



CHANGING LIVES THROUGH **THE POWER OF WORK**

2017 ANNUAL REPORT



ABVI

Finger Lakes Region, New York ★

2-1-1
Get Connected. Get Answers.
LIFE LINE

The American Dream starts with a job. At Goodwill of the Finger Lakes and the Association for the Blind and Visually Impaired (ABVI) we help over 700 individuals, many of whom have had significant barriers to success realize their dreams by providing training and great employment opportunities in an array of careers.

And we've been doing this for over 100 years since 1911, when four graduates of the NYS School for the Blind founded a small craft shop to give individuals who were blind an opportunity to earn a wage and develop independence and self-sufficiency.

Along with financial benefits come the pride and self-efficacy that accompanies a solid career path. The jobs that our organization creates aren't just any jobs. They are jobs that allow our employees to contribute to the broader community. Whether it is sewing uniforms for our men and women in the military, answering calls from community members in distress or at risk of suicide through our 2-1-1/LIFE LINE program, or accepting and processing thousands of tons of donated goods for sale in our Goodwill retail stores, our employees are making a difference in their own lives and the lives of others.

One team member's story exemplifies how we help individuals achieve the American Dream. Irenesa Olmo's journey as told in this report is one of determination and courage. We hope that her story inspires you the way she inspires each of us every day.

Celebrating
30 years
of visionary
leadership



A. Gidget Hopf

A. Gidget Hopf, Ed.D.

President / CEO

Goodwill of the Finger Lakes & ABVI



Michael D. Norris

Michael D. Norris

Chair

Goodwill of the Finger Lakes & ABVI

OUR COMMUNITY IMPACT

GOODWILL RANKED #1 BRAND FOR DOING THE MOST GOOD BY THE WORLD VALUE INDEX

Our Vision Rehabilitation team is committed to empowering people to become independent. They recognize that every person who comes to ABVI has unique needs so our services are tailored to meet their individual goals and aspirations.

IMPACT: 7,280 people were served by our dedicated team of vision loss experts

Goodwill accepts millions of pounds of donated items each year from generous community members that might otherwise end up in local landfills. Those donations are sold at our 14 Goodwill stores to help fund our mission programs and services.

IMPACT: 25 Million Pounds diverted from the waste stream last year

The Good Neighbor program is one of the ways Goodwill helps our neighbors in need. We partner with some 30 area schools and not-for-profit organizations to assist children and adults who need clothing, shoes, and housewares from our Goodwill stores. It may be a family who has lost everything in a house fire or victims of domestic violence trying to rebuild their lives.

IMPACT: 20,000 people from our community received support from our Good Neighbor Program

Our 2-1-1/LIFE LINE tele-counselors are available 24-hours a day, 7-days a week to listen to people and help them access the services they need, especially those individuals in crisis. Last year alone, we handled over 60,000 calls related to suicide threats and mental health concerns.

IMPACT: 149,083 contacts were addressed with concern and expertise

Our Early Vision Screenings are conducted free of charge at local child care centers for children between the ages of six months and five years old. These screenings identify children at risk for vision loss that may go unnoticed by parents, teachers, or pediatricians.

IMPACT: 2,846 children screened – 59 percent increase over last year



TOTAL IMPACT:
Over 175,000
people were served
in 2016-2017

CHANGING LIVES THROUGH THE POWER OF WORK

IRENESA OLMO'S JOURNEY

Sometimes life takes you on an unexpected path, but leads you to where you need to be!


That's exactly what happened to Irenesa Olmo four years ago when her former employer would not accommodate her vision loss. Fortunately, they referred her to ABVI and the rest is history. Their loss was our enormous gain as she has been an invaluable contributor ever since. Irenesa began her journey at ABVI in 2013 when she received services that helped her learn how to use technology to support her career goals. Irenesa felt understood and supported by our organization. This led to her wanting to work for us. She landed her first job in our contact center as a customer service representative. During the next couple of years, Irenesa has been promoted numerous times because of her strong work ethic and customer service excellence.

She is committed to giving her time and energy to support the organization. Irenesa serves on several employee committees and enjoys volunteering for agency events. She often enlists the help of her husband and three children to volunteer as well.

Irenesa does all of this while living with the progressive eye disease Keratoconus, or conical cornea. Diagnosed at age 24, Irenesa's cornea is thinning, transforming from a normally round shape to a more cone-like shape. As the irregular shape of the cornea increases, it causes progressive nearsightedness and irregular astigmatism to develop, creating additional problems with distorted vision.



Irenesa in Washington, DC advocating for people with vision loss



Irenesa with her son and daughter volunteering at ABVI's Visionary Gala

"The diagnosis and the eye disease were both things that took me a while to adjust to," said Irenesa. "However, with the tools and services I've received through ABVI, there's no stopping me. I love what I do and I am looking forward to helping to empower others with vision loss to achieve all they desire!"

Irenesa's achievements were recognized at a national level when she was awarded the prestigious National Industries for the Blind Peter J. Salmon Employee of the Year Award.

"Irenesa exemplifies everything that Peter J. Salmon valued: talent, self-sufficiency, and courage," says Gidget Hopf, President and CEO. "She has challenged herself to take on new opportunities and in so doing has contributed greatly to the success of our organization."

What began as a bump in the road has turned into a powerful journey for Irenesa. Her life has clearly changed through the power of work. This is one person's story of pursuing her American dream, but there are thousands of others who inspire and contribute every day through the power of work.



"...with the tools
and services I've
received through ABVI,
there's no stopping me."

- IRENESA OLMO

Jeanne L. Morin, NIB
Chairperson presenting
Irenesa with her award



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, 2016 – March 31, 2017. We give our sincere thanks to all of our donors for their generosity.

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VISIONARY SOCIETY MEMBERS

ABVI created the Visionary Society to thank and honor those individuals who have supported our mission for 10 or more consecutive years. These listed members have demonstrated a strong and steadfast commitment to empowering those who are blind or visually impaired.

Martha A. Alleman
 Velma Anderson

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ABVI created the Loyalty Society to thank and honor those individuals who have supported our mission for five to nine consecutive years. Through their donations, the listed members have shown their dedication to ABVI.

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FINANCIAL SUMMARY

	YEAR ENDING MARCH 31, 2016	YEAR ENDING MARCH 31, 2017
REVENUE		
Public Support	\$9,750,610	\$10,850,901
Program Revenue	\$2,178,871	\$2,197,927
Sales Revenue*	\$30,344,497	\$31,915,568
Other Income**	\$(371,845)	\$1,770,737
Total Revenue	\$41,902,133	\$46,735,133

EXPENSES***		
Manufacturing	\$8,749,387	\$9,148,640
Food Service	\$1,025,437	\$989,924
Retail	\$22,443,838	\$25,083,619
Contact Center	\$2,139,713	\$1,794,230
Vision Rehabilitation	\$2,297,945	\$2,245,567
2-1-1/LIFE LINE	\$1,451,727	\$1,235,225
Workforce Development	\$492,174	\$425,230
Administration	\$4,022,832	\$4,411,829
Development	\$324,396	\$349,459
Total Expenses	\$42,947,449	\$45,683,723

Net Assets	\$(1,045,316)	\$1,051,410
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*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.

OUR MISSION: To prepare and empower people who have barriers to independence to be self-sufficient and contribute to their families and communities.



GOODWILL OF THE FINGER LAKES | THE ASSOCIATION FOR THE BLIND AND VISUALLY IMPAIRED

422 South Clinton Avenue | Rochester, New York 14620-1198 | 585-232-1111

www.goodwillfingerlakes.org | www.seegreatthings.org