Light Magazine –
No boundaries in sight

2020 Annual Report
Braille Institute’s four core values have never been more important in serving as our guiding light – as this year has been like no other year in Braille Institute’s 100-year history.

**Commitment to Mission**
We are committed to “positively transforming the lives of individuals living with vision loss” each and every day.

**Passion To Serve**
Our passion to serve energizes our daily work, stimulates our ability to innovate and find creative solutions, and provides the necessary fuel we need to sustain the mission for decades to come.

**Teamwork**
We value every individual team member and recognize the power we all have when working as a collective. We take pride in our collaborative spirit, as well as our ability to work effectively and efficiently as a team.

**Excellence and Integrity**
We commit ourselves to excellence and to serve with integrity. We demonstrate those qualities in everything we do.

“Braille Institute is like a family, a community, and there’s nothing to be scared of because we all help each other.”
— Lynn W. (youth student)
The pandemic not only disrupted our business but affected the entire world. Social distancing and sheltering at home became the new normal, leading to isolation, anxiety, and stress for those we serve. Braille Institute pivoted its services to address the changing environment. In some ways, the pandemic has helped to accelerate shifts in our business that will continue to provide long-term benefits.

Resilience.

<table>
<thead>
<tr>
<th>March 2020</th>
<th>April 2020</th>
<th>May 2020</th>
<th>June 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>In mid-March, Braille Institute temporarily closes all seven centers to ensure the health and safety of students, patrons, volunteers and staff</td>
<td>Braille Institute staff and students receive training on Microsoft Teams conferencing capabilities to use for distance learning</td>
<td>Braille Institute staff shift classes and services from physical centers to virtual delivery modes</td>
<td>Braille Institute staff conduct technology training with students to teach them how to stay connected</td>
</tr>
<tr>
<td>From home Braille Institute staff conduct weekly wellness phone calls to check in on students</td>
<td></td>
<td>Braille Institute staff conduct one-on-one consultations and 1,797 hours of service are provided in the areas of low vision, orientation &amp; mobility, Connection Pointe, Personal Connections and Child Development.</td>
<td>6,367 hours of class instruction with over 677 students in classes ranging from technology, music, art, daily living, support groups, expanded core curriculum-based lessons for youth, and more.</td>
</tr>
<tr>
<td>4,000 students receive weekly emails with available tips, resources, and in-home activities</td>
<td>10,000+ Wellness Phone Calls made to over 3,000 students</td>
<td>105,082 books are downloaded by 2,522 patrons using BARD</td>
<td>50 Braille Challenge finalists, representing the 1,215 students that participated in regionals, compete remotely, culminating in the first-ever livestream closing ceremony that is viewed by more than 350 students, family members, and friends</td>
</tr>
<tr>
<td>700+ USB drives containing 17,834 book titles are mailed to patrons while the mailing of book cartridges is temporarily suspended</td>
<td>250 individuals participate in informational workshops and webinars that introduce them to Braille Institute programs and services</td>
<td>910 one-on-one consultations and 1,797 hours of service are provided in the areas of low vision, orientation &amp; mobility, Connection Pointe, Personal Connections and Child Development.</td>
<td>105,082 books are downloaded by 2,522 patrons using BARD</td>
</tr>
</tbody>
</table>
Greater Impact.

As we move into our second century of service, we continue to remain focused on two core business strategies – extending our reach and enhancing our service quality. We expect the need for our services will never be greater as the number of people who are blind or visually impaired is expected to double in the U.S. to eight million.

Greater Reach
Along with the launch of our new remote delivery model, our goal is to serve more people by getting closer to where the need is through implementation of our Neighborhood Center strategy.

We currently have three neighborhood centers that more conveniently reach people where they live – Laguna Hills, Riverside, and Coachella Valley. Our Laguna Hills center has been serving the community since 2016 and has experienced much success in student growth, student impact, and operational efficiencies. Our Riverside center will be celebrating its first full year of operations in July and has served over 180 new clients, conducted over 356 one-on-one sessions, and has provided informational workshops to 340 participants within the local community.

In March, we held the official grand opening of our third neighborhood center in Coachella Valley. We are also collaborating with other local community organizations to offer our students additional options for arts and healthy living classes at no charge.

We continue our focus on the realignment of our service delivery to position our organization for long-term success, and have recently sold the San Diego Center property. We remain committed to serving the San Diego community and will continue to operate out of the current center until a new location has been identified. We are actively exploring options that will enable us to best serve our students and clients in San Diego.

Service Quality
We have been helping those who are blind or visually impaired to lead productive, independent, and fulfilling lives through the quality of our programs and services. We continue to focus on raising the caliber of key services. Our team now includes Occupational Therapists and Certified Occupational Therapist Assistants, and we have grown our physician referral network. We are pleased to report that the number of low vision clients we served increased by 48% over the prior year for the first three quarters of 2019-20 fiscal year (pre COVID-19).

“I’ve been able to stay active and independent, as well as increase my confidence, because of the things I have learned at Braille Institute.”
– Nelly E. (student)
Most importantly, although we temporarily closed our physical centers in March, we continued to provide ongoing services and support in new and creative ways, while also carefully protecting the health and safety of students, volunteers, and staff.

Within a few short months, our organization successfully pivoted to provide remote delivery of services using the Microsoft Teams platform and other forms of technology. Our students have been able to participate virtually in live classes, engaging with their instructors and interacting with their peers. Clients and families can also receive virtual one-on-one consultations for services such as low vision and orientation & mobility. These remote services have opened up new and exciting opportunities for growth and will continue even after our centers re-open.

This year also marked the 20th anniversary of the Braille Challenge, and while we could not hold the competition finals at USC due to the pandemic, we completed the finals competition remotely and hosted webinars and a livestream closing ceremony.

More broadly, we continue to focus on two key components of our growth strategy:

- In Low Vision Services, we invested further in building our team and expanding our doctor referral network, while delivering a 48% increase in low vision clients served for the 8-month period prior to the onset of COVID-19 in March.
- Our Neighborhood Center service delivery model continues to expand as we opened our third location, this one in the Coachella Valley. As part of our ongoing realignment of service delivery, we also completed the sale of the San Diego center, which will significantly strengthen Braille Institute’s long-term financial sustainability. We remain fully committed to serving the large visually-impaired population in San Diego County, and will continue services from the current facility until we identify a new location next year that can best serve those in the area.

Within this current challenging environment, it is more important than ever for high performance organizations in all sectors of the economy, whether it be the non-profit sector, the private sector or the public sector, to drive bold organizational change. As such, other than our abiding focus on mission, we believe the only thing at Braille Institute that should never change is our strong commitment to continuous improvement.

In closing, we thank all of our stakeholders for your ongoing support and commitment to mission, excellence and teamwork in everything we do together.

With gratitude,

Peter A. Mindnich
President

Michael C. Corley
Chair
Who We Serve.

Gender

- Male: 38%
- Female: 62%

Ages

- Up to 19 Years Old: 6.4%
- 20 to 64 Years Old: 29.7%
- 65+ Years Old: 63.9%

Primary Causes of Visual Impairment

- Retinitis Pigmentosa: 6.6%
- Diabetes Related: 8.5%
- Glaucoma: 14.4%
- Macular Degeneration: 30.2%
- Other: 40.3%

Program Statistics:

Onsite Registration by Class Type

- Adult Services and Programs (One-on-One Instruction By Service)
- Community Training Programs: 419 Attendees
- Eye Disease Seminar Attendees: 1,893 Attendees

Volunteer Services

- Center Volunteers: 611
- Special Event Volunteers: 292
- Center Service Hours: 48,598
- Special Event Service Hours: 1,574

Library Services

- Direct Library Patrons: 12,018
- Served by Partner Institutions: 8,040
- Books Circulated: 622,740

Child Development: Birth to Age 6

- Families/Children Served: 166
- Hours of Service: 4,125

Youth Services: Ages 6 to 18

- Youth Served: 138
- Contact Hours: 3,263

National Programs

- Braille Challenge: Number of Participants: 1,215
- U.S. States & Canadian Provinces Represented: 34

Braille Special Collection

- Active Subscribers Served: 1,595
- Children's Books and Story Kits Distributed: 3,416

Cane Quest

- Number of Participants: 255
- U.S. States Represented: 12

* Program statistic figures for this fiscal year (2019/2020) reflect a suspension of service with the closing of all seven centers from March 18 – June 30, 2020 due to COVID-19. Therefore, some figures above reflect 8 months of service and are not comparable to the prior fiscal year (2018/2019) that reflects 12 months of service.
Financials.

Income ($000)

<table>
<thead>
<tr>
<th>Years Ended June 30</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support Bequests &amp; Trust</td>
<td>$9,915</td>
<td>$7,847</td>
</tr>
<tr>
<td>Contributions and Institutional Giving</td>
<td>4,323</td>
<td>4,929</td>
</tr>
<tr>
<td><strong>Total Public Support</strong></td>
<td><strong>$14,238</strong></td>
<td><strong>$12,776</strong></td>
</tr>
</tbody>
</table>

Other Revenues

| Royalties | 1,918 | 2,542 |
| State library appropriation | 245 | 748 |
| Investment Income | 3,443 | 3,456 |
| **Total Other Revenues** | **$5,606** | **$6,746** |

**Total Income** | $19,844 | $19,522 |

Transfer from General Fund | $1,879 | $7,019 |

**Total Funds Received and transfer from General Fund** | **$21,723** | **$26,541** |

For complete financial results, prepared in conformity with generally accepted accounting principles in the USA, refer to the Report on Audited Consolidated Financial Statements for Braille Institute which is available on its website www.brailleinstitute.org.

Expenditures ($000)

<table>
<thead>
<tr>
<th>Years Ended June 30</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anaheim Center</td>
<td>$2,244</td>
<td>$2,392</td>
</tr>
<tr>
<td>Child Development</td>
<td>757</td>
<td>819</td>
</tr>
<tr>
<td>Library Services</td>
<td>2,529</td>
<td>2,828</td>
</tr>
<tr>
<td>Los Angeles Center</td>
<td>4,196</td>
<td>4,241</td>
</tr>
<tr>
<td>Marketing and Communication</td>
<td>922</td>
<td>1,311</td>
</tr>
<tr>
<td>National Programs</td>
<td>726</td>
<td>832</td>
</tr>
<tr>
<td>Riverside/Coachella Valley NC</td>
<td>1,687</td>
<td>1,507</td>
</tr>
<tr>
<td>San Diego Center</td>
<td>1,466</td>
<td>1,494</td>
</tr>
<tr>
<td>Santa Barbara Center</td>
<td>1,142</td>
<td>1,273</td>
</tr>
<tr>
<td><strong>Total Program Services</strong></td>
<td><strong>$15,669</strong></td>
<td><strong>$16,697</strong></td>
</tr>
<tr>
<td>Administration</td>
<td>899</td>
<td>937</td>
</tr>
<tr>
<td>Development</td>
<td>3,106</td>
<td>3,362</td>
</tr>
<tr>
<td>Support Services</td>
<td>1,506</td>
<td>1,487</td>
</tr>
<tr>
<td><strong>Total Operating Expenditures Before Depreciation</strong></td>
<td><strong>$21,180</strong></td>
<td><strong>$22,483</strong></td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>543</td>
<td>4,058</td>
</tr>
<tr>
<td><strong>Total Expenditures and transfer from General Fund</strong></td>
<td><strong>$21,723</strong></td>
<td><strong>$26,541</strong></td>
</tr>
</tbody>
</table>

50.0% Bequests & Trust

21.8% Contributions and Foundations

9.6% Royalties

1.2% State library appropriation

17.4% Investment Income

Operating Expenses* 

| Program Services | 75.3% |
| Development | 13.9% |
| Support Services | 6.8% |
| Administration | 4.0% |

* Including Depreciation of 1,284
Braille Institute

Leadership.

Braille Institute Executives

Peter A. Mindnich
President

Gloria Coulston
Vice President
Programs and Services

Janice E. Herzberg
Vice President
Organizational Resources and Design

Gary Jimenez
Vice President
Development

Lisa Jimenez
Associate Vice President
Programs and Services

Sergio Oliva
Associate Vice President
Programs and Services

Reza Rahman
Chief Financial Officer

Sandy Shin
Vice President
Marketing and Communications

Anthony J. Taketa
Corporate Secretary and General Counsel

Maria Valdivia
Vice President
Technology and Business Solutions

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Delbert White
Diane Wilkinson

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East San Gabriel Valley

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Coachella Valley

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Vice Chair of Satellite Affairs,
Vitreoretinal Surgeon, USC Keck School
of Medicine

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Institute; Professor of Ophthalmology,
USC Keck School of Medicine; Inventor
of Argus Implant (Retina)

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Vice-Chairman; UCSD Department
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Institute (Cornea)

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Cornea)

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President, New York Eye and Ear
Infirmary of Mount Sinai; Professor and
System Chair, Ophthalmology
(Glaucoma)

Diane B. Whitaker, OD
Assistant Professor of Ophthalmology
and Division Chief of Vision
Rehabilitation, Duke Eye Center
(Vision Rehabilitation)

Our Appreciation

Braille Institute was built upon a strong tradition of philanthropy
dating back to our start when Mary and John Longyear made a
generous gift of $25,000 to give Braille Institute its start.

The same spirit of giving continues today. It is because of the generous
support of people like you that Braille Institute is able to offer our
programs and services entirely free of charge. You are the foundation
our students rely on to transform their lives!

Please visit BrailleInstitute.org/ways-to-give to learn more or call
1-800-BRAILLE (272-4553) ext. 1238.
Los Angeles
741 North Vermont Avenue
Los Angeles, CA 90029
323-663-1111

Anaheim
527 North Dale Avenue
Anaheim, CA 92801
714-821-5000

Laguna Hills
24411 Ridge Rte Drive #110
Laguna Hills, CA 92653
949-330-5062

Coachella Valley
74-245 Highway 111, #E101
Palm Desert, CA 92260
760-321-1111

Riverside
6974 Brockton Avenue #100
Riverside, CA 92506
951-787-8800

San Diego
4555 Executive Drive
San Diego, CA 92121
858-452-1111

Santa Barbara
2031 De La Vina Street
Santa Barbara, CA 93105
805-682-6222

1-800-BRAILLE (272-4553)
BrailleInstitute.org