

Engage • Educate • Empower • Employ



2017 Report to the Community

October 1, 2016 – December 31, 2017



Message from the Board Chair and President and Chief Executive Officer

Dear Friends,

It is with great pride and strong sense of accomplishment that we present Cleveland Sight Center's 2017 Report to the Community.

As you turn the pages, you will not only get a better understanding of all the exciting initiatives we accomplished this past year but you will also see the effect your support has had on people like Kenny, Min Joo, Ryan and many others.

The Fiscal Period began with the agency's Board of Trustees enthusiastically approving a new three-year strategic plan. The planning process helped us pinpoint the evolving challenges our clients face. As a result, Cleveland Sight Center has begun to implement strategies that focus on existing and emerging technologies designed to help people who are blind or who have low vision navigate the world around them. The plan also sets forth a firm commitment to benefit even more clients, despite significant reductions in government funding for vision-related programs. We are excited to deliver services in new ways that minimize burdens, eliminate barriers and provide maximum benefit to our clients.

As the region's premier resource for those who are blind or have low vision, our clients help us tell many great stories. We ask that you help us share these stories with family, friends and colleagues. Be sure to follow us on Facebook, Twitter and Instagram for more great successes and the latest information about our agency.

On behalf of all those whose lives you have impacted through your generous support, we thank you!

A handwritten signature in black ink that reads "Sheryl King Benford".

Sheryl King Benford
Chair, Board of Trustees

A handwritten signature in black ink that reads "Larry Benders".

Larry Benders
President and Chief Executive Officer

Founded in 1906, Cleveland Sight Center (CSC) is the only organization in Northeast Ohio dedicated to fulfilling the lifelong needs of individuals who are blind or have visual impairments. CSC provides comprehensive services for individuals from infants to seniors to overcome any barriers they face to obtaining an education, maintaining employment and achieving independence and an overall quality of life. Supported by 100 full-time and 80 part-time employees, 53 board trustees and more than 450 volunteers, CSC served 17,828 people during Fiscal Period 2017 through direct services, preventative vision screenings and education programs.



Learn more about us by visiting www.clevelandsightcenter.org.

About Us.

» CSC is rated a 4-Star Charity

Cleveland Sight Center was again awarded the coveted and **highest possible 4-star rating from Charity Navigator**, demonstrating CSC's strong financial health and commitment to accountability and transparency.



CSC's advocacy efforts reach across Ohio

Cleveland Sight Center hosted a "Blindness and Low Vision Awareness Day" at the Ohio Statehouse in March 2017, meeting with members of the Ohio House of Representatives and Ohio Senate. Throughout the year, CSC hosted legislators for informational meetings and tours at the agency's main headquarters in University Circle and at Highbrook Lodge in Chardon, Ohio.

White Cane Safety Day on October 15th

White Cane Safety Day is recognized nationwide every October 15th. The white cane is an **important orientation, navigation and safety tool** used by those who are blind or have low vision.

Community Engagement

Community engagement reached **9,005 audience members through 237 outreach events.**



Programs included:

- The Aging Eye
- Blindness Basics
- Meeting Someone Who is Blind
- Tips, Tools and Techniques

» Highbrook Lodge is re-accredited by the American Camp Association

Highbrook Lodge, CSC's 65-acre camp in Chardon, Ohio, was re-accredited by the American Camp Association.

Founded in 1928, Highbrook Lodge provides a unique summer camp experience to promote **friendship, growth, independence and self-sufficiency** through traditional camp activities adapted to the needs of campers.



» Cleveland's Terminal Tower lit up like a white cane

Cleveland's most recognizable icon, the Terminal Tower, was lit in white and red lights to resemble a white cane and raise awareness for blindness, low vision and Cleveland Sight Center.

Events raised over \$433,000 and increased awareness for CSC

White Cane Walk, Golf Classic, Spellbound, #GivingTuesday and the Technology Fair raised important dollars for programs and services as well as introduced clients to the newest in assistive technology products.

17,828 total number served
in Fiscal Period 2017

Volunteers donated
11,820 hours valued
at \$285,335



Kenny's Story

»» “Early Intervention has helped him process and **grow faster.** Suggestions offered at home like using materials we already had available to us was so different than what a doctor’s office or therapy session can provide. When services are provided at home, it decreases the social anxiety by allowing him to stay in his “safe zone.” He has improved his cognitive, motor and social skills; **he’s moving, and that’s everything.”**

-Mackenzie, mother of Kenny



» **155** teachers and educators attended “See What’s Possible” training seminars to work with students who are blind or have low vision.

» **638** youths reached educational milestones and achieved success in the classroom.

» **10,750** preschool vision screenings conducted to identify vision issues in young children.



Early Intervention services to the families of infants and toddlers reached 16 counties across Northeast Ohio.

Students prepare for independence – college, work and living on their own.

1,654 patients

were served through Low Vision Clinic appointments and occupational therapy services to **best maximize remaining vision.**



» **511** adults received rehabilitation services to **increase independence, confidence and safety.**

» **CSC's Empowerment Fund provided necessary dollars for low-income clients to obtain useful assistive technology products and services.**

"Before I got my CCTV, my world was closing in, I couldn't read anything anymore. Since I got my CCTV, **I got new life!** I use it every day and tell everyone about how wonderful Cleveland Sight Center is, the wonderful services they have and the wonderful people that work there!"

– Margaret, Empowerment Fund recipient



CSC's Eyedea Shop sold products for living well with vision loss to **3,232 customers across 39 states.**



Min Joo's Story



CSC empowers people like Min Joo, who had no mobility training while growing up. She found Cleveland Sight Center as a client in 2015 and began working at the agency shortly thereafter. "CSC is important for people from the beginning of their lives to people like me, who didn't even know it existed! With vision loss here, you're given opportunities and there are so many other people like me – we're all supported by everyone."

» CSC's Call Center provided services to more than 15 campaigns including:



Jon Husted
Ohio Secretary of State

EXPERIENCE
COLUMBUS

NIB
NATIONAL INDUSTRIES FOR THE BLIND

ROSMIRELY
cleveland
Convention and others bureaus

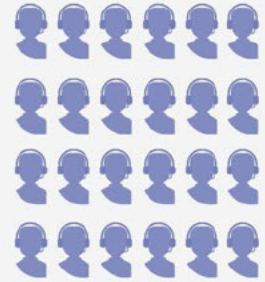
» 52 clients placed in jobs;
44 partners in employment including:



Walmart
Save money. Live better.



571,829
phone calls and
emails handled by
the Call Center »

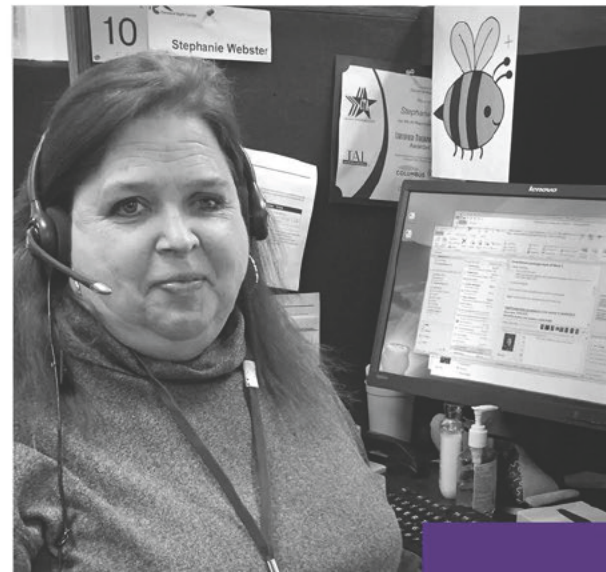


or 52 phone calls
and emails per hour.

Employment clients are supported in:

- Work Assessments
- Job Seeking
- Skills Training
- Interviewing Skills
- Job Development
- Peer Support

Call Center associate Stephanie Webster was selected from a pool of national applicants to participate in National Industries for the Blind's Effective Supervision: Leading the Way 2017 program. Stephanie started with CSC in 2012 as a Customer Service Representative and has been promoted to multiple leadership positions within the Call Center, including her current role as Team Lead.





Ryan's Story

» Originally starting at CSC as a student in Bright Futures Preschool, Ryan used the lessons and skills he learned to push him forward and graduate from Wright State University. He started working at CSC in 2015 and credits programs like Fundamentals for Success for helping him learn to live on his own and become more independent. “When I was younger, I worked at Highbrook Lodge which taught me how to work with different kinds of people on a daily basis. Interacting with people and helping them every day is my favorite part of my job. I love working here!”

Fiscal Period 2017 By The Numbers:


» **17,828** total number served.

2,347 individual donors made gifts and pledges totaling \$3,176,480.

61,453 total miles driven over 2,200 trips through Transportation Services, eliminating a barrier to independence.

28,471,863 steps taken by CSC's participants in the United States Association of Blind Athletes National Fitness Challenge, which is the amount of steps it would take to walk across the United States 56 times!





» **511** adults received rehabilitation services to increase their independence, confidence and safety through in-home and group trainings.

113 clients received financial scholarships to obtain assistive technology devices.

» **52** clients placed in jobs;
44 partners in employment.

232 camper experiences at Highbrook Lodge during summer, fall and winter programs.



491 therapeutic recreation program attendees enjoyed fine arts, leisure activities and social opportunities.



571,829

phone calls and emails handled by the Call Center.



Cleveland Sight Center
Since 1906, a Partner for Life



**Honor Roll of Donors
and Volunteers.**



October 1, 2016 - December 31, 2017



Your Support October 1, 2016 - December 31, 2017

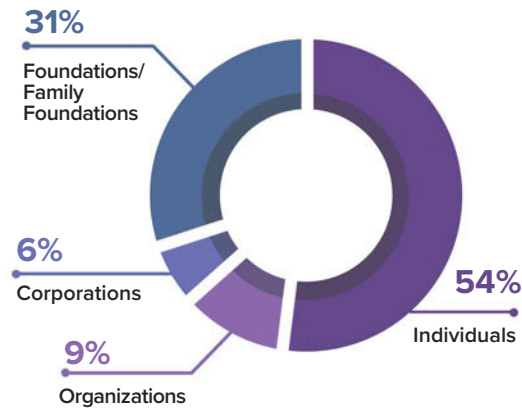
During the year, CSC's Board of Trustees voted to extend the financial year by three months in order to end on a calendar year basis going forward. CSC's 2017 Fiscal Period includes financial results for the period October 1, 2016 – December 31, 2017. Philanthropic support over this 15-month period totaled \$3,176,480 from 2,347 donors. More than 450 volunteers contributed over 11,000 volunteer hours, resulting in a value of over \$285,000 to the agency.

The generosity of donors and volunteers allows Cleveland Sight Center to serve clients of all ages who are blind or have low vision. They make meaningful and impactful contributions every day to make CSC such a vibrant, unique and strong community resource.

Sources of Support

\$3,176,480 from 3,680 Gifts and Pledges

Donor Type	Dollars	Gift Count
Individuals	\$1,714,079	3,140
Corporations	\$182,390	270
Organizations	\$292,141	158
Foundations	\$987,870	112
Total	\$3,176,480	3,680



Thank You!

We are grateful for the thousands of donors and volunteers who have helped us significantly impact the lives of those we served during the 2017 Fiscal Period. Every attempt is taken to properly acknowledge financial gifts and service hours which have so generously been donated to CSC. If you notice an opportunity for us to improve the way we communicate our acknowledgement of your support or if you have general questions for us, please contact Cleveland Sight Center's Director of Development Karen Bain Hiller at 216-658-4583 or khiller@clevelandsightcenter.org.



»» Volunteer Spotlight

CSC's partnership with John Carroll University's Center for Service and Social Action connects students with volunteer opportunities at CSC. JCU student Antonia Piazza volunteered in CSC's Adult Literacy program in the fall. Said Antonia, "One Wednesday, I was going through my normal service routine at the Sight Center. I was surprised when I walked into the classroom and saw a cake on the table with words written in frosting thanking me and the other student from JCU. Then, I was even more surprised when everyone started singing happy birthday. My birthday was that coming Sunday, but I had only talked about birthdays once at the beginning of the semester. The man (client) that I work with every week had remembered that my birthday was coming up and had made plans with the professor to surprise me with cake and ice cream. He even got me a card and included a sweet, typed message in it. His thoughtfulness almost brought me to tears, and I'm so grateful for the relationship I built with him over the past semester!"

The Foresight Society

» Established to honor all individuals who have made the ultimate commitment of an endowment gift, established a life income plan or made provisions in their estate plans to benefit Cleveland Sight Center.

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» Members have given gifts totaling \$5,000 or more during Fiscal Period 2017 and are truly Cleveland Sight Center's most philanthropic supporters. CSC's 2017 Fiscal Period includes gifts made during the period October 1, 2016 – December 31, 2017.

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» Did You Know?

A white cane is not considered “durable medical equipment” and therefore is not covered by medical insurance; training to use the cane safely and effectively is not either.

October 15th is recognized nationally as White Cane Safety Day.

» The white cane is an important orientation, navigation and safety tool used by those who are blind or have low vision.

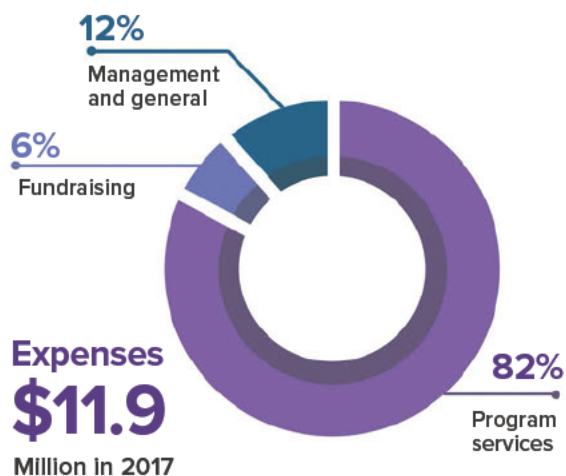
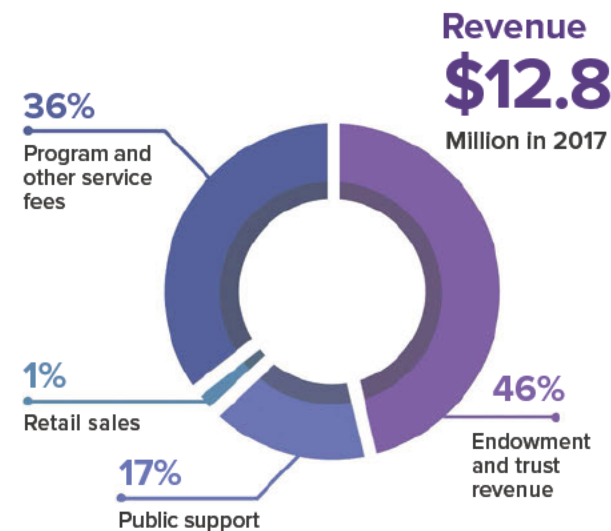
Ohio’s White Cane Law states “the driver of every vehicle shall yield the right of way to every blind pedestrian guided by a guide dog, or carrying a cane which is predominantly white or metallic in color, with or without a red tip.”

» The white cane serves **three main purposes** through the senses of touch and hearing:

Information • Protection • Identification

» The average cost of a white cane is \$30.

During the year, CSC's Board of Trustees voted to extend the financial year by three months in order to end on a calendar year basis going forward. CSC's 2017 Fiscal Period includes financial results for the period October 1, 2016 – December 31, 2017.



Balance Sheet

Assets

Cash, receivables, inventory and prepaids	\$3,099,900
Endowment and beneficial trust investments	\$91,844,092
Property and equipment	\$10,851,398
TOTAL ASSETS	\$105,795,390

Liabilities

Payables and accrued expenses	\$785,014
Donor annuities	\$222,154
Deferred revenue	\$453,301
TOTAL LIABILITIES	\$1,460,469

Net Assets

Unrestricted net assets	\$52,835,372
Temporarily restricted net assets	\$18,861,714
Permanently restricted net assets	\$32,637,835
TOTAL NET ASSETS	\$104,334,921

TOTAL LIABILITIES AND NET ASSETS \$105,795,390

Statement of Operations

Revenue

Public support	\$2,154,432	17%
Retail sales	\$124,791	1%
Program and other service fees	\$4,694,262	36%
Endowment and trust revenue	\$5,841,656	46%
TOTAL REVENUE	\$12,815,141	100%

Expenses

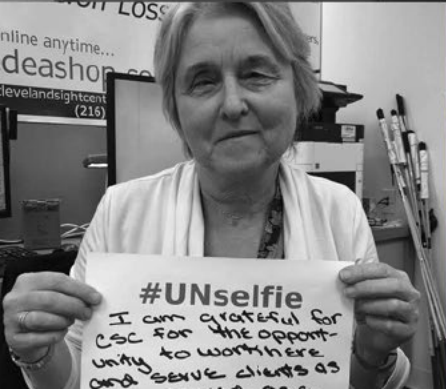
Program services	\$9,835,824	82%
Management and general	\$1,432,914	12%
Fundraising	\$683,759	6%
TOTAL EXPENSES	\$11,952,497	100%

Surplus from Operations \$862,644

» Cleveland Sight Center's mission is to empower people with vision loss to realize their full potential and to shape the community's vision of that potential.

#UNselfie
 I support the Cleveland Sight Center because of the tremendous services they provide to the Low Vision Blind Community.

#UNselfie
 One of the *Most* gratifying experiences I've ever had.



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