

WNY Self-Direction Brokers
Revised 9/3/2021

Broker Name (Last, First)	Agency Name or Independent	Auth #	Phone	Email	Counties Served	Broker Bio	Start Up, Support or Both	Taking new cases Y/N	Expertise with certain group (kids, transition, adults, etc..)
Beuzenburg, Jacqueline	Independent	10674	716-997-8698	jynxme6@aol.com	Chautauqua	I currently have 6 broker cases. I have been a support broker for over 6 years I have a bachelors degree in business management with an emphasis in accounting. I have been in the Human Service field for over 14 years. I have experience completing all of the accounting, payroll and expense reports for the self-direction program before being promoted within my agency.	Start-up only	Y	Kids, transitions, adults
Brownell, Kristal	Independent	10703	585-808-7242	Kristalbrownell@icloud.com	Allegany	I have worked with people with traumatic brain injuries and people with developmental disabilities for over 14 years. I was a Community Service Manager for Allegany Arc for over 3 years.	Both	Y	I have been a Support Broker since 2018.I have experience with respite,community
Burgio, Emily	People Inc.	10644	716-880-3779	eburgio@people-inc.org	Erie	I have begun brokering at the end of 2016. I have previously been a MSC through People Inc. and also hold a FT position as program manager for SDS through People Inc.	Both	Yes, as an Independent	N/A
Burt, Kathleen	Independent	10541	716-480-6570	klaciura@gmail.com	Niagara	Just completed training. Has son in Self Direct.	Both	Y	Would like to work with all
Cicchitti, Nicole	Independent	20644	716-903-5401	NicoleL.Cicchitti@gmail.com	Erie, Wyoming	I am currently a Care Coordinator and have been a Care coordinator/MSC since 2011. I have chosen to start brokering because I want to help individual obtain thier goals and reach their dreams in a more hands on approach. I have a Masters degree in Human Services and an Undergraduate degree in Social Science.	Both	y	I work with all age groups including children, transitioning students, and adults.

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Cuoco, Patricia	Lutheran Service Society of NY & Independent	10382	716-698-8207	p.cuoco@lsofny.org & p.cuocosdbroker@gmail.com	Erie	I have been a broker since 2019. My daughter participates in Self-Direction. I think it's a wonderful program.	Both	Y	I take a look at all cases and if I feel I have the expertise to do a good job as the Broker, I will take the case.
Dean, Terrill	Independent	20723	607-301-1821	coachdeanthebroker@gmail.com	Erie	28 yrs in Higher Education. Worked directly with students with I & DD. Coached College and Professional Basketball for 17 yrs	Both	Y	Ability to work with all.
DeFabrizio, Adam	The Arc Allegany-Steuben	20403	607-622-1931	ajdefabrizio@arcofsteuben.org	Allegany-if Broker only. If The Arc Allegany-Steuben is the FI Provider, then all of Western NY	I have a bachelor's degree in psychology and a minor in philosophy from Alfred University. I started in the field as a direct support professional and performed those duties for a little more than 2 years and have been a support broker less than one year. Initially, I worked with Y.A.I. when I lived on Long Island and then after moving to Western New York I began working for the Arc of Steuben. So far, being able to support people with self-directed services has been a great opportunity and rewarding knowing that I can help facilitate others with means to live and lead fulfilling lives they have control over.	Support	Y	All
Eichinger, Amy	Arc Erie County	10620	1-833-arc-erie	intake@arceriecounty.org	Erie, Niagara	Hi, my name is Amy Eichinger. I am very passionate about working with individuals with developmental disabilities and their families. I have been working in the human service field for 15 years.	Both	Y	I am willing to work with all individuals at all points of their life journey.

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Embury, Pamela	Independent	20103	716-604-8129	pamelakembury@gmail.com	Erie, Niagara, Orleans, Chautauqua, Cattaraugus, Wyoming, Monroe, Genesee, Ontario	I have retired from working in the operating room and have worked and managed Not-for-Profits in the Human Services and Crisis Management fields. I have worked in Human Services all of my adult career. I look forward to assisting you and your circle of support in obtaining the services you request.	Both	Y	Kids, Transition, Foster Children, Complex Trauma
Giambra, Michelle	Independent	10448	716-517-7961	mgiambra.broker@gmail.com	Erie, Niagara	I have been providing brokering services since 2019 and work with both adults and children. Have personal and professional experience working with individuals with I/DD for over 12 years. Strong organizational and interpersonal skills.	Both	Y	Work with adults and children
Glass, Marcheta	Independent	20184	585-305-6795	MarchetaGlassSDBroker@gmail.com	Monroe, Livingston, Genesee	Beginning Broker, Advocate for son and other individuals. Mom of a child currently benefiting from Self Direction.	Both	Y	New to Brokering, current load is for kids and young adults.
Hoffman, Lee	Independent	10332		leehoffman06@gmail.com	Chautauqua	Over 10 years' experience in the field of Developmental Disabilities. 3 years in Self Direction. BA in Psychology from State University of New York at Buffalo. Wife and mother of two adult children with one dog and two cats in the family. Trained in person-centered planning. Looking forward to meeting you and assisting in reaching your goals.	Both	Y	Adults
Holcomb, Deena	Intandem	10235	716-375-4730 ext. 141	dholcomb@intandem.org	Allegheny & Cattaraugus	I have worked in direct care for the Rehabilitation Center for 22 years. I began brokering July 1st 2018. I am excited to spread my wings and try something new with self-direction.	Both	Y	All

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Hoyt, Amber	Independent	20463	607-346-1974	a.hoyt.sdbroker@gmail.com	Allegany, Steuben	I am passionate about working with people with disabilities because I am a mother to a child with special needs. I became an independent broker because with my background in accounting I would love to help other families with self-direction brokerage.	Both	Y	kids
Hudson, Kelsea	Lutheran Service Society of NY	10259	716-631-9212	k.hudson@lssofny.org	Erie, Niagara	Have been brokering for a little more than a year. Working on my degree in Community Health. Enjoy working with people. Please contact my supervisor at 716-631-9212 to see if I am available to accept new cases.	Both	Y	Work with adults and children
Huels, Sean	Independent	10810	716-560-8466	seanhuels@outlook.com	Erie, Niagara, Genesee, Orleans	I have my Bachelor's degree in Health & Human Services and I'm currently a Care Coordinator with Person Centered Services. I have over 10 years experience (as a residential manager, MSC, and Care Coordinator) working with individuals with developmental disabilities	Both	Y	All
Johnson, Amy	Independent	20451	585-789-1365	SpectrumServices4u@gmail.com	Genesee, Orleans	Over 25 years in the I/DD community and have two children with I/DD. Both have moved out successfully. I am a Housing Navigator trained by the NY Alliance for Inclusion and Innovation. My degree is in Business Administration.	Both	Y	Prefer adults living in the community or interested in transitioning to independent living via self-direction.
Johnson, AnnMarie	Independent	10223	(716)244-8082	annmariejohnson312@yahoo.com	Cattaraugus	I am an elementary certified teacher who is currently homeschooling my children. I have a passion for helping all kids reach their full potential.	Both	Y	only children
Kellerman, Jenna	Independent	20305	(716) 697-2965	Jenna.Kellerman@outlook.com	Erie, Cattaraugus, Wyoming		Both	Y	

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Kilian, Theresa	Heritage Christian Services & Independent	10440	716-220-5459	Agency: tkilian@HeritageChristianServices.org Independent:mamabear2410@aol.com	Erie and Niagara		Both	Y	Kids and Adults
Lester, Melissa	Independent	10825	716-563-5744	mcl27289@gmail.com	Erie	I graduated with my bachelor's degree in 2011 in Social Work. I started as a Support Broker in 2014 and am knowledgeable in the start up broker and support broker processes. Prior to becoming an Independent Broker I worked as an agency broker for several years. I have experience working with all ages / various abilities throughout the years in paid and volunteer positions.	Both	Y	
Michalak, Janelle	People Inc.	10801	716-378-0990	janelle.michalak@people-inc.org	Allegany, Cattaraugus	I have worked for Allegany Arc for over 10 years, and have experience in documentation and billing requirements, hab plan writing and service provision. I have worked as an agency broker for 4 years and also have a sibling with a developmental disability that I provide support to. I strongly believe that all people have the right to choose how they want to live so they can lead fuller, richer lives. Becoming a broker allows me to assist people with pursuing their dreams.	Both	Y	I have over 4 years of broker experience and work with both children and adults.

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Naples, Darla	The Arc Allegany-Steuben	10367	607-622-1939	dnaples@arcofsteuben.org	Allegany-if Broker only. If The Arc Allegany-Steuben is the FI Provider, then all of Western NY	I have been a Broker for 7 years. Prior to that, I was a Medicaid Service Coordinator for 10 years. I have been involved within the OPWDD field for 20 years.	Both	Y	All
Nary, Rich	New Vision Services	10923	716-661-1056	Rich.nary@resourcecenter.org	Chautauqua		Both	Y	N/A
Pitoniak, Wendy	Independent	10197	(716) 489-9908	pitoniakw@gmail.com	Chautauqua	Wendy has worked as a Support Broker since 2018. During that time, she has supported both children and adults in various stages of their lives. Wendy's background includes work in education, as well as behavior support. At this time, she is taking a limited number of cases in the Jamestown area.	Both	Y	Kids, transition, adults, medically frail, behavior support plans
Rovnak, Tamie	Arc Erie County	10727	1-833-arc-erie	intake@arceriecounty.org	Erie	Medicaid Service Coordinator with current agency since September 2004. School age through geriatric. The people I provide services to live independently, with families or in SOIRA and VOIRAs. My goal is always to empower people to live as independent as possible and to allow people to make decisions by providing knowledge. All people deserve to learn from success and defeat; and be accountable for his or her actions to a person's level of understanding.	Both	Y	Expertise with certain group (kids, transition, adults, etc.): Alzheimer's/memory loss; domestic issues; family court issues; at-risk/troubled adolescents.

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Salamon, Melissa	Independent	10805	716-341-1696	melissasalamonbroker@gmail.com	Erie, Niagara	20 years of experience serving both children and adults with developmental disabilities, mental and physical health challenges. I am a credentialed Family Peer Advocate with NYS OMH, an Education Advocate and the manager of the Child and Family Support Program at the Mental Health Association of Erie County. Proud mother of two boys diagnosed with developmental disabilities, mental and physical health challenges.	Both	Y	I have experience working in all areas.
Saxton, Samantha	Lutheran Service Society of NY	10257	716-631-9212	s.saxton@lssofny.org	Erie, Niagara	Have been brokering for a little more than a year. Have worked in the social service field for more than 5 years. Please contact my supervisor at 716-631-9212 to see if I am available to accept new cases.	Both	Y	Usually meet late afternoons, evenings or some Saturdays. Work with children and adults.
Scott, Marissa	Independent	20460	716-406-8070	MScott.Broker@gmail.com	Erie and Niagara	I have worked 12+ years with individuals who have I/DD. I have experience as a direct care worker, residential supervisor, MSC, Care manager and a Care Manager Supervisor. I enjoy working with the individuals and their families to help collaborate on how to help someone achieve their goals and/or dreams in life. I have a BS in Elementary Education and have years experience working with young adults and children as well as students transitioning into adult services from school.	Both	Y	Kids

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Scratchfield, Megan	Independent	10735	724-974-0135	mscratchfield.broker@gmail.com	Chautauqua	Hi my name is Megan and I am a new support broker! I have 3.5 years of experience working with adults and children with developmental disabilities. I received my bachelors in psychology from Thiel College. I am currently working on my Masters in Psychology as well as Behavior Analysis at the Chicago school of Professional Psychology. I also currently work as a Care Coordinator which I feel will help me in my brokering endeavors. I look forward to working with you!	Both	Y	Adults and Children
Shaver, Katie	sasi	10146	716-805-1555 ext 232	Katie.shaver@sasinc.org	Wyoming, Erie		Both	y	
Smith, DeLaOkaira	Independent	20456	716-249-2168	desmith.broker@gmail.com	Erie & Niagara	I have worked in the field for years in group homes, community hab, respite, FSS services and care coordination. I am ready to work with families and their care manager to start getting services. I am currently not able to work with People Inc as an FI because I work with them in another capacity, but can work with other FI agencies. Please feel free to contact me via email or phone and i look forward to speaking with you.	Both	Y	I am familiar with all ages.
Smith, Lisa	People Inc	10531	585-610-6290	lisa.michele.smith@people-inc.org	Allegany, Steuben, Open to others	I have been working with individuals with disabilities most of my life. I have a adult child with a disability, and have worked in the field for over 30 years, this is my passion, it is where my heart is. I enjoy my job, and the people that I am lucky to work with.	Both	Y	
Stark, Matthew	Arc Erie County NY	10619	1-833-arc-erie	intake@arceriecounty.org	Erie, Niagara	18+ years in human service field as DSP, and Manager.	Both	Y	

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Torrey, Amber	New Vision Services	10967	716-581-0526	broker.torrey@gmail.com	Chautauqua	I have worked in the Developmental Disabilities field since 2015. I work full time as a Care Coordinator and enjoy being able to support individuals in a variety of ways.	Both	Y	
Wagner, Jessica	Independent	10621	716-480-1984	jessica.wagner.advocate@gmail.com	Erie, Niagara	I am mom to 2 boys with Autism. I have been an Educational Advocate for 10+ years. Prior to that I was an EI Service Coordinator	Both	Y	Autism, school age, 0-3
Wallace, Zinene	Independent	10851	716-906-7037	z.wallacebroker@gmail.com	Erie, Niagara	I have over 10 years Human Services experience working with ID/DD population. I have also worked in various areas of Human Resources to include Staffing, Recruitment, and Operations, I also hold a BS in Management. I am looking forward to working with you, please contact to make a difference in your loved ones life.	Both	Y	youth, adults
Wickland, Michelle	Independent	10724	716-906-4662	Michelle29926@gmail.com or Michelle29926@yahoo.com	Erie, Niagara and Surrounding Counties	Mom with 16 yo/ASD, non-verbal. My own experiences have led me to want to work in the field helping these exceptional kids and their families. There is no better feeling than helping our kids become the best they can be!	Both	Y	
Williams-Wood, Christina	Lutheran Service Society of NY	10548	716-631-9212 ext. 107	c.williams.wood@lssofny.org	Erie, Niagara	Have been brokering for six years. Have worked in the field as a Job Coach, MSC and Care Manager for more than 18 years. Please contact my supervisor at 716-631-9212 to check on my availability.	Both	Y	I usually meet late afternoons or evenings. I work with adults and children.
Willis, Bethany	Independent	10310	585-813-5321	Bethany@willisbrokers.us	Erie, Genesee, Niagara, Orleans	Background in educational advocacy and transition planning.	Both	Y	Specializing in children and adolescents on the Autism Spectrum.

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