

Who's Who on the Self-Direction Team

Agency Brokers

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 support, 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 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

Assistant Director of Community Support Services
& Support Broker Supervisor
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Angila Ferguson

Sr. Start-up & Support Broker
Full-Time, *Currently Accepting New Cases*
Tioga County & parts of Broome County
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Jan Dyson

Support Broker
Full-Time, *Currently Accepting New Cases*
CNY Region & Tompkins County
JanD@Racker.org



Have your own Broker?

At Racker, choice is important! Racker works with several Independent Support Brokers.

On-boarding as an Independent Broker is easy!
Brokers should contact the Racker Broker Supervisor for more information!

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



Carol Travis
Self-Direction Coordinator &
Sr. Fiscal Intermediary
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Laura Riker
Fiscal Intermediary
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Raimona Rowe
Fiscal Intermediary
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Director of Community Support Services

The Director of Community Support Services oversees the Self-Direction Coordinator and the Broker Supervisor.

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



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