



**WNY Medicaid Service Coordination (MSC)
Directory**

A Resource for Medicaid Service
Coordinators (MSC) and MSC Supervisors

Revised: September 2011

PREFACE

Information for you about the Directory of Medicaid Service Coordinators...

Every effort has been made to make sure the information provided in this Directory is current and accurate. Service needs change frequently, however, and a Medicaid Service Coordinator (MSC) has limitations, by regulation, on the number of individuals s/he may serve at any one time. Therefore, a Medicaid Service Coordinator listed here may already be at capacity and not available to provide services for you or your family member at this time.

We encourage you to contact several available Service Coordinators and meet or talk with them personally to ensure that you are comfortable with the individual and confident in his or her ability to meet your needs. You may also change Medicaid Service Coordinators at any point that you feel another Service Coordinator might better be able to meet your needs.

We would like to know how helpful this Directory is for you and any suggestions you might have for ways we can make it better. Please contact Parent Network of WNY at 716-332-4170 (toll free 866-277-4762) with any questions, concerns or ideas you may have. You may also visit our website at <http://www.parentnetworkwny.org>.

Thank you.

Table of Contents

Agency	Page
ALLEGANY ARC	1
ALLEGANY REGIONAL DEVELOPMENT CORPORATION	1
ARC OF ORLEANS COUNTY	1-3
ASPIRE OF WNY- Erie & Niagara County	3-9
ASPIRE OF WNY-SOUTHERN TIER ALLEGANY, CHAUTAUQUA, & CATTARAUGUS COUNTIES	9-12
AUTISTIC SERVICES	12-13
BAKER VICTORY SERVICES	13-14
BRIGHT OPTIONS FAMILY SERVICES	14
CANTALICIAN CENTER FOR LEARNING	14-15
CHAUTAUQUA COUNTY OFFICE OF THE AGING	16
CLADDAGH COMMISSION INC.	16
COMMUNITY SERVICES FOR THE DEVELOPMENTALLY DISABLED	17
EPILEPSY ASSOCIATION OF WNY, INC.	18
GENESEE COUNTY CHAPTER NYSARC, INC.	18-20
HERITAGE CENTERS-ERIE ARC	20-29
HERITAGE CHRISTIAN SERVICES	29
HILLSIDE CHILDREN’S CENTER	30
LEARNING DISABILITIES ASSOCIATION OF WESTERN NEW YORK	30-31
LINK SERVICES COORDINATION INC.	32
LUTHERAN SERVICE SOCIETY OF NEW YORK	32-33
NIAGARA CEREBRAL PALSY	33-34
OPPORTUNITIES UNLIMITED OF NIAGARA	34
PEOPLE INC.	34-43
RIVERSHORE	43-44
SASI-SUBURBAN ADULT SERVICES INC	44-47
SKIP OF NEW YORK, INC.	47-49
SOUTHEAST WORKS	50-51
SUMMIT EDUCATIONAL RESOURCES	51-54
THE REHABILITATION CENTER	54-57
THE RESOURCE CENTER	57-61
Appendix	
Agency List	1-3

MSC Directory

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Allegany Arc	Nyland	Jessica	<input type="checkbox"/>	585-593-5700	jessica.hyland@alleganyarc.org

Jessica graduated from Alfred University with a Bachelor of Arts Degree in Child Psychology. She has worked at Allegany ARC for eight years. Jessica worked in the residential program and also briefly as a job coach before becoming a Medicaid Service Coordinator.

Allegany Regional Development Corporation	Pierce	Justine	<input type="checkbox"/>	716-945-4100
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Justine has a degree in Human Services and Criminal Justice. She has been a Service Coordinator with the Allegany Regional Development Corporation since April 1994. Her experience includes an internship with Living Opportunities, Inc. and three years experience working with under-privileged teens.

Allegany Regional Development Corporation	Reynolds	Donna	<input type="checkbox"/>	716-945-4100	ReyDon10@yahoo.com
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Donna has an Associate's Degree in Psychology and attended SUNY Fredonia. Donna has been a Service Coordinator with Allegany Regional Development Corporation since August 2000. Her experience includes working with abused and neglected children, unwed teen mothers, Evergreen Elm Residential Home, Linwood Adult Care Center, and Community Action's Domestic Violence Programs as DV liaison.

Arc of Orleans County	Batt	Jenifer	<input checked="" type="checkbox"/>	585-589-1750	jbatt@arcoforleans.org
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Jen has a BS in Human Services. She has worked with individuals with developmental disabilities since 2003. She started in the agency as a volunteer and then obtained a job as an MSC and then moved into the position of MSC Supervisor. Jen believes in individualized services for people with developmental disabilities and has worked extensively with Self Determination/Consolidated Supports and Services Pilot Project.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Arc of Orleans County	Capurso	Ellen (Chris)	<input type="checkbox"/>	585-589-1750	ecapurso@arcoforleans.org

Ellen, or Chris as she prefers to be called, has an Associate's Degree in Human Services with a major in Psychology and a QHP in Chemical Dependency. She has worked in a mental health and outpatient center specializing in Chemical Dependency/Alcoholism, Adolescent and Senior Citizen for over 25 years. Chris has worked for the ARC of Orleans since 2005. She loves working with diversity and challenging behaviors. She is an agency diversity trainer.

Arc of Orleans County	Condoluci	Terry	<input type="checkbox"/>	585-589-1750	tcondoluci@arcoforleans.org
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Terry has been employed by the ARC of Orleans County since 1986. Terry began working as an intake worker at the preschool then moved to direct care family support staff and finally to service coordination in 1994. Terry enjoys working with individuals who have challenging behaviors. Terry is also a trained incident investigator with the agency.

Arc of Orleans County	Doran	Jennifer	<input type="checkbox"/>	585-589-1750	jdoran@arcoforleans.org
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Jennifer has an Associate's Degree in Human Services. Jennifer has worked in human services since 2005 with individuals with developmental disabilities. Jennifer started out in direct care for one year and then to family services as an MSC. Jennifer enjoys working in this field with ages ranging from elementary to the senior population. Jennifer enjoys helping individuals achieve their goals to live their life in the most restrictive environmental with independency and support.

Arc of Orleans County	Eden	Wendy	<input type="checkbox"/>	585-589-1750	weden@arcoforleans.org
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Wendy has an Associate's Degree in Criminal Justice with a minor in Psychology. Wendy has worked in the human services field since 1998. Her Criminal Justice background has been tremendously helpful in this field when working with folks living independently out in the community. She enjoys working with people and their individual accomplishments that are made. Wendy is a trained SCIP instructor with the agency.

Arc of Orleans County	Hastings	Terri	<input type="checkbox"/>	585-589-1750	thastings@arcoforleans.org
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Terri has an Associate's Degree in Human Services and a certificate in gerontology. Terri started out in Family Support Services completing her internship for college before obtaining a job as an MSC in 2005. Terri has a daughter with multiple disabilities and enjoys helping families receive the services they need to be successful in raising a child with disabilities.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Arc of Orleans County	Kepner	Patricia	<input type="checkbox"/>	585-589-1750	pkepner@arcoforle ans.org
<p>Patricia is the Director of Family Support Services. She has a BS in Social Work. She has worked with people with developmental disabilities since 1987. She has worked as a direct care professional and progressed up through the agency. Patricia has been a service coordinator since 1992 and has worked with special education system, domestic violence, the criminal justice system, and guardianship issues. She believes her role is to assist individuals in becoming as independent as possible. Patricia firmly believes in education and training individuals on how to navigate their way through systems.</p>					
Arc of Orleans County	Powell	Jamie	<input type="checkbox"/>	585-589-1750	jpowell@arcoforlea ns.org
<p>Jamie has an Associate's Degree in Human Services. She is working on her Bachelor's Degree in Community and Human Services with a concentration in Health Services. Jamie has worked in the human service field since 1998 and has been working with individuals with developmental disabilities for the past two years. Jamie has worked with individuals of every age and truly enjoys helping people to achieve their greatest level of independence.</p>					
Arc of Orleans County	Taylor	Jacklyn	<input type="checkbox"/>	585-589-1750	jtaylor@arcoforlea ns.org
<p>Jacklyn has an Associate's Degree in Applied Science. She will graduate with a Bachelor's Degree in Business Administration with a concentration in Health Care Management. Jacklyn has been working in the human service field as a case manager since 2000. She enjoys working with individuals as they stride toward self-determination. Jacklyn is a strong advocate and enjoys working with individuals who are dually diagnosed.</p>					
Aspire of WNY-Erie & Niagara County	Bartleson	Cheryl	<input type="checkbox"/>	716-505-5830	cheryl.bartleson@asp irewny.org
<p>Cheryl spent three years as a in-home aide for developmentally disabled children. She joined the Aspire staff and worked in residential services as relief staff and eventually as team coordinator for the next 11 years. She then worked for LDA as a program coordinator and director of residential services for 4 years. Cheryl returned to work for Aspire of WNY's Service Coordination Department in 2002.</p>					
Aspire of WNY-Erie & Niagara County	Baginski	Mary	<input checked="" type="checkbox"/>	716-505-5830	mary.baginski@asp irewny.org
<p>Mary graduated with a Bachelor of Arts Degree from the University at Buffalo. She was a residential supervisor in Seattle, WA for two years before returning to Buffalo. She worked direct care at supervised apartments and day habilitation, advancing to manage a day habilitation program teaching computer skills. In 2000, Mary began in Aspire's Service Coordination Department. She was promoted in 2008 to an MSC Supervisor's position.</p>					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Erie & Niagara County	Brophy	Janine	<input type="checkbox"/>	716-505-5830	jbrophy@aspirewny.org

Janine graduated from Buffalo State College in 1993 with a Bachelor of Science Degree and from Canisius College in 1996 with a Master of Science Degree. She worked for Aspire of WNY from 1994 to 1998, two years of which she worked at the Respite Care Center and two years of which she worked as a Behavior Management Coordinator. Janine left the state in 1998 to work as an Elementary School Counselor for 9 years. She returned to Aspire of WNY in August 2007 to work as a Service Coordinator.

Aspire of WNY-Erie & Niagara County	Brown	Michael R.	<input type="checkbox"/>	716-505-5830	michael.brown@aspirewny.org
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Michael graduated from SUNY Brockport with a BA in Recreation and Leadership Management. He also spent numerous years working at Cradle Beach Camp. He then moved to Virginia and spent 3 years as an Independent Living Skills Specialist. He moved back to the Buffalo area and started as an MSC with Aspire in June of 2008.

Aspire of WNY-Erie & Niagara County	Claroni	Dina	<input type="checkbox"/>	716-505-5830	dina.claroni@aspirewny.org
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Dina has an Associate in Science Degree and a Bachelor's Degree in Social Sciences. She worked at Baker Victory Preventive Services for two and a half years. She also worked at a childcare center as an assistant floor coordinator and was a nanny. She has been with Aspire Service Coordination since 2002.

Aspire of WNY-Erie & Niagara County	Coombe	Mary Anne	<input checked="" type="checkbox"/>	716-505-5830	maryanne.coombe@aspirewny.org
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Mary Anne graduated from D'Youville College. She is formerly Aspire's Manager of Training, a position she held for 12 years, and she was promoted to Director of Service Coordination in 2005. Prior to working for Aspire, Mary Anne worked in Service Coordination for People Inc. for seven years.

Aspire of WNY-Erie & Niagara County	Downey	Ellie	<input type="checkbox"/>	716-505-5830	ellie.downey@aspirewny.org
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Ellie has an Associate's Degree in Human Services from Niagara Community College and her BSW through the Accredited Social Work Curriculum at Niagara University. Ellie's professional experience in Service Coordination Began in 1994. Prior to joining Aspire's Service Coordination Department in 2004, Ellie was employed at Autistic Services, the Center for Independent Living and Community Services.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Erie & Niagara County	Featherstone	Frances	<input type="checkbox"/>	716-505-5830	frances.featherstone@aspirewny.org

Fran holds two Bachelor of Science degrees from Medaille College in Education and Human Services, respectively. Prior to attending Medaille, she earned an Associate's Degree in Secretarial Sciences from Bryant & Stratton. Her work experience includes driving bus for 10 years with Laidlaw as well as substitute teaching in both general and special education classrooms with the Buffalo Public School District for 5 years. Fran is currently a co-Teacher with Northpointe council Inc. for a Drinking & Driving Program and is working towards her Master's degree at Medaille College as a Reading Specialist. In January of 2008 she joined the Service Coordination Department at Aspire.

Aspire of WNY-Erie & Niagara County	Hammett	Laura	<input type="checkbox"/>	716-505-5830	laura.hammett@aspirewny.org
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Laura received her Bachelor's Degree in Psychology from Buffalo State College. She worked in various capacities in the human services field since 1009. Prior to becoming a Service Coordinator, Laura provided case management services in a vocational workshop. Laura has been with Aspire since April 2002.

Aspire of WNY-Erie & Niagara County	Hawkins	Jenna	<input type="checkbox"/>	716-505-5830	jenna.hawkin@aspirewny.org
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Jenna graduated from the University at Buffalo in 2007 with a Bachelor's Degree in Psychology. She is currently working towards her Master's of Social Work also from the University at Buffalo. Prior to joining Aspire's Service Coordination Department, Jenna worked for the Health Department in Syracuse, NY (Onondaga County) for two and a half years. Jenna began with Aspire as an MSC in November 2009.

Aspire of WNY-Erie & Niagara County	Henneberry	Sarah	<input type="checkbox"/>	716-505-5830	sara.henneberry@aspirewny.org
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Sarah received a Bachelor of Arts Degree from Buffalo State College in 2001, with a degree in Public Relations. She has been working in the Human Services field since 2002 in a variety of positions. Sarah joined the Service Coordination Department at Aspire in August of 2006.

Aspire of WNY-Erie & Niagara County	Kelly	Jill	<input type="checkbox"/>	716-505-5830	jill.kelly@aspirewny.org
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Jill received her Associate's Degree in Social Science from Erie Community College and completed her Bachelor's Degree in Human Services at Medaille College. Jill has been working in the Human Services field since 1997. She has been a Service Coordinator since 1999. In 2006, Jill earned her Master's of Arts Degree in Mental Health Counseling from Medaille College.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Erie & Niagara County	Keyes	Karen	<input checked="" type="checkbox"/>	716-505-5830	karen.keyes@aspirewny.org

Karen has her Bachelor's Degree in Psychology. She began her career as a Behavior Management Coordinator and then was a Residential Manager for three years before transferring to the Service Coordination Department. Karen was an MSC for three years and has been an MSC Supervisor since 2001. Karen was promoted in 2007 to the position of Coordinator of Service Coordination.

Aspire of WNY-Erie & Niagara County	Mann	Kitty	<input type="checkbox"/>	716-505-5830	kitty.mann@aspirewny.org
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Kitty has over 30 years experience in the health and human service field. She worked in the United States and the Dominican Republic as a medical technologist, HIV/AIDS educator, and the manager of a homeless shelter for refugees. Kitty is fluent in Spanish. She has been a Service Coordinator with Aspire of WNY since 2000.

Aspire of WNY-Erie & Niagara County	Marvin	Mary Jo	<input type="checkbox"/>	716-505-5830	maryjo.marvin@aspirewny.org
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Mary Jo graduated Magna Cum Laude from Buffalo State College with a Bachelor of Science in Social Work. She continues to work towards her MSW with a concentration in public policy. Prior to attending Buffalo State, she received an Associate's Degree in Social Services from Mater Dei College and a Paralegal Degree from Erie Community College. Mary Jo has worked in the field of Health and Human Services since 1986, primarily with individuals with Developmental Disabilities. She has worked as a primary Instructor at a Day Treatment Center, a Crisis Counselor at a battered women's shelter, and Team Coordinator of a 12 bed IRA. Mary Jo has worked as an MSC with Aspire of WNY since January 2000.

Aspire of WNY-Erie & Niagara County	Matesic	Nancy	<input checked="" type="checkbox"/>	716-505-5830	nancy.matesic@aspirewny.org
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Nancy received her Bachelor's Degree in Social Welfare from SUNY at Buffalo in 1973. She has been in the Human Services Field, in both Full and part time positions, since graduating. In addition to her work in Human Service, Nancy has 10 years of experience in a family-owned business. She worked for the Salvation Army in Buffalo, NY and in the Ann Arbor, MI area as a supervisor of the Outreach and Program Development Departments. In 1999 Nancy worked for Adult Protection/Senior Services Department of Erie County. She came to Aspire of WNY and worked as a Medicaid Service Coordinator for 4 years and has been an MSC Supervisor since 2001.

Aspire of WNY-Erie & Niagara County	McGuire	Brian	<input type="checkbox"/>	716-505-5830	brian.mcguire@aspirewny.org
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Brian has been in the Human Services field since 1987. He worked as a Residential Habilitation Aide for Aspire of WNY at both a supervised apartment and at an ICF. While living in Kansas, Brian worked at a ICP facility for people with a variety of physical disabilities. In 2002, he moved into Service Coordination at Aspire WNY.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Erie & Niagara County	Mesi	Mark	<input type="checkbox"/>	716-505-5830	mark.mesi@aspirewny.org
<p>Mark graduated from Buffalo State College with a Bachelor's Degree in Criminal Justice and 27 Master's level credits in Learning and Behavioral Disorders. He worked 10 years at Baker Victory as a Mental health Specialist and Special Education Teacher's Aide and 10 years as a Program Manager for People Inc. Mark spent nearly 3 years working at Aspire's Mineral Springs Traumatic Brain Injury group home as a Team Coordinator before accepting a position in Aspire's Service Coordination Department in 2006.</p>					
Aspire of WNY-Erie & Niagara County	Neumann	Anne	<input type="checkbox"/>	716-505-5830	ann.newmann@aspirewny.org
<p>Ann graduated from Brandeis University with a Bachelor of Arts Degree in Sociology. She was Executive Director of Yad B'Yad/Hand in Hand for 12 years. Prior to Aspire, Ann worked for a legal firm as a special education advocate. Ann joined the Service Coordination Department at Aspire in November 2009.</p>					
Aspire of WNY-Erie & Niagara County	Palmer	Ellen	<input type="checkbox"/>	716-505-5830	ellen.palmer@aspirewny.org
<p>Ellen has a Bachelor of Arts in Psychology and a Master of Science degree in Special Education. She worked as a Vocational Rehabilitation Counselor at UCPA affiliates in Minneapolis and in Washington State. More recently she taught Math and Special Education in several public and private schools in Western New York. In February 2006, Ellen began working at Aspire WNY as an MSC. Ellen's concern for the aging DD population has inspired her to join the Aging Committee at Aspire.</p>					
Aspire of WNY-Erie & Niagara County	Paluszynski	Stacie	<input checked="" type="checkbox"/>	716-505-5830	stacia.paluszynski@aspirewny.org
<p>Stacia holds a Bachelor of Science in Exceptional Education. She began working at Aspire of WNY as the EI/SEIT Teacher in the year 2000. She held that position for 5 years and then transferred to Service Coordination in September of 2005. Shacia accepted the promotion to Senior Service Coordinator in March of 2007 and she was promoted again in January of 2008 to MSC Supervisor. After participating in a grant with the Learning Institute, in 2009 Stacia's duties were expanded to include Innovator of Life Choices for the Buffalo Office. The position of Innovator of Life Choices was created by the agency to become more person-centered and create a philosophy of thinking within to promote lives of distinction for each person we work for.</p>					
Aspire of WNY-Erie & Niagara County	Panzarella	Michelle	<input type="checkbox"/>	716-505-5830	michelle.panzarella@aspirewny.org
<p>Michelle has been working with the developmentally disabled since 1986. She has worked in Aspire's service Coordination and Intake Departments since 1999. Prior to that, her experience was in Residential Services as a supervisor. Michelle's concern for the aging DD population lead her to sit on Aspire's Aging Committee.</p>					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Erie & Niagara County	Panzica	Craig	<input checked="" type="checkbox"/>	716-505-5830	craig.panzica@aspirewny.org

Craig started with Aspire of WNY in 1985 and worked in the Residential Division until 1995. In 1995 Craig was promoted to manager of the Service Coordination Department. In early 2005, Craig's responsibilities expanded to include coordination of Environmental Modification Services.

Aspire of WNY-Erie & Niagara County	Phillips	Melanie	<input type="checkbox"/>	716-505-5830	melanie.phillips@aspirewny.org
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Melanie is a graduate of Buffalo State College, with a Bachelor's Degree in Social Work. She has many years experience in Case management, working with a variety of populations. Melanie began working with Aspire's Service Coordination Department in August 2004.

Aspire of WNY-Erie & Niagara County	Pierce	Annette	<input type="checkbox"/>	716-505-5830	annette.pierce@aspirewny.org
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Annette holds an Associate's Degree in Human Services from Niagara County Community College. In 1995 she began working in the field with the developmentally disabled in varied capacities. She joined Service Coordination with Aspire of WNY in February of 2005. Annette has 31 years of experience having a child with Cerebral Palsy. She is the mother of two boys and the grandmother of two girls.

Aspire of WNY-Erie & Niagara County	Quick	Sandra	<input checked="" type="checkbox"/>	716-505-5830	sandra.quick@aspirewny.org
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Sandra has a Master's Degree in Education. She has been working with the DD population since 1975. She worked for Services to the Mentally Retarded in Erie county (now know as People Inc.), the WNY DDSO, and Opportunities Unlimited of Niagara. Sandie joined the Aspire Service Coordination Department in 2002 and she became a Supervisor in 2004 by accepting the Senior Service Coordinator position. In 2006, she was promoted to the position of MSC Supervisor. In 2008, Sandie became the Family Education & Training (FET) Waiver Coordinator for Aspire. Sandie also serves as Medicaid Service Coordination CORE Trainer and a Person Centered Planning Trainer for the WNY DDSO.

Aspire of WNY-Erie & Niagara County	Reino	Amy	<input type="checkbox"/>	716-505-5830	amy.reino@aspirewny.org
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Amy received her Associate's Degree in Liberal Arts from Villa Maria College and completed her Bachelor's Degree in Social Work from Buffalo State College. Amy also has her Master's Degree in Student Personnel Administration from Buffalo State College. She has worked in human services in many different positions, such as interning with the Erie County Health Department's Primary Pediatrics Clinic as a case manager. She also worked with underprivileged children in the inner city. Amy is a member of Phi Theta Kappa Honor Society and Omicron Omega Nu Sorority. Amy has been a Service Coordinator with Aspire since January of 1999.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Erie & Niagara County	Rivera	Christina	<input type="checkbox"/>	716-505-5830	christina.rivera@aspirewny.org

Christina has an Associate's Degree in Criminal Justice from Niagara County Community College and a Bachelor of Science Degree in Social Work from Buffalo State College. Christina will be graduating in May of 2010 with a Master's Degree in Social Work from the University of Buffalo. Christina has been employed with Aspire of WNY since 2005. She joined Service Coordination with Aspire in November of 2008.

Aspire of WNY-Erie & Niagara County	Rosier	Michele	<input type="checkbox"/>	716-505-5830	michele.rosier@aspirewny.org
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Michele has an Associate's degree in Human Science. She is a certified and licensed occupational therapist. Michele has worked with people with disabilities since 1994. In 2000, Michele became a Service Coordinator with Aspire.

Aspire of WNY-Erie & Niagara County	Schubert	Jennifer	<input type="checkbox"/>	716-505-5830	jennifer.schubert@aspirewny.org
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Jennifer graduated from SUNY Cortland with a Bachelor of Education in Recreation and Leisure Studies where she completed an internship as a Child Advocate at a Transitional Housing Facility. She completed her Master's of Education in School counseling at St. Bonaventure University. Jennifer's professional experience includes 11 years working for the UMCA at a children's resident camp and outdoor education facility; working with people with and without disabilities in an outdoor setting. She has been with Aspire since February 2010 when she joined the Service Coordination Department.

Aspire of WNY-Erie & Niagara County	Synor	Pamela	<input checked="" type="checkbox"/>	716-505-5830	pamela.synor@aspirewny.org
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Pamela graduated from Daemen College in 1989 with a BA in psychology. She has been working in Human service field since graduating from college. She has been with Aspire since 1989, and held various positions in the Residential, Service Coordination and Intake Departments. Pam is currently the Coordinator of Intake Services.

Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Anderson	Kelly	<input type="checkbox"/>	716-763-9070	kelly.anderson@aspirewny.org
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Kelly has an Associates Degree from Jamestown Community College. She has been working in the human services field since 1989. Kelly has been with Aspire's Service Coordination Department since November 2000.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Baran	Ann	<input type="checkbox"/>	716-763-9070	ann.baran@aspirew ny.org
Ann has a Bachelor of Arts Degree in Psychology and a minor in Sociology from SU NY Fredonia. In 1990 Ann began working in the human services field, focusing on mental and physical disabilities. She has been with Aspire since October 2003.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Dixon-Lang	Betsy	<input checked="" type="checkbox"/>	716-763-9070	betsy.dixon- lang@aspirewny.or g
Betsy has a Bachelor of Science Degree in Music Therapy from SUNY Fredonia. Betsy has been in Service Coordination with Aspire since 1994. Beginning in 2002, she has served in a supervisory role. Betsy also serves as Medicaid Service Coordination CORE Trainer for OMRDD, sits on the Chautauqua County Transition Committee and several agency committees. After participating in a grant with the Learning Institute, in 2009 Betsy's duties were expanded to include Innovator of Life Choices for the Southern Tier Office. The position of Innovator of Life Choices was created by the agency to become more person-centered and create a philosophy of thinking within to promote lives of distinction for each person we work for.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Flagella	Tracy	<input type="checkbox"/>	716-763-9070	tracy.flagella@aspi rwny.org
Tracy has an Associate's Degree in Human Services from Jamestown Community College. She has worked for Aspire since 2003 as a residential habilitation aide and as receptionist/secretary for the Service Coordination Department. She has been a Service Coordinator since January 2007.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Kozlowski	Robert	<input type="checkbox"/>	716-763-9070	robert.kozlowski@ aspirewny.org
Robert has obtained an Associate's Degree in Human Relations from Jamestown Community College. He began working in the field in 2000 and has been a certified CPR/SCIP Trainer since 2005. His experience ranges from Direct Care to IRA Manager, and Bobby became a Medicaid Service Coordinator with Aspire of WNY in June of 2008.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Lundmark	Jon	<input type="checkbox"/>	716-763-9070	jon.lundmark@aspi rewny.org
Jon has an Associate's Degree in Human Services from Jamestown Community College. Joh has been in the Human Service Field in a variety of capacities working with the developmentally disabled since 1993. He joined Aspire in November of 2000 as a Team Coordinator in the Residential Program before becoming a Service Coordinator in October 2001. Jon left Aspire for a brief time to pursue other career opportunities before returning as a Service Coordinator again in November of 2005.					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Ponka	Andrew	<input type="checkbox"/>	716-763-9070	andy.ponka@aspire wny.org
Andrew has a Bachelor of Arts Degree in French and a Master of Science Degree in Education from SUNY Fredonia. He has twenty-seven (27) years teaching experience, as well as experience working with people who have stroke-related disabilities. Andrew began working in Service Coordination with Aspire starting in 1999.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Santilli	Joseph	<input type="checkbox"/>	716-763-9070	joseph.santilli@aspi rewny.org
Joe has an Associate's Degree in Social Sciences from Jamestown Community College and a Bachelor of Science Degree in Human Services with concentrations in Counseling and Human Resources Management from Empire State College. He has been working in the human services field since 1993. He has extensive experience in the group and individual counseling and facilitation setting. Joe joined Aspire as a Service Coordinator in May of 2005. Joe enjoys cooking and gardening.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Saunders	Gail	<input checked="" type="checkbox"/>	716-763-9070	gail.saunders@aspi rewny.org
Gail has a Bachelor of Arts Degree in Sociology. She has many years of experience in the field of developmental disabilities. As Home Services Director with Aspire since 1988, Gail has extensive experience with individuals who live at home with their families. Gail also serves as Coordinator of Service Coordination for Aspire's Southern Tier Office.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Schwartz	Jessie	<input type="checkbox"/>	716-763-9070	jessie.schwartz@as pirewny.org
Jessie holds an Associates Degree from the University of Pittsburgh in Health and Human Services. She has 3 years experience as a supervisor in a TBI Program in Allegany County, prior to joining Aspire's Service Coordination Department in January of 2005. Jessie lives in Olean with her family and the majority of her caseload is focused in Cattaraugus and Allegany counties.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Stevenson	Lynne	<input type="checkbox"/>	716-763-9070	lynne.stevenson@a spirewny.org
Lynne has her Bachelor's Degree in Social Work with a minor in Sociology from SUNY Fredonia. She began working in the human service field in 1984. She joined Aspire in 2007 as a Residential Manager before becoming a Service Coordinator in January of 2008.					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Stoughton	Danielle	<input type="checkbox"/>	716-763-9070	danielle.stoughton@aspirewny.org
Danielle has earned her BS in Social Work from Cedarville University and a Masters in Special Education from Mercyhurst College. She has enjoyed working in several different capacities in the human services field over the years as well as in schools. Danielle joined Aspire in 2007 as a Residential Habilitation Aide and then a medical Liaison. She began working as a Service Coordinator in December of 2008.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Vande Velde	Lisa M.	<input checked="" type="checkbox"/>	716-763-9070	lisa.vandavelde@aspirewny.org
Lisa is a 1992 graduate of Empire State College at Fredonia. She has a Bachelor's Degree in Human Services and Counseling. She has worked in the Human Services Field since she received her degree. Lisa has been with Aspire of WNY's Service Coordination Department since 1992, serving as Service Coordinator for 8 years before she became a Service Coordination Supervisor in 2000.					
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	Wolcott	Brenda	<input type="checkbox"/>	716-763-9070	brenda.wolcott@aspirewny.org
Brenda holds an Associates Degree in Human Services from Jamestown Community College. She spent 13 years in the Jamestown Public School District working in Special Education classrooms. She joined Aspire in November of 2004 as a Service Coordinator.					
Autistic Services	Barrett	Anthony	<input type="checkbox"/>	716-631-5777	abarrett@autisticservices.org
Tony has worked at Autistic Services since September of 2003 as both classroom aide and head instructor in the day habilitation program. Tony has a Bachelor of Science Degree in Physical Education and a Master's Degree in Sports Management.					
Autistic Services	Gramza	Joseph	<input type="checkbox"/>	716-631-5777	jgramza@autisticservices.org
Joe has an Associate's Degree in Human Services and a Bachelor of Science Degree in Elementary and Exceptional Education. Joe currently is a Service Coordinator who has worked at Autistic Services since October 1997. His past experience with ASI was as a job coach.					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Autistic Services	McGranahan	Lindsay	<input type="checkbox"/>	716-631-5777	lmcgranahan@autisticservices.org

Lindsay has a Bachelor's Degree in Social Work and has been working with Autistic Services since August 2008. Lindsay has worked in the human service field since 2004.

Autistic Services	Parker	Takina	<input type="checkbox"/>	716-631-5777	tparker@autisticservices.org
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Takina has an Associate's Degree in Mental Health/Substance Abuse Counseling and a Bachelor's Degree in Social Work. Takina has been with Autistic Services, Inc. since August 2004. She has worked in the human services field since 2002, starting in direct care. Takina started out in Service Coordination in 2005.

Autistic Services	Roth	Kristen	<input checked="" type="checkbox"/>	716-631-5777	kr Roth@autisticservices.org
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Kristen has her Associate's Degree in Human Services, Bachelor's Degree in Social Work and Master's Degree in Social Work and has been with Autistic Services since 1998. Her experience includes working in the residential department in various positions. Kristen joined the service coordination department as an MSC supervisor in 2003 and became the Director in 2004

Autistic Services	Skowronski	Denise	<input type="checkbox"/>	716-631-5777	dskowronski@autisticservices.org
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Denise has worked at Autistic Services, Inc. since May 2005. Denise has a Bachelor of Science Degree in Human Services and a Master's Degree in Counselor Education. She worked in the human services field for 14 years at the WNYDDSO prior to coming to Autistic Services.

Baker Victory Services	Allen	Jennifer	<input type="checkbox"/>	716-828-9500	jbaetzhald@olv-bvs.org
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Jennifer has a Bachelor's Degree in Human Services from Hilbert College with a concentration in chemical dependency and a minor in Psychology. Jennifer would like to get her Master's Degree in Social Work. Jennifer worked direct care in the residential home of Baker Victory Services for two years before becoming a Medicaid Service Coordinator. Jennifer has worked with individuals who are medically frail or have mental health issues.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Baker Victory Services	Mehl	Laura	<input checked="" type="checkbox"/>	716-828-9500	lmehl@olv-bvs.org

Laura has a B.S. in Sociology and a minor in Biology from SUNY Cortland. She has been working as a service coordinator since 1995. Laura works with individuals who live at home as well as individuals who live in a certified residence. Her experience is with individuals who are medically involved as well as having behavioral health concerns.

Bright Options Family Services, Inc.	Benefield	Shana	<input type="checkbox"/>	(716) 891-7443
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Shana is completing a Bachelor of Science Degree in Community and Human Services. She has been at Bright Options for two years. Prior to coming to Bright Options, she worked for General Motors for 11 years.

Bright Options Family Services, Inc.	Sykes	Marilyn	<input type="checkbox"/>	(716) 891-7443
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Marilyn has worked in this capacity for six years. She holds a Bachelor of Science Degree in Community and Human Services, an Associate's Degree in Human Services and is a Qualified Mental Health and Addictions Certified Counselor. Marilyn worked for Kaleida Health for 25 years.

Cantalian Center for Learning Inc.	Brown	Candyce	<input type="checkbox"/>	716-874-0913	cbrown@cantalician.org
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Candyce is a graduate of Daemen College with a Bachelor's Degree in History and Government with a concentration in Secondary Education. Candyce has been employed by the Cantalian Center since October 2007. Prior to her employment at the Cantalian Center, Candyce has had hands-on experience teaching middle and high school students with developmental disabilities and has had experience working with at-risk adolescents through Gateway Longview.

Cantalian Center for Learning Inc.	Castanza	Joe	<input type="checkbox"/>	716-874-0913	jcastanza@cantalician.org
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Joe has a Bachelor's Degree in Social Work from Buffalo State College. He has been employed at the Cantalian Center as an MSC since June 2009. Prior to becoming a Medicaid Service Coordinator, Joe worked in direct care for three years as both a shift leader and a Life Skills Trainer. Joe also interned as a crisis counselor for one year at Crisis Services in Buffalo and worked with older adults in a retirement home for nearly 10 years. As of September 2011, Joe will be working towards his Master's Degree in Social Work.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Cantalician Center for Learning Inc.	Martin	Rachel	<input checked="" type="checkbox"/>	716-874-0913	rmartin@cantalician.org

Rachel is a graduate of Seton Hall University in South Orange, NJ with degrees in Sociology and Philosophy. She has been employed at the Cantalician Center since February 2008, first as an MSC, later as a rehabilitation counselor, and as the MSC supervisor since January 2010. Prior to coming to the Cantalician Center, she has worked with children with emotional and behavioral disorders and also in early childhood education.

Cantalician Center for Learning Inc.	Mazzone	Stephanie	<input type="checkbox"/>	716-874-0913	smazzone@cantalician.org
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Stephanie has a Bachelor's Degree in Social Work (BDW) from Daemen College and a Master's Degree in Social Work (MSW) from University at Buffalo and has been employed by the Cantalician Center as an MSC since May 2010. She has a passion for working with people with developmental disabilities as well as with the elderly.

Cantalician Center for Learning Inc.	Mehl	Jennifer	<input type="checkbox"/>	716-874-0913	jmehl@cantalician.org
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Jennifer has a Bachelor's Degree in Psychology with an emphasis on Behavioral Psychology from SUNY Binghamton. Jennifer has been working in the MSC Department at Cantalician Center since 2002. She also has experience teaching an autistic population at the Children's Unit for Treatment and Evaluation in Binghamton, supervising a high-risk population of youth in a recreational facility, and designing and conducting behavioral modification experiments in a laboratory setting. Jennifer received training in Applied Behavioral Analysis techniques for five years.

Cantalician Center for Learning Inc.	Von Wald	Elizabeth	<input type="checkbox"/>	716-874-0913	evonwald@cantalician.org
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Elizabeth (Liz) received her Bachelor's Degree from Niagara University in Elementary /Inclusion and Special Education (Pre-K through 12) and her Master's Degree from Canisius College in Special Education (K through 6) with a concentration in Emotional and Behavioral Disabilities. She also has New York State permanent teacher's certification in Special Education K-12. She has been employed as an MSC at the Cantalician Center since June 2010, but prior to that, she taught at both of the agency's schools and also helped on the production floor for the adult pre-vocational program. She was also a special education teacher in the state of Florida. She specializes in intake and getting individuals and their families oriented with the OPWDD Service System.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Chautauqua County Office of the Aging	Abbott	Kimberly	<input type="checkbox"/>	716-363-3843	abbottk@co.chautauqua.ny.us

Kimberly has her BS in Social Work from SUNY Fredonia. She also has her MSW from SUNY Buffalo. Kimberly has many years of experience in the human services field. She has the background knowledge in networking with social service agencies and providing advocacy for individuals. She has worked most of her career with individuals ranging in age, from 2 years to 60 years of age, residing in various settings. She also has experience working with persons in drug and alcohol and mental health programs; and working with CSE, children with special needs and developmental disabilities in school settings. She also has provided supervision/training for a staff of four; along with training of parents and siblings, and coordinated therepuectic music groups and parent groups. In her present role as MSC for Chautauqua County Office for the Aging, she is an advocate and a support for individuals with developmental disabilities who range in ages 15-94 and reside in various residential settings.

Claddagh Commission Inc.	Bluff	Nicole	<input type="checkbox"/>	716-549-6495	nbluff@claddaghcomm.org
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Nicole has a MS Ed in School Counseling from Canisius College. She has been a Medicaid Service Coordinator with Claddagh since January 2006.

Claddagh Commission Inc.	Estee	Scott A.	<input checked="" type="checkbox"/>	716-549-6495	sestee@claddaghcomm.org
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Scott has a Bachelor of Science in Speech Pathology from Northern Arizona University in Flagstaff Arizona. He has been with Claddagh since May 2002.

Claddagh Commission Inc.	Saez	Kelly	<input type="checkbox"/>	716-549-6495	ksaez@claddaghcomm.org
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Kelly has a Bachelor of Arts in Psychology from SUNY Fredonia. She has been a Medicaid Service Coordinator with Claddagh since August 2006.

Claddagh Commission Inc.	Stebbins	Michelle	<input type="checkbox"/>	716-549-6495	mstebbins@claddaghcomm.org
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Michelle has a MSED in Educational Counseling from Saint Bonaventure University. She has been a Medicaid Service Coordinator with Claddagh since January 2005.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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Community Services for the Developmentally Disabled	Hoag	Lora	<input type="checkbox"/>	716-883-8888	lhoag@csdd.net
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Lora has a BA in Psychology from Medaille College. She has worked for Community Services for 8 months. Previously, she worked at the Cantalician Center for one year.

Community Services for the Developmentally Disabled	Michal	Giseline	<input type="checkbox"/>	716-883-8888	gmichal@csdd.net
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Giseline received her Master's Degree in Mental Health from Medaille College in 2010. Giseline obtained her Bachelor's Degree in Health and Human Services with a concentration in Mental Health from SUNY at Buffalo. Gieseline has experience in mental health counseling, working with individuals with AIDS and working with individuals with Autism. Giseline also has experience in the area of providing Intesive Home Thereapy to families through the Heart Foundation.

Community Services for the Developmentally Disabled	Overall	Ramona	<input type="checkbox"/>	716-883-8888	roverall@csdd.net
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Ramona received her Bachelor's Degree in Health and Human Services with a concentration in Mental Health for SUNY at Buffalo. She previously worked as a Service Coordinator at CSDD's Disabled Seniors' Program and on the ACT Team. Presently, Ramona is an MSC for CSDD for the Developmentally Disabled Social Services program. Ramona has over 14 years of experience in the health and human services area.

Community Services for the Developmentally Disabled	Pierce	Keshia	<input type="checkbox"/>	716-883-8888	kpierce@csdd.net
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Keshia received her Bachelor's Degre in Arts from Medaille College. Keshia previously worked as an MSC in CSDD's Intensive Care Management Program and the ACT Team. Keshia has experience as a Youth and Family Development Specialist. Presently, Keshia is a Service Coordinator for CSDD's Disabled Social Services Program.

Community Services for the Developmentally Disabled	Zink	Stacey	<input type="checkbox"/>	716-883-8888	szink@csdd.net
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Stacey received her Bachelor's Degree in Human Services from Hilbert College. Stacey has experience in the area of providing services to seniors; she has also worked as an IRA Manager and as a Direct Care Worker during her six year career in the field of Health and Human Services. Of those six years, Stacey has worked at CSDD for three years as an MSC for the Seniors Program.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Epilepsy Association of WNY, Inc.	Best	Cheryl	<input type="checkbox"/>	716-883-5396	cbest@epilepsywny.org

Cheryl graduated with a Master's Degree in Social Work from SUNY Buffalo. She has 25 years experience as a social worker and a service coordinator, specializing in services to children with epilepsy and their families.

Epilepsy Association of WNY, Inc.	Brossard	Barbara	<input checked="" type="checkbox"/>	716-883-5396	bbrossard@epilepsywny.org
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Barbara has a Master's Degree in Rehabilitation Counseling from SUNY Buffalo. She has over 30 years experience as a counselor and service coordinator working with individuals with developmental disabilities.

Epilepsy Association of WNY, Inc.	Donovan	Shayna	<input type="checkbox"/>	716-883-5396	sdonovan@epilepsywny.org
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Shayna has a Bachelor's Degree in Psychology from SUNYAB and has worked in the human service field for over five years. She has experience working with dually diagnosed individuals who have a developmental disability and mental health diagnosis.

Genesee County Chapter NYSARC, Inc.	Arnetova Panzone	Tereza	<input type="checkbox"/>	585-343-1123	tpanzoneGARC@rochester.rr.com
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Tereza Attended Genesee Community College for two years and obtained her Associate's Degree in Travel and Tourism in 2003. She continued her studies through the University of Bridgeport in Bridgeport, CT, and earned a Bachelor's Degree in Psychology. In 2008, Tereza completed a Master's Degree in Counseling. She worked with individuals with disabilities in the school setting in Europe, at BOCES, and Mary Cariola School. She is now working as a Medicaid Service Coordinator serving individuals in the Service Coordination Department at Genesee ARC since May of 2009.

Genesee County Chapter NYSARC, Inc.	Cullinan	Arlene	<input type="checkbox"/>	585-343-1123	acullinanGARC@rochester.rr.com
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Arlene earned an Associate's Degree in Science from Genesee Community College in 2006. She then attended Empire State College and completed a Bachelor of Science Degree in 2009. She has worked in school systems as a substitute teacher and Teacher Assistant working with individuals with disabilities. Arlene was hired by Genesee ARC as a Residential Assistant in September of 2008. She then accepted a position as Community Services Specialist serving individuals in the Service Coordination Department since October of 2008.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Genesee County Chapter NYSARC, Inc.	Dempsey	Vanessa	<input type="checkbox"/>	585-343-1123	vdempseyGARC@rochester.rr.com

Vanessa graduated from Genesee Community College with a degree in Human Service in 2002 and a cum Laude degree in Social Work from SUNY Brockport in 2004. She worked as a Case Manager in the Day Hab program in Elba for 5 years and started as a Medicaid Service Coordinator in 2010. She also worked at Lifetime Assistance as a Community Living Instructor.

Genesee County Chapter NYSARC, Inc.	Gillard	Anne	<input type="checkbox"/>	585-343-1123	agillardGARC@rochester.rr.com
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Anne earned a Bachelor of Science Degree in Psychology from SUNY Brockport. She was employed in the Mental Health Field for ten years. Anne has extensive experience working with individuals with developmental disabilities. She worked as a Medicaid provider providing support coordinator for the Florida Home and Community Based Services Waiver for eight years. She has been employed by the Genesee ARC since October of 2010 as a Medicaid Service Coordinator.

Genesee County Chapter NYSARC, Inc.	Hazel	Brandi	<input type="checkbox"/>	585-343-1123	bhazelGARC@rochester.rr.com
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Brandi attended Genesee Community College for two years and obtained her Associate's Degree in Science and finished her Bachelor's Degree in May of 2007 at SUNY Brockport with a Degree in Science specializing in health Science. Brandi was previously employed at the ARC of Orleans. In October of 2008, Brandi started work at the Genesee ARC Day Habilitation Center as a Day Habilitation Specialist, then after a couple of months, took the Day Habilitation Manager of Unity 4 position. In February of 2008, Brandi accepted the Community Services Specialist position where she provides Medicaid Service Coordination to consumers in our Community Services Department.

Genesee County Chapter NYSARC, Inc.	Monteleone	Francine	<input type="checkbox"/>	585-343-1123	fmonteleoneGARC@rochester.rr.com
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Francine earned a Bachelor of Science Degree in Social Work from Brigham Young University in Provo, Utah. She has previous experience working with Family Services, Foster Care, Adult Protection Services, developmentally disabled adults, and Parent Aide Services. Francine earned her paralegal degree from St. John Fisher College in 1990. She began her employment at the Genesee ARC, Elba Day Treatment Center, in January 1992. At that time, she was hired as a case manager. In September of 1998, Francine accepted the Community Services Specialist position where she provides Medicaid Service Coordination to consumers in our Community Services Department.

Genesee County Chapter NYSARC, Inc.	Monteleone	Roxanne	<input type="checkbox"/>	585-343-1123	rmonteleoneGARC@rochester.rr.com
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Roxanne earned an Applied Associate's Degree in Human Services from Genesee Community College. She attended SUNY Brockport for one year of studies in Social Work and earned her Bachelor of Science Degree in Human Services with a minor in Public Administration from Empire State College. Roxanne has worked with developmentally disabled adults, the geriatric population-both in the community and nursing homes, and adults with various psychiatric conditions. Roxanne was hired by the Genesee ARC in January 2004 as a Community Services Specialist providing Medicaid Service Coordination to consumers in the Community Services Department. Roxanne has completed training specific to Autism and assisted to develop a staff training on Autism for the agency.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Genesee County Chapter NYSARC, Inc.	Rigerman	Ardeen	<input checked="" type="checkbox"/>	585-343-1123	arigermanGARC@rochester.rr.com

Ardeen Rigerman has a Bachelor of Science Degree in Health Care Administration from SUNY at Brockport, and a MBA in Health Care Management from The University of Phoenix. She was previously employed by Genesee County NYSARC for 2 years in the late 1990's, then rehired in October of 2010. She has 8 years experience as an MSC and over 3 years as a Medicaid Service Coordinator Supervisor with an agency in Monroe County. Her area of specialty is dual diagnosed individuals.

Genesee County Chapter NYSARC, Inc.	Smith	Jennifer	<input type="checkbox"/>	585-343-1123	jsmithGARC@rochester.rr.com
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Jennifer received her Associate's Degree in Liberal Arts in 2004 and an Associate's Degree in Human Services in 2007 from Genesee Community College. She has been employed by Genesee Chapter NYSARC since July of 2004. She previously worked in the Preparation for Life College Program and the Family Support Program, as well as overseeing Children's programs as a Youth Advocate Specialist from 2007 - 2010.

Genesee County Chapter NYSARC, Inc.	Snyer	Terry	<input type="checkbox"/>	585-343-1123	tsnyderGARC@rochester.rr.com
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Terri earned a Bachelor of Science Degree in Psychology from SUNY Brockport in 1990. After graduation, she worked in the Social Work Department of a nursing home for several years, serving a diverse population. Terry was hired by the Genesee ARC in February of 2008 as a Community Services Specialist providing Medicaid Service Coordination to consumers in the Community Services Department.

Genesee County Chapter NYSARC, Inc.	Stisser	Kim	<input checked="" type="checkbox"/>	585-343-1123	kstisser@rochester.rr.com
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Heritage Centers- Erie Arc	Anderson	Katherine	<input checked="" type="checkbox"/>	716-833-8603	kanderson@heritagecenters.org
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Katie has her Master's Degree in Special Education from Medaille College. Before becoming a Medicaid Service Coordinator she worked at a day hab in Tonawanda. Kathie worked there for over three years with adults who had various types of developmental disabilities. As a Medicaid Service Coordinator, Katie prides herself on getting to know her individuals and their families to help them in the best way possible.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Auguste	Shavonne	<input type="checkbox"/>	716-833-8603	sauguste@heritagecenters.org

Shavonne earned a BA in Psychology from Eastern Nazarene College. She has been working with individuals with disabilities for four years. She is very knowledgeable of services in and out of the community and stays current with new services available. She loves working and helping people get the services they desire.

Heritage Centers- Erie Arc	Austin	Jennifer	<input type="checkbox"/>	716-833-8603	jaustin@heritagecenters.org
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Jennifer has a Bachelor's Degree in Psychology from the Massachusetts College of Liberal Arts. She has been in the human services field since 2002. She strives to provide the support and services her individuals need to achieve their goals.

Heritage Centers- Erie Arc	Besaw	Trevor	<input type="checkbox"/>	716-833-8603	Tbesaw@heritagecenters.org
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Trevor has a Bachelor's Degree in Psychology from SUNY Fredonia. He is a service coordinator and has previous experience as a residential Habilitation trainer and a mental health counselor. His caseload varies in age from children to older adults and he has experience with both age groups.

Heritage Centers- Erie Arc	Bobo	Allegría	<input type="checkbox"/>	716-833-8603	abobo@heritagecenters.org
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Allegría has a Master's of Social Work from SUNY Buffalo. She has been working with individuals with disabilities for over 15 years. Her experience crosses many boundaries and she is sensitive to the individuals she serves. Allegría is a caring and genuine person.

Heritage Centers- Erie Arc	Brandel	Carlitta	<input type="checkbox"/>	716-833-8603	Cbrandel@heritagecenters.org
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Carlitta holds a Bachelor's Degree in Social Work from Buffalo State College. She has been in the human services field since 1999. Carlitta is devoted to helping consumers achieve their goals by providing quality services.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Brett Burns	Barbara	<input type="checkbox"/>	716-833-8603	bburns@heritagecenters.org

Barb received her Master's in Special Education from D'Youville College. Barb enjoys working with individuals with special needs. She has a sense of humor, is compassionate and creative.

Heritage Centers- Erie Arc	Brillhart	Debra	<input type="checkbox"/>	716-833-8603	Dbrillhart@heritagecenters.org
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Heritage Centers- Erie Arc	Brown	Bobbiann	<input type="checkbox"/>	716-833-8603	Bbrown@heritagecenters.org
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Bobbiann has a BS from SUNY Cortland. She has been a service coordinator since 2004. Bobbiann's previous experience includes work as a substitute teacher and a hospital social worker. She is motivated, energetic and caring.

Heritage Centers- Erie Arc	Brown	Kathleen	<input type="checkbox"/>	716-833-3603	Kbrown@heritagecenters.org
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Kathy has a Bachelor of Science Degree in Family Relations and Human Development from Ohio State University. She is a service coordinator working primarily in Early Intervention (children 0-3 years old). She has experience working with individuals of all ages and functioning levels. She also has residential experience. Kathy's specialty area is working with children and their families.

Heritage Centers- Erie Arc	Brown	Rochelle	<input type="checkbox"/>	716-833-8603	rbrown@heritagecenters.org
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Rochelle majored in Sociology and minored in Deviant Behavior at Buffalo State College where she received a Bachelor in Applied Science and recognition with the International Sociological Honors Society. Rochelle also has an Associate of Arts Degree in Human Services through Niagara County Community College where she obtained a Certificate of Disabilities Studies. Rochelle has advocated for individuals who have disabilities and/or who have a dual diagnosis to over 13 years. Rochelle has worked in many different capacities some of which include Individual Residential Alternatives, Intensive Care Facilities, Day Hab programs , and presently, Medicaid Service Coordination. Rochelle's goal is to continue advocating for the individuals that she provided services for and to help assist with their quality of life.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Burgio	Lisa	<input type="checkbox"/>	716-833-8603	Lburgio@heritagecenters.org
<p>Lisa has a BA in Psychology from Hilbert College. She provides Medicaid Service Coordination to children and adults with developmental disabilities. She is a caring, outgoing individual who strives to provide the best possible supports and services for individuals with developmental disabilities as well as their families.</p>					
Heritage Centers- Erie Arc	Bush	Jennifer	<input type="checkbox"/>	716-833-8603	jbush@heritagecenters.org
<p>Jennifer has her Master's Degree in Mental Health Counseling from St. Bonaventure University. She has many years of experience working in the human services field. Jennifer is passionate about the people she works with.</p>					
Heritage Centers- Erie Arc	Dunston	Karima	<input type="checkbox"/>	716-833-8603	kdunston@heritagecenters.org
<p>Karima obtained a Bachelor's Degree in Social Work from Buffalo State College. She has worked as an MSC for Heritage Centers since January 26, 2009. Karima has worked in the human service field since 2004. She is passionate about the individuals and families she serves.</p>					
Heritage Centers- Erie Arc	Dyckman	Jeanne	<input type="checkbox"/>	716-833-8603	Jdyckman@heritagecenters.org
<p>Jeanne has a Bachelor's Degree in Psychology. She has been working as a service coordinator since 2004 and has been in the human service field since 1997. Jeanne is an excellent advocate and is very knowledgeable about available services in the community. She is kind, pleasant, and professional.</p>					
Heritage Centers- Erie Arc	Foreman	Kathy	<input type="checkbox"/>	716-833-8603	Kforeman@heritagecenters.org
<p>Kathy has a BA in Human Services with over nine years experience in service coordination. She has experience working in a day treatment setting as a developmental specialist. She has worked with the developmentally disabled population since 1994. Kathy is caring and a strong advocate for individual needs.</p>					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Hamilton	Judy	<input type="checkbox"/>	716-833-8603	Juhamilton@heritagecenters.org

Judy has a Bachelor of Arts Degree in Psychology from the SUNY Buffalo. She has eight years experience in the human service field working with at-risk youth and individuals with disabilities. Judy is caring and thoughtful and is committed to working with individuals to eliminate barriers and achieve their goals.

Heritage Centers- Erie Arc	Hufnagel	Brianne	<input type="checkbox"/>	716-833-8603	Bhufnagel@heritagecenters.org
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Brianne has a Bachelor's Degree in Psychology from SUNY Buffalo and a Master's Degree in Counseling from Censu College. She worked as a Teacher's Assistant at the Heritage Education Program for six years prior to becoming a Service Coordinator in April 2008.

Heritage Centers- Erie Arc	Johnson	Raegan	<input type="checkbox"/>	716-833-8603	Rjohnson@heritagecenters.org
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Raegan has a B.A. in Psychology from Buffalo State College as well as a Master's Degree in School and Agency Counseling from Canisius College. She did her practicum experiences in Hamburg High School, Akron Elementary, and Stanley G. Falk schools. Before coming to Heritage Centers, she worked as a Vocational Counselor at Autistic Services Inc. for two years.

Heritage Centers- Erie Arc	Kedron	Nicole	<input type="checkbox"/>	716-833-8603	Nkedron@heritagecenters.org
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Nicole has a Bachelor's from Alfred University in Psychology. She has been in the field since 2003. She started out working in direct care. She has been a Medicaid Service Coordinator since the beginning of 2006. Nicole enjoys the work that she does and the interaction with her consumers and their families.

Heritage Centers- Erie Arc	Knighton	Bernadette	<input type="checkbox"/>	716-833-8603	Bknighton@heritagecenters.org
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Bernadette is an Early Intervention and Medicaid Service Coordinator with a BA from SUNY Buffalo in Psychology and Human Services with a concentration in Early Childhood Education. She is working on a Master's Degree in Rehabilitation Counseling. She has worked with developmentally disabled individuals since 1999. Her diverse history in the human services field includes Medicaid Service Coordination, Supported Employment Program Manager, job coach, residential staff, and substitute teacher for a center based school. Recent owner and operator of a daycare center for six years.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Luce	Kelly	<input type="checkbox"/>	716-833-8603	Kluce@heritagecenters.org

After attending both the University of Guelph and Buffalo State College, Kelly received her Bachelor of Science in Health and Wellness. Kelly has been a service coordinator at Heritage Centers since 2005.

Heritage Centers- Erie Arc	Madar-Kelleher	Dawn	<input type="checkbox"/>	716-833-8603	Dmadar@heritagecenters.org
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Dawn has a BA in Sociology from SUNY Fredonia. She is a Medicaid Service Coordinator who works with developmentally disabled children and adults. She is an empathetic, hard working, outgoing individual who strives to provide all the services her family's request.

Heritage Centers- Erie Arc	Maher	MaryAnn	<input type="checkbox"/>	716-833-8603	mmaher@heritagecenters.org
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MaryAnn has a Bachelor's Degree in Social Work from D'Youville College. She has been working as a Medicaid Service Coordinator through Heritage Centers since 2001. She has experience working as a program manager for three years in a residential group home. She also worked in a certified residential institute for two years and had one year volunteer work at Sister's Hospital in discharge planning, Community Services for the Developmentally Disabled in a crisis hotline department and also at Benedict House for AIDS patients.

Heritage Centers- Erie Arc	Mathis	Sheila	<input type="checkbox"/>	716-833-8603	Smathis@heritagecenters.org
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Sheila has a BSW Degree from Buffalo State College. She has been a service coordinator with Heritage Centers since 2000. She enjoys serving people and knowing that she can make a change or a difference in one's life.

Heritage Centers- Erie Arc	McMyne	Antoinette	<input type="checkbox"/>	716-833-8603	Amcmyne@heritagecenters.org
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Antoinette has been a service coordinator since April 2008. She has an Associate's Degree from Broome Community College and a Bachelor's Degree from Buffalo State College, both in Criminal Justice. She has prior experience in Residential and shelter programs as well as two years assisting and advocating for crime victims.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	O'Brien	Candace	<input type="checkbox"/>	716-833-8603	cobrien@heritagecenters.org

Candace obtained her BA in Health and Human Services from Medaille College. She has worked for heritage Centers since 2002. She worked four years with the residential department in an IRA. She is currently an Intake Service Coordinator but still works part time in the residential program. Angela is CPR, first aid, and SCIP certified.

Heritage Centers- Erie Arc	Porter	Harriet	<input type="checkbox"/>	716-833-8603	Hporter@heritagecenters.org
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Harriet has an MS in Secondary Education and ten hours toward a Ph.D. in English. She taught high school English for 20 years before becoming a caseworker at Children's services through Erie County Department of Social Service. She has been a service coordinator since march 2005 and shows compassion for everyone she serves.

Heritage Centers- Erie Arc	Pridgen	Markeith	<input type="checkbox"/>	716-833-8603	Mpridgen@heritagecenters.org
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Markeith has his Bachelor of Science Degree in Criminal Justice from Hilbert College. Markeith provides MSC services to both children and adults with disabilities. Markeith is dedicated to providing quality services and is a strong advocate for the individuals he serves.

Heritage Centers- Erie Arc	Reif	Rhea	<input type="checkbox"/>	716-833-8603	Rreif@heritagecenters.org
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Rhea has a BA in Human Relations from the University of Pittsburgh. She is an Intake Service Coordinator who began working for Heritage Centers in August of 2003. She has many years of experience in Human services. Her prior experience includes working with adults as a psychiatric rehabilitation counselor for a non-profit mental health organization. Rhea is dedicated to the individuals she serves as she assists them in achieving their hopes and dreams.

Heritage Centers- Erie Arc	Roberts	Dawn	<input type="checkbox"/>	716-833-8603	Droberts@heritagecenters.org
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Dawn has a Bachelor of Science Degree in Human Services from Empire State College. She has been working in the human services field since 1980. She worked with individuals in recreation, residential, special education, vocational and community service settings. She is a strong advocate and is committed to providing quality services to the individuals she works with. Dawn is compassionate and is dedicated to the families she serves.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Rodriguez	Eila	<input type="checkbox"/>	716-833-8603	Erodriguez@heritagecenters.org
<p>Eila has an Associate's Degree in Mental health and Substance Abuse from Erie County Community College in Buffalo, NY> She has 11 years experience working in the Human Service field. Areas of experience include employment services, job readiness, human service training, treatment coordination, sit manager of a 24 hour supervised residence, direct care and service coordination. Eila is bilingual, speaks English and Spanish. She enjoys working with individuals to assist them with independence and building productive lifestyles, at home and in the community.</p>					
Heritage Centers- Erie Arc	Rovnak	Tammie	<input type="checkbox"/>	716-833-8603	Trovnak@heritagecenters.org
<p>Tamie has a Bachelor's Degree in Sociology and an Associate's Degree in Criminal Justice. She has worked in the human service field since 1993 with a background working with at-risk youth.</p>					
Heritage Centers- Erie Arc	Roza	Laurie	<input type="checkbox"/>	716-833-8603	Lroza@heritagecenters.org
<p>Laurie has her Associate's Degree in Human Services from Alfred State College and a Bachelor of Science Degree in Social Work from Buffalo State College. She has over 20 years experience working in the human service field with people of all ages and backgrounds. Her passion and strong advocacy skills stem from her own personal experiences and challenges of growing up and living with a family member who has a disability.</p>					
Heritage Centers- Erie Arc	Sagnibene	Michael	<input checked="" type="checkbox"/>	716-833-8603	Msagnibene@heritagecenters.org
Heritage Centers- Erie Arc	Seaton	Nancy	<input type="checkbox"/>	716-833-8603	Nseaton@heritagecenters.org
<p>Nancy has a Bachelor's Degree in Social Work. She has worked in homes as an aide, in nursing homes as a practical nurse, and enjoys working with families and individuals to obtain services to meet their needs.</p>					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Shuler	Katlin	<input type="checkbox"/>	716-833-8603	Kshuler@heritagecenters.org

Katlin has a Bachelor's Degree from Buffalo State College, and has been a service coordinator since 2008. She has several years of experience as an IRA staff in addition to experience as a sensory therapist and activities director at a nursing home.

Heritage Centers- Erie Arc	Stecher	Lisa	<input type="checkbox"/>	716-833-8603	Lstecher@heritagecenters.org
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Lisa has a Bachelor's Degree in Psychology and Community Mental Health from SU NY Buffalo. She has been working as an MSC since October 2003. She has worked in the field working with people with developmental disabilities and mental health issues since 1997. Lisa is devoted to helping her consumers achieve their goals.

Heritage Centers- Erie Arc	Stevens	Mary	<input type="checkbox"/>	716-833-8603	Mstevens@heritagecenters.org
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Mary has a Bachelor's Degree in Human Services from SUNY Buffalo. She has a background working in mental health, domestic violence, and addictions. Mary prides herself on being a strong advocate for her consumers and is dedicated to helping them reach their greatest levels of independence.

Heritage Centers- Erie Arc	Sullivan	Jennifer	<input type="checkbox"/>	716-833-8603	Jsullivan@heritagecenters.org
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Jennifer has been a service coordinator since October 2007. She has many years of experience in human services working in residential programs, working with families, individuals suffering from addictions, and with the mentally ill.

Heritage Centers- Erie Arc	Tucker	Michelle	<input type="checkbox"/>	716-833-8603	Mtucker@heritagecenters.org
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Michelle has a Bachelor's Degree in Psychology from Old Dominion University. She has been a Medicaid Service Coordinator since November 2007 and also works in Early Intervention. She has experience working with at-risk youth as well as with individuals with disabilities. Michelle enjoys helping others obtain the services they need to meet their goals.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Heritage Centers- Erie Arc	Zachares	Anna	<input type="checkbox"/>	716-833-8603	Azachares@heritagecenters.org

Anna graduated from Niagara University with a Bachelor of Arts in Early Childhood and Childhood Education Birth through Grade 6. Anna has been working in the human services field for several years both in residential setting as well as a Medicaid Service Coordinator. Anna has worked with various populations and works continuously towards providing quality services to all individuals with developmental disabilities.

Heritage Centers- Erie Arc	Zielinski	Andrea	<input type="checkbox"/>	716-833-8603	Azielinski@heritagecenters.org
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Andrea has a Bachelor's Degree in Human Services from Hilbert College. She has been an MSC since April 2005. She also has three years of experience working with individuals with emotional/behavioral disturbances and mental health disorders. Andrea enjoys working with people and having the opportunity to help them to lead happier lives.

Heritage Christian Services	Brady	Tori	<input type="checkbox"/>	716-743-2020	tbrady@heritagechristianservices.org
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Tori has an Associate's in Criminal Justice from NCCC. She has a Bachelor's Degree in Psychology as well as a Master's Degree in Mental Health Counseling from Canisius College. She joined Heritage in February of 2011. In her counseling experience, she worked with individuals with dual diagnoses of intellectual disability and mental illness. She also has a brother with Asperger's Syndrome.

Heritage Christian Services	Rowles	Pamela	<input type="checkbox"/>	716-743-2020	prowles@heritagechristianservices.org
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Pamela graduated from Daemen College with a BS in Business Administration, specializing in Management Information Systems. She then received a MS in Global Business, specializing in Management Information Systems. She has worked for Heritage for 6 years, since May 2005 serving a variety of settings. Prior experience includes being a Certified Direct Support Professional in Residential IRAs, Day Hab Assistant Manager in Day Habilitation Program, worked relief for Community Habilitation program and volunteered at Club Adventure Respite program. She also took undergraduate courses in early childhood special education, ASL and psychology.

Heritage Christian Services	Warner	Carol	<input type="checkbox"/>	716-743-2020	cwarner@heritagechristianservices.org
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Carol received in Associate's Degree in Criminal Justice at NCCC and is currently pursuing her Bachelor's Degree in Criminal Justice at Buffalo State College. She has worked with Heritage for two years. Before becoming an MSC, she worked with At Home Res Hab (Community Habilitation).

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Hillside Children's Center	Servinowski	Jennifer	<input type="checkbox"/>	716-848-6400	jtaddei@hillside.com

Jennifer attended Medaille College where she received a BS in Human Services. She has been working for Hillside since 2002. She has worked in the human service field since 1993. She has worked with many groups with individuals of all ages and disabilities. She has been an MSC for 13 years.

Learning Disabilities Association of Western New York	Breen	Terry	<input type="checkbox"/>	716-874-7200	tbreen@ldaofwny.org
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Terry has a BSW from Buffalo State College and has worked at the Learning Disabilities Association for three years. She has over four years as a Service Coordination prior to coming to LDA. Her areas of specialty are aging, mental health and substance and alcohol abuse.

Learning Disabilities Association of Western New York	Cathcart	Richard	<input type="checkbox"/>	716-874-7200	rcathcart@ldaofwny.org
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Richard came to LDA with a BA from Buffalo State College. He has been with the agency for 17 years, and has worked as a residential aide, job coach and direct support professional.

Learning Disabilities Association of Western New York	Evans	Sherry	<input type="checkbox"/>	716-874-7200	sevans@ldaofwny.org
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Sherry has her C.O.T.A. from Erie Community College and been with the agency for over 11 years. She has had experience as a job coach and in Occupational Therapy.

Learning Disabilities Association of Western New York	Graves	Melanie	<input type="checkbox"/>	716-679-1601	
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Melanie has a BS in Community & Human Services. She attended Empire State College and Jamestown Community College. She has been a Residential Aide and Res and Day Hab Med. Aide. Melanie has been with LDA for over 8 years.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Learning Disabilities Association of Western New York	Lang	Tiffany	<input type="checkbox"/>	716-679-1601	tlang@ldaofwny.org
Tiffany has a Bachelor of Science Degree from Kent State. She has worked for LDA for over 10 years, and has experience in Educational Advocacy and as a Job Coach.					
Learning Disabilities Association of Western New York	Pearce	Carol	<input checked="" type="checkbox"/>	716-874-7200	cpearce@ldaofwny.org
Carol has a BSW from Niagara University and has been with LDA for over 16 years. She has had experience with educational advocacy and job coaching, and is a parent of a child with special needs.					
Learning Disabilities Association of Western New York	Steimer	Jennifer	<input checked="" type="checkbox"/>	716-874-7200	jsteimer@ldaofwny.org
Jennifer graduated from Keuka College with a Bachelor's of Science-Social Work. She has had experience in recreation and residential staff, and been with LDA since 2000.					
Learning Disabilities Association of Western New York	Torres	Ada	<input type="checkbox"/>	716-874-7200	atorres@ldaofwny.org
Ada graduated from Buffalo State College with a BSW. She has been with the Learning Disabilities Association for four years, and has had over three years of Crisis Case Management.					
Learning Disabilities Association of Western New York	Volker	Malanie	<input type="checkbox"/>	716-874-7200	mvolker@ldaofwny.org
Melanie graduated from Buffalo State College with a Bachelor of Science Degree in Social Work. She has been with LDA since 2000, and is a Senior Service Coordinator. She has prior experience in the Mental Health field.					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Link Services Coordination, Inc.	Cesar	Amy	<input checked="" type="checkbox"/>	716-601-5406	acesar@linkservice coordination.org

She enjoys working with others to assist them with achieving their goals, to strengthen current skills, learn new skills and to establish greater independence. She is very excited to continue to work as an MSC.

Link Services Coordination, Inc.	Mascio	Stephanie	<input type="checkbox"/>	716-601-5406	smascio@linkservic ecoordination.org
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Stephanie graduated from Medaille College with a Bachelors of Science Degree in Child and Adolescent Services. She has twelve years experience in the field. Her experience ranges from 1 1/2 years as residential staff, 3 years as a Broker in the Consolidated Supports and Services program and 9 years of MSC experience. She enjoys working with others to assist them with achieving their goals, strenthen current skills, learn new skills and establish greater independence.

Link Services Coordination, Inc.	Myer	Jubal	<input checked="" type="checkbox"/>	716-601-5406	jmyer@linkservicec oordination.org
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After years of working for quality organizations, Jubal began Link, Inc to offer objective service coordination to individuals with developmental disabilities - the way MSC was originally envisioned. Link, Inc. is the first by-design serviced coordination agency in WNY. Jubal supports service coordinators by minimizing office time, avoiding non-service coordination activities, and having clear expectations regarding performance and conduct.

Link Services Coordination, Inc.	Smith	Dan	<input checked="" type="checkbox"/>	716-601-5406	dsmith@linkservice coordination.org
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Dan began working for Link, Inc. in May 2010 and brings 5 years of residential experience with adults and children with developmental disabilities and mental health diasgnoses, as well as four years each in both service coordination and care coordination.

Lutheran Service Society of New York	Purpura	Jennifer	<input type="checkbox"/>	716-631-9212	luthsvc@aol.com
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Jennifer received her BA in Behavioral Science with a minor in Social Work from Concordia College-NY. Prior to joining the team at the Lutheran Service Society, Jen spent several years working with at-risk children and adolescents in the residential setting. She has experience both with OMH and OMRDD, serving many who are dually diagnosed.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Lutheran Service Society of New York	Williams-Wood	Christina	<input type="checkbox"/>	716-631-9212	luthsvc@aol.com
<p>Christina has a BA in Health and Human Services. She started working for Lutheran Service Society in 2004. She currently works with clients of all ages and has experience collaborating with school districts and advocating for clients to ensure they get the services they need. Christy brings her seven years of job coaching experience into this job to assist with transitioning from high school into adult services.</p>					
Niagara Cerebral Palsy	Colangelo	Leigh	<input type="checkbox"/>	716-205-0021 x303	Lcolangelo@niagaracp.org
<p>Leigh has a Bachelor's Degree in Human Services and 15 years of experience. She joined Niagara Cerebral Palsy's MSC Department in January 2007. As part of the MSC team, Leigh is dedicated to improving the lives of children, adults and their families who are faced with the challenges of developmental disabilities.</p>					
Niagara Cerebral Palsy	Godfrey	Loretta	<input type="checkbox"/>	716-205-0021 x303	Lgodfrey@niagaracp.org
<p>Loretta received her Bachelor's Degree in Social Work from Niagara University. She has human service experience in several fields including developmental disabilities, mental health and counseling and has many years experience as a site manager for a multi-diagnosis population. Additionally, Loretta has many years of volunteer experience including Catholic Charities and Community Missions.</p>					
Niagara Cerebral Palsy	Green	Roseanne	<input type="checkbox"/>	716-205-0021 x303	Rgreen@niagaracp.org
<p>Roseanne attended SUNY Buffalo receiving a Master's Degree. She has worked as a counselor. She also teaches dance to children with disabilities.</p>					
Niagara Cerebral Palsy	LeHane	Denise	<input type="checkbox"/>	716-205-0021 x303	
<p>Denise hold a Bachelor's Degree in Social Work from Buffalo State College and has been employed with Niagara Cerebral Palsy since 1990. She has assisted in the development and oversight of a variety of program including Service Coordination, Waiver Services, Individual Support Services and Supportive Apartments.</p>					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Niagara Cerebral Palsy	Morreale	Marilyn	<input checked="" type="checkbox"/>	716-205-0021 x303	Mmorreale@niagar acp.org

Marilyn graduated from SUNY Buffalo with a Bachelor of Arts Degree in Human Services and Psychology. She has worked with the agency for over 27 years. She was a Case Manager and a Family Support Coordinator. She has worked with children as well as adults and ran the NCP Respite Program. She advocates for the DD Population whenever possible. She accompanied consumers for many years to the Annual Cerebral Palsy Associations of NYS conference in Albany. Marilyn also serves on the Agency Policy Committee and Fund Raising Committee as well as the United Way of Niagara's Communications Committee.

Niagara Cerebral Palsy	Secic	Nancy	<input type="checkbox"/>	716-205-0021 x303	Nsecic@niagaracp. org
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Nancy attended both Erie Community College and Empire State College for two years each. She has worked for SASi for 15 years and has been working in the human service field for 23 years. Prior to being an MSC, Nancy worked in Supported Employment. She also works for the Lutheran Society, going into group homes and spending time with individuals, enjoying singing and guitar playing.

Opportunities Unlimited of Niagara	Hake	Danielle	<input type="checkbox"/>	716-504-2617	
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Danielle graduated from UB in 2008 with a Bachelor's Degree in the Interdisciplinary Studies of the Social Science: Community and Mental Health. During her field experience at UB, Danielle interned for Elderwood at Wedgewood Nursing Care Facility as a Social Worker on the Dementia Unit and the Rehabilitation Unit as the discharge planner for one year. Following that, Danielle worked per diem for Elderwood at Riverwood as a Social Worker. Danielle is actively involved in her church, as she teaches Sunday School and Vacation Bible School for children in the summer. Danielle has traveled to Ukraine several times to help with summer camp for orphans in Kiev. While in college, Danielle had a few professors who helped ignite her passion for serving the developmentally disabled population. She worked at Niagara Cerebral Palsy for two years as a Developmental Assistant. Danielle started working at Opportunities Unlimited of Niagara in June 2009 in the residential program as a Site Supervisor. In March 2011 she moved to Coordinated Services and became an MSC.

People Inc	Austin	Sandra	<input type="checkbox"/>	716-880-3700	saustin@people- inc.org
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Sandra has a BA in Psychology from SUNY Geneseo. Sandra has been employed by People Inc since 1987 and has a strong residential background. She is also an agency trainer, teaching in the area of characteristics of developmental disabilities, sexuality, rights and abuse and first aid.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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People Inc	Bakhai	Darshit	<input type="checkbox"/>	716-880-3700	dbakhai@people-inc.org
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Darshit is currently pursuing his Master's Degree in Social Work at SUNY Buffalo and graduated with his Bachelor's Degree in Health and Human Services/Community Mental Health. He has been working in this field of human services for the past four years. He has been employed at People Inc since August 2008.

People Inc	Banaszak	Jennifer	<input type="checkbox"/>	716-880-3700	jbanaszak@people-inc.org
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Jennifer has a Bachelor's Degree from Buffalo State College. Jennifer has experience with day programs and direct care from previous employment. She is a strong advocate for both residential and community individuals.

People Inc	Bonafede	Roseanne	<input type="checkbox"/>	716-880-3700	rbonafede@people-inc.org
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Roseanne has a Bachelor's Degree in Sociology/Psychology from Buffalo State College. She has been with People Inc since 1989. She currently works as a service coordinator, and her previous experience is in residential and management positions

People Inc	Booth	Lizabeth	<input checked="" type="checkbox"/>	716-880-3700	Lbooth@people-inc.org
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People Inc	Briggs	Nicole	<input type="checkbox"/>	716-880-3700	nbriggs@people-inc.org
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Nicole is a graduate of SUNY Buffalo with a Bachelor's Degree in Psychology. She has been employed with People Inc since 1998 and a service coordinator since June 2002. She has direct care experience and in a day treatment program.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
People Inc	Button	Jennifer	<input type="checkbox"/>	716-880-3700	jbutton@people-inc.org

Jennifer graduated from Buffalo State College with a Bachelor's Degree in Psychology. She has worked at People Inc since August 2005 and has been a service coordinator since March 2009. She previously worked in the ISE Department as a residential aide and site team leader. She has been a representative at an Article 28 Clinic and MSC since November 2008.

People Inc	Darrow	Lisa	<input type="checkbox"/>	716-880-3700	ldarrow@people-inc.org
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Lisa graduated from Canisius College with a Bachelor's Degree in Sociology. She has been an employee of People Inc since 2000. She started out with people Inc working in one of their day treatment centers as a direct care staff and is now a Service Coordinator working with individuals of various ages. She continues to gain experience and become more knowledgeable in the areas of residential habilitation and residential placement.

People Inc	David	Natalie	<input type="checkbox"/>	716-880-3700	ndavid@people-inc.org
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Natalie graduated from Canisius College with a Bachelor's Degree in Psychology. She has been an employee of People Inc since 2010. She began with People Inc working as an IRA Specialist in a group home and is now an MSC working with individuals of various ages in both group homes and in the community.

People Inc	De Coux	Kathryn	<input type="checkbox"/>	716-880-3700	kdecoux@people-inc.org
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Katie graduated from St. Bonaventure University with a Master's in Education. Katie started working for People Inc in 2007 and worked as a Behavior Technician. Katie has been a Medicaid Service Coordinator since December 2008. Prior to working at People Inc she was a kindergarden teacher.

People Inc	Forbes	Penny	<input type="checkbox"/>	716-880-3700	pforbes@people-inc.org
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Penny has been with People Inc since 1984 and has a Bachelor of Social Work Degree from Buffalo State College. Specializing in residential needs, Penny has experience with the Southern Tier Region of Western New York. She has worked extensively with the homeless population, forensic issues and mental health issues.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
People Inc	Gallagher	Cassie	<input type="checkbox"/>	716-880-3700	cgallagher@people-inc.org

Cassie is a graduate of SUNY Buffalo's Graduate School Program in Social Work. She has been employed with People Inc since 2006 and a Medicaid Service Coordinator since July 2008. Previously, Cassie was an IRA Specialist at a People Inc IRA.

People Inc	Gartley	Linda	<input type="checkbox"/>	716-880-3700	lgartley@people-inc.org
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Linda has worked for the agency for seven years. She has been with Service Coordination since October of 2005. Linda has a Bachelor of Science Degree from Buffalo State College. Linda's specialty is with children. She is also a certified elementary school teacher working toward her Master's in Elementary Education.

People Inc	Gorman	Kasey	<input type="checkbox"/>	716-880-3700	kgorman@people-inc.org
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Kasey has been employed at People Inc since 1991. She recently obtained a Master's Degree in Social Work from SUNY Buffalo where she concentrated on community intervention and non-profit organizations. She has experience working with the homeless, at-risk youth, and individuals living with HIV.

People Inc	Hanover	Thomas	<input type="checkbox"/>	716-880-3700	thanover@people-inc.org
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Tom has his Bachelor of Arts Degree in Human Services from Empire State College and a Master's Degree in Social Work at SUNY Buffalo. He has been employed as a Medicaid Service Coordinator since December of 2006. Tom has a background that includes both community and residential placements. In addition to working with individuals who suffer from developmental disabilities, he has experience in working with individuals who suffer from illness and substance abuse.

People Inc	Hawkins	Kelly	<input type="checkbox"/>	716-880-3700	khawkins@people-inc.org
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Kelly received a BA in Psychology from SUNY Albany. She has been with People Inc for five years. Kelly has been a Medicaid Service Coordinator since March of 2006. She has experience as a direct care provider, program manager of a group home, and community specialist at a day program.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
People Inc	Heldwein	Melissa	<input type="checkbox"/>	716-880-3700	mheldwein@people-inc.org

Melissa possesses a Bachelor of Arts Degree in Psychology and Criminology/Criminal Justice. She has worked as a Medicaid Service Coordinator for People Ince since December 2008. Melissa has previous work experience at Autistic Services Inc. as a Family Support Services Assistant, Cantalician Center for Learning as a Teacher Assistant and one-to-one aide, and at Small World Child Care working closely with children birth to 12 years. Melissa continues to expand her personal and professional experience working with individuals with developmental disabilities and their families.

People Inc	Henderson	Elly	<input type="checkbox"/>	716-880-3700	ehenderson@people-inc.org
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Elly graduated from the University at Buffalo with a Bachelor's Degree in Health and Human Services. She has been an employee with People Inc since December 2010. Previously she interned at Erie County Medical Center in Rehabilitation Therapy. Currently, Elly works at a Medicaid Service Coordinator with individuals in both the community and the agency's IRAs.

People Inc	Hogue	Bradley	<input type="checkbox"/>	716-880-3700	bhogue@people-inc.org
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Bradley graduated from SUNY Fredonia in 2006 with a Bachelor's Degree in Sociology. He began working for People Inc in September 2006 in an IRA and worked there for two years before becoming a Medicaid Service Coordinator in September 2008.

People Inc	Hu	Maya	<input type="checkbox"/>	716-880-3700	mhu@people-inc.org
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Maya graduated from SUNY Buffalo with a Bachelor's Degree in Psychology and Sociology. She has worked for People Inc since February 2009 and has been a service coordinator since November 2009. She has previous experience working for Summit Educational Resources and through interning at Buffalo Psychiatric Center.

People Inc	Johnson	Renee	<input type="checkbox"/>	716-880-3700	rjohnson@people-inc.org
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Renee received a Bachelor's Degree in Sociology from SUNY Buffalo. She has been employed with People Inc since 2005 and a Medicaid Service Coordinator since 2007. Previously, she worked in one of People Inc's day habilitation program as a primary instructor.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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People Inc	Kelly	Kathleen	<input type="checkbox"/>	716-880-3700	kkelly@people-inc.org
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Kathleen received her BA in Sociology at St. Bonaventure University as well as her Masters of Education from Buffalo State College. She has worked for People Inc since 2010. She worked as a Medicaid Service Coordinator for 4 and a half years at Agape Parent's Fellowship

People Inc	Keogh	Andrea	<input type="checkbox"/>	716-880-3700	akeogh@people-inc.org
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Andrea has been employed by People Inc since 1994. She received her Bachelor's Degree in Psychology from Buffalo State College. She has worked with a variety of functioning levels, including IRA and in the community.

People Inc	Kieliszek	Katie	<input type="checkbox"/>	716-880-3700	kkieliszek@people-inc.org
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Katie graduated from SUNY Buffalo in June 2009 with Joint Bachelor of Arts Degree in Psychology and Sociology. She has been employed with People Inc since January 2006, where she started in direct care at an ICF residence. She has been a Service Coordinator since November 2009.

People Inc	Loveland	Shannon	<input type="checkbox"/>	716-880-3700	sloveland@people-inc.org
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Shannon is a graduate of Medaille College with a BA in Psychology. She has been employed with People Inc since March 2008 and a Medicaid Service Coordinator since November 2008. Previously, she was an IRA Specialist and Behavior Technician at various People Inc group homes.

People Inc	McMorrow	Maria	<input type="checkbox"/>	716-880-3700	mmcmorrow@people-inc.org
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Maria holds a Bachelor's Degree in Psychology from Daemen College and a Master's Degree in Social Work from SUNY Buffalo. She was hired by People Inc in 1999 and worked in an IRA as direct care staff and day aide. She has experience working with the DD/MR population and a broad medical background due to her day aide position. She also has knowledge and prior experience with ISP's, POPO's, and different forms of paperwork related to OMRDD regulations.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
People Inc	Mortellaro	Amanda	<input type="checkbox"/>	716-880-3700	amortellaro@people-inc.org

Amanda graduated from Daemen College with her Master's Degree in Special Education. In addition, she obtained her Bachelor's Degree from SUNY Buffalo in Psychology. Amanda has been with People Inc since October 2006, and began her employment as a Medicaid Service Coordinator in May of 2010. Previous to this, Amanda worked in one of the People Inc group homes as an Individual Residential Alternative Specialist.

People Inc	Muth	Kristin	<input type="checkbox"/>	716-880-3700	kmuth@people-inc.org
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Kristin has a Bachelor's Degree in Psychology from SUNY Buffalo and is currently pursuing her Master's Degree in Rehabilitation Counseling. She has worked for People Inc since September 2007 and has been a Medicaid Service Coordinator since June 2009. Previously, Kristin was an employment specialist for People Inc and an administrative assistant at People Inc's Elmwood Day Hab.

People Inc	Pfender	Maria	<input type="checkbox"/>	716-880-3700	mpfender@people-inc.org
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Maria , employed by People Inc since 2005, received a Bachelor's Degree in Psychology from SUNY Plattsburgh and a Master's Degree from St. Bonaventure University. Previously, she worked at one of People Inc's IRAs as the IRA Specialist and then as a Program Manager.

People Inc	Phillips	Michelle	<input type="checkbox"/>	716-880-3700	mphillips@people-inc.org
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Michelle is a long-term employee of People Inc. She has extensive experience in helping consumers and families access medical care, housing and day program since 1986. She has a broad range of experience including adaptive technologies, benefits and community supports.

People Inc	Powell	Billie Jo	<input type="checkbox"/>	716-880-3700	bpowell@people-inc.org
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Billie Jo obtained her BSW Degree from James Madison University in Virginia and has been practicing professionally for 26 years. She relocated to WNY from Lynchburg, VA and has been with People Inc since 2002.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
People Inc	Prelewicz	Lori	<input type="checkbox"/>	716-880-3700	lprelewocz@people-inc.org

Lori has a Bachelor's Degree in Psychology and a Master's Degree in Human Services Administration from Buffalo State College and has been employed with People Inc since 1994. She is well versed in a variety of residential options for individuals with disabilities. She is a strong advocate for individuals living in community settings as well.

People Inc	Remson	Alison	<input type="checkbox"/>	716-880-3700	aremson@people-inc.org
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Alison graduated from Empire State College with a degree in Community and Human Services. She has worked for People Inc for six years and has a total of nine years experience in the field. Before coming to Service Coordination, she worked in Maryvale IRA, Brighton Park Day Hab, as a Senior Unit Instructor and she worked at Central Park Plaza as a Community Specialist.

People Inc	Ritzenthaler	Rachel	<input type="checkbox"/>	716-880-3700	rritzenthaler@people-inc.org
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Rachel has a Bachelor's Degree in Social Work from Daemen College. She has been an employee of People Inc since November 2009. She is a service coordinator working with individuals of various ages.

People Inc	Rivera	Angel	<input type="checkbox"/>	716-880-3700	arivera@people-inc.org
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Angel has a degree in Applied Science from Erie Community College. He has been with the agency for almost a year and has six years experience as a service coordinator. He is bilingual in Spanish and English.

People Inc	Rowe	Netta	<input type="checkbox"/>	716-880-3700	nrowe@people-inc.org
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Netta has been employed since 1974 and has many years of experience in the human services field with People Inc. She is currently pursuing her degree in Psychology. She is also noted for her pleasant attitude, excellent communications skills, and serves as a strong advocate for the developmentally disabled population. Netta is assigned the Plan of Care cases as well as providing direct MSC services.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
People Inc	Ryan	Natalie	<input type="checkbox"/>	716-880-3700	nryan@people-inc.org

Natalie has a Bachelor's Degree in Health and Human Services/Community Mental Health from SUNY Buffalo. She also holds a Master's Degree in Student Personnel Administration from Buffalo State College. Natalie specializes in working with children and their families.

People Inc	Sambrotto	Susan	<input checked="" type="checkbox"/>	716-880-3700	ssambrotto@people-inc.org
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People Inc	Scratchfield	Lisa	<input type="checkbox"/>	716-880-3700	lscratchfield@people-inc.org
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Lisa has been employed at People Inc since 1989. She received her Bachelor's Degree in Special Education from Buffalo State College. She was a developmental specialist for four years and a program manager for eight years at various IRAs.

People Inc	Stilson	Jennifer	<input type="checkbox"/>	716-880-3700	jstilson@people-inc.org
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Jennifer is a graduate of SUNY Buffalo with a degree in Social Science Interdisciplinary with a concentration in early childhood development. She has been employed with People Inc since 2003 and a Medicaid Service Coordinator since 2006. Previously, Jennifer was an IRA Specialist and a Team Leader at various People Inc IRAs.

People Inc	Valentino	Nancy	<input type="checkbox"/>	716-880-3700	nvalentino@people-inc.org
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Nancy is a graduate of SUNY Buffalo with a Master's Degree in Education. She has been employed with People Inc since September 2007 and a Medicaid Service Coordinator since February 2008. Previously, she was a Primary Instructor at People Inc's Elmwood Day Hab. Prior to this, she worked as an educator for 15 years.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
People Inc	Vazquez	Providencia	<input type="checkbox"/>	716-880-3700	pvazquez@people-inc.org

Providencia has a BA from the Interamerican Univeristy of Puerto Rico. She is bilingual speaking both Spanish and English. She has been working with People Inc since October 1, 2005. Providencia has over two years experience as a Medicaid Service Coordinator.

People Inc	von Hagn	Andrea	<input type="checkbox"/>	716-880-3700	avonhagn@people-inc.org
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Andrea graduated from SUNY Fredonia with a Bachelor's Degree in Human Services. She has worked for People Inc since November of 2006 and has been a Medicaid Service Coordinator since May 2010. She has previously worked as a Primary Instructor at a Day Habilitation site and as an IRA Specialist in various Residential Habilitation sites.

People Inc	Wesolowski	Tanya	<input type="checkbox"/>	716-880-3700	Tweslowski@people-inc.org
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Tanya is a graduate from Bowling Green University in Communications Disorders. She has worked for People Inc since 1997. Prior to service coordination, Tanya was a habilitation specialist with the Adult Day Care Program.

People Inc	Witmer	Kathleen	<input type="checkbox"/>	716-880-3700	kwitmer@people-inc.org
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Kathleen has her Bachelor of Arts Degree in Human Services from SUNY Buffalo. She is currently pursuing her Master's Degree in Social Work at SUNY Buffalo. She has been employed at People Inc since May 2009 and has been a service coordinator since November 2009. She previously worked as an IRA specialist at a children's residence.

Rivershore	Boyles	Marie	<input checked="" type="checkbox"/>	716-754-7272
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Marie graduated from Robert Wesleyan College with a Bachelor's Degree in Contemporary Ministries with emphasis in Counseling and Social Work. She began working in the field after graduation in 1988. She has previous experience with residential and day programs for people with developmental disabilities and is currently a family care provider. She began working at Rivershore in 2006 as an MSC and has been the Service Coordination Supervisor since May 2008.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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Rivershore	Herbert	Cori	<input type="checkbox"/>	716-754-7272	
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Cori graduated from Niagara University's Social Work Program with a Bachelor's Degree in Social Work. Cori has worked in the Human Service field for many years in various agencies and positions. Cori has been a dedicated and experienced service coordinator for Rivershore since 2005.

Rivershore	Krupa	Andrea	<input type="checkbox"/>	716-754-7272	
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Andrea graduated from NCCC with an Associates' Degree in Human Services. She has several years experience working with individuals with Developmental Disabilities. Andrea previously worked as an employment counselor for individuals with developmental disabilities. She has been a dedicated Rivershore MSC since May 2008.

Rivershore	Meese	Xerona	<input type="checkbox"/>	716-754-7272	
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Xerona has worked in the field since graduating from LSUS in 2007. At first, she wanted to work in the crisis intervention field but another journey was set once her professor needed student workers at a developmental facility. Her perception of people living with developmental disabilities has changed. Xerona is eager to share with others this cognitive transformation as well as support others as they advocate teaching their community about people living with developmental disabilities.

Rivershore	Plumeri	April	<input type="checkbox"/>	716-754-7272	
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April graduated from NCCC with an Associate's Degree in Liberal Arts - Social Sciences and Humanities. She continued on to graduate from UB with a Bachelor's Degree in Psychology. April has been working in the Human Service Field since June 2005. She has been a Rivershore MSC since 2009.

Sasi- Suburban Adult Services Inc	Boerner	Lori	<input type="checkbox"/>	716-805-1555	lboerner@sasinc.org
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Lori received a Bachelor's Degree in Education from William Patterson University in Wayne, New Jersey. She has worked at SASi for 14 years. Prior to becoming an MSC, Lori was a job developer/trainer for 12 1/2 years and has a strong background in developmental disabilities.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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Sasi- Suburban Adult Services Inc	Heineman	Ethel	<input type="checkbox"/>	716-805-1555	eheineman@sasinc.org
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Ethel holds a BA in Biology from Buffalo State College. Formerly a Residential Team Leader, she has 9 1/2 years experience working with individuals who have developmental disabilities. Ethel has been an MSC for 6 1/2 years.

Sasi- Suburban Adult Services Inc	Hokenson	Jodi	<input type="checkbox"/>	716-805-1555	jhokenson@sasinc.org
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Jodi earned a BA in English from Houghton College. She has 9 1/2 years experience working with individuals in our field through her former position at Even Start, her current part-time position through BOCES as a GED Instructor, and as an MSC for three years through SASi.

Sasi- Suburban Adult Services Inc	Kozak	Debra	<input type="checkbox"/>	716-805-1555	dkozak@sasinc.org
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Debra is the Social Services Worker at SASi. She supervises the MSC's and Intake Worker, coordinates the agency's DDP programs, and has been with SASi for 24 years. Past experience includes: Being an MSC, Intake Worker, Supervisor of Family Support Programs, Transportation Liaison, and Senior Day Program Supervisor. She is a member of the DDAWNY MSC and Adult Day Subcommittees, and the Cattaraugus County MRDD Subcommittee. She is also a Director on the Arcade Area Chamber of Commerce representing SASi. Deb's BA Degree in Human Relations was completed at the University of Pittsburgh.

Sasi- Suburban Adult Services Inc	Krafchak	Tammie	<input type="checkbox"/>	716-805-1555	tkrafchak@sasinc.org
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Tammie has a BA in Psychology from Alfred University. She has experience in the field of hippotherapy in which children with developmental disabilities learn to ride and/or care for horses. She has been an MSC for several years, seven of which have been with SASi.

Sasi- Suburban Adult Services Inc	Lavelle	Jill	<input type="checkbox"/>	716-805-1555	jlavelle@sasinc.org
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Jill received an AA Degree in Human Services with a concentration in Early Childhood Development from Jamestown Community College. Jill has been an MSC for five years and has 7 years experience working with children/young adults with various disabilities as well as one year of experience as a resident instructor.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Sasi- Suburban Adult Services Inc	Leach	Paula	<input type="checkbox"/>	716-805-1555	pleach@sasinc.org

Paula received an Associate's Degree in Applied Science and another in Respiratory Care from Erie Community College. She has worked a total of 9 1/2 years with SASi. Prior to serving as an MSC, Paula worked for many years at SASi as a Residential staff member. She worked as a respiratory therapist prior to coming to SASi. Paula is a very positive and upbeat person.

Sasi- Suburban Adult Services Inc	Manthey	Loretta	<input type="checkbox"/>	716-805-1555	lmanthey@sasinc.org
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Loretta has an AA in Social Sciences from Jamestown Community College. With SASi for 21 years, Lorrie is an MSC who also has experience in SASi's Family Support, Senior Day, and Residential programs. Lorrie is an advisor to SASi's Self Advocacy Group and a member of various fundraising committees.

Sasi- Suburban Adult Services Inc	McVay	Beverly	<input type="checkbox"/>	716-805-1555	bmcvay@sasinc.org
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Bev holds two AAS degrees - one in Journalism from SUNY Morrisville and one in Human Services from Genesee Community College. Besides having 26 1/2 years experience as the mother of her developmentally disabled son, the late Andy McVay, she has worked as a resident instructor and has been an MSC for 5 1/2 years. Bev serves on the Family Support Services Council for the Southern Tier.

Sasi- Suburban Adult Services Inc	Moore	Heather	<input type="checkbox"/>	716-805-1555	hmoore@sasinc.org
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Heather earned AA in Human Services with a concentration on Early Childhood Development from Jamestown Community College. With experience working in childhood development programs prior to becoming an MSC nine years ago, Heather has become our "unofficial" kids' specialist. She works closely with the area schools and is often invited to speak to parent groups about the services available to children with disabilities. Heather also sits on SASi's Corporate Compliance Committee.

Sasi- Suburban Adult Services Inc	Sherwood	Wendy	<input type="checkbox"/>	716-805-1555	wsherwood@sasinc.org
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Wendy has an Associate's Degree in Human Services and a Teaching Assistant Certificate from Genesee Community College. She has 18 years experience in service to individuals with disabilities, including 8 years at SASi where she is the Intake Worker/MSC.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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Sasi- Suburban Adult Services Inc	Sutton	Marie	<input type="checkbox"/>	716-805-1555	msutton@sasinc.org
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Marie holds a BS Degree in Elementary Education from Medaille College. She has experience in the field of education as well as experience working in an IRA. She has been an MSC for 11 years.

Sasi- Suburban Adult Services Inc	Weber	Marcella	<input type="checkbox"/>	716-805-1555	mweber@sasinc.org
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Marcella has a BA from Hilbert College. She has 17 years experience providing services to individuals with developmental disabilities through MSC, residential habilitation, vocational case management, and Family Support Services. She has been an MSC for nine years.

Sasi- Suburban Adult Services Inc	Woodring	Mark	<input type="checkbox"/>	716-805-1555	mwoodring@sasinc.org
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Mark became an MSC in August 2009. He has previously worked with the residents of a SASi IRA for nearly seven years. He holds a BA from SUNY Fredonia.

Skip of New York, Inc.	Andrzejewski	Donna	<input checked="" type="checkbox"/>	716-626-2222	
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Donna has worked for SKIP since July 1990 as a family advocate and is the supervisor of the Buffalo area office. Since October 1990, Donna has been providing service coordination to families through various New York State programs. Donna has lived in Western New York all her life and has a son with multiple disabilities that include medical complexities. She was named the Regional Manager for the SKIP office in the Buffalo and Rochester area in November, 2008.

Skip of New York, Inc.	Brousse	Alexandra	<input type="checkbox"/>	716-626-2222	
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Alexandra is a graduate of Niagara County Community College with a degree in Humanities and Social Science,. Alexandra began working with the Buffalo office of SKIP in August 2009 as a Family Advisor. She has hand-on experience helping people with disabilities and really enjoys assisting individuals to live a happy and independent life.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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Skip of New York, Inc.	Hammond	Beth	<input checked="" type="checkbox"/>	716-626-2222	
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Beth graduated from SUNY Fredonia with a B. S. in Social Work. She began her employment with SKIP in July 2004 as a Care At Home Family Advisor. She is now a Medicaid Service Coordination program Supervisor.

Skip of New York, Inc.	Higgins	Sarah	<input type="checkbox"/>	716-626-2222	
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Sarah Graduated from Buffalo State College in 2007 with a Bachelor of Science in Social Work. Sarah is very excited to have joined the SKIP team in March of 2010 as a Family Advisor.

Skip of New York, Inc.	Japp	Julie	<input type="checkbox"/>	716-626-2222	
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Julie is a graduate of Medaille College and the SUNY Buffalo. She has a Bachelor of Science in Children and Youth Services and a Master's in Social Work. Julie is very excited to have joined the SKIP family in August 2009 as a Family Advisor. She enjoys the challenges and experiences working with family throughout WNY.

Skip of New York, Inc.	Larson	Cathleen	<input checked="" type="checkbox"/>	716-626-2222	
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Cathleen began her employment with SKIP in June 2001 and left briefly to obtain her Master's in Social Work from the SUNY Buffalo in 2003. She has rejoined the Buffalo office in march 2005 and is now a Medicaid Service Coordination Program Supervisor.

Skip of New York, Inc.	Marvin	Jessika	<input type="checkbox"/>	716-626-2222	
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Jessika is graduate of Onondaga Community College and Buffalo State College. She has an A.A. in Human Services, a B.A. in Exceptional Education and a Masters in Exceptional Education. Jessika has worked with individuals with disabilities for 20 years, and especially enjoys working with individuals in transition. Jessika joined SKIP of New York in January of 2010.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Skip of New York, Inc.	Merkle	Kyla	<input type="checkbox"/>	716-626-2222	
<p>Kayla graduated from St. Bonaventure University with a B. A. in Sociology. She come to SKIP with experience working with children with special needs in a residential setting. Kyla joined the SKIP family in June 2009 as a Family Advisor.</p>					
Skip of New York, Inc.	Murszewski	Jamie M.	<input checked="" type="checkbox"/>	716-626-2222	DonnaA@skipny.org
<p>Jamie graduated with a BSW from Buffalo State College and an Masters Degree in Social Work from the University of Buffalo. She began with SKIP of NY as an MSC in May of 2007 and continued until January of 2010. Jamie returned back to the agency in December 2010 as an MSC supervisor. She has conducted parent groups in different capacities, worked with teen parents, parents who were incarcerated and also parents who were involved in the family court system. Through these experiences she gained skills in engaging and communicating with parents. She also spent nine months during 2010 doing mental health counseling with children.</p>					
Skip of New York, Inc.	Pesko	Karrie	<input type="checkbox"/>	716-626-2222	DonnaA@skipny.org
<p>Karrie has a BS in Psychology from the University of Phoenix and is obtaining her Masters Degree in Special Education. She has been with SKIP of NY for five months. Previously Karrie worked in the MR/DD world , mostly in Res Hab, since 1994. She has also had four years supervisory experience with other organizations.</p>					
Skip of New York, Inc.	Rager	Barbara	<input type="checkbox"/>	716-626-2222	
<p>A 2003 graduate of Empire State College, Barbara has a B. S. in Developmental Psychology. Barbara has worked as a skills trainer for adults with developmental disabilities and mental retardation. She was also part of the residential staff at a children's facility. Barbara has been with SKIP since March 2004.</p>					
Skip of New York, Inc.	Williams	Dawn	<input type="checkbox"/>	716-626-2222	DonnaA@skipny.org
<p>Dawn graduated from Erie Community College with an Associates Degree in Liberal Arts/Humanities and a Bachelor's Degree in Sociology from Buffalo State College. She was formerly employed as an MSC at CSDD for approximately nine years and has been with SKIP of New York for just five months. She enjoys linking individuals to needed services so that they may be as independent as possible.</p>					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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Southeast Works	Brunner	Michelle	<input checked="" type="checkbox"/>	716-683-7100	
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Michelle received a BS as well as MS from Nazareth College. She worked as a Speech/Language Therapist for 6 years in Rochester before locating to Buffalo. In October 2007 Michelle joined Southeast Works as an MSC Coordinator and was promoted to the Senior MSC in 2009. She is currently the Assistant Director of Community Services, overseeing the MSCs, Community Habilitation and Recreation Departments

Southeast Works	Herzog	Meredith	<input type="checkbox"/>	716-683-7100	
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Meredith received her BS in Psychology from Buffalo State College in 2003. She graduated with her MS in mental Health Counseling from Medaille College in 2008. Prior to moving to WNY for her studies, Meredith lived in New York City in the borough of the Bronx. While in college she began working with developmentally disabled children at Gateway-Longview in Bowmansville, NY. This was a one-to-one aide position that turned into full time position while Meredith was there. After two years in this position she was promoted to a Crisis Intervention worker. She then applied to Southeast Works and became an MSC.

Southeast Works	Kondrak-Gocker	Melissa	<input type="checkbox"/>	716-683-7100	
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Melissa graduated from Buffalo State College with a Bachelor's Degree in Sociology. She also received a Master of Arts Degree in Sociology from UB with a specialization in family studies and gerontology. She is currently attending UB majoring in Library Science. Melissa has experience conducting research and instructing college level courses and spent a year working as an aide for children with developmental disabilities at Summit Educational Resources. She joined the Southeast Works team as an MSC in June of 2008.

Southeast Works	Little	Lauretta	<input type="checkbox"/>	716-683-7100	
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Lauretta has her BS in Math and Adolescent Education. She earned this degree from Buffalo State College and graduated in 2009. When she completed college, she worked with People Inc as a Primary Instructor. After 4 years of experience, Lauretta applied for a Vocational Case Management position with Southeast Works at our Pre-Vocational/Day Habilitation blended OPTS Program. Lauretta shined in this role and decided to learn more about the scope of the field of developmental disabilities by working as an MSC. She joined the team in February 2011.

Southeast Works	Soeder	Stacy	<input type="checkbox"/>	716-683-7100	
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Stacy graduated from Binghamton University in 2002 with a BA in Psychology. Prior to her employment with Southeast Works, Stacy worked in a group home through Child and Family Services for boys aged 6-12 years with ED diagnosis. Stacy then began working as a Job Coach II, assisting adults with developmental disabilities find and maintain community employment and did this for over 3 years before joining the MSC Department. Stacy became an MSC in May of 2010 and in February of 2011 became the Senior MSC.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Southeast Works	Steen	Colleen	<input type="checkbox"/>	716-683-7100	
<p>Colleen graduated from UB in 2009 with a BA in Social Sciences. She came to Southeast Works after college as an At-Home Residential Trainer working directly with individuals in the community. Colleen also worked for a year with Child Protective Services.</p>					
Southeast Works	Stolzman	Nicole	<input type="checkbox"/>	716-683-7100	
<p>Nicole graduated from Buffalo State College in 2007 with a BA in Sociology, concentration in Social Control/Deviance and Mental Illness. For four years she worked as a Part-time teacher's aide with ASPIRE of WNY before applying to Southeast Works in September of 2007.</p>					
Summit Educational Resources	Baron	Cathy	<input type="checkbox"/>	716-799-8130	cbaron@summitted.org
<p>Cathy attended Cazenovia College and obtained her Bachelor of Science in Human Services and in 2011 completed her Masters in Human Service Administration. Cathy has been employed with Summit since 2006 and has experience in the classroom as well as on-site respite. Cathy joined our department in August 2007 and is an excellent MSC who works hard to fulfill the needs of the individuals she serves.</p>					
Summit Educational Resources	Bertozzi	Tammy	<input checked="" type="checkbox"/>	716-799-8130	tbertozzi@summitted.org
<p>Tammy started as a classroom aide at Summit in 1998 and has been an MSC for Summit since 2001. She was promoted to Coordinator of MSC in 2006. Tammy has her BS in Speech Therapy and has also worked in a classroom for several years. Tammy is a trained early intervention service coordinator. Her true care and affection for children is reflected in her heartfelt commitment to providing the best service to developmentally disabled individuals and their families.</p>					
Summit Educational Resources	Chiodo	Ashley	<input type="checkbox"/>	716-799-8130	achiodo@summitted.org
<p>Ashley has earned her Bachelor of Science in Speech Language Pathology from Buffalo State College. She has been employed at Summit since 2007. She has experience in providing respite services in the home and in the community. Ashley has a great understanding of the unique needs of her individuals and their families.</p>					

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Summit Educational Resources	Davis	Jennifer	<input checked="" type="checkbox"/>	716-799-8130	Jdavis@summitted.org

Jennifer has her Master's Degree in Counselor Education and has been a service coordinator with Summit since 1999. Jennifer was recently promoted to Supervisor of MSC. Jennifer has been both an Early Intervention Service Coordinator and an MSC. Jennifer also has experience working in a classroom setting with developmentally disabled children. Jennifer's educational background and work experience allow her to be an excellent advocate to her individuals and their families.

Summit Educational Resources	Guzzi	Kristin	<input type="checkbox"/>	716-799-8130	kguzzi@summitted.org
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Kristin began as a classroom aide at Summit Academy and joined the Family Support Services division as an MSC in November 2009. Kristin also provides respite for Summit. Kristin earned her Bachelor's Degree in Health and Human Services. Kristin is a strong advocate for her families and ensures their needs are always met. Kristin is a valuable asset to this department and the individuals she serves.

Summit Educational Resources	Hamilton	Nicole	<input type="checkbox"/>	716-799-8130	nhamilton@summit ed.org
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Nicole has 16 years of experience in the human services field working with the developmentally disabled population. She holds a Bachelor of Social Work degree from Buffalo State College. Nicole has a wide variety of experience which includes being a provider of respite, residential habilitation, and in the group home setting. Nicole has worked as an MSC for the past 12 years. She joined the Summit MSC department in November 2006. Nicole is a very compassionate and caring individual and these characteristics help to make her an excellent service coordinator and advocate for her individuals and families.

Summit Educational Resources	Holt	Karen	<input type="checkbox"/>	716-799-8130	kholt@summitted.org
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Karen joined our department in March 2008. Since 2006, she previously worked in the classroom setting at Summit as a 1:1 aide and teaching assistant. She has several years of experience in the education field and has served as a CSE member. She is a parent of a child with a disability. She has a very knowledgeable and diverse background that enables her to be an excellent MSC.

Summit Educational Resources	LeFevre	Charlie	<input type="checkbox"/>	716-799-8130	clefevre@summitted.org
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Charlie has been employed as an MSC since October 2008 and as a Supported Employment Specialist in 2010. His background includes working with many individuals through a variety of recreational and research programs. Charlie received his Bachelor of Art degree in Psychology through Fredonia State College. Charlie is always willing to assist his individuals in achieving their goals and obtaining service.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
Summit Educational Resources	Loverme	Wendy	<input checked="" type="checkbox"/>	716-799-8130	wloverme@summit ed.org

Wendy has her Master's Degree in Human Services Administration. She has 14 years experience in the human services field, working with developmentally disabled adults, as well as infants and toddlers as an Early Intervention service coordinator. Wendy has been employed at Summit Educational Resources since October 1998 and has supervised the Early Intervention and MSC departments since 2001. Most recently, Wendy has been promoted to Program Director of the Family Support Services Division. Wendy enjoys assisting developmentally disabled individuals and their families with the services and supports that enhance the quality of their lives.

Summit Educational Resources	Meyer	Cheryl	<input type="checkbox"/>	716-799-8130	cmeyer@summit ed.org
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Cheryl has her Bachelor of Science in Health Service Administration from Fredonia State College. Cheryl has been in the Human Services field since 1994 and has experience in incident investigations. She joined Summit's service coordination team in February 2007. Cheryl is doing a great job in her role as an MSC. She is sensitive to the needs of her individuals and their families and works hard to assist them in any way possible.

Summit Educational Resources	Ozolins	Shaton	<input checked="" type="checkbox"/>	716-799-8130	sozolins@summit ed.org
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Shaton has been an MSC Supervisor since 2010. Shaton provides MSC intake as well as training and shadowing all of the newly hired MSC's. Shaton holds her Bachelor Degree in Social Sciences/Criminal Justice. She joined the Summit service coordination team in 2004 and came to Summit with previous experience in both service coordination and case management. Shaton has also provided residential habilitation services through Summit. Shaton's experience along with her natural ability to work with others makes her a very talented MSC.

Summit Educational Resources	Pinto	Abbie	<input type="checkbox"/>	716-799-8130	apinto@summit ed.org
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Abbie provides bilingual MSC for our department. Abbie joined Summit's Service Coordination department in 2001 as a Bilingual Early Intervention Service Coordinator and has transitioned to MSC over the past few years. Abbie has 20 plus years of experience working with disabled children. She does a great job of securing services and advocating. Abbie is a valuable asset to this department and the individuals she serves.

Summit Educational Resources	Pratt	Barbara	<input type="checkbox"/>	716-799-8130	bpratt@summit ed.org
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Barbara earned her Bachelor's Degree in Early Childhood Education from Buffalo State College. She joined the MSC team in 2006. She has previously worked in the classroom setting at Summit as an aide for 5 years. Barbara's direct service experience will be helpful in working with individuals on her case load. She enjoys working with individuals and their families in their home and linking them with services in their community.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
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Summit Educational Resources	Regis	Kathleen	<input type="checkbox"/>	716-799-8130	kregis@summitted.org
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Kathleen has her Bachelor Degree and has had case management experience as an academic advisor at a local business college. Kathy has also worked with small children in a nursery school setting. She has been with Summit since June 2000, enthusiastically assisting individuals with developmental disabilities and their families. Kathy is always searching for and gathering the latest information regarding community resources and is eager to share that with the individuals she serves.

Summit Educational Resources	Rohloff	Julie	<input type="checkbox"/>	716-799-8130	jrohloff@summitted.org
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Julie has her Master of Education in school counseling which she earned from UB in 2007. She began with Summit as a classroom aide, then a teaching assistant at Summit Academy in 2008. She joined the Family Support Services division as an MSC in 2009. Julie has also provided Community Rehabilitation, and respite services. Julie's experience makes her an excellent advocate for the individuals she serves.

Summit Educational Resources	Saleh	Amy	<input type="checkbox"/>	716-799-8130	asaleh@summitted.org
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Amy has been an MSC since November 2007. She earned her Bachelor's Degree in Criminal Justice and Psychology from Kent State University in May 2006. She also earned a Master of Science in School and Agency Counseling in 2010. Amy is very resourceful in finding information and services available for her individuals and families.

Summit Educational Resources	Therolf	Nicole	<input type="checkbox"/>	716-799-8130	ntherolf@summitted.org
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Nicole has been employed at Summit since April 2009. She has obtained her Bachelor of Arts Degree in Health and Human Services from UB. She has experience in providing direct care and program management services to individuals in a group residential setting as well as in the community. She is a great advocate for her individuals and their families.

Summit Educational Resources	Tonge	Christina	<input type="checkbox"/>	716-799-8130	ctonge@summitted.org
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Christina earned her Bachelor's Degree in Sociology from Canisius College in 1999. She has been employed by Summit since June 2007. Christina has experience with developmentally disabled children and in geriatrics. She also has experience as a respite provide for In-home as well as Customized Respite at Summit. Christina has established a wonderful rapport with the individuals and families she serves.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
The Rehabilitation Center	Gaylor	Mary Jane	<input type="checkbox"/>	716-375-4740	mgaylor@rehabcenter.org

Mary Jane received her Bachelor's degree in Human Services from Geneva College. She has been with the Rehab Center for two years. Her previous experience includes Case Management at Adult Protection Service in Beaver County and a Case Manager at Subcon Industries.

The Rehabilitation Center	Gayton	Daniel	<input checked="" type="checkbox"/>	716-375-4740	dgayton@rehabcenter.org
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Dan obtained a Bachelor of Science Degree from Empire State College. He has been employed as a youth counselor and as a service coordinator. Dan comes to the position of Director of Medicaid Service Coordination with six years of supervisory experience. Some of his duties will be overseeing the budget for the department, central intake, some state funding programs, and providing supervision.

The Rehabilitation Center	Hunt	Karen	<input type="checkbox"/>	716-375-4740	khunt@rehabcenter.org
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Karen has a Master's Degree in Social Work and a Bachelor's Degree in Psychology and Human Services. She has been with The Rehabilitation Center for 19 years. She was a supervisor in a day treatment program. She has held other positions prior to her employment with the agency such as behavior consultant, program specialist, and has worked with the elderly.

The Rehabilitation Center	Kayes	Anne	<input type="checkbox"/>	716-375-4740	akayes@rehabcenter.org
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Anne graduated from the University of Pittsburgh at Bradford with a Bachelor of Arts Degree in Human Relations. She was employed at the TWCA in Bradford as a case worker for their mental health program. Anne provides service coordination for individuals with Traumatic Brain Injury and the nursing home initiative as part of her caseload.

The Rehabilitation Center	Noll	Heather	<input type="checkbox"/>	716-375-4740	hjuiliano@rehabcenter.org
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Heather graduated from St. Bonaventure University in 1996 with a Bachelor's Degree in Sociology. She has worked as direct care at our IRA group homes for two years. Heather has provided Medicaid Service Coordination for our agency for eight years.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
The Rehabilitation Center	Paterniti	Jessica	<input type="checkbox"/>	716-375-4740	jpaterniti@rehabcenter.org

Jessica received a Bachelor's Degree in Sociology from St. Bonaventure University. She previously worked for Cattaraugus Community Action as a family court advocate for domestic violence. She has counseled victims, written order of protection and custody petitions.

The Rehabilitation Center	Peterson	Patricia	<input type="checkbox"/>	716-375-4740	ppeterson@rehabcenter.org
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Pat brings a unique view of serving those with disabilities from her own family experience and working with other special needs populations. Pat has an Associate's Degree in Human Services, currently working on her Bachelor's Degree. We feel her life and work experience make her uniquely qualified to serve this population.

The Rehabilitation Center	Rodgers	Robert	<input type="checkbox"/>	716-375-4740	rrodgers@rehabcenter.org
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Rob graduated from the university of Pittsburgh with a Bachelor's Degree in Psychology. He has experience working in the mental health field and direct care. He was employed as a therapeutic counselor. Rob provides service coordination for the Willowbrook individuals living in our residential program.

The Rehabilitation Center	Rose	Terry D.	<input type="checkbox"/>	716-375-4740	trose@rehabcenter.org
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Terry graduated from St. Bonaventure University with a Bachelor of Arts Degree in Social Science. Previous employment includes case management services to homeless individuals in McKean County, Pennsylvania. Terry has been with the Rehabilitation Center for ten years.

The Rehabilitation Center	Schoonover	Jaime	<input type="checkbox"/>	716-375-4740	jschoonover@rehabcenter.org
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Jaime has an Associates Degree in Social Sciences/Human Services. She worked for four years as a direct care staff in residential homes. She managed a residential home for autistic children and was an MSC for three years at Allegany ARC. Jaime also was an assistant manager/senior counselor in a Mental health home with the Rehabilitation Center.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
The Rehabilitation Center	Spring	Allyson	<input type="checkbox"/>	716--375-4740	aspring@rehabcenter.org

Allyson has a Bachelor's Degree in Human Relations from the University of Pittsburgh at Bradford. Prior to beginning as a service coordinator for our agency, she worked with our residential youth program as a youth counselor and previously provided similar services to pregnant teens through new Directions Youth and Family Services. She has volunteered with the Big Brother, Big Sister organization.

The Rehabilitation Center	Stocum	Amber	<input type="checkbox"/>	716-375-4740	astocum@rehabcenter.org
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Amber has worked as a LPN in several organizations caring for DD individuals. She has worked direct care, then as a program manager for four of the residences, two of which she opened. Amber has assisted with our intake process for individuals seeking services through our agency.

The Rehabilitation Center	Straub	Robyn	<input type="checkbox"/>	716-375-4740	rstraub@rehabcenter.org
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Robyn received her BS in Psychology from the University of Pittsburgh. Her work experience is with children with developmental disabilities as well as working for a domestic violence and sexual assault program.

The Resource Center	Becker	Todd	<input checked="" type="checkbox"/>	716-483-2344	Todd.Becker@resourcecenter.org
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The Resource Center	Block	Mindy	<input type="checkbox"/>	716-483-2433	Mindy.Block@resourcecenter.org
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Mindy graduated from Jamestown Community College with an Associate's Degree in Liberal Arts and Sciences. She then completed her Bachelor's Degree in Sociology with a minor in Psychology at SUNY Fredonia. Mindy began working for the Resource Center in 1998 as a Habilitation Skills Technician in the Day Treatment Program. She then was promoted to a Rehabilitation Case Manager for the Sheltered Workshop. Mindy is presently working as a Medicaid Service Coordinator.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
The Resource Center	Ellis	Trevor	<input type="checkbox"/>	716-483-2344	Trevor.Ellis@resourcecenter.org

Trevor holds a Bachelor's Degree in History/Sociology from the University of North Carolina at Charlotte. He also holds an Associate's Degree in Human Services from Jamestown Community College. He has been employed with The Resource Center since October 1992. he previously worked as a Habilitation Skills Technician and a Treatment Coordinator in the The Resource Center's Day Treatment Program prior to becoming a Medicaid Service Coordinator in August of 2005. Trevor has a brother who is diagnosed with a developmental disability.

The Resource Center	Gustafson	Jill	<input type="checkbox"/>	716-483-2344	Jill.Gustafson@resourcecenter.org
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Jill graduated from SUNY Fredonia with a Bachelor's Degree in Sociology. She has worked with developmentally disabled individuals for 20 years. This includes individuals with mental retardation, mental illness, and those who have a variety of other disabilities. She has been providing Medicaid Service Coordination services for over five years to persons in residential and community settings.

The Resource Center	Hedlund	Joanna	<input type="checkbox"/>	716-483-2344	Joanna.Hedlund@resourcecenter.org
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Joanna earned her Associate's Degree in Psychology from Jamestown Community College and another year of Human Services classes also at Jamestown Community College. Joanna has worked with individuals with disabilities for over 20 years. Five of those years were spent working at Heritage Centers in Buffalo as a Recreational Service Plan Instructor, and ten years with the Resource Center in a variety of rolls from providing direct care to Assistant Medicaid Service Coordinator. Joanna currently provides Medicaid Service Coordination to individuals in the community and assists in the oversight of individual representative payee services through The Resource Center's Social Services Department.

The Resource Center	Jackson	Julie	<input type="checkbox"/>	716-483-2344	Julie.Jackson@resourcecenter.org
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Julie is a 1997 graduate of JCC with an Associate's Degree in Social Services and a 2000 graduate of SUNY Fredonia with a Bachelor's Degree of Science in Education. She has experience working in schools and with children. Julie has also held case management positions with The Resource Center in Skills Enhancement, Sheltered Workshop and Day Habilitation prior to becoming a Service Coordinator.

The Resource Center	Jones	Jocelyn	<input type="checkbox"/>	716-483-2344	Jocelyn.marsh@resourcecenter.org
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Jocelyn holds a Bachelor's Degree in Special Education and Elementary Education from Edinboro University of Pennsylvania. She has also earned her second Bachelor's Degree in Paralegal Studies with an emphasis in Alternative Dispute Resolution. She has been employed as a Medicaid Service Coordinator with The Resource Center since November 1999. Previous to this, Jocelyn worked with children with disabilities as a camp counselor through the Jamestown YMCA as well as working with adolescents at the Gustavus Adolph Children's Home. She enjoys working with children and adults with disabilities.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
The Resource Center	Kimball	Nicole	<input type="checkbox"/>	716-483-2344	Nicole.Kimball@resourcecenter.org

The Resource Center	Lanski	John	<input type="checkbox"/>	716-483-2344	John.Lanski@resourcecenter.org
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John graduated from SUNY Fredonia in 1997 with a Bachelor's Degree in Sociology. He began working for The Resource Center in 1999 as a support staff and case manager for individuals with traumatic brain injury. John is currently working as a Medicaid Service Coordinator.

The Resource Center	Olmstead	Brenda	<input type="checkbox"/>	716-483-2344	Brenda.Olmstead@resourcecenter.org
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Brenda has her Associate's Degree in Human Services from Jamestown Community College and her Bachelor's Degree in Sociology from SUNY Fredonia. Brenda has worked in a variety of roles, from providing direct care to supervisory roles. She has been providing Medicaid Service Coordination to individuals in residential placement and in the community for the past ten years. She is currently an MSC III which allows her to perform a variety of responsibilities for the Social Services Department.

The Resource Center	Penhollow	Ronelle	<input type="checkbox"/>	716-483-2344	Ronelle.Penhollow@resourcecenter.org
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Ronelle holds an Associate's degree in Applied Science in Paralegal Technology from Rowan Cabarruss Community College in North Carolina. She also holds a Bachelor of Science from Empire State College. She has been an employee of The Resource Center since 2003 and has worked with developmentally disabled individuals for 22 years. Ronelle enjoys working with individuals with disabilities and their families.

The Resource Center	Rizzardi	Michelle	<input type="checkbox"/>	716-483-2344	Michelle.Rizzardi@resourcecenter.org
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Michelle is a graduate of Edinboro University of Pennsylvania with a Bachelor of Science Degree in Social Work. She has been employed with The Resource Center since 1992 and has been a Medicaid Service Coordinator since April 2001. Michelle's prior experiences include working as a Habilitation Skills Technician for three years and as Treatment Coordinator for six years at The Resource Center.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
The Resource Center	Schultz	Amy	<input type="checkbox"/>	716-483-2344	Amy.Schulz@resourcecenter.org

Amy holds an Associate's Degree in both Humanities and Social Science from Jamestown Community College. She then went on to get her Bachelor of Science Degree in Education from SUNY Fredonia. Three years later, she received her Master's Degree in Education at SUNY Fredonia. After substitute teaching for five years Any became habilitation Skills Technician for the Resource Center at their Jamestown Day Treatment Program. Almost a year later, she became a Medicaid Service Coordinator. Amy enjoys helping individuals with disabilities and their families meet the challenges they face in their everyday lives.

The Resource Center	Stanko	Robin	<input type="checkbox"/>	716-483-2344	Robin.Stanko@resourcecenter.org
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Robin graduated from Corry Area High School in 1984. She attended and graduated from Edinboro University with a Bachelor's Degree in Elementary Education in 1988. She worked as a substitute teacher for seven years. In 1995, she began working as a Early Intervention teacher for two years. Robin decided to work with children in the classroom as a wrap-around aide 1:1 With children's mental health for 11 years before coming to work for The Resource Center in July of 2006. Since then she has served as a Medicaid Service Coordinator.

The Resource Center	Synski	Peter J.	<input type="checkbox"/>	716-483-2344	Peter.Szynski@resourcecenter.org
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Pete studied History and Adolescent Education at SUNY Fredonia and graduated May 2008. He now holds his BA in history with Education as an understudy. Pete began working for The Resource Center upon graduation, and began his career as a Case Manager for Employment Services, also in Dunkirk, as a Case Manager. He became an MSC in June of 2011 and has since moved to the Jamestown area. The Resource Center has provided services for members of Pee's family, his nephew and uncle receive Service Coordination and his cousin received TBI services.

The Resource Center	Tedone	Kavla	<input type="checkbox"/>	716-483-2433	Kayla.Tedone@resourcecenter.org
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Kayla graduated from SUNY Fredonia with a Bachelor's Degree in Psychology with a minor in both Spanish and Latino studies. She began working for The Resource Center in 2005 as a Habilitation Skills Instructor in the day program. She was then promoted to a Rehabilitation Case Manager in the Traumatic Brain Injury Program. Kayla is currently working as a Medicaid Service Coordinator.

The Resource Center	Wakelee	Dennis	<input type="checkbox"/>	716-483-2344	Dennis.Wakelee@resourcecenter.org
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Dennis has a Bachelors of Science in Psychology from Slippery Rock University of Slippery Rock, Pennsylvania. Dennis has worked with The Resource Center from 1994 to present holding various positions. He has held the title of Supported Employment Case Manager, Rehabilitation Services Case Manager, Job Developer and a job Skills Instructor. Dennis accepted the position with The Resource Center as a Medicaid Service Coordinator in June of 2011.

Agency Name	Last Name	First Name	Supervisor	Phone	E-Mail
The Resource Center	Wallace	April	<input type="checkbox"/>	716-482-2344	April.Wallace@resourcecenter.org

April has a Bachelor's Degree in Sociology with a concentration in Social Work from SUNY Fredonia. She has been a Medicaid Service Coordinator with The Resource Center since September 2000. Prior to this, she worked as a counselor at Jones Memorial Health Center's inpatient psychiatric unit for eight years.

The Resource Center	Wheeler	Barbara	<input type="checkbox"/>	716-483-2344	Barb.Wheeler@resourcecenter.org
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Barbara is a graduate of Edinboro University with a Bachelor's Degree in Education. She has been a Medicaid Service Coordinator since October 2001. Prior to this, she was a Case Manager and Habilitation Skills Technician for the Rehabilitation Department. She has been employed by the Resource Center since December 1990.

Agency List

Agency	Street Address	City State Zip	Agency Phone	Agency Fax
Allegany Arc	240 O'Connor Street	Wellsville NY 14895	585-593-5700	
Allegany Regional Development Corporation	100 Main Street-Salamanca Mall	Salamanca NY 14779	716-945-4100	
Arc of Orleans County	243 South Main Street, P.O. Box 439	Albion NY 14411	585-589-1750	
Aspire of WNY-Erie & Niagara County	2495 Main Street, Ste. 417	Buffalo NY 14214	716-505-5830	716-838-3393
Aspire of WNY-Southern Tier Allegany, Chautauqua & Cattaraugus Counties	140 Mall Boulevard	Lakewood NY 14750	716-763-9070	716-763-3580
Autistic Services	4444 Bryant Stratton Way	Williamsville NY 14221	716-631-5777	716-631-9234
Baker Victory Services	780 Ridge Road	Lackawanna NY 14218	716-828-9500	
Bright Options Family Services, Inc.	2372 Genesee Street	Cheektowaga NY 14225	716 891-7443	(716) 891-7783
Cantalician Center for Learning Inc.	665 Hertel Avenue	Buffalo NY 14207	716-874-0913	716-874-4178
Chautauqua County Office of the Aging	45 Cliffstar Court	Dunkirk NY 14048	716-363-3843	
Claddagh Commission Inc.	8328 Erie Road	Angola NY 14006	716-549-6495	
Community Services for the Develomentally Disabled	452 Delaware Avenue	Buffalo NY 14202	716-883-8888	716-883-2065

Agency	Street Address	City State Zip	Agency Phone	Agency Fax
Epilepsy Association of WNY, Inc.	339 Elmwood Avenue	Buffalo NY 14222	716-883-5396	716-883-5403
Genesee County Chapter NYSARC, Inc.	64 Walnut Street, P. O. Box 988	Batavia NY 14021	585-343-1123	
Heritage Centers- Erie Arc	2643 Main Street	Buffalo NY 14214	716-833-8603	
Heritage Christian Services	3790 Commerce Court, Suite 800	North Tonawanda NY 14120	716-743-2020	
Hillside Children's Center	131 Orchard Park Road	West Seneca NY 14224	716-848-6400	716-848-6242
Learning Disabilities Association of Western New York	One Park Place, Ste. 248	Fredonia NY 14063	716-679-1601	
Learning Disabilities Association of Western New York	2555 Elmwood Avenue	Kenmore NY 14217	716-874-7200	716-874-7205
Link Services Coordination, Inc.	33 Randwood Court	Getzville NY 14068	716-601-5406	716-688-5077
Lutheran Service Society of New York	6680 Main Street, PO Box 1963	Williamsville NY 14231	716-631-9212	716-631-9209
Niagara Cerebral Palsy	9812 Lockport Road	Niagara Falls NY 14304	716-205-0021 x303	716-297-7175
Opportunities Unlimited of Niagara	107 Heath Street	Lockport, NY 14094	716-504-2617	716-215-0339
People Inc	3131 Sheridan Drive	Amherst NY 14226	716-880-3700	716-817-2602
Rivershore	765 Cayuga Street	Lewiston NY 14092	716-754-7272	716-754-4148

Agency	Street Address	City State Zip	Agency Phone	Agency Fax
Sasi- Suburban Adult Services Inc	960 West Maple Court	Elma NY 14059	716-805-1555	
Skip of New York, Inc.	2805 Wehrle Drive Suite 14	Williamsville NY 14221	716-626-2222	716-626-2220
Southeast Works	181 Lincoln Street	Depew NY 14043	716-683-7100	716-683-7086
Summit Educational Resources	415 North French Road	Amherst NY 14228	716-799-8130	716-799-8169
The Rehabilitation Center	3799 S. Nine Mile Road	Allegany NY 1470	716-375-4740	
The Resource Center	200 Dunham Avenue	Jamestown NY 14701	716-483-2344	