### SERVING ALL AGES AND ALL STAGES OF VISION LOSS



# **OUR MESSAGE:**Strength in Uncertain Times

Dear Friends,

The global crisis ignited by the COVID-19 pandemic has presented enormous challenges, pushing us to come together like never before. It has spurred widespread shutdowns, school and business closures, job losses, increased isolation and continues to raise questions about the future. Furthermore, it revealed the inequity of access to essential services and support—especially vision rehabilitation.

But, the crisis also exemplified the strength and character of The Carroll Center for the Blind as well as those in our community. It underscored the critical importance of our organization's work as we all continue to recover and rebuild. While so much has changed during this short year, our commitment and dedication to empowering those with vision loss to lead independent and fulfilling lives is unwavering. Why?

Because the need for blindness services is too large.

Because the importance of preparing our clients for success is too great.

Because everyone deserves independence and the highest quality of life.

And with every crisis brings opportunity. We reimagined what was possible by pioneering all-new remote, hybrid, and in-person programs, creating new career development services to keep people with vision loss employable, and reframing the way we navigate the world. In the face of converted crises, our instructors, staff, parents, leaders, community partners, and so many others spoke up and showed up for the people we serve.

As schools closed, The Carroll Center for the Blind was there to provide a wide range of remote learning options and support for children, teens, young adults, and their families.





As businesses and organizations began realizing the critical need for inclusion in their digital footprints, The Carroll Center for the Blind's Accessibility Services team was there to deliver comprehensive accessibility solutions to ensure equal access for all.

As people of all ages struggled with isolation, The Carroll Center for the Blind traveled to people's homes and taught the assistive technology needed to remain connected in an increasingly remote world.

We could not have done this alone and have tremendous gratitude for the unbelievable community support and partnerships over the last several months. These strong relationships enabled us to work together to adapt.

This year, The Carroll Center for the Blind celebrates its 85th anniversary. Even though the crisis is far from over, we know that we can continue to affect change in light of the immense adversity. With continued solidarity and support, we can transform the future for people of all ages and all stages of vision loss. Be well and safe.

Gratefullv.

**GREGORY J. DONNELLY**President and CEO

CAROL A. COVELL Chair, Board of Directors

## Highlights

### Adapting to COVID With New Summer Programs

**JULY 2020** 

### **Introduction to Careers in Music Program**

During the summer, The Carroll Center for the Blind launched the Introduction to Careers in Music summer program, a virtual career development program for youth with visual impairments interested in exploring careers in the music field.

Music industry professionals representing different visual conditions, cultures, and musical careers mentored students via digital conferencing. Guest speakers included Ellis Hall, Shayy Winn, Josh Sebek, Matthew Shifrin, Allie Kadell-Peltier, Jill Buchanan, Alex Krauth, and Bill McCann.

The program allowed participants to connect with prominent music industry creatives, serving as resources for information, advice, and exploration across a range of music careers and topics.

AUGUST 2020

### **Self-Advocacy by Mentors**

In Self-Advocacy by Mentors, young adults engaged in conversations with prominent professionals who are blind as they shared their first-hand experiences about walking through

life's transitions with a visual impairment. From college students to entrepreneurs and professional athletes, students learned about self-determination, self-advocacy, and perseverance through school and beyond. Students discussed real life situations, considered the perspectives of others, and learned about options for responding.

Big name mentors included: Justin Bishop (Professional Skateboarder), Dan Mancina (Professional Skateboarder), Bradford & Bryan Manning (Two Blind Brothers | Entrepreneurs), Dave Steele (International Poet), and more.

### **Events**



NOVEMBER 26, 2020 Virtual Technology Fair



FEBRUARY 6, 2021 Virtual Braille Challenge



JUNE 10, 2021
Cummings Foundation \$500K
Grant Winner Celebration



JUNE 23, 2021 Carroll Society Awards

## Programs







### Community Services

Orientation and Mobility (O&M) training enables a person to know exactly where they are, where they want to go and how to get there safely, efficiently, and effectively. As part of our Community Services, we pair adults who are blind or visually impaired with Certified O&M Instructors to deliver skills for safe, independent travel in the home, workplace, college, community, and city.

## This year, we:

- Served 565 individuals
- Provided **5,632** hours of instruction
- Distributed 254 white canes
- Our community-based instructors traveled 60,113 miles to reach clients across MA and NH



## Technology Training

The Carroll Center for the Blind offers a variety of access technology instructional programs that help blind and visually impaired individuals use technology proficiently for work, school, and leisure. Programs are available for individuals as well as teachers and rehabilitation professionals in the use of speech output, screen magnification, braille technology, tablets, Microsoft Office applications, and smartphones.

## This year, we:

- Served 87 individual clients
- · Our client's ages ranged from 14 to 85



### **Education Services**

The Carroll Center for the Blind offers a multitude of direct and consultative services for children and teens who are blind or have low vision that attend public or private school. A variety of special programs are offered throughout the year to enhance students' school experiences in skill areas of the Expanded Core Curriculum.

### This year, we:

- · Served 341 children and teens
- · Provided 10,353 Service Hours
- Our Teachers of the Visually Impaired and our Certified Orientation and Mobility Specialists traveled 70,878 miles



### Accessibility Services

With the goal of making the Internet, consumer products, websites, mobile devices, and digital resources available to all persons, especially those with disabilities, the Accessibility Services team has become an established leader in the field. We deliver comprehensive accessibility solutions to organizations of all types and all industries.

### This year, we:

- Completed 43 digital accessibility projects for 26 businesses
- · Companies were located in 9 states
- Over 45% of our digital accessibility projects in FY21 were performed for repeat businesses



### Vision Rehabilitation Services

Carroll Center programs go beyond braille, white canes, and computer skills by providing classes and experiences that build self-confidence, emotional adjustment, and work skill readiness for employment. Our range of residential, intensive programming provides crucial blindness skills and promotes adjustment to vision loss through classes in safe travel (orientation and mobility), technology, adaptive home management and self-care, health and information management, counseling, and employment training/internships.

## This year, we:

- · Served 79 individual clients
- · Distributed **156** white-tipped canes
- Served clients from **6** states



### Low Vision Services

Learning to live with low vision requires an adjustment to the loss and a knowledge of the devices that could help you use your remaining vision. As part of our low vision services, Certified Low Vision Therapists work with clients to find assistive devices and teach techniques that will enable clients to use any remaining vision and enjoy an enhanced quality of life.

## This year, we:

- · Served **92** individuals
- · Served individuals ages 4-101









As he crossed the stage at his college graduation from Worcester Polytechnic Institute (WPI) in May of 2021, Barbara Duffy was brought back to that warm afternoon when the news from a retinologist washed over her like a tsunami. Her son, then an eight-year-old with big brown eyes, was diagnosed with Stargardt's Disease, a condition that would rob her son, Jack Duffy Protentis of his central vision.

With an immediate sense of urgency to help her son, Barbara immediately turned to the internet where she learned about the Massachusetts Commission for the Blind (MCB). Barbara and her husband, Paul, registered Jack with MCB, an often difficult step because it's an acknowledgment of this new reality. She explained how it was MCB that connected her to The Carroll Center for the Blind (CCB). "Until that point, we had an overwhelming fear of the unknown and uncertainty of what was ahead for Jack. It was The Carroll Center that showed us all that was possible as well as enabling Jack and all of us to connect to other blind and visually impaired individuals."

Both Jack and Barbara attest to the strength and power of the community that CCB provides for those who are blind and visually impaired. Jack participated in the CarrollKids Summer programs and weekend programs which allowed him to connect with other blind

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and visually impaired young people, many of whom he is still friends with today. He speaks to the value of friendship and connection with others in the blind and visually impaired community, because even now they still call each other up because "this person gets it."



Jack developed skills and tools to help him navigate life, but just as important he learned how to advocate for himself. Jack's mom beams when she tells us how his ability to communicate his needs have led him to a path of independence and success. She says, "The Carroll Center was really big for Jack, even when he was little, for learning self-advocacy. That's one of the big takeaways for him."

The Carroll Center opened many doors for Jack by showing him there are countless opportunities for those who are blind or visually impaired. Barbara explained CCB supported Jack by connecting him with resources that allowed his interests to flourish. Staff at CCB told Jack about a STEM summer program where he ultimately went on to become a mentor. That opportunity shaped his career path in engineering. CCB also connected Jack to the Global Explorer program with whom he traveled with to Machu Picchu.

At The Carroll Center Jack was able to learn the necessary skills so that he could comfortably and safely be independent. Today, Jack lives on his own and has been funded by a venture capitalist to start his own business. Jack is a determined, outgoing individual and CCB provided him with both a critical foundation to thriving with vision loss and a community of peers.

Jack enjoys sharing his wisdom with those who have similar experiences. He refers to "finishing the marathon" as he successfully completed college and states "If I can pick someone up at mile 10 and drop them off at mile 15, using what I've learned, that's what I want to do".



Living in a world between blindness and full vision presents unique challenges especially when you are 13 years old. For Aubrey and her mom, Caitlin, Aubrey's sudden onset of vision loss left them both anxious and concerned for the obstacles that Aubrey might face.

Caitlin talks about the anxiety she faced, finding it hard to "let go", while Aubrey was more devastated about having to give up swimming because of the corneal abrasions that inflicted her eyes while in the water.

Through Caitlin's determination and internet research, Aubrey and Caitlin discovered The Carroll Center for the Blind (CCB). It was at CCB's CarrollTeens summer residential program that Aubrey discovered her new self-confidence along with a better understanding of her limitless possibilities.

Caitlin remembers that summer day when she dropped Aubrey off at CCB, which was her first ever sleep-away camp. Each night, Aubrey would call her Mom saying that she was having a "blast". Aubrey went into great detail about the activities and her new friends. Like many with sudden on-set vision loss, Aubrey talks about the network of blind and low-vision friends she was making at CarrollTeens. Aubrey said, "I didn't know any other blind and low vision friends, so my new

world was unlike anything that any of my school friends had experienced. CarrollTeens connected me to people who I could share my story with who understood how I felt."

While she thought she could no longer swim, the CarrollTeens program showed that was still possible. Caitlin tells us, "The day of the kayaking trip, Aubrey left her bathing suit back at The Carroll Center. I was convinced it was because she didn't want to kayak for fear of getting her eyes wet. However, the staff brought her back to get her

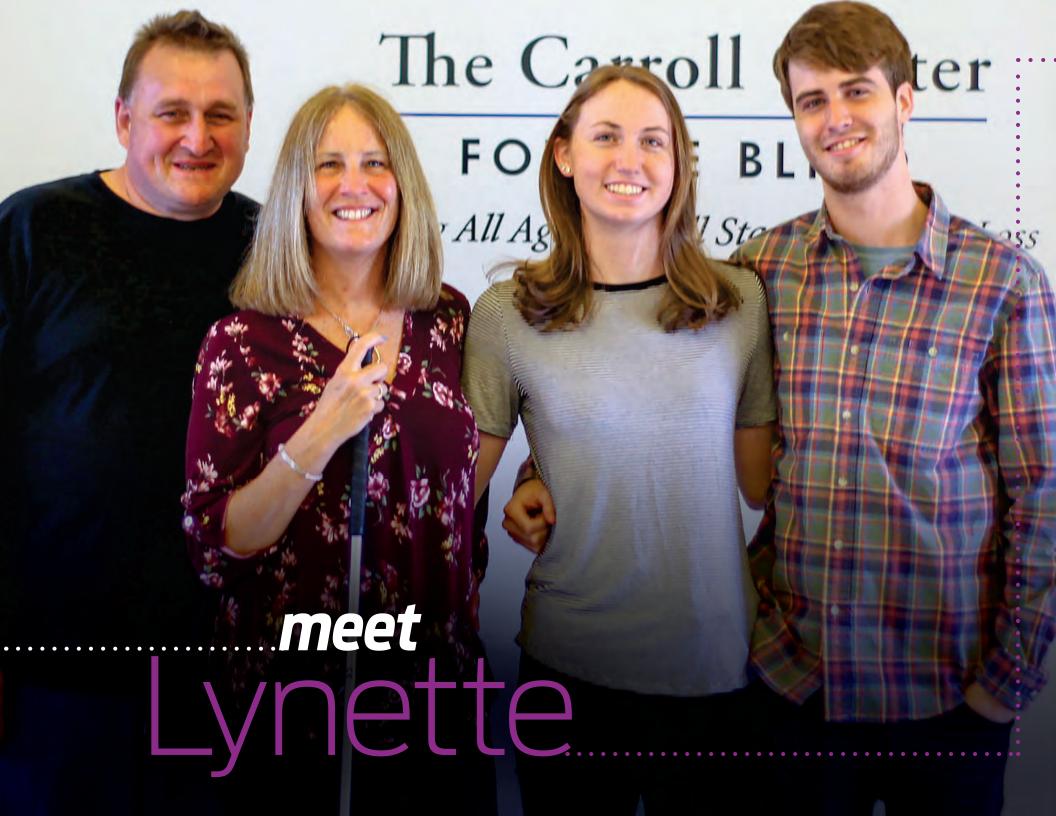


suit, not allowing her to use that as an excuse." She not only thoroughly enjoyed kayaking, but it was this time in the water that made her realize she could return to what she enjoyed the most - swimming. Today, she eagerly swims as her confidence, because of her time at CarrollTeens, has skyrocketed.



"I didn't know any other blind and low vision friends, so my new world was unlike anything my school friends had experienced. CarrollTeens connected me to people that I could share my story with who understood how I felt."

- Aubrey Neal



"It was Joe and The Carroll Center that gave me my confidence back. I left proudly embracing my cane, my disability and felt armed with the lasting tools that made me hold my head high proud of who I have become."

-Lynette



A disappearing world grew darker for Lynette, a former executive director of a healthcare organization, who was diagnosed with a degenerative retinal disease when she was young. Having raised her two children, Lynette, had tremendous experience with vision loss because her daughter lost her central vision due to Stargardt's Disease.

At 47, Lynette recalls being in an elevator and not being able to see the floor numbers, so she stood silently until another individual got on and asked her what floor she wanted. Lynette decided she needed to spend the next phase of her life focusing on her own vision-loss journey. In the fall of 2020, Lynette reached out to The Carroll Center for the Blind (CCB) desperate for help with even the simplest day-to-day tasks. She enrolled in CCB's twelve-week Independent Living program where she learned Braille, adaptive cooking skills as well as Zoom and JAWS computer software programs. These basics provided her hope and confidence as she began her new journey.

Lynette also worked with a CCB Certified Orientation and Mobility Specialist (COMS) to receive instruction for navigating her new world. Lynette recalls her COMS, Joe, telling her she would learn to easily navigate Boston's public transportation system. At the time she laughed and strongly disagreed with him. However, several months later she successfully navigated her way through Boston utilizing all she learned from Joe.

"I was terrified of getting around on my own. I would not use my cane because at the time, I felt very uncomfortable with my vision loss and what the cane represented. However, it was Joe and The Carroll Center that gave me my confidence back. I came to The Carroll Center with my head hung very low and left proudly embracing my cane as well as my disability, and felt armed with the lasting tools that made me hold my head high proud of who I have become."



2021 ANNUAL REPORT



Making a gift for a lasting impact was imperative to Deborah Coogan after losing her husband, distinguished attorney, Peter Coogan to COVID-19. Harvard College and Harvard Law School educated Peter built a legacy and a national reputation as a brilliant legal mind. With a diagnosis of glaucoma in his early 20's, Peter's slow journey into darkness was highlighted with an amazing career.

The Peter W. Coogan
Technology Lab

"Peter would be delighted and so proud of this. The fact that our endowed gift will enable us to make a lasting impact at a place that means so much to us is wonderful!"

- Deborah W. Coogan

After graduating from Harvard College and Harvard Law School, Peter Coogan spent several years in Washington DC as Assistant Chief Counsel for the United States Subcommittee on Constitutional Amendments while also being a Legislative Assistant to Senator Birch Bayh of Indiana. Peter then returned to Massachusetts to join the Boston law firm of Foley Hoag LLP. Peter focused his sophisticated business practice on banking, computer start-ups, medical devices and other intellectual property issues. He was one of the most prominent lawyers of his time, and he held multiple management positions at Foley Hoag. At Foley Hoag, Peter met his Stanford Law School educated wife, Debbie. Debbie boasts that "Peter truly loved practicing law and he was very good at it."

Peter was diagnosed with glaucoma in his early 20s, and he spent the greater part of his life living with, and dealing with, vision limitations. Peter was an early adopter of the personal computer, and he made great use of technology to facilitate his practice of law. Peter spent endless hours learning everything he could about Word Perfect and other computer software programs, and he knew those programs as well as the law firm's IT techs and perhaps even better.

Throughout his life, Peter had many eye surgeries and procedures, including three corneal transplants. In 2008, Peter lost his left eye, and with deteriorating vision in his right eye, Peter retired from law practice at the end of 2009. In 2015, Peter's vision worsened significantly, and he was forced to admit that he was losing his battle to retain his vision. It was at this tough, depressing time that Peter and Debbie learned about The Carroll Center for the Blind. Peter was eager for training in the JAWS computer program for the visually impaired, but he was encouraged first to take the Carroll Center's two-week essential skills course. Debbie tells us, "When I dropped Peter off that first day, this distinguished, brilliant lawyer was not happy about heading into The Carroll Center — he was just not sure what to expect. But when I picked him up at the end of the day, Peter was totally energized and enthusiastic." Peter loved the skills and adaptations he was taught, and he very much admired the staff. As Debbie says, the Carroll Center "gave Peter his life back."

Tragically, Peter died of COVID in early 2020. In his will, he left money for charities to be selected by Debbie. It was easy for Debbie to choose The Carroll Center for the Blind given how much Peter benefited from CCB training and the encouragement of staff. Peter Coogan's bequest of \$100,000 with \$50,000 of that used to support a technology lab named for him at The Center and the remaining gift of \$50,000 as an endowed gift to CCB. Debbie beamed when she saw the name plaque outside of the Peter Coogan Technology Lab and said "Peter would be delighted and so proud of this. The fact that his gift will make a lasting impact at a place that means so much to us is wonderful!"

## Tributes

## In Remembrance of those who have supported us for so long

With grateful hearts, we remember an amazing individual who has forever left his mark on The Carroll Center for the Blind (CCB), Peter Coogan. A distinguished Boston attorney and Newton native, Peter passed away as a result of the COVID-19 pandemic. As a former client of CCB, Peter Coogan's bequest of \$100,000 was given to The Carroll Center for the Blind by his devoted wife, Deborah and their generous children, Tracy Coogan Plants and Christopher Coogan. We affectionately remember Peter and honor his spirit of compassion and generosity.

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2021 ANNUAL REPORT

## 5K & Walk for INDEPENDENCE





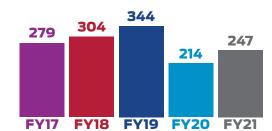






The 5K & Walk for INDEPENDENCE was celebrated virtually on Sunday, April 25, 2021 with a live Zoom event. Throughout the month of April, individuals from all over the world participated virtually by walking, running, biking — all in support of our mission. Our celebration was both livestreamed on Facebook and Zoom and hosted by Gregory J. Donnelly, President and CEO. We were joined by some very special guests including CCB client Apple to perform the National Anthem, WCVB Channel 5 Anchor and celebrity guest Antoinette Antonio, and Carroll Center Alumni Freddy Petrone. Although we were not able to walk our normal route in Newton, MA this year, we found a way to come together and share our reasons #WhylWalk. We're beyond proud to share that our virtual Walk was a success and, together, we raised over \$181,000 for critical blindness support services. We hope to see you next year for the 10th annual Walk for INDEPENDENCE so stay tuned for more details to come!

### **TOTAL PARTICIPANTS:**



### **FAST FACTS**



55 WALK TEAMS



### Blindfold Challenge

A new addition to the event this year was the inaugural blindfold challenge. The Blindfold Challenge aims to bring awareness about the impact vision loss can have on an individual as well as insight as to how crucial the services offered by The Carroll Center for the Blind are to those in need. Blindfold Challenge participants tested their skills and sharpened their senses while experiencing running in a unique way--without relying on eyesight. Blindfold Challenge participants ran in teams of two: one member wore a blindfold and the other was the guide.

## Thank you to all that participated!



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We value all our partnerships with all the Lions Clubs – thank you to our FY21 Lions Clubs supporters. Every year, Lions Clubs across Massachusetts provide us with their

unwavering support of our mission and this year was no different! Without our Lions Cubs partners, so many blind and visually impaired individuals would go without the services they need to live independently.



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## Fast Facts



% of visually impaired professionals at The Carroll Center:

MANAGEMENT TEAM

16%

BOARD OF DIRECTORS

6%

BLIND/VISUALLY IMPAIRED EMPLOYEES

19%

### FY21 Media Features



### in the news...

Boston 25 News

MassLive.com

WCVB

XLO 104.5

MSN Lifestyle

Yahoo! News

Inside Charity

MassNonprofit News

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**APN News** 

The Heights

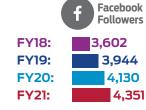
The Daily Free Press

Only Good News Daily

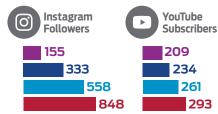
Great.com

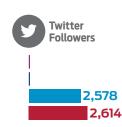


### Social Media









## Financials

### STATEMENTS OF FINANCIAL POSITION

For the Year Ended	June 30, 2021		June 30, 2020	
ASSETS:				
Current assets	\$	3,921,000	\$	2,282,500
Investments		3,937,700		2,350,700
Property, plant, and equipment		3,450,500		3,531,900
Otherassets		127,900		141,500
Total Assets	\$	11,437,100	\$	8,306,600
LIABILITIES AND NET ASSETS:				
Liabilities:				
Current liabilities	\$	409,500	\$	505,300
Annuity obligation		100,400		114,000
Total Liabilities		509,900		619,300
Net assets:				
Without donor restrictions:				
Undesignated	\$	1,133,800	\$	1,098,900
Net investment in plant		3,450,500		3,531,800
Comprehensive campaign		500,000		_
Designated by the Board for operating reserves		1,395,000		1,395,000
Designated by the Board for endowment		1,810,800		273,800
		8,290,100	-	6,299,500
With donor restrictions:				_
Perpetual in nature		731,900		681,900
Purpose restricted		1,754,100		418,800
Time restricted		151,100		287,100
		2,637,100		1,387,800
Total Net Assets		10,927,200		7,687,200
Total Liabilities and Net Assets	\$	11,437,100	\$	8,306,600

### STATEMENTS OF ACTIVITIES AND CHANGES IN NET ASSETS

For the Year Ended REVENUES:	June 30, 2021	June 30, 2020
Program services	\$ 4,219,800	\$ 4,258,100
Contributions, events, and bequests	5,193,500	2,450,500
Investment and other	145,500	77,800
Total Revenues	9,558,800	6,786,400
EXPENSES:		
Program services	4,617,600	4,975,100
General and administrative	1,165,800	1,207,000
Fundraising	535,500	484,300
Total Expenses	6,318,900	6,666,400
Change in Net Assets	3,239,900	120,000
Net Assets - Beginning of Year	7,687,300	7,567,300
Net Assets - End of Year	\$10,927,200	\$ 7,687,300





## Leadership

### **MANAGEMENT TEAM**

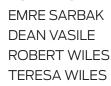
GREGORY J. DONNELLY, President and CEO
EDWARD MOLLER, C.P.A., Chief Financial Officer
DINA ROSENBAUM, Chief Program Officer
NANCY SHARON, Director of Education and Community Services
ANGELA HAYNES, Director of Development
BARBARA DUFFY, Manager of Foundation Relations
JENNIFER HARNISH, PH.D., Director of Rehabilitation Services
ROBERT MCGILLIVRAY, Director of Low Vision Services
KATHY FELT, Director of Admissions
JOANNE KENNEDY, Human Resources Manager
JASON LAFFER, Marketing and Communications Manager
BRUCE HOWELL, Accessibility Services Manager
ROGER GOGUEN, Information Systems Technologist
RICK MULHOLLAND, Facilities, Safety and Security Administrator
CARRIE BRAISER, Director of Accessible Instructional Materials Library

### **BOARD OF DIRECTORS**

CAROL A. COVELL, RN, MS PETER CHINETTI KATE SULLIVAN D'ERAMO SCOTT FAUST, ESQ. MARTHA STEELE **ROSELLEN SULLIVAN** RICHARD W. CURTIS STEPHEN J. HINES, ESQ. **UMESH KURPAD** JEFEREY I URIE ANTOINE JUNIOR MELAY, MBA CARL O. RICHARDSON. III TARANEH SATVAT JOHN SCHWARTZ, PH.D. ARTHUR O'NEILL. VICE CHAIR JON C. COWEN JESSICA L. FEWKES. M.D.

#### **TRUSTEES**

DAVID A. CIFRINO, ESQ. MARIE CHALMERS DEBORAH COOGAN, ESO. ANNE COVERT MARIO DICARLO PAUL DONAHUE, SR. SHEILA DUNN-MCNEIL HENRY T. GOLDMAN, ESQ. J. EDWARD HALL LAWRENCE HEIMLICH THOMAS HINES, M.D. CHRISTOPHER KAUDERS RYCK I FNT DAVID MCCARTHY JOANNE MCCARTHY PAUL MCMAHON LOTFI B. MERIBET, O.D., PH.D., M.P.H. JANET PERRY JOSEPH PRESTEJOHN JOSEPH RIZZO, M.D. RACHEL ROSENBAUM KAREN ROSS, PH.D. ROBERT SANDERS, C.F.A., C.P.A.









## Ways To Give

The Carroll Center for the Blind provides over 4,000 services a year to people of ALL ages and ALL stages of vision loss. No matter how you choose to show your support it has a direct impact on our clients. A list of common ways to give back are below.

#### **DONATE**

In order to provide programming for people of all ages and all stages of vision loss, The Carroll Center for the Blind relies on support and kindness from individuals, corporations, small businesses, and public and private foundations. Your support of the rehabilitative work we do will help us transform lives. Donations can be made on-line at www.carroll.org/donate or by mailing a check.

#### **MATCHING GIFTS**

Many companies will provide a cash match for employee donations of money or volunteer time. Please check with your company or through the matching gift search at Double the Donations to learn more about your company policy.

#### LEGACY GIVING, ESTATE, AND CHARITABLE GIFT PLANNING

Deciding to give back to The Carroll Center for the Blind through your will or estate plans will make a significant future impact for those of all ages and stages of vision loss. We accept a variety of types of planned gifts. You can include The Carroll Center for the Blind in your estate plan — through a Will, Trust, Life Insurance Policy, IRA, etc. — or make a life income gift, such as a Charitable Gift Annuity. Contact the development office for more info.

### **INVESTMENT GIFTS**

One method of supporting The Carroll Center for the Blind is to give the gift of appreciated investments such as stocks, bonds, or mutual funds. You can choose to take tax advantages by donating these assets to The Carroll Center for the Blind.

Please do not hesitate to contact the development team with any questions by email at development@carroll.org or by phone at (617) 969-6200.



### Volunteers

Volunteers play a crucial role at Carroll Center for the Blind. We welcome volunteers who would like to work directly with clients as well as those who prefer to help support our organization in other ways. Volunteers must be at least 16 years of age and complete an onboarding process before participating. If you are interested in volunteering, please contact Angelina Todaro at angelina.todaro@carroll.org.







Thank you to all staff, clients, and family who helped to make this report through shared content and experiences.

### THE FY21 ANNUAL REPORT IS PRODUCED BY THE DEVELOPMENT OFFICE.

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Barbara Duffy, Manager of Foundation Relations
and FY21 Annual Report Project Manager
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