

Compliance & Quality

The focus of the Compliance and Quality Department is to make sure the organization is doing the right things, the right way, for the right reasons. Especially, when it comes to supporting people who choose Coarc services.

November is
Compliance and Ethics
Month



With the addition of an Assistant Director, the team now consists of 4 dedicated members, collectively impacting over 600 people agency wide.

Key components of Compliance & Quality

- They keep an eye on policies, procedures, and practices to ensure everything aligns with OPWDD regulations and Justice Center standards. If something's off, they help fix it.
- They turn complex regulations into clear, useful guidance so everyone can do their best work with confidence.
- They're always asking, "How can we do this better?" Whether it's improving services, training staff, or preventing issues before they happen, they're all about raising the bar.
- They make sure the people served — and the staff who support them — are heard, respected, and protected.
- When something goes wrong, they help investigate, learn from it, and make sure it doesn't happen again — all while keeping transparency and accountability front and center.

In short, they're the behind-the-scenes heroes making sure the organization is safe, ethical, and always striving for excellence — with a smile.

Did you know??

Medicaid Compliance is a big deal. It keeps the agency out of trouble, boosts accuracy, promotes transparency, builds integrity, improves quality, helps to spot issues early, promotes continuous learning and aligns with the Coarc Mission & Vision.

Employee Spotlight

Kevin Jones

Kevin has been with the agency for 19 years, working on investigations and audits for 12 of those years. Before entering the Compliance Department in 2013, he was with the Supported Employment Department as an Employment Trainer and then as the Supported Employment Coordinator.

Off the clock, Kevin looks forward to college football.



This month we welcome Taneeka Mitchell, Assistant Director of Compliance and Quality. Taneeka joins us at a pivotal time as we deepen our unification efforts with Saratoga Bridges.



Mark Babuin

Mark has been part of the Coarc team for 8 years, and his journey reflects the heart of our mission: helping people live meaningful lives through connection, compassion, and quality support. He began his career in Residential Services, made a lasting impact in Day Habilitation, and now brings his sharp eye and thoughtful approach to the Compliance and Quality team—where he works to ensure that every detail supports the bigger picture.

Outside of work, Mark is a proud Buffalo Bills fan (he's still holding out hope for that Super Bowl win!) and a passionate nature photographer who finds joy in capturing the beauty of the world around us.



A Message from Melanie Brodowski, Director of Compliance & Quality

It's your friendly neighborhood Compliance Officer – Just popping in with a cheerful reminder that compliance isn't just about rules... it's about keeping our agency safe, ethical, and awesome.

Here's your bite-sized compliance checklist:

✓ **Know the Code:** Our Code of Conduct is your go-to guide for doing the right thing. It's not just fine print—it's our foundation.

🔒 **Protect Confidential Info:** Whether it's service data or internal documents, treat it like top-secret intel. (Because it is!)

🗣️ **Speak Up:** If something feels off, say something. We've got safe, confidential ways to report concerns—no drama, just solutions.

📅 **Training Time:** Compliance training isn't just a formality—it's your toolkit for navigating tricky situations. Stay sharp, stay trained!

📝 **Document Wisely:** Good documentation = good defense. Keep records clear, accurate, and timely.

Let's keep compliance cool, collaborative, and part of our everyday excellence.

Thanks for being champions of integrity!