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.**

Braille Institute immediately begins establishing remote working capabilities for employees.

Braille Institute staff and students receive training on Microsoft Teams conferencing capabilities to use for distance learning.

**700+**

USB drives containing **17,834** book titles are mailed to patrons while the mailing of book cartridges is temporarily suspended.

250 individuals participate in informational workshops and webinars that introduce them to Braille Institute programs and services.

In mid-March, Braille Institute temporarily closes all seven centers to ensure the health and safety of students, patrons, volunteers and staff.

From home Braille Institute staff conduct weekly wellness phone calls to check in on students.

**April 2020**

Braille Institute staff shift classes and services from physical centers to virtual delivery modes.

**March 2020**

**In April 2020,** Braille Institute staff and students receive training on Microsoft Teams conferencing capabilities to use for distance learning.

**May 2020**

Braille Institute staff conduct technology training with students to teach them how to stay connected.

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.

910 one-on-one consultations and **1,797** hours of service are provided in the areas of low vision, orientation & mobility, Connection Pointe, Personal Connections and Child Development.

**June 2020**

Our new virtual model allows us to reach more individuals seeking support than ever before.

105,082 books are downloaded by **2,522** patrons using BARD.

4,000 students receive weekly emails with available tips, resources, and in-home activities.

10,000+ Wellness Phone Calls made to over **3,000** students.

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.

105,082 books are downloaded by **2,522** patrons using BARD.

**Resilience.**
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)
Dear Stakeholders,

This past year has once again been a time of great accomplishment, and we are extremely grateful for the tenacity and commitment to our mission that the entire Braille Institute team of stakeholders has demonstrated this year, especially since the COVID-19 pandemic began in March.

Indeed, the need for our services continues to grow as individuals living with vision loss face the additional challenges that 2020 has posed.

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 Group Instruction – Modes Of Delivery
  - 48% Daily Living
  - 52% Art & Healthy Living

Students Served
- Community Training Programs: 1,746
- Professional Training Attendees: 611
- Eye Disease Seminar Attendees: 292
- Center Service Hours: 48,598
- Special Event Service Hours: 1,574

Consultations Conducted
- Library Services
  - Direct Library Patrons: 12,018
  - Served by Partner Institutions: 8,048
  - 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
- National Programs
  - Braille Challenge: 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>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>Total Public Support</td>
<td>$14,238</td>
<td>$12,776</td>
</tr>
<tr>
<td>Other Revenues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Royalties</td>
<td>1,918</td>
<td>2,542</td>
</tr>
<tr>
<td>State library appropriation</td>
<td>245</td>
<td>748</td>
</tr>
<tr>
<td>Investment Income</td>
<td>3,443</td>
<td>3,456</td>
</tr>
<tr>
<td>Total Other Revenues</td>
<td>$5,606</td>
<td>$6,746</td>
</tr>
<tr>
<td>Total Income</td>
<td>$19,844</td>
<td>$19,522</td>
</tr>
<tr>
<td>Transfer from General Fund</td>
<td>$1,879</td>
<td>$7,019</td>
</tr>
<tr>
<td>Total Funds Received and transfer from General Fund</td>
<td>$21,723</td>
<td>$26,541</td>
</tr>
</tbody>
</table>

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>Total Program Services</td>
<td>$15,669</td>
<td>$16,697</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>Total Operating Expenditures Before Depreciation</td>
<td>$21,180</td>
<td>$22,483</td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>$543</td>
<td>$4,058</td>
</tr>
<tr>
<td>Total Expenditures and transfer from General Fund</td>
<td>$21,723</td>
<td>$26,541</td>
</tr>
</tbody>
</table>

Income Sources

- **50.0%** Bequests & Trust
- **21.8%** Contributions and Foundations
- **9.6%** Royalties
- **1.2%** State library appropriation
- **17.4%** Investment Income

Operating Expenses*

- **75.3%** Program Services
- **13.9%** Development
- **6.8%** Support Services
- **4.0%** Administration

* Including Depreciation of 1,284
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

Board of Directors

Michael C. Corley
Chair

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Percy Duran III, Esq.
James H. Jackson
Linda A. Lam, MD, MBA
William J. Link, PhD
John F. Llewellyn
Richard A. Nelson
John G. Nuanes, Esq.
Jeanne Olenicoff
James J. Rhodes
Harvey Strode
Lester M. Sussman
George E. Thomas
Donald Whinfrey
Diane B. Whitaker, OD
Delbert White
Diane Wilkinson

Auxiliaries

Mary Hubbert
President, East San Gabriel Valley

Nancy Gallagher
President, San Diego

Sally Faulstich & Mary Romo
Co-Presidents, Santa Barbara

Marie Hoesman
President, Coachella Valley

Clinical Advisory Board

Linda A. Lam, MD, MBA Chair
Associate Professor of Ophthalmology and Vice Chair of Satellite Affairs, Vitreoretinal Surgeon, USC Keck School of Medicine

Mark S. Humayun, MD, PhD
Director of Research USC Roski Eye Institute; Professor of Ophthalmology, USC Keck School of Medicine; Inventor of Argus Implant (Retina)

Don O. Kikkawa, MD
Professor of Ophthalmology and Vice-Chairman; UCSD Department of Ophthalmology; Chief, Division of Oculofacial Plastic and Reconstructive Surgery (Oculoplastics)

Bartly J. Mondino, MD
Chairman, Jules Stein Eye Institute (Cornea)

Bibiana J. Reiser, MD
Associate Professor, Children’s Hospital of Los Angeles (Pediatric Glaucoma and Cornea)

James C. Tsai, MD, MBA
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