



100 YEARS

ANNUAL REPORT
2020 - 2021

2020-21 BOARD OF DIRECTORS

OFFICERS

Michael Jaeger, Chair

Ken Albert, Treasurer

John Mallonee, 1st Vice Chair

Theresa Wix, Esq, Secretary

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Mark Totaro, MBS, PhD

Helen Gemmill, Esq

Pete R. VanZandt

Damien Golden

MANAGEMENT TEAM

Danette Blank.....*Executive Director*

Andrea McPherson.....*Chief Financial Officer*

Paul Zavinsky.....*Director of Development and Public Relations*

Nancy Altemose.....*Director of Services*

Mark Leib.....*Director of Flooring Services*

Elizabeth Stanley-Swope.....*Director of Audio Services*

Jerry Cain.....*Director of Custodial Services*

Cheryl Cuddy.....*Director of Community Relations*

Scott Moyer.....*Director of Operations*

From the CHAIR OF THE BOARD OF DIRECTORS

Dear Friends of Vision Resources,

I have been truly honored to serve as the Chairman of the Board for this agency. Under normal circumstances, it is a privilege and inspiring to be a part of VROCP fulfilling its mission, but during the past year the organization's accomplishments amazed me. The COVID pandemic created problems, interruptions and some worrisome periods for all involved with the organization, but it also presented opportunities. The services and stability provided by Vision Resources of Central Pennsylvania were more important than ever and the agency's execution, throughout an unprecedented era in its history, reinforced how vital Vision Resources of Central Pennsylvania continues to be for the communities it serves.

Like most organizations, for-profit and non-profit, the VROCP team took their work home and resumed performing responsibilities. Communications via phone and electronic services became extremely important for staying in touch with all those that support the organization, and for checking on the needs of Case Management clients, as well as the Eye Clinic and Vision Rehab Center customers. Everyone adapted quickly and effectively to the new environment.

I am proud of the determination and resiliency demonstrated by Executive Director, Danette Blank and her management team as well as the support provided by the board. Danette stayed in close contact with the board and the organization worked together to remain solvent and to continue execution of the organization's mission. The agency received financial support by taking advantage of special government funding as well as grants. Additionally, one of the business services that supports the organization's funding streams, Custodial Services, worked tirelessly disinfecting businesses. The timing of custodial contracts was extremely helpful to VROCP.

The VROCP family includes its fantastic volunteers who continued to serve the community by providing audio recordings for both the obituary telephone service and the broadcast programming stream. I am so thankful for the dedicated volunteers of Vision Resources. They are inspiring individuals and critical to the success of the organization.

The past year challenged all of us physically and mentally but like the members of our community and country, Vision Resources of Central Pennsylvania persevered and demonstrated why the word, Resources, became part of the organization's present name. I am proud of and thankful for the character within this agency and the people that support it every day so that others might have a better quality of life. As we celebrate our 100th anniversary in 2021, we reflect on where we have been and look forward to where we are going.

Thank you.

Michael Jaeger – VROCP Board Chair



From the EXECUTIVE DIRECTOR

Dear Friends,

Thank you for all that you have done to support Vision Resources of Central Pennsylvania (VROCP) during one of the most challenging years in the organization's centennial history. Because there is not a lot of information available, I can only imagine how difficult the Great Depression was for a non-profit that just began in March 1921, with a mission to help the blind and visually impaired. Not long after that desperate period, the world and our country was engulfed in World War II presenting lives and resources with circumstances that brought Americans together to face new, formidable trials.

The Covid pandemic is still with us. The pandemic has been devastating. Yet I find myself being very thankful and full of pride how Vision Resources addressed yet another threat to the organization's existence. Facing an unknown virus, employees explored new means to continue the agency's mission. Volunteers asked how they might still support services and the communities the organization serves.

Resourceful best describes how everyone associated with VROCP moved into overdrive. Commercial Custodial Services developed new sources of revenue by using state of the art disinfecting equipment to help other businesses feel safe in their places of work. Case Management could not visit VROCP clients for a period, but they found ways to stay in touch and make certain the client basic needs were being met. The organization was fortunate that generous contributions and foundation grants allowed the agency to weather months and weeks of uncertainty and reach a point where there has been light at the end of the tunnel.

This Annual Report message to you wasn't meant to paint an entirely depressing picture, but the reality is, it has been yet another mountain the agency has had to climb to reach its 100th Anniversary. I began with a thank you and I will end with a thank you to everyone who has been here for this organization; you make all we do possible.

Sincerely,
Danette Blank



Our MISSION & VISION

OUR MISSION

Facilitate independence, enrich the quality of life, and empower individuals who are visually impaired or otherwise disabled through prevention, employment and educational awareness programs.

OUR VISION

To be the premiere resource for blindness prevention services, and to maximize opportunities for individuals who are blind and visually impaired to maintain independence.

VOLUNTEER HOURS

Administrative:	4 volunteers	36.75 hours
Board of Directors:	17 volunteers	217 hours
Development:	2 volunteers	110.25 hours
Eye Clinic:	2 volunteers	144 hours
Get off the Couch Computer User Group (Sacate)	4 volunteers	21 hours
Audio Services:	51 volunteers	2243.95 hours
Case Management:	4 volunteers	46 hours
Total Number of Volunteers:	84 volunteers	Total Hours: 2818.95

VOLUNTEERS OF THE YEAR

Robert Mentzer
Pat Brinley



Staff:

One Director of Services, 2 part-time Case Coordinators and 4 regular volunteers. Volunteers contributed 46 hours during the fiscal year.

Included in the department services:

- An Occupational Therapist specializing in low vision
- The Vision Rehab Center low-vision doctor
- An Orientation & Mobility Instructor on an as-needed urgent basis
- Access Technology Specialist

Emphasis

Emphasis is placed on enriching the lives of those who have vision impairment by facilitating their independence and helping them obtain the tools, training and support they need to empower them to live fulfilling, active lives.

In addition, this department fields many inquiries where information and referral to useful resources are provided.

Life Skills Education / Life Enrichment Groups

VROCP hosted three life skills education meetings most months throughout the agency service area. Due to the COVID pandemic and CDC regulations, group meetings were held via phone conference calls several months when it was not possible to meet in person. An April meeting was held outside, and in May the group was back to in-person group monthly meetings held mostly in the VROCP office, following CDC protocols. Regular monthly meeting sites were in Harrisburg, Carlisle and Chambersburg. Meetings often hosted visiting speakers from the community who shared educational, relevant, helpful information to enhance and improve participants' lives, and empower them to live more independently, while adding an element of socialization and enjoyment.

A Synopsis of Specialized Services Provided to people with vision loss:

Support services: 662.5 hours

Quality of Life/Life Skills Education: 204 hours

Group Access Technology training for customers: 88 hours

Individualized one-on-one Access Technology training: 102 hours

Orientation & Mobility training: 62 hours

Occupational Therapy services for vision loss: 170.75 hours

Transportation & Escort: 773.5 hours

Highlights

4/7/21 Walk at Vanatta Park, lunch and ice-cream at 3-B

5/5/21 Rain imposed picnic at VROCP.

Specialized Services: 4 Volunteers, 46 hours

Get off the COUCH GROUP

The Covid Pandemic prevented additional group sessions.

Carlisle Art & Learning Center: Tactile Masks & Lunch

Drivers: 3

Participants blind/visually impaired: 9

Hours: 4 hrs.



Access TECHNOLOGY

The Access Technology Department utilizes state-of-the-art computers to instruct individuals who are blind or visually impaired to use the technology to their advantage. An on-site computer specialist provides training for software applications such as word processing, database management, and use of the Internet. Other training programs include evaluation and training for stand-alone personal digital assistants or Note Takers. The department also provides evaluation and training of mobile devices such as iPhones and iPads, as well as Android devices.

Computer Training Results:

- Clients evaluated or trained on-site – 24
- Office of Vocational Rehabilitation (OVR) clients –2
- Clients paying privately for support – 4
- Clients served by PAB – 20

Note: there were several people served under multiple programs.

- Hours of training –107.75 (includes evaluations, large group training, and phone support)

Access Technology Highlights include:

- Keeping pace with the growing demand for mobile device training, and new innovations.
- The Computer Users' group for individuals who are blind or have low vision continued with 21 members. Meetings were via computer and phone conference now and this allowed the group to meet more often. The group had nine meetings.
- Continued providing training and support services through programs provided by the Pennsylvania Association for the Blind
- Continued Braille contracts from Pennsylvania Association for the Blind and added new contracts.

Braille production: 25,866 Pages

- Audio Services Department as needed.

SUMMARY:

Last year, staff included 1 Director of Services and 1 part-time State and Nationally Certified Prevention of Blindness Specialist. Staff of The Prevention of Blindness/Education/Camps Department serviced 3,697 individuals at 126 locations in Dauphin, Cumberland, Perry & Franklin Counties in fiscal year 2020-2021.

The COVID 19 pandemic caused a reduction in services, as many sites were either closed, or were not allowing outsiders in their buildings.

# preschool children's vision screenings	1,810
# locations	78
# referrals	96
# preschoolers Eye health & safety programs:	975
# sites	32
(Many sites did not allow our small group presentations due to COVID.)	
# adults who participated in educational programs	912
# sites	16



Adventures Beyond Site Summer Camp was cancelled due to the COVID pandemic. There were no volunteer hours attributed to Prevention for the year.

EYE CLINIC

The Vision Resources Eye Clinic provides no cost comprehensive eye exams and basic needs eyeglasses to adults and children who meet the financial eligibility guidelines and do not have sufficient insurance coverage. In partnership with funding partners, The PA Vision Foundation and the United Way Contact to Care Program, the clinic was able to provide the following:

Total Clinic Days: 24

Clients Provided Eye Exams: 131

Clients Provided Eyeglasses: 97

Clients screened and referred to a participating provider closer to their home: 15



VISION REHAB CENTER

Low Vision Evaluations: 65

Vision Rehab Center Open 14 days

The Vision Rehab Center is the heart of the Low Vision Department helping clients to maximize the use of residual vision in order to function more efficiently and remain as independent as possible. Staffed with a Low Vision Optometrist, Low Vision Occupational Therapist and the Administrative Coordinator, the Center offers evaluations, magnification devices, new assistive technologies and vision aids for clients experiencing vision loss. The Center was closed from November 8, 2020 through March 8, 2021 due to COVID-19 related restrictions.



Low Vision Occupational Therapist: 142 Clients

AUDIO Services

The Audio Services Department initiated scheduling and technology changes during the year. Some scheduling changes were unavoidable as certain local publications were no longer available. Headphones were purchased for readers and broadcast quality microphones installed in each studio position.

Streaming Incidents: 962

Podcasting Incidents: Audio Services had suspended podcasting prior to the 2020-2021 FY; upon re-examination, podcasting resumed in the current FY and will be available as either a “listen now” and/or a “downloadable” option. Podcasting metrics will appear in future annual reports.

Total active users of the Talking Books Program, by county:

Dauphin: 606

Perry: 110

Franklin: 288

Cumberland: 520

51 volunteers providing 2,244 hours of reading.



OBITUARY LINE

VOLUNTEER RECORDINGS FY 2020-2021

July: 269

August: 346

September: 303

October: 302

November: 328

December: 477

January: 507 (highest number on record)

February: 371

March: 292

April: 262 (lowest number on record)

May: 297

June: 267

Total for FY 2020-21	4,021
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Total for FY 2019-20	3,658
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Incoming Calls Received	3,087
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VR BUSINESS SERVICES

Employed:	76 individuals
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Total hours:	46,040.25
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Wages paid:	\$656,784.47
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Average hourly rate:	\$14.27
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PRODUCTION-OPERATIONS:

Warehousing/Production Assembly/ Printing/ Bulk Mail

The COVID pandemic had a critical effect on the Production Department. Pen assembly for the state was suspended due to the closing of state offices. The Department was able to recoup some revenue from a variety of sources, mostly new:

New product lines

- A contribution VROCP received from Computer Aid, Inc., made it possible for the Production Department to introduce custom made notepads to businesses, organizations or individuals, designed in a variety of sizes and printed with personalized information and/or logos.
- The department assembles multiple styles of pens for state contracts. The inventory was expanded to include the addition of the ECO-PEN, a light-weight, retractable, ball point in black or blue ink, and environmentally friendly, made from recycled water bottles.
- Production also began work on the ECO-Highlighter pen.



New warehouse customer.

Jon Quesenberry book storage and distribution.

New printing and bulk mail customers:

- Newsletters on a monthly or bi-monthly basis printing, mailing
 - Dauphin Middle Paxton Historical Society
 - American Lutheran Publicity Bureau
 - Greater Federated Women's Clubs Pennsylvania



Re-initiated contract with Lab Learner.

- Warehousing/fulfillment contract for science class material warehousing and fulfillment.
 - Existing contracts throughout pandemic:
 - Parker Lord, warehousing and fulfillment
 - Credential Leasing, bulk mailings
 - Atlas, woodworking

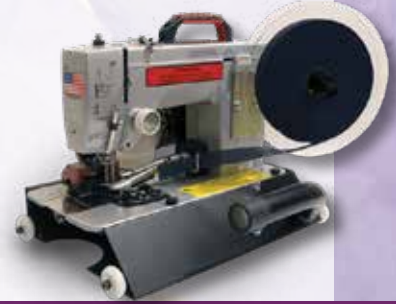
The Production-Operations Department employed 10 unduplicated employees for a total of 4,665 hours.

CARPET AND FLOORING

VR Business Flooring Services were the hardest hit business operation from the COVID pandemic. VROCP was able to keep some of the employees busy on an occasional basis, but the majority of the contracts were for colleges and government offices, and they closed, leaving contract installations placed on hold. Some employees were occupied with inventories of the carpet stock in the warehouse, cleaning the carpet warehouse area, removing out-of-date glue and solvents and assisting in other VR Business areas until they could return to Flooring Services installations.

Following a gradual return to site installations, by summer 2020 Flooring Services had two crews on the road, working steady, planning an additional third crew. While contract installations were slow, the division used funding that was donated to purchase a carpet binding machine. Several Flooring employees developed skills using the equipment and created a revenue generating opportunity. Using overstock carpet rolls the crew can now cut custom size area rugs and bind the edges for a finished appearance.

Flooring Services employed 4 unduplicated employees.



CUSTODIAL SERVICES

Custodial Services were interrupted but maintained some contracts during the Covid pandemic. The Department experienced 3 sites that closed due to the pandemic and they were expected to open by the year's end. One contract was cancelled due to the pandemic. Currently the Department maintains 25 state and private contracts.

DEPARTMENT HIGHLIGHT-DISINFECTION SPRAYING

As a means of generating new revenue sources, Custodial Services purchased disinfection equipment during the pandemic.

Disinfection contracts included:

- All PA Liquor Control Board (L.C.B) stores in a seven-county area
- Office of Vocational Rehabilitation facilities in six-county area
- PA Career Link offices in four counties
- Several one-time spraying contracts for private businesses

There were a total of 37 unduplicated employees

PHOTO ID/ PENNDOT LICENSING CENTERS

- 29 unduplicated Photo Techs with varying disabilities working 12 to 24 hours per week, for a total of 19,482 hours.
- PennDOT sites include Carlisle, Duncannon, and 2 sites in York.
- Techs are responsible for checking information for customers who are in the site to acquire their driver's licenses for the first time, or who need to renew their current licenses.
- Techs also assist customers by guiding them through the renewal process from the customers' side of the counter.

The PennDOT locations that VR Business Services manages were closed for 2 months due to the COVID pandemic.



FINANCIALS

STATEMENT OF FINANCIAL POSITION

ASSETS

Cash	1,194,603
Investments (Endowment)	307,708
Receivables	419,502
Inventory	192,759
Other current assets	72,385
Net Property Plant and Equipment	2,713,652
TOTAL *	4,900,609

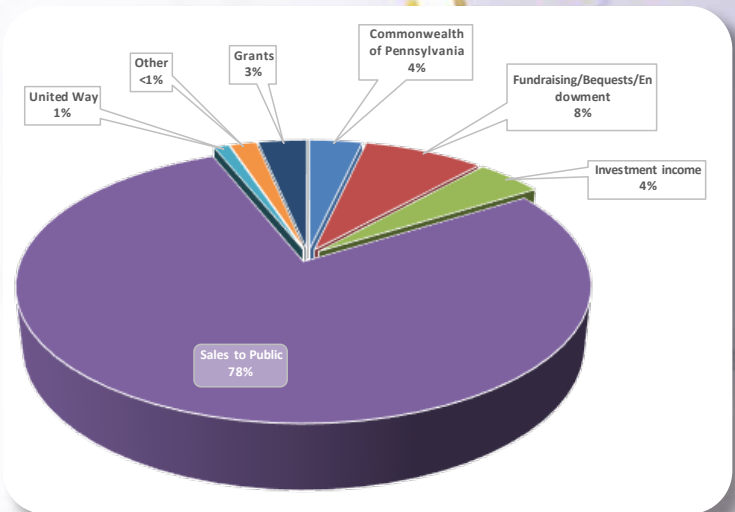
LIABILITIES AND NET ASSETS

Accrued expenses	173,000
Accounts payable	58,764
Deferred revenue	15,410
Loans payable	622,479
Unrestricted Net Assets	3,881,956
PPP loan and advances	149,000
TOTAL **	4,900,609

* excludes beneficial interest in trust funds & unrealized gains in the Endowment Fund

** excludes net assets with donor restrictions

REVENUE



STATEMENT OF ACTIVITIES

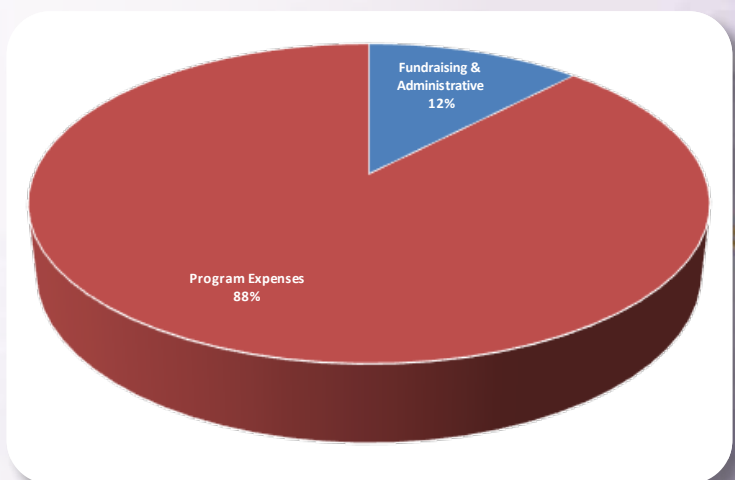
REVENUE AND SUPPORT

Commonwealth of Pennsylvania	114,908
Fundraising/Bequests/Endowment	260,101 ***
Investment income	145,601
Sales to Public	2,493,060
United Way	33,414
Other	57,651
Grants	105,881
TOTAL ****	3,210,616

EXPENSES

Cost of Goods Sold	1,530,391
Salaries and benefits	1,012,150
Operations	419,979
Interest expense	27,489
Depreciation	134,272
TOTAL	3,124,282
Change in Net Assets	86,335

EXPENSES



*** includes in-kind contribution of vehicle recorded/value at \$34,000

**** excludes changes in fair value of trust funds & forgiveness of PPP loan

SPONSORS 2020-2021

AIA Alera Group
Archware Computer Solutions
Babineau Opticians
Diane Barber
Boyer & Ritter LLC
Capital Blue Cross
Centric Bank
Country Meadows Retirement Community
Terry and Marsha Davis
Harmony Hall Estate
Highmark Health
Kint Corporation
Korporate Computing
Lamar Advertising Company
Linwood Estate
McNees Wallace & Nurick LLC
Members 1st Federal Credit Union
Mountain Laurel Catering & Events
Orrstown Bank
PA District 14-T Lions Clubs
Pennsylvania State Employees Credit Union (PSECU)
S&T Bank
Triangle Press Inc.
UPMC
UniqueSource



Formerly Tri-County Association for the Blind

Grant CONTRIBUTORS

The James T. Hambay Foundation

The Charles A. and Elizabeth Guy Holmes Foundation

McCormick Family Foundation

The Kenneth Bankert Foundation, Inc.

Anne M. and Philip H. Glatfelter III, Family Foundation

Department of Community and Economic Development (DCED) Cares Act

The Foundation for Enhancing Communities (TFEC)
Community Response Fund

Florence and Hilliard Hasenkamp Foundation

The Donald B. and Dorothy L. Stabler Foundation

Dauphin County Medical Society Alliance

Dauphin County Local Share Grant

The Josiah W. and Bessie H. Kline Foundation

N.E. PA Lions Service Foundation



Mechanical supply lift made possible thanks to generous grant funding.

WEBSITES

Vision Resources of Central Pennsylvania
www.vrocp.org



VR Business Services
www.vrbusinessservices.com

LINKED IN

Vision Resources
<https://www.linkedin.com/company/vision-resources-of-central-pennsylvania>
28 Followers



Danette Blank, Executive Director
<https://www.linkedin.com/in/4theblind>

FACEBOOK

Vision Resources of Central Pennsylvania
www.facebook.com/visionresources
778 page followers



VR Business Services
<https://www.facebook.com/vrbusinesses/>
71 page followers

TWITTER

Vision Resources
[@vrocp](https://twitter.com/vrocp)
<https://twitter.com/vrocp>
279 Followers



INSTAGRAM

<https://www.instagram.com/visionresources>
142 Followers



YOUTUBE

Vision Resources of Central Pennsylvania
<https://www.youtube.com/user/tcabblind>
10 subscribers



CELEBRATING 100 YEARS



**VISION
RESOURCES**
of Central Pennsylvania

Formerly Tri-County Association for the Blind