

OUR FOCUS IS YOUR VISION

**NORTH CENTRAL  
SIGHT SERVICES  
INC.**



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OUR FOCUS IS YOUR VISION

2009 ANNUAL REPORT

# Remembering 2009



*Top to Bottom, Left to Right...*

- **Annual Dinner** – Bob Garrett and Mark Huffman award Ellen Clark and Dick McLarney of Data Memory Marketing, Inc. the Supplier of the Year Award at last year's Annual Dinner.
- **Plankenhorn Holiday Celebration** – Charles and Violet Russo enjoying this annual celebration.
- **Knoeble's Grove** – Joyce Gnoffo and Mary Crawley getting ready to enjoy our Employee Appreciation Day.
- **Insight With A Bite** Support Group held at Haywoods.
- **Kids First Friday** – Children play pin the Eyes on Eyerene and learn about eye safety.
- **Vision Quest** – Heather Engle presents Vision Quest Awards to Mrs. Seber's fourth grade students from Forest City.

## Mission Statement

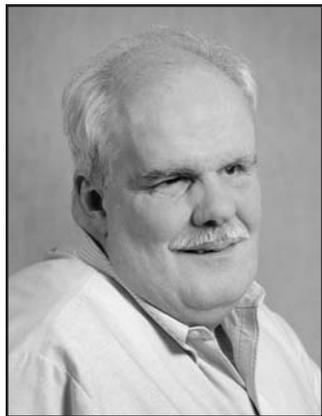
*To provide exceptional programs, services and employment to the blind and visually impaired as well as excellent education, prevention services and products to all customers.*



## Vision

*Be the preferred provider of rehabilitation services, sight-loss prevention and meaningful employment.*

# Messages from the President



**ROBERT B. GARRETT**  
President/CEO

*Greetings:*

*As I reflect on 2009, there are several key points that come to mind. After five years of growth and financial stability, our organization experienced a difficult year in 2009. The loss of revenue from our flash media line had a significant impact on our revenue. The loss of \$2.7 million in sales from this product line was significant. Also like many other organizations, we experienced a reduction in our State contracts for SS and Prevention services. Both of these events*

*contributed to some difficult challenges for North Central Sight Services, Inc. in 2009.*

*We have an interesting structure whereby the net revenue generated by our Industry Program is used to offset the revenue shortages from our Social/Rehabilitation and Prevention service programs. The good news is that we expect that the sales of flash media will return in 2010 once the Federal Government lifts the ban. We fully expect to maintain our service commitment in 2010.*

*Our Board of Directors has been very supportive during these trying times. We did reduce expenses, eliminated several positions and cut back wherever possible. We did not reduce services to our customers or benefits for our valuable Associates. We maintained our employment program and continued to provide quality services to people who are blind and our Prevention efforts. We paid off our mortgage and didn't have to use our line of credit.*

*We moved forward with our ISO9001:2008 certification efforts and are scheduled for our audit in the first quarter of 2010.*

*Overall all things considered, we have done what we had to do to stay the course. I'm confident that 2010 will be a better year for our organization. I thank each of our dedicated Associates for their commitment and understanding during these difficult times. ☺*

# Officers & Board of Directors

## 2009-2010 OFFICERS

William F. Daniels, III  
*Board Chair*

Anthony H. Visco, Jr.  
*Vice Chair*

Halle N. Niklaus  
*Treasurer*

Gregory A. Stapp  
*Secretary*

Robert B. Garrett  
*President/CEO*

Mark A. Huffman  
*Immediate Past Board Chair*

## 2009-2010 DIRECTORS

Debra Bowes

Anthony F. Campana

Roxanna M. Chapman

Jo Ann DiPasquale

Guy Heilenman

Quinn Kirk, MD

Sean Roman

Barry Stiger

Daniel Velte

Andrea C. Weinoffer



## Including North Central Sight Services in Your Will

*If you or a friend or a loved one would like to remember North Central Sight Services, Inc. in your will, you can do so by employing the following language:*

*"I give, devise, and bequeath unto North Central Sight Services, Inc., 2121 Reach Road, Williamsport, PA 17701, a Pennsylvania non-profit organization, the sum of \$ \_\_\_\_\_ or \_\_\_\_\_ percent of my net estate: or the following stocks and bonds \_\_\_\_\_ to be used for its worthy purposes on behalf of blind and/or visually impaired persons."*

# 2009 Revenue & Expense

*Note: In the table, figures are unaudited and rounded off to the nearest \$10.00.*

## 2009 Revenue

Sales of Products & Services Through Industrial Operation .....	\$8,879,990
Sustaining Membership, United Way, and Fees, For Service and Public Support .....	\$55,540
Government Support .....	\$227,590
Interest/Purchase Discounts Income .....	\$40,770
Investment Income .....	\$358,600
Restricted Income.....	\$55,660
Lions Support.....	\$22,420
<b>TOTAL REVENUE</b>	<b>\$9,640,570</b>

## 2009 Expenses

Salaries and Wages .....	\$1,536,600
Cost of Goods Sold & Obsolete Inventory .....	\$5,906,040
Commissions and Professional Fees.....	\$493,180
Employee Benefits .....	\$878,720
Occupancy, Property Maintenance, Service .....	\$164,400
IPC and PIDA Loan Interest .....	\$13,640
Contract and Equipment Maintenance.....	\$76,760
Specific Assistance to Individuals .....	\$30,170
Eye Care & Education.....	\$13,350
Camp Scholarships.....	\$3,970
Radio Reading.....	\$3,510
Functional Vision Clinic .....	\$9,500
Training, Conferences, Travel.....	\$46,300
Vehicle Expenses.....	\$54,950
Depreciation .....	\$218,730
Supplies, Postage and Freight .....	\$286,990
Investment Fees .....	\$13,180
Miscellaneous Expense, Interest on Line of Credit and Uncollectible Loss .....	\$9,640
<b>TOTAL EXPENSES</b>	<b>\$9,759,630</b>

**EXCESS/(DEFICIENCY) (\$119,060)**



# And Board Chair



**WILL DANIELS**  
*Board Chair*

*On behalf of the Board of Directors of North Central Sight Services, I want to thank the volunteers, donors and our associates for making the most of a difficult year. Every aspect of NCSS was impacted by budget constraints, an economic slowdown and an overall feeling of uncertainty. That said, as an agency we were able to fulfill our mission to our customers and continue our long term vision. This was due to the perseverance of every department and support from outside agencies.*

*Like many industries and service organizations, we were also affected by a sluggish economy. Over the past few years, North Central Sight Services has had tremendous financial successes. This past success has led NCSS to continue operating in a sound financial position. Additionally, North Central Sight Services was able to reduce our long term debt. This is an achievement that will benefit the agency for years to come.*

*Tough decisions were made to postpone projects to enhance our facility. These projects would have allowed us to expand services, products and employment opportunities within NCSS. However these postponements enabled us to focus on what really mattered to us, our customers and our associates. We are excited to begin 2010 and continue delivery of exceptional programs and services to all those we impact.*

*Thank you for assisting us in 2009. ☺*

# 2009 Highlights

## APRIL

- Annual Dinner Meeting successful with Tommy Burget named Employee of the Year, Alabama Industries honored as Customer of the Year and Data Memory Marketing (DMMI) of Columbus, Ohio named Supplier of the Year.

## MAY

- Company wide training with Dr. Casey McNeal focusing on Customer Service and Humor in the Workplace.

## AUGUST

- Internal audits begin as part of the ISO9001:2008 certification process.

## SEPTEMBER

- William (Will) Daniels, III is elected Board Chairman.
- Board of Directors makes the decision to pay off the remaining \$283,000 mortgage leaving the agency free from long-term debt.
- A very Successful Associate Appreciation Day at Knoebles Grove.
- After twenty plus years, the NCSS Radio Reading Service is discontinued and replaced by the new technology NFB Newslines.

## OCTOBER

- 25th Annual Lions Appreciation Night held with twenty-two clubs and District Governor Dean Kelchner in attendance.

## DECEMBER

- Rudy VanEmon named Blind Worker of the Year.
- ISO9001:2008 mock audit conducted. Non-conformances identified and corrected. ☺



**Tommy Burget**  
*Employee of the Year*



**Rudy VanEmon**  
*Blind Worker of the Year*

# 2009 Service Statistics

*In the following table, services provided by North Central Sight Services, Inc. have been broken down according to the number of individuals served and the number of service units performed.*

SERVICE	Individuals	Units
Industry Employment.....	35	4,896 days
Support Services .....	281	2,066.50 hours
Transportation/Escort .....	211	4,679.75 hours
Ancillary .....	289	624.00 hours
Support Group.....	85	722.50 hours
Social/Recreation .....	42	287.25 hours
Life Skills/Education .....	151	418.75 hours
Vision Rehabilitation Therapy .....	13	40.75 hours
Orientation and Mobility .....	18	84.75 hours
SPCM .....	6542	1761.75 hours
Educational Presentations .....	2,861	128 sites
Educational Literature.....		19,014 brochures
Media Releases.....		192 releases
Eye Health Screenings.....	5,093	290 sites
Referrals.....		423
Remedial Eye Care Exams.....		54 exams
Remedial Eye Care Glasses .....		210 pairs of glasses
Functional Vision Exams .....		169 exams
Functional Vision Glasses.....		66 pairs of glasses
Visual Aides Store.....	143	\$3,376.26 in sales

## UNDUPLICATED PERSONS SERVED

Blind .....	373
Non-Blind.....	7,646

## VOLUNTEER HOURS

	Hours
POB .....	368.25
Transportation/Escort .....	10.75
Board of Directors/Committees .....	153.00

**TOTAL HOURS 532.00** ☺