A MESSAGE FROM LEADERSHIP
A Year Like No Other

It was a year we will not soon forget. COVID-19 closed our vision center to in-person visits, but tripled our 211/Lifeline call center traffic. It delayed our Excel Center high school for adults, but sped up our creation of partnerships with other community organizations. And, perhaps most important of all, it validated our mission and approach when Philanthropist MacKenzie Scott recognized our work with a $10 million gift.

The biggest impact we had on our community this year was the expansion of 211/LIFELINE, our regional 24/7 crisis line and health and human services referral line. As people lost jobs in record numbers, feared the loss of housing and food security, and suffered the mental and physical challenges of extreme stress, our call volume tripled. So effective were our tele-counselors that in July we also took over the Monroe County COVID-19 hotline. Altogether we fielded 322,147 contacts this year.

At the same time, because of COVID, our vision rehabilitation team had to cease in-person visits with our clients. While our staff kept in remote contact with those we serve, making sure their day-to-day needs were met, it was a challenging year. We have since reopened for services, but not surprisingly face a backlog of requests and continue to have limited availability from our contracted providers.

This year Goodwill of the Finger Lakes formed partnerships with other local entities to maximize our shared resources. We joined the region’s COVID-19 task force, a working consortium of local agencies cooperating to maximize our region’s fight against the pandemic. Our Food Services division partnered with FoodLink and Lifespan to ensure that our senior population had access to good, healthy food. We used our Goodwill trucks and warehouse space to help United Way distribute hand sanitizer and personal protective equipment to front
line workers. Our retail and manufacturing divisions are healthy and our Excel Center is back on track.

And of course, the highlight of our year was validation by philanthropist MacKenzie Scott. Following an in-depth look at thousands of charities and social service not-for-profits nationwide, she gave a few hundred of them an unprecedented, transformational gift. Goodwill of the Finger Lakes received $10 million. We were delighted, but sobered by the responsibility of putting this gift to work in a way that will help transform our region systemically. It is an opportunity we cannot waste. We are already hard at work on a strategic plan that will map out the course we will follow to honor MacKenzie Scott’s generosity.

We hope you enjoy this special Annual Report edition of our Insights publication, as it provides a cost-effective way to still share highlights from the past year while acknowledging the generosity and support of our donors.

Jennifer Lake  
President/CEO

Susan B. Kitchen  
Chair of the Board

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Did you know…

211/LIFE LINE is for everyone:

- I can’t pay my rent
- My child is on drugs
- I want to kill myself
- I need to find childcare
- I want to volunteer
- 2-1-1, how may I help you?
- Yes, I can connect you with someone who can help...

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Drug Rehabilitation Center  
Volunteer Center  
Rental Assistance Program  
Childcare Resource and Referral  
Mobile Crisis Team
Being a child who is blind or visually impaired can be lonely and isolating. They want to play and have fun like all of the other kids, but that's not always possible. Our Children & Family Program participants will tell you how good it feels to play and interact with other kids who are just like them and can understand their experiences.

And while 2020 made everything more challenging, it didn’t slow down the kids in our program. They had an amazing year! Our families virtually explored the New England Aquarium and met Myrtle, a 95-year-old sea turtle. They conducted science experiments to make “snow” and build snowmen inside their homes. They even met five otters—Squirt, Louie, Scarlett, Roh(s) no re (pronounced Low snow leh) and Ta wi ne (pronounced Da wee nee)—who live at The Wild Center at Tupper Lake in the Adirondacks.

All activities were a mix of virtual and hands-on, at-home experiences to keep everyone safe. The children enjoyed spending time with each other, along with their parents and siblings.

It is so important that our programs involve the entire family. Parents often tell us that sometimes it can be challenging to find activities to do together as a family. Our program was designed to ensure that a child with vision issues is not made to feel isolated or different. Instead, everyone is included in fun family activities. In fact, these programs become the highlight of the weekend, not just for the child with vision loss, but for the whole family.

After a year of challenges, we’re excited to say that our Children & Family Programs have been a huge success with even more participants than before the pandemic. Adapting to the pandemic by making our programs virtual made these experiences even more accessible. One family, who lives almost an hour away, rarely attend our activities in the past with their child, who is visually impaired. They were overjoyed to participate in every single event held this past year.

Thanks to our donors, activities are free of charge to our families. Many wouldn’t be able to afford activities like these. Cost should never be a barrier to a child feeling included in making life-long memories.
**Low Vision Services**

For our clients who are blind or visually impaired, we provide access to adaptive equipment and technology that maximizes any remaining vision while offering valuable training on day-to-day activities ranging from cooking to traveling. More importantly, our staff provides emotional support and opportunities for socialization to our clients. Both are critical as people with vision loss often feel isolated and suffer from higher rates of depression than the general population.

When COVID-19 hit, we knew it was essential that those we serve could receive that vital support. Immediately after pausing in-person client appointments, our staff began offering weekly check-ins. We made sure our clients had the technology they needed to stay connected as well as understood how to use it.

During weekly check-ins, clients often requested magnifiers or asked about accessing audiobooks and large-print lending libraries as well as other community resources. During these check-ins, we also fielded questions like “How do I know a store’s COVID policies when I can’t read any posted signs?” Weekly check-ins, increasing in length and frequency, often turned into conversations around extreme isolation and hopes for the future. We also sent out “thinking of you” cards that had information on how to connect with our team as well as our 211/LIFE LINE mission program if they needed additional support.

One of our clients still wanted to travel independently within the grocery store to grocery shop for his family. Typically, this kind of training would involve close contact with our orientation and mobility specialist. Instead, our specialist was able to safely social distance while training the client on wearing bone-conduction headphones that also ensured he heard ambient sounds that are so important to safe navigation for those with limited vision. Directional cues were given at a safe distance, and he was able to maintain his independence while still having a line of support via his phone. After this training, he reached out to our staff and said, “I wanted to thank you for the training sessions that you and I had. I learned some new skills. I also learned to come up with strategies and take it slow when navigating.”

**Food Services**

Our Food Services division oversees the Loop Café. At the Loop, staff, especially those with vision loss who cannot drive, can buy delicious, nutritious, affordable meals. The Food Services team also provides meals for local senior centers and day cares. This year, they mobilized to ensure that local seniors could still get food while isolating for safety during the pandemic. Working side-by-side with Monroe County, Lifespan, and FoodLink, our Food Services team prepared meals for more than 120,000 seniors and sent out more than 8,000 Food Link boxes.

Seniors in our community could safely go to Senior Centers to pick up To Go meals, affording them safe socialization opportunities as well as access to easy-to-prepare meals.

Monroe County Executive Adam Bello noted that “One of the true bright spots in our response to COVID-19 has been the partnership and collaboration between the Monroe County Office of the Aging senior nutrition program and Goodwill of the Finger Lakes. Your flexibility and ingenuity has helped us meet the identified needs of Monroe County’s older adults throughout the pandemic.”
Caring For Our Staff

Our staff is the heart and soul of Goodwill of the Finger Lakes.

For the past year and a half, we have kept employee well-being and safety at the forefront of our minds amidst the COVID-19 pandemic. For employees needing to interact with people throughout the pandemic; we recognized that they posed the greatest risk. With the help of our donors, we made sure that they had the personal protection equipment needed to do their jobs safely. Meanwhile, there were parts of the agency that shut down until conditions improved. Those employees had the option of working temporarily for our 211/LIFE LINE mission program, which was experiencing a massive increase in call volume. While the reassigned staff helped answer calls about health and human services resources in this area, the remaining staff members worked from home upon receiving technical support and training.

Bonnie Jo Warner, who answers calls on behalf of our Environmental Protection Agency contract, was grateful to be able to work from home. She recalls leaving training on a Friday then being told she’d be working from home on Monday. “There were some bumps but with some technical support, I realized ‘I can do this!’ I was just so thankful that Goodwill gave me this opportunity. I was relieved that I still had a job and could pay my bills.” Bonnie has worked for Goodwill for 16 years. To her, co-workers feel more like family. “The first week back in the office was like coming home. Nobody could have dreamed of this situation happening. I missed having face-to-face contact with people but was thankful I could be safe.”

“I missed having face-to-face contact with people but was thankful I could be safe.”

— Bonnie Jo Warner

Goodwill of the Finger Lakes has made and distributed over 6,000 cloth masks to help protect employees and others.
Our Generous Donors

Goodwill of the Finger Lakes and our mission programs The Association for the Blind and Visually Impaired (ABVI) and 211/LIFE LINE 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, 2020 – March 31, 2021. We give our sincere thanks to all of our donors for their generosity.

$25,000+
B. Thomas Golisano Foundation
Daisy Marquis Jones Foundation
John H. Dengler
ESL Federal Credit Union
Florence M. Muller Foundation
KeyBank Foundation
Susan B. Kitchen and Donald Kitchen
Lavelle Fund for the Blind, Inc.
Barbara Marshall
Max and Marian Farash Foundation
Monroe County Department of Planning and Development
Gwen and Richard Sterns
United Way of Greater Rochester and the Finger Lakes
Terrance Wentworth
Wilson Foundation

$10,000 - $24,999
Joseph and Nancy Briggs
Glover-Crask Charitable Trust
Kenlou Foundation, Inc.
Martin L. Suter and Suzanne S. Suter Family Fund
Max A. Adler Charitable Foundation, Inc.
Richard T. Bell Foundation
Rubens Family Foundation
Smola Consulting
The Hallowell Fund
Wegmans Food Markets, Inc.
Estate of Dorothy M. Young

$5,000 - $9,999
Alesco Advisors, LLC
Canandaigua National Bank
Fred & Floy Willmott Foundation
Samuel and Jill Halaby
Helen and Ritter Shumway Foundation
Rodney B. Janes Memorial Fund
KeyBank
George and Eva Klemann
Jennifer and Matthew Lake
Matthew Lester
Barbara Lobb
Mark L. Serventi Family Foundation
NYS Commission for the Blind
Small Grants
Paychex Community Foundation Inc.
Rochester Female Charitable Society
Steve and Debbie Smola
Mary Spitz
Ruth A. Unzicker
Erik and Judy von Bucher

$2,500 - $4,999
Albert C. Snell Memorial Fund
American Packaging Corporation
Bill and Jason Barnecut-Kearns
Peter and Lauren Briggs
John and Betsy Carver
College Bound Sealers
Paul and Annette DeCarolis
Michael and Suzanne Frame
Todd Green and Stephanie Sheak
John and Judith Henderson
Gidget and John Hopf
Mary R. Kerr
Carol McMillen
Million Dollar Round Table Foundation
Patricia and Raymond Naber, Jr.
Newell Brands
Michael and Gail Norris
Richard C. and Mary Anne Palermo Family Fund
Gayle and Robert Stiles
Tim and Kathy Thomas

$1,000 - $2,499
Anonymous
Darrick and Sarah Alaimo
Alexander Eye Associates
Dennis and Barbara Asselin
Stuart and Betsy Bobry
Mary Boland and Niraj Lama
Carol and John Borsa
Boylan Code LLP
Debra Breiteneach
Paula Briggs
Charles Brinkman, Jr.
John and Linda Buttrill
Chris and Bolivia Byrne
Suzanne and Allan Chapman
Carrie and Ken Chizuk
William M. Codd
Stephen Colby and Claire Stieg
David and Donna Cole
Carey and Janice Corea
Corporate Floors U.S.A., Inc
Mark and Maureen Davitt
Richard and Linda Demme
Dixon Schwabl Advertising
Joan Feinblom and Michaelanne Guido
Margaret and Paul Ferber
Flaum Eye Institute
Leon and Cheryl France
Chad and Rebecca Goodchild
Donald and Karen Grover

My bird sings. Helen has a pet hen. If you like you can make good friends. She can also work in a good color.
David Guadagnino and Mary Beauchamp
Ian and Patricia Harper
Janet Hill
Holly Hindman and Spencer Cook
F. Lawrence and Barbara Howe
Susan Kennedy
Howard and Karen Kessler
Raymond Koehler
Joseph Lapczenski
Beverly Malowitz
Terri and Bobby Meechan
Mengel, Metzger, Barr & Co., LLP
Stephanie Moretter
Kenneth R. Mullen
Eleanor Newell
NOCO Natural Gas & Electric
Shruti and Parag Pandya
Christine and Barry Platt
George and Sandy Post
Eric and Elizabeth Rennert
Retina Associates of Western NY, PC
Patricia Rintels
Nancy Robbins
Rochester Alumnae of Delta Gamma
Rochester Area Community Foundation
Rochester Eye and Laser Center
Gerard and Susan Rooney
Paul and Suzanne Rosenberg
Geoffrey and Janet Rosenberger
Robert and Heidi Ryan
Tracy L. Schleyer
Earlene C. Siebold and Anthony Gugino
Sunner Leigh Systems, Inc.
Dianne Wahlers
Wilmorite Corporation
Zing Enterprises

$500 - $999

David and Linda Ayers
Richard and Valerie Baum
Joey Bennett
J. Robert and Diane Bleier
Robert J. Brenner
Hollis Budd
Camp Smile Inc.
Cardinal Health
Sreedevi Chennupati
Colette Croop
JoAnn T. Dale
Patricia Dell’Anno
Linda and Alan Dolmatch
Eye Care Distributors
Fieldtex Products, Inc.
Carolyn and Roger Friedlander
Jane and Roger Greiten
Brenda and Leonard Gumbs
Steve and Julie Gutch
Edward F. Hall
Joseph Hammele
Brian and Shirley Harrington
Penny Hefferson
Katherine White-Hitchcock and
Richard Hitchcock
John Hix
Alan and Dulce Horwath
HR Works, Inc.
Robert Hugo
Mary and Ray Jacobi
Mark Jacobson
Barbara Jones
Cecil and Alberta Lee
Jacqueline and Christopher Lee
Karen Lindenberg
Nona and Jim Maurer
Brian McLaughlin
Eleanor and Bruce McLean
Jon and Susan McNally
David Mehalick
Tracy Moore
Barbara Nussmann
Barbara O’Hare
Leslie Pacer
Poster & Jaeckle Corporation
Edwin and Roberta Przybylowicz
JoBeth Rath
RDA Container Corp.
Tina and Brian Reeves
Susan Rosenthal
Cathy and Michael Schaffron
Jeffrey A. Smith
Gregory Stark
Susan Steinbrenner
Sullivan Commercial Services
The Jackman Group
Dave Tyler and Marlisa Post
Eugene Veltri
Richard Wade
David L. Wiesner
Nozomi Williams
James and Katherine Wright
Joyce Zimowski

$250 - $499

AdTech/Chameleon Finishing Systems
George and Carol Alexander
Richard and Diane Amundson
Ashley Management Corporation
Ronald and Mary Ann Aument
Madeleine Azoulay
Steven Bandrowczak
Tyla Lynn Bauch
Benefit Resource Inc.
Richard Black and Jappie King-Black
Neil Blumberg
Christine Bolan
Brockport Lions Club
Christine J. Broughton
James and Carmen Brush
Chris Cacia
Michelle and Tom Cain
Frank Caridi
Steven and Mary Ching
Clary Family Foundation
Denise and Ray Colaruotolo
Connie and Scott Coots
Steven Cukalevski
William and Judith Davis
Donald and Cathy Dea
Laura DiNatale and Joe Orden
Charles Dittmar
Timothy Dunn
Michael and Carol Eagan
Gloria A. Emmanuel
Sarah and Russell Favro
Dale Feldman
Steven and Diane Feldon
James Gibbons
Deborah Goldman
Edward Grissing
James and Betsy Hoefen
Donna and Peter Horn
David and Judith Hunt
Jeanne Hutchins
Louis and Betty Iacona
Irondequoit Lions Club
Hugh Ives
Lisa Jackel
Patrick and Stephanie Jackman
Richard and Donna Jamison
Judith and Norman Karsten
Barry Kissack
Fina Kroenberg
Bryan and Cathy Lambert
Lions Club of Chili, Inc.
Raymond and Roseann Mayo
Antoinette and Harvey McCorvey
William and Betty McCullough
Lawrence and Nancy Medici
Barbara Mittleman
Paul and Claudia Moriarty
Anthony Mugnolo
JudieLynn Nassar McAvinney
Mary Ellen and Peter Parry
Gregory Perkins
Leah Powell
Jordan Pugliese
Carol Rath
Steve V. Rebholz
Donald E. Ross
Kenneth Schirmuhly
Mary J. Schmidt
Paul and Barbara Schmied
Gregory Schroth
Karen M. Shuhle-Williams
Steve Schwartz and Alice Tariot
Catherine and Richard J. Seeger
Charles and Anne Seereiter
John Seibold Sr.
Thomas and Michele Shone
Stephen and Julie Smith
Joseph Stasiw
Mary Louise Steinwachs
Jean Stowell
Douglas and Marianne Taylor

Ann S. Terhaar
James and Sheila Tulloch
United Way of The Greater Capital Region, Inc.
Susan and Harvey VanHoven
Rasma Veverbrants
Kathryn and Edward Wacienga
Walworth Lions Club
Patricia J. Warth
Robert and Linda Wayland-Smith
Shirley G. Williams
Peter and Deborah Wilsea
Mary Worboys and Scott Turner
Joseph and Joyce Yatteau
James and Karen Zielinski
Mary Lou Zimpfer

Visionary Society
Goodwill of the Finger Lakes 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, 2020 and March 31, 2021. We thank them for their commitment. To view the complete listing of Visionary Society members, visit www.goodwillfingerlakes.org/donate/donor-recognition.

Donald Alloco
John and Hanna Bailey
Bill and Jason Barnecut-Kearns
Daniel Blanchard
Mary Boland and Niraj Lama
Sara Camille
Robert and Susan Chapman
John and Betty Chu
Ms. Lorna O. Clark
Janice and Corydon Collins
Linda and William Delaney
Reverend and Mrs. James Dugan
Suzanne and Bernard Ernst
Sharon Gage
Craig and Shirley George
William and Peggy Gilligan
Judith A. Heberle
Holly Hindman and Spencer Cook
Marvin J. Hoffman
Douglas and Dora Hunter
Robert and Teresa Issa
Judith and Norman Karsten
Edward Kasper
George and Eva Klemann
Stanley and Greta Kopec
Jeanne W. Krautwurst
Mary Lou Kuntz
John Lauff
Kathleen L. McGrath
Louise McLaughlin
Lawrence and Nancy Medici
Kevin and Diane Monaghan
Bonnie Moore
Keith and Cheryl Moss
Raymond S. Potter
David and Virginia Rice
Jean A. Shafer
David Sharkey
David Talbot
Dave Tyler and Marlisa Post
James and Vivian VanDeVelde
Susan and Harvey VanHoven
Mary Alice and Earl Westerlund
**Loyalty Society**

Goodwill of the Finger Lakes 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, 2020 and March 31, 2021. We thank them for their commitment. To view the complete listing of Loyalty Society members, visit www.goodwillfingerlakes.org/donate/donor-recognition.

Darrick and Sarah Alaimo  
Carol Anderson  
Michael Asenato  
Madeline Azoulay  
Michael and Susan Bargmann  
James Barringer  
Scott and Stacey Bianchi  
Stuart and Betsy Bobry  
Gloria and Roger Boehme  
Frances and Edward Boss  
Sheila A. Briggs  
William Cameron  
Anthony Cavicchioli  
Bruce Cherry  
Steven and Mary Ching  
Lorraine Van Meter Cline and Douglas Cline  
Clayton and Susan Cloen  
Nancy Crichton  
David and Mary D’Amico  
Susan D’Arienzo  
Ricki and John DeBaun  
Paul and Jane Doles  
Joyce and John Ebertz  
Opal and Dallas Embling  
Gerald Estes  
Joseph and Norma Filion  
Gary and Penelope Foley  
David and Colleen Franz  
Norma Galloway  
Charles Goodman  
Jane E. Greiten  
Seta Hampar  
Bonnie and Howard Harris  
John and Judith Henderson  
Robert Henley  
Shirley Hess  
Barbara Higgins  
Bradley and Mary Ellen Hindson  
George W. Hoffman  
Ricky Holley  
Carolyn and Michael Hutton  
Joel and Teena Jessup  
Karl Kabelac  
John and Susan Kaemmerlen  
Andrew and Donna Kaiser  
Jane Kennedy  
Howard and Karen Kessler  
Joseph Lapczenski  
Janice and Bill Laurri  
Louis Litzenberger  
Alfred Lorenzo  
Judith M. MacKnight  
Glo Magnuson  
Kathleen and Raymond Maupin  
Rochelle McDaniel  
Donald Metzger  
Sheldon & Sara Meyers  
Lynn and Thomas Milliman  
Peter Moore  
Annette Moscato  
Lawrence J. Nagle  
Mary Susan Napoleon, M.D.  
JudieLynn Nassar McAvinney  
Kathleen and Walter Newcomb  
Carol J. Novak  
John and Sandra O’Donoghue  
Marjorie Oi  
Janet Oleyar  
Linda and Gary Pasco  
Joseph Passarell  
Thomas E. Penn, M.D.  
Peter Pero  
Chet and Janice Pettite  
Christine and Barry Platt  
Donna and David Post  
Anita Principi  
Paul and Oreshia Principino  
Carol Rath  
Robert Reber  
William and Shirley Reber  
David Ross  
Bill and Peg Rubley  
Jean Gordon Ryon  
Robert and Kathryn Saunders  
Donald and Eileen Scardino  
David and Naomi Schrier  
William and Caroline Schultz  
Sally Anne Schuth  
Deborah and Howard Schwartz  
Charles and Anne Seereiter  
Joyce Sheils  
Cheryl A. Shepherd  
Dominic Sherony  
Thomas and Michele Shone  
Alfred and Ruth Smith  
Stephen and Julie Smith  
Steve and Debbie Smola  
Arnold Sprague  
John H. Sutherland  
Lilia and Henry Vitale  
Louis and Kelly Volonino  
Gretchen A. Voss  
Gail Warth  
Judy Weidenborner  
Sheila Weinbach  
Faith and Jon Weldon  
Paul and Melinda Whitbeck  
Shirley G. Williams  
Michael Woods  
James and Katherine Wright

**Partners in Success**

These businesses have supported the mission of Goodwill of the Finger Lakes for between five and nine consecutive years.

Alexander Eye Associates  
Brockport Lions Club  
Buckingham Properties  
Burke Group  
Canfield & Tack Inc.  
Casella Waste Management of NY, Inc.  
College Bound Sealers  
Corporate Floors U.S.A., Inc  
DeCarolis Truck Rental, Inc.  
Excelsus BlueCross BlueShield  
Flaum Eye Institute  
HR Works, Inc.  
Jet X Delivery Service  
JFS Curtis  
Kenlou Foundation, Inc.  
Mark L. Serventi Family Foundation  
Mattingly Low Vision, Inc.  
Max A. Adler Charitable Foundation, Inc.  
MetLife  
Pixos Print
Partners in Leadership Society
These businesses have supported the mission of Goodwill of the Finger Lakes for ten or more consecutive years.

Albert C. Snell Memorial Fund
Alesco Advisors, LLC
AP Professionals of Rochester, LLC
Aqua Valley
Boylan Code LLP
Browncroft Day Care Center
Diamond Packaging
Helen and Ritter Shumway Foundation
IBM Employee Services Center
Irondequoit Lions Club
M & T Bank
Mengel, Metzger, Barr & Co., LLP
NOCO Natural Gas & Electric
OcuSight Eye Care Center
Retina Associates of Western NY, PC
Rochester Alumnae of Delta Gamma
Rochester Female Charitable Society
The Dolomite Group
Wegmans Food Markets, Inc.

Did you know…
You can now purchase some of the products from our Manufacturing division! Visit www.GFLSolutions.org.

GFL Solutions was created to give organizations in the Finger Lakes region and those who work from home access to world-class products created by people who are blind or visually impaired. All purchases on our site support our mission and helps provide jobs to those with barriers to employment. Products include self-stick notepads, label makers and labels, and utility bags.

Learn more about Low Vision Service and how we can help with Dr. Allison Ford, Low Vision Optometrist

Hear first-hand stories from our 211/LIFE STAFF about how they make a difference
## FINANCIALS

### Year Ending March 31, 2021

<table>
<thead>
<tr>
<th>REVENUE</th>
<th></th>
<th>EXPENSES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support</td>
<td>$19,531,580</td>
<td>Manufacturing</td>
<td>$8,589,557</td>
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<tr>
<td>Program Revenue</td>
<td>$2,615,639</td>
<td>Vision Rehabilitation</td>
<td>$1,196,156</td>
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<tr>
<td>Sales Revenue(^1)</td>
<td>$29,833,226</td>
<td>Food Service</td>
<td>$709,859</td>
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<tr>
<td>Other Income(^2)</td>
<td>$4,762,849</td>
<td>Retail</td>
<td>$24,661,196</td>
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<tr>
<td>TOTAL REVENUE</td>
<td>$56,743,294</td>
<td>TOTAL EXPENSES</td>
<td>$45,531,035</td>
</tr>
</tbody>
</table>

\(^1\) Sales Revenue = Contact Center + Food Service + Manufacturing + Goodwill Retail + Vision Rehabilitation

\(^2\) Excludes distributions to Operations from Endowment Funds

\(^3\) Excludes Non-operating Expenses such as Change in Pension Funding Status and gain or loss from Interest Swaps

\(^4\) Full revenue recognition of $10M philanthropic support per generally accepted accounting principles (GAAP)

### Change in Net Assets from Operations\(^4\)

- **$11,212,259**
- **($2,454,491)**

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1. Sales Revenue = Contact Center + Food Service + Manufacturing + Goodwill Retail + Vision Rehabilitation
2. Excludes distributions to Operations from Endowment Funds
3. Excludes Non-operating Expenses such as Change in Pension Funding Status and gain or loss from Interest Swaps
4. Full revenue recognition of $10M philanthropic support per generally accepted accounting principles (GAAP)