

EXTERNAL - WHO TO CONTACT AT OPTIONS:

Updated 8/14/25

WHAT	WHO
MEDICAL APPOINTMENTS, MCO 6 MO REVIEW, AND HEALTH-RELATED INFORMATION (REGULAR BUSINESS HOURS ONLY):	*This team often cc:s each other on emails but shares a common email due to the amount of time they all spend out of the office and helping one another. Please use medical@optionsservices.org to reach them for all appointments or medical-related requests. The medical team does not work weekends, evenings, or holidays.
WHERE TO SEND <u>ISPs</u>	serviceplans@optionsservices.org
TO SET UP HOME VISITS WITH INDIVIDUALS SERVED	HOUSE MANAGER - Managers can be reached via email or the house phone. If they are not available during their shift when you call, SEND AN EMAIL rather than leaving a voicemail. The voicemail is accessible to everyone at the houses and day service.
ISSUES WITH STAFF OR INFORMATION FOR THE HOUSES AND QUESTIONS REGARDING DAY SERVICE:	HOUSE MANAGER or RESIDENTIAL DIRECTOR for homes, DAY DIRECTOR for Day Service, Managers can be reached via email or the house phone. If they are not available during their shift when you call, SEND AN EMAIL rather than leaving a voicemail. The voicemail is accessible to everyone at the houses and day service.
PERSON-CENTERED PLANNING MEETINGS:	RESIDENTIAL - House Manager AND <u>CC: Residential Director on all meeting requests.</u> DAY - Isaiah Washington will attend PCSP meetings. <u>Please make sure he is on all emails re: PCSPs that involve our day services</u> <i>TCMS - Send plan to PCSPS@OPTIONSSERVICES.ORG for signatures and distribution within Options. Options will not sign plans until we have a final, written copy of the plan.</i>
BASIS/MFEI SCHEDULING/QUESTIONS	optionsbasis@optionsservices.org
AIRS/APS FOLLOW UP	TYKIA TATE
ROOM AND BOARD PAYMENTS/BUSINESS MATTERS:	DYNEL WOOD
NCI, QAC DOCUMENTATION REQUESTS, RELEASES OF INFORMATION:	TYKIA TATE
TO OBTAIN COPIES OF INTERNAL INCIDENT REPORTS,	RESIDENTIAL DIRECTOR
BEHAVIOR SUPPORT PLANS, MED CONSENT & RISK ASSESSMENTS	BEHAVIOR/MENTAL HEALTH PLAN /RISK ASSESSMENT AND MED CONSENTS: 1) Send to bsps@optionsservices.org for review. 2) COPY medical@optionsservices.org FOR ANY PLANS WITH MEDICATIONS. 3) Work through any changes if needed. 4) When no further changes are needed, send back to bsps@optionsservices.org for signature. 5) Obtain guardian approval 6) Send through HRC. If you want Options to take it through HRC, send the signed plan to echilds@optionsservices.org , requesting we send it through our HRC. The HRC signed copy will be sent to you once it is complete. 7) Send THE FINAL SIGNED COPY TO bsps@optionsservices.org
QAC VISITS IN THE HOMES	RESIDENTIAL DIRECTOR
TOURS:	Isaiah Washington. PLEASE NOTE - WE ONLY ACCEPT SUNFLOWER HEALTH PLAN
TRIAL DAY FOR DAY SERVICE or QAC/NCI VISITS AT DAY SERVICE	Isaiah Washington - Trial days can be set up AFTER a tour.

ACTIVITIES/CLEAR/SPECIAL OLYMPICS:	Elizabeth Childs - Transportation is subject to staff availability and determined by the residential director or owners.
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MAIN NUMBER TO THE DAY SERVICE AND TO DIAL BY EXTENSION: 913-393-3306

Name	Email	Ext
Preston Washington	pwashington@optionsservices.org	12
Dynel Wood	dwood@optionsservices.org	14
Residential Director	ResDirector@optionsservices.org	19
Elizabeth Childs	echilds@optionsservices.org	21
Isaiah Washington (Day 1 line - DON'T leave voice messages for Isaiah, send an email if he is not available by phone).	iwashington@optionsservices.org	10
Lucy Khogolo*	medical@optionsservices.org	17
Tykia Tate	ttate@optionsservices.org	18
OPEN	medical@optionsservices.org	20
OPEN	medical@optionsservices.org	
MEDICAL LIAISON VOICE MESSAGE LINE - GOES TO ENTIRE TEAM	913-393-3306	22

*Medical Liaisons have their own emails but please use medical@optionsservices.org to reach them for all appointments or medical-related issues.

MANAGERS:

House	Manager	Email
8406	Peter Gachii	pgachii@optionsservices.org
8412	William McAlister	wmcaster@optionsservices.org
87th	Phillip Owusu-Mensah	powusu-mensah@optionsservices.org
143rd	Mr. Newman	pnewman@optionsservices.org
152nd	Edwin Kimaiyo	ekimaiyo@optionsservices.org
158th	Pierre Burnette	pburnette@optionsservices.org
Scarborough	Diana Zekarias	dzekarias@optionsservices.org
Santa Fe	Fridah Gwaro	Fgwaro@optionsservices.org
Poplar	Shannon Runyon	srunyon@optionsservices.org
The Ranch	Ignatius Eboh	ieboh@optionsservices.org
McCormick	Shawnice Lewis	slewis@optionsservices.org
S Central	Catherine Ipuole	cipuole@optionsservices.org
Residential Director	Genessis Lopez-Mendoza	resdirector@optionsservices.org
Day Services Manager	Isaiah Washington	iwashington@optionsservices.org

The House Managers can be reached via the house phone, however, please do not leave them a voicemail. Everyone has access to the house phone voicemail so messages could be deleted. Utilize email for messages. Owners have the discretion to make other arrangements as necessary. Thank you.