IT TAKES GUTS
IT TAKES HEART
IT TAKES A VILLAGE
IT TAKES HARD WORK
IT TAKES ALL KINDS
IT TAKES COURAGE
IT TAKES STRENGTH
IT TAKES YOU & ME
IT TAKES VISION

2018-2019 ANNUAL REPORT
Helen Keller has been known to have said, “the only thing worse than being blind is having sight but no vision.” This year’s annual report for Goodwill of the Finger Lakes and the Association for the Blind and Visually Impaired introduces you to four individuals who are blind and have vision!

This seeming oxymoron makes total sense when you read about Skip, Ann Marie, Liza and Sarah. These four individuals illustrate the ways in which our organization enables and empowers them to realize the vision they have for themselves. Our passion is helping individuals who are blind or have severe vision loss to learn about the myriad of possibilities available to them and to design an individualized plan to help them realize their vision.

We believe as you read this annual report you will agree that in realizing their personal visions, these dedicated individuals embody the mission of our organization: to prepare and empower people with vision loss and other barriers to independence for self-sufficiency and contributions to their families and communities.

We are grateful for the enduring support of our donors, team members, community partners and those we serve for enabling us to empower Skip, Ann Marie, Liza, Sarah and so many others to achieve their dreams.

A. Gidget Hopf
President/CEO
Goodwill of the Finger Lakes & ABVI

William Barnecut-Kearns
Chair of the Board
Goodwill of the Finger Lakes & ABVI
Sicipio “Skip” Wheeler

Skip has a vision. Before retiring, he had worked three jobs, but as his vision dimmed from glaucoma and cataracts, he was unable to keep working. At 74, he was bored with daytime TV and wanted to do more with his life. One day, after an appointment at ABVI’s Low Vision Center, he took a tour. Looking around the Manufacturing area, Skip thought, “I could do that!” Since he had been retired for almost a decade, he enrolled in Goodwill’s Work Readiness Training, where he was a stand-out student, demonstrating leadership, concern for others, and unflagging optimism. Skip did a short Work Experience Training in our Sewing department. Before the training was over, he was offered a full-time job! Skip loves the work that he does and especially loves the people he works with every day. He says, “ABVI is more than just the Low Vision Center. It’s the future. You can come here and learn. You can do things you never thought you could do.”

Sarah Favro

Sarah has a vision. She wants to be the person who connects donors to all aspects of our agency. At age five, Sarah was diagnosed with uveitis, which causes inflammation in the middle layer of tissue in the eye wall. Her sight continued to decline, until she lost it completely 10 years ago. She came to work at ABVI in 2002 as the Children’s Specialist, overseeing the Children’s Program. Through that work, she interacted with the Development team and became interested in fundraising. She felt that we had a good story to tell and wanted to share that story and engage donors in what we do. And now Goodwill is a family affair, as her son, Cole, has started working at our Brockport store. Sarah wants people to understand that “ABVI is not a scary place. So many people are hesitant to come here because you’re admitting you’re blind or visually impaired. It feels like the end. But it’s not the end. It’s the beginning.”
**Liza Crudele**

Liza has a vision. Through her work in Goodwill’s Victor store and now in our Contact Center, she’s learned that her purpose in life is to help others. Liza has an inherited form of macular degeneration called Sargaurdts, which affects her central vision. She can see large objects and has some light perception, but no details and little color. Before coming to Goodwill, and prior to being a stay-at-home mom, Liza worked for the Canandaigua VA Medical Center in dietetics. ABVI helped her adapt her workplace by supplying lenses that allowed her to do her job safely. After her boys were raised, she wanted to enter the workforce again. But it was a scary prospect. She connected with one of our social workers who encouraged her to take risks. She learned how to use public transportation to come to our main campus, even though she’d never traveled outside of Canandaigua by herself before. She learned how to use the latest technology, developed her interview skills, and did a work experience in our Contact Center. Liza became interested in working in retail at a Goodwill store. At first, things like operating the cash register were daunting, but after a few weeks she loved it. She loved helping the customers and being part of Goodwill’s mission. Now Liza is back in the Contact Center, still helping people who call the New York State Growing Up Healthy line, the 1-800-GOODWILL line, and other contracts.

**Ann Marie Mistretta**

Ann Marie has a vision. After transforming her own life, she wants to give others with barriers the courage to achieve. Ann Marie has optical atrophy. ABVI has been part of her life since childhood, when she attended camps and classes to learn life skills and be around other kids with vision issues. In high school, she struggled because of her vision, eventually dropping out. But after her daughter, Jessica, started school, Ann Marie realized she wanted more. She came to work at our Contact Center, taking calls for New York State’s Growing Up Healthy line. In 2011, Ann Marie was nominated for the National Industries for the Blind’s Peter J. Salmon Employee of the Year award. She went back to school and got her Associate’s degree in Business Administration and is now looking forward to earning her Bachelor’s. Her exemplary work ethic and drive also led to her now overseeing the Contact Center as the Operations Manager. Ann Marie’s driven to show those who work with her, “If I can do it, you can. That’s what gets me up every day.”

Jessica, who also has optical atrophy, works for Goodwill in our Dewey Avenue store. Jessica has a vision too. She’s a member of the National Honor Society, a cheerleader, and wants to pursue her Ph.D. in physical therapy.
Our Generous Donors

The Association for the Blind and Visually Impaired and Goodwill of the Finger Lakes are ever grateful to our numerous donors who graciously contribute to making our mission possible. These donors contributed gifts of $250 or more during the fiscal year of April 1, 2018 – March 31, 2019. We give our sincere thanks to all of our donors for their generosity.

$25,000+
Allene Reuss Memorial Trust
The Estate of Mary Amato
August Family Foundation
Daisy Marquis Jones Foundation
KeyBank Foundation
Lavelle Fund for the Blind, Inc.
Martin L. Suter and Suzanne S. Suter Family Fund
Monroe County Dept of Planning and Development
Sarah K. DeCoizart Perpetual Charitable Trust
Gwen and Richard Sterns
Kathy L. Strong Fund at the Rochester Area Community Foundation
Bob and Amy Tait
United Way of Greater Rochester

Fred & Floy Willmott Foundation
Genesee Valley Health Partnership, Inc.
Helen and Ritter Shumway Foundation
Rodney B. Janes Memorial Fund
Thomas and Elizabeth Judson
Stephen and Susan Kelley
Kenlou Foundation, Inc.
KeyBank
Susan and Donald Kitchen
Barbara Lobb
Montage Wealth Management
Polisseni Foundation Inc.
Rochester Female Charitable Society
Rochester Ophthalmological Group PC
Wesley E. Saucke
Shirley and Iris Skinner
The Conduent Foundation
Bradley and Michelle Whitman
Xerox Corporation

Louis Buono, Sr.
Casella Waste Management of NY, Inc.
Davenport-Hatch Foundation, Inc.
Paul and Annette DeCarolis
Excellus BlueCross BlueShield
Flaum Eye Institute
John and Judith Henderson
Gidget and John Hopf
John J. & Edna M. Holahan Fund at the Rochester Area Community Foundation
Kelly for Kids Foundation
George and Eva Klemann
Jennifer and Matthew Lake
Barbara Marshall
Newell Brands
Michael and Gail Norris
Rochester Eye Associates
Gerard and Susan Rooney
Robert and Heidi Ryan
Tracy L. Schleyer
Steven and Debbie Smola
Maggie and Charlie Symington
Rudolph and Margaret Warren

$10,000 - $24,999
Alesco Advisors, LLC
James and Carmen Brush
Camp Smile Inc.
Ann & Jim Gould
Joan and Harold Feinbloom Supporting Foundation
Macy’s Foundation
Max A. Adler Charitable Foundation, Inc.
NexGen Ventures, LLC
Rochester Area Community Foundation
Rubens Family Foundation
Tom and Michele Shone
Smola Consulting
The Hallowell Fund
The John Ben Snow Memorial Trust
Ruth A. Unzicker
Erik and Judy von Buchen
Estate of Dorothy M. Young

$2,500 - $4,999
Albert C. Snell Memorial Fund
William and Jason Barnecut - Kearns BonTon
Paula Briggs

$5,000 - $9,999
3M General Offices
ConServe
Michael and Suzanne Frame
$1,000 - $2,499
Anonymous (2)
Henry and Sandra Agusti
Alexander Eye Associates
Aqua Valley
Dennis and Barbara Asselin
Robert August
Bank of America
Deborah and Jeffrey Bastow
Bergmann
Bond, Schoeneck & King, PLLC
Boylan Code LLP
Joseph and Nancy Briggs
Peter and Lauren Briggs
Charles Brinkman, Jr.
Browncroft Day Care
Buckingham Properties
Burke Group
John and Betsy Carver
CCRG Marketing Group LLC
David and Donna Cole
College Bound Sealers
Cornerstone Eye Associates
Corporate Floors U.S.A.
DeCarolis Truck Rental, Inc.
Richard and Linda Demme
Steve and Dawn DePerrior
Enterprise Holdings Foundation
Dennis Ethier
Joan Feinbloom
Margaret and Paul Ferber
Finger Lakes Ophthalmology, P.C. – The Eye Care Center
Allison Ford and Timothy Abbamonte
Robert B. Frame
John and Lindsay Garrett
Dorothy Green
Todd Green and Stephanie Sheak
Samuel and Jill Halaby
Edward and Patricia Hall
High Falls Advisors
Janet Hill
Holly Hindman and Spencer Cook
F. Lawrence and Barbara Howe
HR Works, Inc.
Jeanne Hutchins
J.M. McDonald Foundation, Inc.
Susan Kennedy
Cleve Killingsworth and Daren Chentow
Gary Kochersberger
Karen Lindenberg
M & T Bank
Mark L. Serventi Family Foundation
Sanford and Suzanne Mayer
Eleanor and Bruce McLean
Terri and Bobby Meechan
Mengel, Metzger, Barr & Co., LLP
Rob and Jill Myers
Patricia and Raymond Naber, Jr.
Nationwide Mutual Insurance Company
Eleanor and Raymond Newell
Nixon Peabody, LLP
NOCO Natural Gas & Electric
OcuSight Eye Care Center
Paychex Community Foundation Inc.
Nancy Premo
Eric and Elizabeth Rennert
Retina Associates of Western NY, PC
Rochester Eye and Laser Center
Geoffrey and Janet Rosenberger
Seneca Gaming Corporation
Earlene C. Siebold and Anthony L. Gugino
St. John Fisher College
Doris Starks
Sumner Leigh Systems, Inc.
Thomas and June Szatko
The Dolomite Group
Tim and Kathy Thomas
Thomson Reuters
Donald H. Tingley
Toshiba Business Solutions
University of Rochester School of Nursing
Ken Vasile
Vasile Construction
Wegmans Food Markets, Inc.
Wilmorite Corporation
Mary Worboys-Turner

$500 - $999
Anonymous
Charlotte Anne Abbey
Darrick and Sarah Alaimo
AP Professionals of Rochester, LLC
Timothy and Karen Bancroft
Richard and Valerie Baum
Rob Biernbaum
Stuart and Betsy Bobry
John and Carol Borsa
David and Amy Bowen
Stephen Colby and Claire Stieg
Bob Collins
Carey and Janice Corea
Colette Croop
Patricia Dell’Anno
Laura DiNatale and Joe Orden
ES Systems, Inc.
Steven and Diane Feldon
Chris and Tracy Flynn
Scott and Kathy Frame
Friends of Brian Kolb
Greater Rochester Chamber of Commerce
Jane and Roger Greiten
Donald and Karen Grover
David Guadagnino and Mary Beauchamp
Judith Harmon
Brian and Shirley Harrington
Irondequoit Lions Club
Joseph and Patricia Istvan
Jet X Delivery Service
Abde and Usha Kapadia
Karen and Howard Kessler
Joseph Lapczenski
Cecil and Alberta Lee
Norman and Laura Loomis
Macy’s
Michael and Nancy Magee
Mattingly Low Vision, Inc.
Brian McLaughlin
Mike and Jill Menard
Paul and Claudia Moriarty
JudieLynn Nassar Mcavinney
Tim Page
Palmyra First United Methodist Church
Pete Andolina
John and Jennifer Petosa
Lawrence and Kim Pitoni
Christine and Barry Platt
George and Sandy Post
Leah Powell
Ramerman Leadership Group
RDA Container Corp.
Ronald and Krista Reed
Remedy Intelligent Staffing
Cassandra Rich

Robert and Carolyn Thomson Fund
Henry Rodriguez
Steven and Leslie Rose
Susan Rosenthal
Kevyn Rustici and Jessica Rustici
Simmons Rennolds Associates, LLC
Renu Singh
William Smith
David W. Smith
Thomas Smith and Louise Spinelli
Steve and Leanne Starks
Margery B. Sterns
Carole Sutphen
SWBR Architects, PC
Eugene Veltri
Katherine White-Hitchcock and Richard Hitchcock
Craig Zicari and Anne Coon
Zing Enterprises

Benefit Resource, Inc.
Carolyn and Sam Bick
Robert E. Blitz
Neil Blumberg
George Browning
Chris and Bolivia Byrne
Gerard Cairns
Anthony Carnevale
James Cerone
Steven and Mary Ching
David Chmiel
Janice and Corydon Collins
Constance and T. Scott Coots
David D’Angelantonio
William and Judith Davis
Donald and Cathy Dea
Downtown’s Vision Care
Barbara and Terrance Duttinger
Paul and Ashley Fromm
Aline Glavin
Peter and Louise Greaves-Tunnel
Brenda and Leonard Gumbs
John Harris and Denine Carr
Richard and Linda Hartung
Dale and Cindy Hitchcock
Nancy Hodge Lee
Frederick W. Holderle
Andy and Dede Hopfinger

$250 - $499
Advance Optical Sales
ARTISANworks
Robert and Jody Asbury
Avon Lioness Club
David and Linda Ayers
Bruce and Marcia Bates
Vera Bellows

$500 - $4999
Benefit Resource, Inc.
Carolyn and Sam Bick
Robert E. Blitz
Neil Blumberg
George Browning
Chris and Bolivia Byrne
Gerard Cairns
Anthony Carnevale
James Cerone
Steven and Mary Ching
David Chmiel
Janice and Corydon Collins
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David D’Angelantonio
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Brenda and Leonard Gumbs
John Harris and Denine Carr
Richard and Linda Hartung
Dale and Cindy Hitchcock
Nancy Hodge Lee
Frederick W. Holderle
Andy and Dede Hopfinger

$5000 and above
Benefit Resource, Inc.
Carolyn and Sam Bick
Robert E. Blitz
Neil Blumberg
George Browning
Chris and Bolivia Byrne
Gerard Cairns
Anthony Carnevale
James Cerone
Steven and Mary Ching
David Chmiel
Janice and Corydon Collins
Constance and T. Scott Coots
David D’Angelantonio
William and Judith Davis
Donald and Cathy Dea
Downtown’s Vision Care
Barbara and Terrance Duttinger
Paul and Ashley Fromm
Aline Glavin
Peter and Louise Greaves-Tunnel
Brenda and Leonard Gumbs
John Harris and Denine Carr
Richard and Linda Hartung
Dale and Cindy Hitchcock
Nancy Hodge Lee
Frederick W. Holderle
Andy and Dede Hopfinger
David and Susan Hostetter
David and Judith Hunt
Mary and Ray Jacobi
Mark and Renee Jacobson
JFS Curtze
David Cay Johnston and Jennifer Leonard
Barbara Jones
Judith and Norman Karsten
Cynthia Kredo
Charles and Robin Kreinsen
Hobart and Elinor Lerner
Carrie Leyens
Richard Libby and Amy Kiernan

Alan Lockwood
Nancy Lowthian
Lyndonville Lions Club
Marketing Tech
Thomas E. McShea
Lawrence and Nancy Medici
Meterpak, Inc.
Thomas Minichillo
Michael and Margaret Morse
Mary Susan Napoleon
Rhonda Noto
Barbara Nussmann
Marjorie Oi
Mary Ellen and Peter Parry

Marlisa Post and Dave Tyler
Edwin and Roberta Przybylowicz
Michael L. Raff
James Ramerman
Reed Eye Associates
Anthony Riley
Kenneth and Betty Schirmuhly
Gregory Schroth
Karen M. Schuhle-Williams
Bob and Sally Seaver
Joan E. Shulman
Shirley Shumway
Louis Sliwinskowski
Mike Smola
Mary Spitz
TalentBridge - Rochester
Ann S. Terhaar
The Jackman Group
James and Sheila Tulloch
United Way of the Greater Capital Region, Inc.
Kathryn and Edward Wacienga
Walworth Lions Club
Patricia J. Warth
Robert and Linda Wayland-Smith
James and Katherine Wright
Geff and Cindy Yancey
Wayne and Judith Yendall
Joyce Zimowski
Visionary Society
ABVI created the Visionary Society to thank and honor those individuals who have supported our mission for 10 or more consecutive years. The new members listed joined the Visionary Society between April 1, 2018 and March 31, 2019. We thank them for their commitment.
To view the complete listing of Visionary Society members, visit www.goodwillfingerlakes.org/donate/donor-recognition.

Vera Bellows
James and Linda De Lorenzo
Timothy and Lori Giarrusso
Raymond Hart
Leonard and Sandra Hurysz
Cynthia Kredo
Ralph Lustig
Patricia and Raymond Naber, Jr.
Karen Schuhle-Williams
Christian and Martina Stoeckl
Susan and John Volpel

G. Curtis and Karen Conklin, Jr.
Marion and Paul Coogan
Corinne Coon
Elnora Cooper
Arlene Cooper
Robert and Jane D’Ambrosio
Scott Davis
Donald and Cathy Dea
Richard and Linda Demme
Frank and Mary Anne Detmer
Mary Didonna
Robert and Ann Fort
John and Susan Gasper
Todd Green and Stephanie Sheak
James and Sheila Hake
Richard and Linda Hartung
Warren and Joyce Heilbronner
Helen and Paul Hendrickson
Janice Hennon
JoAnn Henry
Frederick Holderle
Dave Hollingshead
F. Lawrence and Barbara Howe
Jeanne Hutchins
Jerome and Susan Kaye
Meaghan Keenahan
Melissa King
Mary Lou Kuntz
Stephen and Susan Kusak
Charles and Joyce Leary
Stella Levinson
Barbara Lobb
Anna Massa
Patrizia McNamara
Donald Miller
Barbara Moynihan
Ajit Mundra
Catherine Nowaski
William O’Connor, Jr.
Tim Page
Lance and Nancy Parker
Dietlinde Payne
Susan and John Peachey
Ruth Phinney
Edwin and Roberta Przybylowicz
Ryne and Celeste Raffaelle
Eric and Elizabeth Rennert
James Rex
Robert Rider

Loyalty Society
ABVI created the Loyalty Society to thank and honor those individuals who have supported our mission for five to nine consecutive years. The new members listed joined the Loyalty Society between April 1, 2018 and March 31, 2019. We thank them for their commitment. To view the complete listing of Loyalty Society members, visit www.goodwillfingerlakes.org/donate/donor-recognition.

James Allan
Barbara and Arthur Amering
Betsy Balzano
Joyce Barnard
Shirley Billings
Michael and Ruth Binazeski
Mary Boland and Niraj Lama
Kim Bolinger
David Chmiel

Gerard and Susan Rooney
Phyllis and Brian Schirano
Devvie Schleyer
Susan and Frederick Shippey
Beth Tarduno
Barbara Thome
Mary Underhill
Neil and Diane Valentine
Jack Valvo
Philip and Diana Weintraub
Carl and Sharon Wheat
Deborah Wight
Joseph and Joyce Yatteau
Wayne and Judith Yendall
George Zornow
Partners in Success
These businesses have supported the mission of ABVI for between five and nine consecutive years.

3M General Offices
Alexander Eye Associates
AP Professionals of Rochester, LLC
Bank of America
Bonadio & Company, LLP
Boylan Code LLP
Buckingham Properties
Canfield & Tack Inc.
Corporate Floors U.S.A.
DeCarolis Truck Rental, Inc.
Ecolab, Inc.
Excellus BlueCross BlueShield
Flaum Eye Institute
HR Works, Inc.
Jet X Delivery Service

JFS Curtze
Macy’s
Mattingly Low Vision, Inc.
MetLife
NOCO Natural Gas & Electric
Pixos Print
Ramerman Leadership Group
RDA Container Corp.
Rochester Eye Associates
Seneca Gaming Corporation
Simmons Rennolds Associates, LLC
St. John Fisher College
Sumner Leigh Systems, Inc.
Wegmans Food Markets, Inc.
Xerox Corporation

Corporate Leadership Society
These businesses have supported the mission of ABVI for 10 or more consecutive years.

Alesco Advisors, LLC
Aqua Valley
Bond, Schoeneck & King, PLLC
Browncroft Day Care
CooperVision, Inc.
Diamond Packaging
The Dolomite Group
IBM Employee Services Center
Mengel, Metzger, Barr & Co., LLP
OcuSight Eye Care Center
Retina Associates of Western NY, PC
Thomson Reuters
YourCare Health Plan - a Monroe Plan Company
Financial Summary

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>Year Ending March 31, 2019</th>
<th>Year Ending March 31, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support</td>
<td>$12,306,546</td>
<td>$11,914,731</td>
</tr>
<tr>
<td>Program Revenue</td>
<td>$2,553,528</td>
<td>$2,293,446</td>
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<tr>
<td>Sales Revenue*</td>
<td>$35,720,134</td>
<td>$33,317,620</td>
</tr>
<tr>
<td>Other Income**</td>
<td>$367,566</td>
<td>$1,482,584</td>
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<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$50,947,774</strong></td>
<td><strong>$49,008,381</strong></td>
</tr>
</tbody>
</table>

EXPENSES***

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>Year Ending March 31, 2019</th>
<th>Year Ending March 31, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing</td>
<td>$10,534,280</td>
<td>$9,436,038</td>
</tr>
<tr>
<td>Food Service</td>
<td>$1,357,182</td>
<td>$974,190</td>
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<tr>
<td>Retail</td>
<td>$26,446,486</td>
<td>$26,495,532</td>
</tr>
<tr>
<td>Contact Center</td>
<td>$2,032,475</td>
<td>$1,710,894</td>
</tr>
<tr>
<td>Vision Rehabilitation</td>
<td>$1,915,402</td>
<td>$2,132,764</td>
</tr>
<tr>
<td>2-1-1/LIFE LINE</td>
<td>$1,299,955</td>
<td>$1,292,242</td>
</tr>
<tr>
<td>Workforce Development</td>
<td>$489,805</td>
<td>$421,802</td>
</tr>
<tr>
<td>Administration</td>
<td>$4,863,195</td>
<td>$4,732,520</td>
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<tr>
<td>Development</td>
<td>$387,406</td>
<td>$374,553</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$49,326,186</strong></td>
<td><strong>$47,570,535</strong></td>
</tr>
</tbody>
</table>

Change in Net Assets from Operations $1,621,588 $1,437,846

*Sales Revenue = Contact Center + Food Service + Manufacturing + Goodwill Retail + Vision Rehabilitation
**Excludes distributions to Operations from Endowment Funds
***Excludes Non-operating Expenses such as Change in Pension Funding Status and gain or loss from Interest Swaps

2018-2019 Board of Directors

William Barnecut-Kearns  Chair of the Board
A. Gidget Hopf  President/CEO
Michael Frame  Vice Chair, Planning & Resources Committee
Susan Kitchen  Vice Chair, Assessment Committee
John Henderson  Treasurer
Margaret Ferber  Controller and Audit Chair
Gerard Rooney  Secretary

President’s Council

Joseph C. Briggs
John C. Buttrill
Steven E. Feldon
Shirley E. Skinner
Rudolph W. Warren
Joyce Zimowski

Darrick Alaimo  Patrick Jackman
Robert Brenner  JudieLynn Nassar McAvaney
Ian Harper  Brian McLaughlin
Brian Harrington  Tina Reeves
It took vision for Goodwill of the Finger Lakes to touch so many lives through its ABVI, 2-1-1/LIFE LINE, and Workforce Development mission programs in 2018!

4,476 people served by ABVI’s dedicated team of vision loss experts.

2,522 people received free eye screenings, exams, and services through our Vision Wellness programs.

25 million pounds of useful items were diverted from our local landfills and donated to our Goodwill donation centers.

3,160 lives touched by the Good Neighbor program, partnering with and supporting community agencies, green initiatives, and work-ready wardrobe needs.

Workforce Development provided training and placement opportunities to 914 people overcoming barriers to employment.

700 people and is committed to their career growth and satisfaction.

180,000 contacts with concern and expertise.

2-1-1/LIFE LINE’s telecounselors provided 24/7 human service referrals and crisis counseling to over 180,000 contacts with concern and expertise.

Our mission is to prepare and empower people who have barriers to independence to be self-sufficient and contribute to their families and communities.

ABVI/Goodwill of the Finger Lakes is a Better Business Bureau Accredited Charity. Receiving BBB Accreditation means that a charity has met BBBs 20 Standards for Charity Accountability. This rigorous test evaluates charities based on a set of high standards so donors can feel confident they are making sound charitable giving decisions.

Goodwill of the Finger Lakes
The Association for the Blind and Visually Impaired

422 South Clinton Avenue, Rochester, NY 14620-1198
585-232-1111 - www.goodwillfingerlakes.org