



50  
YEARS  
OF

Marrakech

Embracing Human Potential



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ANNUAL  
**REPORT**

Fiscal Year 2021



“We never really wanted normalization. We wanted something better. Too often, normalcy in our society means conformity and compromise. We strove for consciousness, tolerance, and imagination.”

Susan E. Waisbren, PhD, Co-founder of Marrakech, Inc.



# A MESSAGE FROM OUR CEO

This past year, we celebrated Marrakech's 50th anniversary. The Marrakech Founders, and the people and organizations who helped them get started, believed people with disabilities can live wonderful lives; the kind of lives they truly dream of given the proper support, and without segregation. Marrakech's first house was a pilot program created to prove this theory, and it certainly did. That first house demonstrated that people with disabilities are able to self-direct their lives. In 1971, this idea was not yet widely accepted, or maybe even talked about all that much. Our Founders took a chance, they dared to be different 50 years ago and we have been building on that ever since.

This Annual Report acknowledges the activities and accomplishments of Fiscal Year 2021. In review, it is clear that after 50 years, we are still holding true to our Mission; and that is something that will never change.



Heather LaTorra  
President & CEO



# Our **BOARD OF DIRECTORS**

“Marrakech is an organization composed of people whose primary concern is improving the lives of individuals who need help. Being part of this wonderful organization enables me to feel like I’m making a small contribution to this effort.”

-Steven Shwartz, Chair (2001-Present)



**Steven P.  
Shwartz**

Chair



**Suzanne  
Letso**

Vice Chair



**Deborah  
Stanley-McAulay**

Secretary



**Ann  
Arpino**

Treasurer



**Lisa  
Crutchfield Diggs**

Director



**Jeffrey  
Euben**

Director



**Ihssane  
Khatib**

Director



**Bobby  
Peterson**

Director



**Greta E.  
Solomon**

Director



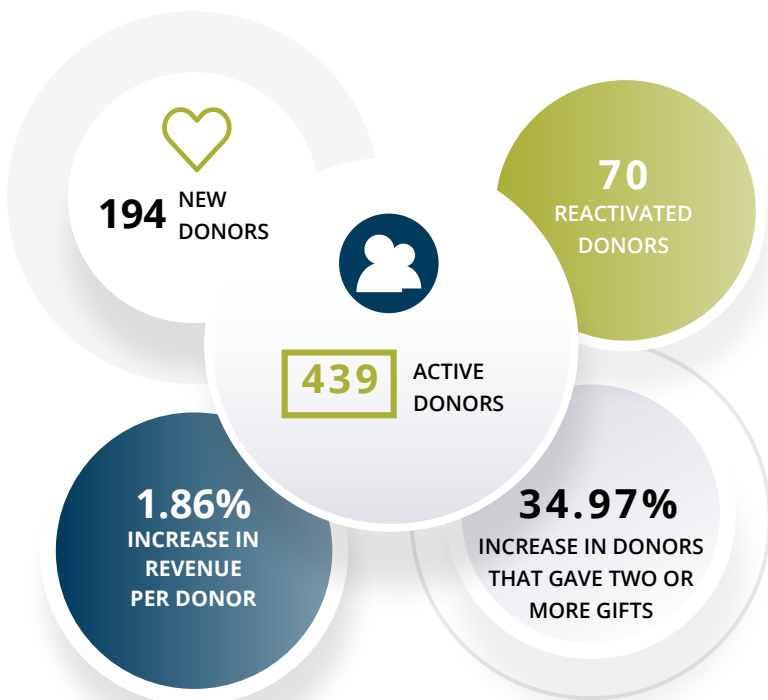
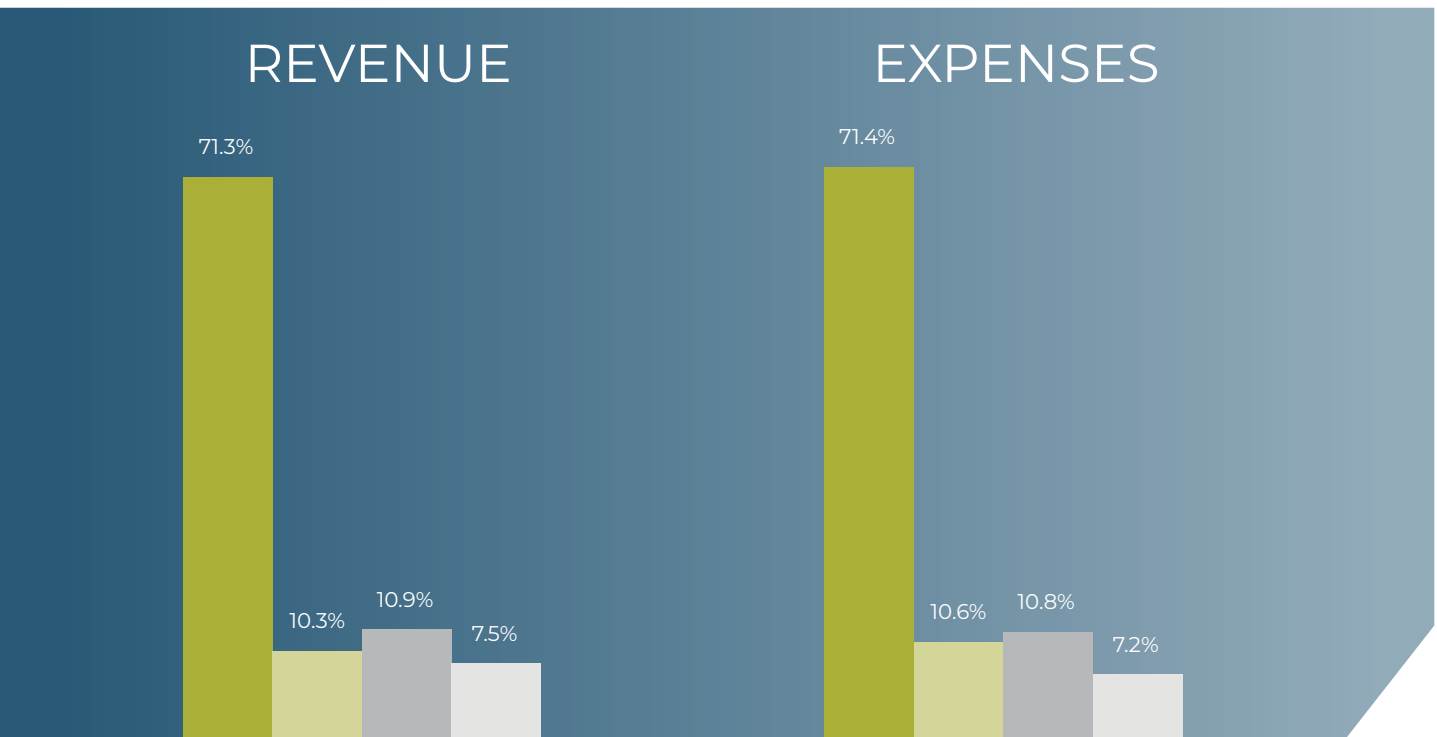
**Evelyn  
Streater-Frizzle**

Director

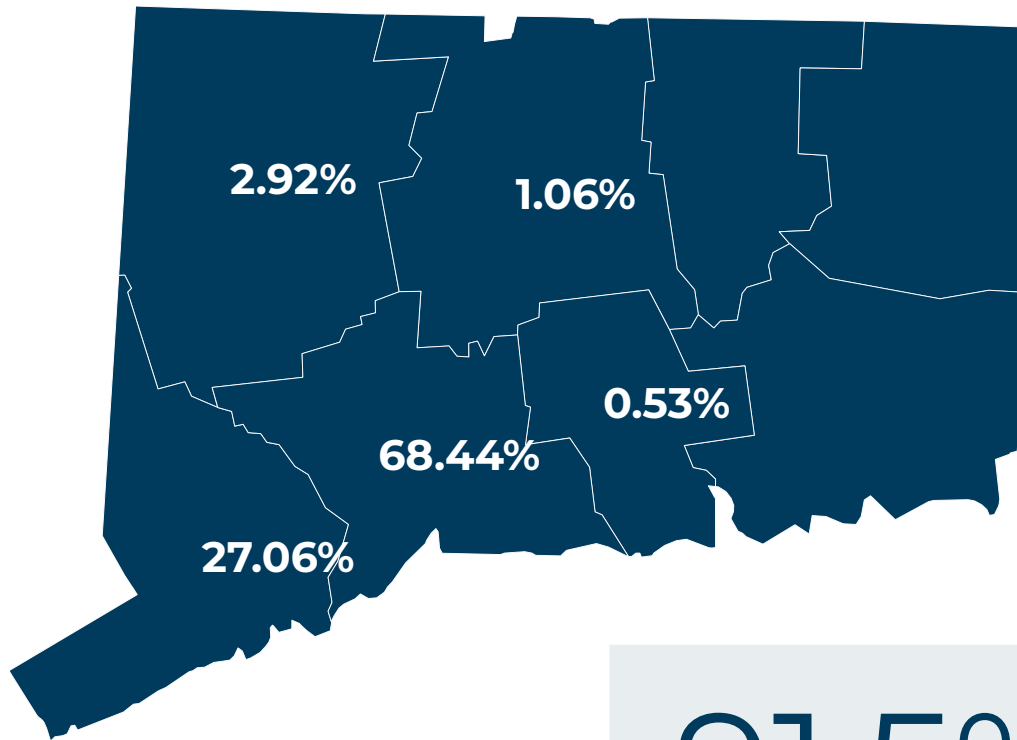
# Financial ANALYSIS FY 2021

OPERATING REVENUE- \$37,134,016  
 OPERATING EXPENSES- \$37,254,934

- All Other
- Department of Social Services (DSS)
- Department of Mental Health & Addiction Services (DMHAS)
- Department of Developmental Services (DDS)



# Location of **PERSONS SERVED** FY 2021



# 91.5%

## OVERALL CUSTOMER SATISFACTION

Each year, Marrakech surveys the people we support, family and guardians to ensure their satisfaction of services provided.



# 1,002

Children and adults with developmental and acquired disabilities, mental illness, substance abuse and economic disadvantage served by Marrakech last year.



## Our **IMPACT** 2020-2021



Marrakech was awarded a number of new grants this past year. These included a Safety Grant from the Workers' Compensation Trust, the Yale Hunger and Homelessness grant to support evening meals and snacks at the Taking Initiative Center, and another grant from the Yale Community Fund that provided emergency relief for the individuals in our Young Adult Services program.

Marrakech became credentialed with the Department of Developmental Services (DDS) to provide Applied Behavior Analyses (ABA) services.



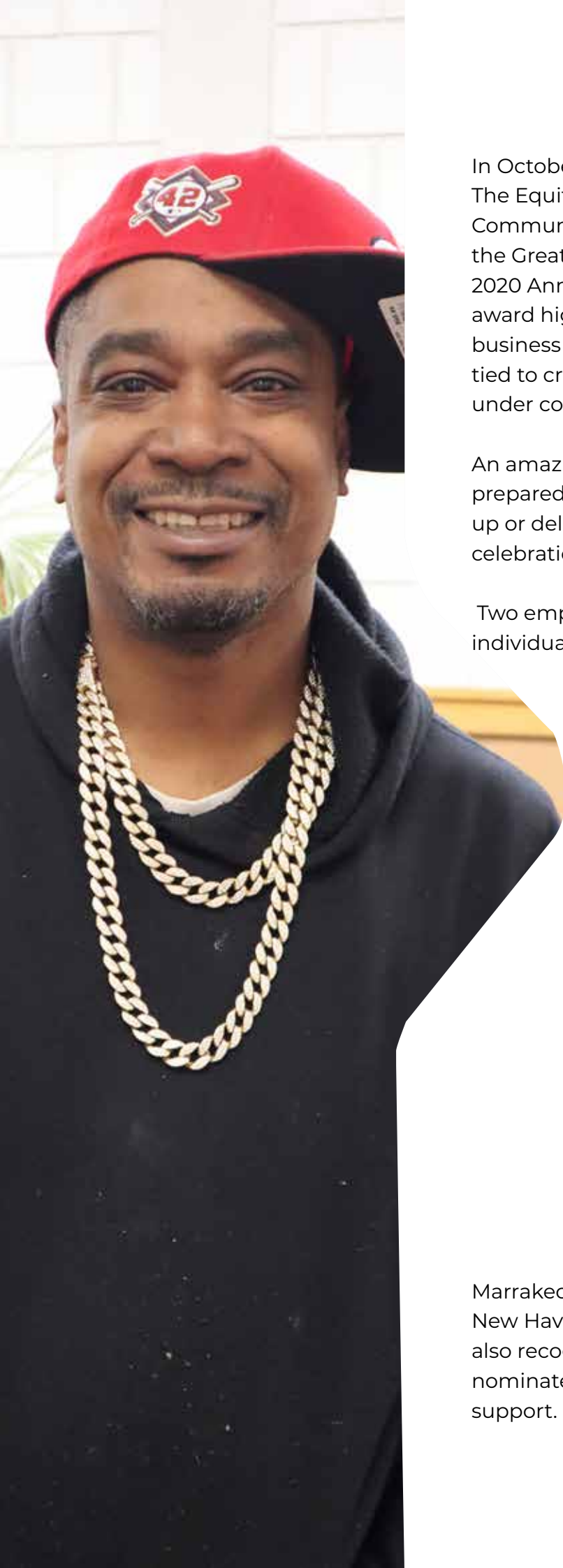
East Street Arts won 'Best Shop to Buy a Gift' in the New Haven Register's 2021 Best of Greater New Haven.

Marrakech collaborated with Yale New Haven Hospital to hold vaccination clinics for people supported in DDS congregate settings. Within the first six weeks of eligibility, 90% of individuals residing in a DDS congregate care setting received at least their first COVID vaccine dose.



The Board of Directors approved Juneteenth as an official Marrakech holiday. Marrakech also contracted with a consultant to help navigate the agency through our initial journey to becoming an anti-racist organization. The initiative kicked off with employee and manager discussion groups with a focus on training and reflection in FY2022.





In October 2020, Marrakech was presented with The Equity & Inclusive Opportunity Award from the Community Foundation for Greater New Haven at the Greater New Haven Chamber of Commerce's 2020 Annual Business Leadership Awards. This award highlights a company whose definition of business growth and vision of economic success is tied to creating opportunity for underserved and under connected populations.

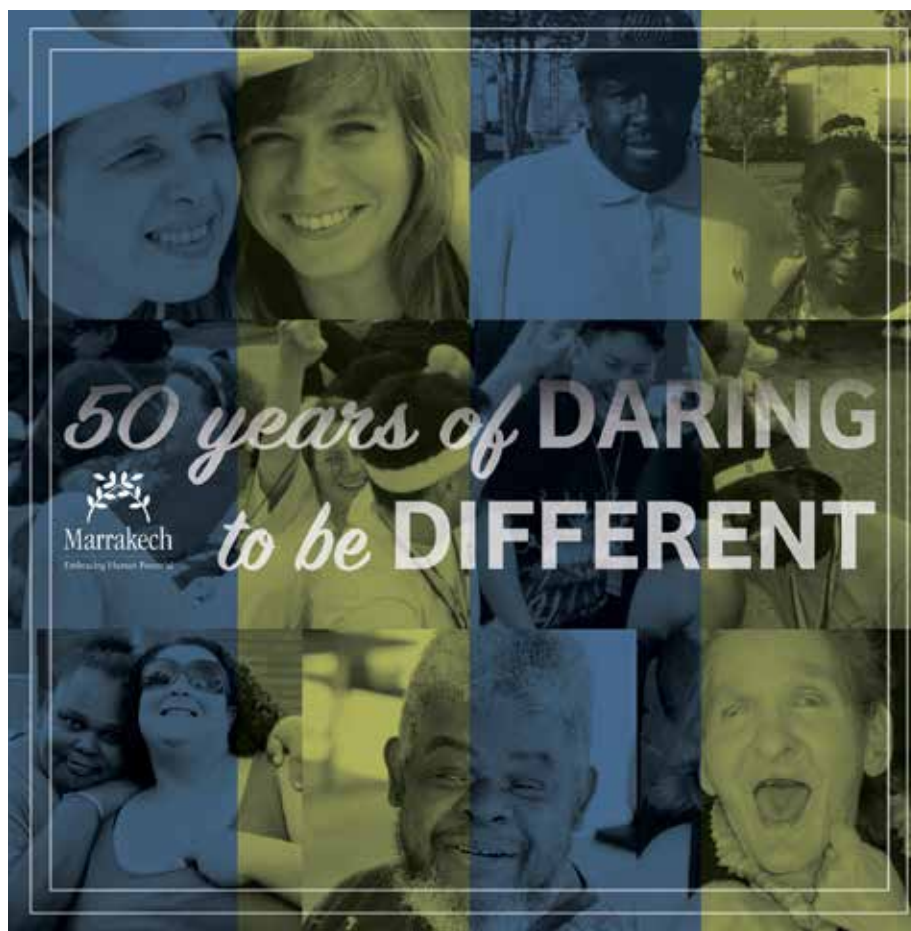
An amazing group of employees and volunteers prepared over 170 delicious to-go meals for pick up or delivery to ensure our annual Thanksgiving celebration continued safely for another year.

Two employees performed life-saving CPR on two individuals this past year.



Marrakech received a Proclamation from the City of New Haven for DSP Recognition Week 2020. Marrakech also recognized 13 direct support employees that were nominated by their supervisors, peers and people they support.

Marrakech had several employee and board representatives give testimony about the state's budget and why legislators should allocate more funding to non-profits. Marrakech was also well represented on podcasts and professional panels throughout the year.



In celebration of our 50th anniversary, we wrote and published *Marrakech: 50 Years of Daring to Be Different*. It is the story of how Marrakech has done things differently from the start and how continuing to do so not only got us where we are today but will be what leads us into the future.

Several Marrakech employees have gained new professional certifications this year, including Professional Human Resources certifications in our HR department and BCBA certifications in our Behavior Services department. In addition, Marrakech's Training and Staff Development department is developing a Direct Support Professional (DSP) credentialing program that will kick off in FY2022.



# EMBRACING HUMAN POTENTIAL

## **Marrakech, Inc.**

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