

The Moore Center

ANNUAL REPORT 2011

A Job Well Done

Nineteen years later, Jamie Doucet calls it a career

The balloons were inflated, the cake was ready to be cut and the attendants were poised for applause. And then Jamie walked through the door and the place lit up. After 19 years, Jamie Doucet was retiring from Wendy's and his friends, co-workers and family were there to applaud him on his day.

Said Kris Simmons, Employment Specialist for The Moore Center: "We're celebrating! We're thanking him for all of his time."

"I think it's time for him to enjoy himself and retire," said Cecile

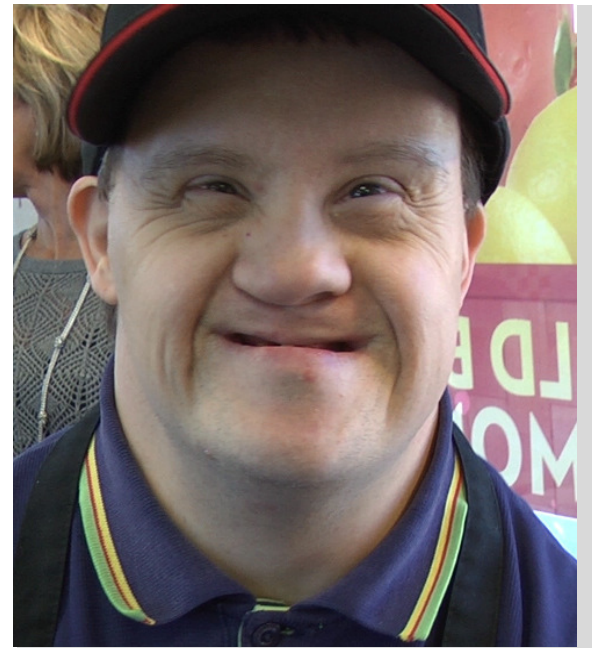
Johnston, Jamie's job coach. "It was a decision made by everybody and we all support that."

And it is an achievement worth celebrating. Jamie's tenure represents a true success story, both as a testament to his devotion to his job and an emblem of what career development at The Moore Center means.

"Our agency strives to create opportunities for a good life," says Jen Sylvester, Senior Manager of Employment Services at The Moore Center's Individual Day Services. "A

core approach to fulfilling that mission is helping our clients secure work. Jamie's incredible story of dependability and hard work is a perfect example of what we try to do."

A governing concept for The Moore Center is the belief that all individuals who want to work should have the opportunity to explore, develop, and succeed in meaningful, community-based employment. To accomplish this, The Moore Center works closely with employers to identify their individual staffing needs and match up candidates.



"We are much more than an employment placement service. We value the employer-employee match first and foremost," Sylvester continued. "It must be mutually beneficial to both the employee and the employer."

This reciprocity is key to the success of the career development program, and the symbiosis of Jamie's Wendy's experience is emblematic.

"Jamie has had a meaningful career and Wendy's reaped the benefits of a dedicated, well-trained and supported employee," says Sylvester. "In an industry where there is a significant amount of turnover, Jamie's longevity really means something."

Jamie's duties included cleaning windows, wiping trays, applying place-mats, taking out the garbage and, most importantly, creating a

dining environment that drew in customers.

While that last one may not have been included in his job description *per se*, over the years Jamie's friendly disposition and relationships with the regulars became a hallmark of the Wendy's on Second Street in Manchester.

"There was a consensus that a lot of people have come here regularly because Jamie kept it nice and clean," said Johnston. "He also greeted his customers warmly and helped the elderly. He will be sorely missed."

See the retirement party at moorecenter.org!

Looking back...

Jack Bielagus, Chairman of the Board

To say 2011 was eventful for The Moore Center would be a vast understatement. As questions swirled about funding and legislation on the state level, within our walls we saw a sea change in how we present ourselves to the community. The introduction of a new logo and the unveiling of a content-rich website energized The Moore Center brand and, most importantly, made us more accessible and supportive to our clients and families.

On the services front, The Moore Center enjoyed a 60% growth in our Early Supports and Services (ESS) department, hitting our goal of serving over 50% of the ESS population in Region 7. Our first class of graduates from the on-site career training initiative, Project SEARCH, produced four newly-employed clients. DirectConnect successfully partnered with ten agencies across the state to offer broad implementation of The College of Direct Support, yielding over 200 active users of the training curriculum.

Year-to-year our agency is engaged in a marathon. And as with any race, obstacles can present themselves, yet thanks to the resourcefulness and professionalism of the leadership, Board of Directors, volunteers, staff and community, we find success and surge forward, undaunted and invigorated, for whatever the next leg holds.

...moving forward

Paul S. Boynton, President and CEO

There's no getting around it - I am an optimist. As the President and CEO of The Moore Center, I have learned that enthusiastic optimism, balanced with reasonable practicality, offers the best hope for our agency's continued viability and growth. That does not, however, mean that I am out of touch or that I am ignoring the difficult realities and challenges facing our organization and the people we serve. Make no mistake: this past year has been extraordinarily challenging, and the likelihood of future changes is looming like never before. Clients, families, staff and board members have all felt this uncertainty and we've shared our anxieties and even a few sleepless nights.

But being consumed with anxiety and fear is not the way to stay focused or the way to keep moving forward. We need to stay hopeful. When I look at our agency and the fine people who staff it and the volunteers who govern and support us, I am convinced of this truth: we are more powerful than we sometimes think.

And when we focus on what we can control, and remain committed to our shared mission and vision, we can and will weather any storm. And we will do it because we are united in our very simple and very profound belief that the people served by The Moore Center deserve the very same things we all want for ourselves and our families: a fair chance and an opportunity for a good life. We are ready.

The Moore Center Financials

Moore Center Services, Inc. and Moore Realty, Inc.

Consolidated financial highlights for the fiscal year ended June 30, 2011 and June 30, 2010.

	FY 2011	FY 2010	Change
Total Revenue	\$36,662,555	\$33,413,112	\$3,249,443
Total Expenses	\$36,273,838	\$33,339,715	\$2,934,123
Increase in Net Assets	\$388,717	\$73,397	\$315,320
Total Net Assets	\$5,280,152	\$4,891,435	\$388,717

Donors to The Moore Center

This list reflects gifts and pledges made from July 1, 2010 through June 30, 2011 (donor categories do not include capital campaign commitments). Donors who have supported The Moore Center for multiple years are listed in bold. *Denotes Employee

Benefactor \$20,000 +
Mrs. Eva M. Montembeault

Humanitarian \$15,000 - \$19,999
TD Charitable Foundation

Ambassador \$10,000 - \$14,999
Cross Insurance

Diplomat \$5,000 - \$9,999
Anonymous (2)
Brady Sullivan Properties
Catholic Medical Center
Central Paper Products
CGI Employee Benefits Group of New England
Grub & Ellis Northern New England
The Little Family Foundation
Riverstone Resources
Elaine and Joel S. Silberberg

Fellow \$2,500 - \$4,999
Accurate Title
AMERIGROUP Community Care
Anagnost Investments, Inc.
Bedford Ambulatory Surgical Center
Fedcap Rehabilitation Services
Granite United Way
People's United Bank
The Troupe

Board of Directors Circle \$1,000 - \$2,499
Accurate Air
Ansell & Anderson Trust & Estate Law
Anthem Blue Cross Blue Shield of NH
Janet C. Bamberg*
Bellman Jewelers
Carolyn and Randy Benthien
Paul S. Boynton*
Centrix Bank & Trust
Chris Antonelli New England Scholarship Fund
Mr. and Mrs. Raymond G. Cote Devine, Millimet & Branch
Diocese of Manchester
Donald Lugg Fund
Daniel and Maureen Donovan
Elliot Health System
First Sign & Corporate Image
Robert and Colleen Gossett
The Greenspan Foundation
Hooksett Paving Co., Inc.
David and Susan Jenkins*
Knights of Columbus, NH State Council
Ovide and Bettie Lamontagne
Suzanna Majewski
Gustavo Moral
Network Services Company
Philbrook Children's Fund of the NH Charitable Foundation
Jeffrey A. Plante
Quirk Chevrolet Buick Hummer Ride-Away
Maureen L. Rose-Julian*
The Rowley Agency, Inc.
Stebbins Commercial Properties, Inc.
Robert S. Stephen, Esq.
Mr. and Mrs. Edward J. Sullivan
Thomas Burke Trust
United Way of Greater Nashua
Frances and Richard Winneg
Atty. and Mrs. Kimon Zachos

Partner \$500 - \$999
AMPM Facility Services
BAE Systems Employee Community Fund, Inc.
Birch Hill Terrace Retirement Community
Ron and Joan Boufford
Mr. and Mrs. Frank O. Buhl
Callico Distributors
ColoSpace, Inc.
Cronin & Bisson, P.C.
D.B. Perry
D.E. Roy Plumbing & Mechanical
Mr. and Mrs. Terence F. Flahive
Gamache Enterprises
Sabrina Granville
Harvey Construction Corporation
J. Michael and Marilyn Hickey
Howe, Riley & Howe, PLLC
Jim and Nina Kelly
Lois and Fred B. Kfoury
Knights of Columbus -#12988 - NH State Council
Richard Lugg and Ruth Fischer
MAILENDER, Inc.
The Mental Health Center of Greater Manchester
Northeast Delta Dental
Northwestern Mutual Life Insurance Co.
Olde Patriot Title & Closing Services, Inc.

Phaneuf Funeral Homes & Crematorium
Bob Ramsey
Rath Young and Pignatelli
Charles and Karen Rolecek
Ellen M. Roposa*
S. Freedman & Sons, Inc.
Sarrette & Associates, Inc.
Service Paper Company
Sheehan, Phinney, Bass & Green
Special Events of New England
St. Mary's Bank
TD Bank
Temco Tool Co., Inc.
George and Arline Trudel
United Way of Central and Northeastern Connecticut
United Way of Greater Portland
Vinnie Virga

Patron \$250 - \$499
3M
Angela's Pasta & Cheese Shop
Mr. and Mrs. Lloyd N. Asbury
Baker, Newman & Noyes
Richard E. Bennett
Best Qualified Cleaning
Stephen Camann
CBE Technologies, LLC
David and Ellie Cochran
Kerry Collis
Crotched Mountain Rehabilitation Center
Gabriel DeFreitas
Robert Duhaimé
Mr. and Mrs. James M. Dunphy
Easter Seals New Hampshire
Fire Protection Technology, LLC
GeoInsight, Inc
GoJo Industries
David P. Goodwin
Sylvia and Gerry Grady
Granite State Financial Services
Granite State Tire & Battery Co.
Griffin York & Krause
Kris-Way Truck Leasing, Inc.
Tom and Stephanie Lewry
Longchamps Electric, Inc.
Manchester Urology Associates, PA
Manchester Women's Club
Mr. and Mrs. Joseph M. McDonough
Merchants Automotive Group
Morin's Landscaping
New Hampshire Catholic Charities, Inc.
Omni International, LLC
Pactiv Corporation
Betty J. Parker
Pastoral Counseling Services
Mr. and Mrs. Claude Paugh
Perkins Paper, Inc.
Pollock Paper Distributors
Mr. and Mrs. Ronald J. Rioux
SCA Tissue
Solomon Law Offices
Specifier Services
Spectrum Marketing Companies, Inc.
Normand G. and Paula E. St. Amand
Mrs. Barbara Stratton
United Way of Massachusetts Bay and Merrimack Valley
Universal Decor & Installations, Inc.
Wire Belt Company of America

Friends of Moore Center \$100 - \$249
Anonymous (3)
ABSCO Heating & Home Service
R. Bradley Alderfer
Associated Grocers of New England, Inc.
Gary Attalla
Brenda L. Aziz*
Mr. and Mrs. Robert Baines
Clyde and Adele Baker
Mr. and Mrs. Jean C. Beliveau
Benjamin Cohen Trust
Richard and Chauna Benoit
Ellen A. Benson
Mr. and Mrs. Leo Bernier
Anna Blandino
Blas-Tek Inc.
Blue Dot Glass
Bob's Discount Furniture Charitable Foundation
Roger Bouchard
Mr. and Mrs. Stephen Boucher
Jeannette P. Bourbeau
Denise Boutillier
Mary Ellen Brooks, M.D.
Al and Rita Bugeau
Richard M. Bunker
Nancy Burgess
Calypso Communications
CGA Global Partners
Cecile Y. Chabot
Atty. and Mrs. Michael R. Chamberlain
Cogswell Benevolent Trust
Consumer Auto Repair & Sales
Phyllis M. Cote
Mr. and Mrs. Christian Coutis
Eleanor W. Dahar, Esq.
Dartmouth-Hitchcock
Mr. and Mrs. Ronald Davis
Mrs. Gary Depasse
Vicki J. DePasse
Donna DiBello and Moe Bedard
Doxon Realty Trust - Dr. James & Sylvia Tenn
Mr. and Mrs. James Dunigan

Sylvio and Cecile Dupuis
Mr. and Mrs. Bruce T. Edwards
Elm Grove Property Management, LLC
Fabri-Kal Corp.
Dr. Louis I. Fink and Ms. Pamela L. Grich
Fratello's Ristorante of Manchester
Bob and Gail Fremeau
Jeffrey S. Frost and Kathleen Quinn
Gateways Community Services
George's Apparel, Inc.
Bill and Beverly Gere
Aegis Consulting & Solutions Group
Mr. and Mrs. Raymond J. Goodman, Jr.
Granite Bay Connections, Inc.
Stanley S. Grant
Richard and Joanne Gustafson
Hampshire First Bank
Heartland Paper
Jo Ann Heath
Kathy Humes
Independent Services Network, Inc.
Mr. and Mrs. James N. Jenkins
Kanteres Real Estate
Dr. Emil and Teddy Karagiannis
Mr. and Mrs. Ronald G. Kfoury
Judith M. Laduke
Lakeview Neurorehabilitation Center
Lavalley/Brensinger, PA
The Leese Family
Mr. and Mrs. Raymond P. LeFrancois
Living Innovations
Lombardi & Lombardi Family Dentistry
Mr. and Mrs. Robert K. Lord
Mary and Camille Lynch
Ian B. MacDermott
Mr. and Mrs. William E. Marvin
Collyn McCoy
Mr. and Mrs. Hubert McDonough
McLane, Graf, Raulerson & Middleton P.A.
Mr. W. Steve McMahan and Dr. Grace F. Freije
Lawrence Meyers, Jr.
MiddleOak
Mile High United Way
Mr. and Mrs. Charles C. Morgan
Patricia Moriarty
Mt. Washington Assurance Corporation
Mr. and Mrs. James Muirhead
Selma Naccach-Hoff
Neighborworks Greater Manchester
New Hampshire Institute of Art
Nixon, Raiche, Vogelmann, Barry & Slawsky, P.A.
Northeastern Sheet Metal, Inc.
The Norwood Group, Inc.
Outdoor Maintenance Services
Mr. and Mrs. Bill Pappas
Paradigm Plumbing & Heating
Lisa M. Plotnik
Mr. and Mrs. Fernand Pomerleau
E. "Joe" and Pauline Poulos
Public Service of New Hampshire
Puritan Back Room Restaurant
Msgr. John P. Quinn
Mr. and Mrs. Robert A. Ramsay
Richard Rawlings
Peter and Anne Richardson
Diane Roma
Gina Rotondi
Mr. and Mrs. Ronald J. Roy
Mark Rushton
Saint Anselm College
Adam Schmidt
Tammy M. Schofield
Mr. and Mrs. James C. Schubert
Serenity Place
Shaheen & Gordon, PA
Mr. and Mrs. Alan Siegel
Spartan Chemical Company, Inc
St. Pierre Financial Services, PLLC
Bobby and Shirley Stephen
Ilene Stern - Hearing Improvement Center
Stonecrop Farm
Jon F. Taute
Mr. and Mrs. Spencer R. Thompson
Galina and Valeriy Tolstenko
Michael Torto
Towne Square Professional Park Condo Assn.
Trivantus, Inc.
United Way of Central Indiana
Universal Window and Door, LLC
Mr. and Mrs. Robert E. Young

Anniversary Circle \$55 - \$99
Anonymous (1)
Suzanne Barr
Mr. and Mrs. Richard Beaulieu
BetweenGigs Casting
Mary Ann Campbell
Community Support Network, Inc.
Law Offices of Kathleen Goulet, P.C.
Mr. and Mrs. Jason K. Leese
Staff of Pollack Insurance Agency
Mr. and Mrs. James T. Lovell
Mr. and Mrs. Robert McCabe
Cheryl Michael
NH Healthy Kids
Mr. and Mrs. Roger D. Pinard
Region X Community Support Services, Inc.
Mr. and Mrs. Frederick Riccio
Anita Richer
Connie Roy-Czyzowski
Bette Sotiriou
Dr. Ronald and Jacqueline Szopa

Gifts in Kind
Angela's Pasta & Cheese Shop
Benthien Associates, Inc.
Bob's Discount Furniture Charitable Foundation
Brady Sullivan Properties
Nancy Burgess
First Sign & Corporate Image
Print Solutions
Bob Ramsey
Elaine and Joel S. Silberberg
Special Events of New England
The Troupe

Legacy Society
Charter members of the Legacy Society have committed to a planned gift to The Moore Center. Please contact the Resource Development Office if you are interested in making a planned gift.

Janet C. Bamberg
Paul S. Boynton
Daniel F. Cronin
Daniel and Maureen Donovan
Merle C. Llewellyn
Mark S. Lore
Dean and Donna Nicholaides
Elaine and Joel S. Silberberg
Normand G. and Paula E. St. Amand
George and Arline Trudel
Addie Avila Lawrence Walker
Audrey and Glenn Watjen

Estate Gifts
The Benjamin Cohen Trust
The Donald Lugg Fund
The Thomas Burke Trust

Memorial Contributions
In memory of Douglas Abbott
Mr. and Mrs. Ronald J. Roy
In memory of Florence G. Bennett
Richard Bennett
In memory of Effie Blecatis
John and Elaine Katsoupis
In memory of Susan Boynton
Mr. and Mrs. Robert L. Gossett
In memory of Justin Callahan
Mr. and Mrs. Charles Bamberg
In memory of Diane Coffey
Bonnie Rancourt
In memory of Robert Datson
Edward F. Mrozek
Mr. and Mrs. Gardner Tilton
Patricia Moriarty
Barbara Constable
Mr. Doug Blampied
In memory of Candy Elizabeth Ellis
L. Pearl Brunette
Mary Ann Campbell
In memory of Lionel Fortier
Mr. and Mrs. Albert Bugeau
In memory of Jane Frink
Phyllis M. Cote
Lucille Nava
Middlesex Corporation
The Leese Family
Mr. and Mrs. Hubert McDonough
Vivian L. Duval
ICA/Boston
Mr. and Mrs. Jason K. Leese
Mr. and Mrs. Ronald Davis
EPS/School Specialty
Mail Handlers Union, Local 301
Mrs. Fera V. Hanscomb
Kathleen A. McQuade and Kevin M. LeBoeuf
Dorthea M. O'Neil
Mr. and Mrs. Joseph M. McDonough
Mr. and Mrs. Kevin W. Thomas
Mr. and Mrs. Thomas Burke
Mary L. Kibling
Mr. and Mrs. Richard J. Markarian
Nancy Theos
Debra Howland

In memory of Dot Goodwin (in honor of Mother's Day)
Carolyn and Randy Benthien
In memory of Marjorie Kelley
Mr. and Mrs. William J. Estey
In memory of Celeste King
Mr. and Mrs. John A. King
Stella J. Russell
Gabriel DeFreitas
Mr. and Mrs. Gary W. Philippy
Mr. and Mrs. John E. Devine, Jr.
Donna L. King
Edith Rodrigues
Linda L. King
Lambert Funeral Home
Mr. and Mrs. Edward J. Moran
Joyceann Fitzgerald-Guill
In memory of Mary M. Lee
Colinette Campbell
In memory of Jason Levigne
Angela's Pasta & Cheese Shop
In memory of Donald Lugg
Richard Lugg and Ruth Fischer
In memory of Guy L. McCoy
Mr. and Mrs. Mark F. Dunn
Lisa Bidot
Jon F. Taute
Mr. and Mrs. James N. Jenkins
Donald J. Finkey
Mr. and Mrs. Brian M. McCoy
Richard E. Bennett
Mr. and Mrs. Richard Pratt
Mr. and Mrs. Tom Kernen

Collyn McCoy
Ryann McCann
In memory of Nita Sue Pare
Associated Grocers of New England, Inc.
Michelle Tyler
In memory of Douglas E. Parker
Mr. and Mrs. Albert Taylor
Mr. and Mrs. Marshall Fish
Mr. and Mrs. Earle V. Johnson
Mr. and Mrs. Robert R. Gamache
Mr. and Mrs. Robert Fournier
Mr. and Mrs. Raymond P. LeFrancois
Betty J. Parker
Isobel Perry
Mr. and Mrs. Charles C. Morgan
Betty J. Parker
In memory of George H. Parker, Jr.
Anna Blandino
In memory of Patricia Piotrowski
Kerry D. Ickrath
In memory of Lisa Pollack
Mr. and Mrs. James Dunigan
Michael Torto
Neil Dooks
Maida S. Martel
Margaret Loomis
Mr. and Mrs. Alan Green
Mrs. Gary Depasse
Mr. and Mrs. William Kracoff
Mr. and Mrs. Robert McCabe
Towne Square Professional Park Condo Assn.
David Picchi, CPA
Mr. and Mrs. James MacNeill
Professional Insurance Agents of NH
Middle Oak
Mr. and Mrs. John P. Matuszewski
Mr. and Mrs. Paul Gladstone
Mr. and Mrs. Bruce Dorner
Blas-Tek Inc.
Eleanor Levine
Mr. and Mrs. Roy Philbrick
Dr. and Mrs. Howard A. Bookman
Vicki J. DePasse
Commerce Insurance
Mt. Washington Assurance Corporation
Mr. and Mrs. Gary Smith
Mr. and Mrs. Ira Stone
Mr. and Mrs. Alan Siegel
Kerry Collis & Rotary Friends
Mr. and Mrs. Giles M. MacDonald
Lombardi & Lombardi Family Dentistry
Mr. and Mrs. Frederick Riccio
Mr. and Mrs. Richard Roulx
In memory of Karen Zych
Mr. and Mrs. Philip Nickson

Honorary Contributions
In honor of Jane Frink
The Little Family Foundation
In honor of Norm and Colleen Gagne & Family
Temco Tool Co., Inc.
In honor of Fred B. Kfoury, Jr.
Mr. and Mrs. Paul Boucher
Mr. and Mrs. Keith H. Richard
Mr. and Mrs. Peter Richardson
In honor of Eva M. and Gerard J. "Monty" Montembeault
Eva M. Montembeault

Garden Party Honorees
2011- Frederick B. Kfoury, Jr.
2010 - Brady Sullivan Properties: Arthur Sullivan, Shane Brady, and David Brady
2009 - Ronald J. Rioux
2008 - Beverly Arel
2007 - David P. and Dorothy M. Goodwin
2006 - James C. Schubert
2005 - Lewis M. Feldstein
2004 - Frances M. and Richard I. Winneg
2003 - Adelaide L. Walker
2002 - The McNinch Family
2001 - Ethel and Saul Greenspan

We also gratefully acknowledge those who support United Way and who have designated their gift to The Moore Center.

The Moore Center endeavors to recognize all donors accurately. If you find an error or omission, please call (603) 206-2723 with any changes so we may immediately correct our records.

"We envision a day when all people despite their challenges are fully engaged in their communities and living a good life."