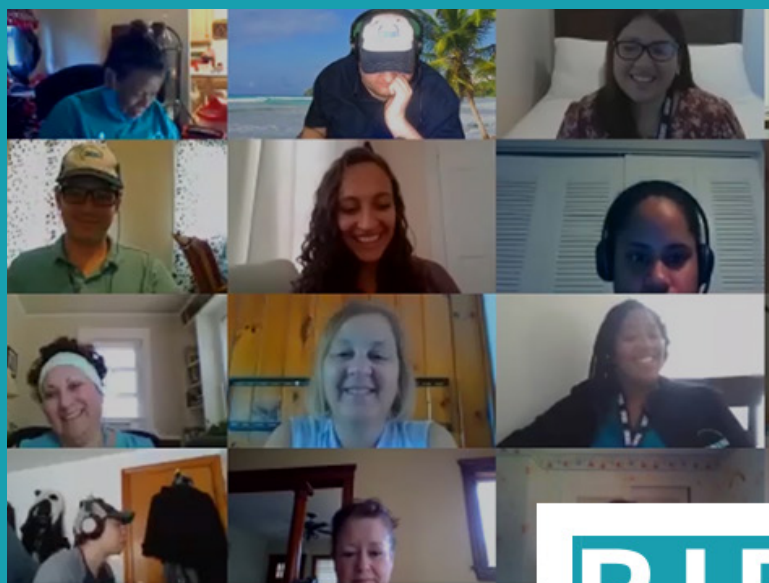


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RIPIN

Annual Report



RIPIN





Sam Salganik
Executive Director

Words From Our Executive Director

It was the year of resilience at RIPIN.

I'll be more honest here than an ED probably should be in an annual report: if we had merely treaded water this year, I would have called it a victory.

But we did so much more than that. We pivoted to all-remote work with zero downtime. We identified systemic trends in unlawful billing for COVID tests, and worked with State agency partners to fix them. We attended almost 500 virtual IEP meetings, and helped more than 1,000 families partner with their schools to develop individualized plans to further their children's special education safely. We implemented the first ever all-online family outcomes survey for Early Intervention, achieving record high response rates. We convened an internal racial justice steering team that launched several important initiatives that will guide us as an agency for years.

We helped more Rhode Islanders than ever before.

And we did all this while our own Peer Professional staff—75% of whom are themselves parents or caregivers of a loved one with a special need—faced their own challenges at home.

Thank you to everyone who helped make this possible: our board, our partners, our funders, and, most importantly, our amazing team.



Thanks to Our Supporters!

A special thank you to the funders and community partners who make everything we do possible. Here's to another great year!

Our Funders and Partners

Amazon Smile

American Association of Health and Disability

American Institutes for Research

Amica (employee donations)

Apprenticeship Rhode Island/Building Futures

Care Transformation Collaborative

Coastal Medical

Community Foundation of Howard County

Cranston Rotary

CVS Health Charity Classic

Elder Services of Merrimack Valley

Family Voices

Horace W. Goldsmith Foundation

Jerome Schaffran & Jeanne Carr

(in Memory of Lisa Schaffran)

John E. Fogarty Foundation

Lifespan

National Multiple Sclerosis Society

Neighborhood Health Plan of Rhode Island

New England Regional Genetics Network

Northern RI Collaborative

Paul V. Sherlock Center on Disabilities

Project Undercover

Rhode Island College

Rhode Island Foundation

Rhode Island Health Center Association

Rhode Island Hospital

Samuels Sinclair Dental

Tufts Health Plan

Tufts Health Plan Foundation

UnitedHealthcare

US Department of Education

US Department of Health & Human Services

US Health Resources and Services Administration

Rhode Island Department of Behavioral Healthcare,
Developmental Disabilities and Hospitals

Rhode Island Department of Education

Rhode Island Department of Health

Rhode Island Executive Office of Health and Human
Services

Rhode Island Office of Rehabilitation Services

Rhode Island Office of the Health Insurance
Commissioner

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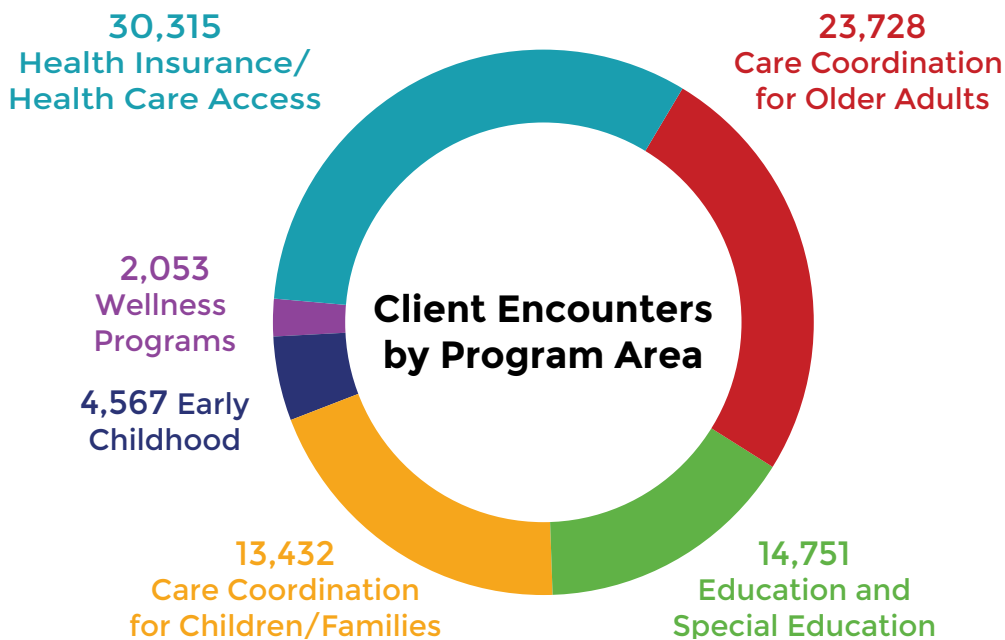
Julie Zito



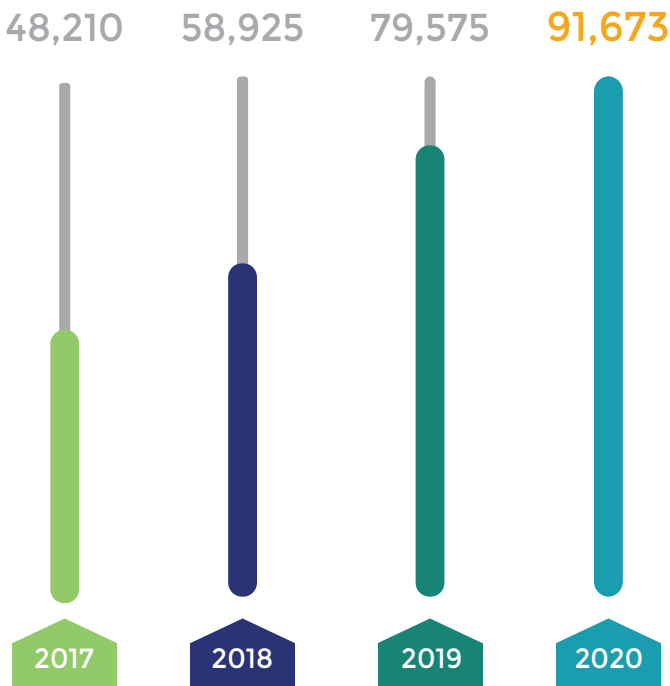
2020 by the Numbers

The way we work may have changed, but RIPIN isn't slowing down! We added new programs, expanded our staff, and served more people than ever in 2020.

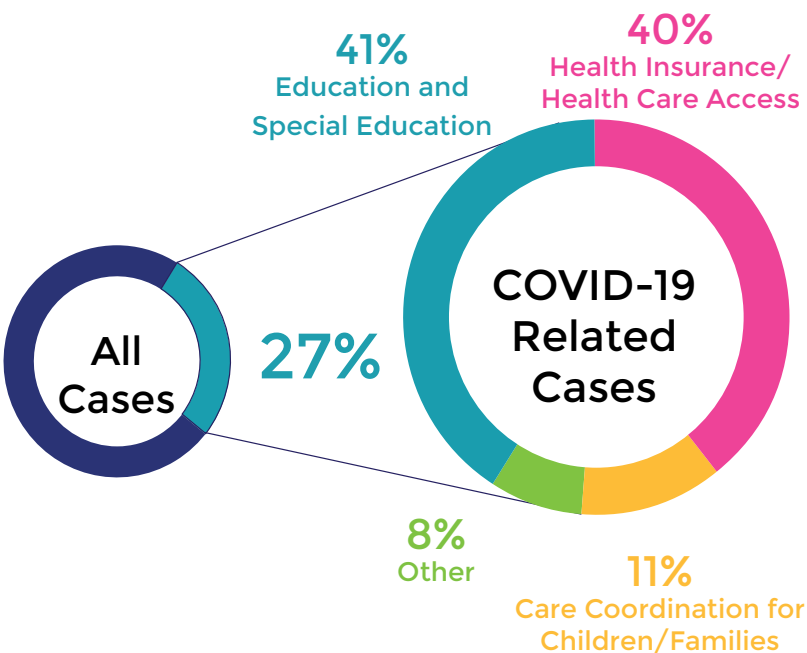
RIPIN continues to grow to meet the diverse needs of Rhode Islanders of all ages.



Client Interactions By Year



COVID-19 Response



By The Numbers

\$3.9M

in Health Care Costs
Saved Since 2018



94%

Customer Satisfaction



475

IEP/Education
Meetings
Attended



369

Policy &
Advocacy
Meetings



90%

of Staff Certified
Community Health
Workers (or on path)



12,036

People Reached by
RIPIN Workshops



SUPPORTING FAMILY CAREGIVERS



The pandemic created significant additional challenges for those already caring for a loved one at home.

RIPIN partnered with the Rhode Island Department of Health to offer free, evidence-based virtual classes to more than 120 caregivers, building self-care skills and resources to help ease the burden of stress family caregivers face.

CAREGIVER OF THE YEAR



Lisa Ottone Silva, Peer Support Coordinator at RIPIN and mom of Zach, was honored with a Caregiver of the Year Award from the Family Caregiver Alliance of Rhode Island.

This was the third year in a row a RIPIN Peer Professional received the award. Congratulations, Lisa!

BEST PLACE TO WORK



RIPIN was thrilled to be recognized as one of the Best Places to Work in Rhode Island by Providence Business News!

Our staff of Peer Professionals enjoy working in a family-centered environment that supports their professional development and offers them the flexibility they need to maintain a healthy work-life balance. We're all proud to be part of the team at RIPIN!

ADVOCATING FOR FAMILIES



RIPIN surveyed more than 400 families of students with disabilities, asking about their experiences with distance learning. The responses showed that children required a tremendous amount of adult support while learning at home.

Widely reported in the media, RIPIN's survey and recommendations for schools brought much-needed attention to the impact distance learning had on our community.

COVID-19 RESPONSE



With distance learning, changes to health insurance rules, limitations on care delivery and countless other impacts, Rhode Islanders needed support more than ever.

RIPIN saw zero downtime as we switched to a remote workplace, and we helped thousands of families with issues relating to COVID-19, from accessing testing and health care to advocating for special education services during virtual learning.

REACHING PEOPLE AT HOME



When pandemic safety measures meant we couldn't offer our high-quality workshops and peer-led support groups in person, we quickly switched to bringing these important programs to our community at home.

Amazingly, our reach grew by more than 600%. This has shown us the importance of continuing to offer online workshops even when it is safe to gather in person again.

RACIAL EQUITY



RIPIN has re-committed to the cause of promoting racial justice, both in our workplace and in our community.

We've enhanced our professional development, created safe spaces for staff to talk about race, and improved data collection about the race, ethnicity, and language of those we serve.

RIPIN is dedicated to addressing inequities in health care and education.

CELEBRATING 30 YEARS



Founded in 1991 by a small group of parents of children with special needs, RIPIN has grown to a staff of over 100 Peer Professionals who help Rhode Islanders of all ages and abilities access and navigate health care, education and more—and we're still growing!

We're also still led by peers—a majority of our board and more than three-fourths of our staff care for a child or family member with special needs.

inform

support

educate

advocate

empower

Helping Rhode Islanders Since 1991

“Literally a life saver.”

“Very helpful and knowledgeable.”

“Son muy amables y responsables.”

“A truly wonderful organization in my experience”

“I always recommend you guys! You guys are great!!!!”

“Thank you for everything you guys do for our kids”

“RIPIN was absolutely fantastic.”

“Gracias a programas como RIPIN, los habitantes de Rhode Island podemos estar mejor orientados e informados.”

“All the staff is knowledgeable, kind, and compassionate.”

“Se preocupan por ayudar a los padres.”

“Great resources for navigating my son’s special needs.”

“I am very happy RIPIN came into our lives.”

“Every staff member at RIPIN has been amazing.”

“RIPIN has been an invaluable resource to me for the past 8 years or so.”

#WeAreRIPIN

Contact the Rhode Island Parent Information Network



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www.ripin.org



info@ripin.org



401-270-0101



300 Jefferson Blvd.
Suite 300
Warwick, RI 02888