This letter is written at the conclusion of one part and the beginning of another part of our organization’s story. This past year has been one of transition as Dr. Gidget Hopf and the Board moved thoughtfully to ensure a smooth passing of the baton from our leader of nearly 34 years to Jennifer Lake who represents a new generation of talent and excitement for what is yet to come.

The story of ABVI and Goodwill of the Finger Lakes has touched hundreds of thousands of people over the last three decades under Gidget’s leadership. Each individual will have their own reflection on what their part in the story has been. A glimpse of this year’s past story appears in this annual report.

In 1986 when Gidget first took the helm, ABVI had 150 employees and a budget of five million dollars. As her chapter ends, ABVI and Goodwill of the Finger Lakes has over 600 employees and a budget of fifty million dollars having grown into a diverse organization fueled by its social enterprises. These include manufacturing, food services, a contact center and our donated goods-retail programs. All these businesses created jobs and a career path for thousands of individuals, a significant number with vision loss or other barriers to self-sufficiency. In addition to our employment programs, this past year alone we served over 200,000 individuals through our 211/LIFE LINE crisis hotline, vision services and workforce development.

Our team members are what makes our organization strong. Our steadfast values that strive for a culture of equity and opportunity for all, built on a strong financial foundation, diverse businesses and outstanding leadership has made us the highly regarded organization we are today. It is this strong legacy that prepared us to address the unanticipated COVID-19 crisis and contribute vital services and supports to our community. It is daunting that this unparalleled crisis comes at a time of a leadership transition. Like the end of the first book in a good series, readers are left with an ending that leaves them filled with anticipation for the sequel.

When we close the final page of the last chapter, we do so with satisfied recollection of the characters we have met along the way and the feelings that were elicited. The good news is that there is a sequel, a sequel that undoubtedly begins with the crisis of a lifetime for our whole country and how we manage through it. The sequel will unfold over the months and years ahead. Jennifer and her team along with our dedicated members of our Board of Directors have a profound opportunity to take Goodwill of the Finger Lakes to a new level of service and achievement. That story is just beginning.
Gidget Hopf (left) with Jennifer Lake

Inset: Board Chair
William Barnecut-Kearns
Like many we serve, for Anthony ABVI has always been part of his life. At age seven, he was diagnosed with Stargart disease. This inherited, progressive disorder of the retina usually develops in childhood. While the services Anthony received from ABVI were helpful, vision loss made learning a challenge and he left school in 11th grade. But with ABVI's help and his determination to succeed, it is Anthony's understanding that he is the first person who is legally blind to receive a GED. It was important to him to find a career where his vision impairment wouldn't be seen as a drawback. He again turned to ABVI and was a perfect fit for our Goodwill stores. He has worked in several of our stores, currently in our Geneseo location. Anthony has served as an ambassador for an ABVI fundraising campaign. While some would be intimidated by their story and asking coworkers for donations, Anthony was a natural.

He says, "Being an ambassador for ABVI and Goodwill has been a pleasure and I would volunteer to do it any time. It’s a great organization and I have received help from them since I was a kid.” Anthony is married with two young children and a third on the way. For him, attitude is everything. "You only have a limit when you make one, so don’t make one and strive for the best.”
Years ago, our Annual Report featured Christopher, a little boy who loved Legos.

Born in China with congenital glaucoma (a degenerative eye condition), three-year-old Chris was adopted by Kari and Ken Smoker. Shortly after arriving in America, he had exploratory eye surgery. “The surgeon told us Chris was already blind in his right eye and legally blind in his left,” says Kari.

The family needed help. “It was very important to me to build the relationship with ABVI, to be able to ask for help. We came to the Low Vision Center for his first pair of glasses. When he put them on, he gasped and said ‘Hello mommy! I can see you. I can see you.’”

Chris has participated in many ABVI youth programs including Summer Sizzle and Winter Chill. He also did a summer Work Experience Training at the Webster Goodwill Store and he often mentored younger participants. He’s an exceptional student at Allendale Columbia who wants to be a therapist. Chris runs track, plays Beep Baseball (adaptive baseball for people who are blind or visually impaired), performs in school musicals, and is an award-winning pianist.

Chris’s vision loss gave the Smokers a new perspective on raising children. “I realize that what I used to think was a big deal really doesn’t matter,” says Kari. “He may lack sight, but Christopher has vision.”
The Children and Families Program has undergone significant changes this past year.

Our goal was to have something for everyone. There are family-friendly events like bowling, parent/child cooking classes, ice cream socials, vocational field trips, STEM activities, Halloween parties, and accessible athletics. Because blindness knows no boundaries, our participants include children with a variety of eye conditions, language barriers, diverse economic circumstances, and coexisting challenges like deaf-blindness, Cerebral Palsy, Epilepsy, and autism.

One family, led by a single mother of two adolescents, was eager to participate in our program. The youngest daughter is legally blind, requires a wheelchair, has limited motor control, and has brittle bone disease. They attend most of the Children and Families events because there are opportunities for socialization, education, and adaptive entertainment that they would not find elsewhere. This family of three (four if grandma comes too) has become part of our family. When they arrive at our programs, they are eager to hug and connect with the staff. Sometimes, the mother has been moved to tears of relief in seeing her daughters giggle at Mad Science experiments, enjoy Halloween party games, and take part in Disney character photo opportunities.

Those joyful tears represent our success better than any statistics. Our goal is to look past eye diseases to see not only the whole child but the whole family and understand their unique needs.
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, 2019 – March 31, 2020. We give our sincere thanks to all of our donors for their generosity.

$25,000+
Estate of Velma Anderson
Camp Smile Inc.
Daisy Marquis Jones Foundation
Davenport-Hatch Foundation, Inc.
Estate of John H. Dengler
Martin L. Suter and Suzanne S. Suter Family Fund
Gwen and Richard Sterns
United Way of Greater Rochester

$10,000 - $24,999
Alesco Advisors, LLC
Glover-Crask Charitable Trust
Jane W. Kitchen
Susan and Donald Kitchen
Macy’s Foundation
Max A. Adler Charitable Foundation, Inc.
Richard T. Bell Foundation
Smola Consulting
The Hallowell Fund
Waldron Rise Foundation
Estate of Dorothy M. Young

$5,000 - $9,999
Paula Briggs
Caliber Commercial Brokerage, LLC
Craig and Shirley George
Ann and Jim Gould
Samuel and Jill Halaby
Helen and Ritter Shumway Foundation
Rodney B. Janes Memorial Fund
Kenlou Foundation, Inc.
Barbara Lobb
Mary S. Mulligan Charitable Trust
Max and Marian Farash Foundation
Montage Wealth Management
Polisseni Foundation
Wesley E. Saucke
Ruth A. Unzicker
Xerox Corporation

$2,500 - $4,999
Albert C. Snell Memorial Fund
Aqua Valley
William and Jason Barnecut - Kearns
Casella Waste Management of NY, Inc.
ComServe
Paul and Annette DeCarolis
Excellus BlueCross BlueShield
Michael and Suzanne Frame
Roger Hart
Gidget and John Hopf
Estate of Irene Joglus
George and Eva Klemann
Jennifer and Matthew Lake
Mark L. Serventi Family Foundation
Estate of Irene Joglus
George and Eva Klemann
Suzanne and Allan Chapman
Stephan Colby and Claire Stieg
David and Donna Cole
College Bound Sealers
Cornerstone Eye Associates
Darrick J. Alaimo, MD, LLC
DeCarolis Truck Rental, Inc.
Richard and Linda Demme
Eastside Ice Volleyball Club
Enterprise Holdings Foundation
John and Lindsay Garrett
Greater Rochester Health Foundation
John and Judith Henderson
Janet Hill
Holly Hindman and Spencer Cook
F. Lawrence and Barbara Howe
Susan Kennedy
Gary Kochersberger
Joseph Lapczenski
Leo J. Roth Corp.
Phyllis Lotito
M & T Bank
Eleanor and Bruce McLear
Carol McMillen
Terri and Bobby Meechan
Patricia and Raymond Naber, Jr.
Nationwide Mutual Insurance Company
Anonymous
Eleanor Newell
OcuSight Eye Care Center
Paychex Community Foundation Inc.
Nancy Premo
Eric and Elizabeth Rennert
Retina Associates of Western NY, PC
Rochester Alumnae of Delta Gamma
Rochester Eye and Laser Center
Rochester Eye Associates
Geoffrey and Janet Rosenberger
St. John Fisher College
The Dolomite Group
The Jackman Group
Wegmans Food Markets, Inc.
Shirley G. Williams
WinnCompanies

$500 - $999
George and Carol Alexander
AP Professionals of Rochester, LLC
ARTISANworks
Timothy and Karen Bancroft
Richard and Valerie Baum
Stuart and Betsy Boyer
Bond, Schoeneck & King, PLLC
Carol and John Borsa
Brockport Lions Club
Donald and Linda Chapman
Carey and Janice Corea
Colette Croop
Donald and Cathy Dea
Patricia Dell’Anno
Linda and Alan Dolmatch
Doug Doonan
Downtown's Vision Care
Doyle Security Systems, Inc.
ES Systems, Inc.
Margaret and Paul Ferber
Fieldtex Products, Inc.
Leon and Cheryl France
Chad and Rebecca Goodchild
Jane and Roger Greiten
Donald and Karen Grover
David Guadagnino and Mary Beauchamp
Brenda and Leonard Gumbs
Joseph Hammele
Ian and Pat Harper
David and Lisa Henion
Robert G. Hugo
Irondequoit Lions Club
Mark Jacobson
Jet X Delivery Service
Just Solutions, Inc
Kendra Nelson Memorial Foundation Fund
Howard and Karen Kessler
Cecil and Alberta Lee
Mattingly Low Vision, Inc.
Niagara Region Porsche Club of America
Leslie Pacer
Thomas E. Penn
Mitchell Pierson, Jr.
Christine and Barry Platt
Ramerman Leadership Group
Rochester Press-Radio Charity Fund
Steven and Leslie Rose
Paul and Suzanne Rosenberg
Susan Rosenthal
Robert and Heidi Ryan
Tracy L. Schleyer
Michael Sherman
Simmons Rennolds Associates, LLC
David W. Smith
Sullivan Commercial Services
Frank and Esther Van Beltram
Eugene Veltri
Erik and Judy von Bucher
Gretchen A. Voss
Ellen and Norbert Wrona

$250 - $499
Avon Lioness Club
Avon Lions Club
David and Linda Ayers
Vera Bellows

Richard Black and Jappie King-Black
Neil Blumberg
Richard and Joan Boy
Kevin and Leslie Brogan
Estate of George G. Browning
John and Linda Buttrill
David Chmiel
Paula Clifford
Janice and Corydon Collins
Compu-Mail, LLC
Connie and Scott Coots
Ralph Dandrea
Dansville Lions Club
William and Judith Davis
Dennis Ethier
Scott and Katherine Frame
Friends of Brian Kolb
Timothy and Lori Giarrusso
Deborah Goldman
Greater Rochester Chamber of Commerce
Richard and Linda Hartung
Donna and Peter Horn
David and Judith Hunt
Jeanne Hutchins
Louis and Betty Iacona
IBM Employee Services Center
Mary and Ray Jacobi
Richard and Donna Jamison
JFS Curtze
Barbara Jones
Judith and Norman Karsten
Carl Krause
Cynthia Kredo
Thomas and Elizabeth Kubiak
Gerard Lanois
Karen Lindenberg
Lions Club of Chili, Inc.
Norman and Laura Loomis
Marketing Tech
Roger McCleary
Theresa McKeel
Brian McLaughlin
Lawrence and Nancy Medici
Kenneth R. Mullen
JudieLynn Nassar McAvinney
Richard Neary
Kathryn and Theodore Nixon
Barbara Nussmann
Marjorie Oi
Shruti and Parag Pandya

Mary Ellen and Peter Parry
Leah Powell
Edwin and Roberta Przybylowicz
Ryne and Celeste Raffaele
Tina and Brian Reeves
William and Susan Reindel
Kenneth and Betty Schirmuhly
Estate of Mary J. Schmidt
Gregory Schroth
Karen M. Schuhle-Williams
Seneca Gaming Corporation
Steven M. Silverstein, Ph.D.
Jeffrey A. Smith
Marlene Speers
Mary Spitz
Gregory Stark
Jean Stowell
SWBR Architects, PC
Thomas and June Sztako
Ann S. Terhaar
Toshiba Business Solutions
James and Sheila Tulloch
United Way of the Greater Capital Region, Inc.
Alicia Velasco
Christine Vos
Richard Wade
Patricia J. Warth
Robert and Linda Wayland-Smith
James Wilcox
Lisa Wilcox
Pamela S. Wilkens White
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, 2019 and March 31, 2020. We thank them for their commitment. To view the complete listing of Visionary Society members, visit www.goodwillfingerlakes.org/donate/donor-recognition.

Donald Alloco
Ronald and Mary Ann Aument
William and Jason Barnecut-Kearns
Mary Boland and Niraj Lama
Janice Collins
Linda and William Delaney
Reverend and Mrs. James Dugan
Ross and Marlene Elkin
Eileen and Marvin Fishman
Craig and Shirley George
Judith Heberle
David and Columba Heinzelman
Holly Hindman and Spencer Cook
Carol Hopkins
Robert and Teresa Issa
Judith and Norman Karsten
Thomas and Nancy Keller
George and Eva Klemann
Thomas and Elizabeth Kubiak
Nancy Lowthian
James and Lilian Matteson
Kathleen McGrath
Brian McLaughlin
Wendy and Peter Micca
Keith and Cheryl Moss
George and Mary Murphy
Raymond Potter
Richard and Joyce Schreiber
James and Sharon Smith
David Talbot
Susan and Harvey VanHoven
Mary Alice and Earl Westerlund

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, 2019 and March 31, 2020. We thank them for their commitment. To view the complete listing of Loyalty Society members, visit www.goodwillfingerlakes.org/donate/donor-recognition.

David and Patricia Adams
Darrick and Sarah Alaimo
Carol Anderson
Eugene and Barbara Basch
Bruce and Marcia Bates
Scott and Stacey Bianchi
Stuart and Betsy Bobry
Ronald and Mary Bohn
John and Nancy Braund
Karen and Mark Brockman
William Cameron
Bruce Cherry
Carrie and Ken Chizuk
Clayton and Susan Cloen
Colette Croop
Susan D’Arienzo
Ricki and John DeBaun
Paul and Annette DeCarolis
Patricia Dell’Anno
Lisa DerCola
Linda and Alan Dolmatch
Opal and Dallas Embling
Lois Favro
Joseph and Norma Filion
Sandra Flores
Gary and Penelope Foley
Charles and Gretchen Forte
Michael and Suzanne Frame
Scott and Kathleen Frame
Aline Glavin
Patrick Guisto
Brian and Shirley Harrington
John and Judith Henderson
Barbara Higgins

William Hosley
Carol Kendall
Howard and Karen Kessler
Marguerite and Donald Krieg
Joseph Lapczenski
Janice and Bill Laurri
Glo Magnuson
Carla Mindler
William and Diane Montague
Peter Moore
Donald and Charlene Musfeldt
Marjorie Oi
Robert Pardyjak
Joseph Passarell
Thomas E. Penn
Richard Phillips
Deena and Michael Rivoli
Sue Sampson
Robert and Kathryn Saunders
David and Naomi Schrier
George Schultes
William and Caroline Schultz
Charles and Anne Seereiter
Alfred and Ruth Smith
Harmon and Vicky Spencer
Arnold Sprague
Gregory Stark
Steve and Leanne Starks
Immacolata and Carmine Vanni
Sheila Weinbach
James and Colleen Wilson
James and Katherine Wright
**Partners in Success**
These organizations have supported our mission for between five and nine consecutive years.

- Alexander Eye Associates
- AP Professionals of Rochester, LLC
- Boylan Code LLP
- Buckingham Properties
- Burke Group
- Canfield & Tack Inc.
- Corporate Floors U.S.A., Inc
- Dansville Lions Club
- DeCarolis Truck Rental, Inc.
- Excellus BlueCross BlueShield
- Flaum Eye Institute
- HR Works, Inc.
- Jet X Delivery Service
- JFS Curtze
- Macy’s Foundation
- Mark L. Serventi Family Foundation
- Mattingly Low Vision, Inc.
- MetLife
- NOCO Natural Gas & Electric
- Pixos Print
- Ramerman Leadership Group
- RDA Container Corp.
- Rochester Area Community Foundation
- Rochester Eye Associates
- Seneca Gaming Corporation
- Simmons Rennolds Associates, LLC
- St. John Fisher College
- Sumner Leigh Systems, Inc.
- Wegmans Food Markets, Inc.
- Wilmorite Corporation
- Xerox Corporation

**Partners in Leadership Society**
These organizations have supported our mission for 10 or more consecutive years.

- Albert C. Snell Memorial Fund
- Alesco Advisors, LLC
- Aqua Valley
- Bond, Schoeneck & King, PLLC
- 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
- OcuSight Eye Care Center
- Retina Associates of Western NY, PC
- Rochester Alumnae of Delta Gamma
- Rochester Female Charitable Society
- The Dolomite Group
# Financial Summary

## Year Ending March 31, 2020

### Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support</td>
<td>$10,594,682</td>
</tr>
<tr>
<td>Program Revenue</td>
<td>$2,575,166</td>
</tr>
<tr>
<td>Sales Revenue*</td>
<td>$35,081,075</td>
</tr>
<tr>
<td>Other Income**</td>
<td>($1,262,899)</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$46,988,024</strong></td>
</tr>
</tbody>
</table>

### Expenses***

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing</td>
<td>$10,482,478</td>
</tr>
<tr>
<td>Vision Rehabilitation</td>
<td>$1,801,268</td>
</tr>
<tr>
<td>Food Service</td>
<td>$1,425,486</td>
</tr>
<tr>
<td>Retail</td>
<td>$26,235,965</td>
</tr>
<tr>
<td>Contact Center</td>
<td>$2,262,002</td>
</tr>
<tr>
<td>211/LIFE LINE</td>
<td>$1,320,650</td>
</tr>
<tr>
<td>Workforce Development</td>
<td>$489,235</td>
</tr>
<tr>
<td>Development</td>
<td>$346,869</td>
</tr>
<tr>
<td>Administration</td>
<td>$5,078,562</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$49,442,515</strong></td>
</tr>
</tbody>
</table>

### Change in Net Assets from Operations

- Year Ending March 31, 2020: ($2,454,491)
- Year Ending March 31, 2019: $1,621,588

*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

## 2019-2020 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*
- Darrick Alaimo
- Robert Brenner
- Ian Harper
- Brian Harrington

## President’s Council

- Joseph Briggs
- John Buttrill
- William Clune
- Steven Feldon
- Shirley Skinner (deceased)
- Gwen Sterns
- Rudolph Warren
- Joyce Zimowski
2329 unique individuals served by ABVI's dedicated team of Vision Rehabilitation providers.

2616 individuals lives touched by the Good Neighbor program, partnering with and supporting community agencies, green initiatives, and work-ready wardrobe needs.

2303 people received free eye screenings, exams, and services through our Vision Wellness programs.

Goodwill of the Finger Lakes employs over 650 people and is committed to their career growth and satisfaction.

Workforce Development provided training and placement opportunities to 519 individuals to overcome barriers to employment.

211/LIFE LINE's telecounselors provided 24/7 human service referrals and crisis counseling to over 238,236 contacts with concern and expertise.

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

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.