



OUR FOCUS IS YOUR VISION



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OUR FOCUS IS YOUR VISION

ANNUAL REPORT

2008



*A Special Thank You
to
Terry Wild
and
The Wild Studio
of Williamsport, PA
for providing photography*

“We walk by faith, not by sight.”

~ 2 Corinthians 5:7

A LOOK BACK AT 2008



TOP ROW (Left to Right): Local pediatric optometrist Dr. Ciummei performs a vision screening for Functional Vision Clinic; Gene Clark receives a flu shot courtesy of Susquehanna Home Care Hospice at North Central Sight Services' Health & Wellness Expo.

MIDDLE ROW (Left to Right): Associate Paul Diehl shows his "catch-of-the-day" to Matt Gonzalez during an agency sponsored fishing expedition; President/C.E.O. Robert Garrett joins Newberry Lioness Lynne Williams at the podium during the Lions Appreciation Night, an event to acknowledge the contributions of the local Lions' Clubs; Neal Hamilton enjoys the abundance of food at the Bloomsburg Fair during an Associate Appreciation Day.

BOTTOM ROW (Left to Right): Ladies Club members Larue Glenn, Eleanor Schlorff and Violet Russo give Santa Claus their wish lists at the 2008 Plankenhorn Client Party; Robert Garrett and past Board Chairman Jeffrey Rauff award Lisa Schaeffer and Eileen McKaig of Rocky Mountain RAM the "Supplier of the Year" at last year's Annual Dinner.

MISSION STATEMENT

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



VISION

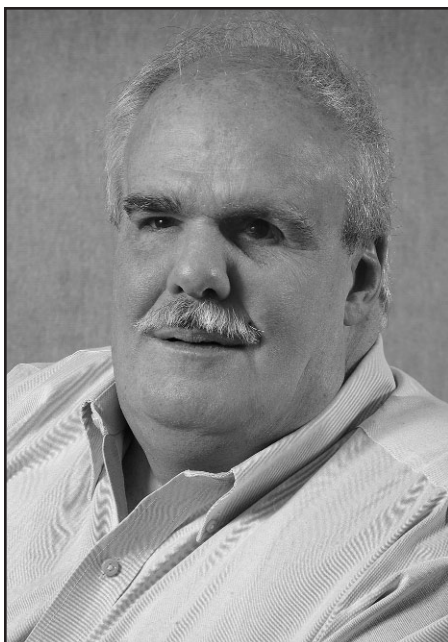
Be the preferred provider of rehabilitation services, sight-loss prevention and meaningful employment.

FROM THE PRESIDENT AND

Greetings:

As we look back on 2008, I am so proud of our success. The number of customers served by our SS and POB Teams is the highest ever. We have been able to employ additional Associates in our Industry and our financial success is absolutely stellar. Everyone is focused on making NCSS the best possible place to work and provide outstanding customer service. Our Associates at all levels have really stepped up to adjust to the ever changing environment and needs of our organization and those we serve.

We have a fully developed Strategic Plan that has helped us focus on where we are and where we need to be. I'm sure 2009 will have its challenges, but if we stay focused on our Mission and continuously improve what we do and how we do it, it will be another successful year.



ROBERT B. GARRETT
President/CEO

BOARD OF DIRECTORS

2008-2009 Officers

Mark A. Huffman.....*Board Chair*
William F. Daniels, III*Vice Chair*
Halle N. Niklaus.....*Treasurer*
Anthony H. Visco, Jr.*Secretary*
Robert B. Garrett.....*President/CEO*
Jeffrey W. Rauff*Immediate Past Board Chair*

2008-2009 Directors

Debra Bowes	Guy Heilenman	Gregory A. Stapp
Roxanna M. Chapman	Quinn Kirk, MD	Daniel Velte
Jo Ann M. DiPasquale	Sean Roman	Andrea C. Weinhoff

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."

2008 REVENUE & EXPENSE

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

2008 Revenue

Sales of Products & Services Through	
Industrial Operation	\$11,793,730
Sustaining Membership, United Way, and Fees,	
For Service and Public Support	\$60,070
Government Support	\$237,840
Interest/Purchase Discounts Income	\$92,730
Investment Income	\$158,680
Restricted Income	\$132,730
Lions Support	\$26,650
TOTAL REVENUE	\$12,502,430

2008 Expenses

Salaries and Wages	\$1,440,910
Cost of Goods Sold & Obsolete Inventory	\$6,892,510
Commissions and Professional Fees	\$627,800
Employee Benefits	\$670,500
Occupancy, Property Maintenance, Service	\$164,550
IPC and PIDA Loan Interest	\$44,310
Contract and Equipment Maintenance	\$57,130
Specific Assistance to Individuals	\$30,820
Eye Care & Education	\$14,230
Camp Scholarships	\$5,480
Radio Reading	\$4,330
Functional Vision Clinic	\$21,700
Training, Conferences, Travel	\$70,940
Vehicle Expenses	\$57,820
Depreciation	\$167,560
Supplies, Postage and Freight	\$297,790
Investment Fees	\$11,270
Miscellaneous Expense, Interest on	
Line of Credit and Uncollectible Loss	\$13,380
TOTAL EXPENSES	\$10,593,030
EXCESS/(DEFICIENCY)	\$1,909,400

CHAIRMAN OF THE BOARD

On behalf of the Board of Directors of North Central Sight Services, I would like to thank our volunteers, donors, social services, industry and office employees for making 2008 a very successful year. Without your dedication and support our organization is unable to succeed in our mission to provide quality social services and employment to individuals who are visually impaired.

I am pleased to announce that the financial status of NCSS is sound. With continued volunteer/donor support and prudent decision making from our strong management team, the Board of Directors is confident that we can weather the current economic environment and continue to provide the high level of quality services to our community.

The relocation to our Reach Road facility has been a very positive event in the history of NCSS. To better make use of this valuable asset, the Board of Directors has authorized the renovation of several areas of the building in 2009. The renovations will enhance the social services and employment opportunities we offer by expanding the Visual Aids Store, Vision Center and improve the work environment for our employees.

Thank you again for making 2008 a great success.



MARK HUFFMAN
Board Chair

2008 HIGHLIGHTS

JANUARY

- Capital Campaign ends with \$460,000 raised.

APRIL

- Annual Dinner Meeting successful with **Pat Aides** named **Employee of the Year**, **Envision** of Wichita, Kansas honored as **Customer of the Year** and **Rocky Mountain RAM** of Denver, Colorado named **Supplier of the Year**.
- NCSS embarks on Document Imaging project.

JUNE

- NCSS begins to develop plans for renovations at the Reach Road location.

JULY

- NCSS reduces debt on building by \$500,000.

AUGUST

- Board of Directors adopts Strategic Plan and Associates begin to set goals and objectives.

SEPTEMBER

- Mark Huffman is elected as Board Chair.
- A very Successful Associate Appreciation Day at the Bloomsburg Fair.

OCTOBER

- 24th annual Lions Appreciation Night held with twenty clubs attending.
- Company-wide training on customer service conducted for all Associates.
- Strategic Plan introduced to all Associates.
- NCSS conducts very successful Health Expo with thirty-three vendors and more than 125 attendees.

NOVEMBER

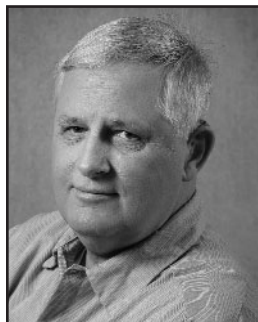
- Plankenhorn celebrates 50th anniversary, NCSS receives gift in honor of Abram Snyder, one of the original Foundation members.

DECEMBER

- Frank Teahan named **Blind Worker of the Year** and Mary Ellen Bradley named **Milton Samuelson Outstanding Achievement nominee**.



PAT AIDES
Employee of the Year



FRANK TEAHAN
Blind Worker of the Year



MARY ELLEN BRADLEY
Milton Samuelson Outstanding Achievement Nominee

2008 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	5,177 Days
Chore	172	1,411.75 Hours
Transportation/Escort	234	5,933.25 Hours
Public Education/Literature.....	6,645	21,915.00 Brochures
SPCM.....	6,500	2,385.00 Hours
Social/Recreation.....	53	278.75 Hours
Life Skills/Education.....	161	951.00 Hours
Ancillary	211	294.00 Hours
Support Group	70	390.75 Hours
Presentations.....	1,655	76 Sites
Media Releases.....	137	Releases
Eye Health Screenings.....	5,175	316 Sites
Referrals	411	
Radio Reading.....	143	21,162.25 Hours
Remedial Eye Care Exams	69	Exams
Remedial Eye Care Glasses.....	219	Pairs of Glasses
CBM/Radio Dispensed.....	6	

Unduplicated Persons Served

Blind.....	398
Non-Blind.....	6,062

Volunteer Hours

	Hours
POB Office Support.....	98.25
Vision Screenings.....	430.00
Board of Directors/Committees	172.00
Radio Reading.....	1,248.00

TOTAL HOURS 1,948.25