



*Annual Report* 2012  
MAKING OUR MISSION  
**POSSIBLE**

# Looking BACK

As we look back on 2012, we are very pleased with the financial turnaround. The measures we took last year to reduce spending and realign our organization definitely had a positive impact. It was very exciting to see the growth in our document destruction and vending businesses. We also stepped up and invested in the Technotrash Program and began grinding and recycling plastic. Meanwhile, our services for people who are blind and our prevention efforts continued to grow.

Our Board of Directors were energized and made a strong commitment to grow our fundraising efforts. One of the most significant events of the year was our one day off-site strategic planning meeting that included our Board of Directors and managers. From this effort, we have a solid and workable three year plan that has set the course for us going forward. All of the above contributed to a very positive end to the year and set the stage for even more exciting opportunities in 2013.



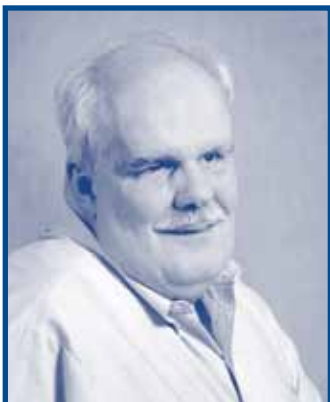
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***“We have a solid and workable three year plan that has set the course for us going forward.”***

**ROBERT B. GARRETT**  
President/CEO

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We would like to express our gratitude to our dedicated NCSS Associates and our Board of Directors for their continued commitment to our mission and their entrepreneurial spirit that has enabled us to make the necessary changes to grow and prosper to make our mission possible.



**ROBERT B. GARRETT**  
President/CEO



**ANTHONY H. VISCO**  
Chairman of the Board

# About OUR AGENCY

North Central Sight Services, Inc. is a community agency based in Williamsport, Pennsylvania with a proud tradition of blindness prevention and service to the visually impaired and legally blind residents of Bradford, Centre, Clinton, Lycoming,



Potter, Sullivan, Susquehanna, and Tioga Counties.

Our Agency philosophy focuses on helping people help themselves and emphasizes the abilities and capabilities of the blind and visually impaired people we serve. To accomplish this mission, we offer a variety of rehabilitation services, an Industry Program that provides various types of employment opportunities, and a Prevention of Blindness Program that includes eye screenings, public education, referral services and low vision aids.

## Our Mission

**Provide exceptional programs, services, and employment to the blind and vision-impaired as well as excellent education, prevention services and products to all customers.**

**OUR FOCUS IS YOUR VISION**

## 2012-2013 BOARD OF DIRECTORS

### OFFICERS

**President/C.E.O., Robert B. Garrett**  
North Central Sight Services, Inc., Williamsport

**Board Chair, Anthony Visco, Jr.**  
Anthony H. Visco Jr. Architects, Williamsport

**Vice Chair, Gregory Stapp**  
Mathers and Stapp, PC, Williamsport

**Treasurer, Debra Bowes**  
Parente Randolph, Williamsport

**Imm. Past Board Chair, William Daniels, III**  
Merrill Lynch, Williamsport

**Secretary, JoAnn DiPasquale**  
Jersey Shore State Bank, Williamsport

### DIRECTORS

**Dr. Anthony Campana**, OD, Williamsport

**Roxanna Chapman**, Jersey Shore State Bank, Williamsport

**AC Cruz**, State Farm, Muncy

**Guy Heilenman**, Rare Newspapers, South Williamsport

**Tina Helm**, Community Volunteer

**Vince Matteo**, Williamsport/Lycoming Chamber of Commerce

**Jason Phillips**, Merrill Lynch, Williamsport

**Sean Roman**, Mitchell, Gallagher, Weber & Southard, PC, Williamsport

**Barry Stiger**, Pennsylvania College of Technology, Williamsport

**Daniel Velte**, Little League International, South Williamsport

# Highlights 2012

## JANUARY

Pennsylvania State Representative Rick Mirabito, D-Lycoming, visits our organization.

## FEBRUARY

Agency completes its third year of ISO-9001-2008 recertification.

## APRIL

Very successful Annual Dinner Meeting with the following awardees recognized:

- Employees of the Year – Sean Diggan and Diane Gonzalez
- Supplier of the Year – Lindsay Paper Box
- Outstanding Service Awards – Halle N. Niklaus and Mark A. Huffman, Board of Directors
- Distinguished Partner Award – DSCP
- BSC Customer of the Year – Industries for the Blind Milwaukee
- Innovative Partner Award – Michael J. Fingerhut, Chartpak/MACO
- Distinguished Partner of the Year – DMMI
- Volunteers of the Year:  
Nick Miller, Mary Miller and Bill Foresman
- Partnership in Service Awards:  
Stephanie A. Oakes, Jersey Shore State Bank; Christine Sleboda, Cascade Financial; Lindsay Palumbo, BBVS

## JUNE

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

Sierra Frantz named runner up for the PIBH Netty Mann Achievement Award.

## OCTOBER

Lions Appreciation Night a success with \$18,200 raised.

North Central Sight Services, Inc. receives a \$50,000 grant from the First Community Foundation Partnership of Pennsylvania to purchase a plastics granulator and related equipment.

## NOVEMBER

North Central Sight Services, Inc. Board of Directors and Managers collaborate to formulate a dynamic three-year Strategic Plan.

## DECEMBER

Paul Diehl named Peter J. Salmon Blind Employee of the Year; Rudy Vanemon named Milton J. Samuelson Employee of the Year.



**SEAN DIGGAN**

Employee of the Year

Also pictured: Melissa Myers, Tony Visco and Robert Garrett



**DIANE GONZALEZ**

Employee of the Year

Also pictured: Heather Engle, Tony Visco and Robert Garrett



**SIERRA FRANTZ**

PIBH Netty Mann Award

Also pictured: Professional Baseball Player Jim Abbott.



**PAUL DIEHL &  
RUDY VANEMON**

Blind Employees of the Year



# Remembering 2012

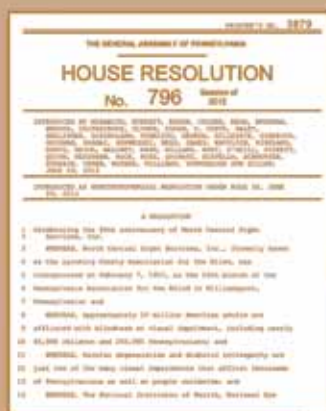


Congressman Tom Marino (R-PA) is presented the AbilityOne Champion Award for his efforts and support on Capitol Hill. Also pictured: Tony Visco, Robert Garrett and Jamie Snyder



Right: Associate Steve Britton speaks at the Lycoming County United Way Annual Meeting and shares his testimonial about his blindness and the opportunities he has had with NCSS.

Left: Stephanie Oaks of Jersey Shore State Bank accepts the Partnership in Service Award at the Annual Dinner held in 2012.



Far Left: A resolution (H.R. 796) sponsored by State Rep. Rick Mirabito, D-Lycoming, was adopted by the State House of Representatives to honor North Central Sight Services for the services it provides .



Left: Associate Barb Irvin was featured in *Opportunity* published by National Industries for the Blind.



Above: Little Lambs Preschool children raise \$500 for North Central Sight Services, Inc. to be used towards the renovation of its new Visual Aids Store.



Right: Julia Barger and Neal Hamilton present their group's proposed mission for NCSS at the annual training for Associates.



Above: North Central Sight Services co-hosted a Community Shred Day with the Elder Resource Center of Steinbacher & Stahl.

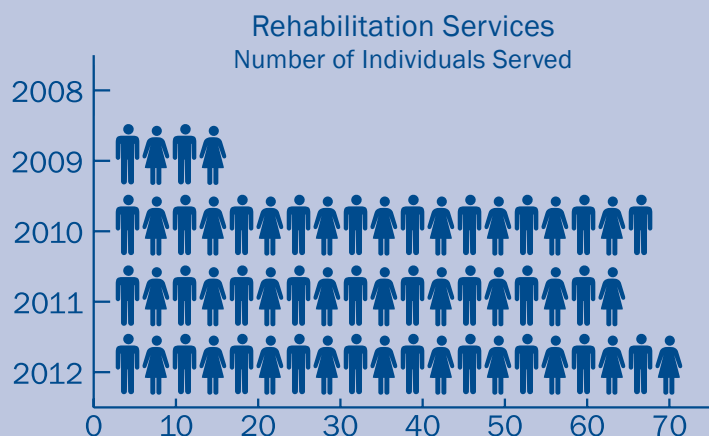
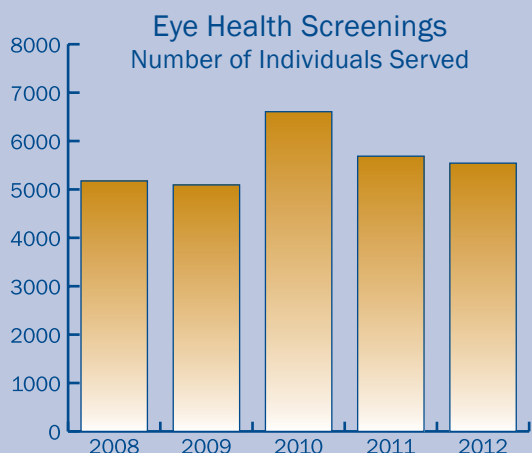


Left: The Longest Blindfolded Putt Contest was held at the Annual Muncy Area Lions Club Invitational Fundraiser.

# 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 .....	33 .....	3,402.50 work days
Support Services .....	282 .....	2,175.50 hours
Transportation/Escort .....	176 .....	3,347 hours
Ancillary .....	244 .....	415.25 hours
Support Group .....	68 .....	711 hours
Life Skills Education .....	138 .....	268.50 hours
Rehabilitation Services .....	68 .....	350.50 hours
Social/Recreation .....	65 .....	305.50 hours
Public Education Literature .....	6,131 people received .....	11,042 brochures
Presentations .....	1,782 .....	111 sites
Eye Health Screenings .....	5,543 .....	328 sites



POB Referrals .....	306	
Remedial Eye Care Exams .....	58	
Remedial Eye Care Glasses .....	218	
Functional Vision Clinic Exams .....	201	
Functional Vision Clinic Glasses .....	20	
Functional Vision Clinic RX Given .....	88	
Newsletters in Print .....	756 people	
Newsletter on Tape .....	34 people	
Visual Aides Store .....	298 items .....	\$7,500.51 in sales

## Unduplicated Persons Served

Blind .....	367 .....	10,980 total hours
Non-Blind .....	6,048 .....	7,325 units of service

## Volunteer Hours

POB Volunteer .....	11 .....	86.25 hours
SS Volunteer .....	3 .....	63 hours
Board of Directors/Committees .....		158.25 hours

Services funded in part by the Pennsylvania Bureau of Blindness and Visual Services, Office of Vocational Rehabilitation, Harry Plankenhorn Foundation, Lions Clubs of 14G, the Lycoming United Way, and Clinton County United Way.

# Services REPORT

Programs/Services Director  
Heather Engle

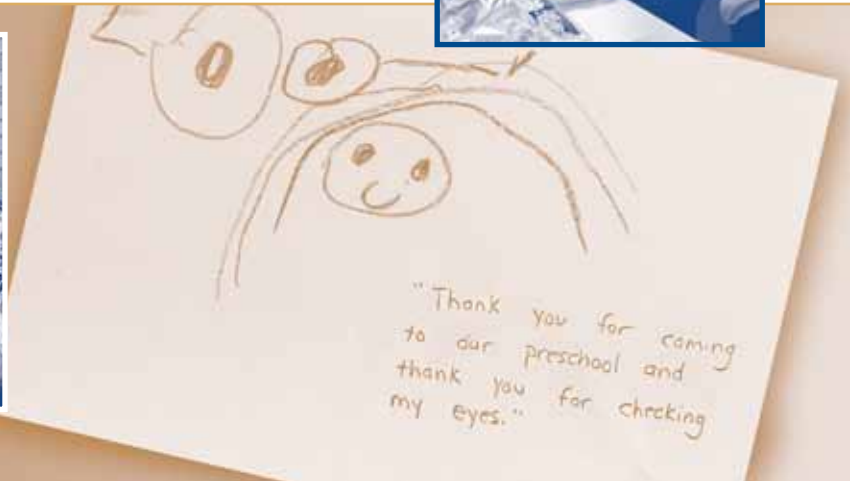
2012 offered many opportunities for observation and reflection. As I look back, I focus on what has had a positive outcome on those that we serve, as well as what may no longer have a meaningful purpose. The numbers presented in this report show that our Social Service and Prevention of Blindness departments dedicate many hours of essential services to individuals in our community. We were successful because we detected possible vision problems and helped individuals who are visually impaired to become more independent and accepting of vision loss.

The famous Greek Philosopher Heraclitus of Ephesus once said, "The only thing constant is change." When we make a concerted effort to grow in the right direction, we are moving forward. After reflecting on some of the changes made the past year to our programs and services, we recognize we can still improve upon them. Our focus will be on nurturing ideas that offer value until we see the results that can be achieved. Now that we are aware of what needs changed we can begin to plan for the future.

Right: Associates and volunteers organized a Lunch for Low Vision Fundraiser for the New Visual Aids Store.



Associate Jerrod Nolan with the Vision Quest Poster Contest winners from Forest City Elementary School.



Above: One of many thank-you's we received for our vision screenings.

2013 will be a year of growth and change in a positive, meaningful direction. We will improve by incorporating new ways to service our community through the following:

The renovation and reopening of our Low Vision Store

- New location in front of the building for easier access
- A larger space that accommodates more selections among low vision products and visual aids

Increasing the focus on Rehabilitation Services

- Utilizing the Abe Snyder Memorial Vision Rehabilitation Center
- Emphasize life skills through education and rehabilitation classes

Explore new technologies

- Focus on valuable tools that will help make daily activities more manageable
- Introduce devices with screen-reading capabilities and useful applications

Everywhere you look and in many things you do, technology is ever-present. Although computers and gadgets can be intimidating, they can be valuable tools. Join us as we embrace technology in 2013.

All of these areas will help promote independence and enhance one's quality of life, making our mission even more possible.

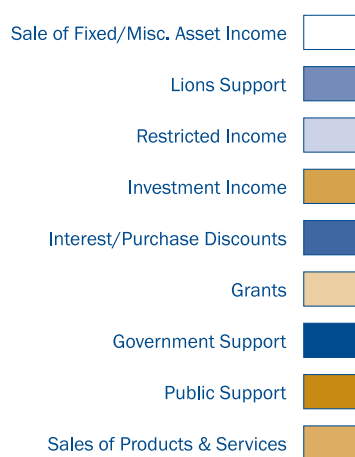


# Revenue & EXPENSES

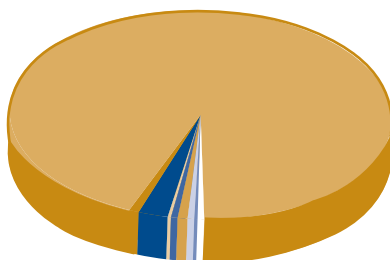
In the table, figures are unaudited and rounded off to the nearest \$10.00

## 2012 REVENUE

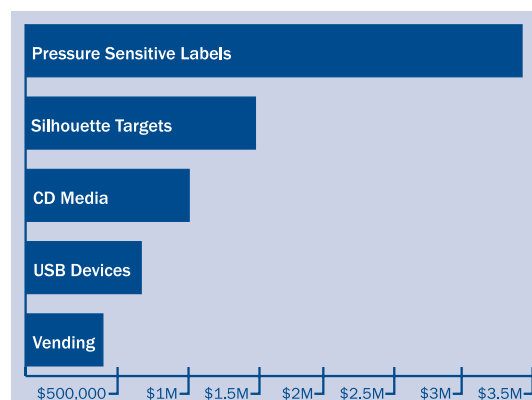
Sales of Products & Services Through Industrial Operation .....	\$8,496,530
Sustaining Membership, United Way, and Fees for Service and Public Support .....	\$94,250
Government Support .....	\$218,660
Grants .....	\$26,130
Interest/Purchase Discounts Income .....	\$44,020
Investment Income .....	\$89,170
Restricted Income .....	\$50,470
Lions Support .....	\$17,730
Sale of Fixed/Misc. Asset Income .....	\$37,510
<b>Total Revenue -</b>	<b>\$9,074,470</b>



Revenue Graph



Top 5 Selling Categories  
Industry Sales & Services



## 2012 EXPENSES

Salaries and Wages .....	\$1,467,570
Cost of Goods Sold & Obsolete Inventory .....	\$5,523,460
Commissions and Professional Fees .....	\$402,570
Employee Benefits .....	\$737,500
Occupancy, Property Maintenance, Service .....	\$149,240
IPC and PIDA Loan Interest .....	\$0
Contract and Equipment Maintenance .....	\$86,920
Specific Assistance to Individuals .....	\$26,570
Eye Care & Education .....	\$8,640
Camp Scholarships .....	\$2,550
Functional Vision Clinic .....	\$6,950
Remedial Eye Care .....	\$9,710
Training, Conferences, Travel .....	\$39,670
Vehicle Expenses .....	\$108,860
Depreciation .....	\$188,440
Supplies, Postage, Freight, Equipment & Organizational Dues .....	\$233,990
Investment Fees .....	\$60,540
Misc. Expense, Interest on Line of Credit and Uncollectible Loss .....	\$12,490
<b>Total Expenses</b>	<b>\$9,065,670</b>
<b>Excess/ (Deficiency)</b>	<b>\$8,800</b>



# Operations REPORT

Vice-President of Operations  
Jamie Snyder

2012 was the year of growing what we were good at in an unstable economy. Our group determined early on that it was essential to maintain and grow our current offerings within the federal marketplace, but also commercially. With an increased focus on efficiencies, cost saving measures, relationship building and putting key people in the right positions, we were able to have a successful outcome in 2012.

Some of the highlights include the following:

- The upgrade to a state-of-the-art shredding system to increase output and efficiencies
- The addition of a local salesperson
- The addition of recycling and plastic grinding to compliment our shredding business
- The addition of portable hard drives and CD-R media to the Federal Procurement List
- A rebate program to increase sales by 149% for a potentially large customer



Technotrash Recycling Program



Plastic cartridges are ground down to be recycled into new products.

- The utilization of relationships to reduce material costs and improvements in purchasing that realized cost-savings of \$254,983.97
- The installation of racking to the warehouse which created 7,100 square feet of usable space
- The addition of three new commercial vending locations
- The increase in blind work hours
- The installation of barcode equipment to increase our delivery performance to 98.5% and reduce our returns to 0.03%

Our Strategic plan for the upcoming year looks similar to what we accomplished in 2012. With the continuance of relationship building with customers and vendors, we will build on our commercial business reducing our dependency on the federal marketplace. With focused efforts on marketing and public relations, we will grow our presence in the eight county region. Growth will come within our commercial customers, clients and partners by touting the same message; If you do business with us you are also helping your local community. This is how we plan to make our mission possible in 2013.



# Community SUPPORT

Your contribution can help secure valuable programs and services that add to the quality of life for the blind and vision impaired in our region for years to come. Volunteering, supporting our Business Services, making a monetary donation and including North Central Sight Services, Inc. in your will are all ways that help us to meet our community mission.

## Ways to Give

By Mail	By Phone	Give Online
North Central Sight Services, Inc. P.O. Box 3292 Williamsport, PA 17701	(570) 323-9401 or Toll Free 1-866-320-2580	Visit our website: <a href="http://www.ncsight.org">www.ncsight.org</a>

We accept checks, VISA, and MasterCard. American Express cardholders can donate points through the “Members Give” program. Please visit our website at [www.ncsight.org](http://www.ncsight.org) for more information.

# Thank You

**To the many individuals who give of their time, talent and resources! We appreciate your commitment to our mission and desire to make a difference. The Board of Directors thanks you for being a crucial element of our success and helping to make our mission possible.**

## Leave a Legacy

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.”

## Gift Annuities

Donations of stocks and bonds are gratefully accepted. Learn about the new changes to the tax code that may save you federal income taxes by gifting your Required Minimum Distribution from your IRA or highly appreciated assets such as stock, bonds or property.

## Volunteer

There are several volunteer opportunities available. Please contact us.

North Central Sight Services, Inc. is a 501C3 not-for-profit corporation and is registered with the Bureau of Charities in the state of Pennsylvania.

# Future EVENTS

## SUNDAY, MAY 5TH, 2013

Lions Journey for Sight Walk  
1:00PM Registration, Walk begins at 2:00PM  
Old Lycoming Fire Hall in Williamsport, PA

## FRIDAY, MAY 31ST, 2013

13th Annual Muncy Area Lion's Club Invitational  
Cosponsored by North Central Sight Services, Inc.  
8:00AM Registration  
Wynding Brook Golf Club, Milton, PA

## MONDAY, OCTOBER 7TH, 2013

29th Annual Lions Appreciation Night

## WEDNESDAY, DECEMBER 11TH, 2013

Plankenhorn Foundation Christmas Party

Please e-mail [events@ncsight.org](mailto:events@ncsight.org) for additional information about events and fundraisers sponsored by our agency. A complete listing of events is also available on our website at [www.ncsight.org](http://www.ncsight.org):

- Public Vision Screenings
- Educational Programs
- Support Group Listings
- Rehabilitation Classes
- Community Shredding Events

Also look for information about our annual fundraiser, *Dining in the Dark*.



## Contact US



By Mail	By Phone	E-mail
North Central Sight Services, Inc. P.O. Box 3292 Williamsport, PA 17701	(570) 323-9401 or Toll Free 1-866-320-2580	Visit our website for a list of departments: <a href="http://www.ncsight.org">www.ncsight.org</a>

## AFFILIATIONS

National Industries for the Blind  
Pennsylvania Industries for the Blind  
and Handicapped  
Pennsylvania Association for the Blind

Williamsport/Lycoming Chamber of Commerce  
Chamber of Business and Industry Centre County  
Wellsboro Area Chamber of Commerce  
Manufacturer and Business Association





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