Dear Friends,

Looking back over the past year, it is rewarding to know how much we accomplished on behalf of the people we serve with disabilities and special needs and their families. As you will read in this annual report, we have been laser focused on the extremely successful Big Ideas for Building Independence Capital Campaign and the corresponding massive building renovation of our headquarters in Manchester to ensure that we are positioned to meet the needs of our clients for the next 80 years and beyond.

The most heart-warming part of this endeavor has been to see all sectors of our New Hampshire community rally to support us in this important and life-changing work. Hundreds of champions of our mission have generously stepped forward to make our Big Ideas a reality. With their help, Easterseals is now the proud provider of the state’s largest array of services under one roof for children, adults, and seniors with disabilities and special needs.

While a frenzy of activity surrounded the campaign and renovation, we also continued to expand our services for veterans, service members, and their families as well as people seeking support in treatment and recovery for addiction to alcohol and other drugs. Our 12 core programs, for people of all ages, provided a hand up when it was needed most to our clients in communities throughout the state.

In the end, 2016-2017 was an incredible year at Easterseals New Hampshire. Although we received a physical facelift not only with our building renovation but also with a rebrand of our logo, the heart of what we do is the most important thing, and we remain energized and committed to helping those who need us the most.

Thank you for supporting us for the past 80 years and for ensuring that people with disabilities and special needs continue to thrive and gain greater independence.

Sincerely,

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, SVP of Substance Abuse Services
by investing in the people we serve

Financial Statement

**INCOME:**
- Program Service Fees & Grants: $82,380,932
- Contributed Income & Other Revenue: $5,484,744
- Total Operating Income: $87,865,676

**EXPENSES:**
- Program & Support Services: $77,613,549
- Administration: $7,879,911
- Total Operating Expenses: $85,493,460

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

We provided $6,701,178 in free and subsidized services in 2016-2017.

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.
Making Big Ideas a Reality!

For the past year, Easterseals NH’s Auburn Street facility in Manchester, NH, has been a frenzy of renovation activity! Since 1983, Easterseals NH has called our current headquarters home. Over the years, it has undergone changes to repurpose the space to better serve our growing number of clients and programs. However, this much-needed renovation of the entire building was the big one! Thanks to the generous donors—individuals, businesses, and foundations—our Big Ideas for Building Independence Capital Campaign raised nearly $2.6 million. The renovated building now houses, under one roof, the largest array of services for people with disabilities and special needs in New Hampshire.

This facility will make a big impact for clients of all ages as we begin our 82nd year. In addition to the Oral Health Center and the Madeline A. Galuecia Child Development Center renovations mentioned elsewhere, many other programs were enhanced and expanded with the renovation. Collectively, these programs provide a continuum of care.

- **Autism Services**—Although our staff often serve children with Autism Spectrum Disorders in schools or at home, the renovation created offices and therapy space for staff to accommodate and provide a clinical component for this growing program.

- **Military & Veterans Services**—We’ve created larger program space with more meeting rooms. This will increase the staff’s ability to meet with clients in a more personal and confidential way.

- **Community Based Services & Workforce Development**—These programs, previously located elsewhere, provide a wide variety of services for our adult clients including employment, community involvement, skill building, residential services, clinical support, youth transitional services, and our client-run Independence Cleaning Service.

- **Senior Services**—Our seniors now have a beautifully renovated entrance staffed by a receptionist, providing a welcoming atmosphere. Lighting, flooring, and walls have been replaced and renovated to improve the aesthetics of the physical space and also increase the safety and comfort of the more than 1,000 clients we serve annually.

- **And there’s more**—In addition to these exciting program enhancements, we’ve made renovations throughout the building to ensure a safer, brighter, and more pleasant work environment for our staff that will allow them to better serve our clients. There are now more meeting rooms throughout the building, efficient lighting, a welcoming lobby, flood mitigation, new safety features, and dedicated department space to allow for more efficient work flow.

The building’s massive facelift, expertly managed by Cornerstone Construction is complete. The construction workers have left the building. We are all settled in and very excited to continue to move forward with the incredibly important work of serving those who need us the most. On behalf of the thousands of children, adults and seniors we serve, thank you for being part of our Easterseals NH team. You are helping to advance our mission to break down barriers, dispels stereotypes, overcome obstacles, and challenge attitudes and perceptions about people with disabilities and their potential.

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### Hats Off to Our Dedicated Campaign Steering Committee

Co-Chairs: **Ellie Cochran** (NH Charitable Foundation, Ret.)  
**Charles Goodwin** (Cogswell Benevolent Trust)

Steering Committee Members:

- **Carrie Ayers** (Elliot Hospital), **Jim Bee** (Morgan Stanley),  
- **Wendell Butcher** (Colwen Management, Ret.), **Brad Cook** (Sheehan Phinney),  
- **Jamie Fahey** (Easterseals NH), **Christine Gordon** (Wadleigh Starr Peters), **Bob Grappone** (Grappone Auto, Ret.), **Paul Koza** (All Metals Industries), **Dallas Lagerquist** (Primary Bank), **Stephanie McLaughlin** (Savoir Faire Communications), **Dianne Mercier** (People’s United Bank), **Tracey Pelton** (PROCON), **Dick Rawlings** (Northwestern Mutual, Ret.), **Mike Reed** (Stebbins Commercial Properties), **Sue Silsby** (Easterseals NH), **Bill Sirak** (Citizens Bank, Ret.), **Linda Sirak** (Easterseals NH, Ret.), **Denise Spenard** (Easterseals NH), **Tom Sullivan** (Sullivan Construction), **Gene Van Loan** (Wadleigh Starr Peters, Ret.)

Members-At-Large:

- **Larry Gammon** (Easterseals NH), **Karen Van Der Beken** (Easterseals NH), **Courtney Smith** (Easterseals NH)
When Easterseals NH’s Director of Medical Rehabilitation, Ann Smith, passed away unexpectedly in 2012, after a 32-year career of being a champion for children and their families, it was an immense loss to Easterseals’ clients and staff, as well as Ann’s family. Since her passing, her husband Steve has committed himself to volunteering at Easterseals and mirroring all of Ann’s inspiring work. Steve also made a $100,000 gift in honor of Ann to the Easterseals Big Ideas for Building Independence Capital Campaign. Steve’s generous gift will ensure Ann’s legacy by naming the playground, at the Auburn Street Easterseals NH Madeline A. Galeucia Child Development Center, in her honor.

Easterseals Board Member Matt Boucher, one of our CDFA donors through his company, Airmar Technology Corporation, and his wife Chastity, also supported the Campaign with a $100,000 gift to pay tribute to their son Sebastian’s Family-Centered Early Supports and Services therapist Penny Hussey, who has touched the lives of hundreds of families during her 24 years at Easterseals. The Bouchers wanted to express their heartfelt thanks to Penny for helping their son as well as all children with special needs to reach their full potential. In her honor a therapy room—Penny’s Place—has been established at the Easterseals Child Development & Family Resource Center on the West Side of Manchester.

In addition to these generous gifts, campaign donations helped to renovate the Madeline A. Galeucia Child Development Center, which like the Center of the West Side, is accredited by the National Association for the Education of Young Children. The renovation included creating a new, seventh classroom for the children to enjoy and learn. Most importantly, the renovations enhanced the safety and security of the program for families by creating a dedicated entrance, which is secured internally and externally, effectively creating a self-contained center for approximately 100 children who benefit from this program.

The Easterseals NH Oral Health Center received a $200,000 pledge from Northeast Delta Dental to help expand dental patient capacity as part of our renovation. The Center’s official ribbon cutting ceremony was held in early June. The renovation will allow the Center to serve an additional 800 patients a year in their enhanced and updated space.

Our profound thanks to Mark & Sally Stebbins for their generous gift of $500,000 to honor John Samenfeld for his lifelong commitment to PROCON, Inc. and Easterseals NH. Their gift was used as a challenge to raise an equal amount as part of the fundraising campaign. On November 1st, we proudly renamed our headquarters The Easterseals NH John A. Samenfeld Center. John has been a strong supporter and champion of Easterseals NH’s programs and services for more than 32 years, 12 of those as a board member. Recognized for his commitment and outstanding efforts, he was the 2008 recipient of the Eugene Van Loan III Leadership Award. Throughout his years of service, John has contributed significantly. He has chaired various committees of the board as well as campaigns. He is consistently a leader in securing funds for our programs and makes a tremendous impact for those served by Easterseals.

We are thankful to the NH Community Development Finance Authority for awarding us $250,000 in tax credits. We sold them to supportive companies who received a 75% business tax credit based on their purchase.

Heartfelt Campaign Gifts Create a Place to Play and Learn

The Easterseals NH Oral Health Center

Penny & Sebastian
Independence Cleaning

Independence Cleaning was launched in 2011 to meet the internal cleaning and floor care needs of our organization and others while creating employment opportunities for people with disabilities as well as veterans. All employees are skilled to provide the highest level of service. This service also operates as a training program that helps individuals gain valuable work skills needed in the workforce. Independence Cleaning currently has 14 employees who have been recruited from NH Vocational Rehab, Easterseals Military & Veterans Services, and from the open market. In the past year, Independence Cleaning managed nearly a dozen commercial cleaning contracts and continues to grow to meet the need for quality service in the state.

New Americans

Last Fall, we launched a training program tailored specifically to immigrants and refugees for whom English is a second language. Eleven participants from African countries took part in this seven-week training for our children’s residential program. The training consisted of residential instructor job-specific skills training, English language instruction, cultural competencies training, and guaranteed employment with Easterseals. In the spring, we repeated the training with 12 new participants. The program has provided participants with meaningful employment and has helped Easterseals fill critical direct support positions.

Veterans Count

Ten years ago, one man—Easterseals Board Member Michael Salter—had one vision...to help those who have defended our freedom. He, with dozens of other individuals, formed Veterans Count New Hampshire, with the sole mission to provide emergency financial assistance and services when no other resource was available. Today, that once start-up program has reached significant milestones. Currently, Veterans Count is comprised of four dedicated chapters: Lakes Region, Manchester, Nashua and Seacoast, consisting of nearly 100 volunteers who generously give their time, talent and treasure. The Executive Committee is pictured below. With more than 30 events each year, Veterans Count has raised more than $6,400,000 during its 10-year history. Through the Easterseals Military & Veterans Services one-of-a-kind Care Coordination model, Veterans Count continues to fulfill its mission, and in the past 10 years has provided services to more than 10,000 veterans, service members and their families.

Ongoing Sustainability

Our Board of Directors and Easterseals Senior Leadership participated in a facilitated review and analysis of our current business model. Through this process we examined the mission impact and economic viability of our current programs and developed a sustainability plan for continuation. Given the uncertainty that all nonprofits are experiencing in federal, state and private funding, Easterseals is committed to be resilient, creative and stalwart in meeting the needs of the people we serve.

Debt Restructure

We are pleased to have completed a major debt restructure in December 2016 in the form of a long term bond financing arrangement with Citizens Bank and NH Health and Education Facilities Authority. The debt restructure achieved consolidation of debt through a refinancing of existing debt plus financing for future capital to support program expansion. The financing terms are favorable, locking in low, fixed rate interest for long term debt. The results are cash flow savings that ultimately allow us to direct more funds into services for great benefit to Easterseals for years to come.

Brand Renaissance

In addition to the renovation at Auburn Street, something looked really different this year! Easterseals NH joined affiliates nationwide in implementing a new look with a reboot of our brand, name, logo, and organizational language. The goal was to reintroduce Easterseals with clarity and renewed relevance. As we move forward, we will continue to work with Easterseals national to implement the new brand through multi-media marketing campaigns, social media, and more. Although we have undergone a facelift, rest assured the services
we provide will not change. We are steadfast partners in our families’ journeys and that continues to be Easterseals NH’s promise to the people we serve.

**Farnum Expansion**

Farnum expanded its comprehensive services in 2017 with the addition of outpatient, intensive outpatient and partial hospitalization day treatment at the Webster Place in Franklin. Partial hospitalization programming began at the Manchester site in January, enabling clients to engage in twenty weekly treatment hours while continuing to fulfill other responsibilities in their daily lives. Farnum Center at Manchester has also expanded its current outpatient, intensive outpatient and medication assisted treatment programs, with the move of the outpatient department to a larger space at 700 Lake Avenue. These expansion efforts will help us to serve more people on their road to recovery.

**Employee Engagement**

We’ve made great strides forward in regard to providing a meaningful and rewarding work experience for our 1,700 employees. During the last year, we conducted focus groups to learn more from our employees about why they stay at Easterseals and what we can do to increase employee engagement. To that end, we identified several areas to focus on including employee recognition, professional development, employee wellness, risk management, and communication. We increased employee engagement by rolling out our second Leadership Academy for supervisors as well as continuing with our management training series. We strengthened our commitment to providing a culture of health and wellness by providing programs, activities, personalized coaching, and education for all staff regardless of medical benefits. Our Occupational Health and Wellness program has provided expanded resources, support and education for our employees.

**Free & Reduced Services**

Easterseals NH is proud to continue our longstanding commitment to serving those for whom no other resources exist. We provide financial assistance and subsidized services that are needed yet under-funded. We do so through fundraising efforts to support these critical services. Financial assistance comes in the form of reduced pricing and scholarships for Adult Day, Dental, Camp and Child Family Support Programs. Financial assistance for Farnum clients includes costs associated with co-payments, co-insurance and scholarships for residential, detox and outpatient services. In addition to the subsidies provided to Farnum clients, other subsidized services include those mission core programs where budgeted revenues do not cover expenses. For FY17 financial and subsidized services were $6,112,407 for Easterseals NH which includes $2,200,340 for Farnum.

**Autism Services**

Easterseals serves youth and adults with autism through all aspects of life in many of our programs. Presently, 1 in 68 children are diagnosed as having autism. The Auburn Street renovations have allowed for an expansion in the clinic program for younger children who require services from a Board Certified Behavioral Analyst (BCBA). This program allows children to receive treatment in a controlled, consistent environment while teaching their parents skills and tools they can use at home. For children who don’t need intensive clinic services, BCBA’s and staff will work with the child and parents while at home to help improve the quality of life for the entire family.

**Residential/Education**

This June at the Jolicoeur School graduation, a young man from Maine, Scott, was presented a scholarship for more than $15,000 from a generous endowment established in 2009 by Margaret E. and Christine M. Sweeney. Scott had been at Easterseals since 2013 attending the Robert B. Jolicoeur School and all three of the residential programs. Throughout his time with us, Scott continued to express interest and talent in the graphic arts. The money will help Scott to pursue his passion by attending the University of Maine this fall for Graphic Design. Scott’s success can be attributed to his hard work and the dedication of Easterseals staff who help him along the way.
Kayla and A.J. are loving and dedicated parents to their 18-month-old son Nolan who was born nine weeks prematurely, weighing only 2 pounds, 12 ounces. He is his parent’s top priority, and since his birth they have done all they can to help him learn and develop.

At first, Nolan had difficulty breathing and was diagnosed with chronic lung disease. Additionally, he was tongue tied which made eating a challenge. After 61 days in the hospital, Nolan came home and was evaluated by Easterseals Early Supports & Services therapists to address any developmental delays resulting from his premature birth. Kayla, who worked at Easterseals as a teacher in the Child Development Center (CDC), knew that Easterseals would deliver on the services her son needed.

At first, Nolan’s therapist focused on gross motor skills activities. This involved basics such as making sure Nolan could roll from front to back. He also worked on building muscle strength throughout his body.

Once Nolan was 8 months old, he started school two days a week at the CDC where Kayla worked. The classroom environment has helped Nolan develop his social skills and he continues to thrive. He is a fun-loving, smart, silly child who loves balls, drums, books, and playing outside.

Kayla credits much of Nolan’s success to the support he received—especially the resources provided by Easterseals. Nolan’s class at the CDC where Kayla worked, helped him make developmental milestones.

If you believe that Easterseals is making a positive impact on someone you know, please consider supporting them today.

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Website: MAEasterseals.org
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We gratefully recognize the 4,820 donors whose charitable contributions are under $500. Too numerous to list individually, we appreciate the generosity and support demonstrated in making these gifts.
Kim Dion was an active, well-known member of her Lakes Region community. She was a Chamber member, owned an upscale catering business, and happily married to her husband. Her life changed when she was diagnosed with rheumatoid arthritis and, over the course of a few years, she became addicted to her pain medication prescription.

Kim began to refer to herself as a “functioning addict.” Her body hurt all the time. She was trying to hide her addiction, but the prescription was no longer helping her pain, just her addiction. “I was concerned with myself and getting through. It was taking its toll physically and mentally,” Kim said. She started doctor shopping and paying with her company credit card. Kim secretly filled an old prescription belonging to her husband and even began using her dog’s pain medication.

“Everything started to come crashing down...hard,” she said. Kim felt she had lost everything and ended up in an ER due to stress and withdrawal. From there she was sent to a detox facility and then to Webster Place. Once there, Kim embraced Health Realization and began to understand that she was not broken. “I was part of my own healing,” she said. Eventually, she began to feel like herself again. She focused on chores and working in the kitchen.

Kim is now celebrating 18 months of sobriety and is a staff member running the kitchen at Farnum North. “I knew I was strong, now I really know what I’m capable of,” she says. “I can get through anything.” Working at Farnum keeps Kim sober and is a reminder of how bad things can get. Kim now takes her life day by day and focuses on “being present.”

“Webster Place helped me save my own life which is a gift that you can’t compare with anything,” she said. “The help I received meant my life or death and I could never give back enough.”

I was concerned with myself and getting through. My body hurt badly all the time. I was feeding my addiction. It was taking its toll physically and mentally.  

... Kim Dion
Flo Dewyngraert believes the key to happiness is going out and enjoying others. The wise 85-year-old knows that sitting at home is a lonely and boring, and sees interacting with others as a far more valuable use of time. According to Flo, “You get tired of doing things alone.”

Flo has always been a people person and loves spending time with her children and grandchildren. They provide her with transportation to Easterseals in the mornings and cook dinners for her. They care for Flo in ways she remembers caring for her own mother.

Flo’s love of caring for family and others dovetailed perfectly in her career as a pediatric nurse, where she worked with newborn babies. She refused to let this quality time with others end when she retired. Therefore, while her children are working, Flo keeps busy as an Easterseals Adult Day client. She has attended the program for several years and enjoys spending time with staff and friends. “I haven’t met anybody that I didn’t like,” said Flo. “They’re good people.”

Flo comes to the program five days a week and enjoys a variety of activities such as word games, trivia, and physical activity. Flo says there are so many activities to choose from, it’s hard to be bored. “If you sit and do nothing, it is because you have no interest,” she says. The art groups are of particular interest to Flo. She has a craft room at home where she enjoys drawing and painting, but she likes being able to do crafts with other people. Looking ahead, Flo will be involved in more social activities, which will give her even more time to interact with everyone in the program. Flo’s advice to others is simple: Go out and enjoy other people. Don’t stay home alone and expect to be happy.
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 csmith@eastersealsnh.org.

Estate Gifts | 1990-2016

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The late Mr. & Mrs. Robert B. Jolicoeur - 1995  
Ben Gamache – 2009

Ben Gamache  
Albert & Alice McCann  
David & Karen Van Der Beken  
Charles & Jaye Goodwin Family  
Eugene & Veronica Van Loan III

Larry J. Gammon  
Evelyn Arell – 2007  
Evelyn Arell – 2007  
Robert & Beverly Grappone – 2017  
Grace Yebsa

Lucy Gobin  
Lucy Gobin  
John & Alice McCann  
Charles & Jaye Goodwin & Family  
John W. McGrath

Charles & Jaye Goodwin & Family  
John W. McGrath  
John W. McGrath  
John & Shirley Gordon – 1990  
Charles & Jaye Goodwin – 2016

Christine Gordon  
John C. Miles, LLD  
John C. Miles, LLD  
John C. Miles, LLD  
John & Shirley Gordon

Mike & Shirley Gordon  
Joseph L. Mroz, Jr.  
Joseph L. Mroz, Jr.  
Joseph L. Mroz, Jr.  
Joseph L. Mroz, Jr.

Anonymous (4)  
Anonymous (4)  
Anonymous (4)  
Anonymous (4)  
Anonymous (4)
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.