



Our Mission

Granite State Independent Living is New Hampshire's only Independent Living Center. We are a statewide nonprofit organization whose mission is to promote quality of life with independence for people with disabilities and seniors through advocacy, information, education, support and transition services.

21 Chenell Drive | Concord, NH 03301 | 603.228.9680



2019 Annual Report



L. Eric Schleppehorst, MD
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Jill Billie
Chief Financial Officer

Dave Petrangelo
VP IT & Facilities

Chris Purington
Senior VP of Programs

Linda Tsantoulis
VP Human Resources

Casey Lavoie
Sr. Executive Assistant

64% of our Board are
living with a disability.

Board Members receive
no salaries.

All photos featured
throughout this report
are of real GSIL Board,
Staff & Consumers

Dear Friends,

I hope this finds you and your family safe and well as I write in the midst of the global coronavirus crisis. Rest assured that Granite State Independent Living, despite the significant challenges posed by the pandemic, continues to meet its mission to promote quality of life with independence for those living with a disability and seniors. Your continued support is an important piece that makes this possible.

As you are likely already aware, Deborah Ritcey is now at the helm as President and CEO of GSIL following Clyde Terry's retirement in July of 2019. In Clyde's 16 years with GSIL he played a critical role in leading organizational growth. This growth allowed GSIL to provide home care services for hundreds of seniors and persons with disabilities so they may live life safely, comfortably and independently at home. He has left a lasting legacy at GSIL.

Deborah has settled into her new position well with the knowledge she gained by serving on our Board of Directors prior to her hiring and her previous independent living experience coupled with her extensive business experience. This knowledge and experience along with a strong senior staff team has proven to be critical as the challenges born by the pandemic are met. Our staff have been asked to significantly change how they do their jobs. Corporate staff have readjusted to working remotely and our direct care staff modified how care is rendered keeping both themselves and their clients safe. Both groups have risen admirably to the challenge.

Thank you!

Sincerely,

Eric Schleppehorst, MD Board of Directors, Chair



At a time when there is so much fear amongst us, I am amazed at our organizations' resilience to adapt to the changing times. Today, we find ourselves in a world of instability and uncertainty, a time when we are all asked to change the way we do things, and I could not be prouder of the GSIL staff for always rising above the challenge to ensure what we do remains in-line with our mission and core values.

GSIL is built on the core foundations of consumer control and living with independence. In today's healthcare landscape, this can often be a challenge. During the last year, GSIL has not been exempt from these challenges, while trying to sustain our financial viability and meeting the needs of our consumers.

As I look to the future, there are two focus areas for GSIL, the workforce shortage and our financial sustainability, both reliant on each other. While there is no quick fix for either of these, we should be able to move the needle with the support of our stakeholders.

As you review the annual report please consider these suggestions as to how you can help.

- Financial support: While donations have always been important, it is even more so now with the declining revenues resulting from the pandemic crisis.
- Goodwill: GSIL offers 20 different programs to the residents of NH - tell a friend about the important work that GSIL does.
- Advocacy: Tell your state representative or senator how important it is to increase revenue for our attendant care employees.
- Partnerships: If you own a business consider becoming a GSIL corporate partner.
- Fundraising: Participate in and support our fundraising events such as Hoops on Wheels and our Golf Tournament, Chipping In FORE! Independence.
- Volunteerism: As things normalize consider volunteering.

Thank you for your continued support!

Sincerely,

Deb Ritcey, Chief Executive Officer



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Phillip Cote
Polly Pattison
Priscilla Ogagan
Proulx Oil & Propane Service LLC
Raeann Campell
Ray Labrie
Ray Mailloux
Regal Theatre
Reginald Giroux
Richard Bergevin
Richard Freeman
Richard Killion
Richard Nelson
Richard Qualey
Rik Stevens
Ritcey East LLC
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Robert Giordano
Robert Kiefner
Robert Lindstrom
Robert Mooney
Robert Pearce Esq.
Robert Tolstuk Sr.
Robert Wells
Roger Lajeunesse
Ron Hoy
Rose Prunier
Roy Downes
Russ Kelly
Ryan Audley
Ryan McCarthy
Sabrina Dunlap
Sally Pore
Sara Lauze
Sara LeFebvre
Sara O'Dougherty
Sarah Palermo
Scott Aubrey
Scott Christensen
Scott Metzger
Scott Ryan
Scott & Deb Wentworth
Sean Hood
Sean Skabo
Sharon Campbell
Sherry Mastrangelo
Sheryl R. Cheney
Sheryl Stephens Burke
Simon Keeling
Stephanie Baldwin
Stephanie Patrick
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Steven Chamberlin
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Steven Garofano
Steven Whitley Esq.
Sue Anne Maginnis
Sue Fortier
Susan Fox
Susan Rodgers

Susan Wolf Downes
Susannah Perron
Susie Spikol
Sylvia M Langer
Sylvia Newton
Tad Curry
Teamsters Local Union No 633
Terence Quinn
Teri Nordle
Terri Voth
Terri Lynn Morrill
The Fitness Factory
Theo Voungias
Theresa E Crowell
Thomas Deblois
Thomas Lucas
Thomas M. Burke
Thomas Murphy
Thomas Stewart
Tim Jordan
Timothy Ritcey
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IN-KIND DONORS

Adaptive Sports Partners of the North
Country
Area 23
Canterbury Woods Country Club
Common Man Family of Restaurants
Edmunds Hardware Store
Granite YMCA
Golf & Ski Warehouse
LongHorn Steak House
Newicks Lobster House
NH Fisher Cats
Pats Peak Ski Area
Refurbished Equipment Marketplace
Shaheen & Gordon
The 99 Restaurant

SPONSORS

Annkissam
Associated Grocers of New England
Bob's Discount Furniture
Capital City Sunrise Rotary Club
Carlson's Motors
CCA Global Partners
CGI Business Solutions
Concord Rotary Foundation/Duncraft, Inc.
Dos Amigos Burritos, LLC
East Coast Lumber
Eastern Propane

Edward Jones
Elektrisola Inc.
Granite United Way
Irwin Automotive Group
Knapton Reade & Woods Insurance
Ledyard National Bank
Lincoln Financial Foundation, Inc.
Merrimack County Savings Bank/Millriver Wealth Management
Melanson Heath & Co., P.C.
Mobility Works
New England Copy Specialists
NH Federal Credit Union
NH Healthy Families
Northeast Rehabilitation Hospital Network
PiF Technologies
Primary Residential Mortgage, Inc.
Rath, Young & Pignatelli
Residents of Bienvenu Condominiums
REQ Rehabilitation Equipment Associates
S&W Roofing, LLC
Sheehan Phinney
The Lawson Group
The Windham Group
Tooky Mills Pub
Nancy Diamond, MSN, RN
USI New England
Well Sense Health Plan

FOUNDATIONS & GRANTORS

AmazonSmile Foundation
Anthem Foundation
Citizens Wealth Management
Dartmouth Hitchcock, Hitchcock Foundation – Care Coach Model Grant
Eastern Bank Charitable Foundation
Foundation Source
Harriet M. Howland Memorial Fund
Harry Gregg Foundation
Harvard Pilgrim Health
IDN Region 3, Southern NH Health System
Jack and Dorothy Byrne Foundation
Junior Service League of Concord
Lavoie Foundation
Mary Louise Billings Trust FBO NH Charities
NH Charitable Foundation:
From the Chase-Miller Family Fund and the Susanne Satterfield Fund
Fund for Accessible Living
Employees of Associated Grocers of New England
NH Housing & Finance Authority
NH Department of Education:
Bureau of Vocational Rehabilitation
Division of Career Technology and Adult Learning
Northeast Delta Dental
Norwin S. & Elizabeth N. Bean Foundation
US Department of Health and Human Services, Administration for
Community Living, Centers for Independent Living Program
US Social Security Administration
St Mary's Bank
Stettenheim Foundation
United Spinal Association
Walmart Foundation
Weyerhaeuser Co.



DONORS

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Adam Morrison
Adam Sexton
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Alyce Flynn
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Amy Nyeki
Andra Hall
Andrew Ford
Andrew Robar
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Cheryl Dolin
Cheryl Nahodil
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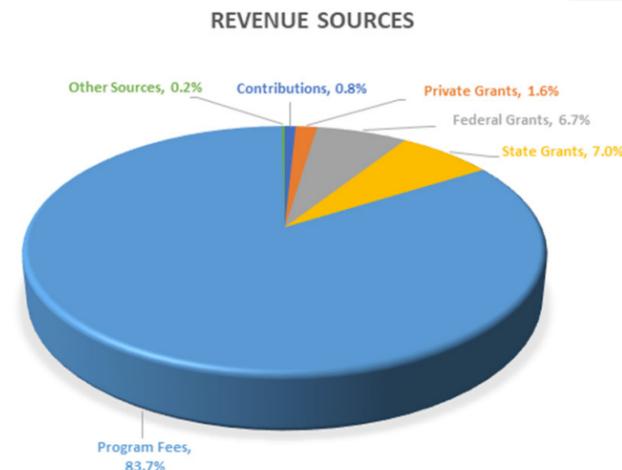
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Christopher P. Williams Architects, PLLC
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Cormack Construction Management
Cotton Cleveland
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Jody Touzin
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Leslie A. Crowell
Lillian Hebert
Lin Dung
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Linda Bundy
Linda Lorden
Lindsay Hanson
Lisa Vincent
Littleton Lions Club
Liza Colby
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Peter J. Darling

2019 FINANCIAL SUMMARY



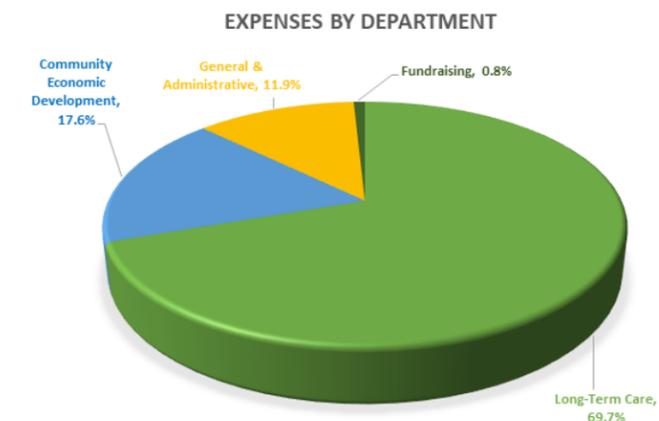
Consolidated Statement of Activities FYE September 30, 2019

| | |
|--------------------------------|----------------------|
| Revenue | |
| Contributions | \$ 149,916 |
| Grants | 2,835,618 |
| Program Fees | 15,482,774 |
| Other Revenue | 37,830 |
| Total Revenue | \$ 18,506,138 |
| Expenses | |
| Program Services | |
| Long Term Services | \$ 13,068,767 |
| Community Economic Development | 3,307,359 |
| Supporting Services | 2,230,693 |
| Fundraising | 155,902 |
| Total Expenses | \$ 18,762,721 |
| Change in Net Assets | \$ (256,583) |
| Beginning Net Assets | \$ 6,293,609 |
| Ending Net Assets | \$ 6,037,026 |

88% of revenue is direct to our programs and services.

Consolidated Statement of Financial Position FYE September 30, 2019

| | |
|---------------------------------------|---------------------|
| Assets | |
| Current Assets | |
| Cash and Equivalents | \$ 3,503,020 |
| Restricted Cash | 19,072 |
| Prepaid Expenses | 360,266 |
| Accounts Receivable | 1,505,293 |
| Investments | 1,035,041 |
| Property and Equipment | 967,308 |
| Total Assets | \$ 7,390,000 |
| Liabilities and Net Assets | |
| Accounts Payable and Accrued Expenses | \$ 384,817 |
| Accrued Payroll and Related Expenses | 809,850 |
| Deferred Revenue | 151,019 |
| Long-Term Contracts Payable | 7,288 |
| Total Liabilities | \$ 1,352,974 |
| Net Assets | |
| Unrestricted | \$ 5,799,101 |
| Donor Restricted | 237,925 |
| Total Net Assets | \$ 6,037,026 |
| Total Liabilities | \$ 7,390,000 |



Since 1980, we have carried out our mission through five core services.

These programs strive to empower individuals so they can achieve independence on their own terms.

51%

of our staff are a person living with a disability. We are who we serve.

GSIL prides itself on being the only statewide consumer directed service provider and the only provider with the infrastructure capable of offering a wrap-around approach to service delivery.



Peer Support

connects people with disabilities to each other.



Independent Living Skills Training

for every day skills, which allow one to live independently.



Information & Referral

regarding disability issues, resources and services available to NH residents.



Advocacy

to ensure full integration in society.



Transition Services

assists people with disabilities transitioning from nursing homes or other institutional settings back to the community, as well as youth transitioning from school to adulthood.

In collaboration with Employers and Community Partners offering work opportunities for our IMPACCT and Earn and Learn Programs

MANCHESTER

- Advance Auto Parts
- Amoskeag Health
- City of Manchester- Parks and Recreation
- CVS
- DoubleTree by Hilton
- Ellen Moran, Youth Therapist
- Hannaford Supermarket
- Hanover Hill Healthcare
- HomeGoods
- Job Corp.
- Kerner's Car Wash
- Makin' It Happen, Mary Forsythe-Taber
- Manchester Community College
- Manchester Police Department
- Manchester Transit Authority
- NH Department of Education
- NH Employment Security
- Parent Information Center
- SBTI, Norm Gentry
- Service Credit Union
- The Caregiver's
- The Freedom Café
- The Growing Years
- TJ Maxx
- US Marine Corp.
- WMUR
- YWCA

NORTH COUNTRY

- AHEAD
- Ammonoosuc Community Health
- Billie Jo Buskey, Corner Cuts & Curls
- Burndy
- Cynthia Robinson, Museum of the White Mountains
- Dave Cote, Plymouth Animal Hospital
- Department of Labor
- Gary Chaffee, Walter's Basin
- Inkwell Coffee & Tea House
- Job Corps
- Littleton Fire & Rescue
- Littleton Parks & Recreation
- NH Employment Security
- Northern Charms Salon
- Omni Mount Washington
- Planned Parenthood
- Response Domestic & Sexual Violence Support Center
- Shinning Lights Learning Center
- Stacey Lucas, Fig Tree Gallery
- Terry Comeau, Bob's Shur-Fine Market
- Vermont AHAC
- Vocational Rehabilitation



CONCORD/LAKES REGION

- Banks Chevrolet
- Blueberry Express Day Care
- Boyce Highlands
- Capital Kitchen and Bath
- CAVES
- Cole Gardens
- Concord Police Department
- Concord Public Library
- Constantly Pizza
- Crisis Center of Central New Hampshire
- CVS
- Elizabeth's Kitchen
- Equality Health Center
- Fit Focus
- Five Guys Burgers & Fries
- Follett Bookstore at NHTI
- Gator Sign Shop
- Gilford Public Library
- Gilford Summer Camp
- Goodlife NH
- Granite State Independent Living
- Gunstock Resort
- Hannaford Supermarket
- Job Corps
- Laconia Boys and Girls Club
- Laconia Fire Department
- Laconia Pet Center
- Lakes Region Community College Maintenance
- Lakes Region Community College
- Marshalls
- Merrimack County Day Care
- NH Breathe
- NH Coalition Against Domestic and Sexual Violence
- NH Employment Security
- NH Federal Credit Union
- NH Job Corps
- NHTI Admissions Office
- Salvation Army
- Subway
- The Laconia Daily Sun
- TJ Maxx
- YMCA Childcare



NASHUA AREA

- Bite Me Kupcakz
- Book Cellar
- Bridges Domestic Violence Center
- CVS Pharmacy
- Gate City Collision
- Geophysical Service Inc.
- Good Mojo Dog Center
- Gurney's Automotive
- H&R Block
- Habitat for Humanity Restore
- Hitchner Manufacturing
- Job Corps
- Keene State College Nutrition Program
- King's Kids
- Lisa's Tippy Toes Day Care
- Lou's Custom Exhaust
- Manchester Community College
- Nashua Community College
- Nashua Soup Kitchen
- Planned Parenthood of New England
- Puppies on the Run
- Royal Paws K9 Club
- Serenity Salon & Spa
- Shear Design Salon
- Showtime Computers
- SmartStyle Salon
- United States Marine Corps
- YMCA childcare



Upon program completion, 99% of the at-risk students in our programs have reengaged with their education.

COMMUNITY AND ECONOMIC DEVELOPMENT



431 people with disabilities throughout NH moved towards their employment goals, through GSIL's job placement support, skills training, benefits counseling and resources for accessibility and accommodations.



GSIL helped roughly **261** at-risk high school students with disabilities gain the transition skills necessary to reengage with their education, and start a career to reach their life goals.

100% of the at-risk students in our programs have either IEP's or 504's due to learning or emotional disabilities.



218 at-risk students completed work experiences at local businesses to help gain soft skills and real-world career experience.

280 people with disabilities seeking employment were placed in the job of their choice.



1,461 trips were made using GSIL's transportation services, allowing consumers to access the community.

Empowering Individuals to Achieve Independence

Nursing Facility Transition

Laura, 42 years old living with Friedreich's Ataxia, connected with GSIL when she was a resident at Merrimack County Nursing Home. Laura, typically soft-spoken that is until she starts talking about leaving the nursing home and going back to her home. During our first meeting, Laura was very passionate and committed to going back to the home she left; to do this, she knew she needed to have a solid transition plan and remain focused. Knowing Laura had a place to call home, being in the nursing home was very difficult for everyone, and so the story begins.

The start of Laura's success started on January 31, 2019 when she transitioned back to her home. Laura was lucky enough to find a live-in companion that offered 24-hour care as well as some family support.

GSIL worked with Laura to help set goals to ensure her home was equipped with everything she needed to be successful. Her bathroom was modified, she had transfer equipment delivered and also installed a communication system in the event she needed help at night. While there were a few bumps along the way, Laura remained focused and stayed on track. After being at home for a while, Laura had several hospital stays, which resulted in an undiagnosed mental health issue. Today, Laura has a safety plan in place which encompasses her ideas on how staff can best support her and her needs.

Once settled, Laura adopted a dog, Emma. Emma has played a huge role in Laura's mental health stabilization and has given Laura a purpose. Laura was able to train Emma to close doors and pick up dropped items, which has been beneficial for both Laura and Emma. Emma has proven to be a wonderful addition to the family and is well taken care of by Laura and her live-in aid.

Today, Laura continues to live independently and is working with a provider to help improve her mental health status. Laura uses her Alexa device to make phone calls, control her lights and create task lists for her staff, all to support her independence. GSIL looks forward to seeing how Laura's independence will grow, as Laura is always looking at new opportunities.

Laura is happy to be at home with Emma and continues to work hard every day to remain at home.

In 2019, GSIL outfitted **95** homes with modifications like ramps, wheelchair lifts, durable medical equipment, vehicle modifications and communication equipment, allowing our folks to remain in their homes.



Accessible Home Modifications

Harley is a seventy-two year old man living with Parkinson's disease. He and his wife own a residence in Sullivan County.

Their shower was inaccessible and Harley was unable to independently take a shower for three years before they received assistance from GSIL.

"I am so overwhelmed with gratitude for GSIL. Suffering with Parkinson's disease, some daily hygiene tasks proved to be very difficult. The installers not only included me but also my family and caregivers with the installation. They instructed us on our options and asked for our input. When it comes to showering the added space, grab bars, seat and removable shower head have given me that added security that I needed. Thank you for helping me in getting some of my dignity back."

LONG TERM SUPPORTS



2,980

instances of vital Information & Referrals were provided to appropriate human service providers throughout NH and other helpful information to individuals with disabilities, their family, friends and members of the community at large.

57 people with spinal cord injuries were supported by GSIL's peer-mentoring.



91% of our consumers reported it was helpful to collaborate with a GSIL coordinator to develop their care plan.



\$439,600

of taxpayers' dollars saved in 2019 as a result of GSIL successfully transitioning 8 NH residents out of nursing homes and back into their own homes.



CONSUMER SUCCESS

After a recent spinal cord injury resulted in paraplegia, Kevin's life soon changed. The staff at GSIL worked closely with him through his rehabilitation, offering resources, peer support and mentoring as well as assisting him in networking with his community to set goals. Kevin obtained 2 accessible vehicles, had his own apartment and sat on several different disability related committees. He participated in barrier free recreation and peer support groups. With some guidance from GSIL staff, Kevin obtained a hand cycle through Challenge Athletes Foundation. In the fall of 2019, he did the research to find an accessible subsidized apartment. He spoke with his employer about a transfer in jobs to the franchise in the city to which he was moving. He now had a job waiting for him as well!



In FY19, Service Coordinators assisted 1,230 consumers, so they could remain living independently in their own homes, avoiding long term care facilities.

557

attendant care employees on staff in 2019, assisting consumers statewide with personal care services, allowing them to live independently at home.



"Home is home. This is where most people want to be."
Laura, GSIL Consumer