



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



It Takes Vision

A message from the leadership

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

Each has a **VISION**

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

\$10,000 - \$24,999

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Max A. Adler Charitable Foundation, Inc.
NexGen Ventures, LLC
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The Hallowell Fund
The John Ben Snow Memorial Trust
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Rochester Ophthalmological Group PC
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The Conduent Foundation
Bradley and Michelle Whitman
Xerox Corporation

\$2,500 - \$4,999

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Rochester Eye Associates
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Robert and Heidi Ryan
Tracy L. Schleyer
Steven and Debbie Smola
Maggie and Charlie Symington
Rudolph and Margaret Warren



\$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
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Boylan Code LLP
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CCRG Marketing Group LLC
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Enterprise Holdings Foundation
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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
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Retina Associates of Western NY, PC
Rochester Eye and Laser Center
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The Dolomite Group
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Thomson Reuters
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Toshiba Business Solutions
University of Rochester School
of Nursing
Ken Vasile
Vasile Construction
Wegmans Food Markets, Inc.
Wilmore 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 Lapczynski
 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
 JudiLynn 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

\$250 - \$499

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

Benefit Resource, Inc.
 Carolyn and Sam Bick
 Robert E. Blitz
 Neil Blumberg
 George Browning
 Chris and Bolivia Byrne
 Gerard Cairns
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 James Cerone
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 Janice and Corydon Collins
 Constance and T. Scott Coots
 David D'Angelantonio
 William and Judith Davis
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 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
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 Andy and Dede Hopfinger



Marlisa Post and Dave Tyler
 Edwin and Roberta Przybylowicz
 Michael L. Raff
 James Ramerman
 Reed Eye Associates
 Anthony Riley
 Rimkus Marciano & Associates, Inc.
 Kenneth and Betty Schirmuhly
 Gregory Schroth
 Karen M. Schuhle-Williams
 Bob and Sally Seaver
 Joan E. Shulman
 Shirley Shumway
 Louis Sliwinski
 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

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

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

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

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 Raffaele
Eric and Elizabeth Rennert
James Rex
Robert Rider

Gerard and Susan Rooney
Phyllis and Brian Schirano
Debbie 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

	Year Ending March 31, 2019	Year Ending March 31, 2018
REVENUE		
Public Support	\$12,306,546	\$11,914,731
Program Revenue	\$2,553,528	\$2,293,446
Sales Revenue*	\$35,720,134	\$33,317,620
Other Income**	\$367,566	\$1,482,584
TOTAL REVENUE	\$50,947,774	\$49,008,381
EXPENSES***		
Manufacturing	\$10,534,280	\$9,436,038
Food Service	\$1,357,182	\$974,190
Retail	\$26,446,486	\$26,495,532
Contact Center	\$2,032,475	\$1,710,894
Vision Rehabilitation	\$1,915,402	\$2,132,764
2-1-1/LIFE LINE	\$1,299,955	\$1,292,242
Workforce Development	\$489,805	\$421,802
Administration	\$4,863,195	\$4,732,520
Development	\$387,406	\$374,553
TOTAL EXPENSES	\$49,326,186	\$47,570,535
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

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Joyce Zimowski

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.



Goodwill of the
Finger Lakes
employs over
700
people
and is committed
to their career
growth and
satisfaction.



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 BBB's 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

