



HERITAGE
CHRISTIAN SERVICES

Celebrating **40** Years

Heritage Christian Services Self-Direction Summer 2025 Newsletter

Welcome to our Quarterly Self-Direction Newsletter! Stay tuned for updates, helpful resources, valuable insights and exciting developments!



Heritage Christian Services FI Team members attended the 2025 NY Alliance Annual Conference to invest in their learning.

Self-Direction Updates & Reminders

- Ingo has launched! On May 30, 2025, reimbursements for families transitioned to Ingo. We are excited that Ingo will bring you more choice in how you are reimbursed and faster reimbursement processes. Please see our Ingo FAQs below, and contact your FI if you have questions.
- If your child is attending Extended School Year/Summer School this summer, please be sure to send the schedule to your FI so they can update the hours in our system.
- Reminder: In order for a camp to be eligible for IDGS coverage, it must have a state, city or county health department permit to operate in compliance with subpart 7 of the state sanitary code. Your FI or broker can help verify if a camp meets the requirements.
- Please make sure you are regularly reviewing any self-hired staff's hours in eVero. Please immediately report any concerns to your FI or our Compliance Hotline at (585)340-2050.
- If you haven't yet, please follow our Facebook Page. It is just for families and participants who Self-Direct their services with Heritage Christian Services. The link is below!
- Don't miss our June staffing resource on DSP Core Competencies.

Check out our DSP Core Competencies Resource

Ingo - Frequently Asked Questions

Can you provide me with an overview of how I will receive reimbursements from Ingo?

When a reimbursement is approved for payment, you will receive two emails. The first email will come from AP@heritagechristianservices.org and will include your payment remittance. The remittance will provide your vendor ID and also include a list of what the payment is for. Within 24 hours of the remittance email, you will receive a 2nd email. The 2nd email will also come from the same email address and will be the email you use to claim your payment.

Where can I find my Vendor ID to claim my reimbursement?

Your vendor ID can be found on the remittance document emailed to you from our Accounts Payable (AP) team. Please see our [June 3rd email](#) with more details on how to find your vendor ID.

Your FI contact can also provide you with your vendor ID.

What payment options are available through Ingo?

There are 3 payment options available to choose from in Ingo. All three options are free to you.

1. Mailed check (arrives in 7-9 days)
2. Electronic Funds Transfer (deposited within 2-3 days)
3. Deposit to your debit card (Immediate)

What happens if I don't claim my reimbursement before the deadline or I receive an authentication error?

If you do not claim your payment within 7 days, or you receive an authentication error message, Ingo will mail you a paper check.

Who should I contact if I notice my name or other contact information is not correct in Ingo?

Please contact your FI contact with the correct info and they can reach out to our finance team to have the information corrected.

Who do I contact if I am having an issue with Ingo?

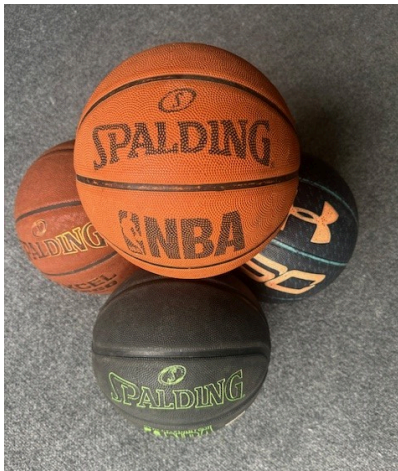
Your first contact should be your FI contact. They will help connect you with the correct supports.

Recognize a Team Member!

At Heritage Christian Services, we love to recognize our employees for their great work. You have the opportunity to do the same! Fill out the form below and we'll pass it on to the employee that you're recognizing and their supervisor.

Give a High Five

Self-Hire Staff Spotlight



This quarter, Darell volunteered to share his story about Self-Direction and Self-Hired Community Hab:

My name is Darrell M. Jenkins III. I am 27-years-old and I have participated in Heritage Christian Service's Self-Direction program for 11 years. I love basketball. Kobe Bryant is my favorite basketball player and the Lakers are my favorite basketball team. In my free time, I like to cook and listen to music. I have a small circle of friends that I consider family.

I met my Community Habilitation staff John Livingston while I was attending Creekside school through Monroe One BOCES. I call him "Pops." I want to work with youth and help people like Pops does.

Pops has helped me manage my emotions instead of my emotions managing me. He has helped me get to my medical appointments. He has been an assistant coach on my Special Olympics basketball team and friend to my friends and family. I don't have a relationship with my biological Dad. Pops has been like a father to me over the years.

And Pops shared the following about his work with Darrell:

It truly has been my honor working with DJ these past almost 10 years. He is an amazing soul who feels deeply and consistently demonstrates empathy to all he meets. He has made me a better person knowing him.

Self-Direction Participant Spotlight



We were excited to recently hear about how Ben Botwin has found joy and connection through the use of his self-directed services and supports. Ben and his family shared that getting out regularly to participate in community classes and learn about topics of interest to him has led to truly meaningful experiences. Ben has built relationships and is proud of the beautiful work he has created. This wide variety of interests he's been able to explore includes woodworking – check out this impressive cheeseboard he was able to create learning from expert instructors!

Transportation Resource

Self-direction offers endless possibilities, and we want you to make the most of them! You may choose to include in your budget the services of Individual Directed Goods and Services (IDGS) or Other Than Personal Services (OTPS). We will be providing some basic info about the categories in these budget areas in our quarterly newsletters. We hope this will be a support to you and/or your loved one in exploring the opportunities available!

This quarter we focus on the two sources of transportation funding available in Self-Directed budgets. Check out our new transportation guide!

[Transportation Guide](#)

Housing Subsidy Corner

A few reminders regarding OPWDD Housing Subsidies! If you experience any changes to housing (e.g. new roommate, moving, etc.), housing costs (e.g. rent or utilities), or income, be sure to inform your care team. These changes could impact your housing subsidy amount or payments.

One requirement of the OPWDD Housing Subsidy is that you apply for all other available benefits (such as SNAP and HEAP). In *some* cases, OPWDD may

start asking for supporting documentation to show you have applied for, and are receiving, these benefits. Best practice is to send a copy of any SNAP and/or HEAP benefits documents to your broker and FI, so they are available if OPWDD asks for them at your next recertification.

We are now able to complete housing subsidy recertifications throughout the year. Moving forward we will continue to work on aligning recertifications with lease renewals. This will allow us to spread recertifications out through the year and ensure recertifications include any potential rent increases in lease renewals. Please remember to send the appropriate supporting documents to your FI and Broker.

If you haven't already, please send your 2025 Social Security benefits letter to your FI or the housing contacts below. You can download your letter here:

<https://www.ssa.gov/manage-benefits/get-benefit-letter>

As temperatures begin to rise, this is a great time to look into the HEAP Cooling Assistance Benefit. Eligible households may receive a benefit toward purchasing and installing an air conditioner. See the link below for more information, including eligibility guidelines. If you would like assistance, your care coordinator should be able to support you with your application.

<https://otda.ny.gov/programs/heap/#cooling-assistance>

If you have any questions or concerns with your housing subsidy you can reach out to your care team, or contact our Housing Supports Coordinators listed below. Additionally, if you wish to learn more about what housing supports are available, please reach out!

Finger Lakes:

Joshua Bielemeier (he/him)

Email: jobielemier@heritagechristianservices.org

WNY:

Angela O'Mara (she/her)

Email: HousingWNY@heritagechristianservices.org

Meet our Self-Direction Training and Compliance Coordinator



As the Self Direction Training and Compliance Coordinator, I work with staff from both WNY and FL Regions. I provide support to new hire staff that are on-boarding, staff learning to utilize or having issue with eVeroMobile, and I keep current staff up to date with annual required training.

There is so much variety in my job, which is an element I really enjoy. In working with

technology, that is consistently evolving, I am often presented with puzzles and mysteries that keep me focused and always learning new things.

We all need technology to work for us! Assisting staff with eVeroMobile and Relias Learning applications helps the whole self-direction team work together to provide effective supports.

Upcoming Events

- August 4 HCS Golf Classic 2025
- August 20 HCS Family Night at Rotary Sunshine Campus
- September 27 Heritage Hero Run + Stroll + Roll 2025

Log into your eVero Portal

Looking forward to Summer,

Your FI Team at Heritage Christian Services



© Copyright 2024, Heritage Christian Services. All rights reserved.

Heritage Christian Services | 275 Kenneth Drive, Suite 100 | Rochester, NY 14623 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!