



2020

ANNUAL REPORT

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

www.familyres.org



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.

Responsiveness

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

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.

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.

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.

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 President & CEO

For more than 40 years, families have trusted FREE, Inc. with the care of their loved ones. In good times and bad, we have remained steadfast in ensuring their safety and implementing creative approaches to keep them connected and on their path of growth. Now more than ever we are committed to serving the needs of the individuals we serve while also having the privilege and responsibility of providing an essential service that our communities rely on. COVID-19 is still a threat and FREE, Inc. has faced the challenges it has brought with innovation and dedication to ensure the safety, comfort, and services of those we support. We have implemented modifications to our buildings and homes to safeguard everyone's well-being, as well as adjust to the changing needs of the aging individuals we support, and those who are spending more time at home than ever before. Beautification and keeping homes in good condition has always been a priority as we continue to aim to provide the highest quality of life.

Staying engaged in services and socialization requires technology that enhances communication with service providers, friends and family. In addition, across our programs dedicated team members are thinking outside the box, creating paint nights, game contests, health and fitness boot camps, healthy cooking classes, jewelry making plus more to foster independence.

As one of the most challenging years comes to a close, our top priority continues to be the well-being of those we are honored to serve and our dedicated staff. We are in this together!

Respectfully,

Robert S. Budd and Dr. Christopher Long



Robert S. Budd,
CEO

A handwritten signature in black ink that reads "Rob Budd".



Dr. Christopher Long,
President

A handwritten signature in black ink that reads "Chris Long".



Maintain and Improve the Quality of Supports and Services:

During the course of the COVID-19 pandemic, FREE remained committed to providing the highest quality of supports and services. FREE's main priority is the well-being of the individuals served and dedicated staff members. Quickly reinventing day services to remote instruction with educational and fun instruction. The HCBS Team provides services that allowed individuals to access treatment in their homes rather than in traditional day programs. Day Services reopened slowly and continues to increase capacity as rooms and services are being redesigned. Birthday and holiday celebrations continued throughout the year.

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!

Ensure Fiscal Viability

In order to continue to work toward its mission of helping individuals of all abilities realize their full potential, FREE must maintain its fiscal viability. This means not only maintaining traditional funding streams to provide our existing services, but also preparing for the future by securing alternative sources of revenue in these uncertain times.

Throughout this year, FREE has faced unprecedented financial and logistical challenges brought by COVID-19. One of the many fundraising challenges we have faced this year is the need to put our annual events such as our Hot Dash 5K and Celebration of Life Gala on hold. As these events bring in a majority of our fundraising dollars we re-focused our efforts into a new age of digital fundraising. With the generous help of the Goldin Family, and many of you, we were able to surpass our summer goal with a matching gift campaign and finished with a strong year end appeal!

- Double up campaign raised over \$500k
- Over 270 new donors
- Year end appeal raised over \$180k
- 125 new family supporters



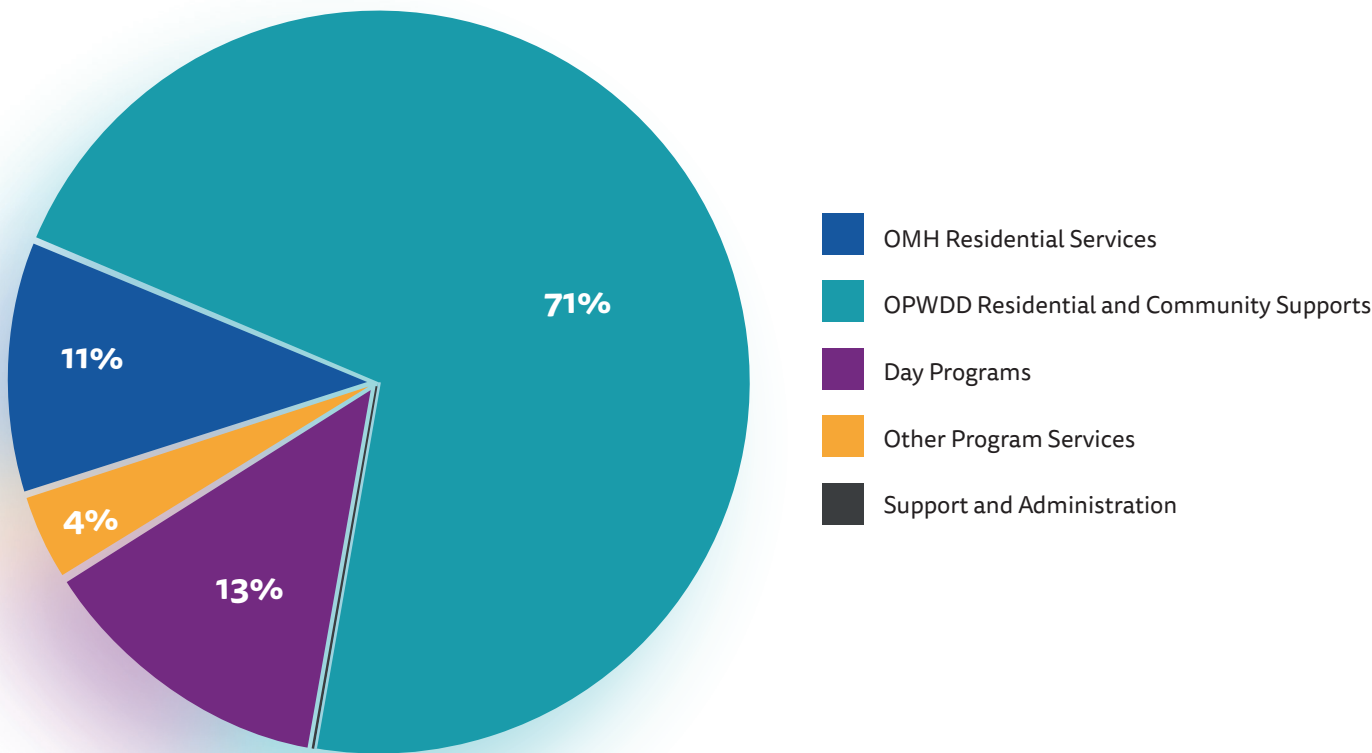
Financial Highlights

Supports and Services:

| |
|--|
| OMH Residential Services |
| OPWDD Residential and Community Supports |
| Day Programs |
| Other Program Services |
| Support and Administration |

Revenue

| |
|---------------|
| 13,366,262.76 |
| 83,028,325.07 |
| 15,328,309.30 |
| 4,576,446.32 |
| 20,318.68 |



Support & Services

HOUSING

847

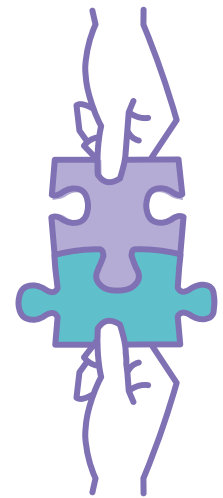
People Served



YOUTH SERVICES

1569

People Served



RESPITE SERVICES

105

People Served



DAY SERVICES

841

People Served



COMMUNITY AND FAMILY SERVICES

937

People Served



Re-engineer FREE into a Learning Organization

FREE's greatest asset is its valued team members, and it is a privilege and responsibility to ensure that we provide them the support necessary to enhance their knowledge and skills. It is only through a well informed and skilled team that we are able to provide the highest possible quality of supports for the individuals we serve.

During the COVID pandemic, the Center for Learning and Professional Development (CLPD) responded quickly and transitioned its classroom training to on line virtual trainings conducting new staff orientation for 8-10 staff per week remotely, plus meeting training requirements through live on-line sessions. We provided critical program specific training live on-line, such as G-tube training. With innovation and dedication CLPD transitioned seamlessly to ensure staff received the highest quality of training.

FREE's Center for Learning and Professional Development (CLPD) program has been selected as a winner of the Moving Mountains Award for best practices in workforce development.

Converting all trainings to online from in person



Create Opportunities for Growth and Expansion



FREE is constantly looking for opportunities to grow and reach out to an ever increasing number of people as we seek to fulfill our mission. This past year, while other agencies stopped placement FREE continued to make sure people in need of our services were able to receive them. FREE continues to provide stability and security in the ever changing landscape in which we operate.

100

New People
Supported by FREE

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Carolina Zeppieri

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Annie Zoitke

Planned Giving

Why You Should Consider a Charitable Gift Annuity (CGA)

You support our mission and now is the time to give back to say thank you! Charitable Gift Annuity payout rates are higher than most CDs and may give you more income than your other traditional investments. That means that you can make a gift to us and receive more tax-advantaged retirement income. The best news, with a Charitable Gift Annuity, your rates are locked in for life.

For information and help in determining the type of gift that would work best for your unique circumstances, please contact Nancy Cohen, MSHRM, CFRE, at 516-870-1612 or NCohen@FamilyRes.org.



COVID Response

FREE was steadfast in our response to ensure essential supplies and services were available to safely care for those we serve in our residences while protecting staff. As the number of individuals in our residences tested positive for coronavirus, plan was developed to redeploy staff including administration and office staff, and resources to the sites where needed to ensure the continuity of support and services. To provide continuity of services, FREE's day programs were also impacted and adapted to remote learning and telehealth for persons living at home. Thanks again to all our Superstars, we are so appreciative of your hard work and dedication to FREE's mission!

- Sanitizing programs regularly and deep cleaning as necessary.
- Followed federal, state and local safety regulations regarding visitor restrictions.
- FREE administrators and medical personnel were available 24/7 to triage health related concerns.
- Launched FREE Alert text messages to get important information to team members in a timely
- Made tremendous progress in the implementation of Phase 1A Vaccination scheduling.

FREE COVID-19 Memorial

Honoring those we lost in 2020 to the COVID-19 Pandemic. They will forever be in our hearts.

"When you were born, you cried and the world rejoice. Live your life so that when you die, the world cries and you rejoice."

Cherokee Expression

Daniel Abrams
Jenny Alexander
Sean Artis
Bill Ayala
Bruce Baker

Rosemary Cigliano
Michele Colby
Stuart Darch
Kristen Hamilton
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