HISTORY
Racker was founded in 1948 to support people with disabilities and their families. Families wanted their children with disabilities to participate in their community, to belong. Sixty-six years later great progress has been made on this goal, but we are not there yet. People with disabilities still do not feel that they belong. Research indicates that sixty percent of people with disabilities do not have friends. Only 12% of people with disabilities are working side-by-side with individuals that do not have disabilities.

ORLANDO PETERSON
A straightforward way for each of us to think about the current situation for people with disabilities is a slightly modified version of a quote by Orlando Peterson: “The opposite of separation is not freedom, it is belonging.”

SEPARATE TRACKS
Have you ever walked into a room and felt like you were invisible? You were there, but you didn’t feel like you belonged. People with disabilities are now seen in society, at restaurants, movies, public schools, but the “separated feeling” for most people with disabilities still exists. That will only change when they are in the room and “visible.”

2014 FOCUSED ON STRATEGIC PLANNING
The importance of the belonging focus, which comes from our founders in 1948, was strengthened by the Strategic Planning that we did in 2014. The planning process consisted of meetings with over 400 people, including community members, business representatives, partners, people with disabilities and their families, self-advocates, board members and our staff.

IT TAKES A VILLAGE
With your support and the great work of our staff we will:
• Help people with disabilities find things they are interested in
• Help people with disabilities to have the confidence to take risks in community settings of their choice
• Make connections that nurture their interests
• Educate the community that people with disabilities can and do add value to their world

FROM DAN BROWN | EXECUTIVE DIRECTOR

The strategic planning work resulted in a new Vision, Mission and Three-to-Five Year outcome statement:

VISION
We envision a world where all people know they belong.

MISSION
We support people with disabilities and their families to lead fulfilling lives by providing opportunities to learn and be connected with others.

THREE-TO-FIVE YEAR OUTCOME
Individuals and families that we support will know they belong to more communities of their choosing.

“IT WILL TAKE PEOPLE WITH DISABILITIES AND PEOPLE WITHOUT DISABILITIES TO MAKE OUR VISION COME TRUE.”
-Dan Brown

DID YOU KNOW?
WITH THE EXCEPTION OF OUR PRESCHOOL CLASSROOM SERVICES, THE OVERWHELMING MAJORITY OF OUR SERVICES HAPPEN AT OFFSITE LOCATIONS SUCH AS SCHOOLS, PEOPLE’S HOMES AND THROUGHOUT THE COMMUNITY. ONLY ABOUT 9% OF SERVICES HAPPEN AT RACKER CENTERS LOCATIONS.
Hannah is a 31 year old with intellectual and developmental disabilities who lives in the Coventry house operated by Racker Centers. After waiting for seven years, Jan and Jerry, Hannah’s parents, were delighted to hear that the house was available and that both Hannah and her sister, Angie, would be able to move in together.

To help with this new transition, Hannah and her family were able to go into the house while it was being built and were given the opportunity to see their room that they now share while it was being built. Today, the room is full of each girl’s personality; there are John Wayne and Wizard of Oz posters plastered on the walls and vanity tops covered in a variety of scented perfumes and beauty products.

Hannah spends her weeks going on outings with her Community Support Professional (CSP), Nancy Jackson, to A New Hope Center where she volunteers 4 days a week organizing, sorting, and folding clothing donations. Outside of volunteering, Nancy and Hannah enjoy going to zoos, parks, and shopping malls.

“She laughs a whole lot more, she stands better, she really recognizes the people that she works with” remarked Jan when discussing Hannah’s progress since working with Racker Centers and volunteering with A New Hope Center. Hannah’s eye contact has improved and her CSP, Nancy, says “she will look at me when I am talking to her and most of the time she’ll look at the objects that I show her.”

Volunteering at A New Hope Center has helped Hannah to belong to her community. “It helps her to be a part of the community that she lives in and I think that is very important,” Jan says. “People look forward to having Hannah come, they miss her if she doesn’t show up and ask about her; that means she’s assimilated into the community a great deal.”

“WE WERE APPREHENSIVE AT FIRST, BUT ALL OUR FEARS WERE LAID TO REST WITHIN A VERY SHORT AMOUNT OF TIME.”

—HANNAH’S MOTHER, JAN

1,298 children were provided universal mental health screenings in 2014 at their doctors’ offices, schools, and preschools through our Early Recognition project. This is a program made possible with pass through funding from the New York State Office of Mental Health, and is available to kids in Tompkins and Seneca Counties.
Throughout 2014 Racker Centers benefitted from the support of 697 community supporters and 118 businesses throughout our community, to help us carry out our mission of supporting people with disabilities and their families to lead fulfilling lives by providing opportunities to learn and be connected to others.

### Public Support & Revenue

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s and Clinical Services</td>
<td>$7,119,935</td>
<td>22%</td>
</tr>
<tr>
<td>Residential Services</td>
<td>$17,362,626</td>
<td>53%</td>
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<tr>
<td>Community Support Services</td>
<td>$5,095,941</td>
<td>15%</td>
</tr>
<tr>
<td>Counseling for School Success</td>
<td>$2,534,441</td>
<td>8%</td>
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<tr>
<td>Fund Raising / Capital Campaign</td>
<td>$393,595</td>
<td>1%</td>
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<tr>
<td>Other Revenue</td>
<td>$169,814</td>
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<tr>
<td><strong>Investment Gains</strong></td>
<td><strong>$96,895</strong></td>
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<tr>
<td><strong>Prior Period Adjustments</strong></td>
<td><strong>$4,254</strong></td>
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<tr>
<td><strong>Miscellaneous</strong></td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$32,676,352</strong></td>
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### Expenses

<table>
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</tr>
</thead>
<tbody>
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<td>Children’s and Clinical Services</td>
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</tr>
<tr>
<td>Residential Services</td>
<td>54%</td>
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<tr>
<td>Community Support Services</td>
<td>15%</td>
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<tr>
<td>Counseling for School Success</td>
<td>8%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**DID YOU KNOW?**

Throughout 2014 Racker Centers benefitted from the support of 697 community supporters and 118 businesses throughout our community, to help us carry out our mission of supporting people with disabilities and their families to lead fulfilling lives by providing opportunities to learn and be connected to others.
Racker Centers’ Family Navigator’s Program is a grant funded program which helps to match families facing mental health challenges, with an individual who has had experience in supporting their own family member who has also struggled with mental health challenges. This peer support program has identified three individuals with “lived” experience and has successfully paired them with 30 families in 2014.

Through our mental health day treatment program in partnership with both Onondaga-Cortland-Madison (OCM) BOCES and Tompkins-Seneca-Tioga (TST) BOCES, Racker Centers has supported the following number of students throughout 2014:

**TST BOCES**
- Possibilities: 27 students
- Lighthouse: 30 students
- Turning Point: 108 students

**OCM BOCES**
- Turning Point: 52
- Cortland Afterschool: 6 students
In 2014 Racker Centers’ **Community Support Services (CSS) program** supported 799 individuals from ages 2 years to 87 years of age; the breakdown of those individuals by county is as follows:

- Tompkins: 350
- Tioga: 220
- Cortland: 229

Many of those individuals receive more than one area of service through CSS, services provided include:

- Community and Day Habilitation – 604
- Community Support Service Case Study – 11
- Family Support Services/Education and Training – 384
- Medicaid Service Coordination – 1473
- Plan of Care Support Services (PCSS) – 14
- Respite – 259

The **Residential Program** served 143 individuals throughout 2014. The breakdown of those individuals by county is:

- Tompkins – 93 individuals and 15 houses
- Tioga – 33 individuals and 6 houses
- Cortland – 18 individuals and 4 houses

**WHERE STAFF LIVE BY COUNTY:**

<table>
<thead>
<tr>
<th>County</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tompkins</td>
<td>40%</td>
</tr>
<tr>
<td>Tioga</td>
<td>30%</td>
</tr>
<tr>
<td>Cortland</td>
<td>30%</td>
</tr>
</tbody>
</table>

**FAMILIES SERVED BY COUNTY IN 2014**

<table>
<thead>
<tr>
<th></th>
<th>Tompkins</th>
<th>Cortland</th>
<th>Tioga</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>104,691</td>
<td>49,474</td>
<td>50,160</td>
<td>204,325</td>
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<tr>
<td># of Families</td>
<td>45,518</td>
<td>19,028</td>
<td>16,500</td>
<td>81,046</td>
</tr>
<tr>
<td># Served</td>
<td>1,400</td>
<td>600</td>
<td>500</td>
<td>2,500</td>
</tr>
<tr>
<td>Service Rate</td>
<td>33</td>
<td>32</td>
<td>33</td>
<td>32</td>
</tr>
</tbody>
</table>

**DID YOU KNOW?**

- Tompkins – 40%
- Tioga – 30%
- Cortland – 30%
WE ENVISION A WORLD WHERE ALL PEOPLE BELONG.

A LOOK BACK AT 2014...

A GLIMPSE BACK AT 2014

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