



Advocacy and Services for People with Disabilities
Oneida-Lewis Chapter NYSARC
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CQL Training Team

In pursuit of its accreditation through the Council on Quality and Leadership (CQL) four staff from The Arc, Oneida-Lewis Chapter have successfully achieved “Certified Trainer” status. The Certified Trainers are Eric Bentz, Program Director at Riverside Day Program; Jennifer Rabideau, deputy director, Residential Services; Sharon Doktor, quality assurance/incident review coordinator; and Dawn Gentile, assistant director, Employment Services.

The Arc is transitioning from the traditional “program-centered” style of service provision to a “person-centered” agency where the services and support are designed around the needs and desires of the person, said Karen Korotzer, chief executive officer at The Arc.

Bentz has been on the The Arc team for more than 12 years and feels inspired by the accreditation process. “Our core values are in tune with the CQL concept and I think we, as an agency, are already on our way!” he said.

Rabideau earned her associate’s degree in human services from MVCC and a degree in psychology from SUNYIT. She has been with The Arc since 1993. “CQL will give our staff the tools they need to assure we are listening to what the individuals are saying and acting upon it,” Rabideau said.

Doktor joined The Arc in 1988 and has held a number of positions within the agency including day treatment director and behavior specialist. “CQL pushes you hard to identify what a person really wants and look at possible barriers with as much creative planning as possible,” Doktor said.

Gentile earned her bachelor’s degree from SUNY Empire State in human service administration. Employed with The Arc for over 18 years, Gentile serves the supervisory team and strategic planning and human rights committees. “We have an obligation to look for more opportunity, exposure and experiences to increase independence for all the people we support,” she said.

Through the CQL accreditation process, Arc staff are better listening to the people the agency supports to continue their work in assisting them in achieving their personal goals and meeting their expectations and desires.

“The Arc, Oneida-Lewis has always been proud of the services and supports it provides to persons with disabilities and their families. Accreditation through CQL is the process that will take us from “good to great,” said Korotzer.

To learn about CQL and The Arc, please visit www.thearc.org or call 315.272.1532.

The Arc, Oneida-Lewis Chapter, NYSARC is a non-profit human services agency which provides advocacy and services for 1,650 individuals with intellectual and developmental disabilities in Oneida and Lewis counties.

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