

FY2022

ANNUAL REPORT

SEPTEMBER 1, 2021 - AUGUST 31, 2022



HOW TO HELP



DONATE

Your support helps us further our mission. Donate securely online at futureinsight.org/donate or mail your check to **Future In Sight** at 25 Walker Street - Concord, NH 03301

Tax ID: 02-0223606



VOLUNTEER

We are in need of volunteers to drive our clients to essential appointments and errands, conduct in-home visits, provide administrative support, and assist with special events. Interested? Visit futureinsight.org/volunteer



SIGN UP FOR OUR MONTHLY E-NEWSLETTER

Our monthly e-newsletter includes helpful information, insights and updates. Sign up at futureinsight.org/signupfornews and forward it to your friends!



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Facebook: [futureinsight](https://www.facebook.com/futureinsight)

LinkedIn: [future-in-sight-nh](https://www.linkedin.com/company/future-in-sight-nh)

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A MESSAGE FROM OUR BOARD CHAIR & OUR PRESIDENT/CEO

Dear Friends:

Thank you for your continued support of **Future In Sight** which allows us to provide education, training and support to visually impaired people of all ages across the State of New Hampshire. Our mission is critical as we are the only statewide provider of education and rehabilitation services to those who are blind or visually impaired. Experiencing profound sight loss is a daunting and traumatic experience at any age. There are more than 26,000 people here in New Hampshire who are experiencing significant sight loss and the team of professionals at Future In Sight are working each day to reach out to meet that need. Our commitment to caring is our top priority in providing essential training, resources and services to assure our clients that they are not alone and that there is a path to a better future. We imagine an inclusive world where every person who is blind or visually impaired lives with confidence and dignity so that they have an opportunity to reach their potential. This commitment requires us to not only provide training and resources, but also to build a community of support and development where clients can be engaged in a holistic fashion on a long-term basis.

Our work at Future In Sight begins with meeting client needs and the transition back from COVID quarantine to some measure of normalcy has provided an opportunity to assess our model of care towards building the best service delivery model for our clients in the current environment. This process has led us to embark on a series of initiatives to improve our ability to connect more effectively with those we serve. The following are some of the steps we've taken in that regard:

- Conducted a pilot electronic medical record program with eye care professionals and began an outreach initiative to ease the process for doctors making referrals while creating greater awareness of our services. This pilot led to an almost 50% increase in referrals from the prior year and helped more patients connect with the services they need.
- Created a Care Coordination Team dedicated to enhancing the patient experience by connecting clients to services, managing their service experience, and following up to ensure that we are continuing to meet expectations. This team connects clients to programs such as Silver Retreats that go beyond initial adaptations to help seniors gain more independence and Technology Workshops, working in collaboration with state agency partners, this program has been a huge success. Thirty-nine seniors have offered life changing testimonials to the extensive training, fellowship and rewarding experience that this program provided. Best of all, **our FY2022 client survey indicated that 97% of clients feel more independent as a result of receiving our services.**
- Revised our onboarding process to ensure that each client evaluation consists of both a screening call and an in-residence visit from one of our Occupational Therapists who are trained in low vision. This allows us to develop an individualized service plan that is specific to each client's situation so that they receive more hours of essential training and adaptations toward their goals. The benefits of this are that it has allowed us to nearly double the amount of time dedicated to training with a considerable reduction in wait time before the first essential home visit.

- Our Youth Services Team launched a new initiative called the Real World Skill-Building Series. This program prepares young people (ages 14-22) for life transitions that may include high school, college, future employment and independent living. We invite parents into this process of individual and group training while also including Teachers of the Visually Impaired (TVIs) to help students gain the independence that will be essential to their success. Future In Sight serves ninety-nine students in SAU districts across the state and these transition-aged workshops create an important bridge so they are prepared for the challenges and opportunities that lie ahead.

These initiatives would not have been possible without the dedicated commitment made by the colleagues and volunteers of the incredible team at Future In Sight. Our colleagues are our most valuable resource as their training and experience is what makes the difference in the lives of those we serve. Because of their efforts, participation in our activities both virtual and live grew significantly over the course of the year allowing us to have greater impact. We continue to support staff training initiatives, certifications and peer conferencing to ensure best practices in our work and partnerships. We also expanded our volunteer drivers program recognizing that transportation to and from essential services such as medical appointments and shopping is vital to those we serve. Most impressively, volunteers logged 1,942 service hours in helping Future In Sight to fulfill its mission.

We are grateful for the opportunity to play a vital role in our community and are proud of more than 110 years of service as the only statewide provider for blind and visually impaired services. More than ever, we need your help because the need is as great as it has ever been. **We encourage you to offer your support as a donor, as a volunteer, or by attending our annual Walk For Sight event to show your support.** Please join us in the life changing work that we do for the blind and visually impaired in our state.

Be Well,



Charlie Matthews

Board *Chair*, Future In Sight



Dr. Randy Pierce

President & CEO, Future In Sight



Randy Pierce is available to speak at your next event. All speaking fees are donated to Future In Sight. Learn more about Randy at futureinsight.org/randypierce.



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FISCAL YEAR

97% of clients

surveyed during FY2022 stated that they feel **more independent** as a result of receiving our services

962

Adults Clients Served

99

Youth Clients Served



Silver Retreats at Full Capacity

5,103

Miles Driven By Volunteers



SERVICE IMPACT

2,605

Hours of Service
Provided To Adult Clients

2,616

Hours of Service
Provided To Youth Clients



37

Schools We
Partner With

1,942

Volunteer Hours

**Miles Driven To Provide
Service**

To Adults **53,305**

77,895 To Youth



74

Group
Meetings,
Activities, &
Workshops

744

Participants
Total

S T E P H A N I E

A STAFF (AND FORMER CLIENT) STORY

"I was in my 20's and losing a lot of my usable vision," Stephanie Hurd recalls. "I remember waking up one night panicking as I reached for the light. I had to turn it on to make sure I could still see it. That was important to me."

Adapt. Overcome. The first 20 years of Stephanie's life felt like a cycle of these two words. Diagnosed as an infant with Retinitis Pigmentosa, her mother knew something was wrong after finding Stephanie staring directly into a light on multiple occasions.

Nearly three decades later her diagnosis would be corrected to Leber Congenital Amaurosis, a rare type of inherited eye disorder that causes severe vision loss at birth. Learning to live with declining vision was something Stephanie embraced with strength, something she directly accounts to her mother.

As a child, Stephanie got along like most other children her age. She could play hide and seek, ride a bike, and hop stones without issue. She looks back in awe because even then she was technically legally blind. By the time Stephanie entered a classroom, she needed dark lined paper, proper lighting, bold markers and large print textbooks to keep up with her classmates scholastically. She was taught braille and learned to use a CCTV to read at home. “I loved to read on the CCTV,” she explains. “I would spend hours on that machine.”

As she transitioned from public school to college, her learning style transitioned from visual to audio. She would record her classes, go home, listen to the recording, and take notes.

After college, Stephanie got married, had her daughters, and moved to New Hampshire. It was during this transition time that she found Future In Sight. She knew what her needs and goals were and was looking for a support system to help foster success. Her original outreach to Future In Sight was to schedule a ride through the Volunteer Driver Program to take her and her daughter to the doctor. A few weeks later she called to schedule a ride to an adaptive water ski class. She laughs as she recounts that call, “you never know if you don’t ask.”

Shortly after Stephanie connected with Future In Sight to address her transportation needs, she began exploring options for another need – the need to work. As fate would have it, Future In Sight was looking for someone to help run its Volunteer Program and Stephanie was the perfect fit.



In time, Stephanie’s role began to evolve into Activities Coordinator for Future In Sight as her passion for exploration and adventure created opportunity for others. “Creating the activities program was really grassroots,” she recalls.

“That was right before COVID, when things shut down and people got scared. We didn’t have to shut down,” she explains. With accessible technology, Stephanie and the team at Future In Sight transitioned both the assistive technology groups and the enrichment activities from in-person to virtual. During the height of COVID, Stephanie and the team had a full weekly schedule, offering games and meetings to help people stay connected. “If nothing else ever came out of COVID, we learned this virtual meeting space worked for our community. One of our top barriers is transportation but getting together on Zoom gave us an option. We have remained virtual with technology and adopted a hybrid format with our activities.”

Stephanie now manages a full calendar of group meetings, activities and workshops for youth and adults. The full calendar of upcoming activities is located at futureinsight.org/calendar. Everyone is invited to register, and most activities are free.

As a member of the community that Future In Sight serves, Stephanie enjoys the opportunity to connect individuals who are blind and visually impaired to each other as part of her role. “You have to be with people who get it.”



S U S A N

A PARENT STORY

Susan Laventure describes her life as a young mother as being truly perfect, which is why when she first noticed a strange reflection in her youngest son's eye, she didn't worry. In time, her intuition told her to call the pediatrician but it never occurred to her how serious the situation was. The pediatrician shined a light in Alex's eye and immediately saw what Susan had been seeing. He did not know what was causing this but he did know that their next step was to visit an Ophthalmologist.

When the family arrived at the Ophthalmologist, Alex was brought into a dark room where they dilated his eyes. The doctor had only seen the condition in his medical books. "The doctor said, I think your son has Retinoblastoma, a rare infant eye cancer. We are referring you to Boston."

"It was devastating," explains Susan. "I didn't expect this at all."

In Boston the diagnosis was confirmed, and it was explained that the cancer was malignant and could travel to Alex's brain if his eye was not removed immediately. At just 10 months old, Alex underwent surgery to remove his right eye. During surgery, the doctor discovered a small tumor in the non-seeing part of Alex's left eye. Any hope of Alex keeping his left eye hinged on regular visits to control the tumor.

During this time, Susan, seeking support and coping mechanisms, discovered Future In Sight. "There are not a lot of resources specific to this," Susan explains, "which is why Future In Sight is so important."

A member of the Future In Sight team visited Susan's home and provided tools and training as her family embarked on this unexpected journey. Susan found all this helpful but she kept asking for one thing – peer support. She sent letters to parents of children with vision loss and blindness, asking them to reach out to her if they would be interested in connecting. Three families reached out and Susan invited them to her home for a cookout.



Not long after this first gathering, Susan organized an event in Concord for parents to connect with an Ophthalmologist from Boston. With the support of Future In Sight, she advertised the meeting in the local paper and this time twenty people showed up, all with different stories about their family's journey with vision loss and blindness. A few months later, at a quarterly support meeting, a doctor who was presenting on a gene discovery related to Retinoblastoma shared a folder with her containing hundreds of letters from families looking for more information and support. She explains, "He didn't know what to do with them but he thought I might."

Susan wrote back to every family in that folder and their group grew to over 100 families overnight. Before she knew it, Susan was involved with organizations like the National Association for Parents of Children with Visual Impairments, her family was presenting to medical students at Harvard, and she was hired by Perkin's School for the Blind to build parent education support. Susan found herself advocating for special education law reform, ensuring the language in the law specifically supported some of the services she notes are provided by Future In Sight. "Future In Sight is doing the Assistive Technology Training, the Orientation and Mobility Training, the braille training, and it is all so important," she explains.

During the height of her career, she was traveling the world helping countries create organizations for the blind and visually impaired but once she returned home, it didn't take long for her to reconnect with Future In Sight. "Future In Sight was looking to do more for their families and they asked if I could help."

Susan became an integral member of the team that developed NH ParentConnect, an opportunity for the parents of children who are blind and visually impaired to get together and support each other. To learn more about NH ParentConnect, visit futureinsight.org/nhparentconnect.

To learn how Alex's journey has unfolded, visit futureinsight.org/alex.

JACKIE

Jackie Hamilton has always had a passion for giving back. After retiring as an elementary school teacher six years ago, Jackie recalls her days feeling empty. “I didn’t have anyone to care for anymore,” Jackie explains. “My kids are grown, and I am divorced so I wanted something to keep me busy.” Jackie also wanted the freedom that comes from not having a set schedule. “I tried that, and it wasn’t good,” she says candidly. With this knowledge in mind Jackie did some research and found the Future In Sight website. After speaking with Donna Fanny, *Coordinator of Volunteer Services*, Jackie knew she had found the right fit. “It was [my interaction] with Donna that made me feel so welcome,” she explains.

One of Jackie’s first tasks as a Future In Sight volunteer was setting up the braille library, something that fit seamlessly into her wheelhouse after teaching students who struggled with reading throughout most of her career. Not long after this, Jackie was asked if she might consider becoming a volunteer driver; recognizing the needs of our clients, she said yes without hesitation.

“The clients are so appreciative,” Jackie explains. “I have a group I take to peer support once a month and I feel connected to them, and they feel connected to me.” She is also learning a lot. “It’s been very eye opening,” she says in regard to talking with clients about their journeys. Jackie has also had the opportunity to provide rides for Future In Sight’s *President and CEO*, Randy Pierce. “I’ve been able to talk to Randy and he gives me numbers and puts it all into context for me. I never realized there were so many people in New Hampshire who were blind or visually impaired.”

Jackie feels becoming a volunteer driver for Future In Sight was one of the best decisions she has ever made. “I couldn’t donate a lot of money to a charity or organize a huge event, but I can give my time.” Jackie’s time is vitally important to the clients that count on her for rides. Jackie explains that one of the clients she provides rides for lives just 4 miles from her home. “The appointments I take her to are less than 8 miles from her house but without a driver, those 8 miles can feel insurmountable.”

To learn more about our Volunteer Driver Program visit futureinsight.org/volunteer.



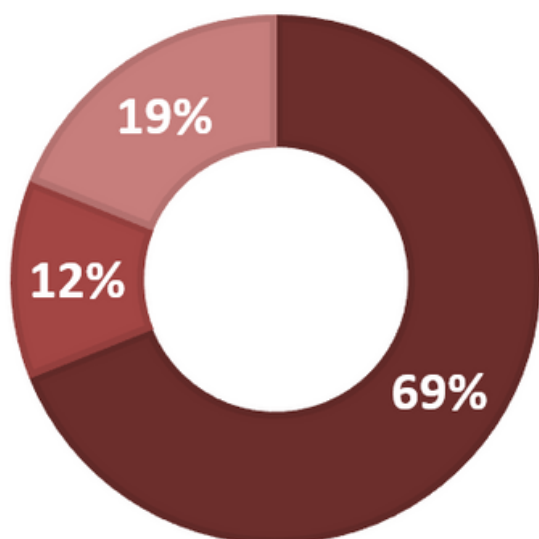
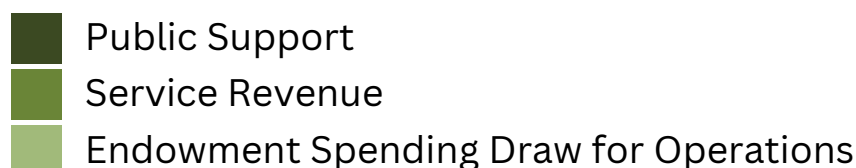
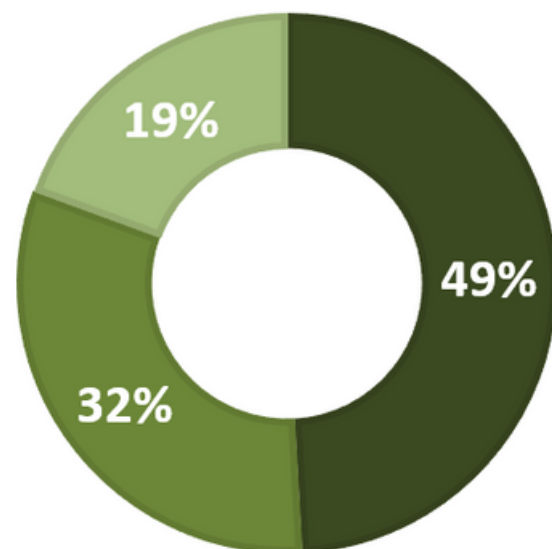
A VOLUNTEER STORY

FINANCIAL OVERVIEW

FY2022 SOURCES OF REVENUE

Public Support	\$1,404,242
Service Revenue	\$900,322
Endowment Spending	\$555,665
Draw for Operations	

TOTAL PUBLIC	\$2,860,229
SUPPORT & REVENUE	



FY2022 FUNCTIONAL EXPENSES

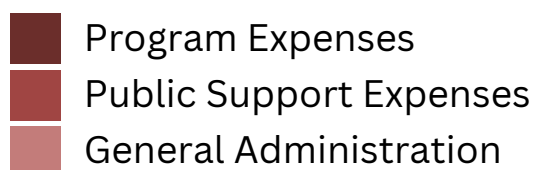
Program Expenses	\$1,871,095
Public Support Expenses	\$329,836
General Administration	\$512,734

TOTAL EXPENSES	\$2,713,665
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REVENUE less EXPENSES	\$146,564
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NET RETURN ON INVESTMENTS	\$(1,980,692)
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CHANGE IN NET ASSETS	\$(1,834,128)
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OUR KEY PARTNERS

FY2022 GRANT AWARDS

For a full list of donors from FY2022, visit futureinsight.org/supporters



Grimshaw-Gudewicz	\$180,000
The Gibney Family Foundation	\$45,000
Pearl Manor Fund	\$33,000
Roger & Theresa S Thompson Trust	\$21,000
Samuel P. Hunt Foundation	\$21,000
New Hampshire Charitable Foundation	\$20,000
Neil & Louise Tillotson Fund	
Benjamin Couch Trust	\$10,000
Couch Family Foundation	\$10,000
The Jack and Dorothy Byrne Foundation	\$10,000
Oleonda Jameson Trust	\$10,000
Barker Foundation	\$6,000
NH Speedway Children's Charities	\$5,000
Madaleine G. von Webster Trust	\$3,000
Ella F Anderson Trust	\$2,500
FEEDNH	\$1,000
Eastern Bank Foundation	\$500

WE RELY ON YOUR GENEROSITY TO FURTHER OUR MISSION
THANK YOU FOR YOUR CONTINUED SUPPORT!

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THE FUTURE IN SIGHT BOARD OF DIRECTORS

OUR MISSION:

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



OUR VISION:

"We imagine an inclusive world where every person who is blind and visually impaired lives with confidence and dignity."

