# ANNUAL REPORT FOR FFY 2012/2013

## FLORIDA REHABILITATION COUNCIL FOR THE BLIND (FRCB)

In 1969 after the creation of the Bureau of Blind Services, the Bureau operated with a five-person Advisory Council that had been appointed by former Governor Claude Kirk. In 1998 the Rehabilitation Act of 1973, As Amended stated that for the designated State agency to be eligible to receive financial assistance under Title I the agency’s State plan shall establish a State Rehabilitation Council that meets the criteria set forth in section 105 of the Act.

The Governor appoints the members of the council in accordance with Section 105 of the Rehab Act and Chapter 413.011, Florida Statutes. Appointments are for 3 year terms. A majority of the council shall be persons who are: (1) Blind, and (2) not employed by the division.

The council is composed of at least one representative from the following:

- Independent Living Council (ILC)

- Parent Training & Information Center

- Client Assistance Program (CAP)

- VR Counselor (ex officio if staff)

- Community Rehabilitation Program Service Provider (CRP)

- Former applicant of VR services (2 positions)

- State Educational Agency (IDEA)

- State Workforce Investment Board (SWIB)

- Four with Business, Industry & Labor

- Disability Advocacy Groups (5 groups)

* Florida Council of the Blind (FCB)
* National Federation of the Blind (NFB)
* Blinded Veterans Association (BVA)
* Florida Association of the Deaf-Blind (FADB)
* LIONS

- Director of Division of Blind Services (Serves Ex Officio)

One Division of Blind Services (FDBS) employee serves as the Council’s staff.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| The Florida Division of Blind Services (FDBS) website provides a link to the current Council directory: [http://FDBS.myflorida.com/](http://dbs.myflorida.com/)  **FLORIDA REHABILITATION COUNCIL FOR THE BLIND 2012 – 2013** | | | | |
| *NAME* | *ADDRESS* | *PHONE/FAX/E-MAIL* | *CATEGORY*  ***REPRESENTING*** | *TERM* |
| Sheryl Brown  Chair,  Planning Committee | 1106 W. Platt Street  Tampa, FL 33606 | (O) (813) 251-2407  (F) (813) 254-4305  [sheryl.brown@tampalighthouse.org](mailto:sheryl.brown@tampalighthouse.org) | Business/Industry | 2015 |
| Paul Edwards  Chair,  Evaluation Committee | 20330 N.E. 20th Court  Miami, FL 33179 | (H) (305) 692-9206  (C) (305) 984-0909  [Edwards.paul955@gmail.com](mailto:Edwards.paul955@gmail.com) | Advocacy Group  (FCB) | 2014 |
| VACANT |  |  | Independent  Living Council  (ILC) | 2013 |
| Leanne Grillot | Bureau of Exceptional Education and Student Services  325 W. Gaines St., Rm 614  Tallahassee, FL 32399 | (O) (850) 245-0478  [Leanne.Grillot@fldoe.org](mailto:Leanne.Grillot@fldoe.org) | State  Educational  Unit (IDEA) | 2013 |
| Benedict Grzesik | 499 Royston Lane  Melbourne, FL 32940 | (H) (321) 751-6377  (C) (321) 446-4899  [bgrzesik@cfl.rr.com](mailto:bgrzesik@cfl.rr.com) | State Workforce  Investment  Board | 2013 |
| The Florida Division of Blind Services (FDBS) website provides a link to the current Council directory: [http://FDBS.myflorida.com/](http://dbs.myflorida.com/)  **FLORIDA REHABILITATION COUNCIL FOR THE BLIND 2012 - 2013** | | | | |
| NAME | ADDRESS | PHONE/FAX/EMAIL | CATEGORY **REPRESENTING** | TERM |
| Robert L.Doyle, III | FDBS  Rm 1114, Turlington Bldg.  325 W. Gaines St.  Tallahassee, FL 32399 | (O) 850/245-0300  (F) 850/245-0363  [Robert.doyle@FDBS.fldoe.org](mailto:Robert.doyle@dbs.fldoe.org) | Director of Blind  Services | 9999 |
| Ted Hull | 607 South Albany Ave  #2  Tampa, FL 33606 | (H) 813/251-9245  [thull10@tampabay.rr.com](mailto:thull10@tampabay.rr.com) | Business/Industry | 2013 |
| Paul Kaminsky | 4295 Powderhorn Court  Middleburg, FL 32068 | (H) (904) 291-0576  [pkaminsky@bellsouth.net](mailto:pkaminsky@bellsouth.net) | Advocacy Group  (BVA) | 2014 |
| Victoria Magliocchino | 332 Cypress Rd.  St. Augustine, FL 32086 | (O) (904) 827-2540  (F) (904) 797-1940  [vmagliocchino@fldeafblind.org](mailto:vmagliocchino@fldeafblind.org) | Advocacy Group  Deaf-Blind | 2013 |
| Lenora Marten | 7175 Overland Park Blvd E.  Jacksonville, FL 32244 | (c) (904) 229-9554  [fopbc@aol.com](mailto:fopbc@aol.com) | Parent Training Center | 2015 |
| Sandra Martin | 35 West Mariana Ave.  N. Fort Myers, FL 33903  Home:  8612 Granada Court, Ft. Myers Fl. 33907 | (0) (239) 997-7797  (F) (239) 997-8462  [smartin@vipcenter.com](mailto:smartin@vipcenter.com) | Advocacy Group  (LIONS) | 2014 |
| Donte Mickens | 4635 Danson Way  Delray Beach, FL  33445 | (H) (561) 450 - 6149  [Donte.Mickens@yahoo.com](mailto:Donte.Mickens@yahoo.com) | Former Client | 2013 |
| The Florida Division of Blind Services (FDBS) website provides a link to the current Council directory: [http://FDBS.myflorida.com/](http://dbs.myflorida.com/)  **FLORIDA REHABILITATION COUNCIL FOR THE BLIND 2012 - 2013** | | | | |
| NAME | ADDRESS | PHONE/FAX/EMAIL | CATEGORY **REPRESENTING** | TERM |
| Bruce A. Miles  Council Chair | 590 Hammock Court  Marco Island, FL 34145 | (H) (239) 394-1020  (F) (239) 394-1414  [Brokerbruc@aol.com](mailto:Brokerbruc@aol.com) | Parent of Blind | 2015 |
| Gloria Mills | 504 South Armenia Ave.  #1319-B  Tampa, FL 33609 | (O) (813) 837-1100  (F) (813) 837-1105  [gloria@irescue-tax.com](mailto:gloria@irescue-tax.com) | Advocacy Group  (NFB) | 2014 |
| Joe Minichiello  Second Vice Chair | 3617 Nightscape Circle  Jacksonville, FL 32224 | (H) (904) 367-8673  [jbmini@comcast.net](mailto:jbmini@comcast.net) | Business/Industry | 2015 |
| Daniel O’Connor | 1809 Art Museum Drive  Suite 201  Jacksonville, FL 32207 | (O) (904) 348-2730  [Daniel.oconnor@FDBS.fldoe.org](mailto:Daniel.oconnor@dbs.fldoe.org) | VR Counselor | 2015 |
| Dwight D. Sayer  First Vice Chair | 12516 Hammock Pointe Circle  Clermont, Fl. 34711 | (O) 707-430-0324  (F) 707-430-0324  [misteradvocate@aol.com](mailto:misteradvocate@aol.com) | Business/Industry | 2015 |
| Sylvia Stinson-Perez | Lighthouse f/t Visually Impaired  8610 Galen Wilson Blvd.  Port Richey, FL 34668 | (Pasco Of) (727) 815-0303  (Hernando Of) (352)754-1132  [sperez@lvib.org](mailto:sperez@lvib.org) | Community  Rehab Provider | 2013 |
| Andrew J. Raines | IHMC  40 South Alcaniz St.  Pensacola, FL 32502 | (O) (850) 202-4462  [araines@ihmc.us](mailto:araines@ihmc.us) | Current/Former Client | 2013 |
| Christopher White, esq. | 1000 N. Ashley Dr.  Suite 640  Tampa, FL 33602 | (O) (850) 488-9071  [ChristopherW@advocacycenter.org](mailto:ChristopherW@advocacycenter.org) | Client Assistance  Program | 2013 |

**FRCB** functions to create a positive impact on the fairness, efficiency, and accessibility of services through the evaluation of consumer feedback and the Florida Division of Blind Services performance.

## Florida Rehabilitation Council for the Blind (FRCB)

## Summary of Accomplishments and Activities for FFY 2012/2013

* Governor Scott appointed three and reappointed five representatives on October 24, 2012. These terms expired August 31, 2012.
* New members received an Orientation Handbook on CD and Orientation during the April quarterly meeting.
* Election of Officers occurred during the February quarterly meeting.
  + FRCB Officers for 2013 are: Bruce Miles, Chair; Dwight Sayer, First Vice Chair; Joe Minichiello, Second Vice Chair
* FRCB attended the Vision Summit February 7th held in the Cabinet Room of the State Capitol.
* The FRCB and FDBS presented plaques of appreciation for employing individuals with visual disabilities to the following employers:
  + Daytona State College, Daytona Beach in October.
  + Ability 1st, Tallahassee in February.
  + Teleperformance, Ft. Lauderdale in April.
  + Compass Group – Sacred Heart Hospital, Pensacola in July
* FRCB scheduled four quarterly meetings in October 2012, February 2013, April 2013 and July 2013.
* FRCB conducted a Public Forum at three of the quarterly meetings.
* FRCB assigned an Ad Hoc Committee to develop expectations and procedures for the Needs Assessment.
* FRCB presented a Plaque of Appreciation for FSU’s Visual Disabilities Program’s 50 year anniversary at the Statewide FAER conference in September in Tallahassee.
* The Council Chair attended NCSRC in Bethesda, MD in April 2013.
* The Vice Chair of the Council attended the NCSRC Training Forum in Bethesda, MD in June 2013.
* FRCB continues to contract with Dr. Mary Strutzman, Director of the Florida State University (FSU) Survey Research Laboratory to conduct the Client Satisfaction Survey. Results of the Survey can be found on the FDBS website: [http://FDBS.myflorida.com](http://dbs.myflorida.com)
* Dr. Stutzman will retire from FSU in October. She has conducted the Client Satisfaction Survey for the Council since 2002. On behalf of the Council, Mr. Miles presented her with a plaque of appreciation for her hard work and commitment in providing a comprehensive survey each year.

## Quarterly Meeting Agenda Items have included:

* + Tour of the Rehab Center and new Technology Training Center in Daytona Beach.
  + Election of new officers – February 2013
  + Local Community Rehab Program reported at each meeting.
  + Updates with FSU concerning data on the Client Satisfaction Survey.
  + Presentations by other state agencies and professionals from the private sector
    - Director of Vocational Rehabilitation
    - State Educational Agency -IDEA
    - Digital Learning Project
    - Project Florida Support Service Provider for Deaf-Blind
    - Commission for Transportation Disadvantaged
  + Employer Recognition as described above.

## Agenda Items conducted by FDBS include:

* + Director’s Report (each meeting)
  + Report from the local District Administrator (each meeting)
  + Update on the Blind Services Foundation.
  + Council reviewed and gave input on the following FDBS policy:
    - Policy #6.13 Relocation Expenses
  + FDBS Budget Report and Legislative updates.
  + Discussion of the State Plan for Council input.
  + Discussion of the Needs Assessment for Council input
  + Discussion of the Strategic Plan.
  + Update on Outreach to Underserved/Unserved
* FRCB and the Florida Rehab Council collaborated over having cross-representation serving on each council. This representation is included in the By-laws as follows:

# Addition to Section 2. Council Composition

1. *The Council will designate two members (a primary and alternate) as representatives to serve on the Florida Rehabilitation Council in an ex officio capacity. The primary representative will serve a 2 year term. The alternate will become the primary and a new alternate will be appointed.*
2. *The Council will recognize a representative from the Florida Rehabilitation Council to serve in an ex officio capacity. Said representative will serve a 2 year term.*

FRCB sent a letter to Commissioner Tony Bennett and included criteria to be considered in the selection of the new Division Director of Blind Services.

Robert L. Doyle, III attended the July 2013 quarterly meeting just one week after his appointment as the new Director of FDBS. He voiced his appreciation for Aleisa McKinlay’s excellent job as interim director and that he is looking forward to ways to collaborate with FDVR. He informed the Council that some of his goals were to strengthen teams at FDBS and make sure staff has the tools and training needed to serve the clients, consumers and stakeholders of the division. He will strive to ensure quality assurance, monitoring and accountability in contracts with the division.

The Blind Services Foundation presented FDBS with a check from revenues it receives from the Bikers Care Specialty Fund through the State of Florida during the July quarterly meeting.

The Florida Rehabilitation Council for the Blind continues to collaborate closely with the Florida Division of Blind Services and plays an active role in marketing FDBS.

# Highlights of Meetings and Public Forums FFY 2012/2013

FRCB meets quarterly (January, April, July and October) at various locations around the state. The Council determines if a Public Forum should be conducted at a meeting to receive consumer input on the effectiveness of services provided by the FDBS in assisting individuals with visual impairments achieving employment and independence under Title I of the Rehab Act.

## Summary of Quarterly Business Meeting October 2012

FRCB held its October quarterly meeting in Daytona Beach at the Hilton Oceanfront Resort. Seventeen council members were present.

Jim Woolyhand, District Administrator presented the Council with an overview of activities in District Five and its relationship with the local CRP, the Conklin Center and the Center for the Visually Impaired.

The Employer Award (Plaque) was presented to Daytona State College for its partnership with the Division of Blind Services and the hiring and support shown towards individuals who are blind or visually impaired by creating a barrier free environment allowing them to obtain their independence. Frank Mercer, Director, Center for Business & Industry accepted the award on behalf of the college.

Robert Kelly, Executive Director of the Conklin Center gave an overview of the Center.

* Conklin is a Residential Training Facility for adults who are blind and have some additional disabling condition and who are interested in learning to live with some independence and become employed.
* Conklin also serves infants and toddlers who are blind and visually impaired.

Ed Hudson, Bureau Chief brought the Council up to date on the Rehab Center, the new technology building and re-establishing the technology help desk. He addressed the technology training being offered, future training to be considered and the philosophy on how to train people to utilize it.

Antionette Williams, Bureau Chief of Client Services informed the Council that FDBS was reviewing Policy 6.13, Relocation Expenses, due to a number of clients recently abusing the current policy. The Council gave input and suggestions pertaining to definition, general policy and procedures.

Ms. Williams informed the Council that FDBS received approval of the 2012 State Plan from RSA in early September.

Ms. Williams informed the Council the next Needs Assessment should be developed by September 30, 2014. She presented the Council with six steps to prepare for the Needs Assessment. The Council decided to select an Ad Hoc Committee to work with FDBS on the Needs Assessment. The Council also approved hiring FSU to conduct the Needs Assessment.

Joyce Hildreth, Director asked Phyllis Vaughn, Bureau Chief of Budget, to give an overview of the FDBS budget. Ms. Vaughn joined via teleconference.

Robin Frydenborg went over the Strategic Plans Accomplishments and Initiatives Ranking documents sent to the Council prior to the meeting.

Ronee Silverman, Executive Director of the Center for the Visually Impaired gave an up- date on the Center. There are 4 programs at CVI: Independent Living, Assistive Technology, Orientation and Mobility and Transition. CVI has job readiness training classes and a job placement program.

## Public Forum October 2012

A Public Forum was conducted on October 25th at the Hilton Oceanfront Resort in Daytona Beach. Seventeen council members were present to receive input from eighteen consumers.

## Quarterly Business Meeting February 2013

FRCB held its January quarterly meeting in February to coincide with the Vision Summit being held at the State Capitol in Tallahassee. The meeting was conducted at the DoubleTree Hotel. Seventeen council members were present.

The Council attended a Legislative Reception in the hotel banquet room the evening of February 5th prior to the annual Vision Summit held on February 6th in the Cabinet Room of the State Capitol.

The first agenda item was election of Officers for the year.

Barbara Ross, Executive Director of the Lighthouse of the Big Bend (LBB) gave an overview of the Center.

* LBB is fully accredited by the [National Accreditation Council for Agencies Serving the Blind and Visually Impaired](http://www.nacasb.org/About.htm) (NAC).
* LBB has five contracts with FDBS LBB will celebrate its 30 year anniversary July 27th Each year, the Lighthouse holds the Paula Bailey “Dining in the Dark” benefit in the fall.
* LBB’s website has a How to Manual for putting together a Dining in the Dark function. The address is: [www.LighthouseBigBend.org](http://www.LighthouseBigBend.org)

Mary Stutzman, PhD provided an update of the Client Satisfaction Survey since last year’s final. It covered May through December 2012.

The Employer Award (Plaque) was presented to Ability 1st. Ana Saint-Fort, District Administrator gave the Council a summary of Ability 1st and its relationship with the district.

* Ability 1st is the Big Bend Area Center for Independent Living of North Florida.
* Ability 1st is a community-based non-profit org that provides crime victim assistance, community education, deaf services, mental health outreach, nursing home transition program, youth transition High tech, permanent supportive housing/leasing assistance)  to various disabilities.
* Ability 1st has between 20 – 49 employees and has hired two FDBS clients that are blind/visually impaired.

Mr. Dan Moore, Director of Programs and Services accepted the award.

Ana Saint-Fort, District Administrator presented the Council with an overview of activities in District Two and also gave an overview of the district’s relationship with the local CRP, Lighthouse of the Big Bend (LBB).

Antionette Williams, Bureau Chief of Client Services brought the Council up to date on what FDBS is doing about the underserved and unserved population.

Paul Edwards reported to the Council that the Ad Hoc Committee adopted 4 of the 5 goals from the 2011 Needs Assessment and added 3 more goals. He informed the Council that because of the time the last Needs Assessment was submitted to RSA there is a substantial period of time for conducting this Needs Assessment.

Wayne Jennings gave the Council current data on the VR goals for the first, second and third quarters.

Leanne Grillot has been involved in the review of full-time online providers and 508 compliance concerning Digital Learning. She gave the Council an update on what was happening in Florida.

Aleisa McKinlay was appointed Interim Director of FDBS in December 2012. Her report to the Council included:

* Combining FDBS and DVR is not currently under discussion.
* She has met with the Chief of Staff and believes that the Department will do a serious search for the new Director. She will also encourage the Commissioner to involve the Council in some way in the selection process.
* She spoke on the contract process, in general terms.
* She provided information about VR’s service delivery and contracting processes and shared that DVR will be opening one more privatized office in Citrus County on the West side of I-75.

The Council approved for a letter to be sent to Commissioner Bennett concerning selection of the new Director and the Council being a part of the process.

The Council did not conduct a Public Forum during its February 2013 meeting in Tallahassee.

## Quarterly meeting April 2013

FRCB held its April quarterly meeting in Ft. Lauderdale at the Embassy Suites. Fifteen council members were present.

Patrick Regalado, District Supervisor presented the DA report with an overview of activities in District Six and its relationship with the local CRP, Lighthouse of Broward County.

Elly du Pré, Executive Director of the Lighthouse of Broward County (LHOB) handed out a Fact Sheet about LHOB in three different languages: English, Spanish and Creole   The Fact Sheet included main bullet points regarding LHOB services.

Ms. du Pré gave the following history of LHOB:

* LHOB just celebrated its 40th anniversary.
* LHOB started out in space donated by the Lions Club and eventually rented space in a public housing facility.
* LHOB purchased the building where it is currently located in 1983.
* The building is a little less than 12,000 square feet with air conditioning and includes another 11,000 square foot building.
* A bus stop is located at the building.
* The building is a “Gator” orange color and it’s the only building on the entire block.

Antionette Williams, Bureau Chief of Client Services, addressed the State Plan and gave the Council an update on the Needs Assessment. She also provided data on the VR Goals to date. She informed the Council that FDBS was now collecting data on ethinicity.

The Council approved presenting a Plaque of Appreciation for FSU’s Visual Disabilities and O & M Program’s 50 year anniversary at the Statewide FAER conference in September in Tallahassee.

The employer award was presented to Teleperformance by Mr. Patrick Regaldo.

FDBS has been working with Teleperformance since their original name was The Answer Group or TAG for short as everyone used to know them. FDBS formed the partnership that has continued over the years for them to continue offering job opportunities to our clients. Stephen Butaski, Teleperformance Director of Human Resources accepted the award.

Aleisa McKinlay, Interim Director’s report included:

* An update on the new Director’s search.
* A legislative update.
* Information concerning the Sequestor.
* She announced that Tony Bennett was the new Commissioner of the Department of Education.
* FDBS contracts will now be advertised thru an Invitation to Negotiate (ITN)
* An update on the Library’s renovations.
* She stated that there are two things to take before the legislature next year.

1. A Bill dealing with babies who are blind and getting info to parents as soon as possible. There was a similar bill this year for babies who are deaf.
2. Background screening of individuals who work in the Business Enterprise Program and for FDBS contractors. Blind services was not included in legislation passed in 2012 and will be working on it for next year.

Bruce Miles gave the Council a brief history of the Blind Services Foundation (DSO) and a few points of interest as follows:

* Main source of funding is through Bikers Care with approximately $60,000 a year in revenues.
* In The first five years approximately $130,000 per year was spent.
* The DSO donated $32,292 to the Blind Babies Program.
* The Board is considering the FDBS Gifts and Donations as a means for handling the DSO donations.

A new member orientation was conducted by Phyllis Dill, Council staff, immediately following the Thursday meeting.

Darlene Liabi-Crowe handed out two brochures concerning Florida Deaf-Blind Association and Florida Support Service Program. She explained the difference between an interpreter and a support service provider.

Ms. Liabi-Crowe gave the following overview of the FSSP (Florida Support Service Program)

* + FSSP serves Florida residents over the age of 18 who have been declared legally blind and are Deaf or Hard of Hearing.
  + FSSP trains, match, and provide SSPs to the Deaf-Blind consumers in the state of Florida.
  + Support Service Providers (SSP) interprets the environment and become the 'eyes' and/or 'ears' for the Deaf-Blind Floridians in the community and on the job. They may also help with transportation

The Council approved that the Chair of the Council be empowered to work with FDBS to develop a recommendation for the Client Satisfaction Survey contract for next year.

## Public Forum April 2013

A Public Forum was conducted on April 18th at the Embassy Suites in Ft. Lauderdale. Fifteen council members were present to receive input from eighteen consumers.

## Quarterly meeting July 2013

FRCB held its July quarterly meeting in Pensacola at the Hilton Garden Inn.

Sixteen Council members were in attendance.

Tony Pileggi, District Administrator presented the Council with an overview of activities in District One and its relationship with the local CRP, Independence of the Blind of West Florida. He also gave a brief description of each staff member and their duties.

The Employer’s Award was presented to the Compass Group of Sacred Heart Hospital by Cedric Haynes, Employment Placement Specialist.

Becky Kirsch, Executive Director of Independence of the Blind of West Florida (IB) presented the Council with an overview of the center.

* The biggest challenge IB faces is the physical size of the service area. Serving almost 1 million clients makes the population density around 130 persons per square mile.
* 7,506 square miles encompass the ten counties of FDBS district one and IB serves between 200 and 250 clients throughout the 10 counties.
* The availability of public transportation is extremely limited so the vast majority of IBs training is done individually on an itinerant basis.
* IB has 15 full and part-time staff**,** 4 ofwhom areblind or visually impaired.
* IB currently holds contracts with FDBS for the Independent Living Older Blind Program, the Independent Living Adult Program, Vocational Rehabilitation and the Transition Program.
* IB does not currently have a Blind Babies Program but plans to in the future.
* IB is the first in the state to begin providing overnight “camps” for Transition Services Program students.
* IB meets quarterly with the FDBS staff to discuss issues and how they can help the clients be more successful.

Karen Somerset, Assistant Director in Program Administration with the Commission for Transportation Disadvantaged gave an overview of TD.

* The Commission is a state agency housed in the Department of Transportation.
* The Annual Report is available on the web page. [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)
* The TD Trust Fund is funded by $1.50 per license plate issued in Florida.
* The priority for pick-up is: medical, education then employment.
* Currently the overall budget, including Medicaid transportation services, is about $350 million.
* TD is a seven member commission appointed by the Governor.
* There is a local Coordinating Board in each county of the state and each Board meets quarterly, or more.
* TD has limited resources, funding, vehicles and drivers.
* TD has a contract with the Agency for Health Care.
* There are Community Transportation Coordinators in each county.

Beth Crain, Program Administrator represented Antionette Williams, Bureau Chief and reported on the status of the State Plan and Needs Assessment.

Wayne Jennings, Program Consultant, gave the Council current data on the VR goal and informed the Council that the FDBS data base, AWARE, will be updated with the ICB9 codes which will provide a more clear understanding of the codes.

Mary Stutzman, PhD explained what was involved in conducting the survey. She introduced Brian Walsh, Operations Manager at the Research Lab and provided an overview of this year’s Client Satisfaction Survey. Overview of the Survey is attached. Complete results of the Survey can be found on the FDBS website: [http://FDBS.myflorida.com](http://dbs.myflorida.com)

The Council approved the amendment to the By-laws addressing cross-over representation between FRCB and the Florida Rehabilitation Council.

The amendment is as follows:

## SECTION 2. COUNCIL FUNCTIONS

1. The Council will coordinate a working relationship with other mandated Councils within the State as required under Sec 105 (c) (6) of the Act.
2. \*To strengthen its working relationship with the Florida Rehabilitation Council, the Council will receive a representative of the Florida Rehabilitation Council at Council meetings and will designate one of its members as its representative to be in attendance at meetings of the Florida Rehabilitation Council. Such representations will not constitute membership in the counterpart council.\*

The Council request that due to the retirement of Ms. Phyllis Dill, the council staff position be upgraded and if possible the position could be located in another district if needed. This would allow for a better selection of applicants.

Dwight Sayer, Vice Chair provided material from his attendance at the NCSRC Forum to the Council earlier via e-mail and gave an overview of the conference.

The Council requested FDBS to send reports and data including the VR closures and reports including data from the local CRPs to the Council by the Bureau Chief and District Administrators in advance least 7 days before the meeting.

Leanne Grillot, IDEA representative, presented the Council with a brief rundown of the school year and informed them of three webinars scheduled for Visual Impairments and the Impact on Learning.

* Session 1: Common Eye Conditions and Appropriate Accommodations and Modifications – September 10, 2013
* Session 2: Determining the Appropriate Media for Students with Low Vision and If Needed When, Where and How to Introduce Braille – October 1, 2013
* Session 3: Strategies for Students with progressive Eye Conditions or Diseases – November 13, 2013

The Florida State University Program of Visual Disabilities’ is celebrating 50 years and in addition FAER’s 2013 Conference will take place September 17, 18, 19 and 20, 2013. On behalf of the Council, Ms. Grillot presented a plaque recognizing the FSU Visual Disabilities Program’s fifty years of operations on September 18th.

## Public Forum July 2013

A Public Forum was conducted July 25th at the Hilton Garden Inn in Pensacola. Sixteen council members were present to receive input from nineteen consumers.

# FRCB 2012/2013 BUDGET INFORMATION

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **FLORIDA REHABILITATION COUNCIL f/t BLIND - EXPENSES FFY 12/13** | | | | | | | | |
| **EXPENSE** |  | **COUNCIL TRAVEL** |  | **PCAs (TRAVEL** |  | **MISC EXPENSES\*** |  | **TOTAL** |
|  |  |  |  |  |  |  |  |  |
| **OCTOBER**  **Daytona Bch** |  | $6,859.00 |  | $1,209.09 |  | $1,468.42 |  | **$9,536.51** |
|  |  |  |  |  |  |  |  |  |
| **February**  **Tallahassee** |  | $6,391.94 |  | $251.21 |  | $2,629.78 |  | **$9,272.93** |
|  |  |  |  |  |  |  |  |  |
| **APRIL**  **Ft. Lauderdale** |  | $7,226.62 |  | $806.45 |  | $4,347.24 |  | **$12,380.31** |
|  |  |  |  |  |  |  |  |  |
| **JUNE**  **CSS Contract** |  |  |  |  |  | $15,730.00 |  | **$15,730.00** |
|  |  |  |  |  |  |  |  |  |
| **JULY**  **Pensacola** |  | $ 9,515.38 |  | $1,774.61 |  | $1,275.25 |  | **$12,565.24** |
|  |  |  |  |  |  |  |  |  |
| **TOTAL EXPENSES** |  | **$29,992.94** |  | **$4,041.36** |  | **$25,450.69** |  | **$59,484.99** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DEMOGRAPHICS OF FLORIDA REHABILITATION COUNCIL FOR THE BLIND (Expired terms August 31, 2013)** | | | | | | | | | | | | | |
| **NAME** | **CATEGORY** | Number Members | Voting Members | Blind | Deaf-Blind | Sighted | Male | Female | Caucasian | African-American | Hispanic | Native- American | Term Expires |
| **VACANT** | **I L C** |  |  |  |  |  |  |  |  |  |  |  | **2013** |
| **Lenora Marten** | **Parent Trng Ctr** | **1** | **1** |  |  | **1** |  | **1** | **1** |  |  |  | **2015** |
| **Christopher White** | **C A P** | **1** | **1** |  |  | **1** | **1** |  | **1** |  |  |  | **2015** |
| **Daniel O'Connor** | **VRC** | **1** | **0** | **1** |  |  | **1** |  | **1** |  |  |  | **2012** |
| **Sylvia Perez** | **Community Rehab** | **1** | **1** | **1** |  |  |  | **1** | **1** |  |  |  | **2013** |
| **Ted Hull** | **Business/Industry** | **1** | **1** | **1** |  |  | **1** |  | **1** |  |  |  | **2013** |
| **Joe Minichiello** | **Business/Industry** | **1** | **1** | **1** |  |  | **1** |  | **1** |  |  |  | **2015** |
| **Dwight Sayer** | **Business/Industry** | **1** | **1** | **1** |  |  | **1** |  | **1** |  |  |  | **2015** |
| **Sheryl Brown** | **Business/Industry** | **1** | **1** |  |  | **1** |  | **1** | **1** |  |  |  | **2015** |
| **Paul Edwards** | **Advocacy Group- FCB** | **1** | **1** | **1** |  |  | **1** |  | **1** |  |  |  | **2014** |
| **Gloria Mills** | **Advocacy Group-NFB** | **1** | **1** | **1** |  |  |  | **1** | **1** |  |  |  | **2014** |
| **Paul Kaminsky** | **Advocacy Group-BVA** | **1** | **1** | **1** |  |  | **1** |  | **1** |  |  |  | **2014** |
| **Sandra Martin** | **Advocacy Group-Lions** | **1** | **1** | **1** |  |  |  | **1** | **1** |  |  |  | **2014** |
| **Victoria Magliocchino** | **Advocacy Grp-Deaf-Blind** | **1** | **1** | **1** | **1** |  |  | **1** | **1** |  |  |  | **2013** |
| **Bruce Miles** | **Parent of Blind** | **1** | **1** |  |  | **1** | **1** |  | **1** |  |  |  | **2015** |
| **Donte Mickens** | **Former Client** | **1** | **1** | **1** |  |  | **1** |  |  | **1** |  |  | **2013** |
| **Andrews Raines** | **Former Client** | **1** | **1** |  |  | **1** | **1** |  |  |  |  | **1** | **2013** |
| **Leanne Grillot** | **IDEA** | **1** | **1** |  |  | **1** |  | **1** | **1** |  |  |  | **2013** |
| **Ben Grzesik** | **SWIB** | **1** | **1** |  |  | **1** | **1** |  | **1** |  |  |  | **2013** |
| **Robert L. Doyle, III** | **Director** | **1** | **0** |  |  | **1** | **1** |  |  | **1** |  |  | **9999** |
| **TOTALS** |  | **20** | **18** | **11** | **1** | **8** | **12** | **7** | **16** | **2** | **0** | **1** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Majority needed for Quorum - 10** | |  |  |  |  |  |  |  |  |  |  |  |  |
| **Number of Blind required - 11** | | | |  |  |  |  |  |  |  |  |  |  |

# 2012-13 Customer Satisfaction Survey

# Final Results

**[Cases Closed April 1, 2012 through March 31, 2013]**Division of Blind Services (FDBS) Clients  
Conducted for   
The Florida Rehabilitation Council for the Blind

**Population Surveyed.** The Florida State University Survey Research Laboratory (SRL), College of Social Sciences, conducted a telephone survey of former Division of Blind Services (FDBS) clients on a monthly basis. Employment-bound clients with cases “closed“ between April 1, 2012 and March 31, 2013 comprises the population surveyed for this year-end report. FDBS provided the names, addresses, phone numbers and demographic information for 1,523 former clients. Case closures are classified into two major groupings, those with successful and unsuccessful closures.

Successful Closure –720 Clients

Closure Status 26

Unsuccessful Closure -- 803 Clients

Closure Status 28 –Unsuccessful after plan development

Closure Status 30 – Unsuccessful before plan development

##### **SURVEY RESPONDENTS & PROGRAM CHARACTERISTICS**

**Survey Respondent Characteristics**

**Most of the respondents are first-time clients**. The 2012-2013 Customer Survey asked respondents if it was their first time as a FDBS client. Fifty-two percent said this was their first time as a FDBS client. Forty percent of the respondents reported they were a client before in Florida and only 8 percent were a client before in another state. (See Q2 in Appendix B.)

**Clients participating in the survey received medical services and technical aid, equipment and software more than training and assistance with education**. (See Q26 in Appendix B.) The respondents received:

* Medical services – 51%
* Technical aids, equipment, and/or software – 56%
* Assistance with education – 37%
* Training in independent living skills such as orientation and mobility, cooking, personal management and the like – 40%

**Over one-half of the respondents (54%) said they sought FDBS services to obtain employment**. Thirty-two percent of the respondents sought services to maintain their current job while 14 percent sought services for other reasons.

**Case Closure Status**. More respondents whose cases were closed successfully (54%) participated in the 2012-13 Customer Survey than those whose cases were closed unsuccessfully (46%).

##### **Learning about the Program**

**Clients hear about FDBS services through the medical community and family or friends**. When asked how they heard about and knew how to contact FDBS for services nearly one-half of the clients (45%) identified people in the medical community, family members, or friends. Other sources of information about FDBS services included school contacts, agencies, the media, and associations. Thirteen percent of all former clients said they had heard about FDBS services from other agencies and twenty four percent stated they were previous clients of a blind services program. This was an open-ended question. The following lists the proportion of clients identifying how they learned about the program grouped by major category. (See Q1 in Appendix B.).

* Medical community

2012-13-25% (2011-23%) (2010--27%) (2009 - 27%) (2008– 25%) (2007– 27%) (2006 -21%) (2005 -19%) (2004 -22%) (2003- 36%) (2002- 33%)

* Family/Friends

2012-13-23% (2011-20% ) (2010--24%) (2009-25%) (2008– 19%) (2007– 22%) (2006 29%) (2005 21%) (2004 22%) (2003 18%) (2002 25%)

* School Contacts

2012-13-7% (2011-7%) (2010-7%) (2009-10%) (2008– 10%) (2007– 7%) (2006 –14%) (2005– 15%) (2004–14%) (2003 –13%) (2002 –11%)

* Previous Client/Program

2012-13-16% (2011-24%) (2010-20%) (2009– 16% ) 2008– 15%) (2007– 14%) (2006– 18%) (2005 –23%) (2004 –16%) (2003– 16%) (2002 –13%)

* Other Agencies

2012-13--16% (2011-13%) (2010-13%) (2009– 13%) (2008– 19%) (2007– 19%) (2006– 10%) (2005– 7%) (2004 –9%) (2003 –14%) (2002– 12%)

* Associations

2012-13-3% (2011-3%) (2010-2%) (2009 – 1%) (2008– 1%) (2007– 3%) (2006– 1%) (2005– 2%) (2004– 2%) (2003 –3%) (2002– 3%)

* General Information

2012-13-11% (2011-9%) (2010-7%) (2009– 8%) (2008– 12%) (2007– 9%) (2006– 7%) (2005 –7%) (2004 –9%) (2003– 4%) (2002– 6%)

##### **Counselor Responsiveness**

**Division of Blind Services (FDBS) counselors are responsive to clients.** Former clients were asked to rate their experiences with FDBS counselors. These questions were modified slightly from the previous version of the Customer Survey administered between 2002 and 2008. In previous years the question was a bit more general and asked about “FDBS staff”; in the new survey it was a bit more specific and refers to “FDBS Counselors”. Prior year’s results are listed for comparative purposes.

Overall, FDBS clients expressed a high level of satisfaction concerning their experiences and contact with program staff. (See Q3 to Q7, Q16 in Appendix B).

**Experiences with Counselors.** Access to counselors received the lowest rating with 79% of client reporting counselors were easy to contact “all or most of the time”.

* FDBS counselors were easy to contact

2012-13-79% (2011-78%) (2010-85%) (2009– 84%) (2008–82%) (2007–86%) (2006 81%) (2005 87%) (2004 87%) (2003 85%) (2002 85%)

* FDBS counselors treated them in a professional manner

2012-13-89% (2011-90%) (2010-88%) (2009-– 90%) (2008–88%) (2007–93%) (2006 90%) (2005 91%) (2004 92%) (2003 89%) (2002 84%)

* FDBS counselors were responsive to their requests for services

2012-13-80% (2011-81%) (2010-83%) (2009– 86%) (2008–82%) (2007–86%) (2006 84%) (2005 86%) (2004 87%) (2003 83%) (2002 83%)

* FDBS counselors were respectful and responsive to their interests, ideas, and suggestions

2012-13-85% (2011-86%) (2010-85%) (2009 – 87%) (2008–83%) (2007–85%) (2006 85%) (2005 89%) (2004 87%) (2003 84%) (2002 85%)

* FDBS counselors made certain that they received services identified in their plan

2012-13-83% (2011- 82%) (2010-84%) (2009– 84%) (2008–84%) (2007–89%) (2006 82%) (2005 88%) (2004 86%) (2003 84%) (2002 85%)

* FDBS counselors informed them of rights and responsibilities as a client of the VR program  
  2012-13-93% (2011-92%) (2010-91%) (2009–92%)

**Contacts with Staff**. 2012-2013, 94% percent of the 531 clients reported that they tried to contact their counselor. (See Q8 – Q10 in Appendix B)

* Clients able to reach counselor all or most of the time

2012-2013-78% (2011-77%) (2010-82%) (2009– 82%) (2008–82%) (2007–82%) (2006 81%) (2005 81%) (2004 84%) (2003 82%) (2002 83%)

When clients were able to reach counselors, counselors got back to them in a timely manner “All or Most of the Time”. This question was made a bit more specific in 2008-09 by specifying “timely manner” as “2 working days”.

* Counselor gets back in 2 working days

2012-13-78% (2011-80%) (2010-84%) (2009-– 84%) (2008–83%) (2007–86%) (2006 85%) (2005 85%) (2004 85%) (2003 85%) (2002 89%)

**Opportunity for Input into Goals and Plans.** Most clients feel they have adequate opportunity for input when establishing their goals and steps to achieve them. (See Q11 – Q14 in Appendix B). Clients report their input was “Very Adequate or Adequate” when:

* Establishing vocational goals

2012-13-90% (2011-88%) (2010-89%) (2009-– 89%) (2008–92%) (2007–92%) (2006 88%) (2005 90%) (2004 91%) (2003 87%) (2002 90%)

* Establishing steps to achieve vocational goals

2012-13-88% (2011-86%) (2010-88%) (2009-– 89%) (2008–90%) (2007–92%) (2006 88%) (2005 91%) (2004 91%) (2003 87%) (2002 87%)

* Establishing independent living goals

2012-13-92% (2011-92%) (2010-91%) (2009-– 92%) (2008–94%) (2007–92%) (2006 92%) (2005 94%) (2004 94%) (2003 90%) (2002 92%)

* Establishing steps to achieve independent living goals

2012-13-93% (2011-91%) (2010-90%) (2009-– 92%) (2008–93%) (2007–92%) (2006 90%) (2005 94%) (2004 94%) (2003 90%) (2002 90%)

**Plan Promptness and Services.** About two-thirds of the clients feel that their plans were developed “Very promptly” and the counselor made certain they received the services identified in the plan “All of the Time”. (See Q15 – Q16 in Appendix B.)

* Promptness of Plan Development

2012-13-64% (2011-63%) (2010-66%) (2009-– 66%) (2008–65%) (2007–64%) (2006 62%) (2005 63%) (2004 63%) (2003 56%) (2002 61%)

* Received Services Identified in Plan

2012-13-83% (2011- 82%) (2010-84%) (2009– 84%) (2008–84%) (2007–89%) (2006 82%) (2005 88%) (2004 86%) (2003 84%) (2002 85%)

# QUALITY OF SERVICES

The customer survey included a number of items related to the types and quality of services provided by the Division of Blind Services (FDBS): Clients were asked about the materials provided, options suggested, transportation services, equipment, and training. (See Q21 – Q23 in Appendix B for more detailed information.)

**Materials Provided in Accessible Formats**. During 2012-13, 81 percent of all clients received materials in an accessible format [2011-71%, 2010-70% ;2009-78%; 2008-83%; 2007-85 %].

**Transportation Needs.** During 2012-13, 44 percent of the clients, reported they needed transportation [2011-47%, 2010-39%; 2009-43%; 2008 – 54%; 2007- 58; 2006- 62%; 2005 58%; 2004 54%]. Among these clients, 81 percent strongly agreed or agreed that FDBS provided adequate transportation when needed; in the previous year, 2011-12 81 percent strongly agreed or agreed.

**Equipment Needs Generally Met.** Clients felt that FDBS provided tools and equipment that help solve problems and allow them to work independently**.** During 2012-13, 88 percent of the clients (“Strongly Agreed or Agreed” that FDBS provided equipment or accommodations they need for employment. In 2011-12, 84 percent and 82% in 2010-2011 strongly agreed or agreed and 85% compared to 2009-10. This survey question was changed substantially in 2009, so comparisons with responses prior to 2009 cannot be made.

## EDUCATION AND TRAINING

The Customer Satisfaction Survey also explored clients’ experiences with education and training.

**When plans required vocational school and/or rehabilitation center training, clients were sent to training.** Clients were asked if their training plan required education at a college, vocational school and/or a rehabilitation center. During 2012-13, 43 percent of the clients reported their plans required this formal education [2011-42%,2010-40%; 2009-41%; 2008-38%;2007-38%; 2006-38%; 2005—38%]. Of those with plans requiring education, FDBS sent 68 percent of these clients to this type of training [2011-68%, 2010-71%; 2009-72%; 2008-78%; 2007-78%; 2006-75%; 2005-84%]. (See Q18 and Q19 in Appendix B.)

**Training Options Offered**. Over two-thirds (69%) of the 491 clients responding reported their counselors offered different training options (2011-68%, 2010-70%; 2009-66%). This question replaced a similar one asked in surveys prior to 2009.

**Training: Participation and Satisfaction**

**Participation in Training**. The Customer Satisfaction Survey asked clients how satisfied they were with the training they received in a number of areas. Beginning with the 2009-2010 survey a specific question asking whether or not the client received training in the area was added to the instrument and then those who received the training were asked to rate it. In the previous version of the survey all clients were asked to rate the training and those telling us they did not receive the training did not rate the training. The independent living skills and orientation and mobility questions were changed in the 2009 so that comparison with prior year ratings is not available. In the other areas, comparisons with previous years can be made.

Between approximately one third and 41 percent of all clients received training in the following areas.

* Orientation and mobility 2012-13-38% (2011-34%) (2010-31%) (2009– 30%)
* Technology 2012-13-41% (2011-41%) (2010-40%) (2009– 40%) (2008–57%) (2007–53%) (2006-59%) (2005 45%) (2004 47%)
* Low vision 2012-13-40% (2011-41%) (2010-36%) (2009– 40%) (2008–41%) (2007–44%) (2006 45%) (2005 35%) (2004 33%)

Fewer clients received training in Braille, Independent Living Skills, and Career Counseling.

* Braille 2012-13-13% (2011-12%) (2010-11%) (2009–12%) (2008–17%) (2007–14%) (2006-20%) (2005-15%) (2004-16%)
* Independent living skills 2012-13-25% (2011-26%) (2010-23%) (2009– 24%)
* Career counseling 2012-13-20% (2011-23%) (2010-17%) (2009– 18%)

**High Levels of Satisfaction with Training**. Clients were asked how satisfied they were with training they received. Most clients (90 percent or more), were “Very Satisfied” or “Satisfied” training in all areas but job search skills. Only 79 percent reported Satisfaction with job search skills training. (See Q25, Q27 –Q34, Q48 in Appendix B for a more detailed comparison of training participation.)

* Independent living skills: 2012-13-96% (2011-95%) (2010-100%) (2009-99%)
* Low vision: 2012-13-97% (2011-96%) (2010-98%) (2009-95%) (2008–95%) (2007–95%) (2006 95%) (2005 99%) (2004 97%)
* Orientation and mobility: 2012-13-98% (2011- 96%) (2010-97%) (2009-95%)
* Technology: 2012-13-93% (2011-91%) (2010-88%) (2009-94%) (2008–87%) (2007–91%) (2006 92%) (2005 92%) (2004 94%)
* Career counseling: 2012-13-93% (2011-86%) (2010-87%) (2009-93%)
* Braille: 2012-13-93% (2011-92%) (2010-100%) (2009-82%) (2008–86%) (2007–89%) (2006-94%) (2005-91%) (2004-91%)
* Job search skills: 2012-13-79% (2011-83%) (2010-85%) (2009-72%) (2008 69%) (2007 65%) (2006 80%) (2005-85%) (2004-72%)

#### EMPLOYMENT SERVICES

Employment is a major goal of FDBS services. Beginning in 2009-10 Customer Survey revisions streamlined and focused the employment questions more clearly. Therefore, comparisons with previous years are not appropriate due to the different client bases asked. In the previous surveys, clients with vocational goals in their plan or employed since leaving FDBS were asked about experiences with employment services provided by FDBS. The revised survey instrument asked the questions based on whether clients sought services to maintain their current job or to obtain employment, (See Q35 – Q50 in Appendix B).

Employment-related services received lower levels of customer satisfaction than other service areas. Other services and areas consistently receive higher ratings. Staff assistance in securing employment was rated the lowest of any service provided by FDBS.

**Clients Seeking Services to Maintain their Current Employment**. Thirty-two percent of the 531 clients sought services to maintain their current employment when they became a client of FDBS. When asked if the FDBS services helped them maintain their job, 86% percent “Strongly Agreed” or “Agreed”.

**Clients Seeking Services to Obtain Employment**. Fifty-four percent of the 531 clients sought services to obtain employment. Sixty-five percent of these clients (183 of 282) reported they received a formal Vocational Evaluation. Eighty-two percent of those receiving a formal Vocational Evaluation said they were provided results of that evaluation (148 of 182).

**Job Skills Services.** Seventy percent of the 264 clients indicated they “Strongly Agreed or Agreed” that FDBS provided skills necessary to conduct a job search independently and 74 percent agreed that FDBS services prepared them for employment.

* Provide skills necessary to conduct job search (Strongly Agree/Agree)

2012-13-72% (2011-71%) (2010-65%) (2009-63%)

* Services prepare for employment (Strongly Agree/Agree)

2012-13-74% (2011-64%) (2010-61%) (2009-62%)

* Counselor assisted in securing employment (Strongly Agree/Agree)

2012-13-59% (2011-50%) (2010-48%) (2009-54%)

**Characteristics of Jobs for Clients Seeking Services to Obtain Employment**

**Clients Currently Employed.** During 2012-2013, 39 percent of the 283 clients who came to FDBS to receive services to obtain employment reported they were employed during the time of the Customer Satisfaction Survey. (See Q42 – Q46 in Appendix B).

* Present job in keeping with career goals (Strongly Agree/Agree)

2012-2013-87% (2011-78%) (2010-82%) (2009-79%)

* Potential career advancement (Strongly Agree/Agree)

2012-2013-66% (2011-64%) (2010-65%) (2009-75%)

* Current salary appropriate (Strongly Agree/Agree)

2012-2013-73% (2011-77%) (2010-71%) (2009-74%)

* Present job in keeping with FDBS training (Strongly Agree/Agree)

2012-2013-65% (2011-64%) (2010-52%) (2009-66%)

##### **Awareness of Services after Case Closure**

**When asked if they were aware their cases were closed, 10 percent of the clients responded “No”.** Eighty-seven percent said they knew their cases were closed while three percent of the clients said they knew their cases were closed but had been re-opened. This pattern mirrored the previous two years’ pattern.

**About two-thirds (67%) of all clients know about services available to them after case closure.** Clients were asked if they were aware of (1) post-employment services and (2) services or equipment available to them even though their cases were closed. (See Q52 – Q53 in Appendix B).

* Aware post-employment services available even though case is closed

2012-2013-68% (2011-) (2010-65%) (2009-66%) (2007–70%) (2007–73%) (2006 68%) (2005 66%) (2004 58%) (2003 65%) (2002 62%)

* Aware services/equipment available even though case is closed

2012-2013-63% (2011-63%) (2010-64%) (2009-61%) (2007–70%) (2007–73%) (2006 69%) (2005 68%) (2004 60%) (2003 65%) (2002 58%)

##### **PROGRAM OUTCOMES**

The Customer Satisfaction Survey explored the level of satisfaction with the program as well as identified the program characteristics clients found most helpful and least helpful. Clients were also asked how FDBS could improve its services. These questions were asked in an open-ended format and later coded and grouped into major areas.

##### Overall Satisfaction

**Client satisfaction with the FDBS program is high.** To gauge the overall level of satisfaction with the FDBS program, former clients were asked if they would recommend FDBS services to others. During 2012-13, nearly all the clients, 95 percent (494 of 521), said, “Yes”, they would recommend FDBS services to others. This is consistent with previous years’ results. Clients were also asked to rate their overall satisfaction with the program. During 2012-13, 87 percent of the clients (459 of 529) were either “Satisfied” or “Very Satisfied with the program. (See Q61 in Appendix B).

* **Recommend FDBS services to others**

2012-13-95-% (2011-96%) (2010-96%) (2009–96%) (2008–94%) (2007–97%) (2006 94%) (2005 95%) (2004 96%) (2003 94%) (2002 94%)

* **Overall Satisfaction with the FDBS services received**

2012-13-87% (2011- 86%) (2010-88%) (2009-– 86%) (2008–88%) (2007–91%) (2006 86%) (2005 89%) (2004 90%) (2003 86%) (This question was not asked in 2002)

**Why Recommend Services.** Clients were asked to explain the reasons why they would or would not recommend FDBS services to others. When asked why they would recommend FDBS services, 44 percent of the clients felt that the program and services were good and 31 percent felt that it provided the help that people need. (See Q59 in Appendix B). The following lists the major reasons cited for recommending the program.

* Good services and programs

2012-13-44% (2011-31%) (2010-35%) (2009 – 29%) (2008–23%) (2007–36%) (2006 43%) (2005 38%) (2004 40 %) (2003 29%) (2002 35%)

* Helpful

2012-13-31% (2011-29%) (2010-27%) (2009– 32%) (2008–33%) (2007–26%) (2006 31%) (2005 34%) (2004 30%) (2003 26%) (2002 31%)

* Counselor Characteristics

2012-13-11% (2011-11%) (2010-15%) (2009 – 17%) (2008–17%) (2007–14%) (2006 15%) (2005 13%) (2004- 12%) (2003 18%) (2002 19%)

* Independence/Community

2012-13-8% (2011-16%) (2010-12%) (2009 – 11%) (2008–19%) (2007–12%) (2006 10%) (2005 15%) (2004 11%) (2003 7%) (2002 12%)

* Employment services, training, financial help, medical services, only opportunity, and equipment features were also given as reasons.

**Reasons for Not Recommending Services**. Few clients offered reasons for not recommending FDBS services to others.

**Reasons for Leaving the Program.** Former clients were asked why they left the program. Nearly a quarter (22%) of the 487 clients responding stated they left since they obtained employment. In part, this question was asked to see if dissatisfaction with services could play a part in leaving the program (see Q54 in Appendix B). Dissatisfaction with services was one of the least cited reasons for leaving (2%). Nearly three-fourths of clients (72%) responding cited obtaining employment, medical services complete, used the time or benefits, personal decision, and completing the goal, plan or services as reasons for leaving the program.

**Confusion over Case Closure.** In response to the question, “Why did you leave the blind services program? (That is why was your case “Closed”?)”, a number of former clients were not aware that their cases were closed or expressed some other concern over their closure status. During 2008-09, 29 of the 286 clients (10%) reported some type of confusion about their case status [2007 10%; 2006-11%; 2005 7%; 2004 10%]. In order to discover how many clients did not know their case had been closed, a specific question regarding the client’s closure status was added to the 2009-2010 Revised Customer Survey. (See Q51 in Appendix B). In the 2012-2013 survey, 10 percent of the 525 clients who were asked if they were aware that their case had been closed responded “No”, 87 percent responded “Yes”, and 3 percent said they were aware their cases were closed but had been re-opened.

##### **Assessment of Program**

Former clients were asked a series of open-ended questions to assess the most helpful and least helpful program services they received. They also were asked what they would recommend to improve FDBS services. Former clients were very positive about the program and its services.

**Most Helpful Services.** Equipment was cited as the most helpful service by 41 percent of the clients during 2011-2012, followed by Training (39%) and Medical Services (21%). Q55 in Appendix B lists the major categories of services clients found most helpful.

* Equipment

2012-13-36% (2011-41%) (2010-20%) (2009-39%) (2008–42 %) (2007–44%) (2006 40%) (2005 34%) (2004 37%) (2003 28%) (2002 24%)

* Training

2012-13-39% (2011-39%) (2010-26%) (2009-32%) (2008–38 %) (2007–34%) (2006 38%) (2005 37%) (2004 33 %) (2003 42%) (2002 40%)

* Medical Services

2012-13-15% (2011-21%) (2010-22%) (2009-26%) (2008–19%) (2007–16%) (2006 16%) (2005 12%) (2004 13%) (2003 17%) (2002 20%)

* Counselors

2011-12 -11% (2011-13%)(2010-9%) (2009-11%) (2008–14%) (2007–11%) (2006 11%) (2005 11%) (2004 15%) (2003 13%) (2002 8%)

* Employment

2012-13-5% (2011-5%) (2010-2%) (2009-6%) (2008–8 %) (2007–3%) (2006 7%) (2005 10%) (2004 7%) (2003 6%) (2002 6%)

* Services

2012-13-1% (2011-1%) (2010-2%) (2009-2%) (2008–3%) (2007–6%) (2006 3%) (2005 5%) (2004 3%) (2003 6%) (2002 6%)

* Financial

2012-13-5% (2011-2%) (2010-1%) (2009-1%) (2008–5 %) (2007–2%) (2006 3%) (2005 2%) (2004 3%) (2003 2%) (2002 5%)

* Education

2012-13-10% (2011-9%) (2010-6%) (2009-9%) (2008–8 %) (2007– 10%) (2006 6%) (2005 5%) (2004 10%) (2003 7%) (2002 10%)

* Transportation

2012-13-% (2011-3%) (2010-1%) (2009-2%) (2008–3 %) (2007–3%) (2006 5%) (2005 2%) (2004 2%) (2003 2%) (2002 3%)

* Everything Helpful

2012-13-2% (2011-4%) (2010-6%) (2009-4%) (2008–3%) (2007–3%) (2006 6%) (2005 8%) (2004 3%) (2003 2%) (2002 2%)

* Nothing Helpful

2012-13-3% (2011- 3%) (2010-5%) (2009-3%) (2008–2%) (2007–2%) (2006 3%) (2005 2%) (2004 4%) (2003 5%) (2002 5%)

**Least Helpful Services.** Former clients were asked to identify the least helpful services they received. Sixty-three percent of former clients offering suggestions (n=335) indicated that the program was “fine”. (See Q56 in Appendix B). Training, counselors and service, and employment services were mentioned as services considered least helpful by clients responding to this question.

* Everything is Fine

2012-13-49% (2011-62%) (2010-55%) (2009-48%) (2008–57 %) (2007–69%) (2006 60%) (2005 60%) (2004 58% (2003 54%) (2002 58%)

* Training

2012-13-17% (2011-14%) (2010-17%) (2009-13%) (2008–13%) (2007–10%) (2006 16%) (2005 14%) (2004 14%) (2003 13%) (2002 15%)

* Counselors and Service

2012-13-14% (2011-15%) (2010-11%) (2009-15%) (2008–16 %) (2007–11%) (2006 12%) (2005 10%) (2004 10%) (2003 15%) (2002 16%)

* Employment

2012-12-% (2011-5%) (2010-9%) (2009-14%) (2008–9 %) (2008–97%) (2007–6%) (2006 8%) (2005 11%) (2004 11%) (2003 9%) (2002 7%)

* Medical Services

2012-13-3% (2011-1%) (2010-2%) (2009-4%) (2008–1 %) (2007–2%) (2006 1%) (2005 1%) (2004 2%) (2003 1%) (2002 1%)

* Financial

2012-13-1% (2011-1%) (2010-2%) (2009-1%) (2008–1 %) (2007–1%) (2006 1%) (2005 1%) (2004 1%) (2003 1%) (2002 1%)

* Transportation

2012-13-2% (2011-2%) (2010-4%) (2009-4%) (2008–2 %) (2007–1%) (2006 2%) (2005 2%) (2004 4%) (2003 7%) (2002 5%)

**Program Improvements.** In response to the question, “How could FDBS improve its services?” Forty-five percent of clients responding (210 of 467) indicated that no improvement was needed. (See Q57 in Appendix B). Suggestions for improvements include:

* No improvement needed

2012-13-45% (2011-47%) (2010-43%) (2009-45%) (2008–44%) (2007–50%) (2006 46%) (2005 51%) (2004- 48% (2003 49%) (2002 34%)

* Counselors

2012-13-26% (2011-29%) - (2010-25%) (2009-24%) (2008–24 %) (2007–22%) (2006 23%) (2005 18%) (2004- 20% (2003 32%) (2002 33%)

* Employment

2012-13-4% (2011-6%) (2010-5%) (2009-7%) (2008–8 %) (2008–97%) (2007–5%) (2006 7%) (2005 7%) (2004- 12%) (2003 8%) (2002 9%)

* Funding/Staffing

2012-13-5% (2011-6%) (2010-8%) (2009-4%) (2008–7%) (2007–8%) (2006 7%) (2005 7%) (2004- 7%) (2003 8%) (2002 9%)

* Services and Programs

2012-13-13% (2011-8%) (2010-6%) (2009-7%) (2008–8 %) (2007–8%) (2006 7%) (2005 7%) (2004- 6%) (2003 9%) (2002 8%)

* Advertise

2012-13-2% (2011-2%) (2010-<1%) (2009-5%) (2008–4%) (2007–3%) (2006 6%) (2005 5%) (2004- 3%) (2003 6%) (2002 6%)

* Training

2012-13-2% (2011-2%) (2010-9%) (2009- 4%) (2008–3 %) (2007–3%) (2006 5%) (2005 4%) (2004- 3%) (2003 4%) (2002 5%)

* Transportation

2012-13-3% (2011-3%) (2010-1%) (2009-3%) (2008–3 %) (2007–3%) (2006 3%) (2005 3%) (2004- 3%) (2003 2%) (2002 4%)

* Financial

2012-13-1% (2011-<1%) (2010-<1%) (2009-1%) (2008–1 %) (2007–1%) (2006 2%) (2005 2%) (2004- 1%) (2003 0%) (2002 2%)

* Equipment

2012-13-1% (2011-<1%) (2010-1%) (2009-1%) (2008–1%) (2007–1%) (2006 2%) (2005 0%) (2004- 3%) (2003 2%) (2002 2%)

Complete Survey results can be found on the FDBS website: [http://FDBS.myflorida.com](http://dbs.myflorida.com)

# FRCB BIOS – 2012-2013

## SHERYL K. BROWN

## TAMPA

Sheryl Brown is one of the four **Business/Industry** representatives on the Florida Rehabilitation Council for the Blind.

Sheryl is the Executive Director of the Tampa Lighthouse for Blind, supervising the rehabilitation programs in Tampa, Winter Haven and Jacksonville. She has a Master’s Degree in Visual Disabilities from Florida State University and has worked at the Lighthouse for 28 years. During her years at the Lighthouse, Sheryl assisted in the addition of programs such as Transition, Supported Employment, Rehabilitation Technology and Computer Training.

Sheryl continues to work closely with the Florida Division of Blind Services and the school vision programs in both Hillsborough and Polk Counties. This close working relationship has been a win-win for everyone involved, especially individuals with visual impairments. Each school year, all three entities meet for training and networking. In addition, she has also served on numerous work groups for the Florida Division of Blind Services.

Sheryl is active in her community and has served in the following areas: President-Elect, President and Past President of FAER, Secretary of Hillsborough Advocates for Improved Transit, Member of the Hillsborough County Alliance for Citizens with Disabilities, Secretary of the Agency Directors Council of United Way of Central Florida, Member of the City of Tampa, Mayor’s Alliance, Board Member of Tampa Bay Workforce Alliance, and member of Project Connect Transition from School to Work for Hillsborough County. Also, a member of Florida Association of Agencies Serving the Blind and VisionServe.

Sheryl resides in Tampa, and where her extended family was born and raised and still live there. She has been married to her husband (Larry) for 30 years and has a daughter (Jenna) who is a junior in college at the University of South Florida.

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## PAUL A. EDWARDS

## MIAMI

Paul Edwards is an **Advocacy Group** representative on the Florida Rehabilitation Council for the Blind representing the Florida Council of the Blind (**FCB**).

Paul has held the position of the Director of Access Services at the North Campus of Miami-Dade College since 1986. He is responsible for providing services to approximately six hundred students each year who, because of their disabilities, need special accommodations at college.

Paul was born in San Francisco, California on December 29, 1945 and because of prematurity became totally blind by six weeks. At age seven his family moved to Canada. At the age of 13 his family moved to the island of Jamaica where he attended regular high school. At eighteen, he won an open scholarship to the University College of the West Indies, then a branch of the University of London, England. He graduated three years later with upper second-class honors and a special honors history degree. Paul’s next move was to Trinidad to attend the University of the West Indies, Institute of International Relations of Geneva, Switzerland where he met and married Helen Johnson and became a father.

Paul and his family returned to the United States in 1976 and eventually ended up in Daytona Beach, Florida where he began his work with blind people. In 1980 Paul became a Vocational Rehabilitation Counselor. In 1983 he moved to Jacksonville to become the director of a private agency serving the blind, Independent Living for the Adult Blind, which operated in conjunction with Florida Community College of Jacksonville. In 1986 Paul moved to Miami and assumed the position he has held since.

Paul became active in the Florida Council of the Blind in 1977. He was elected President of ACB in 1995 after serving a six-year term as First Vice President. He is currently Vice President of Library Users of America, is chair of the Board of Publications of ACB and is immediate Past President of the Florida Council of the Blind. He also serves on the Program Committee of the American Foundation for the Blind and is a member of the Board of Directors of the National Accreditation Council for Agencies serving the Blind and Visually Impaired.

Throughout his adult life Paul has been active in his community. He has produced radio programs for the Catholic Church; he has chaired a broad range of local and state disability committees; he has been active in promoting library services, access technology, and equitable transportation for people with disabilities and in particular, has worked tirelessly to improve education for children with disabilities.

Paul is an avid reader of science fiction and fantasy and is also a devotee of folk music. He continues to be fascinated with what technology can do. His latest special interest is audio on the World Wide Web. Paul has hosted a weekly program called Tuesday Topics on the internet for the ACB’S radio station on the Internet called ACBRADIO (http://www.acbradio.org).

Paul continues to work on blindness issues because, as he often says, “We have a responsibility to advocate for ourselves and to convince society that we have a right to fully participate at work and at play in our communities.”

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## BENEDICT F. GRZESIK

## MELBOURNE, FL

Ben Grzesik is the **State Workforce Investment Board** representative on the council.

Ben has extensive experience implementing strategic human resource and risk management departments and has served as a wealth analyst.

Currently on the Board of Workforce Florida, Inc. and is the Chair for the Finance & Administration Council; also serving on the Florida Rehabilitation Council for the Blind, the Florida Rehabilitation Council and most recently on the United States Department of Education, Primary Study Group for the 37th Institute on Rehabilitation Issues.

For the past ten years, he has been a member of the adjunct faculty in the virtual classroom for the University of Maryland University College teaching numerous Human Resources-related courses.

He holds a Masters degree in International Administration and a

BA degree in Organizational Behavior.

Certified as a Senior Human Resource Professional and a member of the Society for Human Resources Professionals.

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## TED E. HULL

## TAMPA

Ted Hull is one of the four **Business/ Industry** representatives on the Florida Rehabilitation Council for the Blind.

Ted, who is legally blind, recently retired from the Division of Blind Services after serving fifteen years as the District Administrator in District 07, located in Tampa. He has a bachelor’s degree in special education for the blind from Michigan State University, and a master’s degree in human services administration from DePaul University.

Ted has owned three businesses in his lifetime, and he currently serves as an expert witness of issues pertaining to education and employment of the blind and visually impaired as well as other disabilities. He is also an author, having published his book entitled, “The Wonder Years, My Life and Times with Stevie Wonder”. During the early growth of Motown, Ted spent six years helping to shape Stevie Wonder’s life, as his teacher and road manager. Ted has appeared on Stevie’s behalf at functions, including the 1976 American Music Awards. In May 1996, he was an “alumni” at ceremonies opening the Motown Historical Museum. In 2003, Ted was presented the “Man of Motown Award” for his contribution to Stevie’s education and to Motown.

Ted is married to Margaret, and they have two sons, Ted Cordell and Robert John. He also has two grandchildren, Kyle who is seven and Ryan, who is five. His interests include World War II history, reading, remote control airplanes and traveling, among others.

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## PAUL W. KAMINSKY

## MIDDLEBURG

Paul Kaminsky is an Advocacy Group representative on the Florida Rehabilitation Council for the Blind representing the Blinded Veterans Association (BVA).

Past member of the Blinded Veterans Association (BVA) National Board of Directors.

Trustee BVA National Life Membership Fund.

President BVA Florida Regional Group.

Jr. Vice Commander, Disabled American Veterans Blind Veterans National Chapter.

Vice-President, Clay County Chapter of the Florida Council of the Blind.

Graduate Boca Ciega High School, Gulfport, Florida, 1965.

AS/EET Florida Junior College 1974

B.S.B.A., and LA from Jones College, Jacksonville, Florida (Summa Cum Laude) 1998.

Graduate of the Birmingham, Alabama Blind Rehabilitation Center.

30-year Navy veteran 1965 to 1995.

Enlisted pay-grades held: E-1 through E-9.

Officer ranks held: O-1 through O-5.

Blindness service connected.

Though legally blind, remained on active, fit-for-full, duty 1987 to 1995.

Life Member: VFW, DAV, MOAA, BVA.

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## SANDRA MARTIN

## NORTH FORT MYERS

Sandra Martin is an **Advocacy Group** representative on the Florida Rehabilitation Council for the Blind representing the Florida Lions Club (**LIONS**).

Ms. Martin is a marketing representative and receptionist at Visually Impaired Persons of SWFL in North Fort Myers, FL. Blind since the age of 22, “Sandy” lost her eyesight due to juvenile diabetes shortly after the birth of her daughter. This vibrant woman prides herself on being an active member of her community and always lives life to the fullest. Her love of life and dedication to helping others has made her the recipient of many awards and accolades including the Kenneth Shaw Goodwill International Award, Goodwill Graduate of the Year and Lion of the Year, just to name a few. “Sandy” spent most of her years living in Naples, Florida and her advocacy efforts were instrumental in bringing in more services for the blind to Collier County. One of her proudest achievements being the pivotal role she played as one of the founders of The Lighthouse of Collier. “Sandy” was also an active member with the Naples Lions Club and was main catalyst for the audio crosswalk beeper installation. Having relocated the North Fort Myers area, Sandy remains active in her outreach and advocacy efforts and continues to promote the importance of rehabilitation services for the blind throughout Lee, Hendry and Glades Counties.

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## VICTORIA A. MAGLIOCCHINO

## ST. AUGUSTINE

Victoria Magliocchino is an **Advocacy Group** representative on the Florida Rehabilitation Council for the Blind representing the Florida Deaf-Blind Association (**FDBA**).

Vicky was born at an army base in Columbus, Georgia and grew up in Thornwood and Hawthorne, New York. She attended New York School for the Deaf from 1961 to 1975, Gallaudet University in Washington, D.C. from 1975 to 1979, and Western Maryland College (currently McDaniel College) in Westminister, Maryland in the summers of 1980, 1981, and 1982. She earned her BA in English from Gallaudet and MA in Deaf Education from Western Maryland.

Vicky has been teaching the Deaf Department High School at Florida School for the Deaf and Blind in St. Augustine for 31 years.

Vicky has three grown children. She was married for 21 years.

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## ROBERT LEE DOYLE, III

## TALLAHASSEE

Robert Lee Doyle, III was appointed the **Director of the Division of Blind Services** on June 20, 2013

Robert has served for four years as director of the Division for the Visually Impaired within the Department of Human Services in Delaware.  He has 14 years of experience in human services and education and holds a bachelor’s degree in political studies and a master’s degree in public administration, both from the University of Illinois. Among other achievements, he has implemented initiatives that resulted in increased successful employment outcomes through the VR program and has also worked to expand food service and vending business opportunities through Delaware’s Business Enterprise program.

Robert places a high priority on customer service, accountability, and positive relations with consumer groups and other stakeholders.

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## DONTÉ A. MICKENS

## DELRAY BEACH

Donte’ Mickens is a **Former Client** representative on the Florida Rehabilitation Council for the Blind.

#### Donté is a graduate of Florida State University where he received a Master of Science degree in Management with a major in Risk Management/Insurance and Bachelors of Science Degrees in Finance and Risk Management. He is also a graduate of the Florida School for the Deaf and Blind in St. Augustine, FL.

#### Donté previously worked for the Division of Blind Services as an analyst, primarily assisting the Division’s budget officer. He also mentored fellow university students and Division clients in previous years.

#### Donté is a member of the Board of Directors for the National Organization for Albinism and Hypopigmentation (NOAH). He also serves as the organization’s treasurer.

Donté is a Paralympic medalist as a member of the Men’s U.S. National Goalball team, competing in the Paralympic Games in Athens, Greece and Beijing, China. He currently lives and works in the Delray Beach/Boca Raton area as a Senior Financial Analyst with NCCI, Inc.

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## BRUCE A. MILES

## MARCO ISLAND

Bruce Miles represents the **Parent of Blind** on the Florida Rehabilitation Council for the Blind.

Bruce moved to Florida from Chicago Illinois in 1972, along with his wife, Sheila and son Troy. He has been actively engaged in the Real Estate Business on Marco Island since 1974. Owned and operated Gulf Coast Realty of Marco Inc. for many years. Now associated with Anchor Real Estate of Marco.

Bruce is currently the chair of the Florida Rehabilitation Council for the Blind and treasurer of the Blind Services Foundation. He is a charter member and past president of Marco Island Area Association of Realtors. He was past president of Marco Island Multi List Inc. He has served on many committees with the Florida Association of Realtors (FAR) and was chairman of The Professional Standards and The Resort and Second Home committees.

 Bruce was very active on the local level, including director of The Marco Island Fair Water Defense Fund committee (negotiating a buy out of the local water utility). He is a three term past president of the Marco Island Lions Club, currently serving as their Tail Twister and a Board Member. He is the past director on the board of the Lighthouse of Collier.

Bruce Miles is no stranger to The Division of Blind Services, he served on their advisory council from 1985 to 1995 and then on Fl. Rehab Council for the Blind from 1995 to 2001. His current appointment was made October 2008.

In his spare time Bruce enjoys travel (particularly cruising), swimming, boating and cooking.

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## JOSEPH B. MINICHIELLO

## JACKSONVILLE

Joe Minchiello is one of the four **Business/Industry** representatives on the Florida Rehabilitation Council for the Blind.

Joe received his Bachelor’s Degree in history from Binghamton University in 1993. In 1995 he was hired by the Internal Revenue Service and moved to Jacksonville, Fl. He is currently serving as President of the National Federation of the Blind Greater Jacksonville chapter and Second Vice President of the National Federation of the Blind of Florida.

Joe was born and raised in Watkins Glen, New York. He is married and has worked actively in the community for many years to improve the lives of individuals who are blind.

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## DANIEL W. O’CONNOR

## JACKSONVILLE

Dan O’Connor is the **VR Counselor** representative on the Florida Rehabilitation Council for the Blind.

Dan has been working for Division of Blind Services (FDBS) for about 4 ½ years since July, 2005 as a Senior Rehabilitation Specialist in Jacksonville / District 3. His current caseload is mostly working with the Transition (high school students). He is a Certified Rehabilitation Counselor, and has a master’s degree in mental health counseling.

Dan is actively involved in many disability and advocacy groups such as the Jacksonville Mayor’s Disability Council, Jacksonville Human Rights Commission, Duval County Transportation Disadvantaged Coordinating Board, Duval County Elections Advisory Panel, and the First Coast Disability Advocates.

Dan is also a past president of the Jacksonville Council of the Blind, and has a good relationship with both the local ACB & NFB chapters. He takes an interest in community issues, and believes in empowering the disadvantaged and encouraging independence and community integration.

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## LEANNE GRILLOT

## TALLAHASSEE

Leanne Grillot is the **State Educational Unit (IDEA)** representative on the Florida Rehabilitation Council for the Blind.

Since 2011, Leanne Grillot has been working for the Bureau of Exceptional Education and Student Services as a specialist for programs serving students who are visually impaired, deaf/hard of hearing, and dual-sensory impairments.  Ms. Grillot has extensive experience as a teacher of the visually impaired and orientation and mobility specialist having been in the field for 20 years.  Additionally, Mrs. Grillot assists with questions regarding assistive technology, Florida Alternate Assessment, National Instructional Materials Access Standard, and Online Learning for Students with Disabilities.

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## ANDREW J. RAINES

## PENSACOLA

Andrew Raines is a **Current VR Client** representative on the Florida Rehabilitation Council for the Blind.

Andrew was born and raised in Pensacola Florida. The University of West Florida awarded him a Master’s Degree in Public Administration in 1999 and a Bachelor’s Degree in Political Science in 1996 with an emphasis in Communication Arts.

He has worked at the Florida Institute for Human and Machine Cognition (IHMC) four separate times dating back to August 1994.

Andrew is currently tasked with administrative coordination including event preparation and logistical support. In 1998-2001, he served United States Senator Connie Mack as his Northwest Florida Regional Aide.  He is the Board Secretary for the Community Drug and Alcohol Council, Inc. (CDAC).

In his free time Andrew enjoys biking and visiting state parks.

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## DWIGHT D. SAYER

## CLERMONT

Dwight is one of four **Business/Industry** representatives on the Florida Rehabilitation Council for the Blind.

Dwight is a Strong blind advocate and is currently serving as president of the National Association of Blind Veterans/A Division of the NFB, First Vice President of the National Federation of the Blind of Florida, Past President of the Greater Orlando Chapter, state registrar for NFB Newsline-reg, Past President of the Ocoee Lions Club, life member of the Alumni Association of the VA’s Southeastern Blind Rehab Center in Birmingham, Ala., a life member of the Blinded Veterans Association, a life member of the Disabled American Veterans, a Director on the Board of Lighthouse Central Florida, a Past Director on the Board for the Central Florida Center For Independent Living,   
Dwight holds a BS and MS in Business Administration. He was Honorably/Medically Discharged from the Air Force in 1969.

Dwight was awarded the West Orange Community Champion of the Year Award presented by the West Orange Chamber of Commerce in 2006.

In his spare time, Dwight holds down a full time job with MV Transportation, Inc as their Community Relations Manager and is responsible for activities from coast to coast that impact the disabled communities they serve.

Prior to his current responsibilities, he was medically retired, due to blindness, from his position as national traffic and logistics manager at Aftermarket Technology Corp., where he created and led the transportation systems of this worldwide automotive parts supplier based in Chicago, Ill., with annual sales of $760 million.

Dwight also volunteers his time at St. Paul’s Presbyterian Church, the Orlando VA Medical Center and is a past wish granter for the Make-A-Wish Foundation of Northeast Ohio.

Dwight was born in Rochester, N.Y., and raised in Orlando. He now lives in Winter Garden, Florida with his wife Patty and two children, Austin and Amanda, and their pet dog,Pearl.

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## SYLVIA STINSON-PEREZ

## PORT RICHEY

Sylvia Stinson-Perez is the **Community Rehab Center** representative on the Florida Rehabilitation Council for the Blind.

Sylvia is the Executive Director of the Lighthouse for the Visually Impaired and Blind (LVIB), which serves Pasco, Hernando and Citrus Counties. She has over 12 years in the field of vision rehabilitation. She has Master’s degrees in Social Work and in Visual Disabilities from Florida State University. She is actively involved in Florida Association of Education and Rehabilitation for the Blind and Visually Impaired.

Sylvia is herself visually impaired, and it is one of her goals to ensure that persons who are blind or visually impaired receive the training that will ensure they will live independent and successful lives, and to help the general community realize that persons who are blind can be and are competent, normal, successful people.

Sylvia is the proud mother of Olivia, 11 years old, and a guide dog named Carmel.

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## LENORA MARTEN

## JACKSONVILLE

Lenora Marten is the **Parent Training Center** representative for the Florida Rehabilitation for the Blind.

Lenora currently volunteers within the blind community by serving as president, Florida Organization of Parents of Blind Children and secretary, National Federation of the Blind.

Lenora believes that given the opportunity, education, and tools to succeed, blind people can lead independent, productive lives.

Lenora resides in Jacksonville, Florida with her husband and son. She is an accomplished cosmetologist specializing in color and design.

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## CHRISTOPHER WHITE

## RIVERVIEW

Christopher White is the representative for the **Client Assistance Program** on the Florida Rehabilitation Council for the Blind.

Christopher White is the Managing Attorney for the Employment Team at Disability Rights Florida, Inc.  Disability Rights Florida is the Protection and Advocacy system for the State of Florida and houses the Client Assistance Program.  A graduate of the University of Florida and Chicago-Kent College of Law, Mr. White resides in Land O’ Lakes with his wife and two children.

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## VACANT

**Representative for the Independent Living Council**