I am Essential.
Sight is not.
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*On the Cover: Machine Operator Romia Hall*
2020 was one of the most extraordinary years in our nation’s history; and it was for Alphapointe as well.

Not since Alphapointe welcomed wounded visually impaired veterans into its workforce in the aftermath of World War I in 1918 during the “Spanish Flu” outbreak has our country experienced anything resembling the coronavirus pandemic of 2020.

The world changed – possibly forever – and Alphapointe changed with it.

When the Air Force called urgently seeking 10,000 facemasks, we delivered. When parents of the children we serve asked us to find a way to host our Technology Camp virtually, we delivered. When government agencies needed us to increase production of our plastic spray bottles by 800 percent, we delivered. When the Army looked to us for 33,000 Litter Straps for their Standard Vehicle Service Kits that safely remove wounded soldiers from the battlefield, we delivered.

Those examples are a small sampling of how Alphapointe successfully – and quickly – adapted to the needs of the people and organizations we serve due to the enormous pressures applied by the pandemic. That’s in addition to the critical work we do every year such as providing more than 60 million prescription bottles to the Department of Veterans Affairs and Express Scripts or providing comprehensive rehabilitation services to more than 3,000 children, teens and adults – regardless of their ability to pay. These record-setting results were accomplished in the midst of a national crisis that affected employees and family members.

This was the most challenging year our organization has faced and we simply wouldn’t have this list of accomplishments without your help. Your support means the world to us and to the thousands of people we serve every year.

While looking to the future is always paramount, reflection is absolutely vital as well. As we look back at 2020, we constantly seek to answer the question: what did we learn?

We learned a host of things that will serve us well. The new remote learning tools we adapted to support our visually impaired clients, particularly young people, will extend our reach in the coming years. Our ability to be flexible and resilient in the wake of a national crisis will bring new business and, thus, new work for people who are blind. But, perhaps most importantly, it wasn’t what we learned this year that stands out. Instead, our dedicated team proved we are essential and sight is not. Frankly, we always knew that.

Now, the rest of our nation knows it too.

Sincerely,

REINHARD MABRY
President and CEO

This was the most challenging year our organization has faced and we simply wouldn’t have this list of accomplishments without your help.
Our Impact

Despite the pandemic, records fell by the wayside

215 of 382 Employees are Visually Impaired

39 New Employees who are Visually Impaired

161,980,311 Items were Manufactured

473 People Served through Youth Services

2,740 People Served through Rehabilitation Services

4,392 Volunteer Hours from 1,220 Volunteers

412,749 Calls Made/Received through Contact Services
Patrick Comas completed his Comprehensive Rehabilitation Services program immediately prior to the December holidays.

Pandemic sparks adaptability

Facemasks

After being deemed essential by the Department of Defense, Alphapointe quickly reconfigured its operations to allow for manufacturing of facemasks for the U.S. Air Force. Our essential workers eventually made more than 10,000 facemasks used by our members of the military.

Rehabilitation Services

The pandemic forced Alphapointe to temporarily close its rehabilitation services to the public. In order to provide these essential services in a safe environment, the organization carefully crafted new protocols and adapted existing programs so that people could once again receive the critical assistance they need. Because it could no longer be held in person, Alphapointe shifted its annual Technology Camp for youth online and dozens of children enhanced their skills virtually.
Cornell Williams

Born blind, Black and albino, life was never easy for Cornell Williams. But, every day, Cornell travels from the Bronx to Richmond Hill to work at Alphapointe. Shortly after his 50th birthday and after weeks of volunteering his time delivering food and medication to those hit hardest by COVID in his neighborhood, Cornell finally succumbed to the virus and was quarantined/isolated for 28 days. He was in a tremendous amount of pain. He couldn’t see his family. He couldn’t go to work and see his friends. He couldn’t help those who he’d been helping. After recovering, Cornell picked up where he left off and continued to help those in need. Cornell’s story was broadcast for the world to see as part of the Dr. Oz Show’s “1 Good Thing” segment and he was honored as the FOX 5 “Hero of the Day” in New York.

Standard Vehicle Service Kit

Standard Vehicle Service Kits (SVSK) provide point of injury medical care products and recovery tools to help soldiers quickly and safely remove the injured from the battlefield. In a turn-key shift, Alphapointe partnered with Seattle Lighthouse to manufacture 33,000 Litter Straps for the SVSKs used in emergency situations by soldiers in the U.S. Army.

Plastic Spray Bottles

Due to the increase in sanitation needs, Alphapointe saw a massive increase in demand for plastic spray bottles, which are used by U.S. government and military agencies around the country. By the end of the year, Alphapointe manufactured 1.28 million spray bottles – an 800 percent increase compared to a typical year.

Alphapointe manufactured more than 10,000 face masks and 1.28 million spray bottles.
Youth Services

Providing children and teens with the skills they need to succeed

BY THE NUMBERS

473 Youth Served

S.T.E.P. Program

The Student Transitional Employment Program (S.T.E.P.) is an eight-week course providing competitive work experience to high school age youth with visual impairments. The goal is for students to practice independence through job placement, goal-setting and community involvement. This year, Alphapointe partnered with Kansas City Community Gardens as program participants called current/previous KCCG plot owners to inquire about their experiences with KCCG. They also worked with vacant gardening beds to help prepare them for their future clients. These program participants have big dreams for their futures, including becoming a neuropsychologist, a recreational therapist and a preschool educator.
E.Y.E. Program

The Expanding Youth Experiences (E.Y.E.) Program aims to enhance social skills, critical thinking and physical well-being through activities. Children’s Center for the Visually Impaired and Alphapointe partnered to host the Beep Kickball League to provide children with visual impairments an opportunity to engage with their peers, increase proprioception and strengthen muscle movements. For six weeks, children demonstrated that nothing can get in the way of a good game of kickball as friendships were made, motor skills where enhanced and, most importantly, loads of fun transpired!

Mission Moment: Brooke Cottrell

Following 10 years of participation in youth-focused programs, Brooke Cottrell determined she wanted to attend college. Alphapointe helped Brooke achieve her goals and aspirations through the College Preparatory Program, which is designed to teach students the necessary skills to achieve success in college. Brooke attended Metropolitan Community College and with her hard work and determination, she completed the program, made the dean’s list multiple times, graduated with an excellent GPA and received the Service and Leadership Award.

Technology Camp

Alphapointe’s Technology Camp is a week-long day camp experience for middle and high school students with vision impairments to help improve internet navigation, provide networking knowledge, and train with adaptive technology software such as JAWS and ZoomText. Participants also have the opportunity to work with mentors who have successfully utilized technology in their careers as professionals with vision loss. Due to the pandemic, this year’s edition was held virtually through Google Classroom and Google Meet, which enhanced even more technology skills.
Adult Services
Empowering people with tools to lead independent lives

BY THE NUMBERS

2,267 Adults Served

Rehabilitation client Stephen Sherrill making beef soup in Alphapointe’s new Adaptive Training Apartment.

Rehabilitation Services

Alphapointe offers a number of services to help people with vision loss pursue their goals and aspirations. This includes providing training on activities for daily living, learning to use adaptive technology, teaching individuals how to use Braille, assistance with navigating through orientation and mobility training and much more. This year, we served more than 1,000 people from around the country through these programs. Thanks to generous supporters, Alphapointe underwent a substantial modernization and renovation of its Adaptive Training Apartment, which now features state-of-the-art amenities to help people with vision loss perform daily activities.
Vocational Services
Chris Tancora utilized Alphapointe’s job placement services to secure a position as a Lead Scanner at the Metropolitan Transportation Authority in New York.

Low Vision Clinic
The Low Vision Clinic doctor evaluates a patient’s functional vision and prescribes optical devices to maximize the patient’s vision so they can perform daily living activities and work tasks. Alphapointe’s occupational therapists help patients understand the recommended devices effectively, along with adaptive strategies, techniques and equipment to support our patients’ dignity and help them to do the things they want to do.

Mission Moment: Dorothy Blackburn
A retired principal, Dorothy Blackburn has macular degeneration and progressively lost her vision over a period of years. Dorothy came to Alphapointe for assistance, where she was served by our Low Vision Clinic and provided with adaptive technology tools through our Connecting Pointe Store. Inspired by these services, Dorothy championed Alphapointe to her friends and colleagues and directly facilitated scores of additional people getting the help they need through the organization’s Low Vision Clinic.
Plastic Products

As the primary provider of spray bottles to the U.S. government and military, Alphapointe saw a surge in demand due to the pandemic. Due to our dedicated employees, we successfully delivered 1.28 million spray bottles in three different sizes – an increase of more than 800 percent compared to a typical year.

Alphapointe partnered with Rubbermaid to manage the final assembly of the popular “Wave Brake” mop bucket and delivered more than 18,000 of these essential tools to government and military agencies.

A staple of Alphapointe’s production for decades, the organization manufactured more than 67 million prescription bottles for the Department of Veterans Affairs and Express Scripts. The majority of these bottles will be used by our military veterans and their families around the country.
Tactical/Medical Products

Alphapointe provides medical products through the U.S. military through invention and business development. This occurs in-house by Alphapointe team members and, in some cases, through cooperation and financial support of the military. During the past several years, Alphapointe enjoyed success with specialized items such as the Tactical Mechanical Tourniquet and the Tactical Pneumatic Tourniquet as well as widespread usage items such as the Litter Strap and the Advanced Combat Shirt.

This year, we partnered with Seattle Lighthouse to manufacture 33,000 Litter Straps for the Standard Vehicle Service Kit for the U.S. Army. The kit provides point of injury medical care products and recovery tools to help soldiers quickly and safely remove the injured from the battlefield. Additionally, Alphapointe worked with Seattle Lighthouse to provide accessory kits, medical bags and emergency crowbars for the Army.

Office Products

To overcome a reduction in the need for office supplies due to the pandemic, Alphapointe worked to compensate by emphasizing exciting products that can be used in any environment.

The organization saw a strong desire for “tactical pens,” which are multi-function pens used by members of the U.S. Armed Forces with heavy duty metal barrels and all-weather capabilities. Long a staple for Alphapointe, the B3 Aviator pen continued its track record as one of the most dependable writing instruments for the U.S. military. The organization also enjoyed growth in other premium writing instruments, such as the Luminator LED light pen, which helps customers write in the dark, and the Defender tactical pen, which possesses the capability to break glass.

In addition to tactical pens, the all-write wax pencil continues to experience growth in demand, particularly in the restaurant sector where it is used to mark on food containers and wrappers in kitchens around the country.

BY THE NUMBERS

Increased production of spray bottles by 800 percent in 2020
Contact Center

Providing premier customer support for businesses, government agencies & universities

BY THE NUMBERS

Logged more than 12,000 hours of labor by vision-impaired employees in 2020

Superior Communications Specialists

Leading universities, government entities and companies throughout the U.S. rely on Alphapointe’s Contact Center to deliver consistent cost-effective communication. In 2020, our staff made/received 289,736 calls on behalf of organizations around the country.

Accessibility Testing

Section 508 of the U.S. government Rehabilitation Act ensures that organizations provide online tools in an accessible manner. In 2020, Alphapointe created a team of vision-impaired staff to assist organizations with ensuring they are compliant with Section 508. As a starting point, Alphapointe worked with the State of Missouri to provide accessibility testing for its Supplemental Nutrition Assistance Program (SNAP).

New Clients

Alphapointe added several new clients served through the Contact Center department, including Emporia State University, while developing new partnerships with Stewart 360, FEI, Inc. and Redmane.

Teleservices Representative Bozena Olson

Call Quality Analyst Olyvia Lott

Contact Services Team Lead Cameron Black
Retail

Supplying the public and the military with the products they need

Base Supply Centers

Alphapointe operates Base Supply Centers at Fort Leonard Wood in Missouri and Little Rock Air Force Base in Arkansas where the organization provides essential items to military personnel. Despite a number of challenges due to the pandemic, including reductions in on-base personnel that led to a 20-percent decrease in customer orders, revenues increased by 1 percent.

With reduced emphasis on military uniforms and office products, Base Supply Centers quickly adjusted by offering pandemic-related products to assist with battling the spread of COVID. The facilities offered no touch shopping and ramped up deliveries to minimize risk factors to base personnel. The resourcefulness of Alphapointe’s staff showcased its capabilities and emphasized the organization’s value to the military installations.

BY THE NUMBERS

Despite a substantial decrease in on-base personnel, centers increased revenues by 1%.

Alphapointeonline.org

Alphapointeonline.org is a retail store where anyone can place orders. During the pandemic, items purchased through the store changed as the typical mix of office supplies decreased as customers worked from home, but sales of PPE and sanitizer increased. Overall, business grew as Alphapointe found new ways to stay relevant in this ever-changing market.
Dedicated to Our Mission

ROSE WINDHAM | President’s Award – Kansas City
Team members across all business units rely on Rose’s depth and breadth of all things Alphapointe. Rose is adept at troubleshooting, while identifying and reconciling a myriad of transactions, which results in a greatly enhanced cash flow for the organization. Rose’s team is cohesive, well-trained and willing to work cooperatively with other departments to ensure actions needed yield proper account reconciliation, which is a testament to her leadership abilities.

BRENDA MEE | President’s Award – New York
Brenda led the Business Development team to achieve incredible heights. Among a host of achievements, Brenda secured the Standard Vehicle Service Kits project, finalized the Cera Oral Rehydration project, extended the Advanced Combat Shirt contract for an additional year, delivered on five different PPE projects during the pandemic and supervised a total of 35 product/project additions to Alphapointe’s portfolio.

ROBERT BROWN | Peter J. Salmon Award, Employee of the Year Award
Robert has long been a valuable asset to the Contact Center and is the go-to person to test client’s websites and software in new projects. His IT expertise has enabled the Contact Center to smoothly launch new projects by identifying issues and offering solutions prior to starting new projects. Robert was a guiding force behind launching Alphapointe’s new website accessibility department, which will greatly assist clients as well as provide highly skilled jobs for people with vision loss. His work ethic and attitude are exceptional and his pleasant demeanor is appreciated by both clients and his colleagues.

DEVIN BULLOCK | Milton J. Samuelson Award, Employee of the Year Award
In his role as the Assistant Supervisor of USPS’s Springfield Gardens location, Devin has demonstrated exemplary leadership skills that embody this award. Devin has set positive examples throughout his career and epitomizes the very purpose of our agency. Since his first position within Alphapointe’s mops department, Devin has demonstrated a willingness and ability to learn and develop his skills. His dedication and determination have created a career path that led to a management level position.

Golden Mask Award*
Carroll Foreman
April Gillilan
Jake McLaughlin
Scott Thomhill
*Special award created in 2020 for outstanding service during the pandemic.

KC Department Employees of the Year
Administration: Susan Hale & Amy McCaslin
Base Supply Centers: Michael Lourcey
Development/Rehabilitation: Shannon Crumpton
Guarded Exchange: Daniel Jones
Office Products: Elisha Black
Plastics: Thomas & Trang Nguyen
Warehouse: Craig Humphreys

NY Department Employees of the Year
Administration: Faisal Ahmed
Assembly: David Brown
Broom/Brush: Patrick Ferguson
Call Center: Omar Gathers
General Factory/Maintenance: Keith Trantel
Material Handling: Kai Huang
Mops: Su Ping Chen
Needlecraft: Pak Ling Chu
Plastics: Josue Romero Diaz
Sewing: Hui Fang Guo
Shipping: Kevin Richey
USPS: Guo Xiong Liang
Warehouse: Darryl Austin
Partnerships

Alphapointe partners with hundreds of organizations around the nation

Alphapointe produces more than 1 million black wax pencils that Burger King uses in their kitchens to note if you want “no onions, or hold the tomato” on your Whopper.

State University of New York relied on Alphapointe’s Call Center to make 72,468 calls to prospective students who had shown an interest in pursuing their education at the State University of New York.

Alphapointe is thankful for our partnership with State Rehabilitation agencies across the country that refer people in need of services to our comprehensive rehabilitation programs.

Arkansas Division of Workforce Services

Illinois Department of Human Services

Kansas Department of Children and Family Services

Missouri Rehabilitation Services for the Blind

New York State Commission for the Blind

The organization partners with Alphapointe on the Tactical Mechanical Tourniquet. So far, more than 250,000 life-saving TMTs have been distributed through this strategic partnership.

Annually, more than 50 million plastic prescription bottles are produced by Alphapointe and used by the agency’s Outpatient Pharmacy for veterans and their families.

Every year, Alphapointe makes nearly 15 million bottles per year for the St. Louis Express Scripts location as part of its service to military and government employee’s families utilizing the Tricare insurance program.
Examples of spirited generosity:

- **Foundations**, such as the Lavelle Fund for the Blind, Inc., reached out to see if we needed additional funding or support due to the impact of the pandemic in New York.

- **Menorah Heritage Foundation and Ina Calkins Trust** officers moved their funding timeframe up to ensure agencies had dollars needed when things were in a critical state.

- **William T. Kemper Foundation, Commerce Bank Trustee**, provided a lead gift to remodel our Adaptive Training Apartment, while our services were closed for two months due to the pandemic.

- **The Linscomb Foundation** stepped up to provide funding without the detailed paperwork typically required.

- **Our amazing C&C Group Alphapointe Pro-Am tournament participants** allowed us to keep sponsorships even though we had to cancel the event.

- **And individuals like YOU** continued to rise to the challenge and give during this very difficult time.

This past year was incredibly challenging for everyone and you were essential in supporting our mission of empowering people with vision loss so they can achieve their own goals and aspirations.

The list on the following pages recognizes our generous donors from the past year. YOU are essential to our success. We are grateful❤️
Donors

$250,000+
Lavelle Fund for the Blind Inc.

$50,000–249,000
KCATA
MO DESE CARES
Mother Cabrini Health Foundation
Gene D. Thomas

$25,000–49,999
Ina Calkins Trust - Bank of America, N.A. Trustee
National Grid
National Industries for the Blind
George H. Nettleton Foundation
State Street Foundation

$10,000–24,999
Accurate Mechanical Plumbing
American Printing House For the Blind C & C Group
Centric
Crossroads Construction
Delta Innovative Services
Developmental Disabilities Resource Bd.
Express Scripts Foundation
The Hyde & Watson Foundation
IMA
William T. Kemper Foundation - Commerce Bank, Trustee
Irven E. & Nevada P. Linscomb Foundation Fund
Menorah Heritage Foundation
Morelock Fund BOA Private Bank NA
Trozzolo Communications Group
United Way of Greater Kansas City

$5,000–9,999
Frank J. Antun Foundation
Bank Midwest
Walter E. and Barbara A. Bauke Foundation, Inc.

Berlin Packaging
Blue Cross and Blue Shield of Kansas City
BlueScope Foundation North America
C.H. Robinson
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Kutak Rock
Midwest ATC Services
Missouri Council of the Blind
Mos Family Foundation
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Royals Charities
Standard Beverage
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$2,500–4,999
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Bennett Packaging
Ed & Lori Brown
CHUBB Insurance
Computers for the Blind
Joe Danowsky
In and Out Painting
Adam Johnson
Johnson County Arts & Heritage
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Kansas City Elks Lodge #26
Michael Lynch
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Network For Good
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Gale Pollock
Regents Flooring
US Trust Bank of America Private Wealth Management
VanTrust
Westphal Family Charitable Foundation
Mike Williams
E. Mark Young

$500–999
A Fluent Vision
James Barry
Belleville Boot
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Barb & Jon Haden
Joshua & Genie Haggard
Paula & George Hahn
Jill Harmon
Darren Hartman
Kelley Renee Hartman
Adelaide Hartung
Ron & Susan Hazelrigg
Paul Heddings
Eva Hernandez
Otto Hill
Steve Holland
Thank you to all the corporations, foundations, organizations and individuals who made our impact possible. It is through your continued support that we are able to assist people who are blind and visually impaired to achieve their goals and aspirations.

Every effort has been made to ensure our list is complete and accurate. Please contact us at 816-237-2099 with any errors or omissions. Thank you!
**Financials**

**PERCENTAGE OF TOTAL REVENUE**

- **38.9%** Manufacturing, Queens
- **34.2%** Manufacturing, Kansas City
- **16.1%** Base Stores & Retail
- **5.9%** Contracted Services
- **1.7%** Fundraising/Events
- **1.4%** Rehabilitation & Education
- **0.9%** Other Income
- **0.9%** Investments/Trust

**Revenues**

- **$25,914,184**
- **$22,765,418**
- **$10,695,050**
- **$3,895,211**
- **$1,131,424**
- **$943,611**
- **$617,924**
- **$598,540**
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Empowering people with vision loss to achieve their goals and aspirations.

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87-46 123rd Street, Richmond Hill, NY 11418

alphapointe.org