

Empowering people with vision loss to realize their full potential and shaping the community's vision of that potential.



2018 Impact Report

January 1, 2018 – December 31, 2018

Message from Leadership



Dear Friends,

Three principles have been core tenets to the success of Cleveland Sight Center since our founding in 1906 – and were instrumental and evident throughout our work in 2018:

Eliminate barriers. Build on our legacy. Commit to excellence.

A rule proposed by the Ohio Department of Medicaid to provide coverage of white canes as durable medical equipment was finalized in 2018, **making Ohio the first state in the country to provide coverage for white canes.** Cleveland Sight Center was a leader throughout this process, providing key information and proponent testimony to legislators and administrators through meetings, hearings and visits to the Ohio Statehouse in Columbus and our agency's headquarters in University Circle over the last two years.

Our agency was awarded a 4-star rating from Charity Navigator for demonstrating strong financial health and commitment to accountability and transparency. The award is the **highest possible rating** and indicates that CSC adheres to sector best practices and **executes its mission in a financially efficient way.**

As the region's premier resource for those who are blind or have low vision, we remain committed to the evolving challenges our clients face. Providing services through new and emerging technologies while continuing to offer impactful vision rehabilitation programs, **our services provide maximum benefit to allow our clients to reach their full potential.**

Our success is our clients' success. With the ongoing support of our donors, staff, board members, volunteers and friends, Cleveland Sight Center is ready for the opportunities and achievements in the year ahead.

On behalf of all those you impact through your support, we thank you for your generosity and belief in Cleveland Sight Center.

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

About Us

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 160 employees, 47 board trustees and more than 550 volunteers, CSC served 14,922 people during 2018 through direct services, preventative vision screenings and education programs.



By The Numbers

Cleveland Sight Center is a community that empowers people who are blind or have visual impairments. Individuals with no vision or limited vision cannot participate in education, succeed in the workplace or live independently without learning the skills that enable them to adapt to a world designed for the sighted. As a community, we are committed to ensure that children and adults with blindness or vision loss have access to the support and education they need to reach their full potential.

6,030

vision screenings conducted for preschool-age children to identify possible vision issues at an early age



193

camper experiences at Highbrook Lodge



“Camping is more than just walks in the woods, campfires and sing-a-long songs with your friends; it can be a life-changing experience.”

– James, Highbrook Lodge camper

1,655

donors made gifts and pledges totaling \$2,973,422



Engage /en'gāj/

Occupy, attract, or involve (someone's interest or attention); participate or become involved in.



Cleveland Sight Center delivers our unique and important message of essential programs and services through community outreach, education, engagement and advocacy across Northeast Ohio and throughout the state.

First in the Nation

Medicaid Rule 5160-10-30

A rule proposed by the Ohio Department of Medicaid to provide coverage of white canes as durable medical equipment was finalized on December 10, 2018, making Ohio the first state in the country to provide coverage for white canes!

The Medicaid rule 5160-10-30 includes coverage for ambulation aids under durable medical equipment, which previously covered canes, crutches or walkers but excluded coverage of white canes. The rule took effect January 1, 2019.

Cleveland Sight Center was a leader throughout this process and partnered with the Cincinnati Association for the Blind & Visually Impaired and the Sight Center of Northwest Ohio. Support and advocacy at the state government level included Director Kevin Miller from Opportunities for Ohioans with Disabilities (OOD) as well as legislators Representative Marlene Anielski and Representative Darrell Kick. The initiative was an important first step towards closing the gap in insurance coverage that exists for individuals with visual impairments.

3,158 audience members reached through programs including

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

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



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.



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.

CSC is rated a 4-Star Charity

Cleveland Sight Center was again awarded the coveted 4-star rating from Charity Navigator, America's largest and most-utilized independent evaluator of charities. The rating demonstrates CSC's strong financial health and commitment to accountability and transparency. The award is the highest possible rating and indicates that CSC adheres to sector best practices and executes its mission in a financially efficient way.

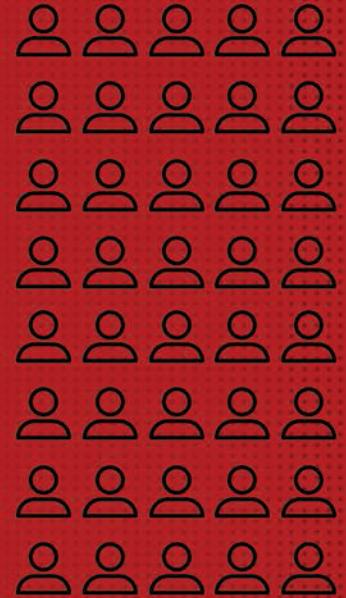


Special events raised over **\$434,000**

White Cane Walk, Golf Classic and Spellbound raised important dollars for programs and services.

14,922

people served



555

volunteers contributed
7,550 hours, resulting in a
value over \$186,398



Educate /'eje, kāt/

To give intellectual, moral, and social instruction to (someone, especially a child).

Cleveland Sight Center's education programs and services for infants, toddlers, school-age children and teens/young adults are designed to maximize his or her potential to grow and learn. CSC also assists families with the unexpected emotions of parenting a child who is blind or has low vision.

422 Children & Young Adult Services clients served

Services reached 11 counties across Northeast Ohio, providing an essential resource to students, parents and educators



"I can teach my daughter more at home because of what they teach me here."

– Tiani, mother of toddler



99 Teachers and educators attended CSC's seminars and workshops



"The staff (at CSC) are all helpful, friendly and encouraging – they make the participants feel empowered."

– Lisa, educators' workshop attendee

6,030 vision screenings conducted for preschool-age children to identify possible vision issues at an early age

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



“

“I have been educated on how to help my daughter. I can't express how truly valuable it has been, I can't express how grateful I am. It's amazing the dedication we get from staff every single week. I feel completely confident going into preschool because of what I have been taught here at Cleveland Sight Center.”

– Maggie, mother of toddler

Empower /ə'm'pou(ə)r/

To make (someone) stronger and more confident, especially in controlling their life.

Cleveland Sight Center's programs and services for adults are designed to increase independence, confidence and safety at home, in the workplace and in the community.

428 adults received rehabilitation services to increase their independence, confidence and safety



1,961

appointments in the Low Vision Clinic to best maximize remaining vision

173 clients received financial scholarships through the Empowerment Fund to assist with the cost of assistive technology devices and training



CSC's Eyedea Shop sold products to help live well with vision loss to

2,276 customers across 38 states

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

A large, white, stylized outline of a double quotation mark.

“I’m 75 and I didn’t think too much about braille (in the past). But it matters to me now. My sister is 89 and lost her sight and hearing and she’s totally isolated. I now know I won’t be.”

– **Linda, braille class graduate**

“Thank you for a workshop that allowed me to become aware of the many ways to assist people with low vision. I took away encouragement and the ability to better address my decreasing ability to see. Thank you for being sensitive to each person’s needs.”

A large, white, stylized outline of a double quotation mark.

– **Juanita, group training participant**

Employ /ə'm'plɔɪ/

To give work to (someone).

Cleveland Sight Center's programs and services for adults are designed to engage with his or her community and to empower themselves through competitive employment suited to individual interests and abilities. CSC's Call Center has become a vital employment resource for people with work-limiting disabilities.

588,752

phone calls and emails
processed by the Call Center



Employment Services completed 34 job placements through 21 unique employers including:

Amazon Fulfillment Center, Cleveland Cavaliers Team Shop,
Cleveland Sight Center, Giant Eagle, Marriott Hotels



"I love working in the Call Center, I feel useful again. I fulfill a need for others and myself, and that's a great feeling."

– Anonymous, CSC's Customer Service Representative

30 Comprehensive Vocational Service Evaluations which provide a reliable, well-researched, and comprehensive assessment of the employment client's skills, knowledge and interests to gain meaningful and competitive employment.

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



“I want to go back to work. I learned something new and it’s going to help me in the future.”

– Ken, employment client



“I love coming to work every day. I work with a great group of people. Everyone is always willing to help one another out. It’s great to work in an environment with positivity and respect for one another. For the first time, my visual disability did not hinder my chances at employment; Cleveland Sight Center has been the only employer to embrace disabilities and difficulties.”

– Kimberley, CSC’s Registration Coordinator



Nearly 80%

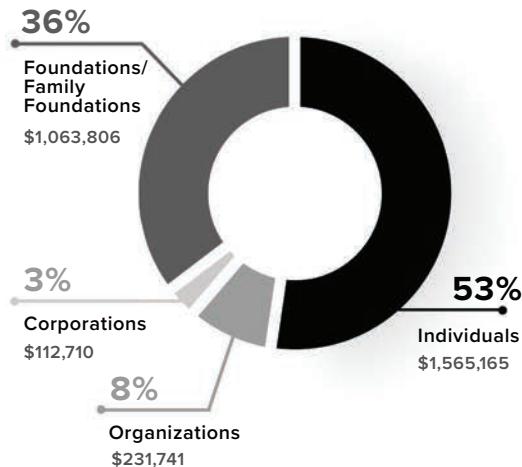
of the Call Center staff in 2018 had a work-limiting disability including blindness or low vision.



Honor Roll of Donors

January 1, 2018 – December 31, 2018

Your Support January 1, 2018 – December 31, 2018



Sources of Support

\$2,973,422 from 2,384 Gifts and Pledges

Philanthropic support over the 12-month period totaled \$2,973,422 from 1,655 donors. Each donor listed in the pages that follow has had an impact on the lives of our clients by allowing Cleveland Sight Center to provide the services, devices and support they need. The following letter illustrates that impact.

Thank You!

We are grateful for the thousands of donors and volunteers who have helped us significantly impact the lives of those we served in 2018. Every attempt is taken to properly acknowledge financial gifts and service hours which have been so generously donated to Cleveland Sight Center. 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 CSC's Director of Development Karen Bain Hiller at 216-658-4583 or khiller@clevelandsightcenter.org.



Dear Donor,

I am writing to thank you very much for your generous donation towards my purchase of the ORCAM assistive reading device. Since receiving this device, I have spent a great deal of time in training and learning its capabilities.

Because of your generosity, I can now ID bills, read articles as well as identify products and people's faces. I was not able to do any of this previously.

Your donation allows me to be less dependent on sighted help. Again, I give you my heartfelt thanks for your generous gift.

Sincerely,

Richard

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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“NEVER – IN MY 40+ YEARS OF VOLUNTEERING – HAVE I EVER FELT MORE APPRECIATED AND VALUED THAN I DO AT CLEVELAND SIGHT CENTER!”

- SYLVIA, VOLUNTEER

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The Leaders' Society

Members have given \$2,500 to \$4,999 in 2018.

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“ALONE WE CAN DO SO
 LITTLE, TOGETHER WE
 CAN DO SO MUCH.”

- HELEN KELLER

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Yours Truly
Ms. Debra Zdanowicz





Honor Roll of Volunteers

January 1, 2018 – December 31, 2018

Your Support January 1, 2018 – December 31, 2018



“Cleveland Sight Center Volunteers significantly impact our agency and clients, providing thousands of hours to support CSC annually. As an organization, our goal is to facilitate engaging volunteer experiences that make a direct impact on our mission and better our organization. The impact volunteers make is fundamental.”

- **Larry Benders, CSC’s President and Chief Executive Officer**



The mission of Volunteer Services is to facilitate empowering volunteer opportunities that support and promote the mission and progress of Cleveland Sight Center. More than 550 volunteers contributed over 7,500 volunteer hours, resulting in a value of over \$186,000 to Cleveland Sight Center.



“Volunteers are an essential part of the Highbrook Lodge community. Their support means our staff can focus on the many other things camp professionals need to in order to be successful. Our volunteers are rightfully valued members of the Highbrook Lodge community – we thank them all for their time, energy, efforts, and support!”

- **Jennifer Schaeffer, CSC’s Camp Manager, Highbrook Lodge**

Volunteer Impact

In 2018, volunteers donated 7,550 hours to Cleveland Sight Center.



Volunteer Services engaged **555** volunteers through ongoing and Done-in-a-Day experiences in 2018. Time donated through those experiences brought a value of \$186,400 to the agency.



“Seeing the passion volunteers have for Cleveland Sight Center’s mission and clients care assures me that our message will reach the people who need to hear it most.”

– Tom Sawyer, CSC’s Outreach Specialist

Volunteers were spread across 23 unique placements at the agency including activities such as 1:1 tutoring, classroom support, mentoring programs, providing administrative and engagement support and leading instructional classes like yoga and piano.



Volunteer Spotlight: Bailey Flint

Inspired by watching her grandfather Joe who has been legally blind since he was seven years old, Bailey Flint was driven to learn more about what she had come to realize was critical to her grandfather's independence. Growing up, Bailey noticed the smallest things made the world of a difference for her grandfather. To make her own difference, Bailey decided to become a volunteer at Cleveland Sight Center.

As an aspiring biomedical engineer, Bailey's coursework has taught her to strive to find the best way to solve problems in a way that prioritizes patient needs. A holistic field grounded in the belief that every perspective has value, the profession "has much in common with my volunteer experience," explained Bailey.

Joining Cleveland Sight Center's Bright Futures Preschool every week, she would pay a visit to the classroom not only to make a significant impact for the students and staff, but also to grow herself. The time spent allowed her to work with children to focus on specific activities or target specific skills. "My experience in preschool helped me gain perspective," Bailey explained. "There is so much you can learn from an individual child. My time in the classroom showed me the importance of learning in a variety of ways."



"I had a really great experience at Cleveland Sight Center and I am so thankful that I was given the opportunity to be involved," she said.

As she pursues an internship at Johnson &

Johnson, Bailey shares her hope that "others take the leap to get involved and continue the great work being done at CSC. I felt so valued as a volunteer," she said. "I loved to see and be part of the organization's impact."

Bailey's advice for those looking to be involved with CSC? "Jump right in! Find something you are excited about and get involved. There are so many areas, so it is easy to find something that interests you most. The time you spend is worth finding something you are happy doing and fulfilled being a part of."



Volunteers

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“LIFE’S MOST PERSISTENT
AND URGENT QUESTION
IS, WHAT ARE YOU DOING
FOR OTHERS?”

- MARTIN LUTHER KING, JR.

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Ms. Phyllis Fahrland
Mr. Michael Farmer
Mrs. Sharon Fazzino
Mr. Michael Fedeli
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Mrs. Ginny Fisher
Mr. Ben Flecha
Ms. Bailey Flint
Miss Shannon Foran
Mrs. Mary Jane Fortuna
Ms. Beth Freeman
Ms. Patricia Frost-Brooks
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“VOLUNTEERS DO NOT
NECESSARILY HAVE THE
TIME; THEY JUST HAVE
THE HEART.”

- ELIZABETH ANDREW

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Ms. Cathy Parent
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Ms. Latoya Parks
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Volunteer Partnership Spotlights

John Carroll University



“To truly experience the power of principles like universal design and the dignity of the human person, our students need more than a tour from staff. This is where CSC’s

Volunteer Services comes in. CSC’s Volunteer Services makes it easy for our students to build mutual relationships with CSC’s clients. As they progress through the semester together, these relationships lead to learning and growth for all involved. These relationships are particularly valuable for our students to have normal interactions with CSC’s clients, which can transform their perspective of people with visual impairments.”

JP Grauly
Assistant Director of Community Partnerships
John Carroll University



Delta Gamma Fraternity

Service for Sight is the philanthropy of the Delta Gamma Fraternity. Service for Sight’s mission is to promote sight preservation and to support people who experience blindness or low vision. Volunteering at Cleveland Sight Center allows Delta Gammas to connect directly to their philanthropy.



“At Cleveland Sight Center, Delta Gammas don’t just volunteer, but also learn tools for empowering those who are visually impaired and become active members of the

Cleveland community. So many members have reflected that they love volunteering, explaining how it makes them feel like they are making a difference in our community. Personally, I have had the opportunity to make a difference in the lives of people who experience blindness or low vision while at the same time improving my communication, leadership and organizational skills. Because of my experiences with CSC, I now want to work in advocacy in the future and I am motivated to be a positive change agent in the community. Overall, I truly can’t put into words how much CSC has positively impacted me. I have grown both personally and professionally and I am so thankful for the experience I have gained through being involved.”

Madi McMillen
Vice President of Foundation
Delta Gamma, Case Western Reserve University



DELTA GAMMA

Done-in-a-Day: Westfield Insurance

Representatives from Westfield Insurance's Human Resources engaged Cleveland Sight Center clients through a Done-in-a-Day (DIAD) volunteer event in December 2018. The team participated in a panel discussion about reasonable accommodations, job opportunities and interview techniques in addition to offering mock interview sessions for clients and job seekers to gain valuable experience.



Clients who attended the Westfield panel left with a newfound realization of the importance of being clear about personal employment goals during interviews. Participants came away understanding how transparency during an interview connects with securing employment that best aligns with individual skills, interests and experiences. Panelists explained how remaining open about one's career objectives promotes progress for both applicants and employers, leaving clients with a clear understanding of how to increase the chance of a job offer.

Westfield Employee Bob Taylor offered feedback related to Westfield's participation in the event. "This kind of opportunity presents a real value for us as a staff," Bob shared. "As HR professionals, it really helps us understand the applicant pool from a holistic perspective."



"It was such an impactful experience for me to realize how tough formatting resumes must be for people who experience blindness and low vision. In spite of not being able to see the formatting, job seekers who are blind are still held to the same standard as other applicants."

- Shannon Foran, Employment Event Volunteer

The Visionaries

Cleveland Sight Center Visionaries is a young professional group that works to support CSC's mission of empowering those who are blind or have low vision to reach their full potential. Members develop skills and networks that will prepare them to be the next generation of leadership at Cleveland Sight Center, to develop a signature event that introduces young Clevelanders to the agency, and to network professionally and socially with Cleveland Sight Center staff and board members.

Alexandra Bea
Caitlin Beck
Zak Benmerzouga
Alisa Boles
Vrere Bunkley

Robert Campbell
Erin Chelune
Kristin Hogan
Josh Kremer
Evan Leeson

Kevin McKinnis
Allison Prelosky-Leeson
Joseph Schafer
Jennifer Sheehe
Zachary Stanley

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Administrative Officer

Michael McManamon, MSIT
Chief Information Officer

Charlotte Fornal, CPA, MAFIS
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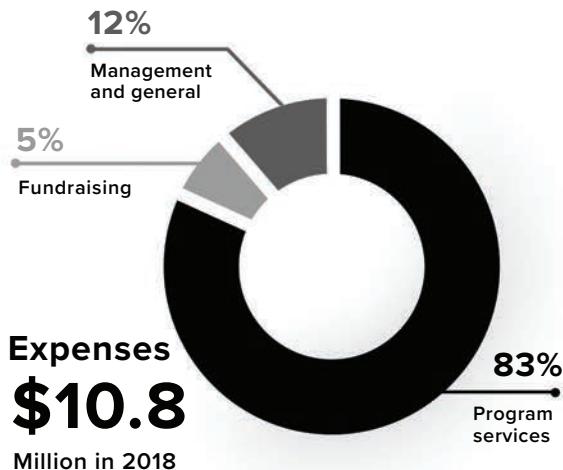
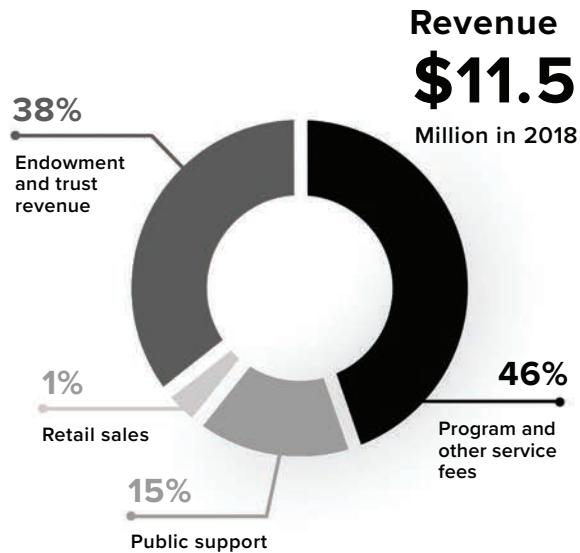
Jassen Tawil, MNO
Director of Business Development
and Customer Success

Ali Thomas, PHR
Director of Human Resources

Judith Weyburne
Director of Client Planning and
Employment

Financials

Financial results are for the period January 1, 2018 – December 31, 2018.



Balance Sheet

Assets

Cash, receivables, inventory and prepaids	\$2,698,014
Endowment and beneficial trust investments	\$83,838,823
Property and equipment	\$10,675,525
TOTAL ASSETS	\$97,212,362

Liabilities

Payables and accrued expenses	\$641,880
Donor annuities	\$201,261
TOTAL LIABILITIES	\$843,141

Net Assets

Without donor restrictions	\$50,247,588
With donor restrictions	\$46,121,633
TOTAL NET ASSETS	\$96,369,221
TOTAL LIABILITIES AND NET ASSETS	\$97,212,362

Statement of Operations

Revenue

Public support	\$1,745,872	15%
Retail sales	\$141,162	1%
Program and other service fees	\$5,239,424	46%
Endowment and trust revenue	\$4,418,091	38%
TOTAL REVENUE	\$11,544,549	100%

Expenses

Program services	\$8,906,743	83%
Management and general	\$1,259,413	12%
Fundraising	\$598,558	5%
TOTAL EXPENSES	\$10,764,714	100%

Surplus from Operations **\$779,835**



Cleveland Sight Center

Eliminate barriers. Build on our legacy. Commit to excellence.

University Circle
1909 East 101st Street
Cleveland, OH 44106

Highbrook Lodge
12944 Aquilla Road
Chardon, OH 44024

216-791-8118
info@clevelandsightcenter.org
clevelandsightcenter.org