



VALLEY CENTER FOR THE BLIND

ANNUAL REPORT

2019/2020




PREPARED BY
SHELLENA HEBER

WHERE WE ARE NOW

Despite the significant challenges of the COVID-19 pandemic, VCB is stronger than ever.

The sudden shock of the COVID-19 pandemic impacted business operations around the world. At VCB, the stay-at-home orders in March 2020 required an immediate shift to a virtual service model for the agency's primary revenue source: independence and work training for people who are blind and low vision. Prior to the pandemic, training revenue was on track with the VCB budget. This continued for a few months after the switch to virtual services; however, as the quarantine wore on, there was a definite and progressive decline in service provision which was experienced by similar organizations throughout the industry.

Despite these challenges, VCB also found unique opportunities to further some strategic goals in 2019/2020. After many years of seeking ways to internally create accessible employment for job ready clients struggling to find work in the marketplace, VCB finally succeed. The "Pandemic Unemployment Assistance" virtual customer service project is a historic partnership with Beyond Vision, a large employer of people who are blind in Wisconsin. The 8 employees on this project performed wonderfully, creating a solid foundation for VCB to survive the COVID-19 pandemic and build a thriving future in pursuit of the service of those with vision loss.

A photograph of a woman and a man looking at a tablet together. The woman is in the foreground, looking at the tablet, and the man is behind her, also looking at the tablet. The image is in a dark, blue-tinted style.

We Serve individuals experiencing obstacles to success as a result of vision loss who want to improve their lives in the Central Valley.

Our purpose:

Turning blindness into a mere inconvenience rather than a barrier to success.

Our Niche:

Helping Clients surpass expectations by instilling confidence and ensuring abilities.

Our guarantee:

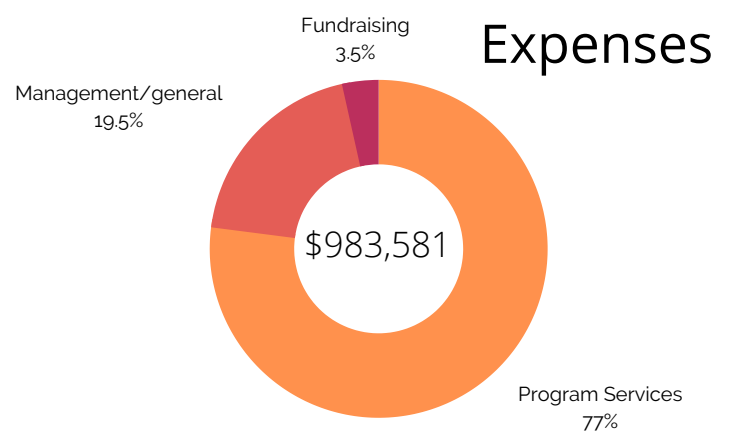
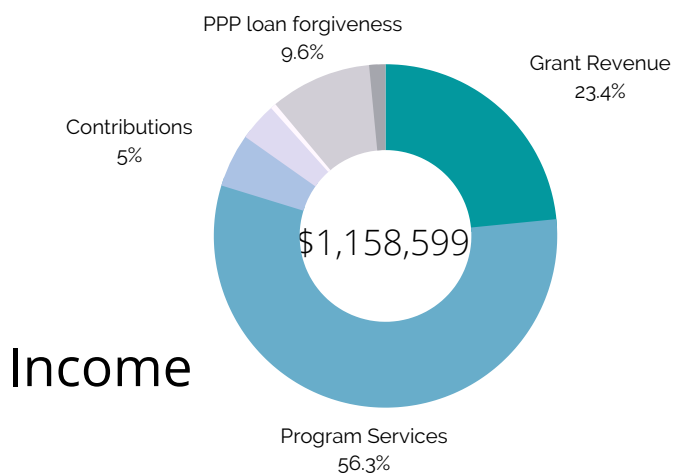
We will walk with you on your journey to surpass your own expectations.

CHANGE AND GROWTH

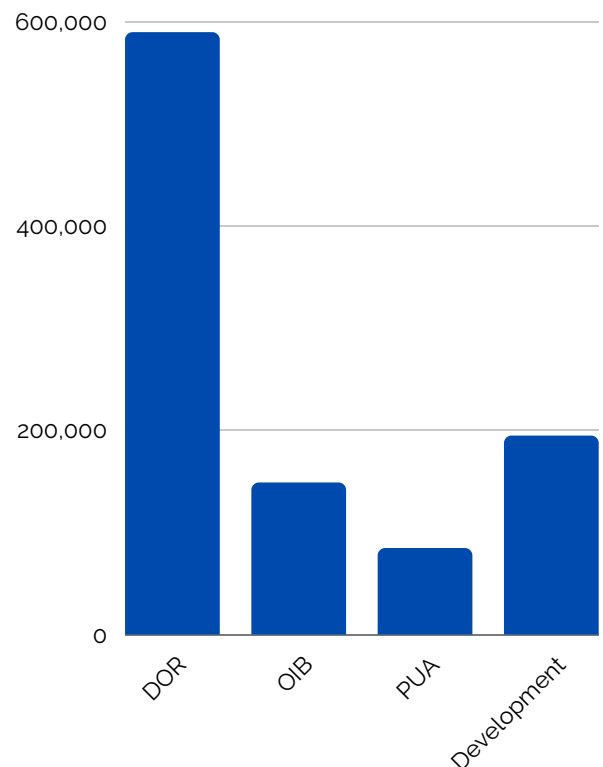
Overall, VCB had its strongest fiscal year to date. The addition of unexpected income from the PUA project and the Paycheck Protection Program forgiveness helped to offset the revenue reduction in DOR services and increased legal expenses. Some notable data points listed below:

Cash and Cash Equivalents- Beginning of Year: \$188,247 End of Year: \$349,610

Net Assets- Beginning of Year: \$587,098 End of Year: \$762,116



Income by Program



2019/2020 Strategic Goal vs. Actuals

"1 Year Picture" Goals:

Total Income \$900,000

Fundraising : \$225,000

Total Served: 900

VCB Team Size: 18

Actuals:

Total Income: \$1.2M

Fundraising : \$195,000

Total Served: 632

VCB Team Size: 26



ONE LIFE AT A TIME

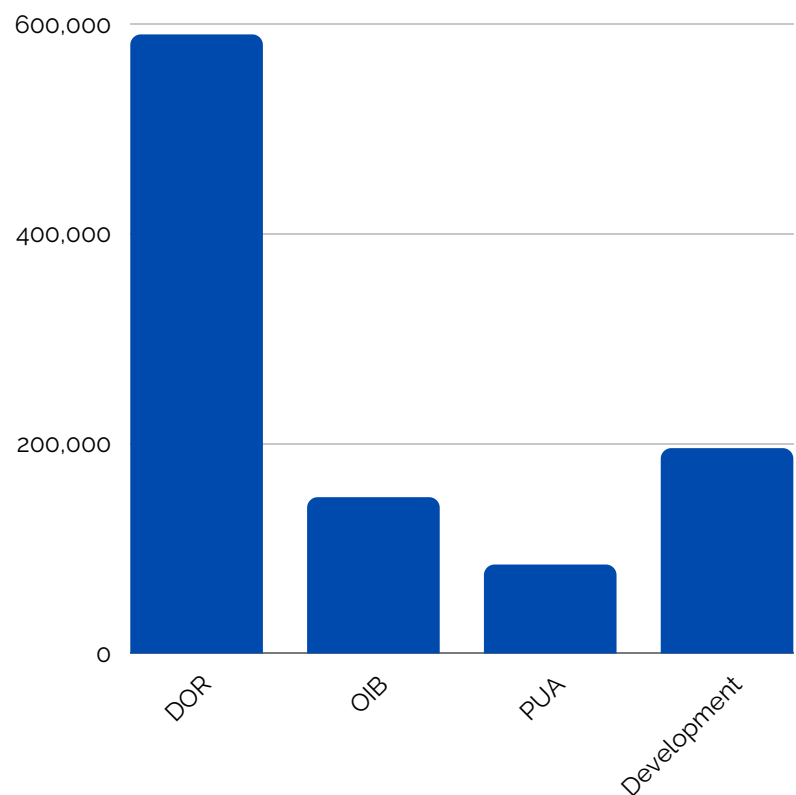
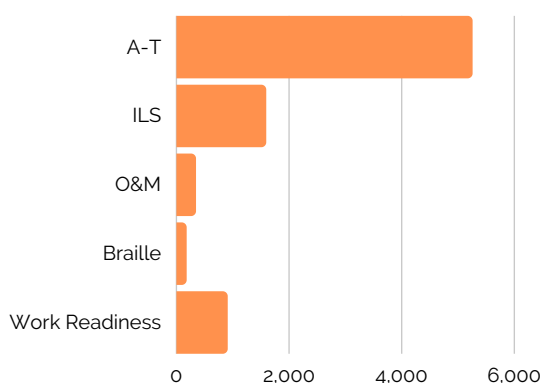
Providing transformative independence, technology, mobility, and employment services is at the heart of VCB. VCB made tremendous progress in 2019/2020, furthering our use of SOAP note style case notes, creating individual service plans for each client, and beginning to implement a goal attainment tracking system. As noted earlier, VCB also pivoted to a digital training model to mitigate the health risks of the pandemic, proving that people who are blind can learn virtually.

OVER
10,000
HOURS OF SERVICE

"WORKING AT VCB'S CALL CENTER HAS IMPACTED MY LIFE BY GIVING ME PURPOSE. SINCE ATTENDING VCB I HAVE HAD AN INCREDIBLE YEARNING TO EDUCATE, ADVOCATE, AND INSPIRE OTHERS TO LIVE THEIR BEST LIFE. THE VCB CALL CENTER NOT ONLY GIVES ME THE OPPORTUNITY TO LIVE MY BEST LIFE, BUT ALSO ALLOWS ME TO HELP SET A FOUNDATION FOR MORE BLIND AND VISUALLY IMPAIRED INDIVIDUALS TO LIVE THEIRS AS WELL." -JASON



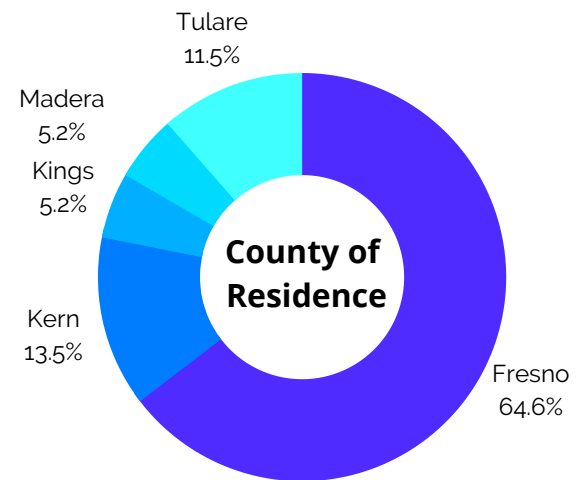
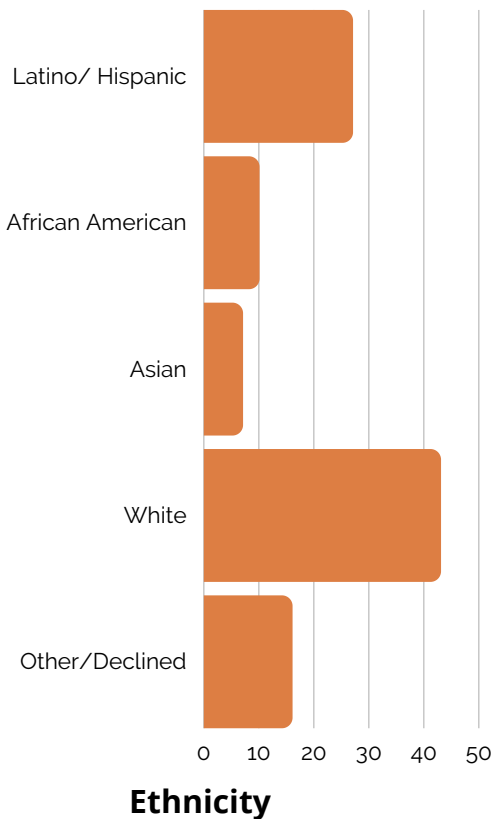
Training Hours by Program



Income by Program

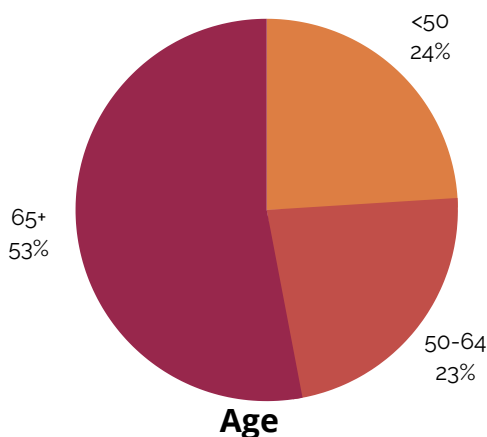
OUR PEOPLE

Blindness can happen to anyone, at any time, for a staggering array of reasons. VCB clients each face unique challenges and have individual goals. Our proven process requires that we first listen, working with each client to find opportunities to help them overcome obstacles as a result of their vision loss. While we strive to set up distinctive training plans for each client, understanding our population helps us make good decisions about the future of our services.



43% MALE

57% FEMALE



IT'S AMAZING HOW MANY THINGS THAT ONE CAN LEARN AND DO WITH THE RIGHT GUIDANCE AND DEVICES. I'VE LEARNED A NUMBER OF DIFFERENT TRICKS AND TECHNIQUES THAT MAKE DAILY TASKS SO MUCH EASIER. I USE A VIDEO MAGNIFIER TO READ MY BOOKS AND MY BIBLE, AND WRITE MY OWN CHECKS.

I AM VERY, VERY GRATEFUL TO THE VALLEY CENTER FOR THE BLIND. WE ARE SO LUCKY TO HAVE THIS ORGANIZATION RIGHT HERE IN OUR COMMUNITY. IT BRINGS ME GREAT COMFORT TO KNOW THAT THEY WILL BE THERE FOR ME IN THE FUTURE AS MY VISION CONTINUES TO CHANGE.- CAROL

WHERE WE ARE GOING

1 Year Picture: October 2021

Total Income: \$1.25M

Fundraising Income: \$250,000

Total Served: 1,000

VCB Team Size: 26

Goals for the Year:

- Have an Individual Service Plan with measurable goal attainment and recorded client satisfaction for every active client
- Program design for mental health services program and social programs
- Low vision clinic appointments three times per month with active insurance billing
- One stable employment contract
- Placement of 5 people in long term external employment
- Quarterly donor and community outreach in each of the 7 most populated cities in our territories
- To have community representation in at least 5 consumer groups and related organizations

10 Year Target

Dreaming Big

Total Income: \$10 M

VCB Team Size: 100