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
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 to provide home care services for hundreds of seniors and persons with disabilities so they may live 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 realigned to working remotely and our direct care staff modified how are care is rendered keeping both themselves and their clients safe. Both groups have risen admirably to the challenge.

Thank you!

Sincerely,
Eric Schlepphorst, 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 where 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 four 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, it is essential for us to 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: Why not have 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
### 2019 FINANCIAL SUMMARY

#### Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>FYE September 30, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$ 3,503,020</td>
</tr>
<tr>
<td>Cash and Equivalents</td>
<td>$ 19,072</td>
</tr>
<tr>
<td>Restricted Cash</td>
<td>$ 360,266</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>$ 1,505,293</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>$ 2,006,285</td>
</tr>
<tr>
<td>Investments</td>
<td>$ 1,035,041</td>
</tr>
<tr>
<td>Property and Equipment</td>
<td>$ 967,308</td>
</tr>
<tr>
<td>Total Assets</td>
<td>$ 7,390,000</td>
</tr>
</tbody>
</table>

#### Liabilities and Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>FYE September 30, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable and Accrued Expenses</td>
<td>$ 384,817</td>
</tr>
<tr>
<td>Accrued Payroll and Related Expenses</td>
<td>$ 809,850</td>
</tr>
<tr>
<td>Deferred Revenue</td>
<td>$ 151,019</td>
</tr>
<tr>
<td>Long-Term Contracts Payable</td>
<td>$ 7,288</td>
</tr>
<tr>
<td>Total Liabilities</td>
<td>$ 1,352,974</td>
</tr>
</tbody>
</table>

#### Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>FYE September 30, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>$ 5,799,101</td>
</tr>
<tr>
<td>Donor Restricted</td>
<td>$ 237,925</td>
</tr>
<tr>
<td>Total Net Assets</td>
<td>$ 6,037,026</td>
</tr>
<tr>
<td>Ending Net Assets</td>
<td>$ 7,390,000</td>
</tr>
</tbody>
</table>

#### Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>FYE September 30, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$ 149,916</td>
</tr>
<tr>
<td>Program Fees</td>
<td>$ 2,835,618</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>$ 15,682,774</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$ 18,506,138</td>
</tr>
</tbody>
</table>

#### Expenses

<table>
<thead>
<tr>
<th>Program Services</th>
<th>FYE September 30, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Term Services</td>
<td>$ 13,668,767</td>
</tr>
<tr>
<td>Community Economic Development Supporting Services</td>
<td>$ 3,307,359</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$ 2,236,603</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$ 18,762,721</td>
</tr>
</tbody>
</table>

#### Change in Net Assets

| FYE September 30, 2019 | $ (256,583) |

#### Ending Net Assets

| FYE September 30, 2019 | $ 6,037,026 |

### Consolidated Statement of Financial Position

<table>
<thead>
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#### 88% of revenue is direct to our programs and services.

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**West End Community Development, Inc.**

**Consolidated Statement of Activities**

**FYE September 30, 2019**

**Revenue**

- Contributions: $149,916
- Program Fees: $2,835,618
- Other Revenue: $15,682,774
- Total Revenue: $18,506,138

**Expenses**

- Program Services: $13,668,767
- Community Economic Development Supporting Services: $3,307,359
- Fundraising: $2,236,603
- Total Expenses: $18,762,721

**Change in Net Assets**

- $256,583

**Ending Net Assets**

- $6,037,026

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**Consolidated Statement of Financial Position**

**FYE September 30, 2019**

**Assets**

- Current Assets: $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**

- Total Liabilities: $1,352,974
- Net Assets: $6,037,026
- Ending Net Assets: $7,390,000

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**EXPENSES BY DEPARTMENT**

**Community Economic Development, Inc.**

- Program Services: 13.7%
- Community Economic Development: 7.5%

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**Other DONORS**

- Donna R. Fuller
- Donna P. Prince
- Donna DeMayo
- Donna E. Standish
- Donna P. Prince
- Donna R. Fuller
- Donna B. Allison
- Donna B. Allison

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**DONORS**

- Donna R. Fuller
- Donna P. Prince
- Donna DeMayo
- Donna E. Standish
- Donna P. Prince
- Donna R. Fuller
- Donna B. Allison
- Donna B. Allison

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**Contributions, 88%**

- Direct to our programs and services.
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.

Advocacy to ensure full integration in society:

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

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

Peer Support connects people with disabilities to each other.

Independent Living Skills Training for every day skills, which allow one to live independently.

MANCHESTER
Advance Auto Parts
Amoskeag Health
City of Manchester - Parks and Recreation
CVS
Debakeby Hillman
Ellen Mason, Youth Therapist
Hanover Supermarket
Hanover Hill Healthcare
Hemelands
Job Corps
Karen’s Car Wash
Make It Happens, Mary Forsythe-Tarter
Manchester Community College
Manchester Police Department
Manchester Transit Authority
NH Department of Education
NH Employment Security
Parent Information Center
SDIT, Warm-Country
Service Credit Union
The Caregiver’s
The Freedom Cafe
The Growing Years
TJ Maxx
US Marine Corp.
WHR
NORTH COUNTRY
AHEAD
Amenities Community Health
Billie Jo Buskey, Camer Can & Cads
Bomby
Cynthia Robinson, Museum of the White Mountains
Dave Cote, Plymouth Animal Hospital
Department of Labor
Gary Doughin, Walker’s Basin
Inked Coffee & Tea House
Job Corps
Littlefish Fire & Rescue
Littlefish Parks & Recreation
NH Employment Security
Northern Charms Salon
Ossie Mount Washington
Planned Parenthood
Response Domestic & Sexual Violence Support Center
Shining Lights Learning Center
Stacey Lucas, Fig Tree Gallery
Terry Commons, B Fit South-Few Market
Vermont ANHIC
Vocational Rehabilitation

CONCORD/LAKES REGION
Bank Chevy
Blueberry Express Day Care
Boyce Highlands
Capital Kitchen and Bath
CARES
Cafe Gardens
Concord Police Department
Concord Public Library
Constantly Pizza
Crisis Center of Central New Hampshire
CVS
Elizabeth’s Kitchens
Equity Health Center
Fit Focus
Five Guys Burgers & Fries
Follett Bookstore at NHCT
Gander Sign Shop
Gifted Public Library
Gifted Summer Camp
Goodwill NH
Granite State Independent Living
Gunstock Resort
Hannaford Supermarket
Job Corps
Lacoura Boys and Girls Club
Lacoura Fire Department
Lacoura Pet Center
Lakes Region Community College Maintenance
Lakes Region Community College Marshalls
Merimack County Day Care
NH Breath
NH Coalition Against Domestic and Sexual Violence
NH Employment Security
NH Federal Credit Union
NH Job Corps
NH/Discrimination Office
Salvation Army
Subway
The Lacoura Daily Sun
TJ Maxx
YMCA Childcare

NASHUA AREA
Bite Me Kupcakz
Black Cherry
Bridges Domestic Violence Center
CVS Pharmacy
Gate City Collision
Geophysical Service Inc.
Good Meg’s Dog Center
Granby’s Auto Repair
H&R Block
Habitat for Humanity Restore
Hitchner Manufacturing
Job Corps
Keeve State College Nutrition Program
King’s Kilo
Lish’s Food Service
Littleton Fire & Rescue
Manchester Community College
Nashua Community College
N אחת
NH Employment Security
NH Federal Credit Union
NH Job Corps
NHTI Admissions Office
Salvation Army
Subway
The Laconia Daily Sun
TJ Maxx
YMCA childcare

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

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

PROGRAMS & SERVICES | 2019

4

9
1,461 trips were made using GSIL’s transportation services, allowing consumers to access the community.

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.

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.

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

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.

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.

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.”

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.

PROGRAMS & SERVICES | 2019

ACCESSIBLE HOME MODIFICATIONS

PROGRAMS & SERVICES | 2019
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