Support Brokers help a person exercise as much choice and control over their life as possible. The Support Broker guides someone through initiation of a self-directed budget and provides ongoing regularly occurring support. Support Brokers work with a person who self-directs to:

- Build their Circle of Support team;
- Plan a budget for their services;
- Educate them on services and community resources;
- Provide training and support on hiring & supervising staff;
- Develop habilitation plans,
- Proactively Monitor Budget spending,
- Communicate with the Fiscal Intermediary

**Marianne Odell**
Support Broker Supervisor
MarianneO@Racker.org

**Angila Ferguson**
Full-Time, Currently Accepting New Cases
Tioga County & parts of Broome County
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**Jan Dyson**
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**Jody Rice**
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**Eric Hughes**
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Onondaga County
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**Amanda Hudson**
Part-Time, Caseload is FULL
Cortland County
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**Steve Whalon**
Part-Time, Caseload is FULL
Tompkins County
SteveW@Racker.org
The Fiscal Intermediary, or FI, provides administrative and billing support to the person who chooses self-direction. Fiscal Intermediaries are responsible for:

- Completing background checks for self-hired staff;
- Approving budget expenses in accordance with OPWDD guidance;
- Billing Medicaid or New York State for services in the budget;
- Paying staff;
- Tracking expenditures;
- Providing monthly statements to the person;
- Assisting with Incident Management

The Self-Direction Specialist & Staffing Liaison provides administrative support to the FIs and acts as an accessible resource for Community Support Professionals, or CSPs, in the field. The Staffing Liaison is responsible for:

- on-boarding new CSPs & Brokers
- Ensuring all staff receive required training
- Processing staff pay increases
- Newsletters & communications
- Being a resource for staff questions & follow up
- Assisting with the development of tools & resources
- Vendor Management

The Director of Family Resource Programs oversees operations of the Self-Direction Program and supervises the Fiscal Intermediaries, Staffing Liaison and Broker Supervisor.

The Program Director is available if you have a question or concern that cannot be addressed by one of our Team Members above.

For the most up to date version of Broker availability go to https://www.racker.org/self-directed-services