



CHANGE. VISION. OPPORTUNITY.
2011 ANNUAL REPORT



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OUR FOCUS IS YOUR VISION



OUR MISSION
Provide exceptional programs, services, and employment
to the blind and visually impaired as well as excellent education,
prevention services, and products to all customers.

OUR FOCUS IS YOUR VISION

REMEMBERING 2011



NCSS Associates receive a Certificate of Appreciation from Sandy Spencer of the Williamsport/Lycoming Chamber of Commerce for hosting a PM Exchange in January.

President/C.E.O. Robert Garrett receives a check from Crosscutters President Paul Velte and VP General Manager Doug Estes as part of the proceeds from the Cutters Fifth Annual Hot Stove Banquet.



U.S. Representative Tom Marino, R-Cogan Station visited our facility in March. He is shown touring the production area with Associates Terri Kio and Charlie Clark.



Tina Helm accepts the 2010 Volunteer of the Year at last year's Annual Dinner. *Left to Right: Programs/Services Director Heather Engle, Tina Helm, Board Chair Will Daniels and President/C.E.O. Robert Garrett.*



In June, American Idol Finalist Scott MacIntyre congratulates Associate Sierra Frantz on being a runner-up for the Nettie Mann Achievement Award sponsored by Pennsylvania Industries for the Blind and Handicapped.



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.



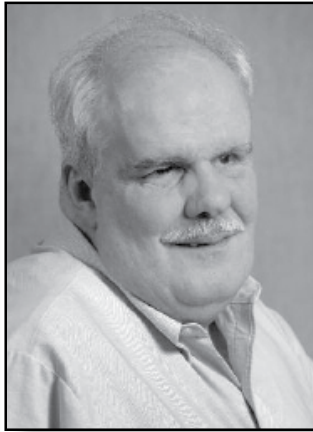
VISION

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

FROM THE PRESIDENT AND CHAIRMAN OF THE BOARD



ANTHONY H. VISCO
Board Chair



ROBERT B. GARRETT
President/C.E.O.

As we reflect on 2011, several events and circumstances overwhelmingly impacted our organization. The reduction in Federal spending produced a 19% reduction in sales compared to 2010. For any business, this is a significant event.

After detailed discussion and pains taking review of all positions, we implemented a realignment of our organization in August of 2011. Seven positions were eliminated and other cost saving measures were put into place. The good news is we did not reduce services to people who are blind. Throughout this process, our Board of Directors remained steadfast in their commitment to our mission.

As we begin 2012, we are seeing positive signs that the realignment has begun to help us right our financial ship. We both owe a debt of gratitude to our Board of Directors and each and every NCSS Associate who helped us through these difficult times. Although 2011 was very painful, the future is bright and with continued hard work and commitment, we believe we are on a positive track for our great organization.

Anthony H. Visco, Board Chair
Robert B. Garrett, President/C.E.O.

BOARD OF DIRECTORS

2011-2012 Officers

Anthony H. Visco, Jr. *Board Chair*

Gregory A. Stapp *Vice Chair*

Debra Bowes *Treasurer*

JoAnn Dipasquale *Secretary*

Robert B. Garrett *President/CEO*

William F. Daniels, III *Immediate Past Board Chair*

2011-2012 Directors

Anthony F. Campana

Roxanna M. Chapman

Guy Heilenman

Quinn Kirk, MD

Vince Matteo

Sean Roman

Barry Stiger

Daniel Velte

Andrea C. Weinoffer



INCLUDING NORTH CENTRAL SIGHT SERVICES IN YOUR WILL

If you, 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."*

2011 REVENUE & EXPENSE

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

2011 REVENUE

Sales of Products & Services Through Industrial Operation	\$8,287,470
Sustaining Membership, United Way, and Fees, For Service and Public Support	\$71,190
Government Support	\$237,490
Grants	\$38,090
Interest/Purchase Discounts Income	\$51,660
Investment Income	\$79,710
Restricted Income	\$52,130
Lions Support	\$21,150
Total Revenue -	\$8,838,890

2011 EXPENSES

Salaries and Wages	\$1,561,430
Cost of Goods Sold & Obsolete Inventory	\$5,590,490
Commissions and Professional Fees	\$348,580
Employee Benefits	\$725,920
Occupancy, Property Maintenance, Service	\$151,940
IPC and PIDA Loan Interest	\$0
Contract and Equipment Maintenance	\$116,320
Specific Assistance to Individuals	\$26,980
Eye Care & Education	\$9,010
Camp Scholarships	\$3,100
Functional Vision Clinic	\$7,360
Remedial Eye Care	\$12,990
Training, Conferences, Travel	\$71,170
Vehicle Expenses	\$72,670
Depreciation	\$215,000
Supplies, Postage, Freight, Equipment & Organizational Dues	\$214,740
Investment Fees	\$26,450
Misc Expense, Interest on Line of Credit and Uncollectible Loss	\$10,850
Total Expenses	\$9,165,000
Excess/ (Deficiency)	(\$326,110)

2011 HIGHLIGHTS

JANUARY

- North Central Sight Services, Inc. hosts a very successful PM Exchange for the Williamsport/Lycoming Chamber of Commerce with 175 in attendance.
- North Central Sight Services, Inc. received the proceeds from the annual Hot Stove Dinner hosted by the Williamsport Cross Cutters baseball team.



GINA MILLER
Employee of the Year

FEBRUARY

- Agency completes its ISO-9001-2008 recertification.

APRIL

- Very successful Annual Dinner Meeting with the following awardees.
 - Employee of the Year – Gina Miller
 - Supplier of the Year – Chartpak/MACO
 - Outstanding Service Award – Strohecker Vision Care
 - Distinguished Partner Award – DSCP
 - BSC Customer of the Year – LC Industries
 - Distinguished Partner of the Year – Imation
 - Volunteers of the Year – Virginia Murphy, Tina Helm, Dan & Doretta Watson
 - Partnership in Service Awards – Guilds TV, The Villa Restaurant, John Haefner, DMMI



BARBARA IRVIN
Blind Employee of the Year

JUNE

- Two Emergency Preparedness seminars conducted with 100 participants.
- Blindness Awareness Expo held in Johnstown in co-operation with BBVS.

AUGUST

- North Central Sight Services, Inc. and the Muncy Lions collaborate for a very successful golf tournament with proceeds shared by both organizations.

OCTOBER

- Lions Appreciation Night a success with \$17,200 raised.

DECEMBER

- Barbara Irvin named Peter Salmon Blind Employee of the Year; Steven Britton named Milton Samuelson Employee of the Year.



STEVEN BRITTON
Employee of the Year

2011 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	31	4968 work days
Support Services	256.....	2370.50 hours
Transportation/Escort.....	189.....	5411.75 hours
Ancillary	237.....	434.25 hours
Support Group	73.....	451.50 hours
Life Skills Education	163.....	537.75 hours
Rehabilitation Services	64.....	275 hours
Social/Recreation	79.....	874.50 hours
Public Education Literature	4971 people received	9465 brochures
Presentations	2024.....	106 sites
Eye Health Screenings.....	5687.....	375 sites
POB Referrals	455	
Remedial Eye Care Exams	59	
Remedial Eye Care Glasses.....	226	
FVC Exams	155	
FVC Glasses	30	
FVC RX given.....	53	
Visual Aides Store	\$4256.07 in sales	
Newsletters in Print	736 people	
Newsletter on Tape.....	40 people	

UNDUPLICATED PERSONS SERVED

Blind.....	353
Non-Blind	5690

VOLUNTEER HOURS

	Hours
POB Volunteer.....	178.25 hours
Board of Directors/Committees.....	147.25 hours