



includenyc
2020 Annual Report

MISSION

INCLUDEnyc fosters positive futures and enhances the quality of life for young people with any disability from birth to age 26 and their families in New York City. We promote access to educational, employment, and independent living opportunities for young people, and advocate with families for meaningful inclusion in the broader community.



MAKING CONNECTIONS

Adaptability. Resilience. Responsiveness. Connection. These are all words our staff used to describe the past year. For INCLUDEnyc, the idea of connectedness has particular resonance. Helping families of youth with disabilities connect to vital resources, supports, and information has been a cornerstone of INCLUDEnyc since our founding nearly four decades ago. We have become a leader in New York City’s disability community, particularly during the COVID health crisis. In fact, nearly twice as many young people, parents, and professionals engaged with INCLUDEnyc last year, and we in turn connected them to essential resources, valuable tools, and one another.

The pandemic further worsened inequities that have long existed for youth with disabilities. Learning and supportive services were interrupted. Income disparity and the digital divide became more apparent with many homes not having access to computer devices or the internet. Children experienced severe effects from anxiety and social isolation.

From the onset of Coronavirus, INCLUDEnyc began holding weekly internal “Lemonade Meetings” to assess the shifting circumstances, develop infrastructure for remote activities, think creatively about program delivery, and respond powerfully to pressing needs, allowing us to pivot swiftly and expand activities. We increased engagement with young people and families by moving our workshops online, extending Help Line hours, and providing critical new resources. We delivered breaking news in English and Spanish, and elevated family voices in the media. We educated government agencies and elected officials with recommendations on how to best serve students with disabilities during this time.

Despite many obstacles presented in 2020, INCLUDEnyc was positive, strong, and enduring—thanks to the hard work of our dedicated staff. In the words of one of our parents, “Thank you for being a light in the dark for parents who don’t know how to get the answers or help for our children.”

It is through the generous support of donors and allies that INCLUDEnyc remains a lifeline for young people with disabilities and their families. On behalf of the INCLUDEnyc staff and board, we couldn’t be more grateful or feel more fortunate.

Ellen Miller-Wachtel

Ellen Miller-Wachtel
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Barbara A. Glassman

Barbara A. Glassman
Executive Director

AT-A-GLANCE

1,002,083
REACHED

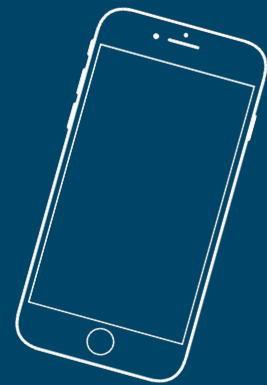
15,805
SERVED
+93% increase

Top Workshop Topics

Advocacy Skills for Families
Understanding Your Child's IEP
Insider's Guide to Kindergarten
Introduction to Transition Planning
Parenting a Young Child with a Disability
Top 5 Rights in Special Education

Top Help Line Topics

Special Education Process and Guidance
Evaluation Process and School Placement
IEP Compliance and Meeting Prep
Turning 5 Process
Behavior Supports/Issues
Post Secondary Education and College Planning
Clarification of Rights
Navigating Systems



Workshops

334 **WORKSHOPS AND SPECIAL PRESENTATIONS**
+160% **INCREASE IN OVERALL WORKSHOP ATTENDANCE**
+393% **INCREASE IN PARENT SUPPORT GROUP SESSIONS**



Resources & Information

+383% **INCREASE IN INFORMATIONAL MATERIALS**
+225% **INCREASE IN SPANISH COMMUNICATIONS**

291 Community Partners

130 Manhattan
43 Brooklyn
52 Bronx
39 Queens
27 Staten Island



AN INCLUDEnyc JOURNEY

Fatema and Zarar's Story

Parents and caregivers come to INCLUDEnyc looking for answers and they stay because of the knowledge and community they find here. This is Fatema's journey with INCLUDEnyc.

“ I am indebted to INCLUDEnyc. They helped me navigate through challenges when I didn't know what to do for my son, Zarar. I was in despair, but INCLUDEnyc was there to listen. Whenever I had a problem, the Help Line, workshops, and support group taught me how to proceed. I learned so much. INCLUDEnyc is like my Bible. ”

— Fatema, parent

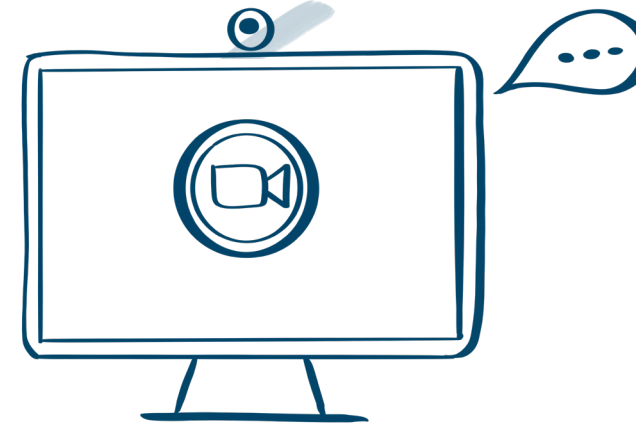
It all starts with a phone call...

“ My son Zarar is a five year old boy with autism and ADHD. During the pandemic, his school was not providing the classes required by his remote learning plan. I had to write a lot of emails and make a lot of calls, with no luck. I decided to call INCLUDEnyc. ”

— Fatema

“ Fatema first contacted INCLUDEnyc for information on preschool evaluations and special education options. When she couldn't get answers from her son's school during remote learning, Fatema reached out to INCLUDEnyc. ”

— Victoria Laudat, INCLUDEnyc Intake Coordinator



Then, you learn about more resources...

“ Zarar also had a tough time adjusting to remote learning. He was growing socially isolated, expressing sadness, and forgetting his classmates' names. I used the strategies from INCLUDEnyc's online workshops and as time went by Zarar got used to sitting in front of a screen and learning. ”

— Fatema

“ Fatema was especially concerned about her son's related services. She needed more guidance on how to secure the services and then additional resources on facilitating those sessions for her son—she was a caregiver, teacher, and therapist. ”

— Kimberly McCoy, INCLUDEnyc Senior Family Educator

And become an advocate for your child and in our community...

“ With guidance from INCLUDEnyc educators, I was able to advocate and secure physical, speech, and occupational therapy for Zarar throughout the school year. There's also a lot of stigma in Bengali culture around disability, but thanks to the parent support group, I gained the courage to raise the discussion in my family and we talk about it more openly now. ”

— Fatema

“ After working with Fatema throughout the year, she felt more comfortable explaining Zarar's disability to her family. When Fatema told the parents at the support group meeting about this breakthrough, everyone applauded and cheered. ”

— Ruth DiRoma, INCLUDEnyc Senior Family Educator





WE ARE RESPONSIVE



In the face of the pandemic and social unrest, INCLUDEnyc responded to the pressing needs of our community. We delivered breaking news and critical information to families in clear, accessible ways: on our English and Spanish websites, by text messages, and via social media live streams. We created timely COVID-related resources that addressed changes in special education and disability systems. In response to significant social-emotional needs of parents, INCLUDEnyc increased the frequency of our support groups and expanded Help Line hours in the evenings and on weekends. Amplifying the family voice in the media and with elected officials, we called for equity on behalf of students with disabilities and students of color who faced widening educational disparities during this pandemic.

Acola first called INCLUDEnyc's Help Line before her three year old son, Caleb, was even diagnosed. We helped her obtain the evaluation. Acola later worked with an INCLUDEnyc Family Educator to expand the services on Caleb's Individualized Education Program (IEP) and attended INCLUDEnyc's "Turning 5" workshop. Acola's advocacy skills led to Caleb's admission to their first choice kindergarten with the support he needs. However, everything changed during the pandemic. "My son went from having a support team of seven therapists and teachers to a team of one: me. I'm not receiving the support I expected from my child's school, and I'm at a breaking point. **Then, there's INCLUDEnyc. They send email after email with information I need. INCLUDEnyc is doing more than my child's school!**"

WE ARE ADAPTABLE



This past year, INCLUDEnyc’s programs experienced transformative change and growth. Within weeks of the first public school closure in March 2020, we moved all programs and events online, becoming an even more valuable support for families. We adapted existing workshops and created new ones to reflect changing circumstances in education, workplaces, and communities. INCLUDEnyc also adapted our Project Possibility and related youth programs for virtual delivery so that young people with disabilities could continue planning for graduation, job readiness, and life after high school. Signature community events were reimagined and new digital formats added greater accessibility and more language interpretation options, doubling attendance from the previous year.

Ruth, a Spanish-speaking mother of three, came to INCLUDEnyc seeking evaluations for her sons. She was concerned about her infant’s motor skills and nine year old’s academic progress during remote learning. With INCLUDEnyc’s help, she initiated the evaluations and both of her children are now receiving services. “After working with INCLUDEnyc, I have confidence for the first time. Your educator, Johanna, gave me hope,” Ruth shared. She also attended online workshops to learn more about early development milestones and to get a better understanding of her child’s IEP. **“There is always support and community at INCLUDEnyc. Whenever I need help, I know I can reach out.”**

Ruth, latina y madre de tres pequeños, llegó a INCLUDEnyc buscando evaluaciones para sus hijos. Estaba preocupada por el desarrollo motor de su bebé y por los avances académicos de su hijo de 9 años durante las clases a distancia. Con la ayuda de INCLUDEnyc, Ruth pudo iniciar el proceso para que sus hijos fueran evaluados y hoy, sus dos hijos reciben servicios de educación especial. “Trabajando con INCLUDEnyc, sentí confianza en mí misma por primera vez. Johanna, la educadora familiar, me dio esperanza”, agradeció Ruth quien ha participado de nuestros talleres virtuales para aprender más sobre primera infancia, hitos del desarrollo y sobre el IEP de su hijo. **“Siempre encontrará apoyos y una comunidad en INCLUDEnyc. Sé que siempre que necesite ayuda, puedo contar con ustedes”.**



WE ARE ENDURING

For nearly 40 years, INCLUDEnyc has been a cornerstone of the community. We are not only a lifeline for parents in times of crisis but also an enduring presence throughout their child's life.



A CHILD'S EARLIEST YEARS

NEED

In 2020, there was a 27% decrease in the number of NYC children evaluated and referred for special education services,¹ which are key to early intervention of developmental delays.²

IMPACT

INCLUDEnyc hosted live stream workshops on how to request an evaluation for a young child. 99% of attendees surveyed said our **workshops provided information and knowledge they will use.**

RESULT

"I'm a first-time mom going through this experience. I had concerns about my daughter's milestones, so INCLUDEnyc guided me through the steps for requesting an evaluation." — Amy, parent

FAMILY SUPPORT

Approximately 500,000 NYC homes have no internet access³ and 25% of households with income under \$25,000 have no home computer.⁴ Both are essential for online learning and teletherapy.

INCLUDEnyc expanded Help Line hours and provided resources on how to obtain devices and internet services. 95% of Help Line callers surveyed said **the information received made a positive difference for them.**

"INCLUDEnyc's Help Line connected me to a group that donated a tablet while my son and I were living in a shelter during COVID. Now, my son has the full benefit of teletherapy sessions that improved his behavior. He is now ready for preschool!" — Zita, parent

STUDENT ACHIEVEMENT

One in ten students with disabilities didn't fully receive their mandated related services, such as therapy (physical, speech, and occupational) and counseling.⁵

INCLUDEnyc presented workshops educating parents on their rights and how to advocate for services. 98% of attendees surveyed said they **gained confidence navigating the special education process and in developing advocacy skills.**

"I learned what special education students 'should' receive and what our rights are. I know more about the steps to access those supports—from beginning to end." — Fanny, parent

COLLEGE AND EMPLOYMENT

One-third of high school seniors surveyed during COVID were concerned about college readiness.⁶ 40,000 NYC Summer Youth Employment Program jobs were lost during the pandemic.⁷

Our Project Possibility program transitioned to online delivery, ensuring that youth college/career planning could continue. 100% of Project Possibility youth surveyed felt they would use the information they learned, including **how to advocate for themselves at school and work.**

"I thought my learning disability made me different from other students and that I couldn't go to college. With INCLUDEnyc's help, I made it there!" — Briana, Project Possibility youth

¹ *School-Age Special Education Data Report*. (2020, November). NYC Department of Education.

² Warner-Richter, M. (2020, August). *Considerations for Building Post-COVID Early Care and Education Systems that Serve Children with Disabilities*. Child Trends.

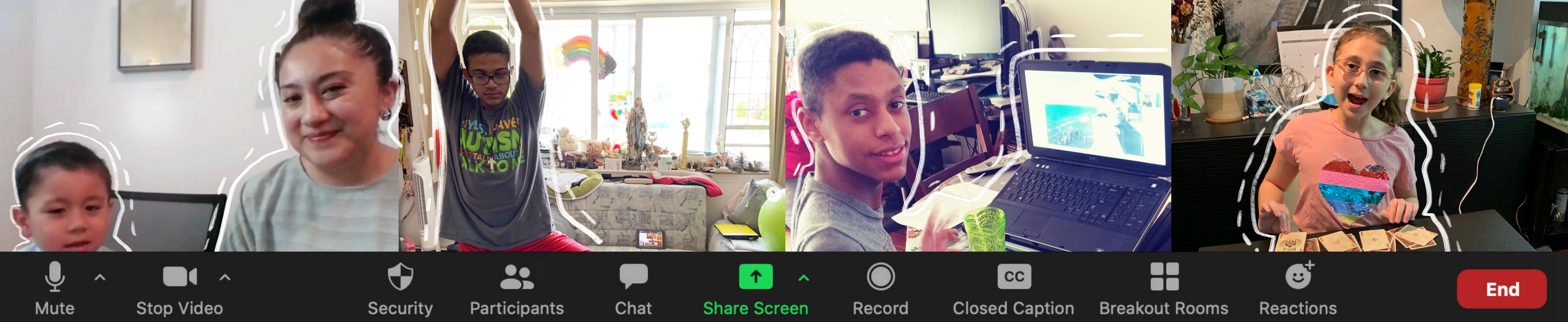
³ *New York City's Digital Divide*. (2020, April). Citizens' Committee for Children.

⁴ *Students of Color Caught in the Homework Gap*. (2020, July). Alliance for Excellent Education.

⁵ *School-Age Special Education Data Report*. (2020, November). NYC Department of Education.

⁶ Kim, H. et al. (2020, May). *COVID-19 and US Higher Education Enrollment*. McKinsey.

⁷ Gonzalez, D. (2020, September 4). *NYC Cut 40,000 Youth Jobs When They Were Needed Most*. New York Times.



OUR PROGRAMS

Parent & Family Engagement

Help Line delivers individualized, free direct assistance on special education and disability topics in English, Spanish, and over 200 other languages. Help Line hours have been extended to accommodate new family schedules during remote learning.

Community Support offers tailored, one-on-one sessions with INCLUDEnyc specialists at partner sites in all five boroughs in collaboration with community-based organizations throughout New York City.

Workshops and Trainings cover expansive topics from early childhood to young adulthood. Offered online and in person, many workshops have been modified and expanded to meet community needs during the pandemic.

Multilingual Resources provide crucial, up-to-date tools and materials with constantly evolving information and guidance from a wide variety of sources. Navigator, Navegador, and ACCESS are comprehensive email roundups providing families and professionals with disability-related news, information, and events.

Youth & Transition Services

Project Possibility brings intensive support to help young adults explore, pursue, and achieve higher education, employment, and community involvement goals.

High School Launch works inside high need public schools to help youth at the greatest risk of poor academic and employment outcomes stay on track for graduation. Students learn to identify their disability, as well as the supports and services that will allow them to succeed in school.

Bridges develops life skills that are essential for employment, higher education, and independent living. In 2020, young people expressed feelings of isolation and INCLUDEnyc responded with weekly “Fri-YAY” community-building sessions.

Career Launch provides professional development and technical assistance that helps vocational training staff improve their knowledge of disability issues and more effectively support youth with disabilities.

Annual Events

INCLUDEnyc Fair is New York City’s largest resource fair of educational, recreational, and service program providers for young people with disabilities. The Fair allows families to meet with representatives from nearly 100 exhibitors on a single day.

Indoors for Autism creates an engaging afternoon of fun and interaction for families of children on the autism spectrum. In 2020, this event was delivered virtually, bringing sensory-friendly activities and entertainment into homes across the city.

College Is Possible helps students and families learn about the college admissions process, and gain information on how to make a college action plan.

OUR PUBLIC PARTNERS

INCLUDEnyc's public sector connections are robust and include federal, state, and city partnerships that support our work with families and professionals.

U.S. Department of Education

Parent Training and Information Center Collaborative member for New York City and Long Island, providing free support and information on disability-related issues, rights, and resources. Authorized by the Individuals with Disabilities Education Act (IDEA), Parent Training and Information Centers (PTICs) offer free services to families of children with any known or suspected disability.

Community Parent Resource Center (CPRC), a PTIC in the South Bronx and northern Manhattan, offering direct support and training to families, youth, and organizations primarily in Spanish-speaking communities.

REAL Transition Partners, one of five organizations leading a network of 26 PTICs and CPRCs across the northeastern United States and the Caribbean, providing young adults with disabilities and their families with information and support as they transition to postsecondary education or employment.

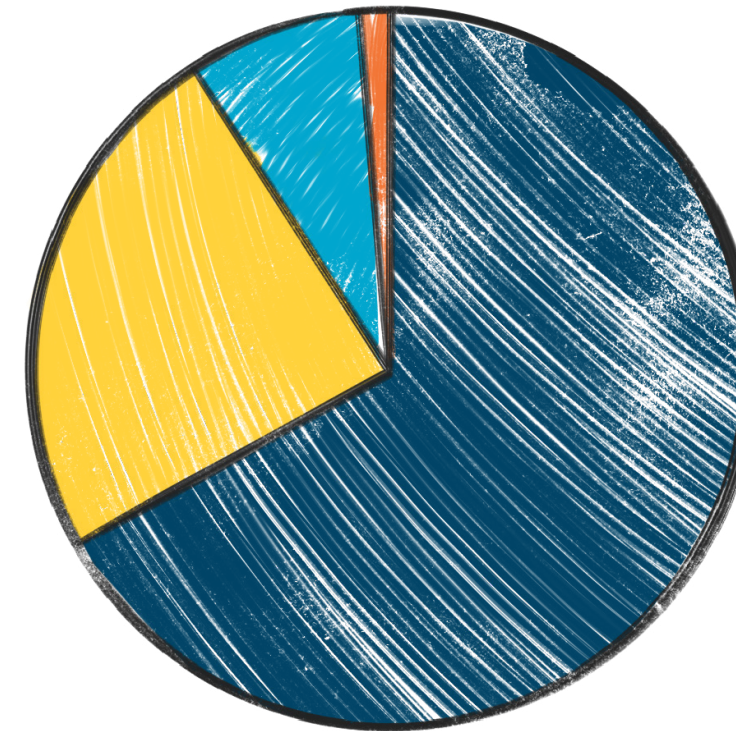
New York State Education Department

Family and Community Engagement (FACE) Centers for New York City's five boroughs promoting meaningful family involvement within the educational system, building collaborative community relationships, and providing information and training about service options and systems for early childhood and school-age children.

New York City Council

Autism Awareness Initiative leading provider, offering direct help, training, events, and information to families with a child on the autism spectrum.

OUR FINANCIALS



Total Revenue

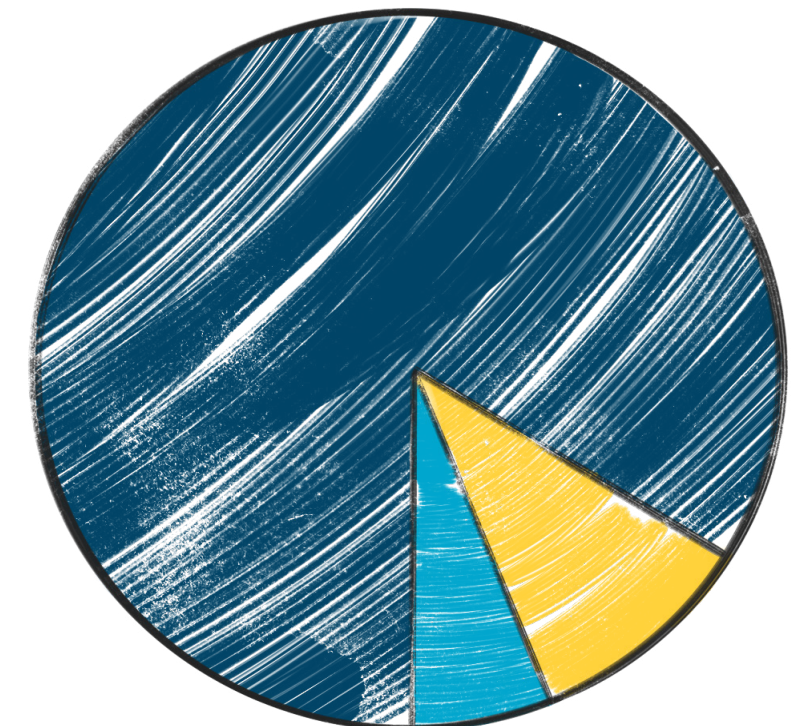
\$5.06 million

- 62% Public Funding
- 30% Institutional Support
- 7% Individual Giving
- 1% Other

Total Expenses

\$4.36 million

- 79% Program
- 14% Management
- 7% Fundraising



Audited financials





OUR DONORS



\$100,000+

Arabella Advisors
The New York Community Trust
The Taft Foundation

\$50,000 - \$99,999

Altman Foundation
Elizabeth and John J. McGuire, Jr.
Schneider-Lesser Foundation

\$25,000 - \$49,999

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J.E. & Z.B. Butler Foundation
Jacob Friedman Charitable Fund
The Joseph H. Flom Foundation
The Seth Sprague Educational and
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William J. and Dorothy K. O'Neill Foundation

\$10,000 - \$24,999

The Barker Welfare Foundation
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Hugoton Foundation
The Hyde and Watson Foundation
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Youth INC

\$1,000-\$4,999

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\$100 - \$499

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“ I want to thank INCLUDEnyc. You are the light we so desperately need. ”

— Robin, parent

\$100-\$499 (cont.)

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NYC Council Member Carlina Rivera
NYC Council Member Helen Rosenthal
New York State Education Department
U.S. Department of Education, Office of
Special Education Programs
U.S. Department of Education,
Rehabilitation Services Administration





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As of 3/31/2021



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