



# Innovative Services

The Innovative Services Department oversees and provides Self-Directed Services, including FI and Broker. The Department also provides Traditional Housing. For assistance after hours or on weekends, please contact the SDS On-Call number: 585-808-6023.



**Corinna McKnight**

**Deputy Executive Director for Administrative Services**  
585-548-6598  
corinna.mcknight@thearcas.org

*Corinna works closely with the Director of Innovative Services and the FI Supervisors to provide oversight of the Self-Direction Program and to ensure high standards of customer service throughout the program.*



**Jonathan Stromsness**

**Director of Innovative Services**  
607-622-1913  
jonathan.stromsness@thearcas.org

*Contact Jonathan for any issues, questions, or concerns with the Innovative Services Department, including Self-Direction Services, referrals, Broker Services, Housing, and those that he provides support to through Self-Directed Services.*



**Angie Dieter**

**FI Supervisor**  
585-577-3438  
angie.dieter@thearcas.org

*Contact Angie for general Fiscal Intermediary questions, any questions or concerns with FI Coordinators that she supervises, and those that she provides support to through Self-Directed Services.*



**Becky Wheaton**

**FI Supervisor**  
607-622-1928  
becky.wheaton@thearcas.org

*Contact Becky for general Fiscal Intermediary questions, any questions or concerns with FI Coordinators that she supervises, and those that she provides support to through Self-Directed Services.*



**Sarah Mulhollen**

**FI Coordinator**  
607-622-1944  
sarah.mulhollen@thearcas.org

*Contact Sarah for general Fiscal Intermediary questions and those that she provides support to through Self-Directed Services.*



**Brittany Babb**

**FI Coordinator**  
585-628-3466  
brittany.babb@thearcas.org

*Contact Brittany for general Fiscal Intermediary questions and those that she provides support to through Self-Directed Services.*



**Kirstea Stilson**

**FI Coordinator / Agency Broker**  
607-622-1931  
kirstea.stilson@thearcas.org

*Contact Kirstea for general Fiscal Intermediary questions, broker questions, and those that she provides support to through Self-Directed Services.*



**Kali Calhoun-Mullen**

**FI Coordinator / Housing Coordinator**  
585-628-4098  
kali.calhoun-mullen@thearcas.org

*Contact Kali for general Fiscal Intermediary questions, housing navigation and those that she provides support to through Self Directed Services.*



**Linsey Wood**

**FI Coordinator**  
585-902-964  
linsey.wood@thearcas.org

*Contact Linsey for general Fiscal Intermediary questions and those that she provides support to through Self-Directed Services.*



**AnnMarie Johnson**

**FI Coordinator / Agency Broker**  
585-548-6543  
annmarie.johnson@thearcas.org

*Contact AnnMarie for general Fiscal Intermediary questions, Broker Questions, and those that she provides support to through Self-Directed services.*



**Jess Stack**

**FI Admin. Assistant / FI Coordinator**  
585-708-7478  
jessica.stack@thearcas.org

*Contact Jess for general inquiries or if you are unable to get in touch with your Fiscal Intermediary Coordinator and those that she provides support to through Self-Directed Services.*



**Lorianna Niemirow-Quackenbush**

**FI Coordinator**  
585-337-9241  
lorianna.niemirow-quackenbush@thearcas.org

*Contact Lorianna for general Fiscal Intermediary questions and those that she provides support to through Self-Directed Services.*



**Nancy Shope**

**FI Coordinator**  
607-622-1946  
nancy.shope@thearcas.org

*Contact Nancy for general Fiscal Intermediary questions and those that she provides support to through Self-Directed Services.*



**Brooke Doxey**

**FI Coordinator**  
585-628-4520  
brooke.doxey@thearcas.org

*Contact Brooke for general Fiscal Intermediary questions and those that she provides support to through Self-Directed Services.*



**Abigail Harrison**

**Billing Specialist**  
585-250-7166  
abigail.harrison@thearcas.org

*Abby oversees all Billing aspects of the Services provided by Innovative Services.*