



Cleveland Sight Center

ANNUAL REPORT

October 1, 2015 - September 30, 2016

A Message from the Board Chair and President and Executive Director

Friends,

Fiscal Year 2016 marked Cleveland Sight Center's 110th year as the premier Northeast Ohio community resource for those who are blind or have low vision. Cleveland Sight Center removed barriers facing 13,267 people living with blindness and vision loss. CSC continues to be a partner to our clients and their caregivers, offering hope, guidance and confidence to gain or regain independence.



In 2016, we were pleased to be recognized for our leadership in many areas:

- We received our 12th consecutive three-year accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities), an international, independent, nonprofit accrediting body. This certification demonstrates our commitment to continually improving services, encouraging feedback and serving the community.
- The Call Center continued its growth as a leading provider of jobs for people with blindness or low vision. Contracts with the Ohio Department of Taxation, TourismOhio and Cuyahoga Job and Family Services were renewed and a new contract was established with the Office of the Secretary of State of Ohio.
- We were recognized by Smart Business Cleveland with a Business Longevity Award for 110 years of service to the community.
- The Greater Cleveland Regional Transit Authority (RTA) named us Partner of the Year for our outstanding commitment to and support of public transportation.

Additionally, 2016 marked the beginning of a strategic planning initiative to maximize community impact, reduce the agency's reliance on government funding and increase our long-term sustainability. We have nearly completed this process, which will ensure we continue to efficiently and effectively serve our clients' interests for years to come.

Our story is a great one and we ask that you help us tell it. Please share this publication with friends, family members and colleagues and encourage them to explore our website and social media pages.

Thank you for your trust and support of Cleveland Sight Center as we work to fulfill our mission to empower people with vision loss to realize their full potential and to shape the community's vision of that potential.

Thomas P. Furnas
Chair, Board of Trustees

Lawrence E. Benders
President and Executive Director



About Us

Founded in 1906, Cleveland Sight Center (CSC) is the only organization in Northeast Ohio that offers comprehensive services for individuals who are blind or have experienced vision loss. Serving infants to seniors, CSC is a partner to independence, working to educate, empower and employ. Supported by 170 employees, 56 board members and more than 800 volunteers, CSC serves over 13,000 people each year through education, direct services and preventative vision screenings.

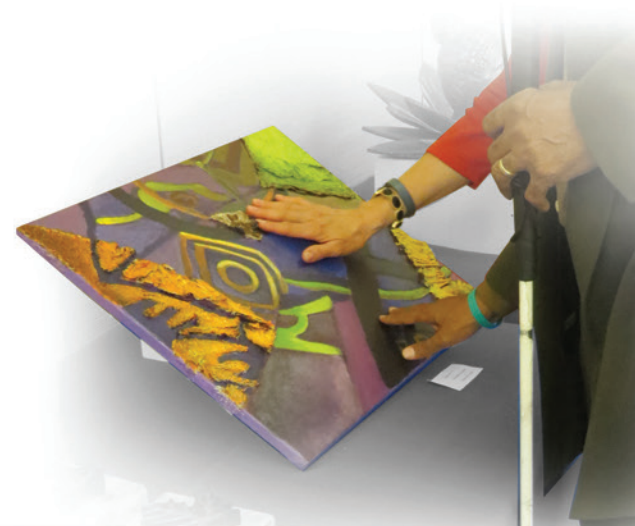
White Cane Safety Day is October 15th. The white cane is an important orientation, navigation and safety tool used by those who are blind or have low vision.

Did You Know?

- Beginning in 1968, CSC has maintained national accreditation at the highest level, first through the National Accreditation Council for Agencies Serving the Blind and Visually Handicapped and, since 1982, 12 consecutive three-year accreditations through CARF (Commission on Accreditation of Rehabilitation Facilities).
- In its latest rating, Charity Navigator awarded CSC the top ranking of four stars for demonstrating strong financial health and commitment to accountability and transparency.
- CSC's Braille department produced Braille menus for Winking Lizard restaurants and Great Lakes Brewing Company.
- "Braille Basics" program is offered to families and caregivers of clients in Children & Young Adult Services programs.

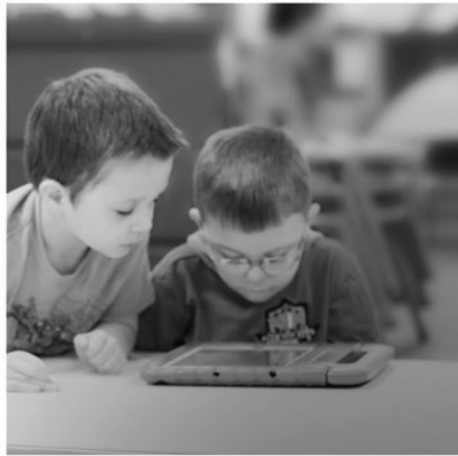


- CSC participates in National Volunteer Week every April with various "thank you" activities throughout the week and an annual Volunteer Appreciation Dinner.
- CSC's transportation fleet received an upgrade with two new vehicles made possible by a grant from the Northeast Ohio Areawide Coordinating Agency (NOACA).
- CSC consulted with University Circle Inc. to add audio-described elements to the University Circle Circlewalk Tour, sponsored the film "Notes on Blindness" at the Cleveland International Film Festival and partnered with Cleveland State University art students to present "Exploring Sensation," a juried exhibition designed to bring art into the world of those who are blind or have low vision.



Fiscal Year 2016 By The Numbers

13,267
total number
served.



\$514,000
raised through major
events Spellbound,
White Cane Walk
and Golf Classic.

1,173
appointments
in the Low
Vision Clinic.



75 vs **30**
minutes
for a low
vision exam
on average. minutes for a
routine exam
on average.



498
recreation
program attendees.

213 camper experiences

at Highbrook Lodge where participants enjoyed all seasons including the traditional summer camp season, Fall Weekend, Holiday at Highbrook and Winter Weekend. For campers of all ages, Highbrook Lodge is the place to enjoy camping and recreation activities which help build socialization skills and confidence that are used in life and work settings.

” Kaylee’s life has been enriched by the vast experiences. She’s flourished with others there and she’s matured and depended on herself to enjoy the week camping. The staff genuinely care. GENUINELY CARE! Thank you. Thank you more than you will ever know.

- Kat, mother of Kaylee, a Highbrook Lodge young adult camper

1,915

donors made gifts and pledges totaling \$2,636,684.



2,647

customers made purchases in the Eyedea Shop for products to live well with vision loss including household items, lighting devices and magnifiers.

347

youths served through Children & Young Adult Services.

427,317

phone calls and emails answered by the Call Center.

467

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

86

 clients received financial scholarships

totaling nearly \$90,000 through CSC's Empowerment Fund to obtain assistive technology devices such as CCTVs and handheld magnification devices.



7,726

vision screenings

conducted for pre-school age children to identify possible vision issues at an early age that can impact a child's physical development, success in school and overall well-being.

47,000

total miles driven during 4,590 trips through CSC's Transportation Services, providing a valuable service and eliminating a barrier to independence.



EDUCATION

Cleveland Sight Center helps people in Northeast Ohio who are blind or have low vision realize their full potential through EDUCATION. Clients get the most from their educational experience by developing the compensatory skills necessary to advance in the educational programs the student pursues. Programs begin at birth and range through the early adult years and additionally offer support to families and caregivers.

CSC holds an annual "See What's Possible" workshop in August for educators who will work with students with blindness or low vision in the upcoming school year.

Summer Youth Work Experience is a summer transitional program for young adults who are blind or have low vision. It is a five-week residential program providing a paid work experience, instruction in job readiness and "soft skills," one-on-one or small group instruction in the areas of orientation and mobility, computer skills and activities of daily living. For most participants, this program is his or her first real job and first opportunity to experience independent living. Expected beneficial outcomes include:

- Increased job skills
- Creation of a work history
- Increased confidence in community travel
- Improved independent living skills
- Improved expectation of employment



“ Cleveland Sight Center has improved the quality of her life and everyone’s around her. Using vision strategies that were provided was the missing piece of the puzzle for our family and her therapists.

- Jennifer, mother of Emma

EMPOWERMENT

Cleveland Sight Center helps people in Northeast Ohio who are blind or have low vision realize their full potential through EMPOWERMENT. Clients feel empowered to live independently by developing compensatory life skills to instill the confidence to achieve independence.

Rehabilitation Services offered by CSC make an impact in many areas including activities of daily living, computer and device training and navigation. These skills, which can be challenging to complete when vision is lost, include basic food preparation, writing tasks, money identification, clothing care, cleaning, email and text messaging, and safe navigation in the home and community.

” Because I have low vision, I couldn’t find the numbers on my phone. But after training I can now use it with voice commands. Since I can’t see small letters, I can now use my phone to enlarge the print and continue reading and teaching at Sunday school.

- Jong Ho, participant in CSC’s iPhone training sessions

CSC introduced iPhone training funded through the Senior Independence Fund in which participants were trained in basic iPhone landmarks, gestures, settings, how to use Siri and an introduction to voiceover features. Tasks learned included making and answering a phone call, using Siri to check the weather and set an alarm, opening and closing apps, reading and sending emails and texts and using their phones to play music.

CSC’s Consumer Council hosted a Technology Fair featuring exhibits and devices from national and local vendors, informational presentations, breakout sessions and the latest blind and low vision devices. Hundreds of technology-seeking clients and caregivers attended.

” Growing up, Cleveland Sight Center was a family environment. They inspired me, they motivated me to be a better person. To be independent. To learn how to adapt to different situations. They empowered me and they inspired me to be comfortable with my disabilities.

-Demetrius, Cleveland-area entrepreneur, husband, mentor and coach



EMPLOYMENT

Cleveland Sight Center helps people in Northeast Ohio who are blind or have low vision realize their full potential through EMPLOYMENT. Clients pursue a fulfilling career by securing employment that is suited to their individual interests and ability and aligns with their economic interests and priorities.

54 people achieved employment in the competitive marketplace.

44 partners in employment including:



Shamika's Success Story

Shamika began working with CSC's Employment Services in January 2016 to hone her vocational skills to gain employment in the massage therapy field. Shamika quickly applied techniques she learned to become employed as a massage therapist at Massage Envy Spa in Strongsville, OH. After identifying a few workplace adaptations, such as a talking timer to maintain her appointment schedule and enlarged forms for new patron information, Shamika loves her job and the people she works with. Her supervisor agrees and when asked about Shamika, she exclaimed, "she's an awesome therapist!"

For Shamika, employment is more than a paycheck, but an opportunity "to contribute to society." Her job has made her feel successful and allows her to provide for her family.




CSC's Employment Department received the Excellence Award in the Outstanding Collaborative Efforts category for its partnership with the Employment Collaborative of Cuyahoga County, a group of dedicated agencies whose vision and goals facilitate Ohio's Employment First Initiative.


CSC's Call Center employs nearly 70 individuals who are blind, have low vision or another work-limiting disability. Customer satisfaction rates are consistently rated excellent. People who are blind or have low vision are able to have the same opportunities for competitive employment and an independent lifestyle as people who are sighted.

427,317 phone calls and emails answered by the Call Center.

Secretary of State Jon Husted visited CSC in April to outline his office's goal of making it easier to conduct business in the state of Ohio, highlighting the work being done by CSC's Call Center. Through this partnership, Secretary Husted's office had significant improvement in customer service; notably, wait times reduced from over 10 minutes to 54 seconds and customer satisfaction rates rated at 96%.



Visit <http://bit.ly/24848we> to see a video on this successful partnership and employment opportunity.



” Finding the job at the Call Center gave me hope, but also helped me take the steps I wanted to regain my independence. It not only gave me a means of working and making a living again, but it opened up the door so that I could get my own place and live once more. HOPE. That is what Cleveland Sight Center and the Call Center gave me.

– Quentin, Call Center Customer Service Representative

STRENGTHENING PARTNERSHIPS

Cleveland Sight Center's partnership with Cleveland Clinic continued to grow in the past year with an ongoing focus in the areas of rehabilitation, education and community outreach to provide the best and latest offerings to clients and patients.



- The Argus II retinal prosthesis partnership with Cleveland Clinic Cole Eye Institute passed the one-year mark in 2016. Also known as the bionic eye, CSC has a critical role in the education and rehabilitation for those receiving the Argus II implant which includes learning how to interpret what the patient is seeing, as well as safe navigation in the community.
- CSC's Children & Young Adult Services team visited Cleveland Clinic for "Grand Rounds" presentations to pediatric staff members, designed to educate, enhance skills and update information about Cleveland Sight Center.
- CSC hosted an open house for associates of Cleveland Clinic Cole Eye Institute for them to learn more about services, programs and opportunities to enhance the continuum of care for patients.
- Cleveland Clinic Community Outreach provided \$7,500 in support of CSC's Highbrook Lodge and the camp programs provided to children and families, enabling more individuals to experience the outdoors and learn much more about themselves in the process. Support from Cleveland Clinic provides camperships for children and adult Cleveland residents who are blind, have low vision or who have multiple disabilities, so that they may participate in typical summer activities, regardless of their disabilities.

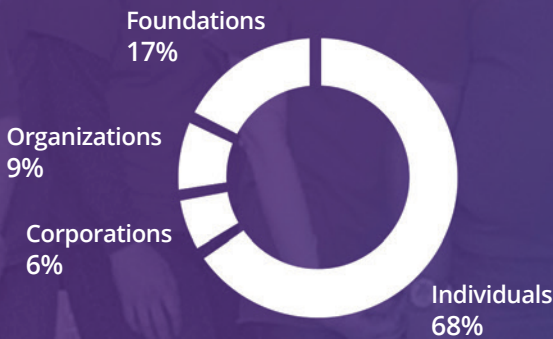


HONOR ROLL OF DONORS AND VOLUNTEERS

Philanthropic support over Fiscal Year 2016 totaled \$2,636,684 from 1,915 donors; the number of volunteers totaled 825, resulting in 13,633 volunteer hours and \$321,193 in value 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 talented, vibrant and strong agency.

Sources of Support

\$2,636,684 from 2,646 Gifts and Pledges



Donor Type	Dollars	Count
Individuals	\$1,787,682	2,291
Corporations	\$169,336	175
Organizations	\$228,932	103
Foundations	\$450,734	77
Total	\$2,636,684	2,646

Impact of Volunteers at CSC

CSC Department	# of Hours	% of Hours
Recreation & Social Clubs	4,775	35
Social Work	2,385	17
Facilities & Maintenance	1,658	12
Radio Reading (CSC Network)	1,312	10
Braille Services	1,063	8
Children & Young Adult Services	883	6
Special Events & Administrative	781	6
Share the Vision Peer Mentoring	776	6
Total	13,633	100%

Volunteer Hours

Volunteers provided a value of \$321,193 to CSC based on the Independent Sector's value of \$23.56 per volunteer hour.

Thank You!

We are grateful for the thousands of donors and volunteers who have helped us to significantly impact the lives of those we served during Fiscal Year 2016. 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 Director of Development Karen Bain Hiller at 216-658-4583 or khiller@clevelandsightcenter.org.

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 Year 2016 and are truly Cleveland Sight Center's most philanthropic supporters.

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Members have given \$2,500 to \$4,999 during Fiscal Year 2016.

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Volunteer Spotlight

Bob Kihm has been a volunteer cane repair man for over 10 years through CSC's Eyedea Shop. Despite being diagnosed with Macular Degeneration in 2000, Bob is an adventurous spirit who is highly involved with CSC. He says he has received much moral and technological support from CSC through the years, most importantly having rebuilt his self-confidence.

Bob learned about the opportunity to volunteer as a white cane repairman through a newspaper advertisement and decided to give volunteering a try. After only two weeks of training, Bob was fixing white canes on his own. Since then, he has been re-stringing, fixing grips, re-taping and repairing tips on white canes.

When he is not repairing white canes, Bob can be found learning sailing techniques in the CSC sailing program or mastering yoga positions in his weekly yoga class through CSC. He is also enrolled in classes at Cleveland State University. No stranger to adventure, Bob has traveled to Mexico where he rappelled into a cave and he frequently goes skiing in Colorado and bikes to CSC to volunteer. Bob is also an Army veteran and attended the Golden Games for Senior Disabled Veterans in Detroit in September 2016 where he won two silver medals in power walking and in swimming!



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Volunteers

Cleveland Sight Center gratefully acknowledges the following individuals for their generous commitment of time as volunteers during Fiscal Year 2016.

CSC's dedicated core of volunteers make a difference daily at the agency. Whether it is assisting with club selection and slope of the green in the Golf program, reading publications for Cleveland Sight Center Network radio or sharing experience to someone new to vision loss, these volunteers provide an invaluable resource all year long. Large groups including Progressive, Rockwell Automation and Cleveland Clinic make a positive impact at Highbrook Lodge to make CSC's camp in Chardon ready for every camp season.

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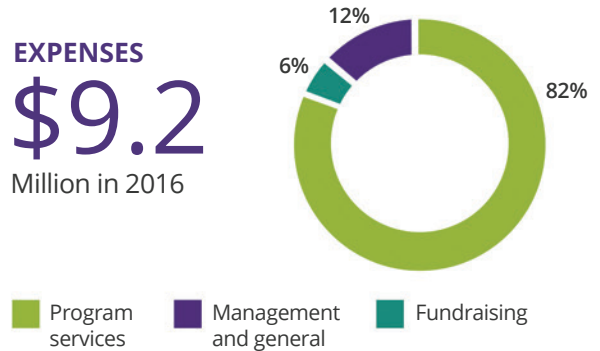
Joel Zureick, LICDC-CS, MBA, CPWIC
Director of Client Services

Cleveland Sight Center's financial position and results of operations for the year ended September 30, 2016 are listed in the information graph and table below.

REVENUE
\$9.6
Million in 2016



EXPENSES
\$9.2
Million in 2016



A \$500,000 pledge was made in 2016 by an anonymous donor to the Endowment Fund, which provides a reliable and sustainable stream of revenue to help fund various client services.

Balance Sheet

Assets

Cash, receivables, inventory and prepaids	\$1,996,068
Endowment and beneficial trust investments	\$81,720,219
Property and equipment	\$11,177,232
TOTAL ASSETS	<u>\$94,893,519</u>

Liabilities

Payables and accrued expenses	\$601,614
Donor annuities	\$263,705
TOTAL LIABILITIES	<u>\$865,319</u>

Net Assets

Unrestricted net assets	\$47,514,700
Temporarily restricted net assets	\$15,717,956
Permanently restricted assets	\$30,795,544
TOTAL NET ASSETS	<u>\$94,028,200</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$94,893,519</u>

Statement of Operations

Revenue

Public support	\$1,441,823	15%
Retail sales	\$170,656	2%
Program and other service fees	\$3,380,802	35%
Endowment and trust revenue	\$4,591,037	48%
TOTAL REVENUE	<u>\$9,584,318</u>	<u>100%</u>

Expenses

Program services	\$7,520,490	82%
Management and general	\$1,128,844	12%
Fundraising	\$564,494	6%
TOTAL EXPENSES	<u>\$9,213,828</u>	<u>100%</u>

Surplus From Operations

\$370,490



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.

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