

2020

ANNUAL REPORT

we
grow
with
you



Racker 
Supporting People with Disabilities

Port In A Storm:
a person, place, or
organization where you
can get help in a
difficult situation.



Dan Brown
Dan Brown
Executive Director

As I write a review of the year 2020, I can't help but think of the expression "a port in a storm"- finding help from a person, place or organization during a difficult situation. For a year like this one, it would be easy to talk about the difficulties Racker faced while operating our programs. I could focus on the limited amount of PPE in the first months of the spring, the fear of spreading the virus in our residential homes, uncertainty of funding to stay financially solvent, or managing the changing guidance to keep our Racker family safe. Instead, what I will remember is those people and organizations that stepped up and helped us during a very difficult situation.

Racker found a community full of ports during this storm. Personal Protective Equipment was scarce, and even unavailable to Racker and other organizations who serve people with disabilities- a population that is much more susceptible to the virus. While our staff searched every corner of the internet for medical grade equipment, our neighbors reached out and supplied us with thousands of homemade masks to keep us safe. We found friends in the business community that used their global network to find KN-95 masks from overseas, and supply our programs with proper PPE so we could safely deliver essential services.

Staff in our residential houses put aside their personal lives, packed bags and readied themselves to quarantine in the homes. To reduce the spread in the house, they prepared to spend two weeks in quarantine to care for anyone in the house exposed to the virus. They proved that their job is more than a paycheck, but a labor of love. They deserve our thanks, respect and a whole lot more.

We found that our Racker Community stepped up with gifts large and small to make sure we had the resources we needed to keep our programs running. It is humbling to look over the incredible list of donors in this annual report. These generous people understand the importance of Racker's programs and what our services mean to our community. On this list, you will find outstanding board members both past and present, families of people in our programs, or friends of families, neighbors and local foundations who gave generously during this tumultuous year. Our annual hockey game, Racker Rivals Big Red, didn't play on the ice in 2020 but still set a record in the amount raised with over \$170,000 in donations!

Looking back, it seems like there was someone willing to help every day. Friends in our community who were dealing with the same uncertainty as us, but found a way to lend their help. I could easily fill this report and more with stories of selflessness and philanthropy. For all of you, please accept my thanks and the gratitude of our entire Racker community. We were in uncharted waters, and you were our port in this storm.



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

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**Gift has been realized*

For more information on how you can become a Racker Society Member call Bob Brazill at 607.272.5891 x 224

WE

PROGRAM SPOTLIGHTS

EARLY CHILDHOOD & CLINICAL

Our Early Childhood programs support children from birth through five years of age. Whether in their homes, in early childhood programs throughout the region, or in Racker's inclusive preschool programs, we help children thrive. Our Clinical programs support ages 3 through adult including an Audiology clinic that's open to the general public.

	SERVED
EARLY INTERVENTION	139
PRESCHOOL	163
CHILDCARE	60
SCHOOL AGED THERAPIES	169
AUDIOLOGY	1860
EVALUATIONS	352

COUNSELING FOR SCHOOL SUCCESS

Racker provides school based mental health services for students attending the Turning Point programs at Tompkins-Seneca-Tioga & Onondaga-Cortland-Madison BOCES. In addition, we work with children, families, and schools to support students' overall success in their home schools and communities.

DAY TREATMENT	124
LIGHTHOUSE STUDENTS	22
POSSIBILITIES FAMILIES	65

Plus 600 hours of professional development, school outreach, consultations and other school support.

COMMUNITY SUPPORT

The Community Support program offers a range of services in the community including Care Management, Family Resource, Self-Direction, Community Habilitation, Home Service, Respite & more!

COMMUNITY & DAY HABILITATION	305
ITINERANT	63
CARE MANAGEMENT	56
FREE STANDING RESPITE	38
SELF-DIRECTION	143

RESIDENTIAL

Residential provides people with developmental disabilities of all ages a place where they can live and thrive. Our goal is to enhance the lives of participants by affording opportunities for lifelong community involvement in a nurturing environment.

143

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 United Way of Tompkins County



2020 DONOR REPORT

grow

COVID and 2020 have required an unprecedented amount of flexibility for our clinical staff. Language and phrases like ‘that has never been done’ and ‘we can’t do that’ are no longer commonplace. They have been replaced with ‘Let’s try’ or ‘We can work through this.’ Our staff have done a fantastic job in teaming with each other to work through challenges. Newer staff have shared their knowledge and skill with technology to our more hesitant tech embracers. Our highly skilled evaluators are educating our younger staff to ensure that the Racker skill set is passed on and that children and families continue to receive high quality services. This level of flexibility and teamwork has allowed us to weather this storm and it makes me excited for our ability to solve future challenges.

- Anne Schneider,
Early Childhood Clinical Services

One of the things that I am most hopeful about that came from 2020 is our strengthened relationships with residential families. The families in the residential department have partnered with us in amazing ways to strengthen and encourage our teams. They have come alongside us and it is very clear that we are all on the same side of the fight against COVID-19. We have a renewed relationship and channels of communication through regular zoom meetings that were not possible before.

- Katie Boardman,
Director of Residential Services

The crisis has created richer and more collaborative relationships for staff with other leaders, programs and employees. We’re all in it together! The need for COVID-19 safety measures has created new structures and in-classroom supports for students that seem to be helpful in managing behaviors. Some of the lessons learned will be continued post-COVID.

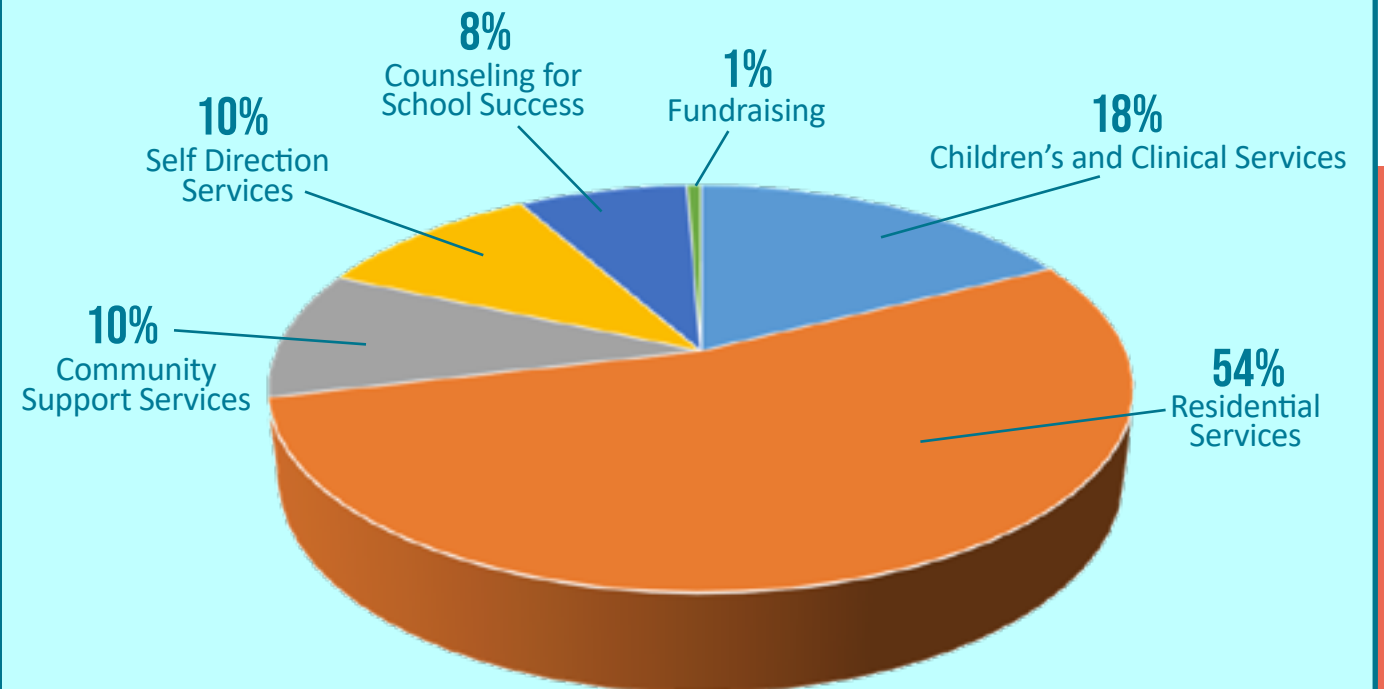
- Sarah Tarrow,
Counseling for School Success

with

PUBLIC SUPPORT & REVENUE

Children’s and Clinical Services	\$6,571,471.00	17%
Residential Services	\$20,512,065.00	52%
Community Support Services	\$4,036,444.00	10%
Self-Directed Services	\$3,908,303.00	10%
Counseling for School Success	\$2,985,388.00	8%
Fundraising	\$464,891.00	1%
Other Revenue	\$734,879.00	2%
Total	\$39,213,441.00	100%

2020 PROGRAM EXPENSES



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