



## The Early Years **Malcolm Fraser**

...one person can make a  
difference





Malcolm Fraser circa 1906.



**The Fraser family circa 1906. Two of the brothers stuttered.**

## Editor of high school newspaper



Malcolm Fraser circa 1920

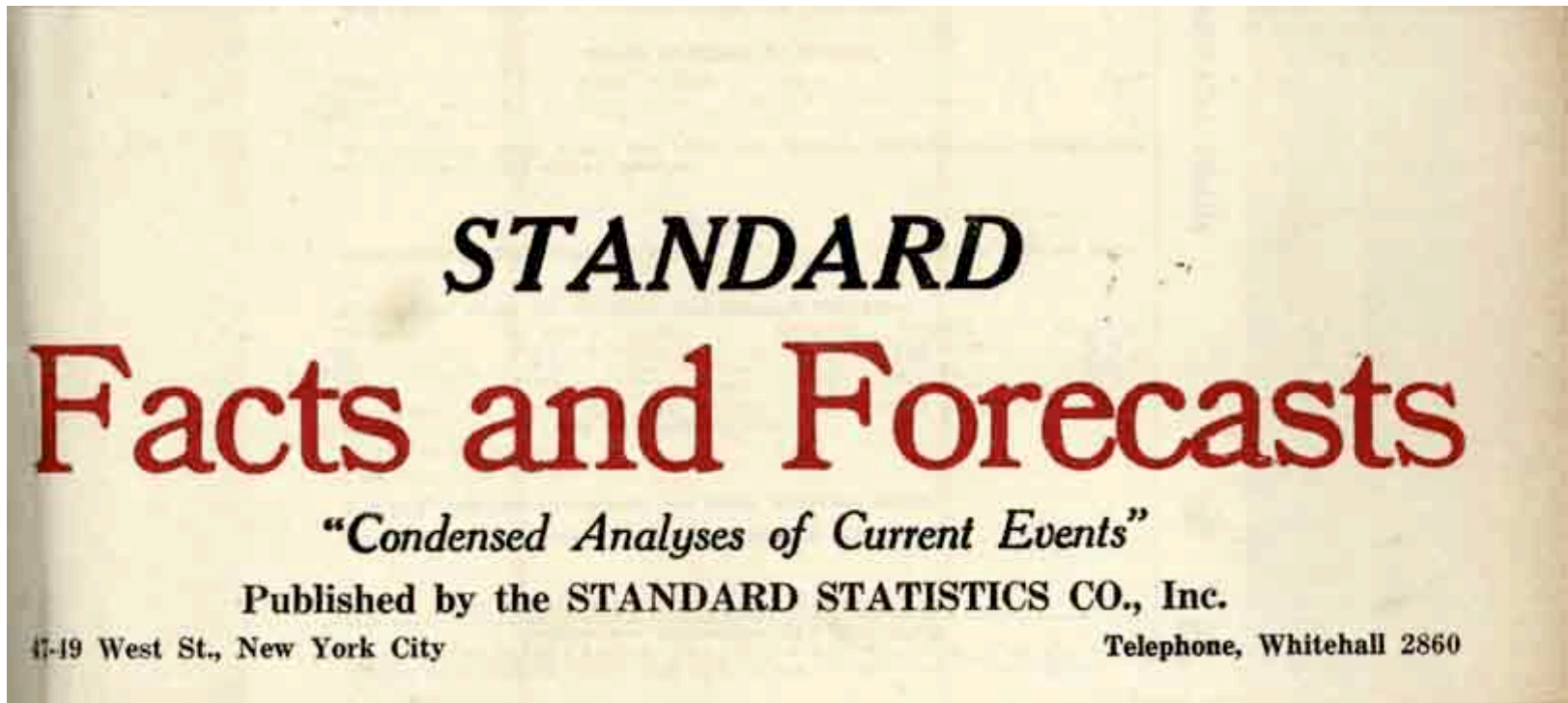


# Hamilton College 1920



- The very long road to success
- Graduated from U of Pittsburgh with MBA in 1924
- Shoveled coal to pay tuition
- 1924-1925 Standard Statistics Co., now Standard and Poor' s

First job after graduation





**Private Secretary to J. Stanley Smith, Esq. of  
Philadelphia 1925-1927**

**Exciting link to Lionel Logue and  
King George VI**

**Helped run Smith's support group:  
"The Kingsley Club  
for Stammerers"**

**In the 1970s  
put up the seed money to start NSA**

The Kingsley Club—The Forum of the Stammerer—The Greatest Practice Center yet established for those suffering from defective speech



"At this banquet addresses and speeches were made by twenty students of Mr. Smith, and by the clarity and smoothness of their utterances manifested throughout their talks, gave abundant evidence of the effectiveness of his manner of correcting defective speech."—Philadelphia Public Ledger.

THE SMITH SCHOOL  
for the Correction of  
Stammering and Stuttering  
embodying the  
KINGSLEY CLUB  
*PLAN and PROOF*

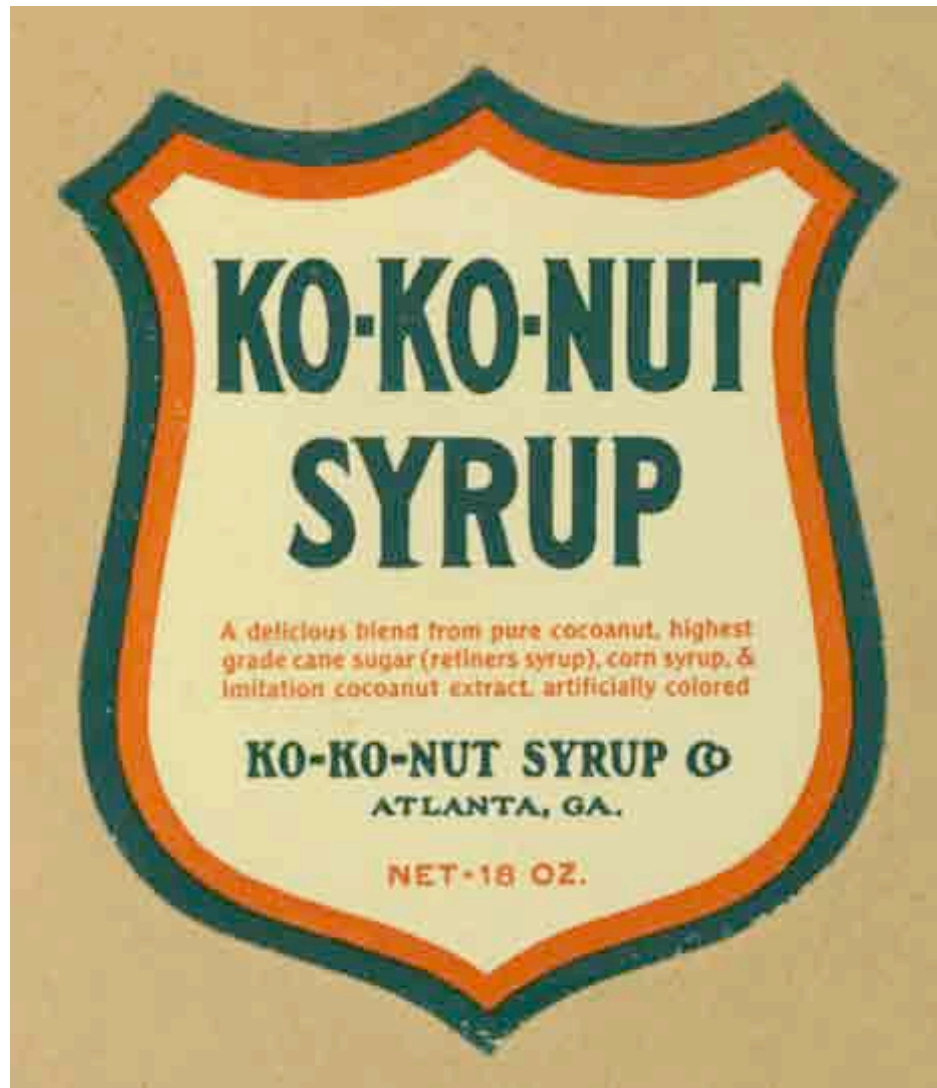
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1307 WALNUT STREET  
PHILADELPHIA, PENNSYLVANIA

Copyright 1925

**1928 bought patent for  
the Ko Ko Nut Syrup  
Company – a failure –  
but had the courage to  
move ahead, pay off  
creditors and start  
again.**

# Learning Through Failures



At the behest of his oldest brother, Carlyle  
Fraser, in 1929  
joined the Genuine Parts Company  
NAPA  
Atlanta, Georgia

# Circa 1929-30 Genuine Parts Company Carlyle Fraser on far left



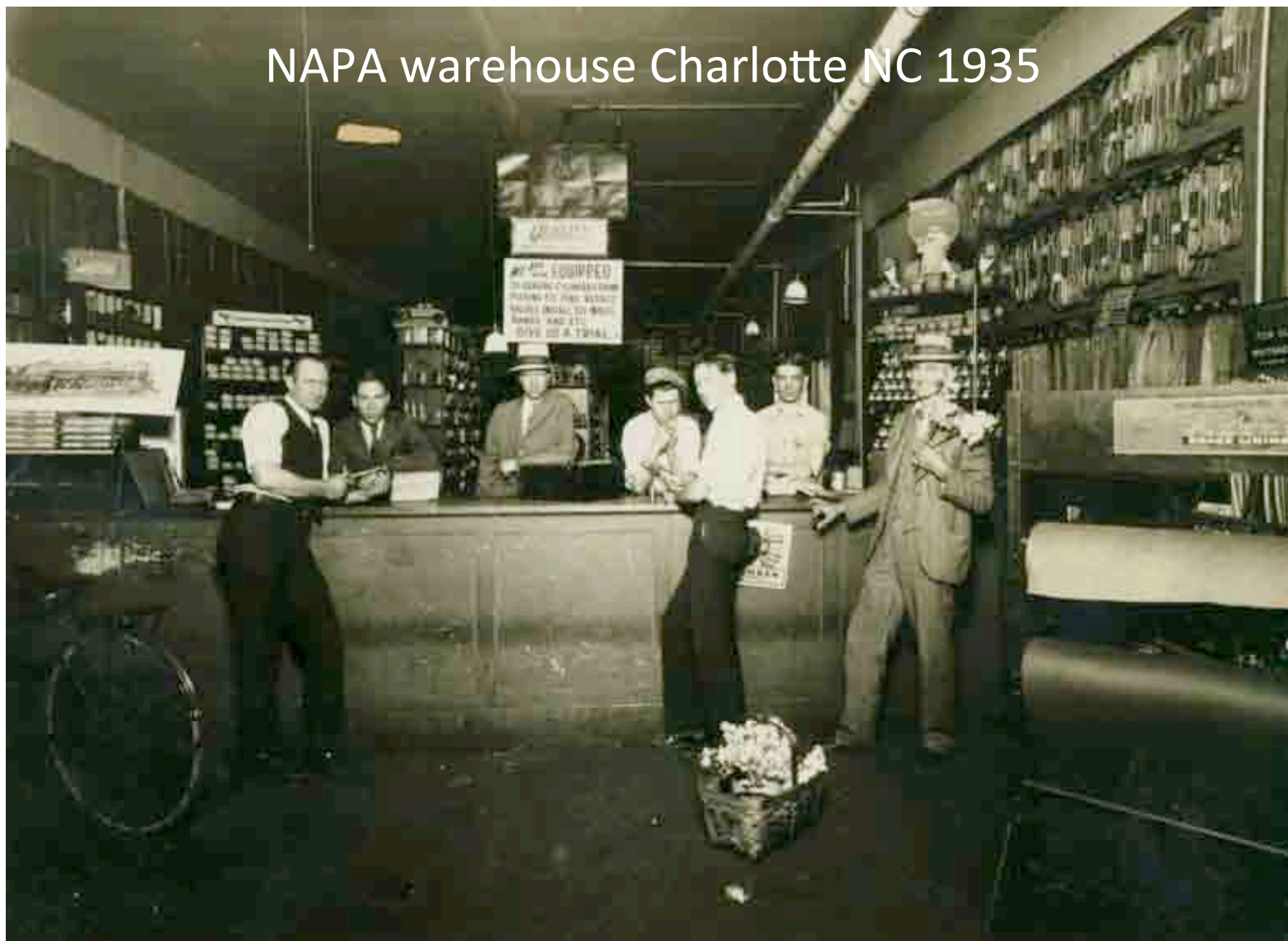




# Malcolm Fraser with his future wife, Charlotte 1936



# NAPA warehouse Charlotte NC 1935



## Malcolm with a little friend, 1937





Memphis NAPA warehouse 1938



Founder Malcolm Fraser circa 1947.

August 27, 1947

Mr. Walter Armstrong  
Armstrong McCadden Allen Braden & Goodman  
Commerce Title Building  
Memphis, Tennessee

Dear Mr. Armstrong:

In accordance with our conversation of this morning, I am sending you a copy of the preliminary prospectus for the Speech Foundation of America. It is my intention to proceed with the incorporation of such a foundation although all the details have not yet been worked out.

I would appreciate your advising if such a foundation can be established under the laws of Tennessee so that gifts to it would be exempt from income, gift and inheritance taxes. Also if the trustees of such a foundation could be citizens of several states and what would be the approximate cost of such an incorporation.

Thanking you for your courtesy in this matter,  
I am

Respectfully yours

Malcolm Fraser

MF:IC

enclosure

Letter from Malcolm Fraser to Walter Armstrong on founding the Speech Foundation of America, 1947 – cutting edge legal counsel

**Original gift of \$2500 in 1947  
+ \$2500 in 1948= \$5000**

**What would \$5,000 buy in 1947?**

a new house cost about \$3,000!

a new Ford car about \$1,000...

so \$5000 was a significant gift for a man 44  
years old.





## Fraser home in 1947



# First project

- The Foundation's first project (1951) was to fund Dr. Van Riper's study on the effect of [avoidance on stuttering](#).
- When submitted for publication, this study was rejected – much to my father's and Dr. Van Riper's disappointment.
- But this led the Foundation in new directions.

# THE JOURNAL OF SPEECH AND HEARING DISORDERS

PUBLISHED BY THE AMERICAN SPEECH AND HEARING ASSOCIATION

*Papers  
Re-Graded to  
Western Michigan  
College.*

Editor  
Grant Fairbanks, Ph.D.  
521 Illini Hall  
University of Illinois  
Urbana, Illinois

8 May 1951

Assistant to the Editor  
Elaine Pagel Paden, Ph.D.  
University of Illinois

Dr. Charles Van Riper  
Director, Speech Clinic  
Western Michigan College of Education  
Kalamazoo, Michigan

Dear Dr. Van Riper:

Associate Editors  
Stanley H. Ainsworth, Ph.D.  
Florida State University  
Spencer F. Brown, M.D.  
University of Minnesota

I have looked over your paper entitled 'A Study of the Effect of Avoidance on Stuttering' which you recently submitted to this journal for publication. I regret very much that I do not believe we can publish this in its present form.

E. Robert Harrington, Ph.D.  
Orthopaedic Hospital  
Claude E. Kantner, Ph.D.  
Ohio University  
Richard Silverman, Ph.D.  
Institute for the Deaf

My chief reason for reaching this judgment is general dissatisfaction with the reliability and validity of all such studies. It seems to me that experimenters in this field would do well to spend what time it takes to refining their experimental techniques before they plunge ahead and gather a lot of data, the meaning of which no one understands. It also seems to me that while the interpretation of your findings as indicating adaptation is plausible, there are a number of other interpretations as well. I wish I were able to offer a fruitful suggestion as to approaches. Personally, and I should add that this opinion is by no means shared, I feel that the situation which you are attempting to investigate is so highly complicated that it probably will never yield well to this kind of approach.

Assistant Editors  
Eugene T. McDonald, Ed.D.  
Pennsylvania State College  
Martin F. Palmer, Sc.D.  
Institute of Logopedics  
Miriam D. Pauls, Ph.D.  
The Johns Hopkins University  
Kenneth Scott Wood, Ph.D.  
University of Oregon

Cordially yours,

Business Manager  
George A. Kopp, Ph.D.  
Wayne University

Grant Fairbanks

GP-wh

## Rejection letter to Dr. Van Riper:

...do not “plunge ahead and gather a lot of data, the meaning of which no one understands!”

With “evidence based practice” in 2015, it is important to understand WHY you are collecting data, how to interpret that data, and how it will help you make treatment decisions that will help your clients.

- **Letter from Van Riper to Joe Sheehan** - 1955
- He describes a Stuttering Foundation conference to work towards a program - "an all-out program of basic research, experimental therapy, and theoretical formulation for the disorder."
- The plan was to bring together eminent speech pathologists as well as guest authorities in psychology, psychiatry, and even cultural anthropology for an entire week of discussions to see if they could agree upon some general guidelines for a comprehensive program on stuttering.

December 5, 1955

Mr. Joseph G. Sheehan  
416 21st Place  
Santa Monica, California

Dear Joe:

I have an interesting proposal to make and I would appreciate your reactions to it. A Mr. Malcolm Fraser of Memphis, Tennessee, several years ago set up the Speech Foundation of America, to be devoted to the eventual solution of the problem of stuttering. As I understand it, in order to have the contributions to the Foundation deducted for income tax purposes, a certain amount of these funds must be spent annually in fulfilling the aims of the foundation. In past years, grants have been made to various educational institutions to carry out experimental therapy programs, research programs, etc. Mr. Fraser recently asked me for other suggestions and among them was one in which he is interested. It is this:

That during the post-Christmas holidays of 1956, a selected group of individuals with a professional background and interest in the problem of stuttering meet at some hotel in Florida for a week. Their project will be that of planning a comprehensive and all-out program of basic research, experimental therapy and theoretical formulation for the disorder. Represented in the group would be one top-notch person or more from the various disciplines of psychology, psychiatry, cultural anthropology and speech therapy with the latter having the largest membership, the whole group not to exceed ten or twelve. All expenses and an appropriate honorarium would be taken care of by the foundation. The objective result of this conference would be a publication which would outline the program and offer concrete projects and suggestions for its solution. It is felt that such a program could serve as a map of future activity, crude and inaccurate perhaps and with much terra incognita, but one which would insure an integrated attack by workers all over the world. The age-old disorder of stuttering still afflicts too many and few of us would deny that a team approach to the problem is needed. This project may aid greatly.

Letter from Charles Van Riper to Joseph Sheehan, 1955.

→ I feel that the success of such a conference would be greatly enhanced by preliminary planning. It might otherwise degenerate, as so many similar discussions of the topic have done, into argument, attack and defence rather than true exploration. Since the project is still tentative and unstructured, may I ask that you consider the whole business confidential, at least until after we meet.

Mr. Fraser suggests that three of us meet this year to do the planning for the conference itself. The foundation would pay our expenses to some central meeting place for this purpose. Would you join me in this preliminary planning? Mr. Fraser has suggested the Peabody Hotel in Memphis. I am inviting Dr. James V. Frick of Pennsylvania State College at State College, Pennsylvania to be the third person. If you are interested, could you meet with us, Wednesday and Thursday, December 28-29? There is only a short time left to plan this preliminary meeting - and I wonder if you would not give me your reply by return mail?

If you cannot help in this preliminary session, would you be interested in joining us a year from the coming holidays and who else would you suggest to take your place now? In any case would you not let me hear from you by return air mail?

Sincerely yours,

C. Van Riper

Speech Clinic  
Western Michigan College of Education  
Kalamazoo, Michigan



Top row: Henry Freund, M.D.; Harold Luper, Ph.D.; Wendell Johnson, Ph.D.; Joseph Sheehan, Ph.D.; Charles Van Riper, Ph.D.;  
Front row: Dean Williams, Ph.D.; Malcolm Fraser, Founder of SFA; Stanley Ainsworth, Ph.D.; Robert West, Ph.D.



- Each conference resulted in a new publication or new film on stuttering.
- Translated into 36 foreign languages by the same people who were helped by them.
- *Self Therapy* has been translated into no less than 26 languages including Zulu, Lithuanian, Czech, Japanese, Chinese, French, Spanish, Portuguese, Italian, Russian, Arabic, Cambodian, Vietnamese, Persian, Icelandic, Slovakian, Finnish, Danish, Swedish, Flemish, Swahili, and more.



1964 Conference to write *Treating the School-age Child Who Stutters*. Back row, from left: Charles Van Riper, Wendell Johnson, George Shames, Joseph Sheehan, Malcolm Fraser. Front: Harold Luper, Stanley Ainsworth, Dean Williams, Richard Duncan. Montego Bay, January 1964.

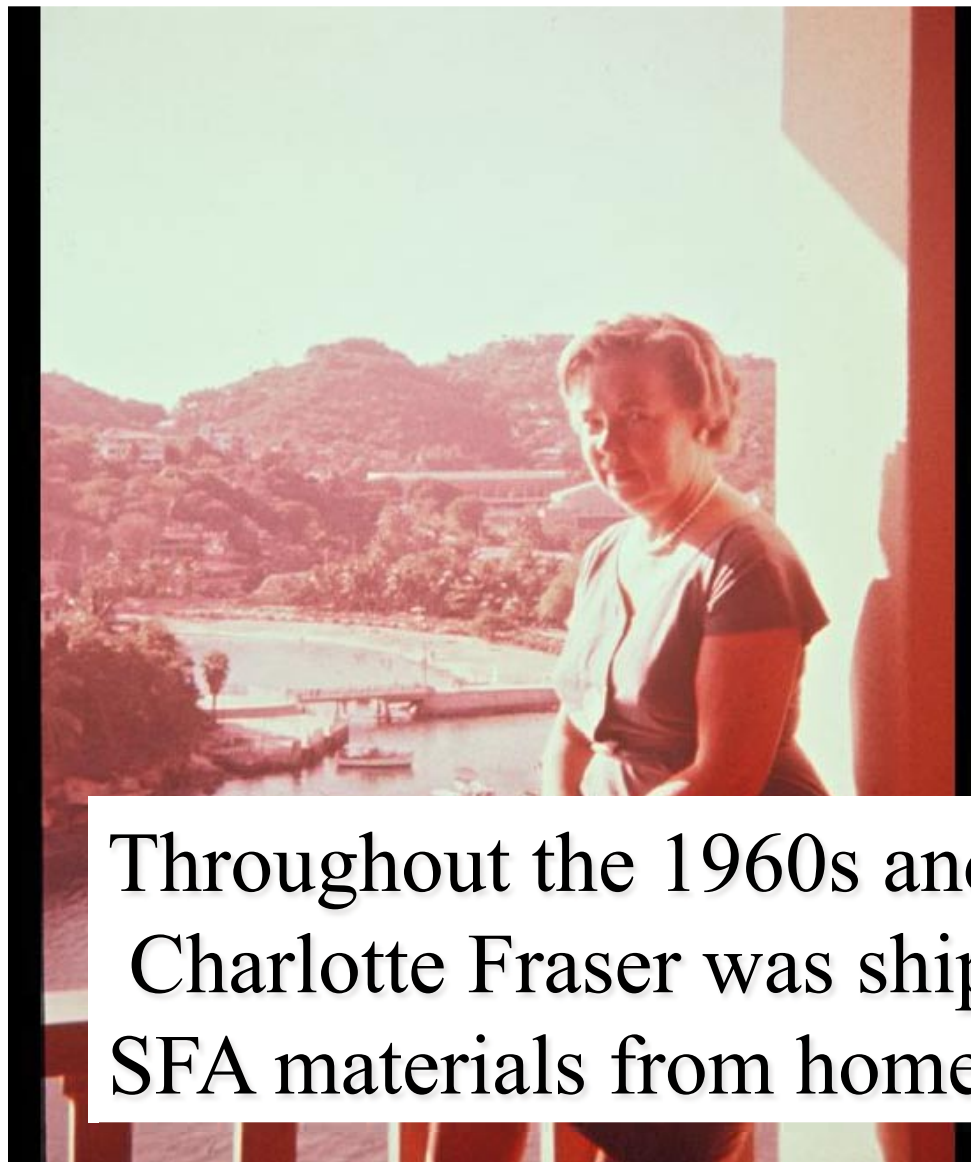


1970 SFA Conference - Conditioning in Stuttering Therapy

1970 SFA Conference, from left: Drs. Bruce Ryan, George Shames, Gene Brutton, Charles Van Riper, Helbert Damste, Stan Ainsworth, Malcolm Fraser, Dick Boehmler, Al Murphy, Woody Starkweather, and Joe Sheehan.

# A few of the Books





Throughout the 1960s and early 70s,  
Charlotte Fraser was shipping all  
SFA materials from home.

**SFA books have been translated  
into 36 languages :**

**French, Spanish, Italian, Flemish, German,  
Swedish, Danish, Japanese, Vietnamese,  
Chinese, Cambodian, Thai, Lithuanian,  
Korean, Arabic, Icelandic, Finnish, Persian,  
Zulu, Czech, Slovak, Russian, Slovenian,  
Bosnian, Croatian, Serbian, Turkish, Hindi,  
Hebrew, Afrikaans, Swahili, Polish,  
Norwegian, Albanian, Portuguese and  
Macedonian**

# Translations



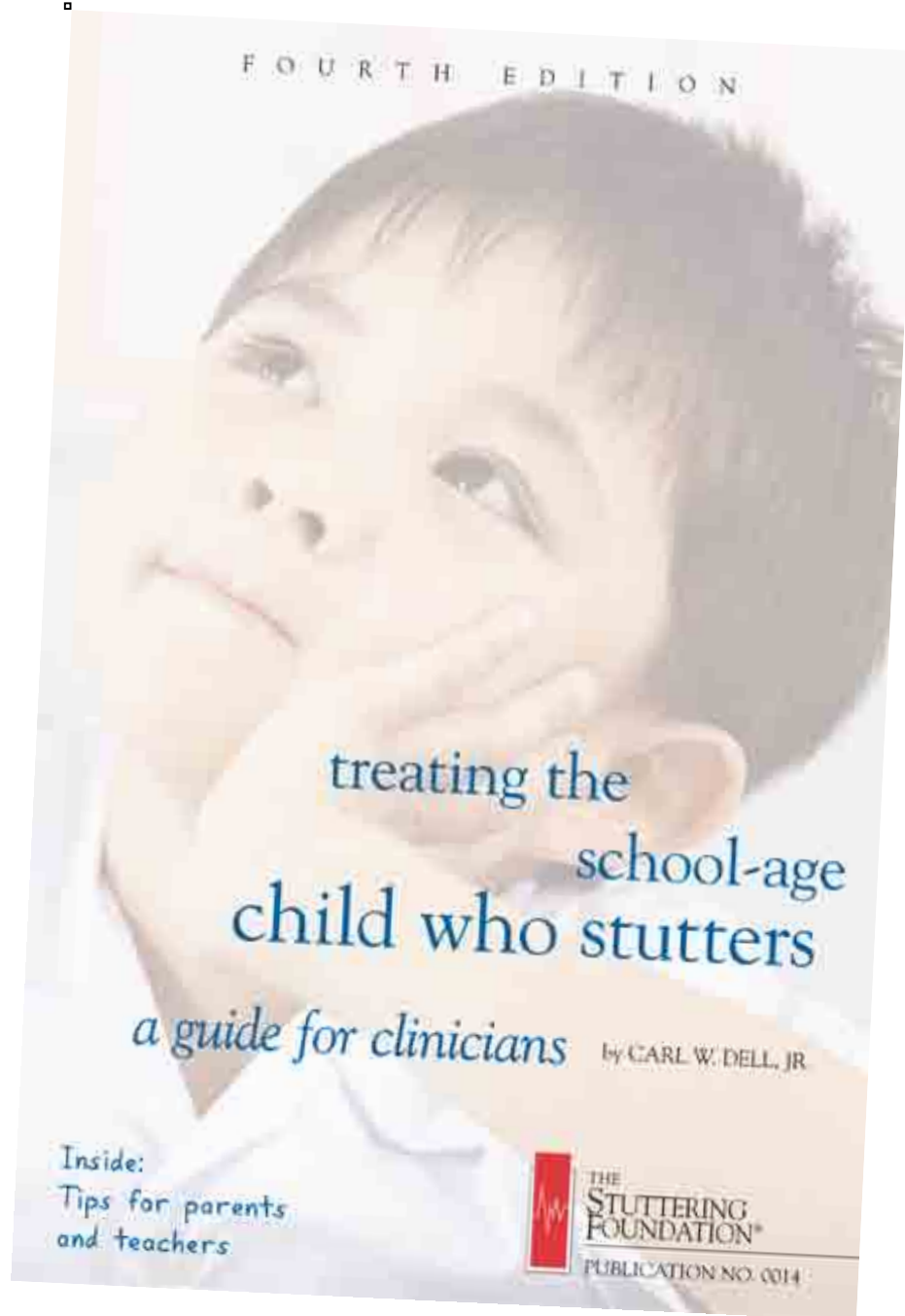






SFA Conference 1972 on **DVD production**, from left: Drs. Al Murphy, Woody Starkweather, Malcolm Fraser, Stan Ainsworth, Hal Luper, Jane Fraser, Dean Williams, Hal Starbuck, Dave Prins, and Van Riper

- Discussion concerning the specialist in stuttering begins with letters from Charles Van Riper and Malcolm Fraser 1971-72
- Carl Dell sponsored by Stuttering Foundation and trained by Van Riper as a specialist
- Treating the School-age Child Who Stutters ( #0014) was result of Dell' s year of working with children who stutter in the public schools.



Van Riper suggests a “pilot program” started by the Stuttering Foundation to encourage training SLPs to become specialists in stuttering. He writes:

“the present preparation (1973) of general practitioners is so prescribed by the American Speech-Language-Hearing Association that trying to fit in an intensive preparation of stuttering therapy is just about impossible.”

...the Stuttering Foundation can sponsor a demonstration project and then publicize it in the hopes that others will follow...



**WESTERN MICHIGAN UNIVERSITY**

DEPARTMENT OF SPEECH PATHOLOGY AND AUDIOLOGY  
Speech and Hearing Clinic

Phone 616 383-0963

KALAMAZOO, MICHIGAN  
49001

if being phased out. Suddenly they could see that if the SFA would sponsor stuttering specialists on the university level or released time for themselves they could do a somewhat better job of training their clinicians - though they never faced the fact that the present preparation of general practitioners is so prescribed by A.S.H.A. that trying to fit any intensive preparation of stuttering therapy is just about impossible. Even if they got an extra person on their staff, half time or otherwise, the bulk of their student therapists are not going to receive the kind of training in stuttering therapy which is needed. We have to aim at the post C.C. G. level people and train them to specialize; we've got to get the people in jobs where there are lots of stutterers to serve; and we must spend the SFA funds not to bolster departments of speech pathology but only to demonstrate that stuttering specialists can be trained and that they can get jobs after that training. That is why I made my proposal in terms of a pilot project only. The SFA cannot possibly do more than sponsor a demonstration project and then publicize it in the hope that if it is effective other institutions and agencies such as the public schools in large systems or coordinated services districts will pick up the tab. I think they will, having seen how jobs for speech correctionists sprouted in the same way in the early days of our profession. But someone must innovate and begin. Do we need stuttering specialists? Yes! The question is how do we get them started.

They pan-pooed the need for getting started in a small way, for sponsoring immediately a couple of these jobs (Kainey and Bell) so that a training institution would be better able to train them, saying that any information thus procured would be too limited. Sure, it would be limited, but I'd rather have limited information about the job requirements than none at all if I have to train such people. Their suggestion that such specialists already exist and should be located is an excellent one and I hope that Stan will send me the names they suggested. Perhaps I should write the letter to Forum in Asha asking such people to correspond with me about their jobs and get information in this way.

But I recognize that the proposal was shot down and that the alternative funding of university half time positions was recommended instead although as Stan began to itemize the costs involved, the latter soon seemed to make the whole project sound unreasonable.

So I'm discouraged and don't know where to go from here. I'll probably still work hard with Carl Bell and send him up to Nova Scotia where he can work with stutterers. A lot of my ideas were born too soon. Someday we'll have such specialists and not just general practitioners but I may not see that day.

Anyway, happy New Year,

P.S. How else shall we breed our replacements? Van

Speech Pathology Program and Professional Services Accredited by  
American Board of Examiners in Speech Pathology and Audiology, American Speech and Hearing Association

- In 1983, Hugo Gregory pursued the idea of **training specialists in stuttering therapy** and asked the Stuttering Foundation to begin a two week program every summer, co-sponsored with Northwestern to set up specialty training.
- **Such a program was begun in 1985.**
- **15** trainees in 1985 – its first year – gradual expansion of workshops to other locations
- **1000+ workshopers by 2015**



SFA/Northwestern Workshop, Class of 1998





Eastern Workshop 1996!

# Toll-free numbers for the public

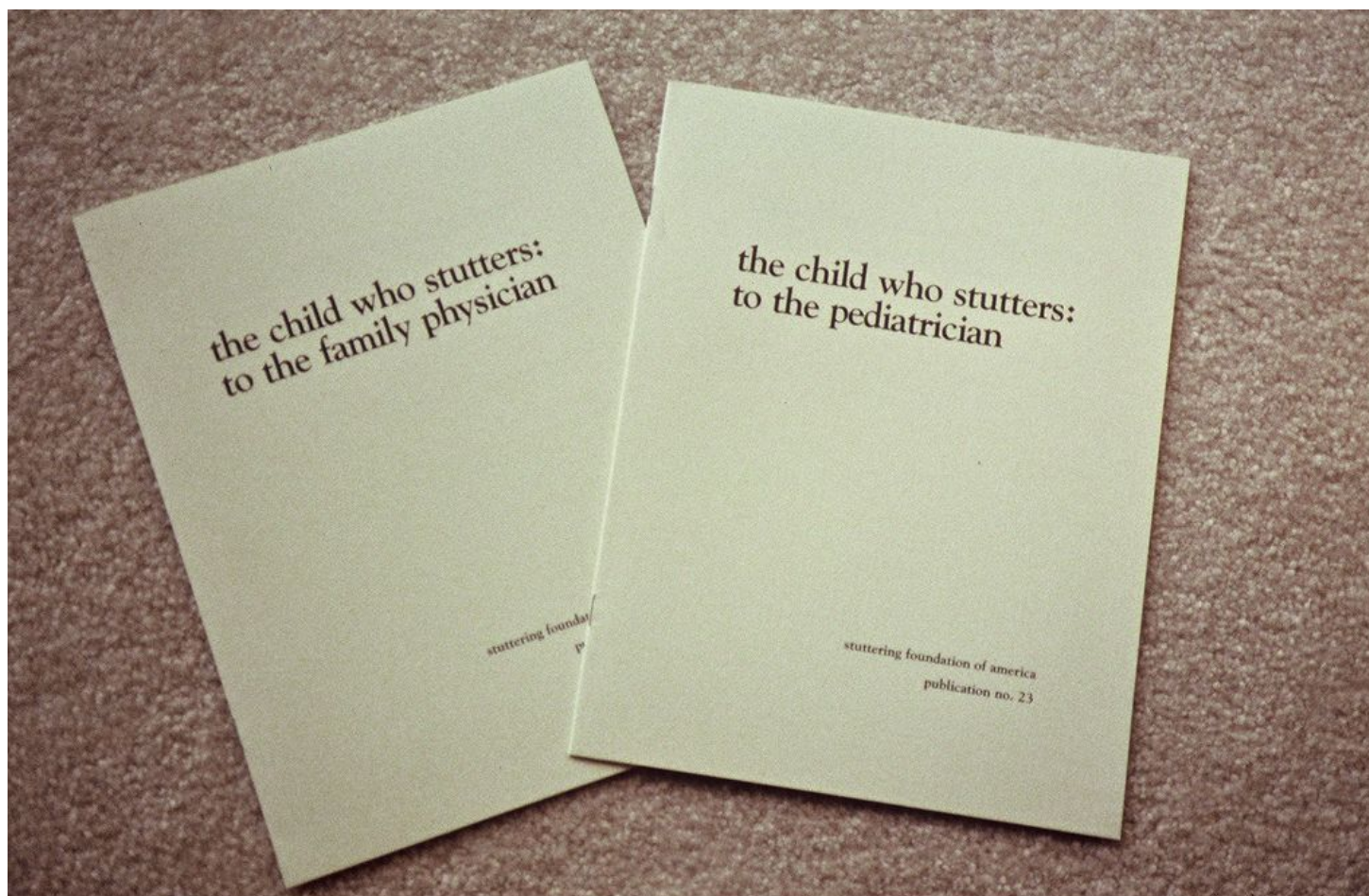
- In order to make it easy for people to reach us, our first toll-free number was established in 1985 – 30 years ago!

**800-992-9392**

- Began sending out press releases that year.

# Brochures – free copies at [www.StutteringHelp.org](http://www.StutteringHelp.org)





**In 1988 outreach to pediatricians  
and family physicians begun - continued in 2015 with mailing to  
57,000+ pediatricians.**



Bette and Dean Williams at the American Academy of Pediatrics Convention

*Increasing awareness:*

*Press releases — for each of you too!*

*and Public Service Ads*

- **RADIO public service announcements:**

PSAs recorded by John Stossel reached 8,865 radio stations.

PSAs recorded by Mel Tillis reached 1,852 music radio stations!

PSAs on *The King's Speech* reached more than 12,000 stations!

- magazine Public Service Ads (placed free) result in thousands of calls to the toll-free help lines and hits at websites”
- [www.StutteringHelp.org](http://www.StutteringHelp.org)
- [www.tartamudez.org](http://www.tartamudez.org)
- Over 7,000,000 hits each month!



# Public Service Ads- donated space!



# Donated space!

Everything from

- *TIME to Family Fun to the Corn and Soybean Digest to .....*

*Penthouse!*



COLIN FIRTH  GEOFFREY RUSH  
**THE KING'S SPEECH**

# On Times Square – New York





Pittsburgh Post-Gazette

The Miami Herald  The Washington Post

Los Angeles Times



Chicago Tribune



VICTORIA ADVOCATE

The Washington Post

THE CANADIAN PRESS 



UPI

GAZETTES



LaCrosse Tribune

THE OKLAHOMAN 

Pantagraph

holland **sentinel** 



The Wichita Eagle Kansas.com

Pasadena Star-News PASADENA, CA

The Record



McClatchy Tribune

Knoxville NEWS SENTINEL KnoxvilleNews.com

Deseret News

OTTAWA  CITIZEN



The Oregonian

The Boston Globe

The Mercury New

# Google

## [Help for stuttering](#)

Information for all ages We are here for you  
[www.StutteringHelp.org](http://www.StutteringHelp.org)

[www.familystutteringprogram.com](http://www.familystutteringprogram.com)

[Ask a Doctor: Stuttering](#)  
18 Doctors Are Online

## [Stuttering Foundation of America](#)

**Stuttering** Foundation of America provides free online resources, services and support for those who **stutter** and their families, as well as support for ...  
[www.stutteringhelp.org/](http://www.stutteringhelp.org/) - Cached

## [7 Ways to Help the Child Who Stutters](#)

**Help** all members of the family learn to take turns talking and listening ...  
[www.stutteringhelp.org/.../7%20Ways%20to%20Help%20the%20Child%20Who%20Stutters](http://www.stutteringhelp.org/.../7%20Ways%20to%20Help%20the%20Child%20Who%20Stutters)  
Cached - Similar

## [Help for Stuttering](#)

Some speech teachers even take special classes just to learn how to **help** ...  
[www.stutteringhelp.org/.../Help%20for%20Stuttering/50.aspx](http://www.stutteringhelp.org/.../Help%20for%20Stuttering/50.aspx) - Cached - Similar

[Show more results from stutteringhelp.org](#)

## [News for help for stuttering](#)



[The King's Speech spurs stuttering awareness: here's where to find ...](#)

1 day ago

Speech therapy professionals can **help** with treatment. ... said Jane Fraser, president of The **Stuttering** Foundation, which was originally created and endowed ...

[Vancouver Sun \(blog\) - 49 related articles](#)

NewsChannel  
(press release)



[See your ad here >](#)

## Public Awareness Hits New High

- Increase in donations
- Increase in orders for materials
- And...
- Increase in fluency for many people who now feel more comfortable talking about stuttering!
- Increase in requests for help







# John Stossel speaks up!



**The Stuttering Foundation was asked to represent the stuttering community at the O'Neil Theatre Award to *James Earl Jones*.  
National Stuttering Awareness Week**



# Firth & Fraser

## Pediatric Nurse Practitioners on Board for Early Intervention

### Kids Who Stutter: Parents Speak Sent to 9,958 NPs

"When parents are concerned about their child's stuttering, I refer them to a speech-language pathologist right away," said a pediatric nurse practitioner from Nevada upon receiving the new DVD for parents of young children who stutter.

Speak to 9,958 pediatric nurse practitioners on March 15, 2015.

Several commented on how the Stuttering Foundation literature supported them in how to best handle periods of disfluency or stuttering problems with their own children as well as their patients.

"Pediatric nurse practitioners are often the first person a parent sees when con-



Actor Colin Firth and Jane Fraser, president of the Stuttering Foundation, during a fundraiser in London.

## Firth and Fraser Raise Money for Stuttering

Four years after winning an Oscar for his role as the monarch who stuttered in *The King's Speech*, Colin Firth launched a major fundraising campaign on behalf of Action for Stammering Children aimed at increasing support and training for speech and language therapy at an event in London in February. Jane Fraser, president of the Stuttering Foundation, joined the award-winning actor at this event.

Funding recipients of the campaign — titled "Unlock a Child's Voice" — include the Michael Palin Centre for Stammering Children. Firth and Fraser are both vice presidents of the Michael Palin Centre.

"*The King's Speech* was a turning point in history for the stuttering community, bringing worldwide attention, mainstream understanding and hope for those who struggle to speak," said Fraser. "Colin's commitment to helping children is key to helping families unlock the mystery of stuttering."





**This enormous amount of publicity results in calls to the Memphis office for help. Seen here: filling requests for help and mailing out information.**

# New office in April 2010 in Memphis- Moving Day!



# We are a charitable organization

- We are Not a grant-making Foundation
- We are an operating foundation: operations include publishing books, video production, training workshops.
- Funds come from gifts from the public, and the endowment; thus 100% of gifts go directly into program services and NOT overhead or fundraising
- NO government funding

- Only 7/10 of ONE percent (.7%) goes into fundraising
- Less than 3.5% goes into overhead expenses
- All the rest goes directly into helping those who stutter



# Looking forward

## New ways to reach out



# New Technology

## e-catalog



# New T-shirt





### The Stuttering Foundation

Home Videos Playlists Channels About



**Stuttering For Kids, By Kids**  
 157,712 views · 4 years ago

Meet Devin and his young friends! They tell about stuttering, dealing with teasing, what helps, and how we work others about stuttering. Children, animation and real children come together to help other kids who stutter realize they are engaging & should live!

Produced by Lisa A. Scott, Ph.D., The Florida State University and Carol Diller, M.S., University of Vermont, with footage provided by Bill Murphy, M.A., Purdue University and Justin Roberts, M.A. [Watch Now!](#)

#### Trending

			
<b>Kids Who Stutter: Parents Speak</b> By The Stuttering Foundation 1,438 views · 7 months ago	<b>7 Tips for Talking with the Child Who Stutters</b> By The Stuttering Foundation 22,940 views · 7 months ago	<b>Nick Weaver</b> By The Stuttering Foundation 144 views · 1 week ago	<b>Laura Simola</b> By The Stuttering Foundation 27 views · 1 week ago

#### Videos for Parents

			
<b>Kids Who Stutter: Parents Speak</b> By The Stuttering Foundation 1,438 views · 7 months ago	<b>7 Tips for Talking with the Child Who Stutters</b> By The Stuttering Foundation 22,940 views · 7 months ago	<b>If You Stutter, Advice for Adults</b> By The Stuttering Foundation 27,002 views · 8 years ago	<b>Stuttering and Your Child: Help for Parents</b> By The Stuttering Foundation 27,774 views · 8 years ago

#### Videos for Kids

			
<b>Clip from Stuttering: For Kids, By Kids</b> By The Stuttering Foundation 18,022 views · 7 years ago	<b>Stuttering For Kids, By Kids</b> By The Stuttering Foundation 157,712 views · 4 years ago	<b>Kids Talk About Stuttering</b> By The Stuttering Foundation 177,154 views · 7 years ago	<b>Dennis Sprotts Wins! Stutterer</b> By The Stuttering Foundation 176,808 views · 7 years ago



**576,422** people have watched more than **1,744,148** minutes on our YouTube Channel



 **stutteringfdn** @stutteringfdn · 1d  
#Stuttering doesn't take a summer break. Here's a list of summer camps & clinics: [ow.ly/NJuzl](https://ow.ly/NJuzl)



 [View photo](#)

 **stutteringfdn** @stutteringfdn · May 30  
What feels like a curse when you're younger can prove to be a long-term ally-@[david\\_mitchell](#) [ow.ly/Nv5as](https://ow.ly/Nv5as) #stuttering #stammering



@stutteringfdn

# New DVDs



Narrated by Kristin A. Chmela, M.A., CCC-SLP



THE STUTTERING FOUNDATION  
DVD No. 6345

The original  
For Kids, By  
Kids film  
included

## Stuttering: A Clinical Review of the Evidence

with Joseph Donaher, Ph.D.  
The Children's Hospital of Philadelphia



THE STUTTERING FOUNDATION  
DVD No. 6330

Using Williams'  
Normal Talking  
Approach to

## Help Children Make Speech Change



with Patricia Zebrowski, Ph.D.  
University of Iowa

THE STUTTERING FOUNDATION  
DVD No. 6325

Helping Children

## Change Thoughts & Feelings About Communication



with Vivian Siskin, M.S.  
University of Maryland

THE STUTTERING FOUNDATION  
DVD No. 6335

THE STUTTERING FOUNDATION®

A Nonprofit Organization  
Since 1947—Helping Those Who Stutter

# Websites % Social Media

**53,469,230** hits on [stutteringhelp.org](http://stutteringhelp.org)

**4** Websites -[StutteringHelp.org](http://StutteringHelp.org), [Tartamudez.org](http://Tartamudez.org),  
[StutteringCEUs.org](http://StutteringCEUs.org), and [webstore](#)

**10** Free e-books

**29** Free videos on YouTube

**30+** Free brochures in several languages

**73,423++** likes on Facebook



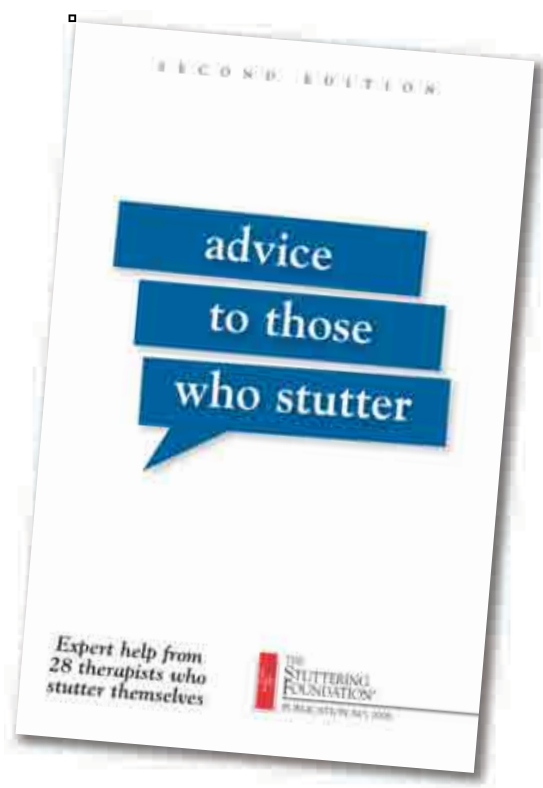
## Reaching people online

# Most downloaded brochure is Famous People with **42,012** downloads in one year



# Reaching people online

Most downloaded book is 0009  
with **204,732** downloads in one year





# 1947-2015

## 68 years of service and caring

One person can and did make a difference.

That person can be

**YOU!**