



easterseals

New Hampshire



All **Abilities.**
Limitless Possibilities.

20 Annual Report 18



Dear Friends,

As we settled into our fully-renovated Easterseals NH John A. Samenfeld Center, the last fiscal year was one of growth, leadership, and sustainability. We are grateful to you, our donors, supporters and friends, for making a real difference in the lives of the individuals and families we serve. Thanks to you, we are breaking down barriers, dispelling stereotypes, overcoming obstacles, and challenging attitudes and perceptions about people with disabilities. With your help, we are able to provide New Hampshire residents of *all abilities with limitless possibilities*.

You will read in the following pages about highlights from our 12 core programs. We are always laser-focused on providing the best services possible for our clients and their loved ones. We continually look for gaps in services and how to address them. To that end, our ongoing sustainability initiative, involving cross-organizational teams, is taking a comprehensive look at each program's strengths and challenges. Our goal for this initiative is to ensure the long-term viability of each of our core programs by adopting an agile approach in addressing any issues that may arise.

Our Chief Operating Officers, Nancy Rollins, ESNH, and Cheryl Wilkie, Farnum, are leading the statewide conversation about appropriate funding for people with disabilities and Substance Use Disorders. They focused attention on Medicaid Re-enactment and the prospective onset of Managed Care. With the support of other providers, we have helped improve the sub-par rates that were proposed.

Thanks to our volunteers, we held more than 40 events! We are very grateful for every contributions from the individuals, businesses, and foundations whose support enables us to fulfill our mission. Our signature events, including the Winter Wine Spectacular, NHSA Ride-In, Farnum Spirit of Hope Event, Eversource Walk & 5K Run, and the Annual Land & Lake Poker Run were extremely successful, many reaching all-time highs for revenue. In addition, our VIP Campaign surpassed the \$450,000 mark and our Veterans Count Chapters continue to exceed fundraising efforts, securing more than \$1,500,000 through four volunteer-run chapters across the state.

In the coming year, we will celebrate the 100th Anniversary of Easterseals along with affiliates across the country. There are many exciting activities planned, including a float in The Rose Parade on New Year's Day. Locally, we will mark this milestone with a communications initiative that will raise awareness of all we do. We will focus on consistent and clear internal messaging to staff, strategic marketing to create awareness via our websites, and targeted program marketing goals. It will certainly be a busy and eventful year! Thank you for all you do to make so many successes possible!

With gracious appreciation,



Larry J. Gammon
President & CEO



Andy MacWilliam
Chairman of the Board

Our Leadership Team

Thank you to the members of the Executive Leadership Team at Easterseals NH. You truly do set the tone for excellence and success.

Betty Burke Assistant to the CEO

Joe Emmons SVP of Development

Nancy Rollins Chief Operating Officer

Cynthia Ross Executive Assistant

Tina Sharby Chief Human Resources Officer

Elin Treanor Chief Financial Officer

Karen VanDerBeken Sr. Advancement Officer

Cheryl Wilkie Chief Operating Officer

Moving Forward for the People We Serve



Financial Statement

REVENUE:

Program Service Fees & Grants	86,109,291
Contributed Income & Other Revenue	5,239,776
Total Operating Income	91,349,067

EXPENSES:

Program & Support Services	81,077,868
Administration	8,566,845
Total Operating Expenses	89,644,713



The monies invested in Easterseals New Hampshire are managed efficiently and impactfully. We are proud to report an **Administrative Rate of 10%**.

Included in these unaudited financials are the consolidated figures for NH, VT & ME. Our financial statement, audited by Baker, Newman & Noyes, is available at Easterseals Headquarters. Excess revenue over expenses has been earmarked by the Board of Directors for program expansion and subsidy. Please note these financial numbers are unaudited and subject to change.

Our 12 Core Programs

Autism Services

Our highly trained staff provides intensive 1:1 therapy based on the principles of Applied Behavior Analysis. Children ages 18 months to five years typically receive 25-40 hours per week of individualized therapy focused on improving their skills across multiple domains including communication, social skills, play skills, and self-care. This family-centered, evidenced based approach is offered in the home, school, community and clinic setting. This year, our team was excited to expand our clinic to a second space at the John A. Samenfeld Center, giving us the opportunity to serve more children from the Greater Manchester Area.

Camping & Recreation

Camp Sno-Mo provides residential camping for children and young adults with disabilities. We are dedicated to providing integrated recreational opportunities for campers of all levels. By providing a safe environment, we encourage our campers to challenge themselves to learn and grow, develop confidence, and discover how much they can achieve. Campers enjoy traditional camp experiences such as water sports, team sports, hiking, and archery in a fully-accessible setting. This year, and for the first time, all Sno-Mo campers were recognized as members of Boy Scout Venture Crew 1990. As such, our campers became registered Boy Scouts and earned over 400 merit badges during camp. We are grateful to the NH Snowmobilers Association for their longstanding and generous support, which makes Camp Sno-Mo possible.



Child Development Centers

Our centers provide an inclusive, comprehensive child development program for children ages six weeks to five years. We offer children a fun place to learn and grow while ensuring quality, innovative educational programs. Our affordable, accredited early childhood program offers families equal access to quality child care to ensure no child is left behind regardless of economic/social environment, behavioral needs or disability. Over the past year, we have worked to unify the program offerings at our two Manchester-based centers. Additionally, we've formed collaborative relationships across ESNH programs. For example, the CDCs served as job sites for the vocational education classroom at the Robert B. Jolicoeur School. Students assisted the CDCs by providing laundry services, yard work, housekeeping, kitchen help, and support with play groups. In addition, the CDCs work with Adult Day to provide intergenerational activities for our students.



Community Based Services

Easterseals provides supports and services for adults with Intellectual Disabilities or Acquired Brain Injuries to assist them in achieving their personal goals and to acquire new skills and abilities. We offer a wide variety of clinical supports for individuals in our day and residential programs. Clients are assisted in finding volunteer opportunities and/or employment that match their abilities and interests with employers' needs. CBS was



proud to receive state funding to provide residential treatment and supports for women to help them live more independently in the community. Our CBS program was also in the spotlight as CBS client David Jenne sang in a video that won a national competition sponsored by the National Association of States United for Aging and Disabilities. We received a \$2,000 award and David sang at the organization's annual conference to a crowd of 1,500. You can enjoy the video by visiting ESNH's website.

Early Supports & Services

This program helps children birth to three who are experiencing or at risk for a delay in cognitive, motor, communication or social/emotional development. Knowing the importance of the early years to development, our staff utilizes each child's natural curiosity to create experiences in their home, or a community setting, that enhance growth and development in partnership with their family and caregivers. Working with our exceptional staff, children who need these supports are able to take their first steps, sit up and reach for their favorite toys, ask a parent for a snack, or make a choice independently. We see more than 200 children weekly across all of our programs. Thanks to this year's successful implementation of full electronic medical records, we are able to process documentation quicker and more efficiently. As a result, our staff now has more time to provide critical supports to children.

Military & Veterans Services

Easterseals MVS and its philanthropic arm, Veterans Count, work together to provide critical and timely financial assistance and services, including Care Coordination, when no other resource is available to veterans, service members and their families, to ensure their dignity, health and overall well-being. By combining highly responsive, flexible services, with emergency funding, MVS is a vital go-to resource for veterans. We continue to expand outreach and services throughout the state, increase our capacity in more rural areas, and now have a greater presence in the Upper Valley (see page 17 for more information). Through community partnerships and innovative thinking, we partnered with local hospitals in a "first in the nation" collaboration to improve the health and wellbeing of the military and veteran community. By providing Care Coordination to link individuals to social services and community resources, we help veterans and service members to access the resources they need to live healthier lives.

Oral Health Center

Our state-of-the-art Oral Health Center, which is open to the public, offers superior care with a full range of services from our highly-qualified dental team. We provide a dental home for all, including low-income families, individuals with disabilities or special needs, and people of all ages from early childhood through the senior years. Last year, in honor of Veterans Day, we collaborated with Northeast Delta Dental, our Oral Health Center partner, to provide free dental treatment to more than 50 veterans. To better serve our clients, we added three new specialty dentists to our staff who focus primarily on pediatric dentistry and

tooth extractions. We also built upon last year's expansion by opening a satellite clinic at our Robert B. Jolicoeur School to serve students enrolled there. All of these developments have resulted in a nearly 20% increase in patients served over the previous year. We are proud to evolve our services to meet the need for quality, accessible, comprehensive oral health care in the community.



Residential/Education Services

Easterseals NH is the state's largest private special education provider for children and young adults with disabilities or special needs. Services range from intensive level care in highly structured residential settings to the support of individuals in their community, family and/or independent living setting. We are proud to announce that our three locations received a 5-year certification from the NH Department of Education. This is the highest level of certification a school can receive and our second consecutive time as a recipient, which speaks volumes to the quality of our educational programming. We have co-located a vocational classroom at the CDC, allowing for more job skills training for our students. Finally, at the request of NH DCYF, our residential programs opened crisis beds for DCYF to use in after-hours emergency situations.



Senior Services

Easterseals' broad range of senior programming provides the best possible care for older adults living in the community. Our Adult Day programs ensure individuals with Alzheimer's disease and related dementias or other medical needs are cared for in a supportive and stimulating environment. Our Homemakers & Health Services provides in-home services, allowing seniors to age in place in safe, meaningful and healthy ways. Our Caregiver Coaching program provides important support to caregivers to avoid burnout and promote quality in-home care. This year, Rochester-based The Homemakers Health Services joined ESNH's Senior Services. As part of the merger, in-home care and the adult day program will continue to be offered in Rochester to clients throughout greater Strafford County. The combination of the two organizations, each with vast experience in the senior care field, has added to our capacity to meet the needs of seniors and adults with disabilities in New Hampshire.

Substance Abuse Services

Farnum's mission is to help individuals and families find their way to a life free of the effects of alcohol and other drugs through comprehensive treatment and recovery services open to all. At Farnum, 2018 was a time of extraordinary expansion, community outreach, and services. Working closely with Mayor Joyce Craig and other non-profit groups, Farnum helped support and protect the Safe Station program. Additionally, Farnum expanded and opened its own stabilization unit that receives clients who have accessed Safe Stations via the Manchester Fire Department and provides them with a positive, safe environment while waiting for treatment. Farnum recently added program space to address the overwhelming need for Outpatient Services in Manchester. For all of our efforts, Farnum was recognized by Business NH Magazine with the Health Care Business

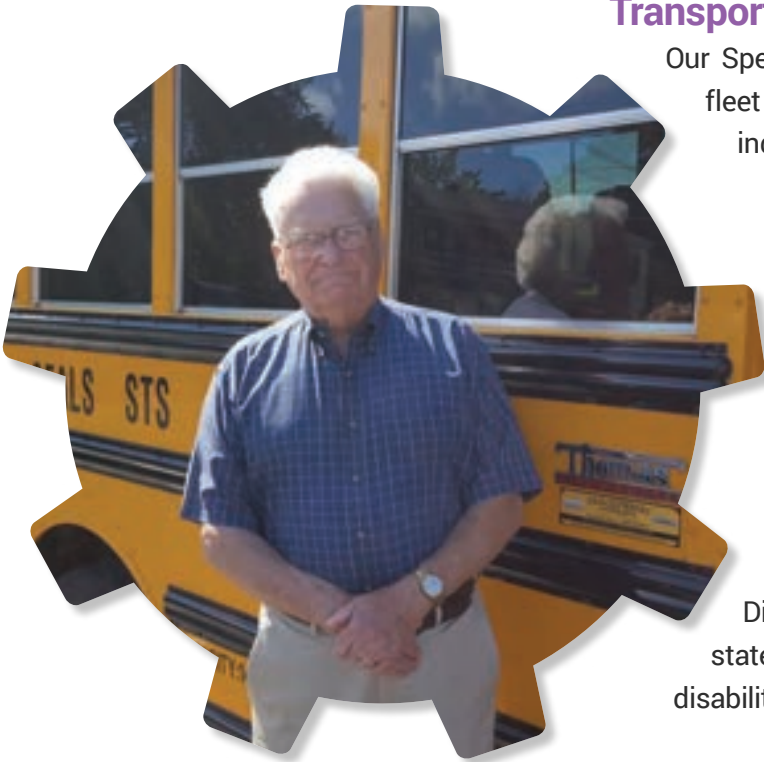


Our 12 Core Programs

of the Year Award. As we continue our efforts to outreach, Farnum has launched a new podcast series, called Looking Within, dedicated to connecting with the public and sharing ideas, approaches, and answers to those seeking solutions to the challenge of Substance Use Disorder. This communication tool has grown rapidly in popularity, especially among younger audiences, and now Farnum has a voice in the conversation.

Transportation Services

Our Special Transit Services provide transportation with an operational fleet of 150 specially-equipped vehicles that serve more than 3,000 individuals and 800 students from the Manchester School District annually. The program enables people with disabilities and seniors living in the community to maintain their independence, providing over 300,000 trips to medical appointments, the grocery store etc. Safety is a top priority. This year, thanks to our donors, we purchased a driving simulator to improve our training for drivers and risk management. The simulator allows drivers to experience virtual reality road challenges, learn from their mistakes, and improve defensive driving skills. Finally, ESNH staff served as Chair of the NH State Coordinating Council for Community Transportation as well as the Governor's Council on Disabilities in order to provide experience and expertise to impact statewide efforts regarding transportation for seniors and people with disabilities.



Workforce Development

This program helps individuals achieve meaningful career outcomes, while meeting the needs of the business community. Programs include Youth Transitional Services, Employment Services, Vocational Evaluation, Independence Cleaning, and the Apparel Impact Partnership. The Youth Transitional Services program partnered with 34 school districts to create 228 vocational experiences for students. The Employment Services program helped adults connect with 165 jobs. The Independence Cleaning program employed six veterans and nine individuals with disabilities while providing reduced-cost floor care and cleaning to more than 130,000 square feet of ESNH facilities. We also partnered with Apparel Impact LLC to provide clothing to low-income families. Our collaboration with the Community College System of NH helped establish apprenticeships in the areas of health care, IT, and advanced manufacturing.



President's Council

Individual Gifts

Our President's Council recognizes individuals whose charitable contributions are greater than \$1,000 in a fiscal year.

Independence \$25,000 - \$49,999

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Opportunity \$5,000 - \$9,999

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Elizabeth Bauman & Luke Gullick
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Mike & Alex's Story Military & Veterans Services

Mike Hildreth and his son Alex have faced their fair share of challenges over the past six months. On September 11, 2017, Karen Hildreth passed away in a tragic motorcycle accident as Mike, her husband of 22 years, was following her. This loss took a devastating toll on Mike and Alex, both emotionally and financially, making it difficult to go about their daily lives.

"I relived the scene thousands of times," Mike recalls. "I was a mess, I couldn't function, and I wasn't sleeping an hour a night."

Mike was active in the Army for three years during the mid-1970s, and went on to a lengthy career in law enforcement. Alex, following in his dad's footsteps, enlisted in the Army National Guard in 2015. Unfortunately, a year later during basic training, Alex was bit on the arm by a poisonous spider, leading to medical issues and the inability to work. Together, they spent months trying to get financial help from the military, but have been unsuccessful in their attempts so far. Despite all of this, Alex is still active in the National Guard.

For father and son, life was spinning out of control. Alex reached out to his unit's chaplain who suggested they contact ESNH Military & Veterans Services. They were quickly paired with Care Coordinator Deanna Monroe.

"I can't say enough good about her. She is phenomenal and has been a godsend to me," Mike stated. "She has been extremely open and honest and knows exactly what to say to make me feel at ease."

Deanna helped Mike and Alex's first focus be on dealing with their grief over Karen's loss, which continues to be an ongoing process. She has provided support to Mike with managing his finances and connecting him with community resources so that he can continue moving forward.

Last fall, Deanna submitted Mike's name to Eastern Propane to be considered to receive a season of free home heating oil. Due to his circumstances, he was selected and as Mike says, "The timing could not have been more perfect. We weren't getting any extra pay and we were always trying to figure out where our next meal was coming from. It was a big burden relieved."

Since Karen's passing, Deanna has helped the Hildreths get back on track and continues to visit every couple of weeks. Deanna has helped them move through their healing process and financial instability. Right now, Mike's biggest focus is getting Alex support for his medical issues.

"Don't wait for luck. Reach out for help and don't be embarrassed," said Mike. "There is always someone there. Don't give up. Easterseals is there to help you. They can and they will."



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Ability \$1,000 - \$2,499

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Dominic's Story Early Supports & Services

When Dominic DiFranco was born in July 2015, doctors noticed a curve in his spine. Additionally, he was experiencing GI issues, heart rate irregularities, and favored his right side. This led his parents Nicole and Carl to Easterseals for Early Supports & Services. His Easterseals physical therapist, Pauline, began visiting the DiFrancos' home weekly and helped Dominic with tummy time, core strength, and rolling. She also supported Carl and Nicole with resources and advice.

When Dominic turned three months old, his parents received the news that their son had a rare genetic disorder called Wiscott Aldrich syndrome, which affects the blood's ability to clot and weakens the immune system. The only thing that would save their son's life was a bone marrow transplant. After a year of searching for a donor, they learned of one in July 2016. It was the miracle they had prayed for and they began planning for the life-saving transplant procedure that began on August 24, 2016.

Following the transplant, Dominic spent a month in the hospital while his immune system was "reborn." This recuperation was followed by months of home isolation, medication, and doctor visits while Dominic's new immune system stabilized. After several months, the DiFrancos received word that the transplant was a success! It was the best news after a challenging and emotional time. During the transplant and following months, Pauline stayed in touch with the DiFrancos but couldn't work with Dominic while his immune system rebooted. They finally resumed therapy in May 2017.

Since they had taken some time off, there was some regression, so Pauline focused on getting Dominic to crawl and also pushed him to keep achieving. "Pauline did a great job dealing with our anxiety of making sure he was OK after going through so much and his need to be mobile," said Carl. Dominic also began attending Easterseals therapy groups, where he spent time with kids after being isolated for so long. Eventually, Dominic's physical therapy was augmented by weekly visits with Easterseals speech and occupational therapists.

"Easterseals has always been very accommodating about what Dominic needed and what we needed," said Nicole. "During every therapy session, our questions were always answered and we got so much support."

Dominic recently turned three and has started pre-school, something his parents believe he is better prepared for because he attended the Easterseals therapy groups. His therapists were involved in ensuring a smooth transition. Despite everything Dominic has been through, his affectionate and loving personality are on display with every smile! He is also becoming quite a talker.

"There are many different kids with many different types of needs and Easterseals is there to help them all," said Carl. "Easterseals gave us the hope and reassurance that eventually, if you take small steps, anything is possible."



Fallon's Story Youth Transitional Services

After being bullied while growing up and enduring significant difficulty at home, Fallon O'Dell sought help with ESNH Youth Transitional Services (YTS) in July 2017. While with the program, she worked on job readiness and exploration, community participation, and daily life skills. Additionally, she began building her self-confidence, making good decisions for herself, and also found employment.

Once Fallon turned 21-years-old, she aged out of YTS and entered ESNH Community Based Services (CBS) for adults. As part of this program, Fallon was matched with her current home providers who welcomed her into a warm and nurturing environment. She also enjoys a new sense of responsibility that comes along with helping to do chores around the house such as cooking, cleaning, doing laundry, and washing dishes.

ESNH CBS Direct Support Associate Jacqueline has worked closely with Fallon, and, with support from ESNH Workforce Development, she has found a job she loves at Stonebridge Country Club. In this position, she is responsible for washing dishes and prepping food. She is thriving and getting along well with co-workers. "I feel like I'm a grown up and have responsibilities," says Fallon, who enjoys getting a paycheck.

Fallon and Jacqueline are working on reducing Fallon's anxiety and improving her overall health through better eating. They enjoy going to the mall, spending time at the park, and hanging out at the beach. "Easterseals has helped change my life because I don't have the anxiety I used to have," Fallon says. "I'm proud of the relationships I've formed."



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Our President's Council recognizes businesses and organizations whose charitable contributions are greater than \$1,000 in a fiscal year.

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Lovy's Story Senior Services

Lovy first came to ESNH in 2016, when she was referred by her physician for Community Care Coordination to address challenges she experienced after losing her husband of 70 years, Edward. Following his death, Lovy was extremely lonely. Her daughter suggested she look into additional ESNH Senior Services and thought she might like the Adult Day program that would give her the opportunity to get out and socialize.

"It was very difficult being alone after so many years of marriage," Lovy said. "I was reluctant to go at first. I spoke with the program director and she was so warm and friendly that I decided to give it a try."

Lovy enjoyed attending the program for two years, but in December 2017, after some cardiac issues, she entered a rehabilitation program for six weeks. During that time, Lovy connected with Pauline from ESNH Homemakers & Health Services (formerly Caring Companions), who provided her with companionship during her recovery.

Lovy enjoyed Pauline's weekly visits and looked forward to returning to her friends in the Adult Day program. "I was very sick and didn't know if I was going to make it," Lovy said. "The only thing that kept me going was the idea of coming back and being at Easterseals because I enjoy being here so much."

When Lovy finally returned to ESNH, a huge staff welcoming committee greeted her and brought her to tears. Now that she is back home, Lovy continues to rely on help from ESNH Senior Services.

Lovy attends the Adult Day program daily and also uses ESNH Special Transit Service for transportation back and forth. Pauline and Lovy still spend a lot of time with each other through the ESNH Homemakers & Health Services Program.

Since 2016, Lovy has been a part of every service for seniors that ESNH offers, and she has loved them all. "Being able to come here and get the staff's trust and humanity is incredible," Lovy said. "I am always treated with kindness and thoughtfulness. Easterseals will accept you for who you are and what you are."



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Each year, gifts are made by friends of Easterseals who wish to honor someone special. These gifts are in memory of, in honor of, or in celebration of the lives of family members, friends and others who have touched the donors' lives in some way. Easterseals is pleased to recognize the following individuals whose lives we celebrated over the past fiscal year.

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Veterans Count

In 2007, Easterseals Board Member Michael Salter had a vision to help those who have defended our freedom. That vision quickly became known as Veterans Count, the philanthropic arm of Easterseals Military & Veterans Services (M&VS).

Over the past 11 years, Veterans Count has made great strides in supporting our veterans, service members and their families. Our four chapters – Lakes Region, Manchester, Nashua, and Seacoast – comprised of more than 70 volunteers, has raised \$6.9 million through a variety of fundraising efforts. Through events and community outreach, we have garnered the respect of hundreds of businesses and individuals throughout the state, who look to us as one of the leading organizations to help our military.

Since inception, M&VS, with support from Veterans Count, has been able to offer more than 12,000 veterans, service members and their families the financial assistance and resources needed to get back on their feet. Because of these successes we were graciously awarded \$190,000 by the Attorney General from the closing of Project VetCare, which will allow us to start our 5th New Hampshire Chapter, in the Upper Valley. Expanding our footprint to the Upper Valley allows us to further assist those in need, to offer them a hand-up and not a hand-out, so they too can live a life with dignity, health and overall well-being.



Legacy Society

We thank the following individuals for their support as Legacy Society members. This group of dedicated friends have included Easterseals NH in their estate plans. **To learn about joining the Legacy Society, contact SVP of Major Gifts & Planned Giving, Courtney Smith, at 603.621.3456 or casmith@eastersealsnh.org.**

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Dave's Story Oral Health Center

Socializing has always been a big part of Dave's life. As a former DJ who worked at many weddings and clubs in the greater Manchester area, he thrives around people. In addition to Dave's love of music, he works out at the gym often and is an avid cyclist and photographer.

Unfortunately, things changed for Dave several years ago when he lost his girlfriend of 15 years, Sharon, to cancer. His own health began to decline. His hereditary issues with teeth and oral health worsened. "It was really bad," says Dave. "I separated myself from friends."

After losing Sharon, Dave initially focused on his grief and becoming a healthier person. He also knew he had to address the issues he was having with his teeth. He had grown a goatee and often covered his mouth with his hands when he spoke so people would not be able to see that he had lost most of his teeth. He began looking into options for upper and lower dentures, and that is when a friend told him about Easterseals NH's Oral Health Center.

Dave's first visit with Dr. Farrell and her team was in July 2017. After that first visit, he knew he had found the right dental practice for his needs. "I was so excited to find a place that I could afford and would let me make flex payments," says Dave, who does not have dental insurance. "Easterseals gave me a solution and a place to go." Throughout the process of being fitted for his new dentures, which took several months and multiple visits, Dave enjoyed spending time at the office and chatting with the "super-friendly" staff.

These days, Dave is feeling confident with his new smile! "Everyone notices when I talk to friends at the gym," he says. "It is good to make eye contact with people again and I feel like I am putting my best foot forward." Dave believes in the Oral Health Center, because "the people here really care" and that shines through in the practice's welcoming environment and staff.

"Do not think of Easterseals as an alternative," says Dave. "Go in with high, professional expectations and you won't be disappointed."

Lifetime Giving

We are grateful to the following individuals whose cumulative giving has reached the following levels of support:

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James McClellan - 2014

K. Brian & Linda McLaughlin - 2016

The late Ms. Eva M. Montembeault - 2009

Timothy & Eileen Murray - 2007

Renee & Daniel Plummer - 2018

Richard & Marsha Rawlings - 2018

Alex Ray - 2014

Michael & Judith Salter - 2005

Stephen A. Smith - 2017

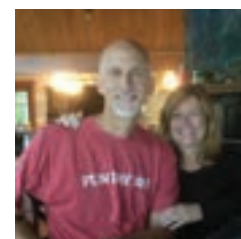
Thomas & Dede Sullivan - 2016

Tom & Diane Tessier (Nashua) - 2014

Elin Treanor - 2014

"We support Easterseals because of the breadth of its programs, the skill of the providers, and the dedication and commitment of the staff. Joining the Legacy Society was just a natural extension of our ongoing support for this terrific organization.

- Bob & Dawne Litterst



Board of Directors

For Fiscal Year 2018
(Sept. 1, 2017 - Aug. 31, 2018)

We gratefully acknowledge the hard work accomplished by our Board of Directors. This dedicated group of volunteers willingly gives their time, talent and treasure to help ensure the success of Easterseals New Hampshire. A special thank you to outgoing Chairman of the Board Andy MacWilliam. Throughout the years, he has demonstrated invaluable leadership, commitment, and generosity.



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Morgan Stanley



Chairman-Farnum Center
Ian MacDermott
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