

# Independent support Services

Broker Department

**ISS** INDEPENDENT  
SUPPORT SERVICES INC.

Make your Own PATH

*Celebrating 20 Years of Self-Directive*

The ISS Broker department works out of our Monticello & Long Island offices. Our brokers are all OPWDD authorized and provide service within varying NY State counties (Nassau, Suffolk, Queens, Manhattan, Brooklyn, Bronx, Orange, Westchester, Sullivan, Rockland). We provide a truly Person-Centered approach to the development of services for all of our self-directing participants. In alignment with the ISS Inc. Mission statement, our brokers empower participants to achieve personal fulfillment and facilitate this by making Self-Direction work for all.

**ISS Broker department management team are:**

Charles Jackson (Director) CJackson@issny.org, 631-263-121

Minette Sherman (Assistant Director) msherman@issny.org, 631-263-2201

Laken Boyle (Assistant Director of Compliance) lboyle@issny.org, 631-806-3200

Heather Cestaro (Supervisor) hcestaro@issny.org, 631-263-1218

Brian Morris (Supervisor) bmorris@issny.org 631-263-2200

**ISS Brokerage team members are:**

Ciara Harsch, Kirsten Calhoun, Malissa Munoz, Nirvana Singh, Marian Holmes, Natasha Tomlins, Trisha Davison, Maribeth Kramer, Roje Fitz-Henley, Tennaya McCullough, Stephanie Paris- Ifill, Cristina Robinson, Alana deSciora

**Services provided consist of:**

- ◇ Development of initial Start-Up service plans & process for OPWDD approval
- ◇ Participation at Annual & Bi-Annual Life Plan, and as needed Planning Team meetings
- ◇ Ongoing supports to update and amend service plans as needed
- ◇ Circle of Support training on implementation of self-directed services
- ◇ Circle of Support training on navigating Fiscal Intermediary processes
- ◇ Support Staff recruitment, training (initial & annual) and supervision as needed
- ◇ Updating of DDP2 profiles in OPWDD Choices database
- ◇ Compliance with OPWDD & Medicaid documentation requirements

**How to access the Brokerage Department:**

- ◇ All members of Management & Brokerage teams can be contacted via cellphone & email (see agency directory)
- ◇ For Start-Up referrals, send request to Director of Brokers or ISS Intake Department at CJackson@issny.org
- ◇ For External Transfers (FI & Broker), send request to Director of Brokers or ISS Intake Department at CJackson@issny.org