

# 2017 ANNUAL REPORT

Together... Creating the  
right solution for any need.

[FamilyRes.org](http://FamilyRes.org)



**FREE**

Family Residences and  
Essential Enterprises, Inc.

Reach High | Achieve More

# FREE'S CORE VALUES

## Integrity

We expect the conduct of all Team Members in the FREE Network to be rooted in transparency, mutual respect, and synergy.

## Diversity

We believe in the dignity and worth of all people. We strive to foster an appreciation of, and respect for, the differences among all of us that strengthen the fabric of the FREE Network and enrich the world.

## Responsiveness

We strive to meet the needs and dreams of the people we support, Valued Team Members, and the unmet needs of the community.

## Quality

We support people to plan, choose, and contribute to their personal outcomes and to live a rewarding life based on individual choices and preferences.

## Stewardship

We recognize our responsibility in managing the resources of the FREE Network effectively and efficiently.

## Innovation

Together, we find creative solutions to take advantage of opportunities and meet challenges while celebrating our collective accomplishments.

## Interdependence

We honor the gifts and talents of our Valued Team Members that empower a collaborative spirit.

### Mission

Our mission is to help individuals of all abilities realize their full potential

### Vision

Together... Creating the right solution for any need

### Motto

Reach High... Achieve More

# A MESSAGE FROM THE CEO AND PRESIDENT

"We are made wise not by the recollection of our past, but by the responsibility for our future." A responsibility we take very seriously here at FREE.

After celebrating a wonderful first 40 years at FREE, we look forward to a very bright future as we engage with, most importantly, those we support — true to our commitment, FREE is steadfast in our belief that the interests of the people we support must be the guiding principle in all that we do.

We have set the stage and are well positioned to tackle our strategic priorities for 2018 with enthusiasm and confidence. Those priorities include: Maintain and Improve the Quality of Supports and Services; Ensure Fiscal Viability and Health; Create Opportunities for Expansion and Growth; and Re-Engineer FREE into a Learning Organization.

We will overcome the system challenges and seize the many opportunities that will allow the people we support to live the fullest lives possible and thrive in their communities.

As times change, so does FREE. With that in mind, expect an exciting upcoming year, where we will continue to enhance our services to provide the best possible outcomes for those we are so privileged to support.



Robert S. Budd,  
CEO



Dr. Christopher  
D. Long,  
President

*Did you know?*

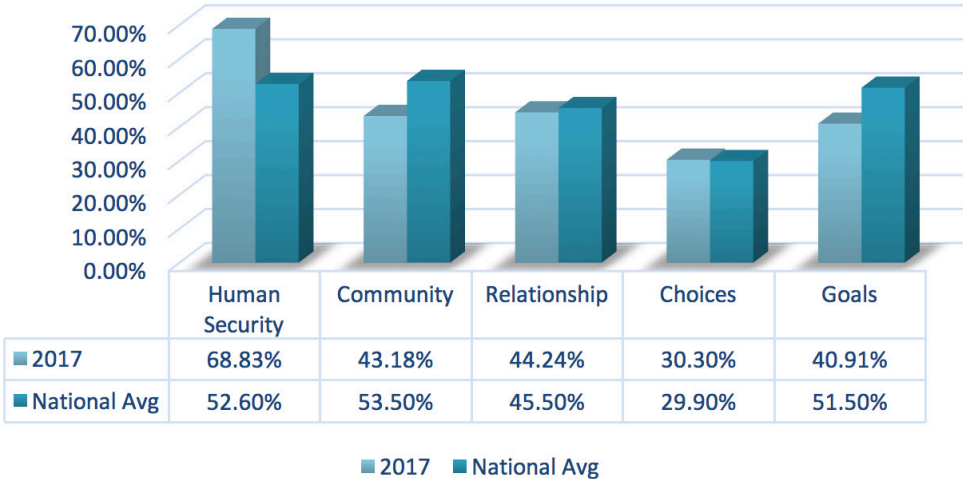
Family Residences and Essential Enterprises, Inc. was founded in April 1977 by a group of parents and advocates in response to the need for community residential alternatives to institutionalization.

**FREE Celebrated its 40th Anniversary in 2017!**

# MAINTAIN AND IMPROVE THE QUALITY OF SUPPORTS AND SERVICES

After earning the prestigious Quality Assurances Accreditation from The Council on Quality and Leadership (CQL), FREE recognizes this represents the next step on the organization's journey toward enhancing the quality of our supports and services, not the final one. FREE's dedicated team members will continue to actively find new ways to work with the people we are privileged to support as they work toward realizing their personal goals and outcomes.

## 2017 vs. National Averages



### *Did you know?*

In 1993, CQL introduced the Personal Outcome Measures (POM) tool. This ground-breaking instrument, its methods and values-based quality of life system have been widely recognized for accurately measuring achieved outcomes in key life domains. The POM puts listening to, and learning from the person, at the center of quality evaluation.



### First Annual Employment Awards

Shown here is Steven D. being recognized for his 24 years of employment at the same job!

During the course of 2017, the domains representing the personal outcome measures (POMs) changed from “my self,” “my world” and “my dreams” to the five areas featured in the graph on the previous page. The change in domains has resulted in a shift in focus and required additional training and support for the teams. As indicated, human security continues to be one of our strongest outcomes. However, in line with the CQL philosophy, we are focused on ensuring our services and supports are not only safety based, but also encompass the wishes and desires of the men and women we are privileged to support.

In 2018, we will continue to focus on ensuring self-directed outcomes are present for the people we support and will be focused on incorporating the five domains into daily practices.

## Success Stories



### Christopher

On Christopher's 19th birthday, his life changed forever. His grit and determination to overcome his TBI demonstrates how we all can start over and still make our dreams come true.



### Stefanie

Stefanie overcame obstacles in her own life several times to become a fierce advocate for herself and her peers.



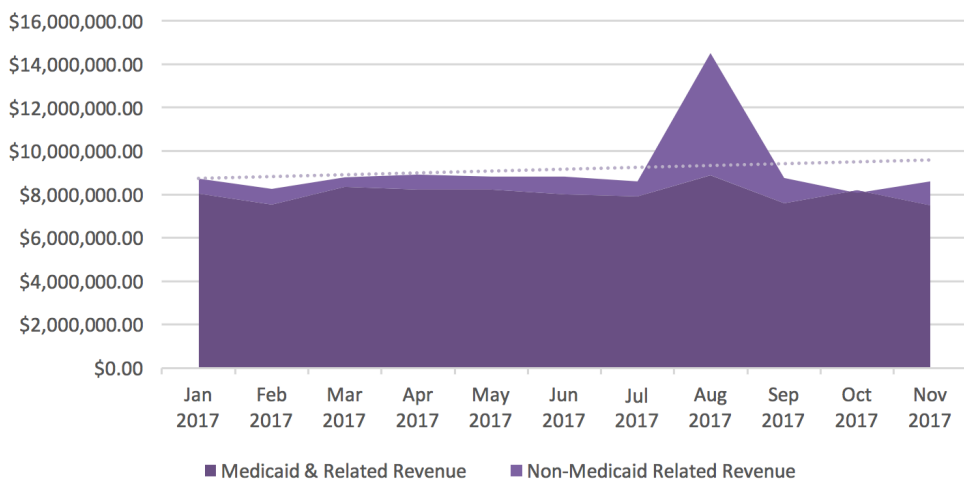
### Bradley

Sometimes, all it takes is a good support system to help make people realize their own worth.

# ENSURE FISCAL VIABILITY AND HEALTH

As the landscape in which FREE operates becomes more complex, it is incumbent upon us to ensure that we receive funding from a broad array of sources. This provides us with the flexibility to adapt quickly to an ever-changing environment, putting us in the best position for long term health and viability.

### Monthly Revenue



### 40th Annual Celebration of Life Gala

The Annual Celebration of Life Gala is FREE's signature fundraising event. This special evening pays tribute to exceptional leaders who are dedicated to our mission and have made outstanding contributions to our community.



### Taste NY

The Taste NY Long Island Welcome Center now serves food made by Terry's Café! We are so proud of all that Terry's has accomplished recently, and this is the perfect opportunity to show our community members how talented our chefs are!

**Saddle Rock Ranch**  
Did you know that Saddle Rock Ranch hosted its very first barn-style wedding in 2017?



### Annual Fight for Charity Main Event

Long Island Fight for Charity is one of the most anticipated events in the region, attracting over 1,000 fans and supporters. Since 2002, over \$1 million has been raised for local charities, including FREE.



### Fancy FREE

This gift boutique, which celebrated its eight-year anniversary in 2017, offers individuals a unique opportunity to learn a variety of skills working hands-on in all aspects of retail in FREE's store. Ultimately, individuals strive to achieve their highest level of community integration and competitive employment.

# CREATE OPPORTUNITIES FOR EXPANSION AND GROWTH

Within 2018, we will be shifting the center of attention from service expansion to service utilization. The organization will be focused specifically on improving our marketing plan in order to ensure that the community is aware of the service opportunities we offer.

- FREE was approved to provide **Fiscal Intermediary Services (FI)**
- FREE started offering **NYSTART** services
- The **PrideAbility** initiative was created to enhance the LGBTQIA Advocacy Coalition
- FREE expanded its **Program Without Walls (PWW)**, transitioning more than 40 Individuals from Day Hab to PWW
- **Youth Services** continued to grow throughout 2017
- FREE's **Housing Opportunities** increased in size



## Speaking FREE With Chris and Robert on K98.3

Featuring FREE President Dr. Christopher D. Long and FREE CEO Robert S. Budd with the hope of educating the larger public about what FREE does in a more informal and inviting fashion.



## Girl Scouts of Suffolk County

FREE and Girl Scouts of Suffolk County (GSSC) proudly announced their new community partnership in 2017. The partnership includes community service opportunities for both Girl Scouts and the men and women supported by FREE.



# OUR FOOTPRINT ON SOCIAL MEDIA

Follow Us on Social Media

@FREEFamilyRes



**250,000+**

UNIQUE WEBSITE VISITORS  
PER YEAR



**1,700+**  
LIKES

**7,900+**

UNIQUE EMAIL SUBSCRIBERS



**390+**

FOLLOWERS



**330+**

FOLLOWERS



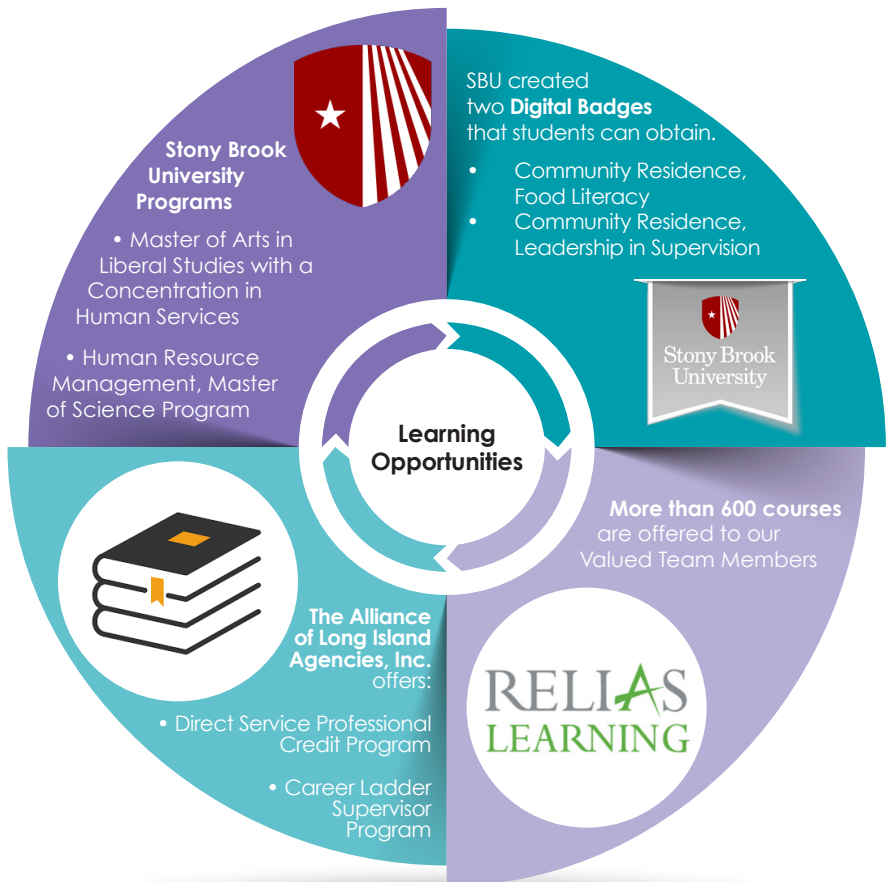
**860+**

FOLLOWERS

# RE-ENGINEER FREE INTO A LEARNING ORGANIZATION

In line with our strategic goal to increase team member retention, FREE is committed to supporting team member's personal and professional growth by providing a wide variety of learning opportunities. One of FREE's core beliefs is that actively fostering team member growth is one of the best ways to assure the well-being of the people we support and the health of the organization as a whole.

## Advanced Learning Opportunities at FREE





### **Stony Brook Leadership Program**

In partnership with Stony Brook University, FREE offers a program that teaches leadership skills that are aimed at helping all Valued Team Members learn how to model the way for those around them.



### **Employee Appreciation Event**

At the Employee Appreciation Event, some of those honored included FREE instructors and Stony Brook University students.



### **Cohort Graduate Program**

Valued Team Members who participate in the Stony Brook University Cohort Graduate Program were also recognized at the 40th Annual Celebration of Life Gala.

## **Leadership Development Workshop Testimonials**

"The Stony Brook Leadership Workshop was both fun and educational. The classes were very interactive and the mix of instructors kept the group engaged. Each week we broke into groups; it was a great way to get to know co-workers that we would not usually have the opportunity to work with."

**– Nancy Cohen, CFRE,  
Vice President of  
Development and  
Mission Advancement**

"The course was outstanding. Our Stony Brook professor was a perfect mix of information and application. I learned something that I could apply daily. Anytime I am asked about the experience I recommend it. A big thank you to FREE for offering such a great resource to the staff."

**– Veronica Garcia,  
Director of  
Bethpage Day Hab**

# FINANCIAL HIGHLIGHTS

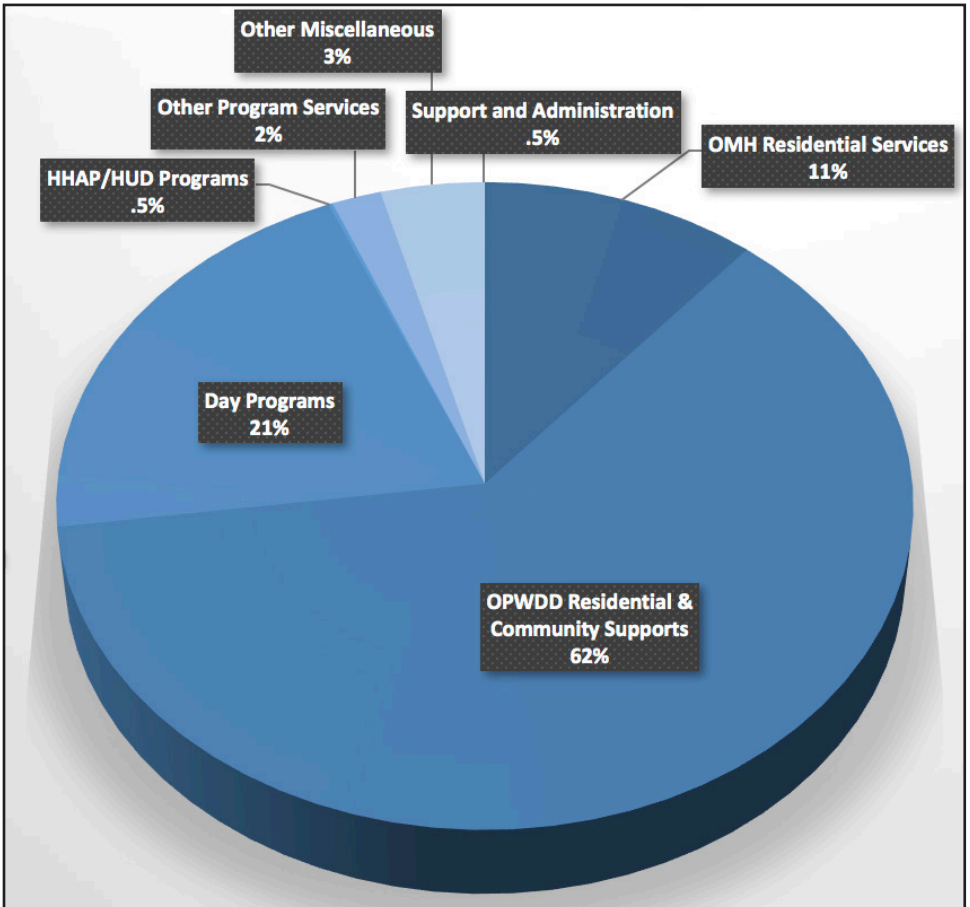
## Revenue

### Supports and Services:

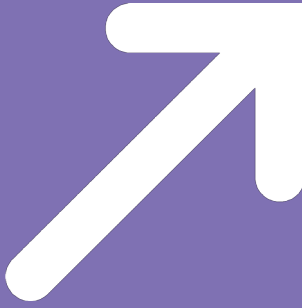
OMH Residential Services.....	\$12,221,544.84
OPWDD Residential & Community Supports.....	\$67,636,696.61
Day Programs.....	\$22,764,304.01
HHAP/HUD Programs.....	\$194,575.49
Other Program Services.....	\$2,186,228.36
Other Miscellaneous.....	\$4,567,221.48
Support and Administration.....	\$26,700.98

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**Total.....\$109,597,271.78**



# SUPPORTS AND SERVICES



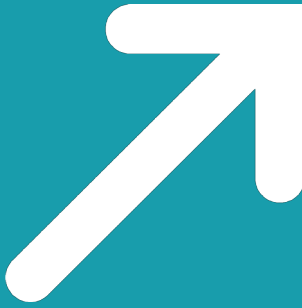
## Housing

886

Number of People Served

16.1%

Increase From Last Year



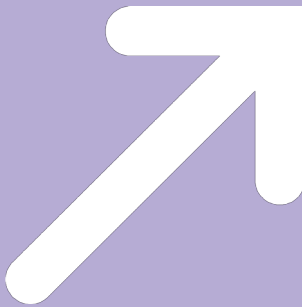
## Respite Services

431

Number of People Served

57.3%

Increase From Last Year



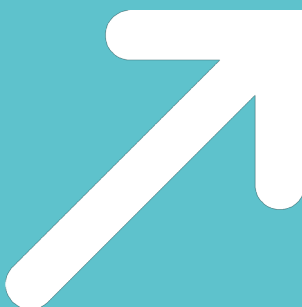
## Day Programs

995

Number of People Served

9.7%

Increase From Last Year



## Community and Family Services

1,588

Number of People Served

14%

Increase From Last Year

# FREE IN THE NEWS



## **SPECIAL NEEDS GOT TALENT**

FREE, in partnership with the BroadHollow Theatre, held the first Long Island "Special Needs Got Talent" competition. In the style of the *X-Factor* and *American Idol*, "Special Needs Got Talent" is a competition designed to find the best and brightest stars on Long Island. This event looks to show the world that being differently-abled does not mean you are not able. Media coverage included News 12 and FiOS1.



## **FREE PLAYERS ENSEMBLE MAKE HISTORY**

The FREE Players Ensemble, a vocal group comprised of differently-abled individuals who participate in FREE's theater day program, made history as the first group to perform at the new Nassau Veterans Memorial Coliseum. The performance took place just prior to the State of the County Address. Media coverage included News 12, FiOS1, ABC, FOX and *Latinos Unidos*.



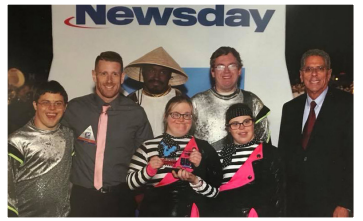
## **MEET THE ARTISTS RECEPTIONS**

Much has been written about the healing power of art as therapy and the creative process of spiritual self-expression, especially for individuals who may find it difficult to express their thoughts and feelings through spoken words. FREE's artists have embraced feelings of trust, hope and resolution, offering them an alternative to conflict and fear. Last year, receptions were held at Patchogue-Medford Library, Assemblyman Lupinacci's Office, The LENZ Winery, Nassau University Medical Center, Half Hollow Hills Community Library, LI MacArthur Airport and Johnson Controls. Media coverage included FiOS1, *North Fork Patch*, News 12, *Newsday*, FOX, *The Riverhead News-Review* and *The Suffolk Times Review*.



## FREE PLAYERS DRUM & BUGLE CORPS

The Drum Corps has great memories from The Newsday Marching Band Festival. 2017 was the fifth consecutive year they performed at the festival. The Drum Corps has also been featured in the news for their upcoming participation in the Drum Corps International World Championships in Indianapolis, IN. Also, the Drum Corps was covered by the Associated Press, where hundreds of media outlets picked up the story and featured our Individuals all around the world. Additionally, the Drum Corps made headlines by announcing open auditions, allowing anyone who is differently-abled to join, not just Individuals who receive services from FREE. Media coverage included the *Washington Post*, *Seattle Times*, *Miami Herald*, *Minneapolis StarTribune*, ABC, NBC, FOX, CBS, News 12, *Newsday*, FiOS, among others.



## TREASURE TOWN HELPS THOSE IN NEED

Treasure Town volunteers filled around 500 backpacks with school supplies. Through generous donations from their peers, recipients of the backpacks can provide their children with much needed school supplies. Media coverage included *Newsday*, News 12 and FiOS.



## HOLIDAY HERO MAKES SEASON MERRIER

In December, Family Residences and Essential Enterprises, Inc. took a group of more than 100 individuals who are differently-abled on a shopping spree at the Toys "R" Us in Lake Grove. The shopping spree was made possible through the generosity of an anonymous donor who, out of the goodness of his heart, provided \$25,000 to make this possible. Media coverage included ABC, CBS, News 12 and WLNY. The ABC story went national and also aired in Atlanta, Raleigh, Orlando and Seattle.



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## FREE Celebrates 40 Years!!!

See Our Evolution:



1977



*Family Residences and Essential Enterprises, Inc.*

1989



*Family Residences and Essential Enterprises, Inc.*

2006



*Family Residences and  
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Reach High | Achieve More

2008



*Family Residences and  
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2017

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 Jean Rose  
 Rose Mason Contractors Inc.  
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 Gerry and Lenore Rudnet  
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 David Ruiz

# LENZ Wine Labels

Created By Individuals  
 Through FREE's Art Therapy Program



**REACH HIGH** **ACHIEVE MORE.**

**2011 abstract expression**  
 north fork of long island

**TOGETHER... CREATING THE RIGHT SOLUTION for any NEED**



Self-Portrait by Laura



**REACH HIGH** **ACHIEVE MORE.**

**2012 heart**  
 north fork of long island

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Ultraviolet by Jason



**REACH HIGH** **ACHIEVE MORE.**

**2014 White Blend**  
 north fork of long island

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Florida by Peter



**REACH HIGH** **ACHIEVE MORE.**

**2016 Road**  
 north fork of long island

**TOGETHER... Creating the Right Solution for any Need**



Hurricane by Deslee

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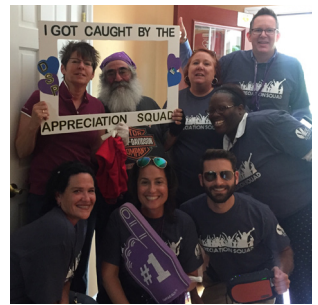
Anne Zoitke

## Who is donating?

Donations from individuals account for over two-thirds of all donations. If you add in gifts from bequests, the number increases to nearly 80%. We would not be able to provide the services we do without **YOUR SUPPORT!**

# APPRECIATION SQUAD

This year, FREE decided to celebrate DSP Appreciation Week for the entire month of September. At each program, the Appreciation Squad, comprised of various members of the Leadership Team and volunteers from numerous departments, would arrive with the song "We Are Family" playing. They would come in dancing, getting the DSPs to join in and have some fun. Following their arrival, the Appreciation Squad would give them hats and cookies; certificates of recognition and thank you cards from Robert S. Budd, CEO of FREE, and Dr. Christopher D. Long, President of FREE; take pictures and dance again on the way out! Raffles were also held, where DSPs had the chance to win a large-screen TV, a Keurig or an iPad Mini.



# WORKING AT FREE

In our 40 years of service, FREE has focused on developing a strong organizational culture that invests in people and creates careers with meaning and longevity.

All Valued Team Members learn and put into practice our mission of helping individuals of all abilities realize their full potential.

The following comments from FREE Team Members highlight why we are so proud of our dedicated team!

**I love helping individuals learn basic life skills that help them lead a more fulfilling life.**

**Working with our individuals makes me realize we are all so different, yet so much the same.**

**When I help them, I'm helping me... it's a learning experience for both of us.**

**A lot of the training I've received at FREE has carried over into other areas of my life.**

**When an individual leaves the house happy in the morning, the whole day is better for them, and me!**

**Working to help individuals have a better life has made a giant impact on mine.**

**When I see an individual is having a bad day, I try and make them smile.**

2017

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# FREE Network



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All the fine art featured throughout the 2017 Annual Report is part of the Ascension collection and was created by individuals who participate in the Fine Art and Art Therapy Programs that FREE offers.

**FAMILY RESIDENCES AND ESSENTIAL ENTERPRISES, INC.**

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