

Your FI Has a New Phone Number!

The FI team has updated their phone numbers! Please see the list below to make sure you have the most current contact information.

- **Angie Dieter** - 585.808.6428
- **AnnMarie Johnson** - 585.808.6733
- **Becky Wheaton** - 585.808.7859
- **Brittany Babb** - 585.808.7709
- **Brooke Doxey** - 585.808.7471
- **Jess Stack** - 585.808.7962
- **Jonathan Stromsness** - 607.622.1913
- **Kali Calhoun-Mullen** - 585.808.7701
- **Kirstea Stilson** - 585.808.7854
- **Linsey Wood** - 585.808.7809
- **Lorianna Niemirow-Quackenbush** - 585.808.6741
- **Nancy Shope** - 585.808.7956



The phone numbers listed above are direct lines, so you don't need an extension. Please refrain from texting these phone numbers! Texting is not a secure communication method so FIs cannot reply to text messages.

Final Training Reminder for April

All Self-Hires are required to complete the following trainings by **04/30/2026**:



Human Rights & Responsibilities

It is crucial that all Self-Hires remain informed and compliant with all New York State and OPWDD requirements. Failure to complete these trainings by **04/30/2026** can result in disabled eVer0 access, corrective action, and termination. If your Self Hire need assistance with the Relias System—such as logging in, resetting a password, or navigating tests please contact your FI Coordinator or email the training department at the following address: **Training@thearcas.org**

Upcoming Events

Monday, May 18, 2026



Dayforce Wallet, the on-demand pay feature within Dayforce, will be temporarily suspended from **May 18 through June 8** while required system updates are completed. Access will be fully restored once these changes are finalized, and no action is needed from employees during this time.

Monday, May 25, 2026



This is a reminder that Monday, May 25th, 2026 is an Agency Holiday. **Self-Hires should not be working on this day unless they have received prior approval from their FI Coordinator.** Wishing everyone a restful and enjoyable Memorial Day, however you choose to spend it!

Thursday, May 28, 2026



Get ready to learn, connect, and raise awareness at the **38th Annual Developmental Disabilities Awareness Day Conference and Fair**, to be held at the Niagara Falls Convention Center: 101 Old Falls Street, Niagara Falls, NY 14303

Professionals from a wide range of local agencies specializing in developmental disability services—along with representatives from related health and wellness fields—will be available to offer guidance, resources, literature, and general information about the services their organizations provide.

For complete conference details and registration, please visit:

www.ddawny.org/event/dd-day-of-2025-developmental-disability-awareness-day-conference/

Important Reminders

Hours, PTO, & Overtime Policy

To help maintain employment status and benefits, associates are asked to meet the weekly minimum hour requirements: 20 hours for part-time and 36 hours for full-time staff. Not meeting these minimums will lead to a review of employment status.

We'd also like to remind everyone that the Self-Directed budget does not allow for overtime, even in small amounts. Since the work week runs Monday through Sunday, we encourage all associates to carefully track their time to stay within approved limits. Your attention to this helps ensure continued compliance and smooth scheduling for everyone.



Communication Expectation

All Self-Hires are required to regularly monitor agency email (Outlook) and eVero messages. Messages must be acknowledged and/or responded to within 1–3 business days. Timely communication is essential to ensure continuity of services and compliance with agency standards.

Q & A

Q: Why is HIPAA important when we're out in the community?

A: HIPAA protects the person's private health information no matter where services are provided. Being in public



spaces (stores, restaurants, parks, transportation, etc.) increases the risk of others overhearing conversations, so Self-Hires must be extra mindful.

Q: What if someone asks a Self-Hire about the person they are supporting while out in the community?

A: The Self-Hire should not share any personal or health-related information. Self-Hires are only able to share information with approved members of the Person's Circle of Support, including FI, Broker, CC, and approved family members.

Appropriate responses include:

- "I'm here to provide support."
- "That's private information."
- "I can't discuss that."

Self-Hires should always respect the person's privacy, even if the question seems harmless.

Q: What if the person talks openly about their own health or services?

A: If the person chooses to share their information, that is their right. However:

- Self-Hires should not add details or confirm information
- Avoid expanding the conversation
- Continue to model respectful and professional behavior

Stay Connected

For any questions regarding information found on this newsletter, please email:
FIConnect@thearcas.org

