

# HELPING HANDS MONKEY HELPERS



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On the cover: Maryanne and Jessica,  $\ensuremath{\mathbb{C}}$  Erin King Photography

### From the Chair of the Board



Dear Friends,

When you live with monkeys, life is full of unexpected surprises! Any of our recipients, foster families, or trainers can tell you that. Working at The Monkey College is no different.

2017 was a year of unanticipated challenges at Helping Hands. After 17 years working for Helping Hands, our executive director, Megan Talbert, decided to pursue other career opportunities. Her dedication and passion for our program will be missed and we thank her for her many years of service. During this leadership

transition, our director of development and communications, Angela Lett, has taken the role of interim executive director and Alison Payne has expanded her duties and is now our director of monkey care. Together, they've created a strong partnership and have successfully led the organization over the past year. We are currently conducting a search for our next executive director. This is a critical role and we are determined to select the person who can best lead Helping Hands in the coming years.

We also had to help one of our recipients, Maryanne, when a local law changed and threatened the placement of her service monkey, Jessica. The good news is that we were able to reunite Maryanne and Jessica. Without your donation, we could not have hired an attorney to help them. They are together today thanks to you! You can read more about their story on page six.

Changes will continue in 2018, including the adoption of a new fiscal year end. We decided to make this change as we receive a large portion of our funding—nearly 40%—in December each year. Changing our fiscal year end to September 30 from December 31 will give our staff a better idea of funding at the beginning of the year and allow us to plan more effectively throughout the year.

Thank you for supporting our work so we can focus on what is most important. No matter what changes are happening at Helping Hands, our primary focus is always on supporting our recipients and monkeys.

With deepest gratitude,

Robert Sanders Chair, Board of Directors



#### **OUR MISSION**

Established in 1979, Helping Hands: Monkey Helpers for the Disabled is a national nonprofit 501(c)3 organization that raises and trains capuchin monkeys to provide daily assistance to people living with spinal cord injury or other mobility impairments.

Helping Hands supports each service monkey and his or her human partner during their many years together through interactive mentoring of the placement, and close supervision of the monkey's behavioral, nutritional, and veterinary needs.

Relying on private contributions, Helping Hands provides these specially trained service animals and their lifetime support free of charge to our recipients.

#### **2018 STAFF**

Angela Lett, CFRE
Interim Executive Director

Alison Payne Director of Monkey Care

Marissa Cuda Placement Trainer

Anne Lawrence, LICSW Social Worker

Allyson Migneault Placement Trainer and Veterinary Technician

Joe Murphy Husbandry Assistant

Erica Noyes
Senior Development and
Communication Associate

Jessica Raider Placement Trainer

Natalie Shelton-May Placement Trainer and Manager of Husbandry Staff/Volunteers

Brittany Sprague Placement Trainer and Veterinary Technician

Skott Wade Office Manager

Emily Wheeler Development Assistant



# Veterinary Medicine at Helping Hands

Thanks to the generosity of donors like you, our monkeys receive top-notch care, both from our staff veterinary technicians and the veterinary advisory committee. Caring for all our capuchin monkeys—at The Monkey College, paired with recipients, or living in foster homes—is a priority for Helping Hands. We take great pride in the level of veterinary care we are able to provide, especially to our aging monkeys, who have greater healthcare needs.

The veterinary advisory committee is a group of veterinary professionals who graciously give their time and expertise to Helping Hands, consulting on issues and charting a course of action when needed.

When a monkey is placed outside of Massachusetts, Helping Hands partners with a local veterinarian to provide health screenings each year. The dedicated members of the veterinary advisory committee here in Boston monitor and evaluate the health of each and every monkey and oversee their medical care, often in consultation with the local veterinarian.

"The technicians and trainers at Helping Hands take amazing care of the monkeys, whether they are placed locally or across the country," says Dr. Jennifer Graham, a member of the veterinary advisory committee "They keep us informed about the health of the monkeys so we can intervene quickly if a monkey is ill."

Providing healthcare for a capuchin monkey can be challenging. Every monkey is different; how one expresses symptoms of an illness could be how another expresses a behavioral issue. So each monkey has to be evaluated individually. "When a capuchin is sick," says Dr. Graham, "I wish they could tell me what hurts. It is a bit like detective work to determine what is causing an illness

when your patients can't talk! Also, they are very smart. It can be challenging to treat them if they think you're up to something—apparently the lab coat is a giveaway that I am up to no good."

It can be really hard emotionally when a monkey falls ill. "You become so attached to these little rascals," says Brittany Sprague, a Helping Hands veterinary technician. "They become like your family. And they are so smart and complicated—you have to learn how to interpret their body language appropriately. We come in every day to make sure they live their best, healthiest life."

"We are always here when we are needed," says Allyson Migneault, Helping Hands veterinary technician. "Someone from The Monkey College is available 24/7 for medical emergencies, but we try to keep our monkeys as healthy as possible. To that end, we have developed a careful diet for all the animals in the program. I also manage all the yearly exams and make sure that our recipients and fosters know when to visit the vet, so we can detect any problems early. It's difficult, but extremely rewarding."

"When I got involved with Helping Hands, my initial interactions were all veterinary related," says Dr. Graham. "As I spent time at the facility I learned all the ways a monkey could help someone with a spinal cord injury. Over the years I have seen the independence a monkey can give to a recipient and am inspired by the relationships I have seen between the monkeys and their caretakers. I consider it an honor to provide care for them."

"I never anticipated that capuchins would become some of my favorite patients. They are as intelligent as they are endearing. And don't believe everything they say about me!" — Dr. Graham





# Tails of Success: Maryanne and Jessica

Maryanne was paired with her service monkey, Jessica, in 2010, and they quickly became quite the team! "Sometimes I think we share one brain," says Maryanne. "If I ask myself 'why am I in this chair?' I can't come up with a good answer. But rather than focus on the negative, I try to look for the positive in everything. What good has come from me being in the chair? Had it not been for my spinal cord injury, I wouldn't have Jessica in my life. And she is amazing.

I'm on social media with other spinal cord injury groups. We see new inventions or new therapies and we all think 'Yeah, this is great if you are rich.' Unless you're wealthy, you can't have those things. You can't have your dream home because it is expensive. You can't have the latest and greatest equipment because insurance doesn't cover it. But to have a program where you receive a helper monkey at no charge—it is miraculous. It is an amazing gift for someone like me."

In May 2017 Helping Hands learned that the county where Maryanne and Jessica live had enacted a law to prevent people from owning exotic pets. Unfortunately, there was no exemption for service animals like our highly trained monkeys. So, after seven years together, Jessica had to return to The Monkey College while our attorneys worked with lawmakers to legally reunite them.

"When they came to pick her up; it was so hard. My dad and I drove to the airport to meet Marissa. She had the travel case and I think Jessica realized something was up. I had Jess in my lap and she didn't want to get in the case. She leaped onto my dad's shoulders and just wrapped her arms and legs around his neck and hugged him. I hugged and comforted her, but we eventually got her into the carrier and I watched Marissa walk away, not knowing when or if we could be together again.

I couldn't talk to friends and neighbors about the situation—the lawyers had to do their work. But we live on a cul-de-sac and Jess has become a member of the community. Typically we are under our favorite trees in the yard, waving to neighbors coming and going. They definitely noticed that something was up.

My dad and caretakers always asked 'Have you heard anything? It is so quiet. We miss her.' It was another reminder that she was gone. It was hard for me

to sleep at night, since Jessica and I would watch TV together before bed. Just laying there next to an empty spot on the bed when you are used to having something to snuggle and cuddle is really lonely. Everyone at Helping Hands was so supportive and took such great care of her—it was like she was at summer camp. But I was still worried. Not just how I would get along without her assistance, but the emptiness I felt without her. It was a long, lonely stretch of time!

Then I got the call. Jessica was coming home. I was so relieved and overjoyed and thankful. It was so hard to be patient and wait for her return.

Once she got back, we went right back into our routine. (I am sure that our daily ritual was embedded in her brain process.) There were one or two things we had to repeat initially. Either Jess forgot or was just being stubborn. But it only took about one day and then it was like our five months apart never happened. We were back in sync.

To everyone involved with the "Bring Jessica Home" campaign—your kindness with your time, skills, and financial support meant the world to us. Jessica is amazing. What you as supporters of Helping Hands do for us in the chair is amazing. Having so many people work so hard to keep us together, I can't say thank you enough. We will never forget your generosity."

"I was giving a lecture when my legs no longer felt like they could support me, so I sat down. Then I felt pins and needles, then spasms, then nothing. I never stood back up again."





### I New Members of the Board

In 2017, Helping Hands: Monkey Helpers welcomed two new members to the Board of Directors.

#### Khristine Carroll

Having spent her early childhood years living in New York City, Washington D.C., and the remote Micronesian Island of Pohnpei, Khristine Carroll began early on her path leading to a lifelong passion for adventure, travel, cultural awareness, and intellectual curiosity. This has presented itself in her professional, personal, and educational pursuits. Today, Khristine currently holds the position of Executive Vice President-Commercial Operations for AdvanSource Biomaterials Corporation, a materials technology company focused on the development, synthesis, and distribution of engineered materials and solutions to support innovations within the medical device and pharmaceutical industries.

"It was love at first sight to find Helping Hands: Monkey Helpers, a place that could so drastically impact a person's life in such a remarkable, loving way and highlights incredible mutuality in the symbiotic human-animal bond."

"I was looking for an organization that brought together my dedication to the medical device industry and patient population, as well as my love of animals. It was love at first sight to find Helping Hands: Monkey Helpers, a place that could so drastically impact a person's life in such a remarkable, loving way and highlights incredible mutuality in the symbiotic human-animal bond. And I was equally impressed by the commitment of the staff and board to the recipients and animals alike."

#### Laura Duerksen

Laura Duerksen is currently the Executive Director of Hacking Medicine Institute, a non-profit educational institute that convenes global healthcare leaders, students, and patients to improve and invent digital health platforms and technology that transforms healthcare by increased access, better outcomes, and lower costs.

"From the time I first heard about the organization, I loved the idea of training monkeys to be service animals for people living with disabilities. It brought together two things I was passionate about: the human-animal bond and finding creative solutions to improve the lives and experiences of individuals living with chronic conditions. (I'm a lifelong animal and nature lover. Jane Goodall was my childhood hero.) As I learned more about the organization, other aspects of The Monkey College that I came to appreciate include the dedication and love the staff and volunteers demonstrate to the monkeys and recipients (and their families!), the high level of professionalism and ethics modeled by the leadership and board, and the high individual impact the organization has on the people it serves."

"I [am] passionate about the human-animal bond and finding creative solutions to improve the lives and experiences of individuals living with chronic conditions."





# Financial Summary

2017 was another year of progress and transition for Helping Hands. Our total unrestricted revenues and gains for the year were \$1,289,953 and total expenses (before depreciation and amortization) were \$1,339,340, resulting in an operating shortfall of \$49,387. The shortfall was covered by our strategic and operating reserves, which we build up during years when we have a surplus for just this purpose. Carefully managing our working capital and cash flow is an integral part of our financial management. As with any non-profit, the amounts and timing of our income is somewhat unpredictable. In order to accommodate these ebbs and flows, we always maintain reserves which are held in bank accounts and in our unrestricted investment portfolio.

Throughout 2017, our Building and Strategic Planning committees were working towards a goal of developing a new facility for Helping Hands. After a thorough analysis, including a feasibility study in the fall of 2017, it was determined that a new building was beyond our means and timeline and now the committee is examining options to renovate our existing building. As a result, our current facility has been taken off the market. This change is reflected on the 2017 Financial Statement by the movement of the value of the building to the Net Property and Equipment category from the Non-Current Assets category.

In order to facilitate better financial planning, the Board of Directors voted to change our fiscal year from one ending on December 31 to one ending on September 30. The majority of our revenue comes to us in the last quarter of the year (October–December), with nearly 40% in the month of December alone. This has made the annual budget process a difficult test of forecasting. After this modification, the first quarter of the new fiscal year (10/1-12/31) will become our largest revenue quarter rather than our smallest, allowing us to plan more accurately. To accommodate this change, Helping Hands will plan for a short 9-month fiscal year (also called a "stub" year) from January 1, 2018 through September 30, 2018, and then will begin our next 12-month full fiscal year to start on October 1, 2018.

Our investment portfolios benefitted from the stronger financial markets in 2017. Although our portfolios are conservatively invested, they all provided returns of approximately 12% last year. At the end of the year our unrestricted investments at Neuberger Berman had a value of \$1,005,429. The restricted endowment funds, including the Charles Evans Funds and the Earl Rogers Estate, ended the year with a combined value of \$563,429. We receive annual distributions of 5% from each of these funds, which is added to our operating revenue.

Key tasks for 2018 include development of our next strategic plan, moving forward on renovating our current facility, and finding a new Executive Director. These are in addition to providing ongoing support for our current programs, and to our recipients and service monkeys. Our strong financial position should provide a solid foundation for all of these efforts.



# **FINANCIALS**

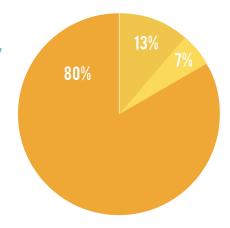
STATEMENT OF FINANCIAL POSITION	2017	2016
ASSETS		
Current Assets	\$334,320	\$457,567
Net Property and Equipment	\$2,052,615	\$25,456
Non-Current Assets	\$1,644,518	\$3,944,540
Total Assets	\$4,031,453	\$4,427,563
LIABILITIES		
Current Liabilities	\$149,681	\$140,350
Long-term Liabilities (Mortgage)	\$502,137	\$611,498
Total Liabilities	\$651,818	\$751,848
NETASSETS		
Unrestricted	\$2,635,289	\$2,826,294
Temporarily Restricted	\$195,990	\$324,792
Permanently Restricted	\$548,356	\$524,629
Total Net Assets	\$3,379,635	\$3,675,715
TOTAL LIABILITIES AND NET ASSETS	\$4,031,453	\$4,427,563

# EXPENSES BY CATEGORY

Program Expenses

Fundraising

Administrative





2017	2016
\$1,289,953	\$1,172,174
(\$105,075)	\$150,478
\$1,184,878	\$1,322,652
\$1.075.772	\$1,119,299
\$88,502	\$107,936
\$175,066	\$164,117
\$1,339,340	\$1,391,352
<b>49 675 715</b>	<b>#2 005 550</b>
\$3,0/5,715	\$3,885,550
\$3,379,635	\$3,675,715
	\$1,289,953 (\$105,075) <b>\$1,184,878</b> \$1,075,772 \$88,502 \$175,066 <b>\$1,339,340</b> \$3,675,715



# **CAPUCHIN CARETAKERS:**

A very special thank you to our Capuchin Caretakers—donors who make an automatic monthly contribution to Helping Hands at an amount that works for them.

# Your steady support throughout the year means:

- The best care for every monkey in training at The Monkey College, including optimal nutrition, individualized training, ample play time, and regular veterinary check-ups.
- Ongoing support for recipients across the country throughout the lifetime of their service monkey placement, including being able to contact a Helping Hands trainer at any time, day or night.
- Lowered administrative costs so more of your donation goes to help recipients and our monkey helpers.

Helping Hands is pleased to count our Capuchin Caretakers among our most ardent supporters. You make a difference every day in the lives of our recipients and monkey helpers!

If you'd like to join this special group of supporters and become a Capuchin Caretaker, you can learn more and sign up securely online at:

monkeyhelpersdonate.org/monthly

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<sup>^</sup> Employee

<sup>~</sup> Monkey Helper Recipient

<sup>#</sup>Foster Family



# SIMIAN SOCIETY: RECOGNITION OF SPECIAL GIFTS

The Simian Society recognizes donors who choose to leave a gift to Helping Hands in their will. Your decision to make a donation as part of your estate plan provides a legacy for the work we do every day.

Leaving a gift in your will is an easy way to give back and still make sure you're able to provide for yourself and your family throughout retirement. Helping Hands is proud to recognize the generosity of our current Simian Society members, listed below:

Lydia Ainsley
Philip Bloedorn
Bruce and Trish Campbell
Craig Cook<sup>~</sup>
Elena Damien
Mary Elizabeth Durfee
Andrea and Joseph Finnerty
Donna Lee Graham
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As some of our most committed supporters, Simian Society members receive special communications from Helping Hands throughout the year, providing them with an insider's perspective, and are invited to a yearly luncheon.

If you have already included Helping Hands in your will—or are interested in learning more about a gift—we'd like to make sure you are recognized as a Simian Society member. Please contact Angela Lett, Interim Executive Director, at angelal@monkeyhelpers.org or at 617.787.4419 x114 so that we may officially welcome you into the Simian Society.

# CORPORATE & FOUNDATION GIVING

#### \$100,000+

Foundation Robmar

#### \$25,000+

Bernice and Milton Stern Foundation Craig H. Neilsen Foundation Johnson Family Foundation Liberty Mutual Foundation Spring Point Partners Starr International Foundation The Merancas Foundation, Inc. The Michele and Agnese Cestone Foundation The Powell Foundation

#### \$10,000+

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The Montei Foundation
The Rands Foundation
The Spark Fund

#### \$5,000+

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#### \$1,000+

100 Hearts Adaptive Control Systems, Inc. DePuv Synthes Spine Houghton Mifflin Harcourt Levine Orthodontics Louise Pfister Charitable Foundation, Inc. MERGE Boston Ocean Partners USA, Inc. Professional Capital Services, LLC Red Chair Press LLC Rockland Trust Smith, Sullivan & Brown, PC Special People in Need StrataDx Tallis Productions Inc. The Gerald R. Jordan Foundation The Hamilton Company Charitable Foundation The L. E. Phillips Family Foundation, Inc. The MathWorks, Inc. The Richard & Natalie Jacoff Foundation, Inc. The WORK INC. Foundation for Charitable Giving W. Y. Campbell Family Foundation

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#### \$250+

Bowie Montessori Children's House, Inc. Lexington Endodontics Neuberger Berman LLC The Segel Foundation Tufts University School of Veterinary Medicine

"It takes two to tango and Kasey and I have been dance partners for a really long time now."

— Ned and Kasey



# INDIVIDUAL GIVING

#### \$25,000+

John A. Cataldo Fund Combined Federal Campaign Donors Judi Hindman<sup>+</sup> and Frank Odell\*

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Rodney Bauer
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Jacob Tananbaum

Jaclyn and Sean Terwey Tiny

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Annie and Scott Zimmerman



We have attempted to be as accurate as possible in listing our donors. While we do not have space in this publication to print the names of every single contributor, we remain forever grateful for every gift of every size to Helping Hands. Please accept our sincere apologies if there are any errors or omissions and let us know so that we can correct our records.

<sup>\*</sup>Capuchin Caretaker/Monthly Donor

<sup>&</sup>lt;sup>+</sup> Board Member

<sup>^</sup> Employee

<sup>~</sup> Monkey Helper Recipient

<sup>#</sup>Foster Family

