

# Who's Who on the Self-Direction Team

## Agency Brokers



**Marianne Odell**  
Support Broker Supervisor  
[MarianneO@Racker.org](mailto:MarianneO@Racker.org)

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



**Angila Ferguson**  
Full-Time, *Currently Accepting New Cases*  
Tioga County & parts of Broome County  
[AngilaF@Racker.org](mailto:AngilaF@Racker.org)



**Jan Dyson**  
Full-Time, *Currently Accepting New Cases*  
Cortland & Tompkins Counties  
[JanD@Racker.org](mailto:JanD@Racker.org)



**Jody Rice**  
Full-Time, *Currently Accepting New Cases*  
Finger Lakes Region & Tompkins County  
[JodyR@Racker.org](mailto:JodyR@Racker.org)



**Eric Hughes**  
Part-Time, *Currently Accepting New Cases*  
Onondaga County  
[Erich@Racker.org](mailto:Erich@Racker.org)



**Amanda Hudson**  
Part-Time, *Caseload is FULL*  
Cortland County  
[AmandaH@Racker.org](mailto:AmandaH@Racker.org)



**Steve Whalon**  
Part-Time, *Caseload is FULL*  
Tompkins County  
[SteveW@Racker.org](mailto:SteveW@Racker.org)

## Fiscal Intermediaries

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



**Carol Wallace**  
[CarolW@Racker.org](mailto:CarolW@Racker.org)



**Raimona Rowe**  
[RaimonaR@Racker.org](mailto:RaimonaR@Racker.org)

## Self-Direction Specialist & Staffing Liaison

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:



**Laura Riker**  
[LauraR@Racker.org](mailto:LauraR@Racker.org)

- 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

## Director of Family Resource Programs

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.



**Gayle Pado**  
[GayleP@Racker.org](mailto:GayleP@Racker.org)

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