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As soon as I was in touch with INCLUDEnyc, magical things started to happen."

En cuanto me puse en contacto con ustedes, empezaron a ocurrir cosas mágicas".

- Corina B., INCLUDEnyc parent



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.

DEAR FRIENDS,



Most people would not say 2021 was full of "magical things," but that's how Corina B. described what happened for her when she called INCLUDEnyc.

It was a difficult time for Corina and her family. She moved into a shelter with her son, Ibis, who has cerebral palsy. Ibis was not getting the supportive services he needed to succeed in school, nor did he have the specialized chair he required for his classwork. That's when Corina called INCLUDEnyc.

With our assistance, everything changed. Within days, Ibis' school had the chair he needed and assigned a counselor to assist Ibis in school. As Corina explained, "En cuanto me puse en contacto con ustedes, empezaron a ocurrir cosas mágicas". ("As soon as I was in touch with INCLUDEnyc, magical things started to happen.")

Each year, INCLUDEnyc helps thousands of parents and youth gain access to services, feel supported, and have their voices heard. In this Annual Report, we will feature journeys to "Knowledge," "Confidence," and "Success" that three families had with INCLUDEnyc during the past year. These stories highlight how INCLUDEnyc has solidified our position as a pillar of support for youth with any disability, their families, and the professionals who assist them.

This report also illustrates the invaluable support we receive from generous donors and allies, coupled with the tireless work of our dedicated staff. It is a poignant reminder that, even in difficult times, INCLUDEnyc's free, multilingual programming remains a crucial resource that helps youth and families realize possibilities that may once have seemed out of reach.

As Corina shared in one of our Parent Support Group sessions, "The overwhelming feeling INCLUDEnyc gives me, more than any other, is the comfort of knowing that me and my family are supported."



With gratitude,

Men Willer Wachtel
Ellen Miller-Wachtel
Board Chair

Darbara A. Glassman
Executive Director



AT-A-GLANCE

14,097

PEOPLE **SERVED**

585,294

INDIVIDUALS **REACHED**

396

COMMUNITY **PARTNERS**



Help Line

2,726 REQUESTS ANSWERED

29% INCREASE IN 2021



Workshops

545 SESSIONS DELIVERED

63% INCREASE IN 2021



Information Resources

238,044 PRINT AND DIGITAL RESOURCES ACCESSED

77% INCREASE IN 2021

Top Help Line Topics

- Special Education and Evaluation Process
- School Placement
- IEP Compliance and Meeting Preparation
- Post Secondary Education and Employment
- Turning 5 (transitioning to kindergarten)

Top Workshop Topics

- Family Engagement: Communication & Culture
- Transition Planning for Life After High School
- Understanding Your Child's Individualized Education Program
- Promoting Positive Behavior in Young Children
- Advocacy Skills for Families







After working with INCLUDEnyc, I have been able to access resources that I wasn't aware of. I am immensely grateful for the knowledge I received from INCLUDEnyc."

JOURNEY TO KNOWLEDGE

The path to learning

Jennifer came to INCLUDEnyc with questions about services for her three-year-old son, Gabriel, who is on the autism spectrum. Jennifer reached out to our Help Line over the years seeking advice on numerous issues, from Early Intervention to school transportation. "Whenever I hit a wall, I call INCLUDEnyc and they always help me," Jennifer shared. During the pandemic, she was trying to assess kindergarten programs for Gabriel.

"I was able to guide Jennifer in navigating the transition to kindergarten (Turning 5 process), enabling her to advocate for Gabriel and secure the supports he needed," explained Kpana, our Manager of Parent and Family Engagement.

Kpana also provided ongoing advice to Jennifer as she repeatedly reached out to the Department of Education, since the initial kindergarten placement options were inappropriate.

Gabriel now receives speech and occupational therapy, and attends a Nest program, which serves students with autism, at a nearby school. He has made new friends in kindergarten, and is more talkative and expressive than ever.



of participants surveyed said they increased their knowledge after attending our workshops





JOURNEY TO CONFIDENCE

The path to achievement

"

INCLUDEnyc has given me the guidance and courage to advocate for my daughter."

Elizabeth's search for information about her rights and those of her 8-year-old daughter, Kora, led her to INCLUDEnyc. Kora has a musculoskeletal disease that affects her mobility. As an emerging English speaker whose first language is Mandarin, this bright young girl required more support than her school was providing. Elizabeth—who calls INCLUDEnyc her "go-to place"—needed to find a suitable school placement, as well as appropriate transportation services for Kora.

INCLUDEnyc gave Elizabeth personalized information on busing accommodations, and guided her through the school research. We also connected her with important resources, including assistive computer devices, summer program opportunities, bilingual evaluators, and referrals for tutors.

Kora is now attending a school with a smaller class setting and services that will help her succeed, including speech therapy, physical therapy, and specially designed instruction.

"With this support, I've seen my resilient daughter become even more confident. Having a disability won't stop Kora from having a happy life."



of participants surveyed felt more confident after participating in our programming

95%

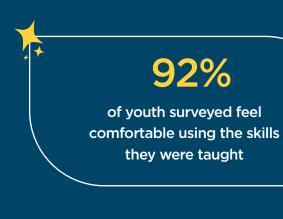




JOURNEY TO SUCCESS

The path to independence

INCLUDEnyc helped me get my financial aid back and advocate for myself in college."





Deanna is in her second year at LaGuardia Community College and studying to become a vet tech. Her first semester of college was tough. Deanna didn't receive the correct information about classes and lost her financial aid. She sought guidance and turned to our Project Possibility program.

The communication skills she developed in Project Possibility improved Deanna's interactions with her professors and advisor. When she started with us, Deanna was uneasy disclosing her disability. The major goals of Deanna's sessions were to help her understand the supports she needs and to develop strategies that encouraged her to comfortably engage in conversations so that she could advocate for herself.

"We were able to support Deanna in resolving the challenges she was facing. We helped her register for the classes she needed and get her financial aid reinstated. With our assistance, Deanna learned to advocate for herself in school," according to our Youth and Transition Services Senior Manager, Mia.

Deanna continues to advocate for herself as she navigates her college years. After working more intensively with Mia at INCLUDEnyc, Deanna now prepares herself for most of her meetings with her professors and advisor so that she can stay on track in school. Deanna says, "I am so glad to have INCLUDEnyc on my side!"

BUILDING AN INCLUSIVE SOCIETY

We have been serving young people with disabilities and advocating for their inclusion in classrooms and our New York community for nearly 40 years.



Access to Special

Education Services

Referrals for NYC special education services and supports plunged 57% from 2018-2019 levels. The decrease led to many children with disabilities not receiving the services they needed.

NEED



IMPACT

Offered extended Help Line hours and virtual workshop sessions. **94%** of callers surveyed said that **INCLUDEnyc helped** them feel more confident about taking the next step.



"INCLUDEnyc made the whole maze seem more manageable. I am already feeling better about supporting my daughter." -INCLUDEnyc Parent

RESULT

Availability of Information

During the 2021 school year, 42% (369,000) of students enrolled in NYC public schools had a primary home language other than English.²



Launched a new multilingual website with greatly expanded, user-friendly functionality and chatbot capabilities. **96%** of participants surveyed said the **information INCLUDEnyc shared with them was useful and high quality.**



"Yo he visto un cambio, porque tengo seguridad y apoyo, y puedo contar con INCLUDEnyc, para orientarme y saber qué hacer para mi hijo".* -INCLUDEnyc Parent

Family Wellbeing



Nearly half of parents (48%) who have children with disabilities said the level of stress in their life has increased compared to before the pandemic.³



Hosted weekly parent support groups (in English and Spanish), as well as special topic workshops, such as self-care for caregivers. 81% of parents surveyed shared that INCLUDEnyc expanded their network of support.



"During this time of isolation and distress, your educator would call just to ask if I was okay. My son's behavior has improved and he's prepared to start preschool."
-INCLUDEnyc Parent

Young people engaged in and supported by conditions to reveal their potential will learn, develop, and thrive.⁴



Piloted workshops co-facilitated by youth and increased engagement with program alumni. 87% of our youth participants can now identify their strengths in and outside of school.



"The support INCLUDEnyc provided allowed me to become independent and continue believing in my own choices."
-INCLUDEnyc Youth

¹Zimmerman, A. (2021, November 18). NYC special education referrals plunge 57% from pre-pandemic levels. Chalkbeat New York.

² 2020-21 ELL Demographics At-a-Glance. (n.d.). InfoHub.

^{* &}quot;I know I can count on INCLUDEnyc. I feel secure, I have the support to become knowledgeable, and I know what to do for my son."

³ Mothers – and fathers – report mental, physical health declines. (2021, March 11). American Psychological Association.

⁴ An Urgent Imperative for States: Developing Whole Child Policies to Support an Equitable Education for Students With Disabilities. (n.d.). National Center for Learning Disabilities.



Parent & Family Engagement

Help Line delivers individualized, free direct assistance on special education and disability topics in English, Spanish, and over 200 other languages.

Workshops and Trainings cover expansive topics from early childhood to young adulthood and are offered online and in-person for caregivers and professionals.

Multilingual Resources provide crucial, up-to-date tools and materials with information and guidance. *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, one-to-one support to help young adults explore, pursue, and achieve higher education and employment 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 accommodations that will allow them to succeed in school.

Bridges uses workshops and activities to develop life skills that are essential for employment, higher education, and independent living.

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

Annual Events

Due to the ongoing pandemic, INCLUDEnyc presented all our events virtually in 2021.

INCLUDEnyc Fair is New York City's largest resource fair of educational, recreational, and program service providers for young people with disabilities. Families can meet with representatives from more than 75 exhibitors on a single day.

Indoors for Autism creates an engaging morning of fun and interaction for families of children on the autism spectrum and others.

Disability Symposium is an annual convening on a topic of particular interest to the disability community. During this event, leading experts in the field share their knowledge and engage in conversation with parents, young people, and professionals.

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, offers direct support and training to families, youth, and partner organizations primarily in Spanish-speaking communities.

REAL Transition Partners, a collaborative leader overseeing 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.

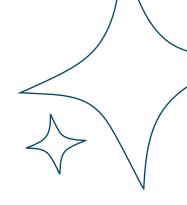
New York State Education Department

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



Revenue



 Public Funding 69%

• Institutional Support 20%

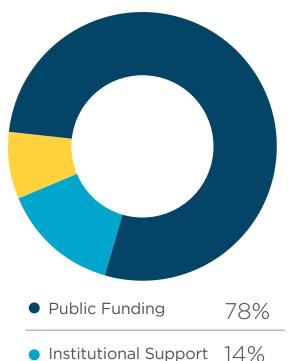
10% Individual Giving

1% Other

Total Revenue

\$5,286,031 million

Expenses



Total Expenses \$5,140,500 million



Individual Giving



8%





OUR DONORS

\$100,000+

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\$50,000 - \$99,999

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



"

We could not have navigated and advocated for resources for our child without the help and advice of INCLUDEnyc and consider the team as a trusted partner in our journey."

- Luz and Kevin, INCLUDEnyc parents



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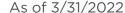
Ben TrinderGlobal Head of Real Estate Development,
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As of 3/31/2022



Ellen Miller-Wachtel Chair, 2009-2021

At the end of 2021, our long-time board chair, Ellen Miller-Wachtel, stepped down and our vice-chair and treasurer, Owen King, assumed the role. Under her unwavering leadership, INCLUDEnyc experienced its strongest period of growth in our nearly 40-year history. We sincerely thank Ellen for her decades of devoted service and are thrilled she will remain on our board of directors continuing to support our work with youth and families.





INCLUDEnyc.org (212) 677-4650