

Annual Report 2004

This report covers the period of September 1, 2003 – August 31, 2004

Title: The Road to Independence

(a metaphor for personal progress)

Joint Report: President and Chairman of the Board

The first step to independence is always the hardest! Over the past year, 545 new clients took that first step on the road to independence following vision loss. Thanks to your support we provided 24,925 hours of direct service to a total of 1,376 persons. Imagine the impact that even ONE hour of counseling, training, learning to use a new aid or device, taking part in a healthy cooking or technology class, discovering new ways to use limited vision, learning to safely cross a street... and more, can have for a person who was feeling that their life was over!

For all clients, the Social Worker ensures the journey's initiation. They counsel and encourage, identify needs, authorize services, and track progress. Every client's experience is different. Individualized Service Plans are developed by the Social Worker and the client to meet their specific needs, and these needs will change over time. Often clients feel they have hit a roadblock. The Social Worker is always available to help clients find a way around a problem. Thanks to the generosity of the Cogswell Benevolent Trust and the Gibney Family Foundation, we are pleased to report the expansion of our Social Work department with the hiring of an additional Social Worker, to strengthen our growing Senior Services Program.

Age-related eye disease ranks third after heart disease and arthritis among the physical disabilities that restrict normal activity and reduce the quality of life for older Americans. Macular Degeneration, Diabetic Retinopathy, and Glaucoma continue to be the leading causes of vision loss experienced by our clients. Introduced as part of services such as Low Vision, Rehabilitation Teaching and Technology, specialized aids and devices can have a profound restorative impact

helping clients to maximize the use of their remaining vision. The CCTV Lease\Loaner program, launched in 2003, has been very successful in affording clients access to adaptive equipment.

We celebrate the first complete year of Educational Services programming with the start of the 2004 school year. Thanks again to the Gibney Family Foundation for continuing substantial support of the program. Their support in launching this first year of teaching and training for school children proved to be invaluable. Through our Educational Services, we are pleased to be helping children who are blind and visually impaired and their families as they travel the road to growth and independence.

Since we last wrote to you, there has been great expansion of group classes at the McGreal Sight Center. Nearly every week, students in their teens to their nineties, can be found in the training kitchen adapting, preparing and cooking healthy meals. The collective recipes have been put together in a Healthy Living Cookbook and are available in Large Print, Braille, and Audio formats.

Last Spring the Association held its first Annual Blind Awareness Walk. One hundred walkers, sighted and visually impaired, completed the 2-mile route through Concord's historic North End on that glorious May afternoon. Dog Guides, White Canes, and Sighted Guides assisted individuals from around the state who ranged in age from 3 to 93. Thank you to all who participated in making this event a great success.

During our re-accreditation Self-Study, a client now volunteering to encourage others to seek greater independence, said: "two years ago I could not have imagined having the life I lead today, and it's all thanks to the wonderful help your staff has given me in all service areas."

The range of services offered at the Association is a reflection of the varied requirements of our clients. Like those we serve, we are always adjusting and adapting to the changing individualized needs of our clients. We never know where their road may lead, but it is always headed to greater independence. Without you, those we serve would not be able to even take the first step! Our grateful thanks for your support.

Carroll E. Winch
Chairman of the Board

George F. Theriault
President & CEO

“two years ago I could not have imagined having the life I lead today, and it’s all thanks to the wonderful help your staff has given me in all service areas.” (comments by a client)

The Counseling and Referral Services Road

“I’ve had Retinitis Pigmentosa since birth, and my vision has steadily diminished, especially in recent years. Of course it’s hard to cope with blindness.

Four years ago, I joined the Association’s Peer Support Group at their McGreal Sight Center in Concord. That was the best thing I ever did. They’ve helped me meet every challenge that’s come my way. I know I’ve helped others, as they have helped me, and that’s a great feeling. Together we can do just about anything.” (words of a Peer Support Group member)

The Association is pleased to announce the expansion of the Social Work Department with generous funding from the Cogswell Benevolent Trust. Social Workers are critical team members in a client’s Individualized Service Plan, guiding each through the intake process and monitoring their progress. In addition, they offer counseling to individuals and their family members adjusting to vision loss.

2004 Statistics

- In 2004 there were 545 new referrals.
- 1,376 clients received comprehensive services outlined in their Individualized Services Plan at home, at work and at the McGreal Sight Center.
- 70% of clients served were women
- 30% of clients served were men

- Clients ranged in age from 3 to 99 years old.
- 76% of clients are over the age of 70
- 74% of clients had an annual household incomes of \$20,000 or less
- The Peer Support group currently has over 40 members who meet monthly at the McGreal Sight Center.

The Low Vision Road

“I discovered that there are many ways to see. A low vision specialist showed me how to make the most of my eyesight with powerful optical devices to help me do just about everything I need to do.

I can cook, measure my insulin, read mail, sew and crochet, shop and read prices, see street signs and store displays. I can even watch TV.

And with a “bioptic” lens mounted on my eyeglasses, to magnify and expand my field of vision, I can still appreciate much of my surroundings.

Yes, I have a vision problem, but I also have so much to live for and so much I can still do.” (comments of a client)

Seventy percent of our clients have “low vision” — limited but potentially usable remaining eyesight that cannot be corrected with conventional eyeglasses, medication or surgery. The Association’s Low Vision Services include a complete evaluation by a specially trained optometrist, prescription optical aids, plus training and follow-up in the person’s home by one of the Association’s Low Vision Therapists.

More Statistics

- 435 individuals received low vision services.

- 51 low vision clinics were held at the McGreal Sight Center in Concord with Dr. Donna Hogan, Dr. Kenneth Clark's Office in Rochester, Dr. Dennis Allard's Office in Manchester, and in Lancaster with Dr. Nathan Drum.
- Volunteer Greeters provided 57 hours of support, information, and guidance for
- clients attending a low vision clinic.
- Lions Clubs provided monthly eye exams at the McGreal Sight Center for low-income families.
- 28 CCTVs (video magnifiers) are in the homes of clients thanks to the generous support of our Lease/Loaner Program.

The Rehabilitation Teaching Road

“‘Sure you can!’ Those are the most magical words you can hear after you lose your eyesight — and you wonder if you will still be able to do the things you love. When the rehabilitation instructor came to my house, I was totally amazed at what she could teach me. She had an incredible bag of tricks — a new way to do just about everything. Until then, I never thought I would be able to do so many things without my eyesight.

First we focused on basics — how to prepare meals, fold and identify money, all the little things you need to do for yourself in daily life. Step by step, skill-by-skill, it all adds up. I never thought I would be able to do so many things.” (from a client's story)

Rehabilitation teaching focuses on helping an individual adjust to their visual impairment by developing practical skills for daily living. Needs vary as greatly as the individuals' eye conditions and adaptive techniques are tailored to meet those needs. Rehabilitation teaching takes place within one's home, community and the workplace. Group classes in Independent Daily Living Skills at the McGreal Sight Center continue to grow. The Training Kitchen is home to weekly cooking classes, and the participants have put healthy cookbooks together.

- 740 clients participated in 114 Group activities such as cooking classes, personal care classes, and sewing classes.

- Program services staff delivered 2,210 hours
- of Direct Services.

The Orientation and Mobility Road

“I was born with extreme tunnel vision, and I am nearly totally blind at night. But I always wanted to be treated normally. So I went out of my way to hide my disability. I didn’t want to be seen as a blind person. I just wanted to be me. I began to have difficulties traveling about. I’d have little accidents, and my family began to worry about my safety.

Then the New Hampshire Association for the Blind came into my life. Their O & M instructor began to teach me mobility skills. But I didn’t like using a cane. It was like publicly announcing that I was blind.

It was suggested that I might prefer a guide dog. Finally I went for training. Now I am just delighted to be able to travel safely wherever I wish with my guide dog, Ginger. The Association’s instructor continues to help me learn how to get where I need to go, especially at night. I feel more independent than ever before.” (from a client story)

Orientation is the ability to KNOW where you are and where you want to be. Mobility is the ability to GET FROM where you are TO where you want to be. Thirty percent of the Association’s clients receive O & M training where they are taught safe travel techniques, and learn new environments and routes in order for them to navigate around independently.

- 197 individuals received Orientation and Mobility instruction this past year.
- On average, each client received 10 hours of training.

The Technology and Braille Road

“I am learning to see life through different eyes. After a second stroke, I was left with balance and equilibrium problems; I needed to wear braces on my right hand and foot.

I couldn't write having lost the use of my dominant hand. Most challenging of all, I lost my eyesight.

Through the help of the Association's Technology and Braille program, my home computer has been modified with adaptive technology allowing me to pay bills and communicate by email. I've regained not only my independence but also my hope and confidence.” (in the words of a client)

The Association's computer-training lab is equipped with the latest advances including synthesized speech (“talking”) and large-print software, scanners to read aloud or input documents, and electronic Braille displays.

- 282 individuals accessed Technology and Braille Programs.
- Volunteers donated 21 hours of technical assistance to clients in the Computer Lab.
- 275 hours donated by volunteers in the Recording Studio produced magazines, newsletters, books, cookbooks, and health pamphlets in audio format.

The Education Road

“Jesse and I are in sixth grade, and Kathie comes each week to work on mobility. Mobility lessons have helped us a lot. Kathie has taught us how to get to the bagel shop and how to pay money. She has also taught us more about crossing streets. My cane lets me go faster, says Jesse. Kathie has shown us a lot of maps. We are learning how to make our own maps. I like her as a Mobility teacher. The last thing I have to say is that we get a lot of hot chocolate!” (Jesse and Kathie's story)

The Association completed its first year of providing Educational Services for school-age children thanks to a generous start-up grant from the Gibney Family Foundation. The program currently is staffed by a Teacher for the Visually Impaired (TVI) and an Orientation and Mobility Specialist dedicated to student services. Due to the success and demand for this program, the Association is looking to expand the Educational Services with the addition of a second TVI.

- Serving 35 students from 14 school districts.
- Students range from 3 to 21 years of age.

The Volunteer Road

“My volunteer is a God-send! I couldn’t have asked for anyone better. Connie is prompt, efficient & before we head out on one of our trips, she checks my seat belt & door to make sure I’m safe & secure. She gives me her whole afternoon — I get to go more places that I wouldn’t go to otherwise. This year Connie arrived for yet another Christmas card addressing ‘party.’ At 101, I never thought I’d send another Christmas card! But here Connie is typing envelopes and I’m signing the cards. We laugh a lot.”

(Client story)

Volunteerism at the Association is working hard to keep pace with the growing demands. 54 individuals volunteered 2,517 hours of service at the McGreal Sight Center and in the community. We are extremely grateful for this devotion to the Association and their range of talents they unselfishly share with us.

- Community visitors and program support drivers provided over 1,154 hours of direct client serves and logged over 9,393 miles.
- 1,282 volunteer hours supported center-based activities:
- 10 volunteers dedicated 275 hours to
- the recording studio
- 552 hours of service contributed to
- the success of the first annual Blind Awareness Walk.
- 6 greeters donated 57 hours.
- Clerical volunteers donated 377 hours of service.

The Public Education Road

“The public needs to be educated about dealing with the visually impaired, eye disease, how blind people do things, and ways they can help.” (the words of a client)

The Association is a resource for all individuals, families, businesses, schools and healthcare professionals.

- Our 5,276 registered clients come from over 335 communities through out the Granite State. Additionally, 54 resided just over the border in Vermont, Massachusetts, and Maine.
- Staff presented 57 public education programs at retirement communities, health fairs, civic organizations, professional associations, schools, and senior centers, reaching an audience of more than 3,787 individuals.
- Over 31,000 newsletters and Annual Reports were distributed throughout Northern New England.

Frank and Elizabeth Touhy: Gift of a Lifetime

A commitment to family and their community inspired a lifetime of generosity and one very special legacy gift to the New Hampshire Association for the Blind from the Frank P. Touhy Trust.

This gift was the capstone for a tradition of annual contributions. Carrying on the family business of H.J. Touhy & Son, and an active member of the Manchester Kiwanis Club, Frank Touhy knew the power of philanthropy to change lives. He and his wife, Elizabeth, a partner in their business, were generous to several local organizations.

Charitable work that touched their lives and the needs of the community earned their support. Mrs. Touhy's mother had glaucoma and cataracts. Frank was kept apprised of the Association's initiatives through his Kiwanis and business connections to long-time director, and now Director Emeritus, Carl Noyes. Mr. Touhy loved to read and knew the importance of preventative eye care.

Gifts at the end of a donor's lifetime, regardless of the amount, truly have a lasting benefit for the clients we serve. The Touhys knew that this gift would continue to support work they cared about, dramatically strengthening the programs and essential services of the Association beyond their lifetime.

In delivering this significant gift from the Touhy Trust, Sheila (Mrs. Richard) Congdon graciously mentioned the importance her mother had placed on the prompt thank you letters and notes. The Association is indebted to Frank and Elizabeth Touhy for their special legacy of caring, and in this small way we extend our grateful thanks once again.

Your future gift will also help us change lives forever. To learn how you can leave a legacy, please contact Kathleen Carroll, Vice President for Development and Planned Giving, at 1-800-464-3075 or kcarroll@sightcenter.com.

Editor's Note: We warmly thank Sheila Touhy Congdon for sharing family memories that contributed to the writing of this piece.

The Road to the Future The McGreal Society

Those individuals who invest in the future of the New Hampshire Association for the Blind by making a provision in their will, estate plan or trust to benefit our programs are invited to join the McGreal Society.

Anonymous Friend
Miss Margaret D. Ackerman
Ms. Tyra H. Allgrove
Norita Bernier
Ms. Pauline E. Chandler
Mr. & Mrs. Charles M. Copeland
Mr. & Mrs. Rodney S. Ellis
Mrs. June Ellison
Mrs. Persis R. Gow
Alex & Deb Hanson
Mr. Orton H. Hicks•

Mrs. William C. King
Mrs. Jeanette A. Lamb
Mr. W. Herbert Lamb•
Mr. & Mrs. Robert Lindstrom
Mrs. E. Beryl McCoubrey•
Mr. & Mrs. Howard M. Mitchell
Mr. & Mrs. Carl B. Noyes
Mrs. Christene F. Peebles
Miss Constance Reed
Mr. Donald Richard
Bill & Linda Sirak
Mrs. Mary H. Smart
Mr. & Mrs. Charles V. Tallman
George & Celia Theriault
Mrs. Ray G. Theriault
Miss Corinne Wilson
Ms. Eileen Zeindlhofer

Those individuals, whose bequests to the Association were received during our 2003–2004 fiscal year, honor us with their legacy. Their gifts ensure the continuation of high quality services in perpetuity.

Mary Carroll Abell
Edna H. Anderson
Mr. William Bialon
Mrs. Anita M. Blum
Ms. Rita Brooks
Dorine B. Bullock
Mr. Lee V. Hardy
Thomas Hobbs
Mrs. Marion C. Howland
The Gury Joseph Trust, Citizens Bank Trustee
The Theodore Joseph Trust, Citizens Bank Trustee
Ms. Margaret R. Kauppinen
Virginia R. Macy
Ms. Hazel Miller
Mrs. Eda St. John
Lt. Col. Charles A. Stone
Ms. Mary H. Swett
Elizabeth Tennant
Mr. & Mrs. Frank Touhy

We gratefully acknowledge the following professionals with whom we worked to complete these life-affirming gifts:

Mr. Homer S. Bradley, Jr., Esquire
Mr. Gary T. Brooks, PLC
Mr. Donald Bryant, Esquire
Mr. Charles W. Chandler, Esquire
Mr. Donald A. Craigie
Mr. Lawrence R. Draper
Mr. George Findell, Jr.
Mr. Robert Gerseny
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W. Jean LaFlamme, Esquire
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Mr. Christopher T. Regan, Esquire
Mr. John W. Rogers, Esquire
Mr. Gordon B. Snyder, Esquire
Mrs. Elizabeth Stone
Mr. Nicholas D.N. Harvey, Jr., Esquire
Mr. Robert Zimmerman

Major Contributors to the 2003–2004 Annual Services Fund

14,000 contributions from individuals, corporations, foundations and service clubs helped to ensure that our clients were able to receive essential services regardless of their ability to pay. On behalf of those we serve, the Association thanks all of you who have so generously supported our work.

(the print version of the Annual Report includes a complete list of all donors of \$50 and more – far too long a list to include here)

Disclosure:

Every effort has been made to accurately reflect gifts received from September 1, 2003 through August 31, 2004. Please let us know if

your name, or that of your company, foundation or organization is missing or printed incorrectly.

By Board policy, the New Hampshire Association for the Blind does not rent, sell, or exchange its donor lists or any donor information.

The Blind Awareness Walk Sponsors

GOLD

The Eye Center of Concord

Outlaw 102.3

SILVER

A.G. Edwards & Sons, Inc.

Cleveland, Waters & Bass

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Rabit's Welding

Rotary Club of Charlestown

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Ms. Katherine J. Standbridge

White's Stained Glass

Carroll & Barbara Winch

Mr. Guy M. Woodland

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Anthem Blue Cross Blue Shield
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NH Hospital Association
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Ogunquit Resort Motel
Ogunquit House of Pizza
The Seeing Eye
Shaws Supermarkets
Stonyfield Farm
Umen Design
Veano's Italian Kitchen
White Ribbon Pure Spring Water
Condensed Financial Summaries

**Financial Position for the Year Ending August 31,
2004**

These condensed financial summaries were prepared by the New Hampshire Association for the Blind, Inc. from its complete audited financial statements for the year ending August 31, 2004. These financial statements, including related notes and the independent auditing report of Connor & Associates, PC, Manchester, NH are available for review upon request.

Assets

Current Assets

Cash \$	10,380	
Accounts Receivable		22,496
Pledges Receivable		81,873
Interfund Receivable		43,610
Interest Receivable		23,188
Supply Inventories		30,299
Prepaid Expenses		25,081
Total Current Assets	\$	236,927

Investments

Insurance, Cash Value \$	304,952
Endowment \$	5,156,774

Land, Building, Equipment (at cost)

Total Land, Building & Equipment \$	1,875,739
Less Accumulated Depreciation	(944,819)
Net Land, Building & Equipment \$	930,920

TOTAL ASSETS \$ 6,629,573

Liabilities and Net Assets

Current Liabilities

Accounts Payable	\$	35,845
Accrued Payroll & Related Taxes		57,264

Interfund Payable	43,610
Annuity Payable	61,070
Total Current Liabilities\$	197,789

Net Assets

Unrestricted, undesignated	\$	1,149,527
Unrestricted, Board designated		4,112,361
Temporarily restricted		299,885
Permanently restricted		870,011
Total Net Assets	\$	6,431,784

TOTAL LIABILITIES & ASSETS	\$	6,629,573
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Statement of Activities For the Year Ending August 31, 2004

Public Support & Revenue		
Public Support	\$	1,183,038
Service Revenue		229,479
Total Public Support & Revenue	\$	1,412,517

Expenses

Program Services Expense		
Vision Rehabilitation Programs	\$	911,650
Public Education, Prevention		194,068
Total Program Service Expense	\$	1,105,718

Support Services Expense		
Public Support	\$	370,563
General Administration		107,953

Investment 37,646
Total Support Service
Expense \$ 516,162
Total Expenses \$ 1,621,880

REVENUE less EXPENSES \$ (209,363)
NET RETURN ON
INVESTMENTS \$ 501,408

CHANGE IN NET ASSETS \$ 292,045

NET ASSETS BEGINNING
OF YEAR \$ 6,139,739

NET ASSETS END OF
YEAR \$ 6,431,784

Staff

George F. Theriault, B.A., CFRE
President & Chief Executive Officer

Jean M. Jaworski, B.S.
Executive Administrator

Program Services

Guy M. Woodland, M.A.
Vice President for Rehabilitation & Education

Carolyn Bilodeau
Receptionist

Joyce E. Bollengier
Client Services Assistant

Denise A. Caruso, A.A.S., COA
Low Vision Therapist/Vision Rehabilitation Therapy Assistant

Dottie Chartier
Receptionist

Ross A. Doerr, Esquire, J.D.

ADA Accessibility & Technology Consultant/Vision Rehabilitation
Therapy Assistant

Sarah H. Dorsch, M.A., CVRT

Vision Rehabilitation Therapist

Nancy A. Druke, M.S.W., LICSW

Director of Social Work

Glenn R. Gunn, M.Ed., COMS

Orientation & Mobility Specialist

Kenneth F. Howes, A.A.S.

Database Administrator

Claudia C. Libis, M.Ed., COMS

Teacher of the Visually Impaired/Orientation & Mobility Specialist

Emilie Meadows, M.S.W

Social Worker

Jennifer L. Morgan, B.A.

Caseworker

Jewett M. O'Connor, M.Ed., COMS, CVRT

Vision Rehabilitation Therapist/ Orientation & Mobility Specialist

Lynne M. Saltonstall, B.A.

Volunteer Administrator

Kimberly A. Stumph, M.S., COMT., CLVT

Low Vision Therapist & Vision Rehabilitation Therapy Assistant

Kathleen Turner, M.Ed.

Orientation & Mobility Specialist

Ken Turner, M.B.A.

Driver/Assistant

Development

and Finance

Kathleen A. Carroll, B.A., CFRE

Vice President for Development & Planned Giving

Nancy S. Burgess, M.Ed.

Development Associate

Karen M. Jantzen, B.A.

Director of Development

Teresa L. Muzzey, B.S.

Vice President for Finance & Administration

Joan E. Osborne, A.A.

Accounting Assistant

Jane M. Roy

Donor Records & Mail Program Manager

Board of Directors 2004–2005

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Stella Scamman Stratham

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Directors Emeritus

Alex Hanson Portsmouth

Carl B. Noyes Manchester

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Our Mission:

“To advance the independence of persons who are blind and visually impaired.”

For information about the programs and services of the New Hampshire Association for the Blind, please write to our office at 25 Walker Street, Concord, NH 03301, or call (toll free in NH) 1-800-464-3075, (603) 224-4039, or in the Seacoast (603) 431-9401. You may also visit our web site at www.sightcenter.com

Reaching for Independence

2003 Annual Report

New Hampshire Association for the Blind
McGreal Sight Center

Joint Report: President and Chairman of the Board

Staff is in early; the doors open at 8:00 a.m. The phones are already ringing. A woman calling from Ohio is worried about her mother in Hampton who has macular degeneration; a professional needs assistance upgrading to a new version of his speech synthesis software to better access the Internet at work; a young mother must have transportation in order to keep her appointment in the Low-Vision Clinic; a retired school teacher wants to volunteer in the Recording Studio to produce reading materials for blind youngsters; a new client in the Lakes Region needs a home visitor to mark her kitchen appliances; a person receiving white cane mobility training wishes to learn a new route. Ring after ring after ring, one more visually impaired person — someone you may know — continues reaching for independence.

Each year we are freshly impressed by the determination and accomplishments of those we serve. Nurtured by a talented staff, and complemented by a cadre of dedicated volunteers, the inner strength of many of our clients has flourished as the basic skills necessary to cope with vision loss are mastered. With this new confidence comes the realization of potential — and the desire grows for more specialized training, peer support, and expanded recreational activities or technological savvy.

The McGreal Sight Center hosts an ever-growing menu of special offerings and events such as: technology users group and individualized computer classes, peer support group, “Living with Diabetes” workshops, cooking classes, and various educational programs. An innovative new Low Vision group series is now offered. We continue to expand our community based programming through our Seacoast office and regional Low Vision Clinics in Manchester, Rochester, and Concord. And, of course, we still make house calls!

On his visit to the Center last fall, Carl Augusto, President of the American Foundation for the Blind said: “The New Hampshire Association for the Blind has become one of the best statewide blindness organizations in the United States.”

The Association has been prominently visible statewide for over 90 years, yet many people never learn of our services until they experience vision loss. Public Education continues to be a priority. We participate in conferences and workshops on disabilities, technology, employment and rehabilitation. Our staff took part in study groups and planning committees to improve services for people with sensory impairments. We frequently exhibit at health fairs and speak to civic groups and residents of retirement communities. Broadcast talk shows and cable TV productions have also spread the word that help is available when vision fails.

The Association exerts a tremendous reach throughout our state providing comprehensive rehabilitation — thanks to people like you. As you read this Annual Report, please understand that none of the accomplishments of the past year, nor those we strive to attain in years ahead, are possible without philanthropy.

Our challenges are great. We face them with optimism and the determination to seek new ways to build capacity and productivity while delivering our essential services to those of all ages who are most vulnerable and at risk.

With more than 50 new referrals each month, the phones are always ringing. Thank you for helping to answer the calls.

Carroll E. Winch
Chairman of the Board

George F. Theriault
President & CEO

REACHING FOR INDEPENDENCE THROUGH... Counseling and Referral Services:

Social Workers guide each client through the intake process and help design, begin and monitor an individualized service plan. In addition, they offer counseling to individuals and family members adjusting to vision loss.

- There were 497 new referrals in 2003.
- 1,146 individuals received comprehensive services delivered in their home, community and at the McGreal Sight Center.
 - 70% women
 - 30% men
- The age of our clients ranged from 8 to 100+ years.
 - 55% between the ages of 70–89
- 72% of our consumers had an annual income of \$20,000 or less.
- Staff delivered over 23,000 hours of direct service.

The Peer Support Group at the McGreal Sight Center continues to have a significant and positive impact on the lives of many of its participants. Their spirit, tenacity, and confidence have inspired staff to offer a wider array of group activities.

- The Peer Support Group, composed of 27 individuals and facilitated by the Association's social workers, meets monthly with an average attendance of 14.
- 585 clients participated in 63 group activities such as cooking classes, Technology Users Group, and make-up and personal grooming classes.

REACHING FOR INDEPENDENCE THROUGH...

Low Vision Services:

According to the National Eye Institute of the National Institute on Health, although many people maintain good vision throughout their lifetime, individuals over age 65 are at increased risk for developing vision problems. The Association provides services by eye care professionals and low vision therapists to help those who are partially sighted use their remaining vision more effectively. In addition, the low vision therapist trains individuals in the use of aids and devices at the McGreal Sight Center and in the home.

- 70% of our clients received Low Vision services.
- 1,128 individualized services were delivered in the client's home, community or workplace.

- 191 clients attended 57 low vision clinics held in Manchester, Concord and Rochester.

- The “store” at the McGreal Sight Center offers a variety of low vision aids and devices such as large print calendars or check registers, writing guides and talking watches.

REACHING FOR INDEPENDENCE THROUGH...

Rehabilitation Teaching Services:

Essential to maintaining independence, rehabilitation teaching helps individuals adjust to a visual impairment by developing practical skills for daily living. Needs vary as greatly as the individuals' eye conditions. Rehabilitation teaching takes place within one's home, community and workplace. This past year, the Association saw tremendous growth in Daily Living Classes such as cooking, make-up and personal grooming, and sewing at the McGreal Sight Center.

- In April of 2003, the first class graduated from the Association's initial series of healthy cooking classes held in the training kitchen at the McGreal Sight Center. Taught over 4-week periods, classes focus on nutrition, dietary concerns and diabetes management, as well as food preparation. At the close of the 2003 fiscal year, classes were scheduled through the end of the calendar year with individuals on a waiting list for 2004.

- Last May, a limousine donated by Association volunteer Kathy Standbridge, owner of For Those Soon-To-Be Wed, Inc., arrived at the McGreal Sight Center. The long white “stretch” was filled with clients from around the state ready to attend a make-up class. At the end of the four hours it was difficult for anyone to leave. The popularity of these classes, which were held throughout the year, rivals the demand for healthy cooking!

REACHING FOR INDEPENDENCE THROUGH...

Orientation and Mobility Services:

Orientation and Mobility instruction, provided within one's home, community, work or school environment, helps clients develop and utilize their remaining senses for safe and independent travel.

- 181 individuals received Orientation and Mobility instruction.

- On average, 25 hours of Orientation and Mobility training are necessary for basic travel using a white cane.

Educational Services:

In August of 2003, the Association added an Educational Services Program to its core services. This initiative was made possible by the award of a significant three-year grant from the Gibney Family Foundation. This funding supports the position of a Teacher for the Visually Impaired. The program has already expanded with the hiring of an Orientation and Mobility Instructor specializing in student services.

REACHING FOR INDEPENDENCE THROUGH...

Volunteer Services:

The volunteer program continues to grow and provides much needed support to clients and the Association's programs both at the McGreal Sight Center and in the community. Sixty-five individuals volunteered over 1,600 hours of service.

- Community visitors and program support drivers provided 757 hours of direct client service.

- 753 volunteer hours supported center-based activities:

- 9 volunteers gave 494 hours in the recording studio.

Projects over the past year included excerpts from Yankee Magazine, recipes from the Association's cooking classes and a special request from the Dartmouth Hitchcock Medical Center for excerpts from an information booklet by the American Association of Kidney Patients.

- 4 greeters and tour guides donated 61 hours.

- Clerical volunteers provided 155 hours of service.

REACHING FOR INDEPENDENCE THROUGH...

Public Education Services:

The New Hampshire Association for the Blind is a resource for all, such as individuals, families, businesses or healthcare professionals. Our 4,787 registered clients come from over 275 communities throughout the state. Last year, fifty-two resided just over the border in Vermont, Massachusetts and Maine.

- Staff presented 53 public education programs at retirement communities, health fairs, civic organizations, schools and senior centers, reaching an audience of more than 10,000 individuals.

•Over 41,000 newsletters and Annual Reports were distributed throughout Northern New England.

Over 40,000 New Hampshire residents are blind or visually impaired — 31,500 of whom are over the age of 65. The top five leading causes of blindness for the individuals we served over the past year were:

Macular Degeneration	25%
Diabetic Retinopathy	9%
Cataracts	6%
Glaucoma	5%
Retinitis Pigmentosa	4%

REACHING FOR INDEPENDENCE THROUGH...

Technology and Braille Services:

The Association has provided hours of training to blind and visually impaired individuals on a variety of high- and low-tech devices, Braille products and adaptive computer technology.

- 305 individuals accessed Technology and Braille programs.
- Offering an advanced adaptive computer lab, the Association sponsored a technology users group in addition to individualized training at home or at work.
- Volunteers donated 33 hours of technical assistance to clients in the computer lab.
- Materials in alternative formats — Braille, large print or audio — were provided for individuals, businesses and schools.

Introducing our CCTV Lease/Loaner Program...

CCTV's (video magnifiers) help to meet the reading needs of individuals with low vision. These electronic reading devices can be used at home, at work, or in the classroom. This past year the Association established a CCTV Lease/Loaner Program. Since its inception, 21 individuals have benefited from this program. The Association extends its sincere thanks to the Lane & Elizabeth C.

Dwinell Charitable Trust, the Norwin S. and Elizabeth N. Bean Foundation, and the Endowment for Health for initial funding.

GIFTS OF A LIFETIME...

Throughout our 92-year history, the New Hampshire Association for the Blind has received thoughtful bequests from generous individuals who support our work. These continue to be the foundation of our planned giving program.

There are several easy ways to make such gifts. Each represents an important source of funding for our future plans and programs, and may also provide considerable savings in your estate.

Those who provide for the long-term security of the Association through a bequest, gift annuity, or other planned gift become members of our McGreal Society and are listed in our Annual Report if they so chose.

Following are examples of gifts that can be made through your Will, with sample wording:

Simple Bequest:

This is the most common type of bequest, and specifies a dollar amount or percentage of one's estate. Standard wording is: "I hereby give, devise, and bequeath to the New Hampshire Association for the Blind, Inc. of Concord, New Hampshire the sum of \$_____ (or _____% of my estate) to be used by said corporation for its general purposes."

Residuary Bequest:

This allows loved ones to be taken care of first with residuary funds designated for the Association. An example of the wording for this type of bequest is: "I hereby give, devise and bequeath to the New Hampshire Association for the Blind, Inc. of Concord, New Hampshire, all (or a percentage of) the rest and remainder of my estate after all of the above bequests have been made, to be used by said corporation for its general purposes."

Contingent Bequest:

This is for those whose first choice is to have their estate inherited by living relatives. If, however, those relatives die first, the Association would inherit the estate if identified in the Will as a contingent beneficiary.

For more information about a planned gift, please contact:
Kathleen Carroll, CFRE

Vice President for Development
1-800-464-3075 (toll free in NH)
(603) 224-4039
Email: kcarroll@sightcenter.com

One Donor's Story...

Legacies enrich and strengthen the comprehensive services we provide for people throughout the Granite State who are blind and visually impaired. Our benefactors each have their own stories to tell. Their wonderful philanthropy gives us the power to change lives everyday.

Until macular degeneration made reading too difficult, Marion Howland religiously read one weekly and two daily newspapers from front-to-back. Realizing first-hand how loss of sight can impact the little pleasures of everyday life, Marion endowed her annual gift to support our work for years to come.

Marion was born on March 1, 1906, in the home of her parents, Wilbur Craigie, Sr., and Agnes (Nicholson) Craigie. A lifelong resident of Littleton, New Hampshire, she was the oldest of six children and graduated from Littleton High School in 1924. Her husband of 61 years was Roger F. Howland.

After working 42 years as secretary and treasurer for the Littleton Superintendent of Schools, Marion retired in 1968. Having no children of their own, she and her husband enjoyed spending time with family by taking lucky nieces and nephews along with them on summer vacations. Birthdays and Christmas brought special treats as well.

Although reading was Marion's favorite pastime, guests to her Littleton home would see collections of Royal Dolton figurines and glass whale oil lamps.

Thanks to the generosity and foresight of this thoughtful woman, our services will be available to all of those individuals in need of vision rehabilitation in the future. We are honored to be among the charitable beneficiaries of Marion Howland's outstanding generosity.

We are also grateful to our benefactor's nephew, Don Craigie of Littleton, for his help in honoring this remarkable woman.

INVESTING IN THE FUTURE...

The McGreal Society

Those individuals who invest in the future of the New Hampshire Association for the Blind by making a provision in their will, estate plan or trust to benefit our programs are invited to join the McGreal Society.

Anonymous (11)

Ms. Tyra H. Allgrove

Pauline E. Chandler

Mr. and Mrs. Charles M. Copeland

Rodney and Harriet Ellis

June E. Ellison

Persis R. Gow

Alex Hanson

Orton H. Hicks, Jr.

Mrs. William C. King

W. Herbert Lamb and Jeanette A. Lamb

Robert and Helen Lindstrom

Mrs. E. Beryl McCoubrey

Howard M. and Martha P. Mitchell

Mrs. Christene F. Peebles

Constance Reed

Mary Haley Smart

Charles and Louise Tallman

Celia and George Theriault

Mrs. Ray G. Theriault

Eileen Zeindlhofer

Those individuals, whose bequests to the Association were received during our 2002–2003 fiscal year, honor us with their legacy. Their gifts ensure the continuation of high quality services in perpetuity.

Mary Carroll Abell

David T. Adams

Edna H. Anderson

Winifred Blair

Dorine B. Bullock

Matilda M. Bykowski

Eleanor A. Ferguson

Geraldine H. Hall
Mary J. LaGuardia
Virginia R. Macy
Edna V. McLeod
John A. Rowe

We gratefully acknowledge the following professionals with whom we worked to complete these life-affirming gifts:

Mr. Kenneth Bateman
Mr. Timothy A. Boucher, Esq.
Mr. Homer S. Bradley, Jr., Esq.
Mr. Joseph F. Daschbach, Esq.
Mr. Donald E. Gartrell, Esq.
Mr. George R. Hanna, Esq.
Mr. Kevin J. Howe
Mr. W. Jean LaFlamme, Esq.
Ms. Mary E. Lanthier
New Hampshire Charitable Foundation
Mr. John C. Norton, Esq.
Ms. Colleen D. O'Connell, Esq
Ms. Patricia L. Tyus

Major Contributors to the 2002–2003 Annual Services Fund

14,000 contributions from individuals, corporations, foundations and service clubs helped to ensure that our clients were able to receive essential services regardless of their ability to pay. On behalf of those we serve, the Association thanks all of you who have so generously supported our work. Due to the length of the list, we do not publish on the web site the names of donors included in the print version. If you wish a copy of the print version or to receive the newsletter on tape, please contact the Development Office.

By Board policy the New Hampshire Association for the Blind does not rent, sell, or exchange its donor lists or any donor information.

**Condensed Financial Summaries
Financial Position for the Year Ending August 31, 2003**

Assets**Current Assets**

Cash	14,643
Accounts Receivable	19,851
Pledges Receivable	83,023
Interest Receivable	19,789
Supply Inventories	25,416
Prepaid Expenses	23,308
Total Current Assets	\$186,030

Investments

Insurance, Cash Value	\$217,764
Endowment	\$4,892,711

Land, Building, Equipment (at cost)

Total Land, Building & Equipment	\$1,843,235
Less Accumulated Depreciation	(873,031)
Net Land, Building & Equipment	\$970,204

TOTAL ASSETS **\$6,266,709**

Liabilities and Net Assets**Current Liabilities**

Accounts Payable	11,801
Accrued Payroll & Related Taxes	54,088
Annuity Payable	61,081
Total Current Liabilities	\$126,970

Net Assets

Unrestricted, undesignated	1,150,653
Unrestricted, Board designated	3,848,298
Temporarily restricted	270,777
Permanently restricted	870,011
Total Net Assets	\$6,139,739

TOTAL LIABILITIES & ASSETS **\$ 6,266,709**

**Statement of Activities For the Year Ending August 31,
2003**

Public Support & Revenue

Public Support	1,648,728
Service Revenue	149,281
Total Public Support & Revenue	\$1,798,009

Expenses

Program Services Expense

Vision Rehabilitation Programs	868,607
Public Education, Prevention	127,147
Total Program Service Expense	\$995,754

Support Services Expense

Public Support	297,651
General Administration	121,665
Investment Expenses	30,663
Total Support Service Expense	\$449,979

TOTAL EXPENSES \$ \$1,445,733

REVENUE less EXPENSES \$352,276

NET RETURN ON INVESTMENTS \$392,829

CHANGE IN NET ASSETS \$745,105

NET ASSETS BEGINNING OF YEAR \$5,394,634

NET ASSETS END OF YEAR \$6,139,739

Board of Directors 2003–2004

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Charles V. Tallman Rye Beach

Staff

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Jean M. Jaworski, B.S. Executive Administrator

Program Services

Guy M. Woodland, M.A. Vice President for Rehabilitation
Joyce E. Bollengier Client Services Assistant
Denise A. Caruso, A.A.S., COA, RTA Low Vision Therapist,
Rehabilitation Teacher Assistant
Kathie R. Cooper, M.Ed., O/M Orientation & Mobility Specialist
Ross A. Doerr, J.D., RTA Technology Consultant, Rehabilitation
Teacher Assistant
Sarah H. Dorsch, M.A., RTC Rehabilitation Teacher

Nancy A. Druke, M.S.W., LICSW Director of Social Work
Glenn R. Gunn, M.Ed., COMS Orientation & Mobility Specialist
Jessica L. Hayes Receptionist
Kenneth F. Howes, A.A.S. Database Administrator
Claudia C. Libis, M.Ed., COMS Teacher of the Visually Impaired/
Consultant, Orientation & Mobility Specialist
Jennifer L. Morgan, B.A. Caseworker
Jewett M. O'Connor, M.Ed., TRC COMS Rehabilitation Teacher,
Orientation & Mobility Specialist
Lynne M. Saltonstall, B.A. Volunteer Administrator
Kimberly A. Stumph, B.S., COMT, CLVT Low Vision Therapist

Development and Finance

Kathleen A. Carroll, B.A., CFRE Vice President for Development
Nancy S. Burgess, B.S., M.Ed. Development Associate
Karen M. Jantzen, B.A. Director of Development
Teresa L. Muzzey, B.S. Director of Finance & Administration
Joan E. Osborne, A.A. Accounting Assistant
Jane M. Roy Donor Records/Mail Program Manager
Susan L. Stearns, B.A. Grants Writer/Development Associate

Our Mission:

To advance the independence of persons who are blind and visually impaired.

For information about the programs and services of the New Hampshire Association for the Blind, please write to our office at 25 Walker Street, Concord, NH 03301, or call (toll free in NH) 1-800-464-3075, (603) 224-4039, or in the Seacoast (603) 431-9401. You may also visit our web site at www.sightcenter.com