



The Arc, Oneida-Lewis Chapter, NYSARC

# ANNUAL REPORT

*Fiscal Year 2011*



## *Greetings* from our Board President

What a year 2011 was for The Arc, Oneida-Lewis Chapter! With your support and dedication we have succeeded in so many ways and are moving forward, even as we face the challenges of uncertainty in state budget cuts. The Arc is changing the way in which we “do business” to meet the demands of program funding.

This past year we also began Phase I of our Strategic Plan in conjunction with board and staff. The outcome has been remarkable and we continue to build on that plan to ensure that we are financially sound, providing the best programs and services to the individuals we support and providing a safe and stable work environment for our dedicated staff.

It’s the staff’s dedication and commitment to this agency that truly shows that our individuals served throughout the year in Oneida and Lewis counties are not alone! They have, each and every one of them, risen to the challenges and changes presented this past year. As a team, we have all worked to make this one of the best agencies in the Mohawk Valley and beyond - providing progressive and integrated services to our individuals.

The Arc Board of Directors worked on becoming stronger and more informed, while also increasing our fundraising support for the agency. Also gaining strength is our Arc chapter membership – with over 2,050 members strong we more than doubled our membership giving each of our individuals a voice!

I thank all the volunteers who serve on committees, our Board of Directors and our Friends of The Arc Foundation Board, for their commitment and dedication to this agency. Through the compassion and dedication shown, each of you helps to strengthen our mission and live out our Core Values.

Your time and talents are greatly needed and appreciated!

A handwritten signature in black ink that reads "Joanna Greco". The signature is written in a cursive, flowing style.

Joanna Greco, President  
Arc Board of Directors  
2009-Present

# *Thank you* from our CEO



I feel so fortunate to have joined such a dynamic and dedicated team!

I am so proud of the work we do for the 1,650 individuals we support and serve. Because of our motivated and professional staff, volunteers and donors, families in Oneida and Lewis counties are not alone.

Whether it be through our Residential Services, CollegeWorks, Progress Industries or any of the many other services and programs at The Arc, we are enriching lives and changing perceptions of what those with developmental disabilities can accomplish.

Throughout this report you will read inspirational pieces that exemplify the person centered, family based care provided at The Arc. From Lisa and Patrick Anson's determination for their young son Brett, to 74-year-old Bob Merritt's enthusiasm and courage to live life to the fullest, our report tells the stories that we hear each and every day as we visit our residences, work sites, and programs.

You will also find highlights from 2011 and goals for 2012. We are so proud of our many accomplishments and are looking to the year ahead with confidence that the goals we have set will be attained.

Even as we see that the future will bring changes in funding for programs and services like those which we provide, we stand ready. At The Arc we must ensure our strength and focus to continue to support those that need us most, because...when we pull together, we all succeed!

A handwritten signature in black ink that reads "Karen Korotzer". The signature is written in a cursive, flowing style.

Karen Korotzer  
Chief Executive Officer

Brett

*You are not alone...*

At the center of Lisa and Patrick Anson's world is a handsome 7-year-old boy, Brett. Born into their lives on March 8, 2005, Lisa says he has given every person who has met him the "gift of light."

Brett was diagnosed with a birth injury known as Cerebral Palsy at the young age of three months after his parents noticed the crowning on his head had not gone away.

"We were told that damage had been done to Brett's brain. The doctor stressed the importance of getting him involved in different forms of therapy while he was still young so we could train the healthy parts of his brain to compensate for the part that had been damaged," Lisa explained.

It was at this point that Brett and his family joined with The Arc, Oneida-Lewis Chapter in a team effort to help him succeed in life and find a light within the tunnel they found themselves in.

"Today, Brett is one of the 1,650 individuals that are at the center of all we do," said Karen Korotzer, chief executive officer at The Arc. "From our early intervention program to our respite services, we are here to support families like the Ansons so they are not alone in their journey."

The direct support Brett and his parents receive has come from many of the 750 employees at The Arc involved in his physical, occupational, vision, and speech therapies. And while they have provided services to this happy and social little boy,

he has taught them equally as much about life, love and the importance of compassion and dignity for all people no matter their ability. The Arc Oneida-Lewis Chapter is proud to work tirelessly for children and adults with intellectual and developmental disabilities, Korotzer said. "Because when we pull together, we all succeed."

"He is a bright little boy with so much to offer," Rosann Mino says about Brett. She works as a specialized respite aid in Community and Family Services at The Arc. "I am the fortunate one who gets to share my time with Brett and his parents."

*"From our early intervention programs to our respite services, we are here to support families like the Ansons so they are not alone in their journey."*

Rosann visits Brett in his Marcy home four days a week. This amazing boy, who loves music and is known to flirt with pretty little girls in his class, is unable to sit, crawl, stand or walk independently. He has several seizures a day and requires 24-hour care.

But his abilities are what Rosann focuses on when she is with Brett. From arts and crafts, to music and sports, she provides assistance on many levels to Brett's family, ensuring their integrity and dignity as they care for their son.

"Lisa is a truly amazing mother and caregiver. I am there to support her," Rosann said. "The devotion she shows to better the life of her son is inspiring. They have become like my own family."

The feelings are mutual. "Rosann and The Arc have helped us through so much and been a key part of Brett's team," said Lisa.

"When I was having difficulty with Brett eating and gaining weight, they gave me tips and ideas on feeding. When I needed more assistance with him at home because my husband was at work, they provided more respite hours.

The truth is we could not have done this without The Arc and they could not do what they do so well without the Brett's of the world. We have found the light within the tunnel and that light is Brett." ❧



Brett and his family met New York State Governor Andrew Cuomo in May 2012.

Lisa

*We are not alone...*



When Lisa Kolwaite sets her sights on something, there is no stopping her. "I know I can do anything I want to do if I just work at it," she said as she sat outside at her parents Oriskany home recently.

Lisa is one of 1,650 individuals served at The Arc, Oneida-Lewis Chapter who has benefitted from residential and employment services, and community and family services. For over 16 years, this energetic and enthusiastic 39-year-old woman has worked full-time with the help of The Arc, which placed her at locations like Met Life and Bank of America. She has also been involved with Stageworks, evening recreation, and the respite program since she was in middle school.

"What The Arc has done is simple - but amazing. They have given us a life to enjoy as a family while helping Lisa have purpose in her own life," said her mother, Janet. "We never gave up on what Lisa could accomplish. It was unknown to us at a young age how far she would come, but we weren't going to stop trying and educating her."

Today, Lisa lives at Flannigan Road in a supportive apartment. She will soon be transitioning into independent living which

is something her parents and older sister, Terri, are proud of her for accomplishing.

"Lisa knows this will mean a lot will change," said her father, Larry. "She has gone from living at Brookside, where it was supervised, to being on her own in a few months. It's a big step for her - and for us.

Living on her own is something very dignifying for Lisa. "I want to be like everyone else." And that is just what her mother told her years ago when she asked why she was "different."

"My daughter would ask me why her? Why was she different than her sister? One day, I said, 'You're different because God had a plan and wanted you to go out into the world and do great things. He wanted you to show others that people like you are wonderful and can function the same as everyone else,'" Janet explained with a smile. "That was the right answer - and the truth. Lisa never asked me again."

When Lisa's sister went to college, Lisa wanted to know when she could go. When her sister received her license, Lisa wanted to be next so she worked hard to pass the test and did. And when her sister did things that "normal" kids did like making the bed,

cleaning up dinner dishes or doing laundry, Lisa did them too.

"I have always wanted to do what anyone else could do. My family helped me make sure I did it," Lisa said as she handed her father a glass of ice tea. "Even when my mom was scared or worried, they still let me try new things." Together with The Arc, Lisa has a wonderful support system in place," said Gail Siegel, assistant director of residential services.

She has a very involved family and a wonderful team with The Arc that provides support when needed. But she doesn't just take the help, she passes it forward too.

Lisa is quick to volunteer to help others, whether it is at a local nursing home, through her employment or through The Arc." It's that compassion that has made Lisa a favorite for all that encounter her.

"Her smile is infectious and her enthusiasm for living life to the fullest is contagious," said Vice President Mary Jane Tottey. "At The Arc, we are the fortunate ones to have individuals and families like the Kolwaites!" ☘

*"We never gave up on what Lisa could accomplish."*

Bob

*I am not alone...*

Age is only a number. Just ask Bob Merritt, one of The Arc, Oneida-Lewis Chapter's legendary "Bennett Street Boys."

At the age of 74, Bob is an active participant in many of the services and programs offered at The Arc, setting an example with his positive attitude and love for life. He resides at our Bennett Street location with eight other men known for their energy and enthusiasm. Bennett Street is just one of The Arc's Residential Services Program locations that strive to create a quality of life based on meaningful opportunities and self-determined outcomes for individuals with disabilities.

*Day in and day out, Bob exemplifies  
the Core Values of The Arc:*

*Dignity*

*Integrity*

*Dedication*

*Person-Centered, Family Based*

*Progressive*

*Compassion*

Each person, along with family members and other interested parties, work together to develop a plan of services based on individual dreams, strengths and interests.

Arc homes are located in several communities in Oneida and Lewis Counties. They can be found in quiet, rural settings or bustling city neighborhoods, in small quaint villages or sprawling suburbs. Options range in size from two-person to ten-person homes. Support and assistance is based on need and ranges from a few hours per week to 24-hour on-site supervision. Residents must be at least 18 years of age and have a documented disability prior to age 22.

"Bob is an outgoing person who loves to laugh," said Earl Casler, who has worked at The Arc for 18 years. "He is always up for any activity we have planned whether it's walking three miles in America's Greatest Heart Run and Walk or attending summer camp."

Bob is employed at the Arnold Ave worksite and attends the North Utica Senior Center. He is also involved with the Utica Self Advocacy group and bowls with the Special Olympics. Day in and day out, Bob exemplifies the Core Values of The Arc: dignity, integrity, dedication, person-centered, family based care, progressive, and compassion.

"He was given the chance to carry the special Olympic torch in 1996, and to travel numerous places around the world such as Hawaii, Italy, Texas and DC," said Earl. "There is never a dull moment in Bob's life. He is always looking for the next activity to be involved in!" ☞

# Joe



At The Arc, Oneida-Lewis Chapter, the culture of understanding and compassion is far reaching.

For employee Joe Bumbalo, showing dedication to others goes beyond the 1,650 individuals served. It includes the 775 staff employed in Oneida and Lewis counties.

Thanks to Joe, his friend and coworker, who recently passed away, spent his last months with a great friend and coworker by his side. And when Joe found out his friend was sick, it was an easy decision to make. He would pay the kindness he was once shown forward.

It all started when Joe came to visit Lorraine Izzo, human resources generalist at The Arc. Joe was having some health issues and Lorraine encouraged him to seek medical attention. He did and because of that was able to treat the medical issues he was facing.

Joe did the very same favor for his friend. "He thought he just had a cold, but I told him he should see a doctor," Joe explained. Later his friend found out that he had cancer and with no family in the area, Joe was right

by his side doing more than just making sure he went to his doctor's appointments. Joe visited him daily making sure he had clean clothes to wear to work, even purchasing clothes for him when needed.

"I didn't have to do any of what I did, I wanted to and it was a good thing to do," Joe said. "I remember when he told me he wanted a nook, so I went and got one for him. I didn't want him to be bored when I wasn't there."

Lorraine said it's the compassion shown by Joe that is seen time after time at The Arc with employees who become like family to one another. "It's inspiring to see the commitment our staff has to helping not only the individuals we serve, but their coworkers," she said.

At The Arc, you are not alone. Joe proved that to his friend and coworker. ☘

# Mac

The term “brotherly love” rings true for the McCormac brothers.

Leland “Mac” McCormac, 17, and younger brother, Ryan, 14, share a bond that is unbreakable say their parents, Marcia and Leland. And that is something that has helped Mac, who was diagnosed with autism, live a more enriched life. Mac is just one of several hundred young adults who benefit from the services and programs at The Arc, Oneida-Lewis Chapter.

“Ryan and Mac have a very special relationship. It’s a symbiotic bond,” says Marcia. “Ryan brings the best out of Mac and they have their own way of communicating.”

Ryan, a 14-year-old lineman for the New Hartford High School football team, is very protective of his older brother and learned at a young age to stand up for what is right to ensure that everyone, no matter their ability, is treated equally.

“He bends over backwards to put Mac first,” Marcia said. “Ryan has reversed his role and acts as Mac’s older brother protecting him from some of the cruelty of being a teenager.”

Their parents say that Ryan helps Mac have a special day, every day. “Ryan works harder to achieve things in life because he sees the difficulty that Mac has. He wants to be able to share with Mac those positive experiences and takes on the responsibility of making sure that Mac is always happy.”

Together the McCormac brothers are taking on the world... one laugh, smile and day at a time. And that is truly the meaning of “brotherly love.” Mac sees that the commitment from his brother is heartfelt and returns the adoration.

“Mac is Ryan’s biggest fan!” said their father, Leland, who also serves as a member of The Arc board. “He is always there cheering his brother on!” ☘



# Chris



For Chris Spink, working at The Arc is like being with family. He exemplifies the agency's core values of compassion, dedication, integrity, dignity, progressive thinking and person-centered, family based care.

"Chris goes above and beyond, often volunteering his personal time and his talents to help our individuals succeed," said Beth O'Brian, who works with Chris at the Fine Arc program.

Chris, a music major in college, said he never saw himself as being a teacher but somehow fell into the position at The Arc and would not have it any other way. Chris also volunteers with the StageWorks program, as well as Exceptional Artworks, which is held all over central New York and features workshops and artwork that is sold by people with developmental disabilities.

He shows compassion in more ways than one. "It's not just work, they are my friends and my family," said Chris of the artists he assists.

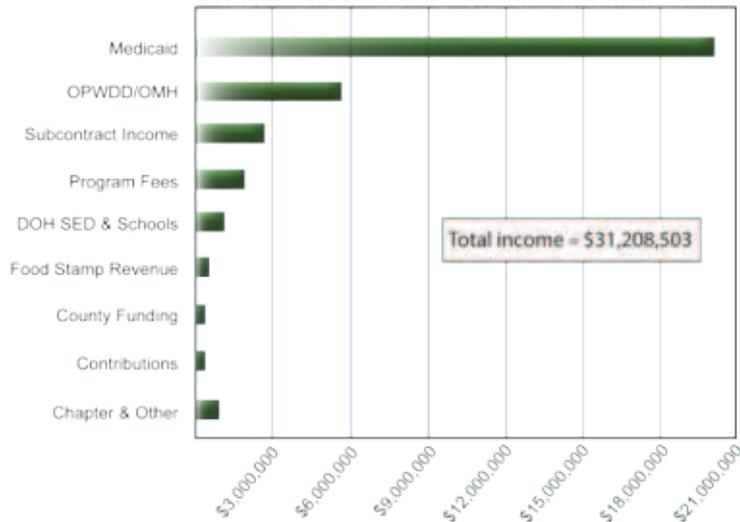
Chris doesn't think of work as work, it's more than that. It's about helping someone who wants help. "They don't always need help, but it makes them feel good when you are there to give them support and encouragement," he explained.

"It's amazing to see the work that is being done through the Fine Arc program and the staff that lends their expertise to enrich the lives of the artists," said Beth. "Chris' dedication in helping others reach their true potential is apparent in each working hour."

Chris truly enjoys what he does and is often heard volunteering, "I want to do it!" He was asked what makes him get out of bed and want to come to work everyday? "It's simple," he said looking around the room at artists focused on their tasks at hand, "watching these guys create their masterpieces...it's just amazing." ☘

# Financial Update

2011 Revenue Sources

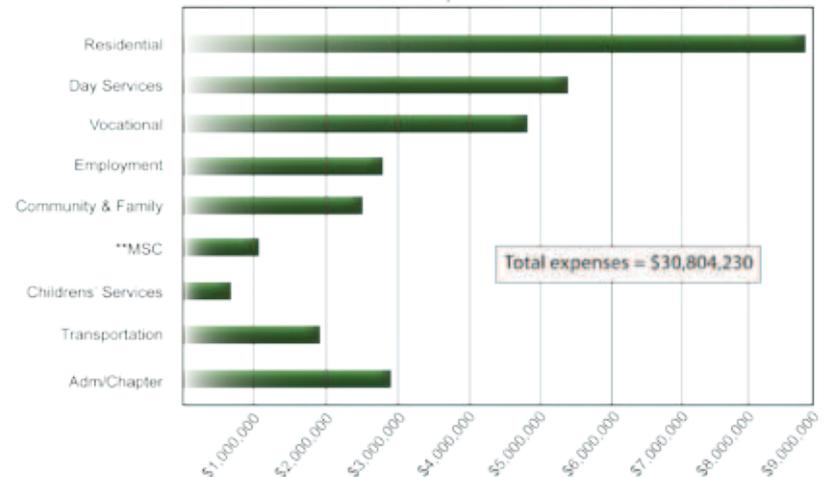


OPWDD: NYS Office for People with Developmental Disabilities  
 OMH: NYS Office of Mental Health  
 DoH: Department of Health  
 SED: State Education Department

Government funding, including Medicaid and OPWDD funding, makes up over 79% of total revenue for the services we provide.

In 2011, overall expenses were in line with budgeted projections. Several cost savings efforts were put into place to mitigate funding cuts from major funding sources.

\*2011 Expenses



\*Unaudited figures  
 \*\*Medicaid Service Coordination

# 2011 Highlights

- Successfully realigned organization to create a team-based structure and organizational culture that:
  - Dramatically reduced silos,
  - Significantly improved communication across the agency,
  - Increased access to services for people we serve, and
  - Improved cost efficiencies throughout organization
- Successfully developed with all stakeholders a 2-year strategic plan with focus on four objectives and completed action plan for year one:
  - Leadership Development
  - Quality Improvement
  - Organizational Efficiencies
  - Revenue Diversification and Maximization
- Implemented new practices and procedures to streamline, increase communication, and improve timely access to services.
- Successfully piloted innovative hiring practices to build efficiencies and invest in a stronger, smarter workforce.
- Provided focus groups throughout agency that garnered innovative ideas and solutions for enhancing quality and cost savings opportunities.
- Developed and rolled out throughout our entire agency our Core Values as determined by all stakeholders:  
Compassion, Dedication, Dignity, Progressive, Person-Centered Family-Based and Integrity.
- Assisted fellow agency in need to provide individuals with new residential opportunities.
- Exceeded our business goals and targeted production for our business partners, and significantly increased our new business lines.
- Successfully increased proactive quality improvement practices to increase support to direct support professionals and the individuals we serve.
- Provided staff with a holiday bonus by reinvesting the funds saved through our Cost Savings Initiative (CSI) into our workforce.



*You are not alone...*

# 2012 Goals

- Successfully progress toward national accreditation process with the Council on Quality and Leadership (CQL) and continually advance our status as leaders in quality care.
- Continue to progress towards completion of our highly successful two year strategic plan.
- Identify and implement innovative technological solutions to enhance organizational efficiency, quality of care, and workforce and leadership development opportunities.
- Grow our B2B (business-to-business) opportunities and, importantly, employment options for people we serve in our community.
- Build and grow relationships with other service providers in our network to improve and streamline access to critical aspects of wellness management.
- Proactively support state and federal initiatives and policies that will improve health, well-being, independence and choice of all we support and serve.
- Continually grow our person-centered, family-based supports and services to meet the interest and needs of persons with disabilities in our community and their families.
- Continue our successful Cost Savings Initiative (CSI) throughout the agency to maintain fiscal health and enhance organizational efficiencies to point of diminished return.
- Continue to create opportunities to grow new relationships, friendships and partnerships with all in our community so we will sustain the excellent programs and services at The Arc, Oneida-Lewis.



*You are not alone...*

## 2012 Arc Board of Directors

Joanna Greco, President  
Jack Spaeth, Vice President  
David Scharf, Treasurer  
Deborah McGrath, Secretary  
Raphael Alcuri  
Carl Annese  
Louis Dunlay  
David Harris  
John Kowalczyk  
Suzanne Lavin  
David Mathis  
Leland McCormac  
Ruth Ridgway  
Frank Tomanio  
Patricia Villelo  
David Wojnas

## Friends of the Arc Foundation Board of Directors

Peter Baildon, President  
Steve Gassner, Vice President  
Anthony Battaglia, Secretary/ Treasurer  
Michael Coluzza  
John Collis Jr.  
James D'Onofrio  
Denise Flihan  
Crystal Graves  
Danielle DiGristina  
Dr. Dawn Hamlin  
Diane Hobaica  
Darlene Mahady  
Gail Manfredo  
Anne Milograno  
Zaida Morell  
Steve Nacewicz  
Richard Presky  
Gregory Raab  
John Savage  
Stephen Scheibel  
Laurie Schoen  
Rosemary Talarico  
Karyn Vitagliano

# Executive Management Team



Joanna Greco, President  
Arc Board of Directors (2009-present)



Karen Korotzer  
Chief Executive Officer



Vincent Colgan  
Vice President of Administration



Vin Vetere  
Chief Financial Officer



Gail Miskowicz  
Vice President of Operations



Rosemary Spriggs  
Vice President of Policy & Planning



Mary Jane Tottey  
Vice President of Community Supports

# Contact Us

## **Executive Administration**

Karen Korotzer, CEO  
245 Genesee Street  
Utica, NY 13501  
315.735.6477  
www.thearc.org

## **Community & Family Services**

Children's Services  
315.272.1606

Community Respite  
245 Genesee Street  
Utica, NY 13501  
315.272.1589

## **Home & Community Based Waiver Services**

Oneida County  
245 Genesee Street  
Utica, NY 13501  
315.272.1579

Lewis County  
5290 Outer Stowe Street  
Lowville, NY 13367  
315.376.8999

Respite Care Home  
668 Catherine Street  
Utica, NY 13501  
315.735.4049

## **Dial-A-Drive**

Utica Area  
315.735.6477x1584  
Lowville Area  
315.376.6473

## **Employment Services**

315.272.1617

Oneida County  
School-to-Work Services  
315.272.1618

Lewis County  
Options Unlimited  
315.348.5372

CollegeWorks  
at MVCC  
315.792.5465

## **Residential Services**

315.272-1559  
Utica, NY 13501  
315.272.1555  
Turin, NY 13473  
315.348.8401

## **Service Coordination**

315.272.1665

Intake/Outreach Services  
Traumatic Brain Injury  
Nursing Home Transition and  
Diversion  
Oneida County  
245 Genesee Street  
Utica, NY 13501  
315.272.1640  
Lewis County  
PO Box 126  
6138 W. Main Street  
Turin, NY 13473  
315.348.8401

## **Day Services**

315.272.1544

Fine Arc Day Habilitation  
14 Arnold Avenue  
Utica, NY 13502  
315.272.1728

9801 River Road  
Marcy, NY 13403  
315.732.7783

8163 Gore Road  
Rome, NY 13403  
315.337.1034

6138 W. Main Street  
Turin, NY 13473  
315.348.8406

Kirkland Day Habilitation  
7909 State Route 5  
Clinton, NY 13323  
315.853.2126

North Utica Community  
Center  
50 Riverside Drive  
Utica, NY 13502  
315.731.2018

OPTS Venture Day  
Habilitation  
7909 State Route 5  
Kirkland, NY 13323  
315.853.2807

## **Vocational Services**

14 Arnold Avenue  
Utica, NY 13502  
315.792.1745

Directed Services  
315.272.1770 x1720

Progress Industries  
315.272.1723

Lewis County Industries (LCI)  
315.376.3802

## **The Arc, Oneida-Lewis Chapter, NYSARC Annual Report**

### **Editor/Photography**

Aida Mariani, director of public relations  
and development

### **Graphic Design/Photography**

Deborah Barrett, graphic artist and  
web site specialist

### **Contributors**

Julian Galimo, development associate  
Jo-Ann Mammone Mox, community  
development specialist

### **Annual Report is published by the office of Community Development at The Arc, Oneida-Lewis Chapter, NYSARC.**

© 2012 The Arc, Oneida-Lewis Chapter,  
NYSARC

### **Send correspondence regarding the Annual Report and/or report address changes to:**

Office of Community Development  
The Arc, Oneida-Lewis Chapter  
245 Genesee Street  
Utica, NY 13501  
Or call 315.272.1532  
Or fax 315.272.1698  
Or e-mail [amariani@thearc.org](mailto:amariani@thearc.org)

Check out our web site at [www.thearc.org](http://www.thearc.org).



245 Genesee Street  
Utica, NY 13501

NON PROFIT  
ORGANIZATION  
U.S. POSTAGE  
**PAID**  
UTICA, NY  
PERMIT NO. 1684

---

## Arc CORE Values

*Compassion*  
DIGNITY  
Dedication  
Person Centered  
-Family Based  
Progressive  
Integrity

Our 2011 Strategic Plan included developing **Core Values** that would underscore a sense of unity and commitment and guide us through the uncharted waters of the future. A set of **Core Values** was identified with input from the Board of Directors, staff focus groups and the individuals we serve.

Our **Core Values** reflect our work at The Arc, the foundation of our culture and the backdrop of our everyday interactions. It is important that we have this set of values to guide us and unify us in the important work we do. Our **Core Values** also highlight the important elements of how we each perform our specialized functions. The **Core Values** are now incorporated into the orientation and training of all new employees. By supporting the **Core Values**, we all contribute to a culture of positivity, stability and vision necessary for The Arc to survive and thrive in the years to come!