



VCB
2021/2022



ANNUAL REPORT

Valley Center for the Blind

**Core Focus: We Train, Support, and Employ
People who are Blind and Low Vision**

Prepared By:
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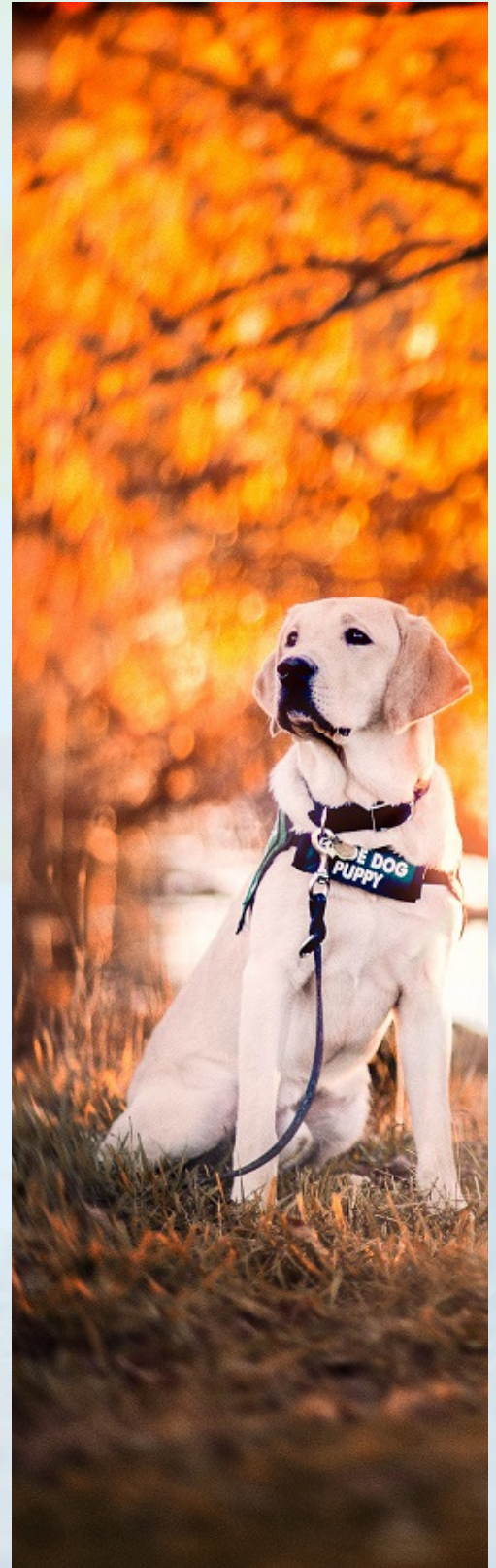
Valley Center for the Blind:
3417 W Shaw Ave, Fresno, CA
1707 Eye St, Ste. 211, Bakersfield, CA

About Our Agency

Valley Center for the Blind is a 501 (c)(3) organization, originally established in 1973 by Dr. Andrea Schwartz as "Friendship Center for the Blind," and was intended as a place for seniors with vision loss to come together for support and bonding. Over time, the organization has grown to meet the significant need for specialized blindness services and transformed into what is now known as Valley Center for the Blind (VCB).

Slowly expanding into surrounding counties of Madera, Kings, Tulare and Kern, VCB is proud to offer the same level of excellent rehabilitation services throughout the valley. VCB provides instruction for blind and visually impaired people to help with skills, confidence, and independence. VCB also assists individuals with vision loss with reaching their goals of meaningful employment. Through the specialized training provided at Valley Center for the Blind, clients are able to regain often high levels of independence. Those individuals who are visually impaired that come in for services often have issues with daily living skills such as getting dressed, making a meal or communicating over technology. With VCB's help, clients reach incredible goals and are able to live independently, complete school, and hold steady employment. Anyone with vision loss is welcome to participate in the VCB programs, regardless of ability to pay.

VCB believes that by providing individuals with customized service plans and collective goal setting, we can work towards giving all our clients a chance to truly succeed. Together, we can help those with vision loss build a brighter and more independent future.



Building a Healthy Agency

Statement of Financial Position September 30, 2021

Current Assets

Cash and cash equivalents	\$631,715
Accounts receivable	330,800
Inventories	8,684
Prepaid expenses	<u>3,386</u>
Total current assets	974,585

Deposits

Property and Equipment, Net

Total Assets

2,993

527,837

1,505,415

Liabilities and Net Assets

Liabilities

Current Liabilities

Accounts payable	\$7,684
Accrued payroll liabilities	53,497
Accrued vacation liabilities	21,949
Sales Tax Payable	544
Grants payable	57,289
Note payable, current portion	<u>10,116</u>
Total current liabilities	<u>151,079</u>

Long-term liabilities

Note payable	<u>269,028</u>
Total liabilities	<u>420,107</u>

Net assets

Total net assets **1,085,308**

Total liabilities and Net Assets

1,505,415

While the effects of the pandemic continued to have a negative impact on rehabilitation income, the Workforce Development programs such as the Disability Equity Project helped VCB remain financially solvent and experience a 55% growth in organization income. VCB also experienced a significant change in assets due to the purchase of the office building at 3417 W Shaw Avenue, Fresno, CA.

Statement of Activities

September 30, 2021

Support and Revenues

Grant Revenue	772,932
Program Services	676,247
Contributions	30,712
Inventory Sales	37,947
Other Income	<u>74,424</u>

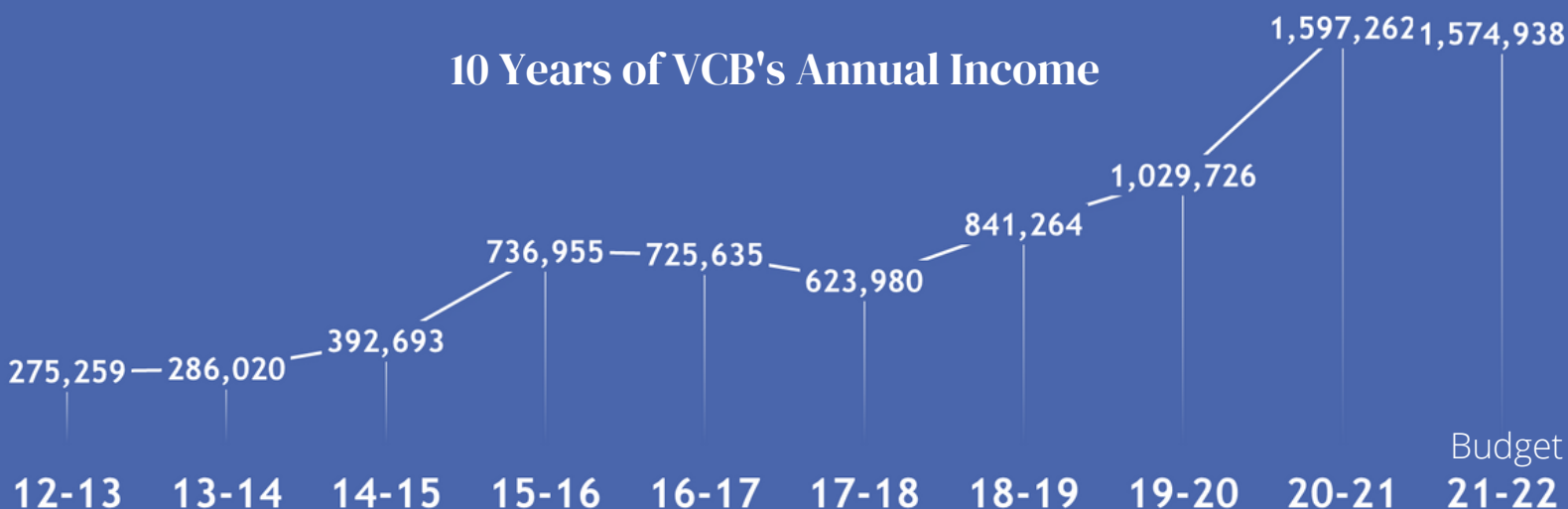
Total Support and Revenues 1,597,262

Expenses

Program Services	1,044,867
Management and General	229,203
Fundraising	<u>0</u>

Total Expenses 1,274,070

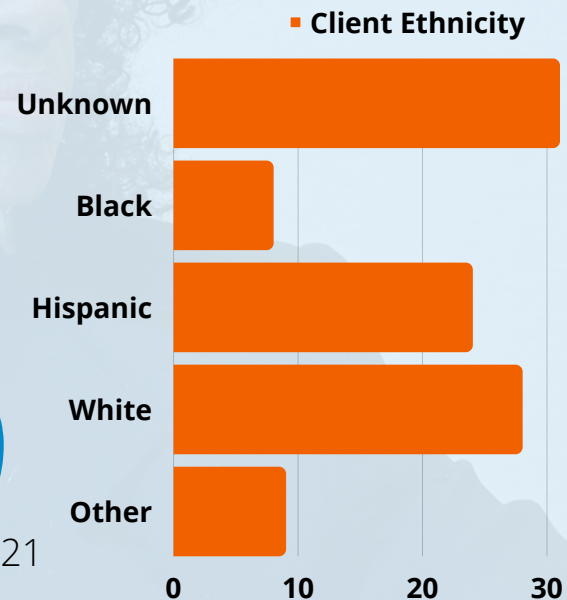
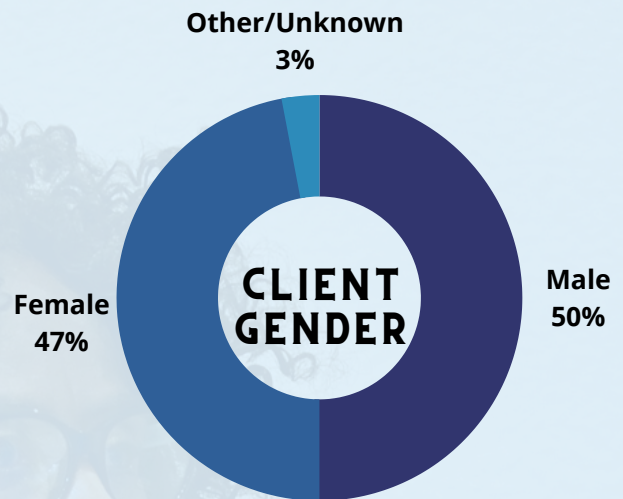
10 Years of VCB's Annual Income



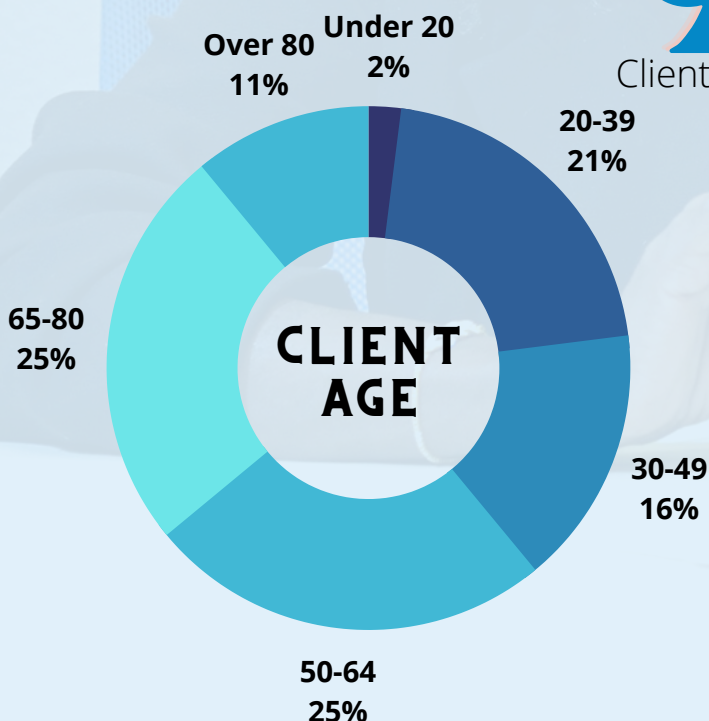
Changing One Life at a Time

Through a variety of over 20 services, VCB provides transformative training, sincere support, and collaborative resources to assist each client in reaching their unique goals of independence, fulfillment, and employment. Using the most up to date technologies and striving for best-in-class case management, VCB provides a holistic person-centered approach including individual service planning, SMART goal use, and documentation using the "SOAP" method.

This year, our biggest programmatic accomplishments were to establish a system for measuring client satisfaction regularly, ensuring that individual service plans are being created and reviewed, and to improve the availability of social and mental health programs.



919
Clients Served in 20-21



Accessible Employment

Improving accessible employment for people who are blind has long been a core strategic goal of VCB. Given the 70% unemployment rate across the United States for our population, VCB is passionate about making an impact on employment equity in California's Central Valley. This fiscal year, VCB helped 43 people who are blind find or retain gainful employment.

Here are some of the ways we were able to accomplish that:

8

Rehabilitation Professionals

VCB Core Team members who work directly with clients to teach and support adaptive skills to improve independence and employment.

11

Disability Equity Project Jobs

COVID-19 related work that included Contact Tracing, Case Investigation, Quarantine Supports, and providing disability competent resources.

14

Medicare Part B Customer Support Specialists

Starting in December of 2020, VCB entered an agreement with Goodwill of the Finger Lakes to assist with providing customer support on multiple contracts on a quarterly ramp-up basis with two full-time permanent roles.

6

Direct Placements at External Employers

Placement Locations

- IRS
- Central California Legal Services
- Wendy's
- Madera Health Services

8

Pandemic Unemployment Assistance

VCB concluded our initial work project on 8/31/2021. This project launched VCB's Workforce Development Department in collaboration with a network of other blindness centers throughout the US.

2

Fresno County Operator Positions

Starting in May of 2021, VCB assumed the role of Operator for the Fresno County main phone line.



Our Team

One of the most important changes made to VCB has been our emphasis on employee satisfaction and retention. Understanding that the work we do is often mentally and emotionally challenging, the VCB Leadership team has worked to continue to improve the wages, benefits, and culture of the organization to support the people who make the great work being done by VCB possible.

Some thoughts from our staff as reported anonymously in a survey from December 2020:

In response to if there is anything VCB could be doing to better support you during this time:

"Are you kidding?!? I have never worked in such a positive, supportive environment, I appreciate the adaptability of my co workers, and the support that the entire staff offers each other!"

"Overall I think that the agency has done an outstanding job in allowing me and others to continue working, many are not so fortunate."

100% of employees agree that over the last 6 months "VCB has made a lot of improvements that have helped my work satisfaction."



41 EMPLOYEES

71% Blind and Low Vision

"I believe that I am being supported by upper management and fellow staff and that all come together in times of need."

"We have gained positive impacts on the ultimate goal of work force opportunities. The Pandemic allowed us opportunities that were not available prior. Turning something bad into a great positive for our community. Working remotely doesn't work for many industries, however it has opened doors and will continue for individuals with disabilities. Turning lemons into lemonade."

Year In Review



Our 2020–2021 fiscal year was a historic year of growth, perseverance, and vision for the organization. Riding the momentum of the previous year, VCB's budding Workforce Development Department accomplished more than solely providing jobs– it was a clear "proof of concept" that people who are blind a low vision are an integral part of a healthy and prosperous workforce. The organization began the long-term work to address the widespread and formerly unchecked unacceptably high unemployment rate for VCB rehabilitation graduates.

Not only was the organization successful in creating internal employment through strategic partnerships, we began to see clear traction through our Employment Services outplacements, helping people in the broader business community understand that our clients are viable candidates.

The challenging impact of the continued pandemic on our direct training services gave time for the rehabilitation team to work on infrastructure, case management, and supportive services which had been long neglected.

Additionally, VCB took a deep dive into culture work, striving to create a place where both clients and employees were happy to work, develop, and be in community with one another. Services and job satisfaction were being measured systematically and supervisors received regular training on improving their ability to create the best VCB possible.

VCB also fully committed to the long journey of improving community awareness, working with various funders to be sure that the community is well educated on the services we offer and reminded that VCB is an excellent resource. Quarterly newsletters, TV and radio ads, a comprehensive social media campaign and multiple billboards all helped VCB to increase our incoming client referrals dramatically.

As a result of the substantial changes to the organization, the VCB leadership team has conducted extensive strategic planning and is looking forward to a bright future for people who are blind in the Central Valley.

Thank You

In the history of Valley Center for the Blind, this year marks a momentous improvement in community awareness of the organization and blindness issues. VCB has more community partners, referral sources, and investment in our mission now than ever before. To each individual who supported VCB through a donation, a word to a friend, a job, or a supportive word of encouragement, we sincerely thank you. All that we do, we do in service to those who are blind and low vision and your support makes all the difference.

1-YEAR PLAN

Future Date: October 2022

Revenue: \$1.75 M

Fundraising: \$330,000

Measurables:

- Employees: 45
- Clients Served: 750

Goals for the Year:

1. Develop Salesforce for Workforce Business Development
2. Every VCB Department has its own budget
3. Every position at VCB is cross trained
4. 5 VCB SPED Advocates
5. Employee Satisfaction and Retention Program
6. Funded Blindness Prevention Community Education Program
7. SSI/SSDI Expert Guidance for Clients/Staff



ALONE
WE CAN DO SO LITTLE;
together
WE CAN DO
so much.
- HELLEN KELLER

A SPECIAL THANK YOU TO:

FRESNO COUNTY COVID-19
EQUITY PROJECT

TOGETHER
TOWARD HEALTH

GOODWILL OF THE
FINGER LAKES

BEYOND VISION

CALIFORNIA DEPARTMENT
OF REHABILITATION

EXCEPTIONAL PARENTS
UNLIMITED

ISNARDI
FOUNDATION

DYER FAMILY
FOUNDATION

FRESNO COUNTY
DEPARTMENT OF PUBLIC
HEALTH