

Independent Support Broker

Resource Guide

Welcome to Springbrook Community Connections! We're excited to partner with you in supporting people who choose Self-Direction. This guide is designed to answer common questions and serve as a helpful resource throughout your partnership with us. If you have a question that isn't covered here, our Self-Direction team is always happy to help.

Section 1: Getting Started

Areas We Serve

Springbrook Community Connections provides Financial Intermediary (FI) services in:

- **OPWDD Region 2:** Broome and Central New York counties only
- **OPWDD Region 3:** All counties
- **OPWDD Region 4:** All counties
- **OPWDD Region 5:** All counties

Waitlist for Self-Direction?

We are currently accepting referrals and do not have a waitlist for Self-Directed Services.

Referral Process

Support Brokers, Care Managers, people receiving services, and family members can submit a referral through the Springbrook Community Connections website using our [online application](#). To help us process referrals as efficiently as possible, please have all required supporting documentation ready when the application is submitted. After we receive the referral, a member of our Intake & Start-Up team will contact the person who submitted the application to review next steps and guide the team through the budget launch process.

Fringe Rate - Our current fringe rate is 33%.

Corporate ID should be used on budgets?

Until our auspice transfer to Springbrook Community Connections is complete, please use:

- **Current Corporate ID:** 22710
After the transfer is complete, please use:

- **New Corporate ID:** 55350

We will notify everyone when the new Corporate ID becomes effective.

Contact Information

5588 State Highway 7

Oneonta, NY 13820

607-353-7272

selfdirection@springbrookny.org

Section 2: Hiring, Staffing & Budget Development

Staff Wage Guideline

Springbrook Community Connections does not establish a maximum hourly wage for Self-Hired staff. However, the hourly unit cost entered in the staffing budget must remain within the applicable New York State Department of Health (DOH) regional reimbursement rate.

Overtime Policy

Overtime for Self-Hired Community Habilitation and Respite staff is generally discouraged because it uses Self-Direction funding more quickly and may cause the budget to exceed DOH reimbursement limits.

- Community Habilitation overtime may be considered when there is a documented, person-specific need.
- Self-Hired Respite overtime is generally not permitted.

If you believe overtime may be needed, please contact our team before scheduling it.

Self-Hired Staff Requirements

- Minimum Age - 18 years old
- Education - High school diploma or equivalent preferred. Exceptions may be considered for Community Habilitation and Respite staff on a case-by-case basis.
- A valid New York State driver's license is required if the employee will transport people receiving services.
- Applicants without a driver's license may still be eligible for employment with management approval.
- All employees must provide valid identification and complete the I-9 Employment Eligibility Verification process.

Budget Submission Process

Until our transition to eVero is complete, budget templates and all supporting documentation should be emailed to: selfdirection@springbrookny.org. All communication regarding budget receipt, revisions, approvals, or rejections will come from this email address.

For Initial Budgets, Transfers, and Amendments, please submit:

- Budget Template
- IDGS Form
- OTPS Form

If you need copies of these forms, our team will be happy to provide them. We'll communicate updated submission procedures before our transition to eVero.

Live-In Caregivers and Housing

Requests for Live-In Caregivers are reviewed on a case-by-case basis. People who receive a housing subsidy may also be eligible for a Live-In Caregiver, subject to the same review process. All Live-In Caregivers must successfully complete Springbrook Community Connections' hiring process, including required background checks.

Self-Hired Supported Employment (SEMP)?

Springbrook Community Connections supports Self-Hired Supported Employment (SEMP). People who choose Self-Hired SEMP are assigned to a specialized team with expertise in these services to provide ongoing support throughout the process.

Section 3: Billing, Reimbursements & Ongoing Support

Reimbursements Processing

Reimbursement requests are processed once each week on Wednesday mornings. While we process requests as quickly as possible, payment dates to Managing Employers and vendors cannot be guaranteed.

Reimbursement Guidelines

All reimbursement requests are reviewed by the Springbrook Community Connections Self-Direction team to ensure they meet OPWDD and Medicaid requirements before payment is issued.

- **Community Classes and Memberships - to be eligible for reimbursement, classes and memberships generally must:**
 - Have published pricing.
 - Be open to the general public and not segregate people with developmental disabilities.
 - Teach or support skills that relate to a valued outcome identified in the person's Life Plan.
 - Not duplicate services available through the HCBS Waiver, such as Community Habilitation.
 - Be supported by a public website, flyer, brochure, or similar advertisement that documents the information above. This documentation must be submitted before reimbursement can be approved.
- **Invoice Review Process**
 - Our dedicated Invoice Review Team meets weekly to review requests for camps, classes, memberships, clinical services, and other reimbursable goods and services.
 - New requests must be reviewed and approved before reimbursement can begin.
- **Direct Vendor Payments may be available when:**
 - The person has attended all scheduled sessions.
 - The vendor has submitted a completed W-9 and a Springbrook Community Connections Vendor Agreement.
 - Direct payment cannot be made for services that have not yet been provided.

Broker Billing Requirements

Independent Support Brokers are required to submit documentation and billing within 24 hours of providing the service, including weekends and holidays. This contemporaneous billing requirement aligns with OPWDD and OMIG expectations. For additional information, please refer to the SDS Department Update dated March 5 in our recent communications.

Billing & Documentation Platform

Springbrook Community Connections currently uses Annkissam (Dignify) for Self-Direction billing and documentation. Beginning August 1, 2026, we will transition to eVero. Training and ongoing support will be provided before and after the transition to ensure a smooth experience for all Independent Support Brokers.

Need Help?

Our Self-Direction team is here to support you every step of the way. Whether you're submitting a referral, developing a budget, hiring staff, or navigating reimbursement questions, we're just a phone call or email away. Email Selfdirection@springbrookny.org or call. Thank you for partnering with Springbrook Community Connections. We look forward to working with you to help people achieve their goals through Self-Direction.