



Karen Korotzer Chief Executive Officer



For 60 years The Arc, Oneida-Lewis Chapter, NYSARC has inspired thousands of people to reach their goals, live more enriched lives and become vital members of our community.

Each face at The Arc tells a story of triumph and of perseverance - from the people we support in programs that include day habilitation to residential homes, to our employees who dedicate their lives as direct support professionals to all our staff across the agency.

What has remained the same, from the very first day the doors were opened at The Arc, is the constant drive to do more and do it better.

Today, in 2014, we stand at the forefront of those in the developmental disabilities community as we live our core values of compassion, dignity, dedication, progressive, integrity and person centered-family based programs and services.

We proudly hold accreditation from the Council on Quality and Leadership International as a testament to the commitment made to provide the highest level of quality supports for men, women and children in our two counties of Oneida and Lewis.

In 2013, as part of an 18 month accreditation process, we sat down with hundreds of people and talked to them about their dreams, their goals, their aspirations. We took those findings and we made them a reality. No dream was too big. No goal was unattainable. The very professional and talented staff at The Arc, put the person at the center of all we do now and in the future.

In this annual report, you will find stories and sentiments from many who have memories of the past, wishes for the future, and a fondness for where we are today.

Each face at The Arc tells a story with a past, a present and a future. Thank you for allowing us to become an agency that has a story of its own and with many years of success to come.

A handwritten signature in blue ink that reads "Karen Korotzer".

Karen Korotzer
Chief Executive Officer
The Arc, Oneida-Lewis Chapter, NYSARC

“What has remained the same, from the very first day the doors were opened at The Arc, is the constant drive to do more and do it better. “

Joanna Greco President, Arc Board of Directors



For over 60 years, The Arc, Oneida-Lewis Chapter has enriched the lives of people supported across two counties in Central New York through its progressive and innovative programs and services. As the sister of a person supported by the agency, daughter of parents who volunteered their time to actively serve the agency and help create it, and now as the outgoing president of the board, I have witnessed first-hand the impact The Arc has had on the thousands of men, women, children, family and friends of people with developmental disabilities.

In 2014, as we celebrate our 60th anniversary, it is only fitting that all the hard work and dedication that began years ago by families joining together, has culminated in a celebration of international quality and leadership accreditation.

In January, after an 18 month journey, The Arc announced that they had received accreditation from the Council on Quality and Leadership International – becoming the only agency in the region with such recognition!

The “person” has been at the center of all that is done at The Arc since its inception 60 years ago, but now with COL’s process in place, it moves choice and vision to the forefront and ensures that they are our number one priority!

Every face at The Arc has played a role in moving us to achieve accreditation - staff, volunteers, board members, family members, and all the people in Oneida and Lewis counties that rely on us for supports and services. A very Happy Anniversary to The Arc and congratulations on inspiring change and transforming lives for all!

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

Joanna Greco
Sister, daughter, friend and Board President

ARC BOARD OF DIRECTORS

Joanna Greco, President
Leland McCormac, Vice President
David Scharf, Treasurer
Deborah McGrath, Secretary
James D’Onofrio
John Kowalczyk
Suzanne Lavin
David Mathis
Zaida Morell
Steve Naciewicz
Ruth Ridgway
David Wojnas

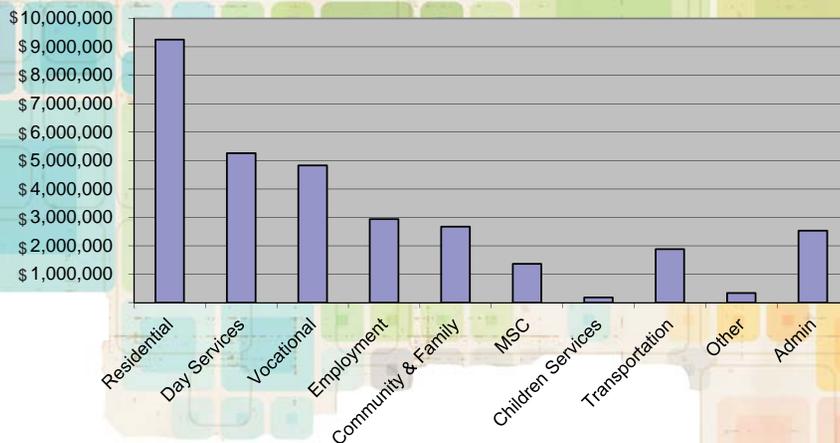
Fiscal Report

2013 Expenses

	\$ Amount	Percent
Residential	9,257,362	29.64%
Day Services	5,258,808	16.83%
Vocational	4,824,830	15.45%
Employment	2,935,469	9.40%
Community & Family	2,672,997	8.56%
MSC	1,363,894	4.36%
Children Services	178,608	0.57%
Transportation	1,879,319	6.02%
Other	336,549	1.08%
Admin	2,527,993	8.09%
Total	31,235,829	100.00%

Overall expenses were in line with budget projections. Cost savings efforts continued in 2013, as there were no increases in funding levels in the 2013-14 NYS Budget.

2013 Expenses

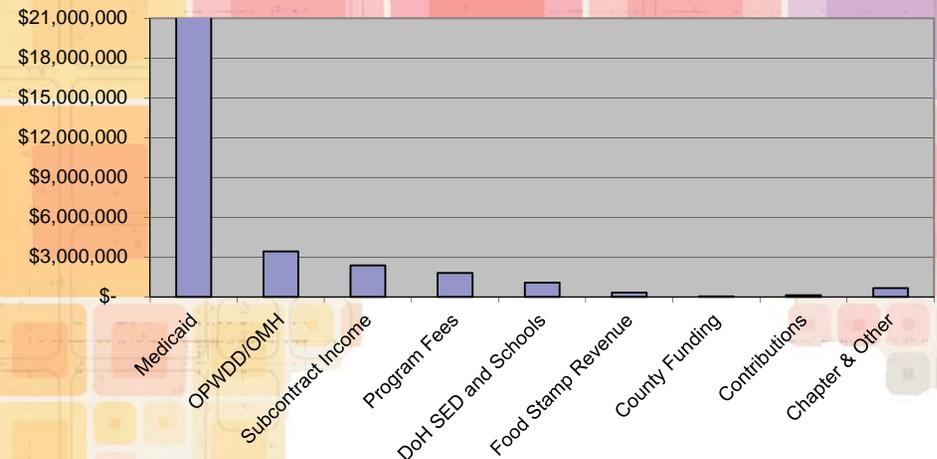


2013 Revenues

	\$ Amount	Percent
Medicaid	21,588,547	68.84%
OPWDD/OMH	3,414,009	10.89%
Subcontract Income	2,367,031	7.55%
Program Fees	1,794,213	5.72%
DoH SED and Schools	1,068,118	3.40%
Food Stamp Revenue	320,279	1.02%
County Funding	25,000	0.08%
Contributions	127,368	0.41%
Chapter & Other	656,360	2.09%
Total	31,360,925	100.00%

OPWDD = NYS Office for People with Developmental Disabilities
OMH = NYS Office of Mental Health

2013 Revenue Sources



We spoke to staff and people we support about The Arc, Oneida-Lewis Chapter. They shared their memories, what the agency means to them, and what their hopes are for the future...



Linda Cavanaugh, program director
31 Years of Service

"The most memorable change for me, over the years, is the overall focus of the agency. Rather than fitting a person to a program, we are fitting a program to the person. I see the future of The Arc as continuing to provide superior service, emphasizing person centeredness, and continuing to explore options for the people we support."

Robin Kenyon
Gore Road - Choices

"I like to go out into the community, and that's my goal and my success, because I know that I can do it!"

Frank Centola, director of Residential Services
34+ Years of Service

"When we merged with Lewis County, there was such a wonderful spirit of kindness and acceptance from all of the staff and people we support. It warmed my heart. It was a merger that benefited both counties."

Mary Jane Tottey, vice president of Community Supports

"I would have to choose the opportunity to develop and present the Core Values as the most memorable experience. Celebrating the tenets we all share that unify us in the work we do is amazing. Hearing the stories and examples from the staff and the individuals we support is heartwarming and will stay with me always."



**Jonathan Gandia
Kirkland Day Hab**

"The Arc is really for me.
I like it so much!"



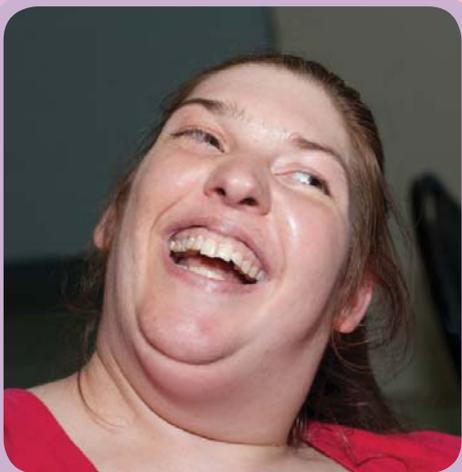
**Jeff Gilbert, senior program director
31 Years of Service**

"Having parents express their personal gratitude for being an important individual over the many years in that person's life is very rewarding. Over the past 31 years that I have worked here, we have grown from a relatively small agency to a major human services organization in a two county region."



**Barbara Tocco, day habilitation director
27 Years of Service**

"There are many memorable moments, but the most memorable moment is when you see one of the people we support realize a dream and you have helped them realize it."



**Sylvia Pescatore, risk management
19 Years of Service**

"I ran into one of the people we support that remembered me from my years as his nurse and he shouted 'Silverware, where you been?' 'Silverware' was his name for me. His big smile showed me how happy he was to see me. That moment remains in my memory, as you don't know the impact you have on people's lives until you are lucky enough to see those people years later."

Charlene Lyon, resource management director
28 Years of Service

"Opening new homes and experiencing how much the people we support appreciate their comfortable and beautiful homes has been very special."

Paul Precourt
Riverside Day Hab

"The Arc is a place to come and have fun!
It feels good inside!"



Kevin Rabideau
Arnold Avenue

"The Arc means a lot. It's like family to me."

Alicia Albright, compliance/quality assurance manager
19 Years of Service

"I started out at the Howard Avenue site in 1995, and there were three men living there. Two of them were quite independent and liked to spend time by themselves. The third fellow and I became friends, as it was usually just the two of us hanging out and going places together. I left that site after a year, but we kept in close contact. When I got married in 2002, he walked my mom down the aisle. When I had my son in 2004, he was one of my first visitors. We remain friends to this day."

Elizabeth O'Brien, director of Fine Arc
27 Years of Service

"There isn't one specific moment that stands out to me; there are many moments that I cherish. Those moments center around the absolute and pure happiness expressed by the people we support. Those moments cancel out anything that may be viewed as difficult or negative to me. That is the reason I have made this my life's career."





Joshua Browne
Arnold Avenue Day Training

"I like going out in the community. I get respect. The Arc makes me a better person."

Doug Merz, assistant director of Residential Services
28 Years of Service

"My most memorable moment was seeing the change in one person we support. With our day program staff and the residential team working together this person's life, who once had challenging behaviors, changed 180 degrees. She was able to ride the bus, eat with her peers and join with them in various activities."

Pat Sajdzikowski, instructor of work life skills for CollegeWorks
20 Years of Service

"One [memory] that stands out is years ago when I worked in Day Services with a group of senior citizens, we made a quilt to donate to a baby born with HIV as part of our quarterly AIDS Awareness Program. Each person in the group took part in making the quilt and several members of the group went to Hospice to make the donation. It was televised and the entire group felt such a sense of pride. It was truly a labor of love."

Faith Burke, director of Human Resources
33 Years of Service

"I recall a conversation with a parent of a person we support who came directly from their family home. The parent said he could not believe how his son had progressed and how independent he had become. He began to question whether, as parents, they had been too protective over the years. My response was that they had built a wonderful base of support and love from a supportive family who allowed their son to graduate from high school and then transition to a more independent setting. They had given their son the right of passage to become an independent man. The father was very proud that his son was now able to travel about to work and recreation opportunities on his own. It was then that I had to admit that, while it initially appeared that he was traveling independently, I had been following in my car to assure that he arrived at this destination safely. It was an emotional conversation with both laughter and tears and we both realized that this man's son was now part of an extended family – The Arc."





Gail Miskowiec, chief operating officer
28+ Years of Service

“Not unlike the past 60 years, I am sure the next 60 will include tremendous change. But, they will also include tremendous opportunity. The paradigm has shifted – no longer is it acceptable to not allow people with disabilities the same opportunities afforded to every other person. You will see continued advocacy for true integration within our communities; where people will be living in their own homes, directing their supports, and people will be working in integrated workplaces. This will be done not only because of efficiencies; it will be done because if that is what people want it is the right thing to do. This will be an exciting time during which people will realize lifelong dreams and anything is possible.”



Cheri Misiak, program director
22 Years of Service

When the self-advocacy group, the Transformers, spoke for the first time to a large group of staff it was wonderful to know that their voices were now being heard.



2013 Highlights

- We became one of five pilot agencies across the state to be engaged in the development of a new managed care organization that will provide coordinated care in our community for people with disabilities.
- We continued on our path to achieve CQL international accreditation and were even able to shorten our expected accreditation timetable.
- We successfully completed our Strategic Plan for 2011-2013 and implemented new and critical systems and supports in our agency to ensure improved efficiency, access to care, and quality supports and services with a person-centered focus.
- We began the 2013-2015 Strategic Plan with great success and developed action plans with measurable outcomes.
- We continued with our cost savings initiative and were able to provide both a bonus and a raise this year.
- We completed our first Corporate Challenge with the American Heart and Stoke Association and increased our focus on wellness for all employees and people we support.
- We began our Leadership-Arc program that has enhanced the leadership skills, abilities, and opportunities for staff in our agency.
- We successfully launched a new and improved website for increased communication and access to information.
- We began to explore innovative supports and services in the community for people we support and seniors in the community.
- We developed an employment development team to explore unique partnerships with businesses to employ those we support.

Goals for 2014

- We will achieve CQL international accreditation and become the only provider in the region to achieve this status (already completed in January, 2014!).
- We will continue to develop as a premier partner in the Connections Health Network, a managed care organization designed for improved coordination of care for people with developmental disabilities.
- We will continue to explore and develop an action plan for innovative supports and services for people we support and others in our community.
- We will progress with our 2013-2015 Strategic Plan, complete year one with success and move into year two with measurable and achievable outcomes.
- We will enhance our employment solutions for those we support and maintain person-centered excellence while doing so.
- We will create a clinical solutions team that will greatly enhance total wellness for people we support across the agency.
- We will enhance our information technology to create greater options for communication and preparation for a managed care organization system.
- We will enhance our employee engagement with surveys and focus groups to improve communication and generate new ideas for employee recognition and job satisfaction across the agency.
- We will participate in the Corporate Challenge through the American Heart and Stroke Association again this year, continuing our focus on health and wellness with employees and those we support.
- We will continue to maintain person-centered excellence and always look for ways to improve quality for the people we support.
- We will continue to create opportunities to build and grow new relationships, stakeholder involvement, and friendships with all in our communities.



PO Box 97
Utica, NY 13503
315.272.1529



During 2013, the Friends of the Arc Foundation held their annual Not So Silent Auction, Gala, Golf Tournament, and began a new tradition with a wine tasting titled "Pour Your Heart Out" in Rome.

Each event featured lively entertainment, delicious food, and most importantly, it welcomed community members and friends of The Arc, Oneida-Lewis Chapter to learn more about the agency. People supported throughout the two counties attended as our guests and spoke about the benefits of the programs and services they take part in. They introduced our guests to a place that puts the person at the center of all that is done. The Friends of the Arc Foundation is so proud to provide much needed funds for these programs, including Early Intervention, the award winning Saturday Friends, CollegeWorks, Respite Care, and many others.

To learn how you can become involved with the Friends of the Arc Foundation, or to make a donation, please call 315.272.1532 or visit www.thearc.org.



Friends of the Arc Foundation Board of Directors

- Steve Gassner, President
- Karyn Vitagliano, Vice President
- Dr. Dawn Hamlin, Secretary/Treasurer
- Peter Baildon
- Anthony Battaglia
- Brian Bellair
- Anatoly Bondarchuk
- John Calabrese
- Adrienne Carbone
- Christine Celia
- John Collis, Jr.
- Kristin Fahy
- Crystal Graves
- Beth Luvera
- Katie Mannella Derosia
- Gail Manfredo
- Ralph Migliaccio
- Gregory Raab
- Lisa Raymer
- Juanita Suits
- Rosemary Talarico

Contact Us

Offices are located at 245 Genesee Street, Utica, NY 13501, unless otherwise indicated.

Executive Administration

Karen Korotzer
Chief Executive Officer
315.272.1506

Rosemary Spriggs
Chief Administration
Officer
315.272.1592

Gail Miskowiec
Chief Operations Officer
315.272.1543

Vincent Vetere
Chief Financial Officer
315.272.1525

Mary Jane Tottey
Vice President of
Community Supports
315.272.1548

Financial Management

Mary Cifarelli
Director of Finance
315.272.1525

Community Development

Aida Mariani, Director
Communication
& Development
315.272.1532

Corporate Compliance/ Quality Assurance

Carol Webb, Corporate
Compliance Officer
315.272.1545

Human Resources

Faith Burke, Director
315.272.1535

Lewis County

6138 W. Main Street
Turin, NY 13473
315.348.8401

PROGRAMS & SERVICES

CollegeWorks

Michele White, Director
Utica 315.792.5465
Rome 315.334.7775

Community & Family Services

Mary Beth Redmond,
Director
315.272.1606

Children's Therapy Services
315.272.1600

Community Respite
315.272.1589

Home & Community Based
Waiver Services
Oneida County
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
315.790.9160
Lowville Area
315.376.6473

Day Services

Michele White, Director
315.272.1544

14 Arnold Avenue
Utica, NY 13502
315.272.1745

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

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

Riverside Day Habilitation
9081 River Road
Marcy, NY 13403
315.732.7783

Rome Day Habilitation
8163 Gore Road
Rome, NY 13440
315.337.1034

Turin Day Habilitation
PO Box 126
6138 W. Main Street
Turin, NY 13473
315.348.8406

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

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

Employment Solutions

Steve Nicotera, Director
315.272.1700

School-to-Work Program
315.272.1693

Lewis County
PO Box 126
6138 W. Main Street
Turin, NY 13472
315.348.5372

Rome Choices Program
8163 Gore Road
Rome, NY 13440
315.337.9751

Progress Industries
14 Arnold Avenue
Utica, NY 13502
315.272.1723

Lewis County Industries (LCI)
7688 Forest Avenue
Lowville, NY 13367
315.376.3802

Facilities Management

Art Plantz, Director
315.732.7786

Guardianship

Robin Gage, Coordinator
315.272.1572

Information Technology

Russel Bell, Information Systems
Manager
315.735.6477

Medicaid Service Coordination

Renée Rich, Director
315.272.1665

*Intake/Outreach Services.
Traumatic Brain Injury, Nursing
Home Transition and Diversion*

Oneida County
315.272.1640

Lewis County
PO Box 126
6138 W. Main Street
Turin, NY 13473
315.348.8401

Residential Services

Frank Centola, Director
Oneida County
315.272.1560
315.272.1555

Lewis County
PO Box 126
6138 W. Main Street
Turin, NY 13473
315.348.8401

Staff Development & Training

Ken Vibbard
315.272.1611

**The Arc, Oneida-Lewis Chapter, NYSARC
2013 Annual Report** is published by the
office of Community Development at
The Arc, Oneida-Lewis Chapter, NYSARC.
© 2014

Editor: Aida Mariani, Director
Communications and Development

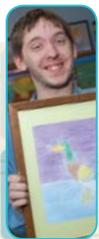
Graphic Design: Deborah Barrett,
Graphic Designer

Photographs: Karen Taylor, Community
Development Specialist/Photographer

Please direct correspondence
or address changes to:
Community Development
The Arc, Oneida-Lewis Chapter
245 Genesee Street
Utica, NY 13501
Phone 315.272.1529
Fax 315.272.1698
Email amariani@thearcolc.org

THE Arc CORE Values

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





Oneida-Lewis Chapter, NYSARC
245 Genesee Street
Utica, NY 13501

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