



A Message to Individuals and their Families

The Arc is here to help you and your loved ones. We understand that this is a difficult time for families, as Central New York DSO will no longer be a Medicaid Service Coordination (MSC) provider. As one of the largest providers of MSC in the central New York area, we are **committed** to providing individuals and families with a **seamless transition** to The Arc, Oneida-Lewis Chapter as their MSC provider.

Please take the following into consideration when making **your choice** of a MSC provider:

- The Arc is a well respected, non-profit agency that has been in existence since 1954.
- The Arc provides MSC to individuals residing in the central New York region.
- Our MSC unit is comprised of experienced, dedicated and knowledgeable professionals with demonstrated longevity to the Agency.
- Our MSC s are ready to accommodate your needs, and we are actively hiring additional staff.
- Our MSC department tailors our service delivery to an individual's needs and life goals. We want to ensure an individual's health, safety and a great quality of life.
- The Arc recently received specialty approval to be a MSC Core Curriculum trainer due to our exceptional level of expertise.

The Arc will be setting up meetings to ease fears, facilitate this transition and avoid any interruption of service. We will schedule meetings in the morning, during the day, in the evening or on the weekend to accommodate your needs. Please call or email any one of our MSC staff:

Renee Rich, Director of MSC

Ph: (315) 272-1654

E-mail: rrich@thearcolc.org

Karen Pensero-Shanley, Deputy Director of MSC

Ph: (315) 272-1655

E-mail: kpschanley@thearcolc.org

Colleen Bottini, Assistant Director of MSC Oneida County

Ph: (315) 272-1656

E-mail: cbottini@thearcolc.org

Erin Largett, Assistant Director of MSC Lewis County

Ph: (315) 348-8401

E-mail: elargett@thearcolc.org

Our Mission

Our Mission is to enable persons with disabilities and their families to achieve their potential through self-determined goals in partnership with the Agency.

We will provide leadership in our community to develop the necessary human and financial resources to fulfill this mission.