



# ALL IN 2019 ANNUAL REPORT

 **NIB**  
NATIONAL INDUSTRIES FOR THE BLIND

# MESSAGE FROM THE CHAIRPERSON AND PRESIDENT

The collective efforts of NIB, our associated nonprofit agencies, and our customers, partners, and supporters helped make 2019 a resounding success. We created 311 new employment opportunities for people who are blind, increased labor hours and wages, and helped hundreds of people who are blind earn job promotions or obtain competitive positions inside and outside of our network. It was a historic year.

Our success would not have been possible without the continued support of our federal and military customers, who helped us achieve a record sales year.

As you'll read in this year's annual report, we expanded our award-winning training and professional development programs to help people who are blind build successful careers in any field they choose, launched innovative new products, and delivered a range of knowledge-based professional services.

We also settled into our new headquarters building—a key enabler in providing best-in-class service to our associated agencies, customers, and other stakeholders. Our event and training center is already creating new employment and training opportunities for people who are blind, and serving as a catalyst for developing valuable strategic partnerships that will help advance our mission for years to come.

After extensive market research and coordination with our associated agencies, we completed a historic refresh of our iconic SKILCRAFT® brand, which unifies our product and service offerings with a modern new look. And thanks to our year-long Great American Workforce marketing campaign, elected officials and senior policymakers better understand the value of our collective work.

We achieved all this—and a great deal more—while executing our day-to-day responsibilities that sustain employment for nearly 6,000 people who are blind and 600 of our nation's veterans across the country.

This year was not without its challenges. NIB and its associated agencies worked tirelessly to address a court ruling that threatens the employment of more than 800 people who are blind supporting the U.S. Department of Veterans Affairs. Our coordinated efforts on Capitol Hill, in the media, and among our strategic partners laid the foundation for a promising legislative path forward.

As we enter a new decade, we're bound to face new challenges but we're also determined to overcome them with the resiliency that made 2019 a year of growth and achievement. Join us as we go ALL IN on executing our mission of enhancing the independence of people who are blind.



**SUSAN COSTLOW**

Chairperson of the Board



**KEVIN A. LYNCH**

President and Chief Executive Officer

## NIB LEADERSHIP

### NIB BOARD OF DIRECTORS

**SUSAN COSTLOW**

Chairperson\*

**PAUL M. HEALY,  
PH.D., A.C.A.**

Vice Chairperson\*

**BRIGADIER GENERAL  
KRISTIN K. FRENCH,  
USA (RET.)**

Secretary

**A. ROBERT BLOOM**

Treasurer\*

**MARY JANE SURRAGO**

Assistant Secretary

Anita Shafer Aaron  
Vikram Agarwal, Esq.  
Platt L. Allen, III  
Lauren Branch, CPA  
William E. Carty

Ken J. Fernald\*  
Richard T. Ginman  
Jeffrey Hawting  
Reinhard Mabry\*  
Susan Markel, CPA

Carl H. McRae  
John H. Mitchell, III\*  
Susan Mustacchio  
Dennis L. Steiner

*\*Executive Committee Member*

### NIB EXECUTIVE TEAM

**KEVIN A. LYNCH**

President and Chief  
Executive Officer

**ANGELA HARTLEY**

Executive Vice President  
and Chief Program Officer

**STEVEN T. BRICE**

Vice President and  
Chief Financial Officer

**JON KATZ**

Vice President,  
Business Development  
and Channels

**ANDY MUECK**

Vice President,  
Operations

**TOM MIKRUT**

General Counsel

**CARRIE LANEY**

Executive Director,  
New York State Preferred  
Source Program for New  
Yorkers Who Are Blind

# FY2019 FINANCIAL SUMMARY

As of September 30, 2019 (Dollars in Thousands)

## ASSETS

Cash and cash equivalents	\$ 6,162
Investments	12,995
Receivables, net	23,239
Deposits and prepaid expenses	1,696
Property and equipment, at cost less accumulated depreciation	63,497

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<b>TOTAL ASSETS</b>	<b>\$ 107,589</b>
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## LIABILITIES AND NET ASSETS

Liabilities	\$ 72,463
Net assets (\$153 temporarily restricted)	35,126

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<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 107,589</b>
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## STATEMENT OF ACTIVITIES

For the 12 months ended September 30, 2019

Fees from associated agencies	\$ 37,272
Gross profit on e-commerce sales	1,931
Other income (expense)	(620)
Total revenue	38,583
Total expenses	40,949
Change in net assets	(2,366)
Net assets at beginning of year	37,492

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<b>NET ASSETS AT END OF YEAR</b>	<b>\$ 35,126</b>
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Summarized from audited financial statements

# ACCOLADES

Awards from national and local organizations recognized NIB's excellence in carrying out its mission of creating employment opportunities for people who are blind.

## 2019 ACHIEVEMENT AWARD

from Columbia Lighthouse for the Blind, for success in pursuing opportunities for independence for people who are blind.



## EXCELLENCE IN PARTNERSHIP AWARD

in the Advocating for Veterans category, presented by the Coalition for Government Procurement in recognition of NIB's successful programs supporting veterans.



**EXCEL AWARD** from Association Media and Publishing, for the Opportunity Magazine 2018 cover story on the 50th anniversary of the SKILCRAFT U.S. Government Pen.



**AWARD OF MERIT** for NIB's new headquarters building in the Build-to-Suit Non-Institutional Facility category, from the Northern Virginia Chapter of the National Association for Industrial and Office Parks.



# GROWTH AND INNOVATION

Launched a historic refresh of the **SKILCRAFT® BRAND**, unifying products and services under a single customer-facing brand with a modern new logo.



Signed a new **COOPERATIVE AGREEMENT** with the U.S. AbilityOne Commission®, establishing the governing relationship, roles and responsibilities, and key expectations for NIB and the Commission in implementing and managing the AbilityOne® Program.

Secured new **KITTING** opportunities with the U.S. Army, U.S. Air Force, and Defense Logistics Agency to provide custom tool kits, medical kits, and humanitarian relief kits.



Secured new knowledge-based professional services opportunities, including a partnership with the U.S. Navy to provide **SECTION 508 ASSURANCE** services for its new procurement system.

Entered into an innovative agreement with the Federal Emergency Management Agency to provide SKILCRAFT and other AbilityOne products to assist with **DISASTER RELIEF AND RECOVERY EFFORTS**.

Opened the **EVENT AND TRAINING CENTER** in NIB's new headquarters building, hosting NIB training programs, as well as events with Virginia Tech, the Alexandria Chamber of Commerce, and other leading local and national organizations.



# TRAINING AND DEVELOPMENT

Graduated 21 students representing 17 NIB associated agencies, NIB, and the Canadian National Institute for the Blind (CNIB) from NIB's intensive 15-month **BUSINESS MANAGEMENT TRAINING** program.



Completed **EFFECTIVE SUPERVISION** training for 19 students from 16 associated agencies and CNIB, at the William L. Hudson BVI Workforce Innovation Center in Wichita, Kansas.



Prepared six people who are blind to enter careers in human resource **SOURCING** through a 14-week online training and certification program developed with the Sourcing Institute Foundation and Orion Global Talent.



Hosted a **VIRTUAL CAREER FAIR** for nearly 150 jobseekers who are legally blind, veterans, and veterans' spouses interested in careers in Contract Management Support.

Conducted **LEAN SIX SIGMA YELLOW BELT TRAINING** for NIB staff; more than 87% of all NIB staff are now Yellow Belt certified.

Earned **ISO 9001:2015 RECERTIFICATION** following an audit of updated NIB policies and procedures that conform to the new, expanded ISO standards.



# FY2019 HIGHLIGHTS

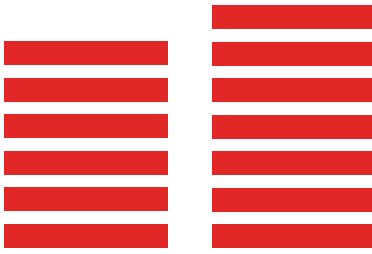
**311**

**NEW EMPLOYMENT  
OPPORTUNITIES**  
for people who are blind

**600**

**VETERANS**  
employed at NIB and  
NIB associated agencies

## REHABILITATION SERVICES



**94,284**  
FY2018

**109,172**  
FY2019

Number of people who  
are blind who received  
rehabilitation services  
provided by NIB  
associated agencies

## EMPLOYEES WHO ARE BLIND

**5,982**

Number of NIB and NIB associated  
agency employees who are blind



## AVERAGE HOURLY RATE

paid by NIB associated agencies to employees who are blind



# \$126 million

## WAGES AND BENEFITS

paid by NIB associated agencies  
to employees who are blind

## PROMOTIONS AND PLACEMENTS

# 423

Number of people who are blind who were  
promoted or obtained competitive positions with  
NIB associated agencies or other organizations

# ADVOCACY AND AWARENESS

Welcomed seven employees who are blind to the **ADVOCATES FOR LEADERSHIP AND EMPLOYMENT** training program, which has prepared more than 50 advocates to represent their agencies in the community and on Capitol Hill.



Visited **165 CONGRESSIONAL OFFICES** during the 2019 NIB/NAEPB National Symposium to advocate on issues affecting people who are blind.

Launched the **GREAT AMERICAN WORKFORCE** marketing campaign, a year-long effort to educate members of Congress and senior policymakers on the work of NIB and its associated agencies.



Conducted extensive public policy and media outreach to help members of Congress understand the need to preserve the jobs of people who are blind working on contracts that support the **U.S. DEPARTMENT OF VETERANS AFFAIRS**.

# EVENTS AND AWARDS

Honored 73 employee of the year nominees from 45 NIB associated nonprofit agencies during the **2019 NIB/NAEPB NATIONAL SYMPOSIUM**.



Welcomed more than 700 attendees and 100 exhibitors to the **2019 NIB/NAEPB TRAINING CONFERENCE AND EXPO**, which featured presentations by the U.S. AbilityOne Commission and senior military and federal customers, and comprehensive training on the AbilityOne Program.



Hosted **NEW EXECUTIVE ORIENTATION AND ABILITYONE PROGRAM** training for associated agency staff, with presentations by representatives from NIB departments and the U.S. AbilityOne Commission.



## 2019 NATIONAL AWARDS

### **MILTON J. SAMUELSON CAREER ACHIEVEMENT AWARD**

Elton Thomas

The Lighthouse for the Blind, St. Louis  
St. Louis, Missouri



### **PETER J. SALMON EMPLOYEE OF THE YEAR AWARD**

James Brian Rutherford  
Blind and Vision Rehabilitation  
Services of Pittsburgh  
Pittsburgh, Pennsylvania



### **R.B. IRWIN AWARD**

Bill Hudson

LCI

Durham, North Carolina



