person-centered approach. Program collaborates with our existing programs and utilizes community resources to enhance integration and socialization. Program focus is on cultural diversity, self-advocacy, violence protection, relationship building, health and wellness, recreation, socialization, and increases opportunities for parental involvement and community resources. The program will provide a healthy snack or a small meal and provide transportation to all community/skill building activities.</p>	Erie

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<b>Arc GLOW</b> <b>Northern Region</b> 64 Walnut Street Batavia, NY 14020	<b>1. Family Reimbursement</b> ID# 64430781  Jenifer Batt (585) 343-1123 ext. 1150 (585) 589-5669 (fax) <a href="mailto:jbatt@arcglow.org">jbatt@arcglow.org</a>  Amy Williams <a href="mailto:awilliams@arcglow.org">awilliams@arcglow.org</a>  Jill Pegelow (585)343-1123x1636 <a href="mailto:J Pegelow@ArcGLOW.org">J Pegelow@ArcGLOW.org</a>	The Family Reimbursement Program is provided to help families by easing the expenses of providing care for family members with intellectual or developmental disabilities. FSS reimbursable goods and services must be related to the individual's intellectual or developmental disability and deemed appropriate and necessary to meet the needs of the individual by the FSS provider. FSS is funding of last resort and cannot be used to supplement an individual's waiver services funded through the HCBS Waiver. Funding may be approved up to the established statewide cap.	Genesee Orleans
	<b>2. Empowering Families</b> ID# 64430894  Jenifer Batt (585) 343-1123 ext. 1150 (585) 589-5669 (fax) <a href="mailto:jbatt@arcglow.org">jbatt@arcglow.org</a>	This program provides advocacy in school and other service systems/agencies, individualized face to face caregiver supports in-home and in community settings, support groups, person centered planning and information/referral to individuals (birth to adults), families and professionals supporting them.	Orleans Genesee
	<b>3. Intensive Family Services (IFS)</b> ID# 64430896  Jenifer Batt (585) 343-1123 ext. 1150 (585) 589-5669 (fax) <a href="mailto:jbatt@arcglow.org">jbatt@arcglow.org</a>	Services provide support to the individual and family unit to assist them with understanding and coping with the changing needs of their family unit – skills might include – parent training, assistance with challenging behaviors in home and community settings, personal care assistance, organizational skills, and linkage to other resources needed to benefit the family unit.	Orleans Genesee
	<b>4. Individuals Seeking Successful Inclusion</b> ID# 64430893  Jenifer Batt (585) 343-1123 ext. 1150 (585) 589-5669 (fax) <a href="mailto:jbatt@arcglow.org">jbatt@arcglow.org</a>	The program provides staff support to individuals to access activities of interest in the community to include transportation to and from activities.	Orleans Genesee

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<b>Aspire of WNY</b> 2356 North Forest Rd. Getzville, NY 14068  Renee Filip Chief Executive Officer (716) 505-5500 Fax: (716) 894-8257 <a href="mailto:renee.filip@aspirewny.org">renee.filip@aspirewny.org</a>	<b>1. Counseling</b> ID# 61840880  Tracy Flagella (716) 456-3103 <a href="mailto:tracy.flagella@aspirewny.org">tracy.flagella@aspirewny.org</a>  Jenna Astridge (716) 399-8417 <a href="mailto:Jenna.Astridge@aspirewny.org">Jenna.Astridge@aspirewny.org</a>	The counseling program is designed to assist both the individual and his/her family in managing issues in their lives which are affected by developmental disability.	Chautauqua Cattaraugus
<b>Cattaraugus Niagara ARC (Intandem)</b> 1439 Buffalo Street Olean, NY 14760  CEO: Mari Howard President (716) 375-4747 Fax: (716) 375-4844 <a href="mailto:mhoward@intandem.org">mhoward@intandem.org</a>	<b>1. Family Reimbursement</b> ID# 60670910  Katie Caruso <a href="mailto:Kcaruso@intandem.org">Kcaruso@intandem.org</a> 716-375-4747 ext. 1619  Elida Green <a href="mailto:egreen@intandem.org">egreen@intandem.org</a> 716-790-0976  Brad South <a href="mailto:bsouth@intandem.org">bsouth@intandem.org</a> 716-375-4747 ext. 1168	The Family Reimbursement Program is provided to help families by easing the expenses of providing care for family members with intellectual or developmental disabilities. FSS reimbursable goods and services must be related to the individual's intellectual or developmental disability and deemed appropriate and necessary to meet the needs of the individual by the FSS provider. FSS is funding of last resort and cannot be used to supplement an individual's waiver services funded through the HCBS Waiver. Funding may be approved up to the established statewide cap.	primarily Cattaraugus, also Allegany, Erie
	<b>2. Self-Advocacy Program</b> ID# 60670790  Deb Clouser (716) 434-4050, x2416 <a href="mailto:dclouser@intandem.org">dclouser@intandem.org</a>	Individuals participate in a self-advocacy group, which includes involvement in DD Day, Self-Advocacy Conference in Niagara Falls, Batavia training, FEMA NCEM Core Advisory Committee, Transportation Planning meetings, anti-bullying initiatives, emergency preparedness meetings, etc.	Niagara

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<b>Cattaraugus Niagara ARC (Intandem)</b> 1439 Buffalo Street Olean, NY 14760	<b>3. Guardianship (In-Home Training)</b> ID# 60670891  Charlotte Baker Cunningham (716) 434-4050, x2424 <a href="mailto:cbaker-cunningham@intandem.org">cbaker-cunningham@intandem.org</a>	Assistance with obtaining guardianship.	Niagara
<b>Community Services for Every1</b> 180 Oak St. Buffalo, NY 14203  President & CEO: Ms. Mindy Cervoni (716) 883-8888 Fax: (716) 883-2065 <a href="mailto:MCervoni@csevery1.com">MCervoni@csevery1.com</a>	<b>1. In-Home Support</b> ID# 80830810  Marcus Harris (716) 896-2180 X330 <a href="mailto:mharris@csevery1.com">mharris@csevery1.com</a>	This program provides in-home support, skill development, parenting support, and 1:1 supports for individuals and families. Age starting at 5 years of age.	Erie Niagara
<b>Community Services for Every1</b> <b>FSS Supervisors:</b>  Melissa Maier <a href="mailto:mmaier@csevery1.com">mmaier@csevery1.com</a>  Ashley McLimans <a href="mailto:amclimans@csevery1.com">amclimans@csevery1.com</a>	<b>2. Project COACH</b> ID# 80830870  Marcus Harris (716) 896-2180 X330 <a href="mailto:mharris@csevery1.com">mharris@csevery1.com</a>	This program contacts individuals enrolled during the evening and weekends to assist them day to day problems or as prompts for medication or appointments. They also can respond to meet the needs of a crisis. Participants given information on services that may fit their specific family needs.	Allegany Cattaraugus Chautauqua Erie Genesee Niagara Orleans
	<b>3. Behavior Intervention</b> ID# 80830741  Carrie Orcutt (716) 883-8002 X448 <a href="mailto:corcutt@csevery1.com">corcutt@csevery1.com</a>	This program provides behavior services in the home to assist families in addressing challenging behaviors and building replacement behaviors. Also provides parenting training and skill building.	Cattaraugus Chautauqua Erie Genesee Niagara Orleans.

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<b>Community Services for Every1</b> <b>FSS Supervisors:</b>  Melissa Maier <a href="mailto:mmaier@csevery1.com">mmaier@csevery1.com</a>  Ashley McLimans <a href="mailto:amclimans@csevery1.com">amclimans@csevery1.com</a>	<b>4. Fill in the Gap Transportation - North</b> ID# 80830942  Marcus Harris (716) 896-2180 X330 <a href="mailto:mharris@csevery1.com">mharris@csevery1.com</a>	This program is available to families when no other transportation options exist. Families can access our transportation service on weekends, evenings, nights and holidays or any other time that public transportation is not offered. Type, frequency, and destinations are predetermined during the admission process; however, the family can freely schedule the service anytime within the criteria agreed upon in their service plan.	Erie Niagara Orleans Genesee
	<b>5. Intensive Support Program</b> ID# 80830872  Melissa Maier (716) 896-2180 Ext. 352 <a href="mailto:mmaier@csevery1.com">mmaier@csevery1.com</a>  Marcus Harris (716) 896-2180 X330 <a href="mailto:mharris@csevery1.com">mharris@csevery1.com</a>	Intensive Support Program will provide regular and flexible short-term relief to families caring for people living at home who have significant medical, behavioral, social, or emotional support needs. Under the program, dedicated staff—including a program coordinator and intensive respite specialists—will a) identify families and individuals who cannot find places in traditional programs and truly require intensive support services; b) formally assess the relief needs of caregivers and the interests and support needs of people who will participate in support services; c) develop person-centered support plans that address the relief needs of families and the support needs of individuals; and d) deliver specialized in-home, community-based and site-based intensive support services that cater to the relief needs of families. Through proposed services, families will be provided with a variety of options for support sessions designed to fit their personal schedules and to provide the equivalent of at least 4 hours/month of relief. In addition, support sessions will engage individuals in recreation-based activities that will reflect personal interests and choices.	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany
<b>Community Services for Every1</b> <b>FSS Supervisors:</b>  Melissa Maier <a href="mailto:mmaier@csevery1.com">mmaier@csevery1.com</a>  Ashley McLimans <a href="mailto:amclimans@csevery1.com">amclimans@csevery1.com</a>	<b>6. Family Reimbursement</b> ID#80830780  Marcus Harris (716) 896-2180 X330 <a href="mailto:mharris@csevery1.com">mharris@csevery1.com</a>  Adrian Griffin <a href="mailto:agriffin@csevery1.com">agriffin@csevery1.com</a>	The Family Reimbursement Program is provided to help families by easing the expenses of providing care for family members with intellectual or developmental disabilities. FSS reimbursable goods and services must be related to the individual's intellectual or developmental disability and deemed appropriate and necessary to meet the needs of the individual by the FSS provider. FSS is funding of last resort and cannot be used to supplement an individual's waiver services funded through the HCBS Waiver. Funding may be approved up to the established statewide cap.	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany

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<b>Directions in Independent Living</b> 512 West State St. Olean, NY 14760  Kate Steigerwald & Krissy Wagner Executive Directors 512 West State Street Olean, NY 14760 TEL: 716-79-8670 ext. 8818 FAX: (716) 373-4604 <a href="mailto:ksteigerwald@oleanilc.org">ksteigerwald@oleanilc.org</a> <a href="mailto:kawilliams@oleanilc.org">kawilliams@oleanilc.org</a>	<b>1. Transitions</b> ID# 70110790  Brittany Kastehuber (716) 378-0429 <a href="mailto:bkastehuber@oleanilc.org">bkastehuber@oleanilc.org</a>  Tanika Marrone (716) 307-7130 <a href="mailto:tmarrone@oleanilc.org">tmarrone@oleanilc.org</a>	Providing a comprehensive person-centered process with family for education, community linkage, and natural supports that would result in post-secondary employment, education and other meaningful activities that help sustain community living and facilitate personal self-sufficiency in Allegany, Chautauqua, and Cattaraugus Counties. This is done by helping to build social skills, skill building, finding internships and volunteer experiences in the community and working with educational providers to set individuals up for a successful life beyond the years of high school and continue through early adulthood.	Allegany Cattaraugus Chautauqua
	<b>2. Stepping Out to Independence</b> ID# 70110910  Deborah Coble – Manager of FSS programs (585) 933-0136 <a href="mailto:dcoble@oleanilc.org">dcoble@oleanilc.org</a>	Structured line dancing classes to promote positive peer interactions, strengthen physical and motor skills, improve communication skills, and facilitate personal empowerment.	Allegany Cattaraugus
	<b>3. Transportation</b> ID# 70110900  Erika Bauer (716)307-4972 <a href="mailto:ebauer@oleanilc.org">ebauer@oleanilc.org</a>  Deborah Coble – Manager of FSS programs (585) 933-0136 <a href="mailto:dcoble@oleanilc.org">dcoble@oleanilc.org</a>	This program is available to families when no other transportation options exist. This program provides transportation to individuals so that they may have access to events, programs, and other community activities to promote integration into their communities. The program fosters greater independence for the individual.	Allegany, Cattaraugus, Chautauqua

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<b>Epilepsy Association of Western New York</b> 339 Elmwood Ave. Buffalo, NY 14222  Jeffrey Irwin, Exec. Director (716) 883-5396 <a href="mailto:jirwin@epilepsywny.org">jirwin@epilepsywny.org</a>	<b>1. Counseling, Advocacy, and Training (North and South Regions)</b> ID# 77970880  <b>Jeffrey Irwin– Main Contact</b> (716) 883-5396 <a href="mailto:jirwin@epilepsywny.org">jirwin@epilepsywny.org</a>  Lynn Carapellatti 25 Jefferson Street Salamanca, NY 14779 Cell: (716) 498-4396 <a href="mailto:mlcarpus@yahoo.com">mlcarpus@yahoo.com</a>  Cheryl Best 339 Elmwood Avenue Buffalo, NY 14222 (716) 883-5396 <a href="mailto:cbest@epilepsywny.org">cbest@epilepsywny.org</a>	Provides outreach and support, and primarily counseling to individuals of all ages diagnosed with epilepsy. Service delivery includes home visits to provide supportive counseling, linkage to needed services and advocacy at medical appointments.	Allegany Cattaraugus Chautauqua Erie Niagara Genesee Orleans
<b>Excalibur</b> Mailing address: Excalibur Leisure Skills Center, Inc. 90 North Drive Buffalo, NY 14216 (716) 831-3188  Jim & Cathy Catalano Email: <a href="mailto:j158cat@verizon.net">j158cat@verizon.net</a> Website: <a href="http://www.excaliburls.com">www.excaliburls.com</a>	<b>1. Boating Recreation</b> ID# 92090910  Program site: Sun Life Marina - Buffalo Harbor (wheelchair access dock) 1111 Fuhrmann Blvd. Buffalo, NY 14203  Michelle Stebbins, Admissions Specialist (People Inc. Liaison) 280 Spindrift Drive Williamsville, NY 14221 (716) 880-3824 <a href="mailto:mstebbins@people-inc.org">mstebbins@people-inc.org</a>	Excalibur is based at the Sun Life Marina-Buffalo Harbor and is in collaboration with People Inc. The program provides accessible boating and fishing trips for individuals and their families on Lake Erie during the season from May 15-October 15. (The ramp and boat are wheelchair accessible.) Activities in winter months related to boating, maritime history may also be available. Website: <a href="http://www.excaliburls.com">www.excaliburls.com</a>	Erie Niagara Genesee Orleans Allegany Chautauqua Cattaraugus

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<b>Parent Network</b> 1021 Broadway St. Buffalo, NY 14212-1460  Ms. Kimberly Kadziolka Executive Director (716) 332-4170 Fax: (716) 332-4171 <a href="mailto:kak@parentnetworkwny.org">kak@parentnetworkwny.org</a>	<b>1. Eligibility Navigation</b>  Theresa Drum (716) 332-4179 <a href="mailto:tld@parentnetworkwny.org">tld@parentnetworkwny.org</a>  Theresa Veprek 716) 332-4167 <a href="mailto:tav@parentnetworkwny.org">tav@parentnetworkwny.org</a>	Parent Network of WNY aids families in Erie and Niagara Counties with completing the necessary paperwork to apply for OPWDD Eligibility from start to finish including: <ul style="list-style-type: none"> <li>linking and referring families to appropriate systems to obtain required evaluations and assessments</li> <li>personalized transfer of care to the CCO of their choice.</li> </ul>	Erie Niagara
	<b>2. Family Behavior Support and Advocacy Program</b> ID# 87830740  Theresa Drum (716) 332-4179 <a href="mailto:tld@parentnetworkwny.org">tld@parentnetworkwny.org</a>  Theresa Veprek 716) 332-4167 <a href="mailto:tav@parentnetworkwny.org">tav@parentnetworkwny.org</a>	Parent Network of WNY provides individualized in-home support for family members of school age children/young adults with OPWDD eligibility and have challenging behaviors. The program serves Erie and Niagara Counties.	Erie Niagara
	<b>3. Family Support and Advocacy Program</b> ID# 87830930  Theresa Drum (716) 332-4179 <a href="mailto:tld@parentnetworkwny.org">tld@parentnetworkwny.org</a>  Theresa Veprek 716) 332-4167 <a href="mailto:tav@parentnetworkwny.org">tav@parentnetworkwny.org</a>	Family Support Specialists assist parents and family members in person centered: <ul style="list-style-type: none"> <li>Technical assistance, information, and resources</li> <li>System navigation (including Self Direction)</li> <li>Link and refer to appropriate services</li> <li>Education and transition planning</li> <li>Connect with other parents through support groups and family fun events (In person and virtual) to meet families' needs</li> <li>Prepare for and attend educational, service and care-plan meetings</li> <li>Personalized skill building and advocacy support</li> <li>Monitor ongoing needs</li> </ul> <p>The program serves all seven counties of Western New York.</p>	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany

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<b>Parent Network</b> 1021 Broadway St. Buffalo, NY 14212-1460  Ms. Kimberly Kadziolka Executive Director (716) 332-4170 Fax: (716) 332-4171 <a href="mailto:kak@parentnetworkwny.org">kak@parentnetworkwny.org</a>	<b>4. Parent Education Workshops and Outreach</b>  Theresa Drum (716) 332-4179 <a href="mailto:tld@parentnetworkwny.org">tld@parentnetworkwny.org</a>  Theresa Veprek 716) 332-4167 <a href="mailto:tav@parentnetworkwny.org">tav@parentnetworkwny.org</a>	Workshops include information of various topics including OPWDD eligibility and services, transition to adulthood, special education, bullying and social-emotional skills, self-direction, guardianship, financial planning, and advocacy skills. These services are provided in-person and/or virtually to best meet families' needs.  Outreach events can include service overview sessions both virtual or in person and table events. Organizations are encouraged to contact Kristi Moscato <a href="mailto:klm@parentnetworkwny.org">klm@parentnetworkwny.org</a> to schedule.	Erie Niagara Genesee Orleans Chautauqua Allegany Cattaraugus

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<p><b>People Inc.</b> 1219 North Forest Rd. Williamsville, NY 14221</p> <p>Anne McCaffrey President &amp; CEO (716) 817-7426 Fax: (716) 634-3889 <a href="mailto:Anne.McCaffrey@people-inc.org">Anne.McCaffrey@people-inc.org</a></p>	<p><b>1. Family Advocacy, Training, and Support (Bi-Lingual)</b> ID# 63100934</p> <p>Admissions (716) 880-3700</p> <p>Cindy Harvey, Associate Vice President 280 Spindrift Drive Williamsville, NY 14221 716.880-3719 <a href="mailto:charvey@people-inc.org">charvey@people-inc.org</a></p> <p>Natalie Ryan, Associate Vice President 280 Spindrift Drive Williamsville, NY 14221 716.880-3785 <a href="mailto:nryan@people-inc.org">nryan@people-inc.org</a></p>	<p>Provides outreach and assistance to families, including:</p> <p><b>Advocacy in all settings</b>-Language/cultural support on medical and other appointments, advocacy in the school districts, assisting families in understanding educational and health care rights.</p> <p><b>Educational Strategies/Support</b>-Implementing educational strategies in the home, serving as a liaison between school personnel and Care Coordinator. Advocating for necessary supports related to the person's disability and possible language/cultural need. Supports with schoolwork, assisting parents in identifying resources that may be helpful for the child, establishing good nutrition and sleep routines, etc. Working with Care Coordinator to assure other Social Determinants of Health are addressed that may be impacting educational success.</p> <p><b>Support through Life Transitions/Crisis</b>- Providing short term supports a family may need because of a life transition (i.e. death in the family, graduation from school, illness, hospitalization, loss of job/income, loss of housing, etc.).</p> <p><b>Short term support to Immigrant and Refugee Families</b>- Assistance to families who do not speak English as a primary language (foreign language or ASL) in navigating OPWDD and non-OPWDD services by providing information sharing between OPWDD programs, the Care Coordinator, ethnic based organizations and other partners. This would include temporary services with the intent to link with CCO to help with establishing eligibility. General advocacy and coordination with other providers when there are a language or cultural barrier, and assistance in setting up inclusive plans.</p> <p><b>Transportation Barriers</b>- Transportation of last resort or when other options are not feasible (i.e. paratransit or Medicaid cab), or when an as needed/short term option is needed. Mobility training to help families be as independent as possible.</p> <p><b>Support and Training</b> Follow up to health care appointments to assure the Care Coordinators and families have the necessary information in complicated situations. Support and training to parents</p>	<p>Erie Genesee Niagara Orleans</p>

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<b>People Inc.</b> 1219 North Forest Rd. Williamsville, NY 14221  Anne McCaffrey President & CEO (716) 817-7426 Fax: (716) 634-3889 <a href="mailto:Anne.McCaffrey@people-inc.org">Anne.McCaffrey@people-inc.org</a>	<b>2. Intensive Behavior Training and Coaching (IBTC)</b> ID# 63100880  Shannon Bianco (716) 880-3826 <a href="mailto:sbianco@people-inc.org">sbianco@people-inc.org</a>  Julie Barber (716) 880-3849 <a href="mailto:jbarber@people-inc.org">jbarber@people-inc.org</a>	In-home behavior management services for individuals who live in the community with their families, in-home clinical assessment, individual planning, and intervention for families.	Erie Niagara Genesee Orleans Allegany Chautauqua Cattaraugus
	<b>3. Community Skills Enhancement Program</b> ID# 63100890  Shannon Bianco (716) 880-3826 <a href="mailto:sbianco@people-inc.org">sbianco@people-inc.org</a>	The program offers parenting classes/training to parents of children with developmental disabilities who may also be exhibiting disruptive behaviors.	Erie
	<b>4. Personal Development Mentoring</b> ID# 63100791  Alison Smith (716) 880-3782 <a href="mailto:ASmith@people-inc.org">ASmith@people-inc.org</a>	Aids individuals and families to identify strengths and talents and apply techniques to pursue their goals. Services are one on one, short term, and intensive based on need.	Erie Niagara

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<b>People Inc.</b> 1219 North Forest Rd. Williamsville, NY 14221  <b>Formerly: Autism Services</b>  40 Hazelwood Drive Amherst, NY 14228	<b>5. In Home Clinical Support</b> ID# 77940930  Shannon Bianco (716) 880-3826 <a href="mailto:sbianco@people-inc.org">sbianco@people-inc.org</a>  Julie Barber (716) 880-3849 <a href="mailto:jbarber@people-inc.org">jbarber@people-inc.org</a>	Provides in-home sensory services to individuals with autism or autism spectrum. Specialist services are accessed through a consultant model to assess sensory needs and develop approaches that parents can implement in the home.	Erie Genesee Niagara
<b>People Inc.</b> 1219 North Forest Rd. Williamsville, NY 14221  <b>Formerly: Autism Services</b>  40 Hazelwood Drive Amherst, NY 14228	<b>6. Social Skills</b> ID# 77940910  Elizabeth Assad-Penner (716) 880-3702 <a href="mailto:eassad@people-inc.org">eassad@people-inc.org</a>	The social skills training program is expected to enhance the social abilities needed to successfully participate in leisure, educational and vocational settings. These include, but are not limited to, turn taking, conversational skills, personal boundaries, and other social skills.	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany
<b>Starbridge</b> 1650 South Ave., Suite 200 Rochester, NY 14620  COO: Nikisha Ridgeway 585-546-1700 Fax: 585-546-7069 <a href="mailto:NRidgeway@starbridgeinc.org">NRidgeway@starbridgeinc.org</a>	<b>1. Family Reimbursement</b> ID# 76660782  Kerri Noyes 585-559-0846 <a href="mailto:knoyes@starbridgeinc.org">knoyes@starbridgeinc.org</a>	The Family Reimbursement Program is provided to help families by easing the expenses of providing care for family members with intellectual or developmental disabilities. FSS reimbursable goods and services must be related to the individual's intellectual or developmental disability and deemed appropriate and necessary to meet the needs of the individual by the FSS provider. FSS is funding of last resort and cannot be used to supplement an individual's waiver services funded through the HCBS Waiver. Funding may be approved up to the established statewide cap.	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany

AGENCY	PROGRAM NAME	PROGRAM DESCRIPTION	COUNTIES SERVED
<p><b>Starbridge</b> 1650 South Ave., Suite 200 Rochester, NY 14620</p> <p>COO: Nikisha Ridgeway 585-546-1700 Fax: 585-546-7069 <a href="mailto:NRidgeway@starbridgeinc.org">NRidgeway@starbridgeinc.org</a></p>	<p><b>2. TIES (Recreation)</b> ID# 76660911</p> <p>Kathy Costello 585-414-5345 <a href="mailto:kcostello@starbridgeinc.org">kcostello@starbridgeinc.org</a></p> <p>Joyce Steel / (585) 224-7334 <a href="mailto:JSteel@starbridgeinc.org">JSteel@starbridgeinc.org</a></p>	<p>Children and Youth ages 8-21 with developmental disabilities are paired with a trained student volunteer to participate in an inclusive after school, recreational and community activity of their choice. The activities are at various times and locations in their school and community. Each participant has an individualized support plan which details the support they need to participate in to assist with achieving goals. The TIES program develops cooperative relationships with school districts that are interested in bringing TIES to their district. Each year new schools are identified primarily because of parent/family interest and contact.</p> <ul style="list-style-type: none"> <li>• Students who have developmental disabilities previously did not have opportunities to participate in inclusive activities.</li> <li>• The natural support of a trained peer volunteer allows for more acceptance by peers.</li> <li>• Positive relationships with school districts have been established and thus school districts have become more inclusive.</li> </ul>	<p>Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany</p>

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<p><b>Starbridge</b> 1650 South Ave., Suite 200 Rochester, NY 14620</p> <p>COO: Nikisha Ridgeway 585-546-1700 Fax: 585-546-7069 <a href="mailto:NRidgeway@starbridgeinc.org">NRidgeway@starbridgeinc.org</a></p>	<p><b>3. Independent Parent Advocacy Network (IPAN)</b> ID# 76660897</p> <p>Kari Cayton (585)259-4576 <a href="mailto:Kcayton@starbridgeinc.org">Kcayton@starbridgeinc.org</a></p> <p>Joyce Steel (585) 224-7334 <a href="mailto:JSteel@starbridgeinc.org">JSteel@starbridgeinc.org</a></p>	<p>Provide monthly “Family Fun” events to families that includes advocacy support and follow-up support to families.</p> <p>Advocacy support to families may include:</p> <ul style="list-style-type: none"> <li>• Guidance, education and support specific to family’s child’s needs and monitoring of ongoing needs (increased person centeredness).</li> <li>• Build capacity of families to better advocate for their children and other family members.</li> <li>• Better understanding of the educational and OPWDD systems</li> <li>• Educational and other relevant planning</li> <li>• Increased appropriate referrals</li> <li>• Increased access to services</li> <li>• Representation at school (team and CSE meetings and other relevant meetings)</li> </ul> <p>Direct support to families with OPWDD eligibility process will:</p> <ul style="list-style-type: none"> <li>• Provide information about OPWDD to families and explain eligibility process</li> <li>• Assist with communication to DDRO Eligibility Coordinator</li> <li>• Help families locate evals and assessments needed</li> <li>• Referrals for additional assessments needed</li> <li>• Assist with identifying and locating services needed</li> </ul>	Allegany Cattaraugus
	<p><b>4. IPAN Transportation Support</b> ID# 76660900</p> <p>Kari Cayton (585)259-4576 <a href="mailto:Kcayton@starbridgeinc.org">Kcayton@starbridgeinc.org</a></p> <p>Joyce Steel (585) 224-7334 <a href="mailto:JSteel@starbridgeinc.org">JSteel@starbridgeinc.org</a></p>	Provide gas gift cards to families (\$100 max per family) so that they can attend school meetings (IEP, CSE, etc.), social/recreational events and engage in other meaningful activities in their community. Gift cards will not be used for Medicaid Waiver programs.	Allegany Cattaraugus

AGENCY	PROGRAM NAME	PROGRAM DESCRIPTION	COUNTIES SERVED
<p><b>Suburban Adult Services Inc.</b> 960 W. Maple Court Elma, NY 14059</p> <p>Mr. Jeff Paterson President &amp; CEO (716) 805-1555 Fax: (716) 805-1034 <a href="mailto:Jeff.Paterson@sasinc.org">Jeff.Paterson@sasinc.org</a></p> <p>Rebecca Buchnowski Director of Behavioral Services (716) 436-3914 <a href="mailto:rbuchnowski@sasinc.org">rbuchnowski@sasinc.org</a></p>	<p><b>High Hurdles</b> (Therapeutic Horseback) ID# 70510910</p> <p>Shelby Dytschkowskyj <a href="mailto:Shelby.Dytschkowskyj@sasinc.org">Shelby.Dytschkowskyj@sasinc.org</a></p> <p>Katie Siwek / (716) 805-1555 <a href="mailto:ksiwek@sasinc.org">ksiwek@sasinc.org</a></p>	<p>Program provides therapeutic horseback riding lessons for school age children with developmental disabilities.</p> <p>Program address: 13339 Route 39 Sardinia, NY</p>	Erie Cattaraugus Chautauqua
<p><b>The Summit Center</b> 150 Stahl Road Getzville, NY 14068</p> <p>Lisa Foti, CPA – CEO</p> <p>Amy L. Jablonski, Psy. D. - President</p> <p>FSS Supervisor: Steven Nawrot (716) 260-8902 <a href="mailto:snawrot@thesummitcenter.org">snawrot@thesummitcenter.org</a></p>	<p><b>1.STAR Group Skill Building</b> ID# 91080910</p> <p>Laura Shepherd (716) 629-3437 <a href="mailto:Lshepherd@thesummitcenter.org">Lshepherd@thesummitcenter.org</a></p> <p>Wendy Loverme (716) 799-8152 <a href="mailto:wloverme@thesummitcenter.org">wloverme@thesummitcenter.org</a></p> <p>Ashlee Bronson (716) 799-8156 <a href="mailto:abronson@thesummitcenter.org">abronson@thesummitcenter.org</a></p>	<p>Skill building groups will be offered to individuals whose parents/caregivers attend a STAR training session as well as individuals who are in a difficult to serve area. This program consists of providing onsite specialized respite/skill building groups to individuals whose families are attending training sessions along with their siblings. The goal is to develop the skills necessary to decrease target behaviors and encourage coping strategies, appropriate requests, and accepting no/waiting. This program serves individuals with Developmental Disabilities ages 3 and up regardless of gender. Virtual modality offered at family's request.</p>	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany

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<p><b>The Summit Center</b> 150 Stahl Road Getzville, NY 14068</p> <p>Lisa Foti, CPA – CEO Amy L. Jablonski, Psy. D. – President FSS Supervisor: Steven Nawrot (716) 260-8902 <a href="mailto:snawrot@thesummitcenter.org">snawrot@thesummitcenter.org</a></p>	<p><b>2. STAR Parent Training</b> ID# 91080740</p> <p>Laura Shepherd (716) 629-3437 <a href="mailto:Lshepherd@thesummitcenter.org">Lshepherd@thesummitcenter.org</a></p> <p>Wendy Loverme (716) 799-8152 <a href="mailto:wloverme@thesummitcenter.org">wloverme@thesummitcenter.org</a></p> <p>Ashlee Bronson (716) 799-8156 <a href="mailto:abronson@thesummitcenter.org">abronson@thesummitcenter.org</a></p>	<p>STAR parent/caregiver training will offer two levels of group parent training: a two-hour Basic Group Parent Education/Support Group (level 1) and a three-step Intensive Group Parent Training (level 2). Both trainings will include a respite/skill building component for the identified child and non-identified siblings if necessary. For the topic areas of challenging behaviors and adaptive skills, priority will be given to individuals, ages 3-10 years old. This will emphasize the importance of modifying challenging behaviors and teaching adaptive skills while the child is young. An initial assessment/intake appointment with the family will determine their level of need. The program will also provide support to planned community recreational and fitness activities as a way of assisting children with disabilities ages 5-18 years, and their families, to become more engaged in their community. The program staff will also accompany the family, providing support and crisis expertise, to enable families to participate in community-based recreational opportunities with their child. The intent of this program is to work with individuals and families towards a goal established at the start of training and eventually fade this support. Parents are to remain with their child during all sessions as the ultimate goal is to fade the staff support so they may independently partake in recreation and leisure activities with their child. This program serves individuals with Developmental Disabilities ages 3 and up regardless of gender. Virtual modality offered at family's request.</p>	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany
	<p><b>3. STAR Intensive Support</b> ID# 91080742</p> <p>Laura Shepherd (716) 629-3437 <a href="mailto:Lshepherd@thesummitcenter.org">Lshepherd@thesummitcenter.org</a></p> <p>Wendy Loverme (716) 799-8152 <a href="mailto:wloverme@thesummitcenter.org">wloverme@thesummitcenter.org</a></p> <p>Ashlee Bronson (716) 799-8156 <a href="mailto:abronson@thesummitcenter.org">abronson@thesummitcenter.org</a></p>	<p>Our STAR Intensive program provides intensive therapeutic services to individuals that require a high staff ratio due to extreme behavior needs and are unable to be served in waiver respite. Many individuals are awaiting placements in specialized hospital settings or specialized group homes. Individuals will be targeted that have been put on hold from or denied access to traditional respite services.</p>	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany

AGENCY	PROGRAM NAME	PROGRAM DESCRIPTION	COUNTIES SERVED
<p><b>The Summit Center</b> 150 Stahl Road Getzville, NY 14068</p> <p>Lisa Foti, CPA – CEO Amy L. Jablonski, Psy. D. - President FSS Supervisor: Steven Nawrot (716) 260-8902 <a href="mailto:sawrot@thesummitcenter.org">sawrot@thesummitcenter.org</a></p>	<p><b>4. LAFFS Building Friendship Fridays</b> ID# 91080911</p> <p>Laura Shepherd (716) 629-3437 <a href="mailto:Lshepherd@thesummitcenter.org">Lshepherd@thesummitcenter.org</a></p> <p>Wendy Loverme (716) 799-8152 <a href="mailto:wloverme@thesummitcenter.org">wloverme@thesummitcenter.org</a></p> <p>Ashlee Bronson (716) 799-8156 <a href="mailto:abronson@thesummitcenter.org">abronson@thesummitcenter.org</a></p>	<p>Summit <b>Building Friendship Fridays (B.F.F.s)</b> will offer structured community-based respite/skill building groups. This program will provide young adults with regularly scheduled social and recreational activities to occur on weekday evenings, as well as some day activities during school breaks. Individuals meet at a set location and are transported via Summit vehicles to community venues. Recreation and social activities are chosen based on individual and parent surveys. Activities are widely varied across interest groups and staff aims to diversify as much as possible. Outings have included art experiences, culinary preparation, fitness activities and volunteer opportunities. Individuals are expected to carry their own wallet as well as make all personal monetary transactions. This program helps to promote self-advocacy which in turn gives our individuals the self-confidence to better navigate their community. This program serves individuals ages 16-25 regardless of gender. The individuals we serve has a basic skill set of vehicle and community safety as well as independence in bathroom and hygiene skills. They independently can manage their personal possessions including cell phone and wallets. Virtual modality offered at family's request</p>	Erie Niagara Genesee Orleans Cattaraugus Chautauqua Allegany
<p><b>The Resource Center (Chautauqua Co ARC)</b> 200 Dunham Avenue Jamestown, NY 14701</p> <p>Denise Jones (716) 661-1412 Fax: (716) 661-1419 <a href="mailto:Denise.Jones@resourcecenter.org">Denise.Jones@resourcecenter.org</a></p>	<p><b>1. Family Empowerment</b> ID# 60690801</p> <p>Marcia Restivo (716) 661-1069 <a href="mailto:Marcia.restivo@resourcecenter.org">Marcia.restivo@resourcecenter.org</a></p>	<p>The Family Reimbursement Program is provided to help families by easing the expenses of providing care for family members with intellectual or developmental disabilities. FSS reimbursable goods and services must be related to the individual's intellectual or developmental disability and deemed appropriate and necessary to meet the needs of the individual by the FSS provider. FSS is funding of last resort and cannot be used to supplement an individual's waiver services funded through the HCBS Waiver. Funding may be approved up to the established statewide cap.</p>	Chautauqua Cattaraugus

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WNY Independent Living, Inc. 3108 Main St. Buffalo, NY 14214  Mr. Doug Usiak, CEO <a href="mailto:Dusiak@wnyil.org">Dusiak@wnyil.org</a>	<b>1. Transportation</b> ID# 86020940  Catherine Colicchia (716) 836-0822 X150 <a href="mailto:ccolicchia@wnyil.org">ccolicchia@wnyil.org</a>	This program is available to families when no other transportation options exist. The van transportation program provides high quality safe transportation for individuals. The drivers pick up and drop off at the person's home or where the individual chooses (up to 6 round trips per month).	Erie Niagara Genesee Orleans
	<b>2. Bus Pass</b> ID# 86020942  Catherine Colicchia (716) 836-0822 X150 <a href="mailto:ccolicchia@wnyil.org">ccolicchia@wnyil.org</a>	This program distributes bus passes to 20 individuals a year. The recipient is required to document when the pass was used and for what reason.	Erie Niagara

**For any Family Support Services - Family Reimbursement forms and Guidelines, effective 7/1/2022, please go to**

**<https://opwdd.ny.gov/regulations-guidance/adm-2022-02-family-support-services-fss-reimbursement-guidelines>**

**For More Information Contact [region1fss@opwdd.ny.gov](mailto:region1fss@opwdd.ny.gov)**

**Vanessa Sandor, WNY FSS Program Coordinator at (716) 608-2716 [Vanessa.M.Sandor@opwdd.ny.gov](mailto:Vanessa.M.Sandor@opwdd.ny.gov)**

**Shauna Evanczik-Olrogg, Region 1 FSS Supervisor at (716) 608-2692 or [shauna.l.evanczik@opwdd.ny.gov](mailto:shauna.l.evanczik@opwdd.ny.gov)**