In the midst of every crisis, lies great opportunity.

Albert Einstein
Our mission encompasses four key elements of the Independent Living Philosophy:

**Individual Control**

**Advocacy**

**Civil Rights Orientation**

**Cross Disability Representation**
A Message from the Chief Executive Officer

Tania S. Anderson

Opportunity.

During the crisis of the COVID pandemic, we as a society have seen huge opportunities for change. As an agency, ARISE is no different.

As this report demonstrates, the crisis accelerated our move to telehealth services in our mental health clinic and many other programs. Like so many businesses, it gave us the opportunity to change the way we work with a hybrid model of working from an office and working from home. Funding attributable to pandemic relief gave ARISE the opportunity to directly help people in need. It also allowed us to make business decisions that will pay off for years to come and afford us additional fiscal strength in these very uncertain times.

Public attention focused on the need to keep people safe in the community rather than having them live in institutions. ARISE used this opportunity to highlight the Independent Living Philosophy and the critical work we have done for more than 40 years in providing community-based services and supports to people in their homes and fully included in our neighborhoods. Even the nationwide shortage of direct care staff gives ARISE the opportunity to tell the stories of these workers’ impact and advocate for their higher pay.

We know that people with disabilities do not enjoy the same opportunities as other segments of our society, whether it comes to education, jobs or basic access to buildings and transportation. The core of ARISE’s work is to recognize the power of people with disabilities in demanding equal opportunities and access. That work was relevant before the pandemic and will be relevant when COVID is past us. And ARISE will be here to do the work.
As a nation we are experiencing a labor shortage across all business sectors. At ARISE, we depend on direct care staff to facilitate access to the community for people with disabilities and keep them out of institutional settings. Low government rates for crucial direct care services mean that workers receive low pay, compounding the problem. In July 2021, the New York State Senate conducted a joint hearing about the challenges facing home care and long-term care. ARISE CEO Tania Anderson testified before the Senate committees on Aging, Health and Labor about the need to increase pay levels for direct care workers supporting people with physical and developmental disabilities. She told a powerful story about an ARISE consumer who could no longer live in his own home and ended up in a nursing home because of low pay and staff shortages.

ARISE Board of Directors President Agnes McCray also testified before the lawmakers about the problem of low pay and staffing shortages. McCray said her own independence is affected by the persistent problem. McCray participated in a demonstration outside of the State Capitol building to make the public aware of the crisis situation. She also spoke to The Sanctuary for Independent Media (@MediaSanctuary) about the fair pay issue.

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NYCaring Majority www.nycaringmajority.org. NYCM recently launched iCareFindHomeCare.com to help gather data on the extent of the homecare workforce shortage.
The ARISE Foundation achieved a milestone in 2021, marking a decade of marshalling resources to meet the needs of people with disabilities in Central New York. The ARISE Foundation was established in 2011 to ensure the future of ARISE services for generations to come. Your gift to the ARISE Foundation makes it possible for us to respond to emerging demands and to continue to provide the highest quality services for people with any kind of disability.

Contributions to the ARISE Foundation are a strong statement of your belief in the rights of every person to live full and independent lives of their choosing.

You can be a part of the work of the Foundation through individual contributions, planned giving and support for special events.

The ARISE Board of Directors and the ARISE Foundation Board of Directors work closely with a shared vision. We invite you to join us in our efforts to achieve independence and access for all.

If you are interested in learning more about opportunities to become involved in the ARISE Foundation, please contact Tim Mahar, Director of Advancement, at (315) 671-2903 or email at tmahar@ariseinc.org.
ARISE begins as Alternatives for Reaching Independence through Services and Engineering, an “independent living project” of the United Cerebral Palsy and Handicapped Children’s Association of Syracuse (now AccessCNY).

ARISE incorporates as a 501(c)3 non-profit, becoming one of eight original Independent Living Centers in New York State. The organization advocates for the rights of individuals with disabilities and champions accessibility in the built environment through programs like the Ramp Program.

After several protests to make public transportation in Syracuse more accessible Centro equips 53 buses with accessible lifts, a significant achievement for ARISE advocates.

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, by President George H.W. Bush.

ARISE creates the ARISE & Ski program at Toggenburg and establishes an Independent Living Center in Oswego County.

ARISE at the Farm, an inclusive recreation center and horse farm, is established in Chittenango.

ARISE merges with Child and Family Service, expanding its service offerings to include mental health counseling.

ARISE publishes the first edition of UNIQUE magazine, featuring artwork by individuals with disabilities.

ARISE moves its main offices to 635 James Street, allowing for continued growth and greater community access.

ARISE opens an Independent Living Center in Madison County.

ARISE establishes the ARISE Foundation. The Everson Museum exhibits UNIQUE artwork.

ARISE merges with Options for Independence, becoming the designated Independent Living Center for Cayuga County.

ARISE completes a fully accessible playground at ARISE at the Farm and opens it to the public.

ARISE welcomes the Adaptive Design program.

ARISE begins renovations to 635 James Street.

ARISE relocates its Madison County Independent Living Center and builds a Barn Addition, both at ARISE at the Farm.
ARISE
2021 REPORT TO THE COMMUNITY

Mental Health Clinic
Clients served: 2267 | In person visits - 6070 | Phone visits - 18095 | Telehealth visits - 19315

Grand Total - 43480

The numbers tell it all – the ARISE Mental Health Clinic is meeting a significant need for services in our community. Our skilled staff conducted an all-time high of nearly 44,000 sessions with clients in the past year, including emergency referrals involving people in crisis. A staff of about 45 clinicians and 5 contracted and employed psychiatrists work every day to deliver person-centered services to clients and give them the tools they need to meet goals they set.

When businesses everywhere were shutting down in March 2020, the ARISE Mental Health Clinic acted quickly. With the support of ARISE’s Information Technology team, clinic staff converted to telehealth services in the space of nine days. This allowed us to continue to connect not only with clients who visited our clinics at 635 James Street in Syracuse and 113 Schuyler Street in Fulton but also with the hundreds of children who normally see ARISE professionals working out of satellite offices in public schools in Onondaga and Oswego counties.

As the pandemic endured and the need for services increased, clinic staff set up an instant access program so that someone who needed to be seen right away could do so without major delays. During the pandemic, the clinic received as many emergency referrals in the space of a week that it used to see in a month. The acuity of these cases has intensified and often involves children.

Our staff paid special attention to adapting telehealth to meet the needs of their child clients, who had shorter attention spans and greater reluctance to engage with their therapists through a device. The clinic quickly set up groups of mental health professionals to talk about and share best practices that help children cope without meeting face to face. Those successful strategies were shared with other mental health care professionals in New York.

The COVID-19 crisis presented the opportunity for the ARISE Mental Health Clinic to successfully convert to telehealth and other innovative ways to connect with clients. The New York State Office of Mental Health recertified our clinic in March 2021, giving us high marks during a virtual audit. The state also approved the clinic for providing telehealth services even after the COVID emergency ends.
The hallmark of ARISE’s services for people with developmental disabilities is that everything we do is in the community. Similarly, our programs involving long-term services and supports for people with disabilities and chronic health conditions is all about keeping them in the community and out of institutional settings like nursing homes.

So how does this work happen during a pandemic and lockdown? The staff at ARISE were innovative, creative, persistent and diligent, always keeping safety and the needs of individuals at the forefront.

Some Community Habilitation services could take place using telehealth. When person-to-person work was necessary, ARISE made sure that everyone was safe. We balanced the needs of our Direct Support Professionals (DSP) taking care of their own families during lockdown with the need to use DSPs to connect with our individuals. For example, we had regulatory flexibility to allow our DSPs to run errands for individuals so they could have essentials like medicine and food.

Direct care staff in our Consumer Directed Personal Assistance Program performed heroic hands-on work to consumers who depend on them for basic needs like bathing, getting dressed and keeping their households functioning. When nursing homes were seeing tragic outbreaks of the virus, our consumers and their personal care assistants experienced extremely low rates of COVID-19 infections.

Speaking of nursing homes, our skilled staff managed to transition 73 people out of institutions during 2020 and 28 for the first three quarters of 2021. ARISE supported another 12 people in the community who had recently transitioned.

And in a time when nothing was normal, ARISE was able to oversee its summer recreation programs at ARISE at the Farm. With safety protocols in place, 98 kids and adults had fun during the summers of 2020 and 2021!
Advocacy is a core tenant of the Independent Living Philosophy and at the heart of everything we do. That didn’t change during the pandemic.

When people were waiting to be discharged from nursing homes or rehab facilities, ARISE’s Ramp Program in Oswego County provided easy and quick-to-install aluminum ramps to allow them to access their homes. ARISE is expanding the Ramp program into Madison and Cayuga counties. No ongoing funding exists for ramps in these rural counties. ARISE coordinates volunteers and donations to get the work done.

The ARISE Education Advocacy team saw an opportunity to help parents and students navigate new technology so that kids could better participate in remote schooling. Our advocates also made sure that students’ academic accommodations translated to the new environment. Digital meeting platforms led to an increase in parent/teacher meetings. Communication is the key to success.

Through a grant from the National Disability Institute, ARISE disbursed funds to help people with disabilities pay for back rent, food supplies, communication devices and personal protective equipment.

Our Adaptive Design team moved to a bigger and better-equipped facility at the main ARISE office in Syracuse. While in-person builds were on hold, we partnered with the Upstate Golisano Children’s Hospital and the Upstate Foundation to create an adaptive design kit about ARISE Adaptive Design. Our staff and volunteers now are back in the workshop, creating custom solutions using tools like 3-D printing and materials like sturdy cardboard.

Even though nursing homes and other facilities closed during the pandemic, our Ombudsman staff and volunteers were busier than ever. They provide a vital connection between residents and their families and advocate for their needs.
Our New Independent Living Center and Barn

Renovations at ARISE at the Farm in late 2020 created an interdisciplinary Independent Living Center for Madison County. A new addition to our existing barn made space for ARISE’s habilitation programs, education advocacy, independent living skills training and peer counseling. The addition contains more stalls for our horses and other improvements like a larger tack room. We also renovated existing offices and the kitchen area for staff. Our accessible playground and riding arenas remain open and busy!

Renovations were made possible in part through a grant from New York State’s Nonprofit Infrastructure Capital Investment Program (NICIP). ARISE is investing in its Farm facility to continue to meet the needs of Madison County. The Farm is a short drive from Onondaga, Oswego and Cayuga counties, and people from these areas are welcome visitors to the Farm. You will never forget the magic you experience at the Farm!
## 2020 Fiscal Year

### BALANCE SHEET

**ASSETS**
- Current Assets: $9,675,793
- Property & Equipment: $2,967,287
- Endowment Investments: $66,459
- Investment in LIFEPlan CCO, NY, LLC: $100,000

**Total Assets** $12,809,539

### LIABILITIES AND NET ASSETS
- Current Liabilities: $3,179,680
- Long-Term Liabilities: $4,459,608
- Net Assets: $5,170,251

**Total Liabilities and Net Assets** $12,809,539

### STATEMENT OF ACTIVITIES

#### REVENUE
- Independent Living and Advocacy: $1,948,328.00
- Mental Health Clinic: $4,761,731.00
- Developmental and Intellectual Disability: $6,477,107.00
- Aging Services: $9,129,860.00
- Foundation: $221,672.00
- Farm: $236,691.00
- Miscellaneous: $1,125,393.00

**Total Revenue** $23,900,782.00

#### EXPENSES
- Independent Living and Advocacy: $2,019,546.00
- Mental Health Clinic: $4,094,665.00
- Developmental and Intellectual Disability: $6,121,809.00
- Aging Services: $8,402,940.00
- Foundation: $331,264.00
- Farm: $336,085.00
- Miscellaneous: $38,964.00

**Total Expenses** $21,345,273.00

**ASSETS**
- Current Assets: $9,675,793
- Property & Equipment: $2,967,287
- Endowment Investments: $66,459
- Investment in LIFEPlan CCO, NY, LLC: $100,000

**Total Assets** $12,809,539

**LIABILITIES AND NET ASSETS**
- Current Liabilities: $3,179,680
- Long-Term Liabilities: $4,459,608
- Net Assets: $5,170,251

**Total Liabilities and Net Assets** $12,809,539

### REVENUE
- Independent Living and Advocacy: 8.2%
- Mental Health Clinic: 19.9%
- Developmental and Intellectual Disability: 27.1%
- Aging Services: 38.2%
- Foundation: 0.9%
- Farm: 1.0%
- Miscellaneous: 4.7%

### EXPENSES
- Independent Living and Advocacy: 9.5%
- Mental Health Clinic: 19.2%
- Developmental and Intellectual Disability: 28.7%
- Aging Services: 39.4%
- Foundation: 1.6%
- Farm: 1.6%
- Miscellaneous: 0.2%
2021 Fiscal Year

**BALANCE SHEET**

**ASSETS**
- Current Assets: $10,171,820
- Property & Equipment: $3,381,696
- Endowment Investments: $89,702
- Investment in LIFEPlan CCO, NY, LLC: $100,000

Total Assets: $13,743,218

**LIABILITIES AND NET ASSETS**
- Current Liabilities: $3,635,418
- Long-Term Liabilities: $4,028,565
- Net Assets: $6,079,235

Total Liabilities and Net Assets: $13,743,218

**STATEMENT OF ACTIVITIES**

**REVENUE**
- Independent Living and Advocacy: $2,369,885
- Mental Health Clinic: $5,070,755
- Developmental and Intellectual Disability: $4,739,507
- Aging Services: $8,190,372
- Foundation: $172,312
- Farm: $386,647
- Miscellaneous: $991,427

Total Revenue: $21,920,905

**EXPENSES**
- Independent Living and Advocacy: $2,413,765
- Mental Health Clinic: $4,980,113
- Developmental and Intellectual Disability: $4,794,728
- Aging Services: $8,046,411
- Foundation: $172,312
- Farm: $363,335
- Miscellaneous: $201,821

Total Expenses: $21,011,920
Thank you to our donors!

ARISE and the ARISE Foundation are deeply grateful for the generosity of the individuals, organizations, and businesses who support our mission in Onondaga, Oswego, Madison, Cayuga, and Seneca counties. The following is a list of some of our donors who gave between July 1, 2020 and June 30, 2021. Thank You!

**$10,000+**
- G & C Food Distributors and Brokers, Inc.
- National Disability Institute
- P. Drescher Co. Inc

**$5,000+**
- Tania S. Anderson
- Central New York Community Foundation
- FrontStream (formerly TRUiST)
- Jim Marshall Farms Foundation, Inc.
- James O. Marshall
- Metcalf and French Foundations
- Novelis Corporation

**$2,000 +**
- Michael Cook
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- Melanie & Thomas Hartzheim
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**$1,000+**
- BNY Mellon Corporation’s Community Partnership
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$10,000+
Tania S. Anderson
Central New York Community Foundation
P. Drescher Co. Inc.
Richard S. Shineman Foundation

$5,000+
Autism Speaks, Inc.
G & C Food Distributors and Brokers, Inc.
Jim and Juli Boeheim Foundation
Susan & Edward Judge
Anthony Malavenda
Gerald Myers

$2,000 +
Bond, Schoeneck & King, PLLC
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Michael Cook
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FrontStream (formerly TRUiST)
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Visual Technologies

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Woodforest Bank

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Administration for Community Living
Cayuga County
American Quarter Horse Foundation
Autism Speaks
Boeheim Foundation
Community Development Block Grant
City of Auburn
Community Development Block Grant
City of Auburn
Community Development Block Grant
City of Auburn
Community Development Block Grant
City of Auburn
Community Development Block Grant
City of Syracuse
Community Development Block Grant
Onondaga County
Community Fund - Cayuga Fund
Community Foundation
Empire State Supportive Housing Initiative(ESSHI)
HealtheConnections
Metcalf & French Foundations
National Disability Institute
NY Education Department
Oswego Community Fund COVID Fund
United Community Chest of Cazenovia
United Way of Cayuga County
United Way of Central New York
United Way of Greater Oswego County
United Way of Oswego County
Access to Vaccines
Ramp Program
Recreation
Recreation
After School Respite
Ramp Expansion
Freedom Camp
PCB Expansion
Housing Advocacy
Housing Advocacy
Ramp Expansion
Mental Health Clinic
Supportive Housing
Adaptive Design
Freedom Camp
Rent/Food Assistance
Systems Advocacy
Aluminum Ramps
Farm Camp
Recreation
Education Advocacy
Crisis Management & Employment Advocacy
Independent Living Advocacy

OUR LOCATIONS

Main & Onondaga County Office
635 James Street
Syracuse, NY 13203
Office: (315) 472-3171

Oswego County Office
Creekside Plaza, 293 SR 104
Oswego, NY 13126
Office: (315) 342-4088

Fulton Mental Health Office
113 Schuyler Street, Suite 2
Fulton, NY 13069
Office: (315) 887-5156

Cayuga/Seneca County Office
21 Lincoln Street
Auburn, NY 13021
Office: (315) 255-3447

ARISE at the Farm/Madison County Office
1972 New Boston Rd
Chittenango, NY 13037
Farm: (315) 687-6727
Office: (315) 363-4672

ARISE Online:
www.ariseinc.org
Support ARiSE
Support INDEPENDENCE

Your gift of $10 a month gives hope and helps Central New Yorkers live an independent life.

Just $10 a month increases access to mental health care, promotes one’s journey to self-discovery, and wellness.

Your monthly donation supports those seeking employment opportunities.

Your monthly contribution supports the freedom of independent living.

Your monthly support provides accessible housing for people who want to live independently.

Your gift supports programs to enable independence and freedom.

Your support makes it possible to meet new friends, learn riding skills, and have fun.

Your monthly donation provides services for students to learn in a supportive environment.

Your monthly support makes it possible for artists and poets to realize their dreams.

Your generous monthly gift of $10.00 ensures that everyone regardless of disability has the power to make life choices and achieve their dreams. All of us working together support and strengthen our community.

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