# Cover:

# Innovate

# National Industries for the Blind, Annual Report 2012

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## MESSAGE FROM THE CHAIRMAN AND PRESIDENT

Fiscal year 2012 was both successful and challenging for NIB and its associated nonprofit agencies. Together with our agencies and valued customers, we developed 185 projects, creating more than 600 new jobs for people who are blind.

More than a quarter of our new projects were in the services sector. Our strong performance in the services business is a healthy indication of the potential for future growth in this area. We exceeded our job creation goals by 45 percent and did so in a difficult economic environment.

Even in the face of regulatory and economic challenges, we continued to raise awareness within the federal marketplace, and among employers, the general public and our elected officials about the important work that we do. We strengthened our existing commercial partnerships and forged new ones. More importantly, we continued to help individuals who are blind find jobs and build their careers through our Wounded Warrior and Business Leaders Programs. We are proud to share our accomplishments in the areas of innovation, advocacy, partnerships and learning in this year’s annual report.

In 2013, we celebrate the 75th anniversary of NIB and the Wagner-O’Day Act. It is an incredible time in our history. For three- quarters of a century, through the dedication and passion of our Board, staff and associated agencies, NIB has created career opportunities for thousands of people who are blind. We look forward to moving ahead with our mission of enhancing economic and personal independence of persons who are blind primarily through creating, sustaining and improving employment.

Kevin A. Lynch, President and Chief Executive Officer

The Honorable Gary J. Krump, Chairman of the Board

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Photo: Gary Krump & Kevin Lynch

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# 2012 HIGHLIGHTS

## NIB Exceeds Job Creation Goals

Working together with its 91 associated nonprofit agencies from across the nation, NIB exceeded its job creation goals in FY 2012 by 45 percent. This is a significant accomplishment in a challenging business environment. Creating employment and career development opportunities for people who are blind fulfills NIB’s mission and is critically important since nearly 70 percent of working-age Americans who are blind are not employed.

## New Employment Opportunities:

NIB and its associated agencies generated 604 new job opportunities for people who are blind in product manufacturing and service delivery, supporting both government and commercial customers. This is a 12 percent increase over FY 2011.

## Employment of People Who Are Blind

In FY 2012, NIB’s associated agencies employed 5,774 individuals who are blind, working 8.3 million hours.

## People Reached

NIB associated agencies offered rehabilitative services to more than 160,000 people who are blind nationwide during FY 2012.

## Promotions and Placements

In FY 2012, 572 people who are blind were promoted or obtained competitive positions with NIB associated agencies or other organizations in their communities as a result of vocational and business training and specialized rehabilitation services.

## AbilityOne Program Sales

AbilityOne® Program sales by NIB associated agencies reached $691.3 million in FY 2012.

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# INNOVATION

## New Products Support Federal Customers, Create Jobs

NIB and its associated agencies have worked together to provide new products to federal government customers through the AbilityOne® Program. NIB obtained approval from the U.S. AbilityOne Commission™ for 185 projects, creating new jobs for people who are blind. The focus on producing environmentally-friendly products remains strong, with more products carrying eco-friendly labels than ever before.

Here are some of this year’s highlights:

### Pocket-Sized External Hard Drives Produced by North Central

Sight Services Inc., the hard drives meet demanding Federal Information Processing Standards requirements and include physical tamper- resistance and identity-based authentication for added security.

### Electric Pencil

Sharpeners The first AbilityOne project for Blind Center of Nevada Inc., the pencil sharpeners offer hands-free operation and feature an automatic Pencil Stop™ cutter that prevents over-sharpening and extends pencil life.

### Steno Notebooks

Following the success of Arkansas Lighthouse’s new eco-friendly steno books that the agency began producing last year, Alabama Industries for the Blind will be producing green paper steno books made with 100 percent post-consumer recycled content.

### Eco-Friendly Calendars

The Chicago Lighthouse for People Who Are Blind or Visually Impaired is producing nine new dated calendar books, wall calendars, and dated wall planners made from 100 percent post-consumer recycled content.

### Compression Stuff Sack

The Lighthouse for the Blind Inc. –Seattle is producing a Compression Stuff Sack for the Marine Corps Extreme Cold Weather Sleep System.

### Biobased Lubricant

The penetrating lubricant joined the expanding line of green cleaners produced by The Lighthouse for the Blind – St. Louis, all of which have earned the U.S. Department of Agriculture’s (USDA) BioPreferred Certification for their biobased ingredients. The lubricant protects machine parts and tools from rust and corrosion.

### Helmet Retention System

Lions Services Inc. is developing an improved Helmet Retention System for the Army Combat Helmet, providing a more stable helmet for soldiers on the move.

### Digging and Striking Tools

Keystone Vocational Services Inc. produces an extensive line of digging and striking tools with fiberglass reinforced handles and high-quality tool heads.

### Laundry Detergent

The Association for the Blind and Visually Impaired – Goodwill is producing powdered laundry detergent that is USDA biobased certified.

### JAWS Cleaning System

The Association for Vision Rehabilitation and Employment is producing the new “Just Add Water,” or “JAWS” cleaning system, which meets or exceeds USDA’s minimum biobased requirements.

### Made In America: We Equip the Warfighter

Supporting America’s warfighters with quality products is a mission that NIB and its associated agencies accomplish with pride. From military combat uniforms and mattresses, to helmets and other protective equipment, we outfit the warfighter from head to toe. Here are some of the many products produced by people who are blind:

– Ballistic NAPE Pad

– Moisture Wicking T-Shirt

– Frame Shoulder Straps

– Helmet Cover

– Helmet Pads

– Retention System

– Army Combat Shirt

– Riggers Belt

– Ammunition Pouches

– MOLLE Components

– Canteen

– Canteen Cup

– Hydration System

–Poncho Liner

– Entrenching Tool

– Entrenching Tool Cover

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# PROFILE

## Frenchie Randolph, Beyond Vision

Photo: Frenchie Randolph

Determined, compassionate and family-oriented are just three words that describe the winner of the 2012 Peter J. Salmon Employee of the Year award, which honors employees who excel in their positions at NIB associated agencies. Frenchie Randolph began experiencing moderate vision loss at the age of one due to optic nerve damage. Her vision continued to deteriorate through her college years, yet she was determined to be independent, so she reached out to the low-vision rehabilitation resources at the Milwaukee Area Technical College and the Badger Association for the Blind (now Vision Forward Association). There she learned to use a computer, acquired orientation and mobility skills and tips for daily living, and earned a certificate in medical transcription. Unable to find a position in this field, she set her sights on another career and received an associate degree in teaching in 2011.

Randolph is currently an assembler and packager at Beyond Vision, formerly known as Wiscraft Inc., in Milwaukee,

Wisconsin. She enjoys her job and the people she works with, seeing this as a “stepping stone” for her future goal of “helping children who need it most.” Randolph is determined to support her family while working toward becoming a special education teacher.

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# Services

## NIB Services Expand Into New Markets

NIB’s services business grew by 6 percent in FY 2012, which is a healthy indicator of future success. NIB Services offers a variety of customized solutions to meet a wide range of business requirements, ranging from contact center services, to supply chain, administrative, Contract Management Support (CMS) and Section 508 services.

## Section 508 Assurance Services for Software Firm

Photo: NIB associated agency employee reviews websites and online documents for accessibility.

NIB Services secured its first commercial Section 508 Assurance contract with Buildium, a cloud- based property management software company, providing accessibility and usability testing as well as validation of Buildium’s online property and association management application. Dallas Lighthouse for the Blind provides services under the contract, including recommendations on how to improve testing of accessibility for future software development.

## FAA Contracts with NIB for Closeout Services

Photo: Ahsan Zaidi, contract closeout specialist, The Chicago Lighthouse for People Who Are Blind or Visually Impaired.

In addition to the more than 30 CMS task orders signed with the U.S. Department of Defense in FY 2012, the first civilian agency award for NIB’s CMS Program was extended into FY 2013 by the Federal Aviation Administration (FAA). Under the contract to pilot contract closeout services for the FAA’s Washington, D.C., branch, employees who are blind at The Chicago Lighthouse for People Who Are Blind or Visually Impaired gather the required data, forms and documentation to present FAA contracting officers “ready-to- close” contracts for final disposition.

## Contact Center Services Support Government and Commercial Customers

Photo: Richard Sharfstein, customer service representative, Association for the Blind and Visually Impaired – Goodwill.

NIB Services offers contact center services either onsite at customer locations or from one of 15 NIB associated agencies operating high-performance contact centers. Customers include the Environmental Protection Agency, General Services Administration, and the U.S. Department of Transportation, where contracted staffing increased by 121 percent in FY 2012 to meet expanding customer needs. NIB leveraged its success in the Air Force Air Mobility Command (AMC) switchboard consolidation project to support the Air Combat Command with its consolidation of six West Coast switchboards into AMC operations. In the commercial arena, NIB and its associated agencies signed new contracts with clients such as Humana Military Healthcare Services, Contact Point, and The Fraser Group, providing services to ensure superior customer support, such as “mystery shopping,” quality assurance scoring and call coaching. Bosma Enterprises supports Humana Military’s Central Beneficiary Services contact center for more than three million active duty service members, retirees and their families in the South Region of the Department of Defense TRICARE program.

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# ADVOCACY

## Raising Awareness

### Telling Our Story: Public Policy Forum Raises Awareness on Capitol Hill

Photo: Advocates for Leadership and Employment, pictured left to right: Courtney Williams, Lions Volunteer Blind Industries; Anastasia Powell, Winston-Salem Industries for the Blind; Rachel Carver, Outlook Nebraska; Jimmy Dean, Alabama Industries for the Blind; Nan Magness, Louisiana Association for the Blind; Stephen Comency, Association for Vision Rehabilitation and Employment; Toni Fraser, Arkansas Lighthouse for the Blind; Jude Lucien, Susquehanna Association for the Blind and Vision Impaired; Luis Narimatsu, Georgia Industries for the Blind; Chris Montavon, Alphapointe; and Blake Lindsay, Dallas Lighthouse for the Blind.

The importance of building relationships with members of Congress, not only on Capitol Hill, but back home, was a theme heard throughout the 2012 NIB/ NAEPB Public Policy Forum, held in February. The Forum offered an opportunity for NIB associated nonprofit agency leaders and staff to network, communicate with Members of Congress and receive updates on legislative issues that affect NIB and its associated agencies.

One of the Forum highlights was the introduction of the inaugural class of Advocates for Leadership and Employment, a team of 14 NIB associated agency employees who are blind, and interested in learning more about the public policy process and telling the NIB story to legislators. The advocates were selected through a competitive process, and after attending training via webinar in January, they received classroom and on- the-ground training for meetings with their Members of Congress at the Forum.

Over a two-year period, the advocates will learn more about topics such as effective communications, advocacy strategies and grassroots initiatives. Their agencies benefit by having trained advocates working on behalf of the shared mission to increase employment of people who are blind.

### Building Relationships at Home Through Grassroots Forum

Photo: Pictured left to right in the equipment belt department at the Arkansas Lighthouse for the Blind (ALB): Senator Mark Pryor (D-AR); Randy Massanelli, state director for Senator Pryor; ALB employee Jermaine Parker (seated); and ALB CEO Bill Johnson.

NIB and its associated agencies launched the first NIB/NAEPB Grassroots Forum in 2012 with the theme of “Building Relationships at Home.” Agencies invited Members of Congress and their staffs, and state and local leaders to visit while legislators were on recess in their home districts. Collectively, nearly 40 visits took place, half of them by Members of Congress.

Throughout the August congressional recess, agencies hosted visits at their home offices and satellite facilities. During the visits, they established and maintained relationships; thanked supporters who shared the mission of creating, sustaining and improving employment opportunities for people who are blind; and recognized 12 new congressional AbilityOne Champions.

Agencies also used social media to get the word out and create a “virtual” Grassroots Forum at individual agencies across the country. The goal was to raise awareness on Capitol Hill and in local communities about NIB associated agencies and their mission to create and sustain employment for people who are blind.

### NIB Sets Up Emerging Agencies For Success

Photo: Kevin Lynch, NIB president and CEO, presents an award to Lee Nasehi, president and CEO of Lighthouse Central Florida, at the 2012 NIB/NAEPB National Conference and Expo.

NIB’s emerging agency program helps agencies establish the processes, training and infrastructure necessary to win AbilityOne and commercial contracts and create new jobs for people who are blind. In FY 2012, Lighthouse Central Florida (LCF) in Orlando became the first agency to graduate from the emerging agency program, and secured a contract to provide various medical components for the combat lifesaver kit procured by the Defense Logistics Agency-Troop Support. LCF employees will count, package and prepare the products for shipment. This project is projected to create jobs for six people who are blind.

### Supporting the Nation’s Wounded Warriors

Photo: Ned Rupp, veterans affairs specialist – wounded warrior program, shares information at military job fairs.

For military personnel, the transition back to civilian life can be especially daunting as they deal not only with physical and emotional healing, but also concerns about the future. The NIB Wounded Warrior Program reaches out to wounded veterans and informs them about training, job placement and career opportunities within NIB and its associated agencies. In FY 2012, NIB staff held one-on-one discussions with more than 300 wounded warriors during military job fairs across the nation.

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# PROFILE

## Joshua Scarborough, Outlook Nebraska Inc.

Photo: Joshua Scarborough

Josh Scarborough, safety facilitator at Outlook Nebraska Inc. (ONI), was hired in June 2011 as a production employee, and promoted in January 2012 to his current position. A wounded warrior, Scarborough lost his vision through the explosion of an improvised explosive device after spending 11 years in the U.S. Army with combat deployments to Iraq, Afghanistan and Korea.

After he started working at ONI, which manufactures toilet tissue and other paper products, Scarborough quickly advanced through the organization and gained additional responsibility, operating the wrapper, core and rewinder machines. He also serves as chair of the company’s Safety Board and a member of the Employment Practices Implementation Committee, which implements Quality Work Environment processes for workplace improvement. Scarborough is working toward certification to teach cardiopulmonary resuscitation (CPR) through the American Red Cross. Committed to enhancing ONI’s safe working environment, his future plans include developing programs to train people who are blind in these life-saving procedures.

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# U.S. AbilityOne Commission

Photo: U.S. AbilityOne Commission Vice Chairperson Jim Kesteloot; Dennis Steiner, SABVI president and CEO; and Tina Ballard, Commission executive director.

## Commission Honors SABVI Executive

The U.S. AbilityOne Commission™ awarded its Chairperson’s Award for Leadership to Dennis Steiner, president and CEO of Susquehanna Association for the Blind and Vision Impaired (SABVI), at the 2012 NIB/NAEPB National Conference and Expo in October. The award is presented each year to two nonprofit agency leaders – one associated with NIB and one with NISH.

By demonstrating outstanding leadership and learning all aspects of SABVI’s business in his 30-year career at the agency, Steiner was named president and CEO in 2007. Steiner, who is visually impaired, has worked with NIB to create more career opportunities for people who are blind through the addition of surgical masks, headbands, advanced combat helmet pads, and janitorial and biobased cleaning products, as well as Contract Management Support (CMS) services, to the AbilityOne® Program Procurement List.

SABVI’s project with the Bureau of Prisons (BOP) enabled the BOP to standardize cleaning products across the agency, reduce costs and support the U.S. Department of Agriculture’s BioPreferred initiative to procure biobased products.

## Commission Member and GSA Customer Addresses National Conference

Photo: William Sisk, assistant commissioner, Office of General Supplies and Services, GSA, and U.S. AbilityOne Commission member.

 Addressing attendees at the October 2012 NIB/ NAEPB National Conference and Expo, William Sisk, assistant commissioner, Office of General Supplies and Services, U.S. General Services Administration (GSA), and U.S. AbilityOne

Commission member, said nearly 50 percent of GSA’s revenue from green products comes from the AbilityOne Program.

“Our partnership is greening the federal government,” he said. Sisk highlighted several product successes produced by NIB associated agencies, including “tree-free” bagasse paper notepad products, fire hoses needed to fight summer wildfires and the entrenching tool used by soldiers.

## Quality Work Environment Initiative Increases Employee Engagement

The Quality Work Environment (QWE) initiative established by the U.S. AbilityOne Commission in January 2010 entered Phase II of the agency rollout plan in 2012. Among NIB’s associated nonprofit agencies, 28 are currently implementing the QWE self-assessment, 16 are conducting their second assessment and implementing their second QWE action plan, and several will conduct their third self-assessment during the first quarter of 2013. NIB plans to facilitate initial QWE self- assessments at all 68 of its AbilityOne producing associated agency locations by December 2014.

QWE’s continual improvement process helps associated agencies adopt employment practices that provide opportunities for employees who are blind to attain the highest possible earnings, advance into positions that maximize ability and if desired, achieve outplacement into other community- based employment.

Bosma Enterprises was recognized at the 2012 NIB/NAEPB National Conference and Expo in October for its outstanding efforts in implementing QWE and making positive changes in the organization, which enhances the work environment for employees and improves service to customers.

## Q & A with U.S. AbilityOne Commission Chairperson Tony Poleo

Photo: Tony Poleo, CFO of DLA and U.S. AbilityOne Commission chairperson.

How has your role as Chief Financial Officer at the Defense Logistics Agency prepared you for your responsibilities as Chairperson of the U.S. AbilityOne Commission?

During my career at DLA and in my current role as CFO, I’m well aware that the federal government faces extreme budget challenges and we need to spend taxpayer dollars wisely. At the same time, federal agencies such as the Department of Defense require high-quality products and business services to support their missions. The AbilityOne Program is a win-win initiative that delivers quality solutions for the government while employing Americans who need jobs.

What moment in 2012 most inspired you to continue to advocate for people who are blind or have severe disabilities?

In the years before I was appointed as a member of the Commission in February 2007, I recognized the value of the AbilityOne Program. I’ve had the opportunity to tour numerous participating nonprofit agencies and am always inspired by the people who have overcome challenges in their daily lives. They are dedicated to doing a high-quality job each day, and I try to share that inspiration with my colleagues at DLA and at the Commission. These moments in 2012 and each year have motivated me as their advocate.

As we celebrate in 2013 the 75th anniversary of the signing of the Wagner-O’Day Act, where do you see the U.S. AbilityOne Commission headed?

My top priorities are always employment growth and quality work environments for the people served by the program. In the years ahead, I see the Commission seeking creative, cost-effective ways for our associated nonprofit agencies to provide new products and services that better serve our customers. We must clearly convey to existing and future customers how the AbilityOne Program provides best-value solutions that fit their budget while creating much-needed jobs.

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# PROFILE

## Kevin Burton, Envision

Photo: Kevin Burton

Kevin Burton, recruitment specialist at Envision Inc. in Wichita, Kansas, was honored as the winner of the 2012 Milton J. Samuelson Career Achievement Award, which recognizes individuals who demonstrate career advancement at an NIB associated agency or in the private sector.

When Burton graduated from McPherson College with a bachelor’s degree in journalism, he received a large stack of job rejection letters. At that time, his vision loss was considered an issue by newspaper editors. Undeterred, he moved to Mexico and taught English for a year. He then applied for and landed a newspaper reporter’s position at The Frontiersman in Alaska. That led to a position at a daily newspaper covering northern Illinois and eastern Iowa.

Burton later moved to Wichita, and joined the customer service team at Envision. Three years later, he was promoted to his current position in the organization’s human resources department. Because he knows firsthand what it is like to be passed over for a job, Burton is dedicated to eliminating those barriers for others with his work at Envision. He makes presentations at community organizations to promote career opportunities at Envision.

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# PARTNERSHIPS

## Customer Highlights

Photo: Pictured left to right: Joseph H. Jeu, director and CEO of DeCA; Robert J. Bianchi, chief executive officer of NEXCOM; Kevin Lynch, president and CEO of NIB; and Tom A. Shull, director/CEO of the Exchange.

### NIB Joins Forces with Key Federal Customers

During a special ceremony in Washington, D.C., NIB signed memorandums of agreement with three key federal customers: the Navy Exchange Service Command (NEXCOM), the Army and Air Force Exchange Service (Exchange), and the Defense Commissary Agency (DeCA). These agreements formalized each organization’s commitment to identifying and pursuing business opportunities that are mutually beneficial for both organizations. NIB and NEXCOM, the Exchange, and DeCA have historically collaborated in the areas of retail products, services and operational supplies for the AbilityOne® Program.

### DLA and NIB Focus on Contract Support

NIB signed a memorandum of understanding with one of its largest federal customers, the Defense Logistics Agency (DLA), in October. Vice Admiral Mark Harnitchek, DLA director, and NIB President and CEO Kevin Lynch signed an agreement that calls for DLA and NIB to work together to increase the pool of applicants who are blind for positions at DLA, with a particular focus on contract support specialists.

NIB will work to ensure DLA receives candidates who are qualified in contract support through NIB’s Contract Management Support (CMS) training program.

### NIB Recognizes Defense Commissary Agency

NIB honored one of its key federal customers, the Defense Commissary Agency, with the Government in Excellence Award in March 2012. NIB Chief Operating Officer Scottie Knott presented the award to Joseph H. Jeu, DeCA director and CEO, in appreciation of the DeCA team’s outstanding support, which created 37 jobs for people who are blind through the Military Resale program for the FY 2009-2011 period. These jobs were created through the sale of products to the defense commissary system.

### NIB Honors U.S. Navy Supply Corps

To recognize NIB’s ongoing relationship with the Navy Supply Corps, NIB created an enduring gift for the Supply Corps – an officer’s sword that will be presented to the valedictorian at each Basic Supply Corps School graduation. At the 2012 NIB/NAEPB Conference and Expo, NIB President and CEO Kevin Lynch presented the sword and proclamation to Captain Mark Pimpo, accepting on behalf of Rear Admiral Mark Heinrich, Commander, Naval Supply Systems Command, and Chief of Supply Corps.

## Commercial/State Business

To support the strategic goal of diversifying its business lines and increasing employment for individuals who are blind, NIB pursued new business opportunities with commercial firms and state governments in FY 2012.

### Partnerships with Commercial Corporations

Logos: 3m, Meterpak, Boeing, Walmart, Northrop Grumman

NIB engaged in regular discussions and regional events with commercial prime contractors such as Boeing, General Dynamics and Northrop Grumman to communicate NIB’s mission and the capabilities and proven performance of its associated agencies, and to register its agencies as qualified suppliers.

NIB worked with retail giant Walmart to support manufacturers of American-made products. Products sold through

Walmart’s website included T-shirts produced by Lions Industries for the Blind, tableware from LC Industries, aprons and oven mitts from New York City Industries for the Blind, and American flags from the Olmsted Center for the Visually Impaired. At the October 2012 NIB/NAEPB National Conference and Expo, NAEPB President John Mitchell presented the 2012 NAEPB Supplier of the Year Awards to two vendor partners. Small business Meterpak, Inc. provides cleaning and sanitation products, and large business 3M Corporation provides masking, packaging and filament tape materials.

### NIB Honored by USBLN, Represented at Industry Events

The U.S. Business Leadership Network (USBLN®) “Disability at Work” honored NIB for its support with an award during the 2012 USBLN 15th Annual Conference and Expo. NIB President and CEO Kevin Lynch moderated a panel on commercial partnerships, focused on increasing workforce productivity by tapping into a skilled, diverse workforce that adds to the bottom line. At the National Governors Association’s Advocacy Community Briefing on Disability Employment, Lynch addressed state-use programs that provide employment opportunities for people who are blind, and highlighted NIB’s efforts to provide career paths with upward mobility. At the Annual Meeting and Exposition of ASAE: The Center for Association Leadership, Lynch participated in a panel discussion on diversity issues, noting that assistive technology has helped to level the playing field for people who are blind.

### NIB to Manage New York State Preferred Source Program

NIB was selected by the New York State Office of Children and Family Services and its Commission for the Blind and Visually Handicapped to manage the New York State Preferred Source Program for people who are blind, which enables customers to purchase commodities and services from qualified nonprofit agencies serving people who are blind. The eight nonprofit agencies affiliated with the program employ nearly 400 people who are blind, providing products and services sold primarily to New York State and local government agencies.

## New AbilityOne Base Supply Centers Open in 2012

Photo: Pictured left to right: Ken Barnett, director of BSC operations, Blind Industries and Services of Maryland (BISM); Kevin Lynch, president and CEO, NIB; BISM BSC associate Kagan Nuss; Fred Puente, president, BISM; Anthony Brown, Maryland lieutenant governor; and Colonel Bill Knight, Joint Base Andrews Commander.

The AbilityOne® BSC™ Base Supply Center™ retail group harnesses the collective resources of a nationwide network of providers to supply superior products and services to government and military through a commercial retail-type setting. Since the launch of the first BSC in 1995, government customers have gained onsite access to thousands of high-quality, competitively priced SKILCRAFT® and other name brand products as well as Hazmat, Individual Equipment Element and other services.

The BSC network grew to 147 stores in FY 2012 with the addition of six new retail locations:

Department of Energy – Forrestal Building, Washington, D.C.; operated by Winston-Salem Industries for the Blind Department of Agriculture – George Washington Carver Center, Beltsville, Maryland; operated by Winston-Salem Industries for the Blind

 Defense Health Headquarters – Falls Church, Virginia; operated by Virginia Industries for the Blind

Joint Base Andrews, Maryland; operated by Blind Industries and Services of Maryland

 Naval Air Station Patuxent River, Maryland; operated by Industries for the Blind – Milwaukee

Office of Naval Intelligence – Suitland, Maryland; operated by Winston-Salem Industries for the Blind.

### BSC Rebranding Effort

Logo: New BSC logo

In an effort to standardize BSC operations across all 147 locations, NIB and its BSC operators began a rebranding initiative to identify each store as an “AbilityOne Base Supply Center.”

### Informing Congress

AbilityOne Base Supply Centers are a valuable asset to the U.S. government, military bases and the local community. In FY 2012, NIB’s Public Policy team reached out to Members of Congress and their staffs to explain how BSCs play an important role in employing qualified professionals who are blind or have severe disabilities, supporting U.S. warfighters and providing a channel for AbilityOne product sales.

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# LEARNING

## Business Leaders Program

Photo: Effective Supervision 2012 participants pictured left to right in first row: Rehan Ahmad, NIB; Hien Tran, Travis Association for the Blind; Lee Strickler, Blind Industries and Services of Maryland; Monika Williams, Winston-Salem Industries for the Blind; Randy Sanchez, New York City Industries for the Blind; Sheri Shaw, Olmsted Center for Sight; Kevin Mossberger, Bosma Enterprises. Pictured in second row: Tonia Walters, The Lighthouse for the Blind—St. Louis; Joanna Richardson, Association for the Blind and Visually Impaired—Goodwill; Mike Davis, Inland Northwest Lighthouse of The Lighthouse for the Blind Inc.—Seattle; Ray Montgomery, Bosma Enterprises; David Pressley, Midwest Enterprises for the Blind Inc.; Steve Hopkins, NewView Oklahoma; Annamarie Parker, Susquehanna Association for the Blind and Vision Impaired; Doug Adams, Lions Volunteer Blind Industries Inc.; Kelly Marsh, Lighthouse Louisiana.

### Business Leaders Program Encourages Professional Development

NIB’s Business Leaders Program, launched in 2003, recognizes how leadership development in today’s business workforce is key to enhancing the personal and economic independence of people who are blind. The program offers five tracks for professional development and more than 65 percent of NIB’s associated agencies have participated in at least one track.

Fellowship for Leadership Development – 14 fellows completed since 2003

Business Management Training – 79 students graduated since 2004

Leaders At All Levels – 6,350 employees trained since 2005 in up to seven different modules

Business Basics – 324 individuals enrolled since 2007

Effective Supervision: The Essentials – 38 supervisors and 36 coaches participated since 2010

## Awards

### NIB Recognized for Excellence

NIB’s Learning and Development department for all employees was recognized by Chief Learning Officer magazine as a 2012 “LearningElite” organization.

Also, NIB was named to the “Training Top 125” list by Training magazine, the leading business publication for learning and development professionals. This designation recognizes companies from a wide range of industries for excellence in employer-sponsored training and development programs globally. For the second year in a row, NIB was named one of the Best Places to Work in Virginia by Virginia Business magazine and Best Companies Group. The assessment rates how well employees perceive their jobs, covering topics that range from leadership and compensation, to teamwork and work-life balance. NIB was one of 80 companies honored in the Commonwealth of Virginia.

## CMS

Photo: Christopher Banks, contract closeout specialist, Susquehanna Association for the Blind and Vision Impaired.

### Contract Management Support Training

Launched in 2009, the AbilityOne Contract Management Support (CMS) Training Program has provided opportunities for on-the-job training and upward mobility, leading to the employment of more than 70 participants. Many have been placed into closeout specialist positions at NIB associated agencies, and others have been hired by NIB, private-sector companies such as Boeing and Northrop Grumman, and federal government agencies, including the U.S. Army, Defense Commissary Agency and the Naval Medical Center Portsmouth.

 In FY 2012, the Defense Logistics Agency (DLA) hired three contract closeout specialists who have completed CMS training. Bernard Werwie worked for Susquehanna Association for the Blind and Vision Impaired at DLA in New Cumberland, Pennsylvania. Christina Harris was employed by Virginia Industries for the Blind at the Defense Contract Management Agency, Fort Lee, Virginia. Werwie and Harris entered the Corporate Intern Program as contract specialists at DLA Aviation in Richmond. Mindy Cook, an employee at Cincinnati Association for the Blind and Visually Impaired in Ohio, landed a new position at DLA Land and Maritime in Columbus. NIB recognized two CMS Training Program participants during the 2012 NIB/NAEPB National Conference and Expo in October for their outstanding performance in the training program and on the job – Ahsan Zaidi, contract closeout specialist, The Chicago Lighthouse for People Who Are Blind or Visually Impaired, and Ian Elliott, contracts and pricing administrator, Digital Receiver Technology, Inc. – A Boeing Company.

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# PROFILE

## Al Avina

Photo: Al Avina

## Blinded Veterans Association

After completing the 20-month Fellowship for Leadership Development, one of five tracks of NIB’s Business Leaders Program, Al Avina was named executive director of the Blinded Veterans Association (BVA) in April 2012.

As a fellow, Avina worked in NIB’s military resale department, later moving to Indianapolis to serve as a cross-departmental project manager at Bosma Enterprises. During the last rotation of the Fellowship in the government markets division of 3M in Washington, D.C., he developed a new contact relationship management system to better identify 3M partnering opportunities with NIB associated agencies.

Born in California to parents who emigrated from Mexico, Avina joined the U.S. Army after high school, and was later promoted to personnel administrative manager at Fort Lewis, Washington. There he created and managed a project that transitioned outsourced human resources functions to an internal Personnel Administrative Center for senior-level managers and supervisors.

Avina is a decorated Army veteran, serving for seven years until rod cone dystrophy led to his vision loss. He later graduated from Saint Martin’s University in Lacey, Washington, with a Bachelor of Science degree in business. He credits the military for pushing him out of his comfort one, which helped him as an NIB fellow and now in his current role at BVA.

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# 2012 Financial Summary

## Statement of Financial Position

As of September 30, 2012 (Dollars in Thousands)

### Assets

Cash and cash equivalents.......................................................................................$ 3,081

Investments ..............................................................................................................27,703

Receivables, net .......................................................................................................15,936

Deposits and prepaid expenses ...............................................................................593

Property and equipment, at cost less accumulated depreciation .............................4,542

Total assets ...............................................................................................................$ 51,855

### Liabilities and Net Assets

Liabilities ................................................................................................................... $ 20,856

Net assets ($131 temporarily restricted) ...................................................................30,999

Total liabilities and net assets ...................................................................................$ 51,855

## Statement of Activities

For the 12 months ended September 30, 2012 (Dollars in Thousands)

Fees from associated agencies ................................................................................$ 28,973

Gross profit on e-commerce sales ............................................................................3,270

Other income ............................................................................................................4,158

Total revenue ............................................................................................................36,401

Total expenses ..........................................................................................................32,135

Change in net assets ................................................................................................4,266

Net assets at beginning of year ................................................................................26,733

Net assets at end of year ..........................................................................................$ 30,999

Summarized from audited financial statements

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# National Industries for the Blind Associated Agencies

ALABAMA

Alabama Industries for the Blind, Talladega and Birmingham, AL

ARIZONA

Arizona Industries for the Blind, Phoenix, AZ

Southern Arizona Association for the Visually Impaired, Tucson, AZ

ARKANSAS

The Arkansas Lighthouse for the Blind, Little Rock, AR

CALIFORNIA

Earle Baum Center of the Blind Inc., Santa Rosa, CA

Junior Blind of America, Los Angeles, CA

Lighthouse for the Blind and Visually Impaired, Oakland and San Francisco, CA

Lions Center for the Blind, Oakland, CA

Valley Center for the Blind, Fresno, CA

DELAWARE

Delaware Industries for the Blind, New Castle, DE

DISTRICT OF COLUMBIA

Columbia Lighthouse for the Blind, Washington, DC and Riverdale and Silver Spring, MD

FLORIDA

Center for the Visually Impaired Inc., Daytona Beach, FL

Florida Center for the Blind Inc., Ocala, FL

Lighthouse for the Blind of the Palm Beaches Inc., West Palm Beach, FL

Lighthouse Central Florida, Orlando, FL

Lighthouse for Visually Impaired and Blind Port Richey, FL

Tampa Lighthouse for the Blind, Tampa, FL

GEORGIA

Center for the Visually Impaired, Atlanta, GA

Georgia Industries for the Blind, Bainbridge, Albany and Griffin, GA

Vision Rehabilitation Services of Georgia Inc., Smyrna, GA

ILLINOIS

The Chicago Lighthouse for People Who Are Blind or Visually Impaired, Chicago, IL

INDIANA

Bosma Enterprises, Indianapolis, IN

KANSAS

Envision Inc., Kansas City and Wichita, KS

LOUISIANA

Blind Labor Training Center Inc., Bastrop, LA

Louisiana Association for the Blind, Shreveport, LA

The Lighthouse for the Blind in New Orleans Inc., Baton Rouge, Crystal Springs, Gulfport and New Orleans, LA

MAINE

Lighthouse Industries of Maine Inc., Portland, ME

MARYLAND

Blind Industries and Services of Maryland, Baltimore, Cumberland and Salisbury, MD

MASSACHUSETTS

The Carroll Center for the Blind Inc., Newton, MA

MICHIGAN

Midwest Enterprises for the Blind Inc., Kalamazoo, MI

MISSISSIPPI

Mississippi Industries for the Blind, Jackson and Meridian, MS

MISSOURI

Alphapointe Association for the Blind, Kansas City, MO

The Lighthouse for the Blind, Berkeley and St. Louis, MO

NEBRASKA

Outlook Nebraska Inc., Omaha, NE

NEVADA

Blind Center of Nevada Inc., Las Vegas, NV

NEW JERSEY

Bestwork Industries for the Blind Inc., Runnemede, NJ and Philadelphia, PA

Cambridge Industries for the Visually Impaired, Somerset, NJ

New Jersey Association of the Deaf-Blind Inc., Somerset, NJ

NEW MEXICO

New Mexico Commission for the Blind, Albuquerque, NM

NEW YORK

Association for the Blind and Visually Impaired – Goodwill Industries of Greater Rochester Inc., Rochester, NY

Association for Vision Rehabilitation and Employment Inc., Binghamton, NY

Aurora of Central New York, Syracuse, NY

Central Association for the Blind and Visually Impaired, Utica, NY

Elizabeth Pierce Olmsted, M.D. Center for the Visually Impaired, Buffalo, NY

Lighthouse International, New York, NY

New York City Industries for the Blind Inc., Brooklyn, NY

Northeastern Association of the Blind at Albany, Albany, NY

Southern Tier Association for the Visually Impaired, Elmira, NY

Visionary Media, New York, NY

NORTH CAROLINA

Industries of the Blind Inc., Greensboro, NC

LC Industries Inc., Durham, NC; Louisville, KY; Daytona,FL; and Ellisville, Hazlehurst, Jackson, Natchez, Sanitorium, Tupelo and Whitfield, MS

Lions Industries for the Blind Inc., Kinston, NC

Lions Services Inc., Charlotte, NC

RLCB Inc., Raleigh, NC

Winston-Salem Industries for the Blind Inc., Winston-Salem and Asheville, NC and Mayaguez, PR

OHIO

Cincinnati Association for the Blind and Visually Impaired, Cincinnati, OH

Cleveland Sight Center, Cleveland, OH

Clovernook Center for the Blind and Visually Impaired, Cincinnati, OH and Memphis, TN

The Ohio Lighthouse for the Blind and Vision Impaired Inc., Ravenna, OH

OKLAHOMA

NewView Oklahoma Inc., Oklahoma City, OK

OREGON

Blind Enterprises of Oregon, Portland, OR

PENNSYLVANIA

Blind and Vision Rehabilitation Services of Pittsburgh, Homestead, PA

Center for the Blind and Visually Impaired, Chester, PA

Chester County Branch Inc. Pennsylvania Association for the Blind, Coatesville, PA

ForSight Vision, York, PA

Keystone Vocational Services Inc., Sharon, PA

North Central Sight Services Inc., Williamsport, PA

Susquehanna Association for the Blind and Vision Impaired, Lancaster, Philadelphia and Somerset, PA

Washington-Greene County Branch Pennsylvania Association for the Blind, Washington, PA

Westmoreland County Blind Association, Greensburg and Uniontown, PA

RHODE ISLAND

IN-SIGHT, Warwick, RI

TENNESSEE

Ed Lindsey Industries for the Blind Inc., Nashville, TN

Lions Volunteer Blind Industries Inc., Johnson City and Morristown, TN

TEXAS

Beacon Lighthouse Inc., Wichita Falls, TX

Dallas Lighthouse for the Blind Inc., Dallas, TX

El Paso Lighthouse for the Blind, El Paso, TX

Horizon Industries, Tyler, TX

Houston Industries for the Blind, Houston, TX

Lighthouse for the Blind of Fort Worth, Fort Worth, TX

San Antonio Lighthouse for the Blind, San Antonio, TX

South Texas Lighthouse for the Blind, Corpus Christi and Victoria, TX

The Lighthouse of Houston, Houston, TX

Travis Association for the Blind, Austin, TX

West Texas Lighthouse for the Blind, San Angelo, TX

UTAH

Utah Industries for the Blind, Salt Lake City, UT

VIRGINIA

Virginia Industries for the Blind, Charlottesville and Richmond, VA

WASHINGTON

The Lighthouse for the Blind Inc., Seattle and Spokane, WA

WEST VIRGINIA

The Seeing Hand Association Inc., Wheeling, WV

WISCONSIN

Associated Industries for the Blind Inc., Milwaukee, WI

Industries for the Blind Inc., West Allis and Janesville, WI

Wiscraft Inc., Milwaukee, WI

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# NIB Board of Directors

as of September 30, 2012

Photo: Board of Directors

## Chairperson of the Board

The Honorable Gary J. Krump, Esq.\*

 Senior Consultant

Cassidy & Associates

 Washington, DC

## Vice Chairperson of the Board and Treasurer

Ronald Tascarella\*

Senior Vice President and Chief Credit Officer

PathFinder Bank

Oswego, NY

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Kristin Graham Koehler, Esq.\*

 Partner

Sidley Austin LLP

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Jorge Asef-Sargent, CPA

Partner

 KPMG

Washington, DC

Richard C. Bland\*

President and Chief Executive Officer

New York City Industries for the Blind

Brooklyn, NY

Lauren K. Branch, CPA

President and Chief Executive Officer

NewView Oklahoma

Oklahoma City, OK

Michael G. Chew

Executive Director

Mississippi Industries for the Blind

Jackson, MS

Susan Costlow

Director, Corporate Development

Lockheed Martin Corporation

Bethesda, MD

Robert A. Council

General Manager of Government Markets

3M

Washington, DC

Gibson M. DuTerroil

President and Chief Executive Officer

The Lighthouse of Houston

Houston, TX

Robert K. Hanye

President and Chief Executive Officer

Association for Vision Rehabilitation and Employment Inc.

Binghamton, NY

Louis Jablonski, Jr.

Basking Ridge, NJ

The Honorable William A. Johnson, Jr.

Distinguished Professor of Public Policy

Rochester Institute of Technology

Rochester, NY

John H. Mitchell, III\*

Executive Director

Cincinnati Association for the Blind and Visually Impaired

Cincinnati, OH

Jeanne L. Morin

Consultant

Akerman Senterfitt

Washington, DC

Nancy J. Perkins

President and Chief Executive Officer

Dallas Lighthouse for the Blind

Dallas, TX

Major General Hawthorne L. Proctor, USA (Ret)

President

Proctor & Boone, LLC

Clifton, VA

Frederick J. Puente

President

Blind Industries and Services of Maryland

Baltimore, MD

Billy J. Sparkman

Executive Director

Alabama Industries for the Blind

Talladega, AL

Dennis L. Steiner\*

President and Chief Executive Officer

Susquehanna Association for the Blind and Vision Impaired

Lancaster, PA

## Assistant Secretary

Mary Jane Surrago

Councilwoman

Glen Rock, NJ

## Honorary Lifetime Director

Abram Claude, Jr.

North Salem, NY

\*Executive Committee member

Page 30-31:

Mission:

To enhance the opportunities for economic and personal independence of persons who are blind primarily through creating, sustaining and improving employment.

Vision:

To be a premier organization of empowered employees that exceeds expectations of all stakeholders and champions opportunities for people who are blind to achieve their full potential.

Values:

We are committed to maintaining the highest level of trust and integrity while conducting business with individuals, organizations, private industry and government.

We are committed to conducting business lawfully and ethically with all people who are blind, employees, associated industries, customers and suppliers.

A primary goal of NIB and our associated agencies is to enhance the opportunities for personal and economic independence of people who are blind. We seek to achieve excellence in delivery of service and provision of access, both physical and programmatic. We are accountable for all our decisions and actions.

We are committed to providing excellent quality, value, competitive prices and superior service to all our customers who use products and services made and/or provided by people who are blind.

We are committed to recognizing the changing needs and preferences of our customers.

Logo: NIB 75th Logo

Celebrating 75 Years

In 1938, NIB was established to create employment opportunities for people who are blind. In the 75 years since, NIB and its associated nonprofit agencies have grown to help thousands of people who are blind lead more independent lives. As we celebrate our 75th anniversary in 2013, we reflect on how far we’ve come, and are inspired by how much further we can go.

[www.NIB75Years.org](http://www.NIB75Years.org)

Back Cover:

## NIB Leadership

Kevin A. Lynch

President and Chief Executive Officer

Steven T. Brice

Vice President and Chief Financial Officer

Angela Hartley

Executive Vice President

Claudia “Scottie” Knott

Chief Operating Officer

Lynn Millar Konetschni

Vice President, Human Resources

Thomas A. Panek

Vice President, Relationship Management

Logo: NIB Logo

1310 Braddock Place

Alexandria, VA 223141691

7033100500

[www.NIB.org](http://www.NIB.org)

Logo: SKILCRAFT Logo

Logo: AbilityOne Logo