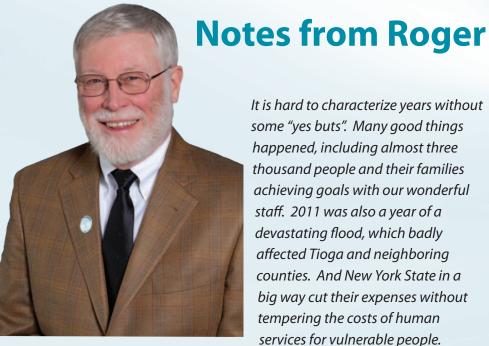


RACKER CENTERS
BREAKING GROUND: MAKING ROOM





It is hard to characterize years without some "yes buts". Many good things happened, including almost three thousand people and their families achieving goals with our wonderful staff. 2011 was also a year of a devastating flood, which badly affected Tioga and neighboring counties. And New York State in a big way cut their expenses without tempering the costs of human services for vulnerable people.

Franziska Racker is resilient because it has to be. But that comes at a cost to staff, who lost some benefits, went through the year without raises, and had in many cases to increase productivity from an already high standard. We did not reduce programs or services, and continued to provide useful supports as we

The future is always the undiscovered country, one that we can influence and not just wait for.

have always done. 2011 reminds us that the advocacy part of our Mission is not finished. We never argue for the status quo, and it is clear to us that we could be very effective helpers if regulators backed off and there was more flexibility and creativity in how money can be spent. The future is always the undiscovered country, one that we can influence and not just wait for. All of the Centers futures have been positive, and I expect that to continue.



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Breaking Ground: MAKING ROOM

2011 was a busy year! We broke ground and began construction on our "Making Room" project in July. The project is moving along beautifully! First contractors completed the much needed asbestos abatement in the preschool building. Then they began the renovations, installing the new heating and cooling systems. Work also continues on the addition of the new 9,000 square feet for program space and our new Learning Center. Our plan is to have all the renovations completed by July 1, just in time to move the children back into their beautifully renovated school for summer session 2012. We will cut the ribbon on our new Learning Center on Friday, October 12, and you are invited!

Dan Brown, Associate Executive Director, and Roger Sibley, Executive Director, in front of what will be the new entrance to the agency and the Learning Center.



"MAKING ROOM" CHALLENGE MATCH ANNOUNCED

We are encouraged by the wonderful support we have received for this project. While our "Making Room" Capital Campaign heads into the final phase of fundraising, our goal of \$3.5 million is within reach. We passed the \$3 million mark at the end of 2011 and to help us get to goal, we are thrilled to announce our "Making Room" Challenge Match. Thanks to the generosity of a special group of donors we are calling our Match-Makers, we have a \$200,000 Challenge Match to take us to goal. This match is given to help us raise the last dollars needed to complete our fundraising and is also in honor of our executive director of 33 years Roger Sibley.

TO LEARN MORE ABOUT "MAKING ROOM" AND THE CHALLENGE MATCH, AND TO GET INVOLVED, CALL PERRI LOPINTO AT 607.272.5891 x 234.

SPECIAL THANKS TO OUR GENEROUS MATCH-MAKERS:

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EJ

At her son EJ's 15 month well check up, Shelby communicated to the Doctor that she didn't feel her son's development was on track with other children his age. She noticed that EJ's language skills were delayed and that he wasn't as social as other children. EJ's pediatrician recommended contacting Early Intervention Services. This was Shelby's first encounter with Kim DeRouchie, Service Coordinator for Tioga County Early Intervention. "Kim is great, and she's been so easy to work with, first with EJ, and then when I needed her help again with EJ's younger brother Orion," states Shelby.

Kim assessed EJ in the family's home and did share Shelby's concern that EJ may have a disorder on the autism spectrum. EJ immediately began speech and occupational therapy through Tioga County's Early Intervention Program. Through Kim's suggestion, Shelby decided to pursue an evaluation through Dr. Karen Fried, Director of Autism Services at Racker Centers. Upon that evaluation, EJ was diagnosed with autism.

As EJ approached his third birthday, the age at which he would no longer qualify to receive Early Intervention Services; Shelby began to research various program options. That is when she learned of the Special Education Preschool program run by Racker Centers at the Washington Gladden site in Owego. She visited and was immediately sold on the site and the integrated program after meeting with Tessa Zimmerman, a Racker Centers' social worker, as well as Marcy Luffman, preschool special education teacher and Ruth Harders, teaching assistant. "EJ started preschool in September of 2010, and since then he has just taken off," states Shelby.



EJ had a vocabulary of approximately 5-10 words at the start of preschool and knew five basic signs. He was very non-verbal. Marcy and Ruth worked tirelessly with EJ in his first few months of school. He was Ruth's shadow, and was eager to see the school staff every day including Abram (Abe) Dyson, another Aide in the preschool program. Now in his second full year of preschool, Shelby states, "You would never know two years ago that he did not talk!" Miraculously, with Marcy's suggestions and through closely working together, classroom staff and Shelby were able get EJ completely toilet trained in just two weeks this past fall.

Anne Seepersaud is the Service Coordinator at Franziska Racker Centers who has worked with EJ since he started



Preschoolers Gregory, EJ, Malackhi and Michael pose for a photograph at the Owego Preschool site.

in the preschool program. Her role is to work with the preschool therapists, the teacher and Shelby so they can all work as a team to best meet EJ's needs. Anne states, "Shelby is very involved and is great to work with. She wanted to receive ongoing communication from EJ's therapists and teachers through a communication book and emails. I was the intermediary among everyone so that Shelby was receiving the information she needed to continue EJ's work at home." In addition to facilitating this teamwork, an important role of Service Coordination

EJ'S SOCIAL SKILLS ARE AMAZING NOW. WE CAN PARTICIPATE IN PLAY GROUPS; HE PLAYS WITH HIS YOUNGER BROTHER.

is providing the family with information on community supports that are developmentally appropriate. Anne assisted Shelby in securing funding for "Mommy and Me" gymnastics classes for her and EJ, so EJ could become more involved in the community. In addition, Anne helped the family secure designated funds for fire extinguishers for their home, and assisted Shelby in utilizing Racker Centers' Family Support Respite services so that Shelby had the resources for someone to watch the boys when she needed to run errands. "It sounds small, but sometimes these small things make life so much easier for the family," Anne states.

For the last six months, the preschool team has worked with Shelby on helping EJ transition from preschool to prepare him for Kindergarten. Anne set up a tour of the Candor Elementary school and facilitated a meeting with Shelby and the special education teacher there. Through all of this teamwork, Shelby is now better aware of the typical skills that a kindergartener needs to be successful.

Shelby states, "EJ's social skills are amazing now. We can participate in play groups; he plays with his younger brother. He is not shy. In fact, he is very polite and very respectful." Mary Balfour, EJ's speech language pathologist agrees. "He knows and uses the names of his peers and familiar adults, as well as polite language. To remember that he was nonverbal just a year ago makes his progress astonishing."

Shelby doesn't know what she would do without the services available through the county and Franziska



Pictured Above (left to right) Special Education Teacher Marcy Luffman, Service Coordinator Anne Seepersaud, EJ, Teaching Assistant Ruth Harders and Speech Language Pathologist Mary Balfour

Racker Centers. Her youngest son, Orion, will start in the 3-5 year program at Racker Centers' Owego site this summer. "With all of the progress that EJ has made, I am excited just to see what will happen now. Their needs are so different and they are each being accommodated in different ways," says Shelby. "Racker Centers' staff really tries to help us with whatever we need, from Anne to the tireless work of Marcy, Ruth, Abe, Mary and all of the staff in the preschool that have helped us over the last two years."

EJ with his mother, Shelby, and brother, Orion



 $4\,$

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"Starry Night" respite house has been a long-anticipated service by many in Central New York. "It has taken several years for this dream to come to fruition, but now the vision has finally come to life," states Pat Montanez, Director of Residential Services at Franziska Racker Centers. "The community was supportive all the way. The Cortland County Community Services Board is a committee that has been advocating for this service for more than four years. The hardest hurdle was making sure that funding in these times was going to be there, and then that the house was going to be used," Pat continues.

"Starry Night" Respite was built to serve the need for short-term stays for those with developmental disabilities while their families use that time to take care of personal business, or to enjoy some "respite" time of their own. Historically, respite homes emphasized the time that

"STARRY NIGHT" RESPITE WAS BUILT TO SERVE THE NEED FOR SHORT-TERM STAYS FOR THOSE WITH DEVELOPMENTAL DISABILITIES WHILE THEIR FAMILIES USE THAT TIME TO TAKE CARE OF PERSONAL BUSINESS, OR TO ENJOY SOME "RESPITE" TIME OF THEIR OWN.

families would have away from their family member in need of care, whether it be to accomplish tasks or to take some needed rest from care-giving. The same philosophy continues with the opening of "Starry Night," with just as much emphasis and planning going into the experience for the individual staying at the house. The staff at the respite house want visitors to feel as though they are checking in to a Bed and Breakfast for an exciting or relaxing getaway. The individuals staying each weekend are carefully placed with others having some of the same interests so that residents can enjoy their "away time" engaging with new people and sometimes establishing growing friendships.

Activities are planned by staff to ensure that guests are able to enjoy their time with games, and by visiting regional attractions and experiencing a weekend break from their normal routines.

Continued on page 17...







Photos taken of guests during their stay at the respite house. Pictured: top - Tomas, middle - Rachel and Brooke, bottom-Shannon and Kim

2011 Financial Report

Franziska Racker Centers had a great year programmatically, serving almost 3,000 people in 2011 with an annual budget of approximately \$27 million. Operating revenues combined with public support exceeded operating expenses resulting in a surplus. We rely upon your strong support, which enables us to provide opportunities for our participants that might not otherwise be possible.

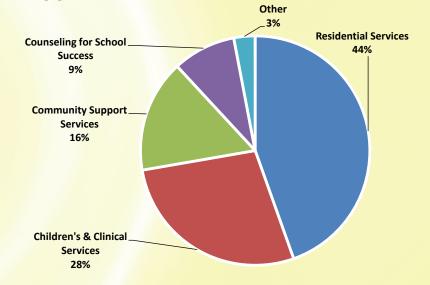




Operating Revenues and Public Support

Residential Services	\$12,082,323
Children's & Clinical Services	7,507,737
Community Support Services	4,297,651
Counseling for School Success	2,408,802
Other	
-Investment Return	59,206
-Miscellaneous Revenue	21,822
-Prior Period Adjustments	12,508
-Fundraising & Capital Campaign	724,725

TOTAL REVENUE \$27,114,774

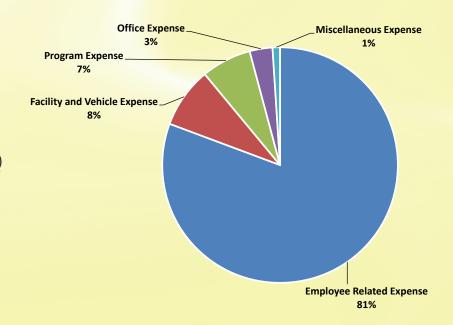


Operating Expenses

CHANGE IN NET ASSETS

TOTAL EXPENSES	\$26,440,569
Contingency Expense	(400,865
Miscellaneous Expense	274,188
Office Expense	841,575
Program Expense	1,840,131
Facility and Vehicle Expense	2,226,905
Employee Related Expense	\$21,658,635

\$674,205





The Racker Society

Our Special Friends who, by their thoughtful actions and planned giving, have helped to build and sustain Racker Centers for future generations.





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Karley

"To know Karley is to love her," states Carrie, mother of the sweet seven-year-old who was diagnosed at the age of two with autism. "She's my little hero, she's really inspired me," continues Carrie who is almost finished with her degree in Early Childhood Education and is looking forward to helping more children achieve some of the milestones her daughter has over the last seven years.

Carrie was concerned about Karley's development as an infant, but when she pushed for answers at Karley's doctor's appointments, she was simply told not to worry. Finally at age two Karley was evaluated and it was determined that occupational therapy and speech therapy would help her.

CARRIE NOTICED THAT KARLEY WAS THE ONLY BABY SHE KNEW THAT WOULD CRY TO GET INTO HER CRIB RATHER THAN OUT.

Soon after that, the family moved to Tompkins County and began working with Jared, a Service Coordinator with the Tompkins County Health Department. Jared was the first person who began talking to the family about the possibility of Karley having autism. Carrie immediately began researching and found that the suggestion of autism resonated. Carrie noticed that Karley was the only baby she knew that would cry to get into her crib rather than out. Karley used to bite herself, pull her hair out, and had a very difficult time being out in public because she would have panic attacks. When Karley was taken to an out-of-town specialist to be evaluated for autism, the family received discouraging news. They were told by the specialist that Karley would likely never talk and that they should prepare to have her live in a group home when she grew up.



This is when Jared recommended some community resources for the family to consider, including Franziska Racker Centers' Partnership Program, an intensive classroom program specialized for preschoolers with autism. Carrie looks back at this as the most terrifying time. She states, "I remember being so scared to hand over the care of my two-year-old on a regular basis to people I didn't even know. I thought that Karley was too young to be away from her mommy every day." Now she looks back and is terrified of what Karley's life might be like today if she hadn't made that hard decision five years ago. "I didn't know at the time, but that very well could be the most important decision I will ever make for my daughter."

Karley attended the Partnership Program classroom at Racker Centers. Carrie remembers how happy she was to see that the Centers really put Karley first. "They did whatever she needed; it was really centered on her."

In the beginning, Karley did not speak and wouldn't play or interact with other children. She did not understand pretend play and was very shy. Teachers and staff worked with Karley on interacting with others. At first her speaking began out of functional necessity. She would talk when she needed something. At home one evening Karley had been looking out the window. She came over to her mother, pointed and told Carrie there was a bird outside. Carrie cried because she was





so thrilled to see that Karley had chosen to talk to her just to describe something and initiate a connection.

Today Karley is a very active, talkative seven-year-old in a mainstream classroom at Casavant Elementary School. She is the captain of her cheerleading team, is a Girl Scout, plays softball, wrestling and basketball and tells Carrie that when she grows up she wants to be a rock star, a famous artist and a crossing guard. She is well on her way after recently singing in front of her entire school at Casavant.

Carrie states, "Karley's years at Racker Centers taught me that I can accept any limitations that Karley has, but that I will not accept anyone else putting limitations on her because of her diagnosis. She's already achieved more at the age of 7 than she was ever expected to and I know she will just continue to do so."

PICTURED:

(far left) Karley with mom Carrie, brother Riley and Carrie's boyfriend Mike (left) Partnership Classroom Observation Room (above) Karley in 2008 exploring toys in the Partnership Classroom

Giving to the Centers _____

When you contribute to Franziska Racker Centers you becomes a **Friend of the Centers**. If your contribution is \$1000 or more, you become a **Racker Fellows** or **Business Partner**. Your generosity helps us to fill funding gaps, allows for program enhancement, and supports new and innovative services for people with disabilities in our community. We are thankful for the ongoing support of all our Friends, and fondly remember those that have left us, some in the past year.

Some of our friends gave **Gifts in-Kind**. These donations are items or services that directly enhance ongoing programs. Monetary gifts may have been given to **Unrestricted Annual Support**, allowing us to address areas of greatest need within the agency, or they may have been designated to one or more of the seven funds described below.



Bohn Family Fund created by Donna and Tom Bohn, provides resources and supports for families with children having special needs.

Frances G. Berko Lectureship Fund created in memory of Dr. Berko, the Centers' executive director from 1964 to 1974, supports community education and professional development for those working in the disability field.

Richard M. Leavitt, M.D. Memorial Fund created by Judy Leavitt and her sons, provides support for special experiences for children and young adults with disabilities.

Tompkins Trust Company Bridge Fund supports otherwise unfunded clinical services for children throughout the year.

Frances V. Wilson Memorial Fund created by Margaret Gibson in memory of her dear friend, provides financial support for needed items not covered by traditional funding sources.

Scriber/Cash Family Fund created by Jody and Kent Scriber and David and Lori Cash, supports community-based experiences for preschool and elementary age children with special needs.

Franziska W. Racker Memorial Fund created in memory of our former medical director and the agency's namesake, supports early childhood services, an area that was dear to Dr. Racker's heart.

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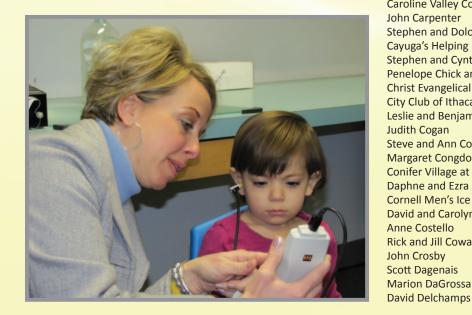
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"Starry Night" Continued from page 9...



Starry Night" Respite house is now complete including a fence for privacy and security. (Right) The house's living room and kitchen area are comfortable and welcomina.

seen Jimmy so at peace than the first time he went to stay at the respite house."

Kim Lansdowne, Regional Residential Director who oversees the respite house states, "Families having used this as a resource so far, have commented on how beneficial this has been for them." Kim explains that the most difficult aspect of the house up to now has been the enrollment meetings for families because they seem apprehensive until they see the house and learn more about the program. The leap of faith of leaving your family member who relies on you 100% for care for the first time can be very difficult. "The individual staying with us does great and has a wonderful time. The family members are the ones that may struggle at first or feel guilty leaving. That is until they come to pick them up and see what a great time they had!" Kim continues. "That is when it feels so good to see a family that can finally let go of the apprehensions and start enjoying the respite time as well."

Families often learn of the services available to them, such as the "Starry Night" Respite House through their Service Coordinator. LaRayne Hesse, Service Coordinator with Franziska Racker Centers has worked with Jimmy and his family throughout the past year. She states, "The respite house is very much appreciated by Janet, Jimmy's Mom. Jimmy enjoys the times he is able to spend at "Starry Night" respite house."

When asking Janet McArthur what the experience has been like for her family, she states, "It has been ideal." Her 28-year-old son Jimmy has stayed at "Starry Night" on two separate weekends. Janet continues, "We were a little apprehensive at first. I've never been without a child in 50 years of marriage. I have six children, plus we've always taken Jimmy everywhere with us and it has never been a problem." However, now knowing that this service is available is such a relief to Janet. Janet took over soleguardianship of Jimmy last year because of his father's health. "I've had to do it all," states Janet. "This service is so helpful, for instance when I needed to attend a funeral." Continuing she explains, "Everything at the house is so well organized. I don't need to worry about medication management and the staff is so caring. They take the

individuals bowling or out for other activities. I've never

Special thanks to M&T Bank for their gift supporting the opening of "Starry Night" Respite Home.



Jimmy displays artwork created during his stay at "Starry Night" Respite House

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We are dedicated to helping people with special needs and their families have good lives, with opportunities to learn, to be responsible, to feel cared for, to share, to be connected to others. We are committed to creating a culture of inclusion in our community, celebrating the richness that diversity and interdependence bring.

VISION

We are inspired by the vision of our founding families, that all people with disabilities will be valued members of a welcoming and supportive community.







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