

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](http://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.



## 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.**

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"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:



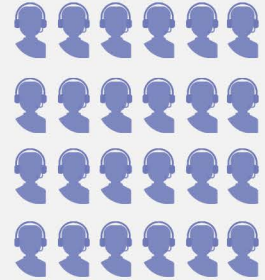
Jon Husted  
Ohio Secretary of State

EXPERIENCE  
COLUMBUS

NIB  
NATIONAL INDUSTRIES FOR THE BLIND

POSITIVELY  
cleveland  
convention and visitors bureau

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



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or 52 phone calls  
and emails per hour.

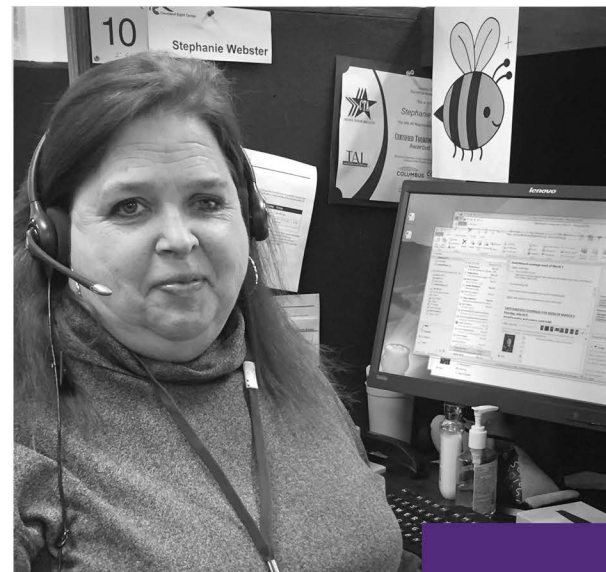
» 52 clients placed in jobs;  
44 partners in employment  
including:



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.



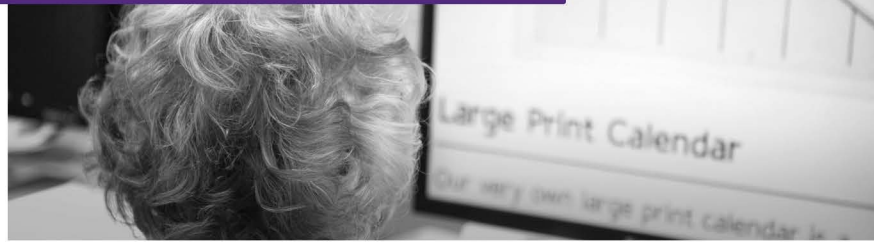
Cleveland Sight Center  
Since 1906, a Partner for Life



Honor Roll of Donors  
and Volunteers.



October 1, 2016 - December 31, 2017



## Your Support October 1, 2016 - December 31, 2017

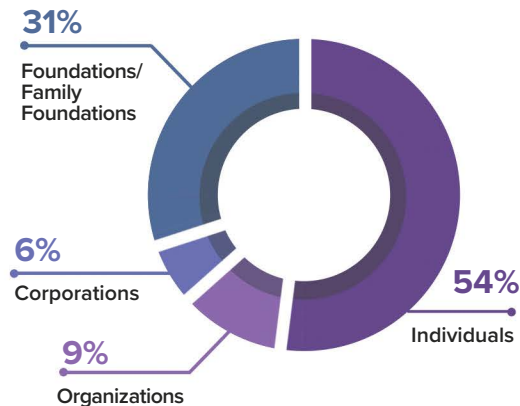
During the year, CSC's Board of Trustees voted to extend the financial year by three months in order to end on a calendar year basis going forward. CSC's 2017 Fiscal Period includes financial results for the period October 1, 2016 – December 31, 2017. Philanthropic support over this 15-month period totaled \$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
<b>Total</b>	<b>\$3,176,480</b>	<b>3,680</b>



### 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](mailto: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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## The Champions' Society

» 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.

American Foundation  
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## The Leaders' Society

» Members have given \$2,500 to \$4,999 during Fiscal Period 2017. CSC's 2017 Fiscal Period includes gifts made during the period October 1, 2016 – December 31, 2017.

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Mr. and Mrs. Wally Anders	Fred A. Lennon Charitable Trust	Progressive Special Lines Team
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Brecksville Laser Eye Center	Ms. M. Coletta McNamara	Dr. and Mrs. Peter J. Tsivitse
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## Gift-In-Kind

» The following donors provided a gift-in-kind during Fiscal Period 2017. CSC's 2017 Fiscal Period includes gifts made during the period October 1, 2016 – December 31, 2017.

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 Mr. and Mrs. Ronald A. Adams  
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 Ms. Victoria Allbery  
 Mr. Francis Allen  
 Mrs. Elise Allen-Frankenfield  
 Ms. Sheila Allenick  
 American Legion Joseph J. Jacubic  
 Post 572  
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 Ms. Jodi Audino  
 Mrs. Laura Bacci Merhaut  
 Dr. Charles Bailin  
 Ms. Marge Barber  
 Mr. and Mrs. Manny Barenholtz  
 Mr. Charles Berkey  
 Bexley Fabrics  
 Ms. Sue Biagianti  
 Mr. Tom Bonda  
 Mr. David Bonem  
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 Mrs. Sally Boyden  
 Bravo Cucina Italiana Restaurant  
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 Mrs. Terri Hamilton Brown  
 Mr. Willie J. Brown, Jr.  
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 Ms. Rochelle A. Chernikoff  
 Ms. Yvette Clark  
 Cleveland Clinic Health System  
 Cleveland Clothing Company  
 Cleveland Monsters Hockey  
 Mrs. Carolyn Conway  
 Mr. Frank Conway  
 Mrs. Marlene Costanzo  
 Mr. and Mrs. Richard V. Costas  
 Mrs. Nancy F. Crum  
 Cuyahoga County Board of Health  
 Mr. and Mrs. Jim Dakin

Dante Restaurant  
 Dr. Christina Delos Reyes  
 Delta Gamma - CWRU  
 Delta Gamma Alumnae - Westshore  
 Mr. Fedora DeMattia  
 Ms. Kay Devaughn  
 Mr. and Mrs. Neil A. Dick  
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 Mrs. Shirley Gregg  
 Ms. Carol J. Griffith  
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 Ms. Manju Gupta  
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 Jack's Deli  
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 Mr. William Kirksey  
 Mrs. Eugenia Kiser and  
 Dr. William S. Kiser  
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 Dr. Edward McFadden, Jr.  
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 Ms. Lucy Miller  
 Ms. Karen Minter  
 Ms. Sharifa Mitchell  
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 Ms. Barbara Williams  
 Ms. Josephine Williams  
 Miss Joy Witzke  
 Mr. John Wright  
 Ms. JoeAnn Yarbrough  
 Mr. Ron Yarnian  
 Ms. Debra Yasinow

## Volunteers

» The following people volunteered during Fiscal Period 2017. CSC's 2017 Fiscal Period includes volunteers during the period October 1, 2016 – December 31, 2017.

Mr. Keith Abramson  
 Ms. Megan Adkins  
 Ms. Juanita Aikens  
 Mrs. Barb Aker  
 Ms. Cheryl Akers  
 Mrs. Joan Albro  
 Mr. Steve Albro  
 Ms. Elise Allen-Frankenfield  
 Mrs. Joan Allgood  
 Mr. Wally Anders  
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 Mrs. Laura Anfang  
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 Mrs. Lee Apple  
 Mrs. Claudette Areddy  
 Mrs. Terry Argie-Hennessy  
 Ms. Marie Armenti

Ms. Jeanne Arslanian  
 Karen Peterson Assink  
 Ms. Monica Avery  
 Mrs. Erin Baesel  
 Ms. Judy Baker  
 Mrs. Mary Baltus  
 Ms. Cynthia Bancroft  
 Mrs. Diane Banyard  
 Ms. Valerey Barkley  
 Mrs. Angela Barnes  
 Mrs. Debbie Barnes  
 Mrs. Janet Barry  
 Miss Barbara Baughs  
 Mr. Warren Beck  
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 Mrs. Barbara Bell  
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 Mrs. Judy Benda  
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 Ms. Rachel Branning  
 Ms. Karen Brooker  
 Mr. Brian Brooks  
 Ms. Linn Brooks



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Ms. Willene Brown  
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Mrs. Nancy Burkhart  
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Ms. Margaret Butler  
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Mrs. Angela Christopher  
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Ms. Edith Conzett  
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Ms. Rachel Coury  
Mr. Terry Craddock  
Ms. Michelle Creer  
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Mr. Maxwell Czekala  
Mrs. Jena Dahbar  
Mrs. Leila Daiuto  
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Mrs. Flo Dietrich  
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Ms. Donna Dolan  
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Mr. Richard Dragonette  
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Ms. Savannah Fields  
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 Mr. John Wolf  
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 Mr. Dennis Yurosko  
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 Mr. David Ziegler  
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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.

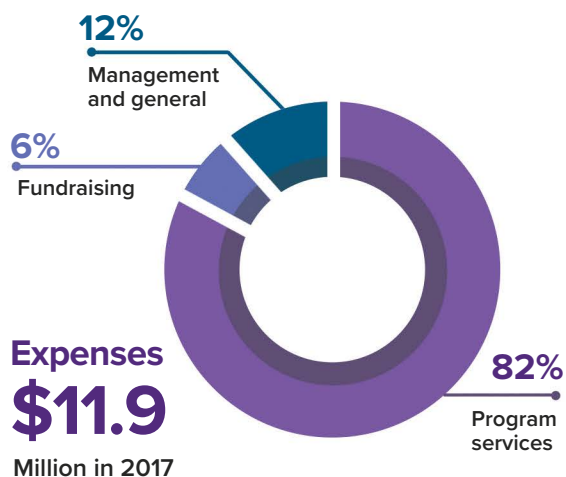
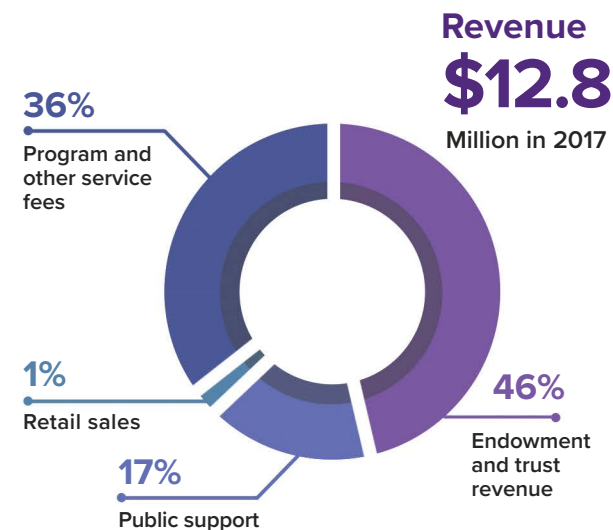
Ohio’s White Cane Law states “the driver of every vehicle shall yield the right of way to every blind pedestrian guided by a guide dog, or carrying a cane which is predominantly white or metallic in color, with or without a red tip.”

» 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
<b>TOTAL ASSETS</b>	<b>\$105,795,390</b>

### Liabilities

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

### Net Assets

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

**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%
<b>TOTAL REVENUE</b>	<b>\$12,815,141</b>	<b>100%</b>

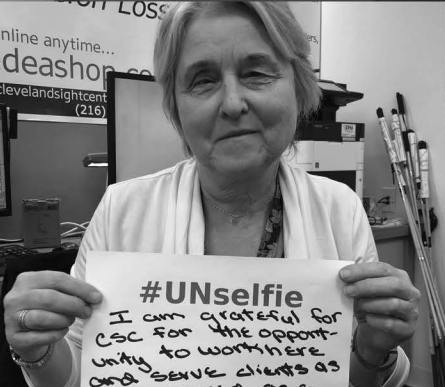
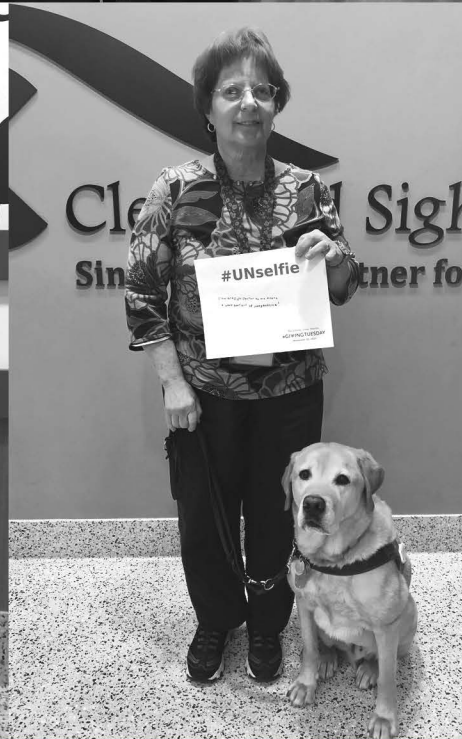
### Expenses

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

**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.



**Cleveland Sight Center**

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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
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