



2020 ANNUAL REPORT

CALL TO SERVICE

NIB LEADERSHIP

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MESSAGE FROM THE CHAIRPERSON AND PRESIDENT

Fiscal year 2020 was an extraordinary moment in NIB's 82-year history, marked not only by the challenges of a once-in-a-century pandemic, but also significant accomplishments and progress in achieving our mission to grow employment for Americans who are blind.

NIB created 378 new employment opportunities for people who are blind in FY2020, more than doubled blind work years in our professional services lines, and helped hundreds of people who are blind earn job promotions or obtain competitive positions inside and outside of our network.

This success was made possible by the stalwart efforts of our associated agencies across the country, as well as the continued support of our federal and military customers, industry partners, the U.S. AbilityOne Commission®, and the Office of Inspector General of the U.S. AbilityOne Commission.

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, and recognized key milestones such as the 30th anniversary of the Americans with Disabilities Act, the 25th anniversary of the AbilityOne Base Supply Center® program, and the 10th anniversary of the Contract Management Support program.

We also fiercely advocated for issues affecting the employment of people who are blind. Most notably, NIB worked closely with our associated agencies and other strategic partners to secure a legislative solution for the Veterans Affairs Rule of Two issue. The successful passage of H.R. 4920 helps preserve hundreds of jobs for people who are blind whose work supports the U.S. Department of Veterans Affairs.

We accomplished all this – and so much more – during the year of the coronavirus pandemic. With no playbook to draw on, the people in our

network displayed extraordinary purpose and motivation to rise to the challenge and meet COVID-19 head-on. Their efforts were buoyed by the exemplary leadership of the U.S. AbilityOne Commission, who established the Contingency Support Operations and Communications cell to coordinate response activities among the federal government and central nonprofit agencies.

As part of the nation's essential critical infrastructure, many NIB associated nonprofit agencies remained open and provided federal customers with critical items, while also retooling operations to manufacture new products essential to the nation's response. All the while, they kept America's Defense Industrial Base strong by providing the military with uniforms and equipment needed to keep America safe.

This operational pivot and ability to meet the needs of our customers during a national crisis is a shining demonstration of what makes NIB, our associated agencies, and the AbilityOne® Program great. As they have done in times of national crisis since the Second World War, people who are blind working at NIB associated agencies continue to quickly and nimbly answer the nation's call to service.

As we close the book on an unprecedented year, we're eager to begin writing the next chapter in our history. We hope you'll join us on our journey to forge new pathways for employment in the year ahead.



PAUL M. HEALY, PH.D., A.C.A.
Chairperson of the Board



KEVIN A. LYNCH
President and Chief Executive Officer

GROWTH AND INNOVATION

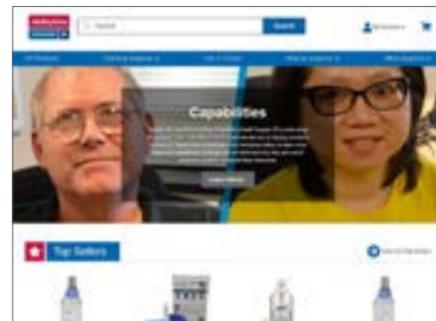
Expanded the **MAKE-TO-ORDER KITTING** program to include construction kits and kits with medical/surgical, personal protective equipment, cleaning-related, or other public safety products deemed necessary by government agencies to respond to COVID-19.



Partnered with General Dynamics Information Technology to provide **CONTRACT MANAGEMENT SUPPORT**, including closeout, novation, and data cleansing for more than 2,000 active and inactive contracts.

Welcomed two Department of Defense civilian employees as part of the **PUBLIC-PRIVATE TALENT EXCHANGE**, a limited-term acquisition exchange enabling federal employees and private sector participants to gain a better understanding of each other's business operations and share innovative best practices.

Launched an end-to-end redesign of the **ABILITYONE.COM WEBSITE**, with a new user-friendly layout, intuitive navigation, and robust search capabilities to improve the online customer experience.



MILESTONES

Celebrated the **10TH ANNIVERSARY** of the Contract Management Support program, which has employed more than 200 people who are blind in upwardly mobile career contracting positions, including more than 80 who are now employed in government or the private sector.



Recognized the **25TH ANNIVERSARY** of the AbilityOne Base Supply Center® program, which now operates in 155 locations serving all branches of the armed services and many key federal departments and agencies.



Marked the **30 YEAR PARTNERSHIP** between 3M and the Association for the Blind and Visually Impaired-Goodwill in Rochester, New York, the first such collaboration between a private company and an NIB associated agency.



Observed the **30TH ANNIVERSARY** of the Americans with Disabilities Act with blog and social media posts, and a feature story in Opportunity magazine on the transformative nature of the landmark civil rights law and the work still to be done.

Honored the **75TH ANNIVERSARY** of National Disability Employment Awareness Month, providing NIB associated nonprofit agencies, Base Supply Centers, and wholesalers and distributors with tools to help mark the milestone.

TRAINING AND DEVELOPMENT

Launched the **NIB CISCO ACADEMY**, the first Cisco Certified Network Associates training program adapted to the learning styles of people who are blind, to provide foundational knowledge of a broad range of IT fundamentals and empower them to take their careers in any direction they wish.

Rolled out the **BUSINESS ESSENTIALS** training program, which builds greater understanding of business elements, decision making, and entrepreneurship through online courses and simulation.



Conducted virtual **LEAN SIX SIGMA YELLOW BELT TRAINING** for staff from NIB and five associated agencies. More than 93% of all NIB staff are now Yellow Belt certified.

Published an article on the **PROFESSIONAL MASTERY OF OFFICE TECHNOLOGY FOR EMPLOYMENT (ProMOTE)** training program in the international, peer-reviewed Journal of Visual Impairment and Blindness.



Developed a **NEW TALENT MANAGEMENT SERVICE** to assist employers in diversifying and strengthening their workforces by tapping the potential of job seekers who are blind, visually impaired, and/or veterans.



Provided **ADVANCED ZOOM TRAINING**, preparing nearly 50 NIB employees to host learning opportunities, forums, conferences, and executive meetings using the remote conferencing platform that has become a crucial communications tool as organizations embrace remote work.

Developed the **ASSOCIATION MANAGEMENT FELLOWSHIP** for people who are blind to obtain experience in event planning, marketing and communications, accounting and finance, and human resources at NIB as they earn a Certified Nonprofit Professional credential from the Nonprofit Leadership Alliance.

Piloted an initiative with the **AIR FORCE LIFE CYCLE MANAGEMENT CENTER** to actively recruit and hire people who are blind and visually impaired for contracting positions.



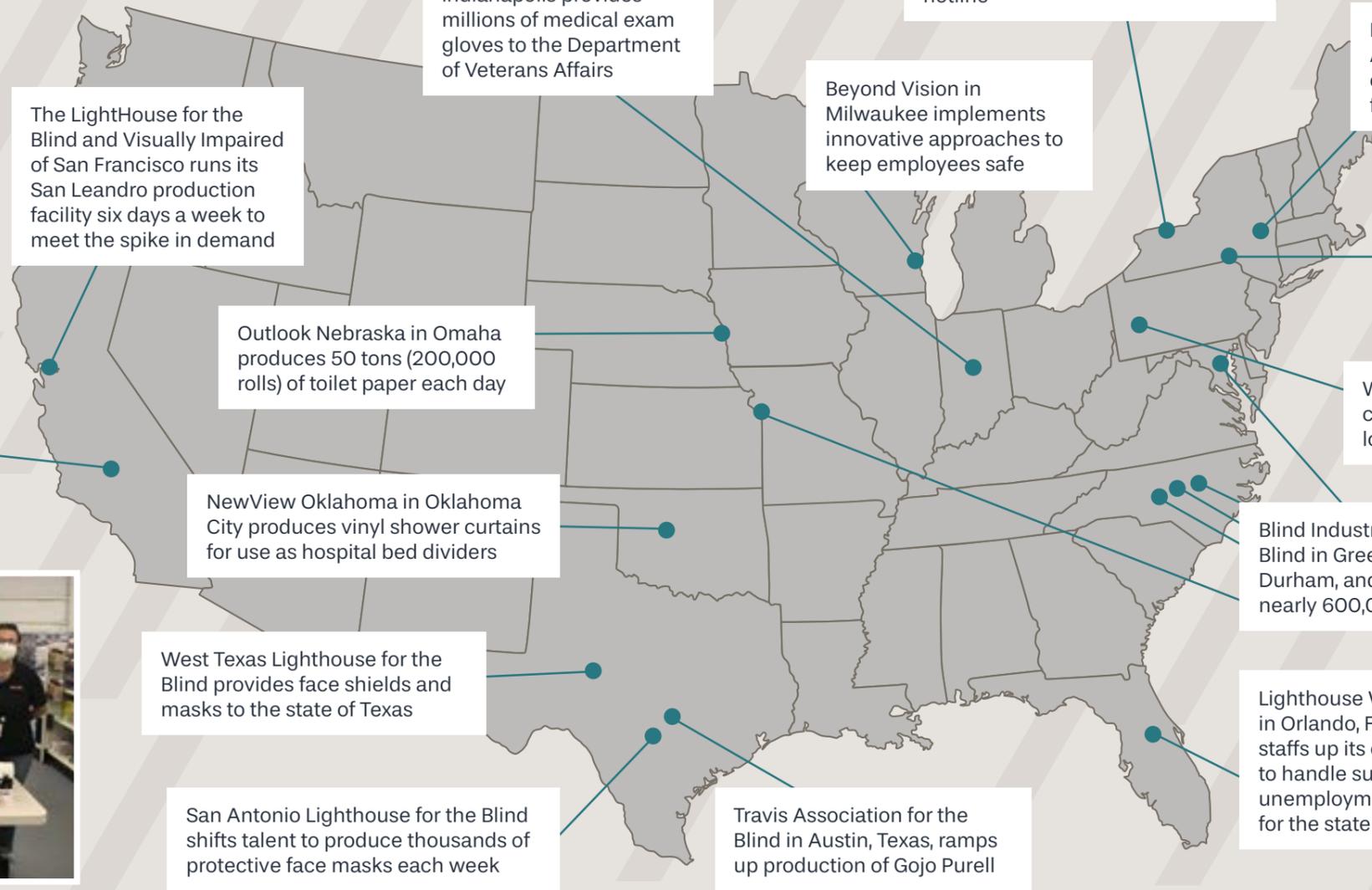
ANSWERING THE NATION'S CALL

As the dimensions of the COVID-19 crisis came into focus in March and the economy shut down in an effort to slow the spread of the coronavirus, NIB, its associated nonprofit agencies, and the AbilityOne Commission sprang into action. The Commission stood up the National Emergency Contingency Support Operations and Communication (CSOC) Team and expanded the Make-To-Order medical kitting contract to include medical/surgical, personal protective equipment, cleaning-related, or other public safety supplies.

NIB staff worked countless hours behind the scenes assisting its associated agencies in dealing with unprecedented demand and responding to urgent requests from government agencies for desperately needed supplies. In August, the NIB board of directors passed two resolutions recognizing the ongoing efforts of associated agency personnel and NIB staff in responding to COVID-19.



AbilityOne Base Supply Centers across the country, including the BSC at the China Lake Naval Air Weapons Station, provide critical supplies to the federal government and U.S. military



Northeastern Association for the Blind at Albany uses Body Filter 95+ material from coveralls it produces to make face masks for frontline healthcare workers

Association for Vision Rehabilitation and Employment in Binghamton partners with a local plastics supplier to manufacture face shields for area hospitals

Westmoreland County Blind Association cuts fabric for 2,000 isolation gowns for local hospital workers

Blind Industries and Services of Maryland, Industries of the Blind in Greensboro, IFB Solutions in Winston-Salem, LCI in Durham, and Alphapointe in Kansas City, partner to produce nearly 600,000 cloth face masks for the U.S. Air Force

Lighthouse Works! in Orlando, Florida, staffs up its call center to handle surging unemployment claims for the state of Florida



Scan the QR code to learn more about how NIB and its associated agencies responded to COVID-19

40
NIB associated nonprofit agencies manufacturing COVID-related products

1,580
Different COVID-related products available

3,780
People who are blind producing COVID-related products

ADVOCACY AND AWARENESS

Secured passage of the Department of Veterans Affairs Contracting Preference Consistency Act of 2020, **SAVING THE MAJORITY OF VA CONTRACTS** in the AbilityOne Program and hundreds of jobs for people who are blind.

Continued the **GREAT AMERICAN WORKFORCE** marketing campaign into a second year, educating members of Congress and senior policymakers on the work of NIB and its associated agencies.



Welcomed eight employees who are blind to the **ADVOCATES FOR LEADERSHIP AND EMPLOYMENT** program and provided virtual training on representing their agencies in the community and on Capitol Hill. There are currently 59 active Advocates in the program.



Organized a **VIRTUAL GRASSROOTS ADVOCACY WEEK** during which associated agencies held more than 40 meetings with federal lawmakers to share their positive impact in providing jobs and essential services to people who are blind in local communities.



Launched the **NIB CONNECTION** weekly blog to share news and stories about NIB's mission and the people working in NIB associated nonprofit agencies.



EVENTS AND AWARDS

Welcomed more than 850 attendees and 30+ exhibitors at the first-ever **NIB/NAEPB VIRTUAL 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.



Transformed the annual **TEXTILE APPAREL GROUP MEETING** from an in-person event to a series of Lunch and Learn sessions in the month of September with representatives from the Defense Logistics Agency, U.S. AbilityOne Commission, SourceAmerica, and NIB.

Hosted 12 events for external organizations in **NIB'S EVENT AND TRAINING CENTER** prior to the COVID-19 outbreak, including Virginia Tech and the City of Alexandria, Virginia, Chamber of Commerce.

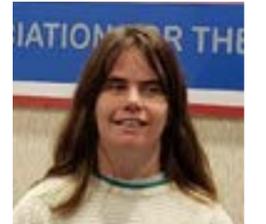


2020 NATIONAL AWARD WINNERS

MILTON J. SAMUELSON CAREER ACHIEVEMENT AWARD
Sarah Heeson
Beyond Vision
Milwaukee, Wisconsin



PETER J. SALMON EMPLOYEE OF THE YEAR AWARD
Pam Chesser
Travis Association for the Blind
Austin, Texas



R.B. IRWIN AWARD
Dr. A. Gidget Hopf
Association for the Blind and Visually Impaired – Goodwill of the Finger Lakes
Rochester, New York



FY2020 FINANCIAL SUMMARY

As of September 30, 2020 (Dollars in Thousands)

ASSETS

Cash and cash equivalents	\$ 8,806
Investments	10,495
Receivables, net	24,996
Deposits and prepaid expenses	1,868
Property and equipment, at cost less accumulated depreciation	62,183

TOTAL ASSETS \$ 108,348

LIABILITIES AND NET ASSETS

Liabilities	\$ 69,899
Net assets (\$184 temporarily restricted)	38,449

TOTAL LIABILITIES AND NET ASSETS \$ 108,348

STATEMENT OF ACTIVITIES

For the 12 months ended September 30, 2020

Fees from associated agencies	\$ 37,789
Gross profit on e-commerce sales	1,007
Other income (expense)	506
Total revenue	39,302
Total expenses	35,979
Change in net assets	3,323
Net assets at beginning of year	35,126

NET ASSETS AT END OF YEAR \$ 38,449

Summarized from audited financial statements

FY2020 HIGHLIGHTS

5,500

Number of NIB and NIB associated agency employees who are blind

554

VETERANS employed at NIB and NIB associated agencies

AVERAGE HOURLY RATE

paid by NIB and NIB associated agencies



\$11.96
FY2018



\$12.28
FY2019



\$12.59
FY2020

WAGES AND BENEFITS

\$123 million

paid by NIB associated agencies to employees who are blind

NEW EMPLOYMENT OPPORTUNITIES for people who are blind



311
FY2019



378
FY2020

REHABILITATION SERVICES

75,718

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

PROMOTIONS AND PLACEMENTS

326

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



3000 Potomac Avenue, Alexandria, VA 22305 | 703-310-0500 | NIB.org

