

# 2021

## ANNUAL REPORT

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

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[www.familyres.org](http://www.familyres.org)



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.

## 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

To support people of all abilities to reach their full potential and thrive in their communities.

## Vision

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

## Motto

Reach High... Achieve More



# A message from the President & CEO

For more than 45 years, Family Residences and Essential Enterprises, Inc. (FREE), has met the unmet needs of the community with life-changing, innovative programs and services to successfully enable individuals with challenging needs to participate in their communities by sharing their many contributions, gifts and talents. It is the mission of FREE to support individuals of all abilities to reach their full potential and thrive in their communities.

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 remains a threat and FREE, Inc. has continued to face the challenges it has brought with innovation and dedication to ensure the safety, comfort, and services of those we support. We remain dedicated to having the people we support safely re-entering our many programs and in their communities.

As we reflect on this past year, we look forward with optimism and gratitude on all the great things to come!



**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".

Respectfully,

Robert S. Budd and Dr. Christopher Long



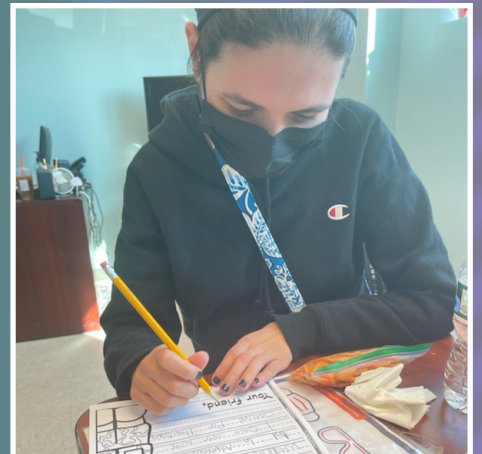
# Maintain and Improve the Quality of Supports and Services

FREE's embrace of telehealth services across the organization was integral to its success in 2021. As the year progressed, and hopes of a waning pandemic increased, programs were able to utilize hybrid approaches to the provision of services. For the individuals we support, it brought great comfort and truly personalized services based on their preferences and circumstances. Overall, programs saw increased "show" rates, engagement and overwhelmingly positive feedback from the individuals supported. In addition, programs and the individuals they support were able to move between traditional in-person services and telehealth services seamlessly, creating an ability to truly meet the mission of FREE.

FREE's launch of its electronic medication administration record (eMAR), Quickmar brought the organization another step closer towards becoming a data driven, population health focused provider. As Quickmar continues its implementation across the organization, we are seeing a more streamlined and accountable approach towards medication administration, improved efficiency and transparency, and most importantly a reduced amount of medication errors and incidents. FREE hopes to complete its deployment of Quickmar across the entire organization by the end of 2022.









# FREE POD Expands

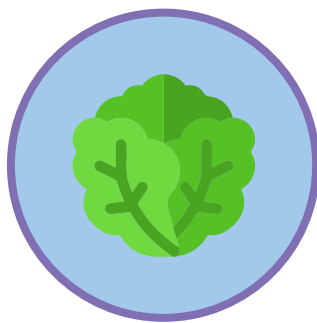
In response to the challenge of getting food and supplies to our residences and to ease the burden on our DSPs, FREE launched its own in-house food and supplies delivery service at the start of the COVID Pandemic. This service has now fully transitioned to a work experience program, servicing over 600 individuals and their families in over one hundred locations through Long Island and Queens. FREE POD now provides over 60 individuals with the skills necessary to secure employment while simultaneously serving the needs of the organization. In addition to becoming a work experience program, FREE POD now also bottles hand soap and sanitizing solution for our programs, delivers over-the-counter pharmaceuticals, and delivers fresh produce from the greenhouse at our Oakdale location.



**OVER THE  
COUNTER**



**GREENHOUSE  
EXPANSION**



**HAND SOAP  
BOTTLING**





# Ensure Fiscal Viability

In order to continue to work toward its mission of helping individuals of all abilities reach their full potential and thrive in their communities, 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.

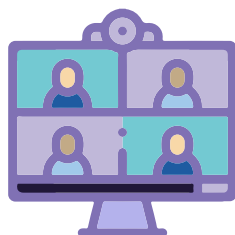


**FUNDRAISING  
& GRANTS**  
**\$6,917,010**



**MEDICAID &  
RELATED REVENUE**  
**\$125,277,706**

Development and Mission Advancement worked on creating a new type of experience to secure funding which culminated into Bingo Night! Utilizing the unique skills of our team members, we were able to host a live game show with our host, Aunt Barbara. Working closely with our marketing team to create on screen graphics, commercials, direct and broadcast the event, the result was a success that expanded our audience and captivated our supporters.



**ATTENDEES**  
**536**



# Financial Highlights

## Supports and Services:

OMH Residential Services

OPWDD Residential and Community Supports

Day Programs

Other Program Services

## Total Revenue

## Revenue

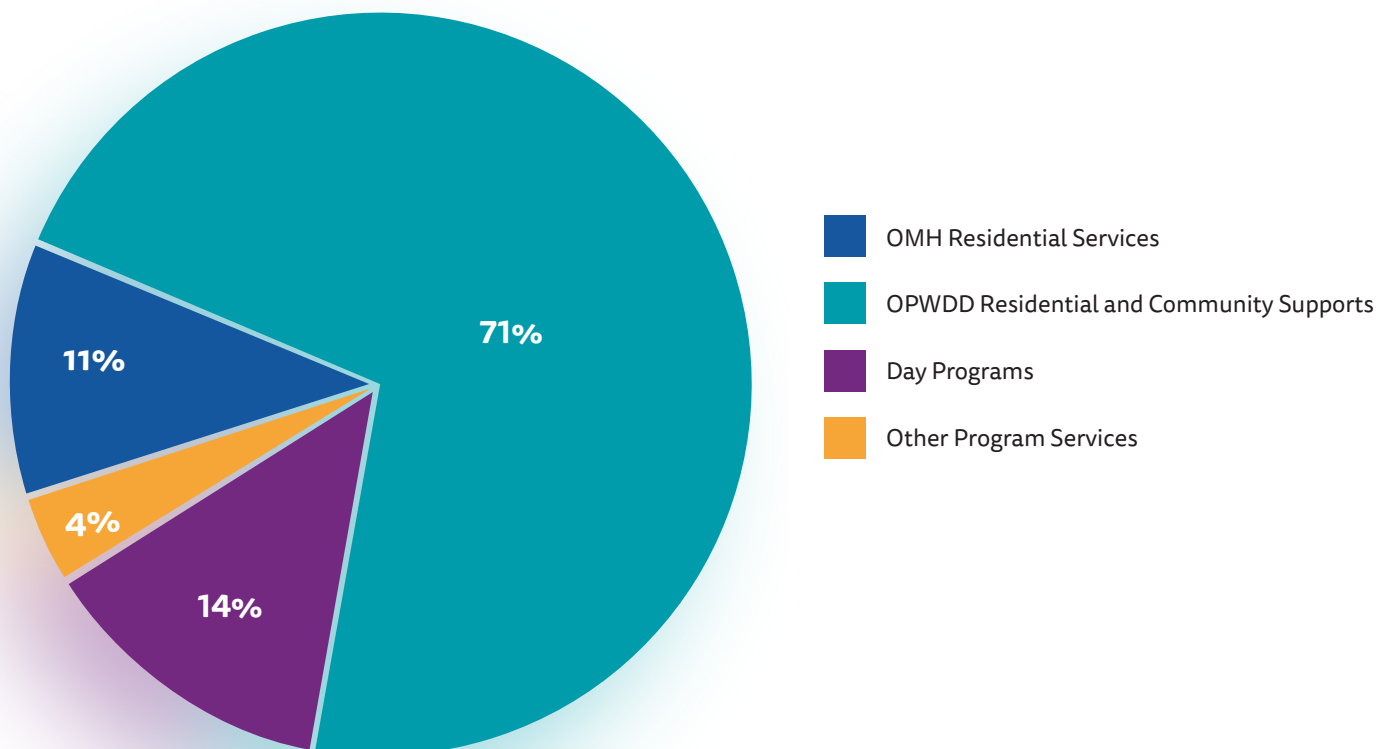
13,816,490.16

88,561,525.97

17,537,019.98

5,362,670.44

**\$125,277,706.66**





# Support & Services

## HOUSING

**905**

People Served



## YOUTH SERVICES

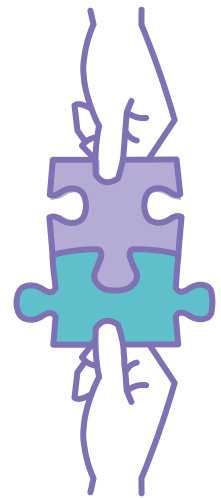
**1388**

People Served

## RESPITE SERVICES

**131**

People Served



## DAY SERVICES

**718**

People Served

## COMMUNITY AND FAMILY SERVICES

**1944**

People Served



# Re-engineer FREE into a Learning Organization

FREE's greatest asset is its valued team members; 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. In our commitment to better support our team members career goals, FREE held its first Career Exploration Event for team members to learn about all the various departments, job opportunities within them, and how to advance their career. It was such a success we look forward to this becoming an annual event that continues to grow to better support our team members career goals.





# 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, FREE made 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.

# 195

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New People  
Supported by FREE

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# Contributors



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Wood Kingdom

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Yurla Francois

Yvonne Dorsey

Yvonne Laubis

Zhier Tillman





# FREE Happenings



## **Vaccine Rollout**

FREE Bethpage and Hauppauge became vaccination sites which greatly assisted with distributing the vaccine booster shots. The execution was an extraordinary success!

**Individuals Vaccinated: 517**

**Team Members Vaccinated: 1102**

## **Success Community Care Clinic**

The clinic is now a Certified Community Behavioral Health Clinic (CCBHC) expanding services needed to create access, stabilize people in crisis, and provide the necessary treatment for those with the most serious complex mental illnesses and substance use disorders. These services include but are not limited to: 24/7/365 mobile crisis team services, immediate screening and risk assessment, easy access to care, tailored care for active duty military and veterans, expanded care coordination, commitment to peers and family to provide fully integrated care.



# FREE Happenings

## Long Island Press

Our President, Dr. Christopher Long, was featured on the cover of the December issue of the Long Island Press. The cover story provided the platform to raise awareness and share the amazing work happening every day at FREE along with our fellow Long Islanders.



## Joining Forces with The Sharing Tables of the USA

The participants of our Program Without Walls help Long Islanders in need by distributing food, clothing and hygiene products. Individuals volunteer to keep the Sharing Tables located throughout our communities stocked and well maintained so they can continue to help others in their community.

## Expressions Exhibit at LENZ Winery

The exhibition kicked off with an outdoor artists reception on July 22 and ran through October 11. LENZ has been a dedicated supporter of FREE and has hosted numerous showcases for artwork created by members of FREE's art program.





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Uma Ashok

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David Sanders



Mark Simms

## How You Can Help Create a Legacy!

### Ensure Fiscal Viability and Health

We need your support to further our mission. Please consider a gift through your Will (estate plan) or by gifting stock, mutual funds, retirement plan assets, life insurance or real estate. Your tax advantaged gift will go a long way in creating a legacy. For more information, please call the Office of Development and Mission Advancement at 516-870-1661.

# FREE Network

 Homes Anew I, Inc.  
 Homes Anew II, Inc.



## Building Communities Together

### Family Residences and Essential Enterprises, Inc.

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