

# 2022

## 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 CEO & President

Family Residences and Essential Enterprises, Inc. is a multi-faceted human services organization that proudly provides a diverse array of supports and services to more than 5,000 individuals with intellectual / developmental disabilities, mental illness, substance abuse disorder and traumatic brain injury. It is the mission of FREE to support people of all abilities to reach their full potential and thrive in their communities.

FREE, Inc. strives to make dreams come true by supporting people with unique and meaningful experiences which enrich their lives. At FREE, Inc our work is never done—we remain steadfast in our advocacy efforts for those we are honored to support. We acknowledge that the needs of the people we support and the community who relies on us continues to evolve and change--it is our responsibility to create a more flexible and expansive system of support. We are committed to bringing people together to eliminate stigma and bias and promote a culture of inclusion for people of all abilities in their communities.

As we reflect on this past year, we 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!

Respectfully,



**Dr. Christopher Long,**  
President

A handwritten signature in black ink, appearing to read "Chris Long".



**Robert S. Budd,**  
CEO

A handwritten signature in black ink, appearing to read "Rob Budd".

# Our Mission

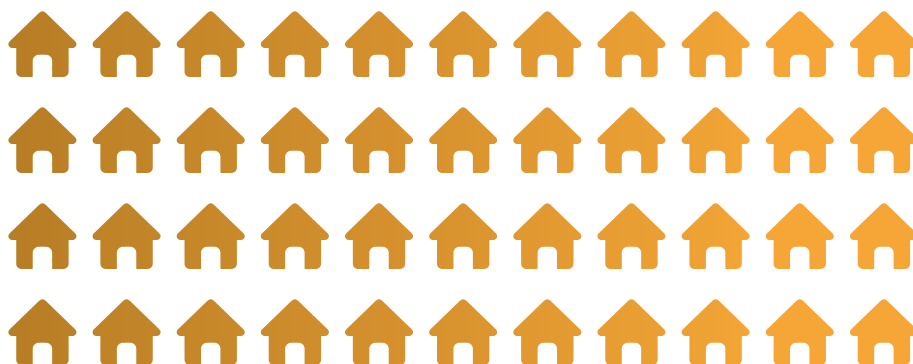
Throughout 2022, FREE focused on increased information sharing amongst various departments and divisions with the goal of ensuring that proper procedures and protocols are implemented , while also providing team members with the tools needed to continue to provide quality services to the men and women we are privileged to support.

FREE continues to explore all options and avenues to ensure the men and women supported and the team members who provide supports have the tools at their disposable to move forward on this strategic priority. Teams continued to focus on fine tuning some of the new initiatives, including the use of new assessments/forms, site visits by support departments, and updated quality and compliance reviews.

The organization committed to making 2022 a year in which we prioritize becoming a data-driven and informed Organization. Momentum continued as several pilots, implementations and initiatives moved forward, with several specifically geared towards business intelligence capabilities.

As the vision for this part of the agency has become clearer, various efforts are underway to streamline communication amongst the different priorities and initiatives across the organization with the result being a single unified voice for all the men and women we are privileged to support.



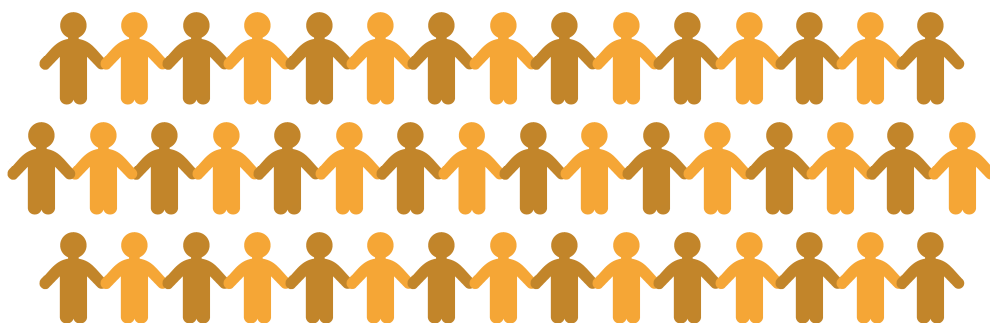


44

*Houses That Went  
Live with Quickmar*

61

*Individuals Transitioned  
Towards Less Restrictive Setting*



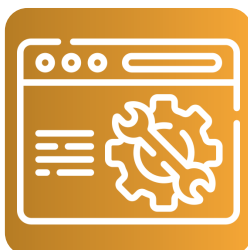
489

Team Members  
Trained on Electronic  
Health Applications



3,980

MPulse Tickets  
Completed



3,980

Help Desk Tickets  
Completed



783

See Us, Hear Us  
Podcast Downloads

# Our Financial Wellness

Across the Organization, teams continued to build upon an education-focused approach to ensure our team at all levels is fundamentally aware of many of the strategies and opportunities available that can affect its fiscal viability. Our accounting teams continued to provide training and support to leadership at all levels, while our funds development team has been hard at work look at opportunities to enhance our donor base, further diversifying our revenue streams.

FREE has continued to focus its efforts on methodically and gradually growing the Organization by leveraging its existing partnerships in the community and amongst our oversight bodies strategically. Of significant importance during this Quarter was FREE's approval by the Office of Alcohol and Substance Abuse Services (OASAS) to become an OASAS licensed integrated care provider, allowing FREE to at long last officially provide Substance Use services within the community.



**Office of Addiction  
Services and Supports**



**Celebration  
of Life**  
GALA



# Our Workforce

FREE's commitment to its workforce continued to be a focal point. The 3rd quarter offered many opportunities to support, engage and develop its most valuable resource. Focusing on increasing its diversity to represent and reflect the populations of our surrounding communities and the men and women we support by partnering with communities of color to become an employer of choice, developing targeted supervisory skills training for emerging supervisory staff, and shifting the philosophy on how we recruit for our vastly varied programs based on skills, aptitudes and interests are a few of the endeavors FREE has prioritized for 2022.

FREE's commitment to its workforce extends beyond training and development. The Organization is committed to continue to build a culture in which team members at all levels feel valued, included and appreciated for their unique talents and abilities they bring with them each and every day. From program specific and organization-wide appreciation events to Diversity, Equity and Inclusion (DEI) initiatives, we have been looking at ways to provide new and innovative approaches to acknowledge our teams while enhancing the collaborative spirit within the Organization.





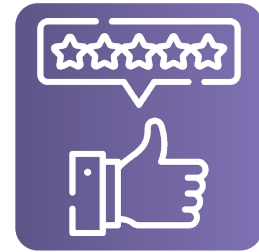
**5.3 Years**

Team Member  
Average Length of  
Service



**44**

DSP's Selected for  
Pre-Management  
Training



**93%**

Team Member  
Retention Rate

# Reimagining Advocacy at FREE



Family Residences and Essential Enterprises, Inc. (FREE) hosted our Reimagining Advocacy conference in our Bethpage location to a packed crowd.

We cannot thank Tyler Havlicek enough for sharing his truly inspirational story and advocacy efforts that helped him get where he is today. He continues to advocate and to have his voice heard. Marisol Getchius and Michelle Flood from Self-Advocacy Association of New York State (SANYS) presented on the importance of self advocacy and the essential part it plays in person centered supports and services. Claire Miller from FREE, Pam Boyle from AHRC Nassau, and DJ Love, FREE Self Advocate presented on PrideAbility. It is a community of people dedicated to socialization, advocacy, and education. PrideAbility provides an engaging space for LGBTQ+ adults, families, and friends. We encourage all who are interested to join them. To learn more email Claire Miller.



Thank you to the Reimagining Advocacy Panelists. Jeanine DeNave (PROS Peer Specialist), Samantha Eisenberg (FREE Receptionist at Bethpage) and Bradley Knueppel (See Us, Hear Us Podcast) for sharing your experiences and importance of advocating for yourselves and others.

# See Us, Hear Us Podcast Launches

**See Us, Hear Us** – FREE's Podcast hosted by Dr. Christopher Long and Bradley Knueppel a resident at Lincoln ATP officially wrapped up season 1 and we are happy to say we had 8 episodes with over 650 downloads and received 5 stars from all 14 ratings. The guests included many self-advocates who shared their stories and Keystone a multi service provider participated in a discussion on the landscape of the industry from a provider perspective. The show will return in 2023 with its second season with new topics and guests.



# Financial Highlights

## Supports and Services:

OMH Residential Services

OPWDD Residential and Community Supports

Day Programs

Other Program Services

## Total Revenue

## Revenue

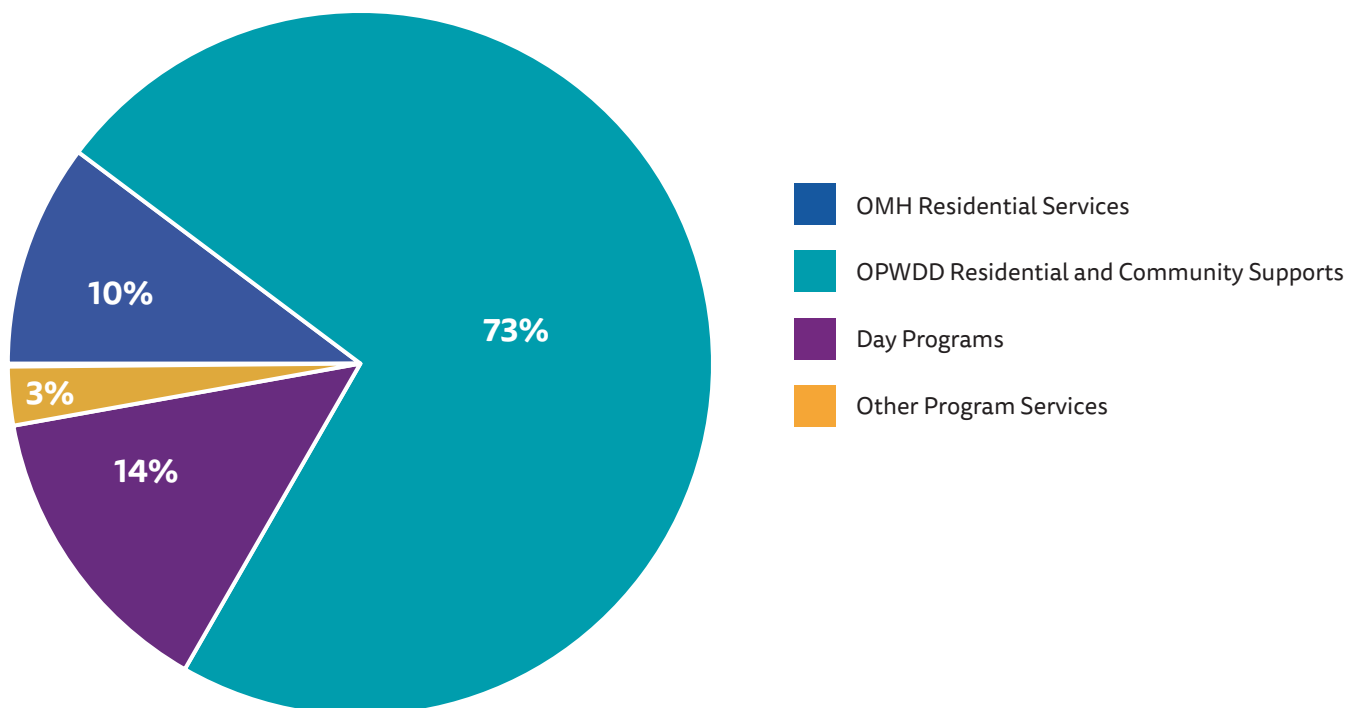
16,942,255.61

120,876,341.36

22,965,008.20

4,435,777.85

**\$165,448,994.65**



# Support & Services

## HOUSING

**873**

People Served



## YOUTH SERVICES

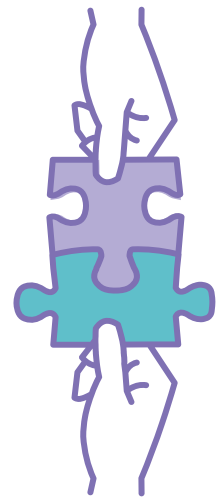
**1388**

People Served

## RESPITE SERVICES

**369**

People Served



## DAY SERVICES

**813**

People Served

## COMMUNITY AND FAMILY SERVICES

**1981**

People Served



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Vincent Sydlansky  
Virdina L Wilson  
Vishnick McGovern Milizio LLP  
Vivian Hart  
Warren Palzer  
Wendy Silverman  
White Knight Security & Audio  
Wildens Valeus  
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William Meachum  
William Townsend  
Wood Kingdom  
Yakira Powell  
Yoland Lewis  
Yurla Francois  
Yvonne Dorsey  
Yvonne Laubis  
Zhier Tillman

# FREE Happenings

## Visit by OPWDD Commissioner Kerri Neifeld to FREE Bethpage

The Commissioner spent her morning with us and was able to see our dance group perform, our talented drumline performance, and our culinary experts in action. She took the time to speak with our self-advocates, team members, individuals we support, and parent groups to hear their ideas and vision for the future and we are forever grateful!



## Volunteers from Zebra Help Out at The Freedom Gardens

A huge thank you to Zebra Technologies and Smile Farms! Their hard work transformed the huge dirt pile into the raised garden beds just in time for this year's pepper planting for our new batch of hot sauce!

## Ribbon Cutting at Atlantic Avenue

Atlantic is the first of its kind to serve individuals with extensive medical needs who would otherwise not be able to reside in community settings. Thank you to the families who attended as well as the elected officials that were there to show their support.





## Going for Gold at the Special Olympics USA Games

Congratulations to all of the Special Olympians who participated in the Special Olympic USA Games! FREE had many athletes participate and take home medals including Roger who took home two silver and a gold in Bocce!

## FREE Honored at Long Island's Fight For Charity

Long Island Fight for Charity's Annual fundraising event was back for the first time since COVID. FREE has been a benefiting charity for 17 years and they always give us an opportunity to spotlight our talent. This year the FREE Drum Corps performed and they did not disappoint!



## National Grid Volunteers at Dogwood & Saddle Rock Ranch

We are so honored to have had multiple sites visited by National Grid US on their "Day of Service". We had a volunteer event at our Dogwood residence thanks to our parents and more than 15 employees from National Grid where they transformed the grounds. Additionally, we had another group at Saddle Rock Ranch where they painted the fence and the horses paddocks.

# FREE Happenings

## **Talent Connection Job Expo**

FREE's Talent Connection Job Expo was a huge success! We had over 200 hundred job seekers in attendance with 17 businesses and community partners, with a special presentation from John and his father from John's Crazy Socks.



## **The FREE Players Return with Bye Bye Birdie**

The FREE Players Theatre Group returned to the stage at the Bayway Arts Centre. Congratulations to everyone involved with the extraordinary work on the production of Bye Bye Birdie. The actors were remarkable and they exuded confidence and pride that illuminated the room. It was simply a magical experience.

## **FREE at the NYDA Capitol Rally**

We were proud to represent FREE in Albany at the NYDA Rally to advocate for fair wages for the DSPs dedicated to supporting NY's I/DD community. Special thanks to the Westbury House for making the trip!



# Board of Directors

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## 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.

191 Bethpage-Sweet Hollow Road, Old Bethpage, NY 11804

Phone: 516-870-1600 | Fax: 516-870-1660 | [FamilyRes.org](http://FamilyRes.org)



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