**2017**

**Annual Report**



**Florida**

**Rehabilitation**

**Council**

**For the**

**Blind**

Enclosed is a copy of the Florida Rehabilitation Council for the Blind’s (FRCB) Federal Fiscal Year 2016 Annual Report to the Commissioner of the Rehabilitation Services Agency and Governor Rick Scott.

Please contact Government Operations Consultant to the FRCB Selena Sickler if you have questions or comments regarding its contents. She can be reached at

Selena Sickler  
Florida Division of Blind Services  
325 W. Gaines Street, Room 1114,   
Tallahassee, FL  32399   
Phone (850) 245-0329

[Selena.Sickler@dbs.fldoe.org](mailto:Selena.Sickler@dbs.fldoe.org)

Thank you for your interest in and support of programs that provide and promote the use of vocational rehabilitation and independent living programs for Floridians who are blind or visually impaired.

If you would prefer a copy of this report in an alternative format, please contact the Florida Division of Blind Services at (850) 245-0300 or toll free at (800) 342-1828.

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**Tampa District Office Grand Reopening**

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Florida Rehabilitation Council

for the Blind

December 14, 2017

U. S. Department of Education, OSERS

Rehabilitation Services Administration

Attn: Mary Williams

400 Maryland Ave., SW

Washington, DC  20202-2800

Dear Ms. Williams:

The Florida Rehabilitation Council of the Blind respectively submits its 2017 Annual Report as required by Section 105(C) (4) of the 1992 Amendment to the Rehabilitation Act. In accordance with 34 CFR 361.17, a copy of this report has been submitted to the Florida Governor’s Office.

This report presents our activities and recommendations for the 2016-2017 federal fiscal year to the Florida Division of Blind Services.

As the chair of the council, I would like to offer my appreciation and gratitude to the Division of Blind Services for its excellent support, and the council members for their diligence and contributions in serving Floridian’s with visual impairments.

If you have questions regarding this submission, please contact Selena Sickler assistant to the council at 850/245-0329.

Sincerely,

Patricia Lipovsky, Chair

Florida Rehabilitation Council for the Blind

PL/ss

cc: Governor Rick Scott

Christyne Cavataio

The Florida Rehabilitation Council for the Blind (FRCB) is pleased to present its annual report for Federal Fiscal Year 2017 to the governor and other committed stakeholders. In 2017, there was a great deal of learning, collaboration, planning and advocacy on the part of the Council and the Division of Blind Services (DBS) in response to the Work Innovative and Opportunity Act (WIOA). We look forward to the increased interagency collaboration mandated by WIOA, and are committed to implementing the new regulations in ways that improve employment outcomes for blind Floridians.

# Message from the Chairperson

The FRCB elected new officers in February 2017: Patricia Lipovsky was elected for her first term as Chairman, Paul Edwards was elected as Vice Chairman and Michael Wiseman was elected as 2nd Vice-Chair.

We had two Members term out in June, and one reappointment: : Gloria Mills Hicks representing the National Federation of the Blind, and Sandra Burke representing the lions, with Michael Wiseman waiting for reappointment.

Currently, there are twelve vacant positions. The FRCB is communicating regularly with the Governor’s appointment office on the status of screenings of current applications under consideration, as it is imperative these vacancies be filled as soon as possible. In view of the important work entrusted to the Division of Blind Services and challenges faced by the Division, it is important that stakeholders be fully represented on the Council.

The FRCB has worked closely with DBS in tracking of employment outcome information and will continue to do so. We are pleased that DBS is able to report significant improvement in this core area of its responsibilities.

The FRCB has continued to hold meetings at key locations around the state to maintain awareness about issues and accomplishments related to DBS regional service offices and community rehabilitation programs. These meetings continue to feature public forums which provide DBS with important feedback from consumers and stakeholders in an effort to provide the best services possible for the DBS clients.

Patricia A. Lipovsky

FRCB Council Chair

The Florida Division of Blind Services has enjoyed a successful year by providing employment services for SFY 2016-2017 to 4905 customers, and helped 854 individuals gain, maintain or advance in successful employment. These successes represent the efforts of a team of outstanding providers, advocates and stakeholders and staff.

# Directors Message

The Florida Division of Blind Services continues to be an integral part of helping the Florida Division of Blind Services improve its services and achieve its goals. A joint taskforce was formed that identified initiatives such as holding yearly meetings with stakeholders, participating in outreach initiatives and increasing awareness on council’s position. FRCB members are dedicated to making a difference in the lives of individuals with visual impairments, and with that enthusiasm, we will continue to enhance our programs.

The Florida Division of Blind Services focused its efforts on increasing awareness through successful marketing strategies such as the DBS 75th Anniversary celebrations, the Successful 75 Awards and marketing videos highlighting persons with visual impairments persevering despite their disabilities. Local outreach initiatives included community fairs and the See Different experiences.

We have much to be proud of, and we will continue to build on this solid foundation through collaboration and communication with core partners as we remain focused on delivering quality services for Floridians in the blind or visually impaired community.

Robert L. Doyle, III

Director Division of Blind Service

# FRCB Mission

The Florida Rehabilitation Council for the Blind reviews, analyzes & advises on the policy decisions and evaluates the effectiveness of the Florida Division of Blind Services to ensure meaningful access to and use of vocational rehabilitation and independent living programs for Floridians who are blind or visually impaired.

## Vision Statement

The Florida Rehabilitation Council for the Blind 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.

## Council Composition

* Independent Living Council (FILC)
* 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 (two positions)
* State Educational Agency (IDEA)
* Parent, family member, guardian, advocate, or authorized representative of a blind person.
* State Workforce Investment Board (SWIB)
* Four with Business, Industry & Labor
* Disability Advocacy Groups
* Director of Division of Blind Services (Serves Ex-Officio Member)
* One Division of Blind Services (FDBS) employee serves as the Council’s staff

# 2016-2017 Council Members & Bios

Nicole Attong, LMHC

Director of FIU Embrace Florida Independent Living Council

Nicole Attong is the Florida Independent Living Council representative for the Florida Rehabilitation Council for the Blind.

Nicole is a Licensed Mental Health Counselor with more than 15 years of experience working with children, youth and families in the human services field in Miami-Dade and Monroe counties. Ms. Attong graduated with a M.A. in Mental Health Counseling and has spent her career working for underserved populations. She has served in leadership positions in both the child welfare and mental health and substance abuse systems in Miami-Dade County, and was also the Executive Director for the Community Based Care Alliance. Ms. Attong has experience in capacity building, implementing evidence-based practices and convening solution focused groups of providers, stakeholders and constituents around social justice issues. She has also served as the Project Director for the evaluation of the child-welfare system in the Southern Region, and two federally funded systems of care grants in Miami. Currently, Ms. Attong serves on two national workgroups aimed at improving the mental health and well-being of children, youth and families. She is a member of the Community Based Care Alliance Board, the Humana Behavioral Health Practitioner Advisory Panel for the Autism Spectrum Disorder Center of Excellence, the Commission on Disability Issues and Florida Independent Living Council.

Howard Bell

St. Petersburg Client Assistance Program

Howard Bell is the Client Assistance Program representative for the Florida Rehabilitation council for the Blind.

Howard has served as a Senior Advocate Investigator with Disability Rights Florida since 2002. He earned an Associate of Arts degree from Santa Fe Community College and a Bachelor of Science degree in Psychology from Florida State University. He is a certified DUI instructor by the Florida Department of Highway Safety and Motor Vehicles. He served on the National Disability Rights Network’s Client Assistance Program Advisory Committee. He now serves on the Committee to Advocacy for Persons with Impairment for the City of St. Petersburg, the Professional Advisory Committee and the RSA Scholarship Project Advisory Committees to the University of South Florida.

Charles Brooks

Kissimmee Advocacy Group

The Rev. Charles Brooks, III is the Florida Blinded Veterans of America representative for the Florida Rehabilitation Council for the Blind.

He is a United States Air Force veteran.  Originally, from Sacramento, Calif., he served in the United States Air Force from 1970 to 1985 with an honorable discharge. A life member of the Disabled American Veterans Blind Veterans National Chapter, he has assisted visually impaired veterans by making them aware of the benefits and guiding them to the correct place to have their needs met.

Active in the Greater Orlando Chapter of the Blind (GOCB), the Rev. Brooks co-hosted the radio show “Blind Matters Radio” out of Orlando, Fla.  He attended Paul Quinn College in Waco, Texas, College of the Air Force in Azusa Pacific, N.Y., and Rhema Bible Training Center in Broken Arrow, Okla. He has a ministerial and pastoral degree.

Sandra Burke

North Fort Myers Advocacy Group

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

Sandra is a Marketing Representative and Receptionist at the Lighthouse of Southwest Florida in North Fort Myers, Fla. Blind since the age of 22, Ms. Martin lost her eyesight due to juvenile diabetes shortly after the birth of her daughter. She 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. Ms. Martin spent most of her years living in Naples, Fla. 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. Ms. Martin was also an active member with the Naples Lions Club and was main catalyst for the audio crosswalk beeper installation. Having relocated to the North Fort Myers area, she 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.

Robert L. Doyle, III

Tallahassee Director, Division of Blind Services

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

He served for four years as director of the Division for the Visually Impaired within the Department of Human Services in Delaware.  He has 18 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 Vocational Rehabilitation program and has also worked to expand food service and vending business opportunities through Delaware’s Business Enterprise program.

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

Paul Edwards

Miami Business/ Industry and Labor

Paul Edwards is one of the Business/ Industry representatives on the Florida Rehabilitation Council for the Blind.

A native of San Francisco, Paul Edwards was born with very little light perception, which soon led to total blindness. He graduated from high school and completed his bachelor's SPECIAL honors degree in history at the Mona Jamaica campus of the University of the West Indies. He was the first blind student attend the college. He later earned his graduate degree in international relations.

Mr. Edwards taught at a small school in the rural area of Trinidad. After one year, he became the senior history master at Trinity College, the leading Anglican School for Boys in Trinidad and Tobago. Near the end of his teaching career, he earned a graduate degree in education from the University of the West Indies in St. Augustine, Trinidad. When he left Trinidad, he moved to Florida where worked for the Division of Blind Services as a rehabilitation teacher. In this job, he went to homes and taught people skills that would enable them to adjust to visual impairment. After three years, he became a Rehabilitation Counselor and worked mostly with high school and college students. In 1983, he moved to Jacksonville to take over as Executive Director of an agency serving the blind. In 1986, he moved to Miami to serve as the Director of Services to Students with Disabilities on the North Campus of Miami Dade College. On this campus, staff served more than 700 disabled students a year. He retired May of 2012.

He has worked at the local, state and national level to advocate for persons who are blind. He currently serves on the Florida Rehabilitation Council for the Blind, the National Accreditation Council Board and hold several positions within the American Council and its Florida affiliate.

Jesus Garcia

Miami Current / Former Client

Jesus Garcia was the former client representative on the Florida Rehabilitation Council for the Blind.

Jesus was reappointed for a second three-year term to the FRCB on September 21, 2016.

Sadly, Jesus Garcia passed away on February 26, 2017 after serving on the FRCB for many years as an outspoken advocate for Floridians with visual disabilities. He will be greatly missed.

Robert Kelly

Daytona Beach Business / Industry and Labor

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

He is a certified rehabilitation counselor with more than 30 years of experience in direct service provision and administration of services for people who are blind and visually impaired. Mr. Kelly currently serves as executive director for the Florida Lions Conklin Center for the Blind in Daytona Beach, Fla.

Patricia Lipovsky

Daytona Beach Former Client

Patricia Lipovsky currently serves as the Chairperson for the Florida Rehabilitation Council for the Blind and represents former clients.

A native of New Jersey, Ms. Lipovsky advocates for people with disabilities throughout the state of Florida, as well as her local community, encouraging equal accessibility and opportunity for all.  Patricia’s college majors were business and psychology, and is the proud mom of three children and six grandchildren. Although she considers herself to be retired for the most part, she enjoys dabbling in real estate and property management, which she has done for several years.

In addition to serving on the FRCB council, Patricia also served on the Florida Independent Living Council (FILC), for several years, was the President and Treasurer of the Handicapped Adults of Volusia County (HAVOC), and served as the president of the Coalition and Concerns of the Totally Blind (CCTB.) In addition to her role on several committees in her local community, she also serves as a board member on the Friends of Library Access, which supports the Braille and Talking Book Library in Daytona Beach by providing audio books to the print impaired throughout the State of Florida. Ms. Lipovsky is a member of the Lions Club, and sits on two state committees of the Florida Council of the Blind.

Her mission is to help people, wherever and whenever she can.  Her favorite quotes are “Where there is a will, there is a way,” and “If God brings you to it, he will bring you through it.”

Lenora Marten

Jacksonville Parent Training Center

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

She currently volunteers within the blind community by serving as the President for the Florida Organization of Parents of Blind Children and Secretary for the National Federation of the Blind. Mrs. Marten believes that given the opportunity, education and tools to succeed, blind people can lead independent, productive lives.

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

Bruce A. Miles

Marco Island Parent of Blind

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

He moved to Florida from Chicago, Ill. 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. Mr. Miles owned and operated Gulf Coast Realty of Marco Inc. for many years and now associated with Anchor Real Estate of Marco.

In addition to serving on the FRCB, Mr. Miles is also the treasurer of the Blind Services Foundation of Florida. 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. Mr. Miles has served on

many committees with the Florida Association of Realtors (FAR) and was chair of The Professional Standards and The Resort and Second Home committees.

He 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.

Miles is no stranger to The Division of Blind Services. He served on their advisory council from 1985 to 1995 and then on Florida Rehab Council for the Blind from 1995 to 2001. His current appointment was made July 6, 2016.

In his spare time, he enjoys travel, swimming, boating and cooking.

Gloria Mills

Tampa Advocacy Group

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

After 24 years with the Internal Revenue Service, she retired and started her own business as an Enrolled Agent/Tax Consultant in 1996. An EA is granted a license to represent taxpayers in matters of IRS Collections or Examinations as well as in tax court. Mills enjoys working in the community on causes relating to disabilities or transportation. In 1999, she served on the Committee of 99 representing consumers. Mills is proud to have the honor of being awarded the 1000 Points of Light Award by former state of Florida Gov. Jeb Bush. One of her most notable accomplishments is that she purchased the building in which she operates her company in 2008. She has served on various Boards of Directors, including the Florida Alliance for Assistive Services and Technology (FAAST), NAWBO, NFB and Self-Reliance, Inc.

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# DBS Mission Statement

To ensure blind and visually impaired Floridians have thetools, support and opportunity to achieve success.

## DBS Vision Statement

In partnership with others, create a barrier free environment in the lives of Floridians with visual disabilities.

* Governor Rick Scott announced two appointments on May 7, 2017.

# Accomplishments

* Maintained its mission and focus on a strategic planning that is closely aligned with the priorities of the FDBS.
* Provided input in DBS [policy revisions.](#_Committees)
* Elected a new Chairperson, First Vice Chairperson and Second Vice Chairperson at the first quarterly meeting in February 2017.
* Elected new members to serve on the Evaluation and Planning Committees.
* Strengthened its working relationship with other councils within the state as required under Sec 105 of the Rehab Act.
* Served as effective vehicle for cultivating meaningful partnerships between the FDBS and other stakeholders.
* Increased attention on FDBS’s performance goals and objectives.
* Held four quarterly meetings in Daytona Beach, Tampa, Pensacola and Orlando.
* Conducted four public forums at each of its quarterly business meetings.
* Maintained an active role in the NCSRC by attending the 2016 Fall Training Session in Seattle, Washington and the 2017 Spring Training in Bethesda, Maryland.
* Collaborated with the Florida State University (FSU) Survey Research Laboratory to conduct the Client Satisfaction Survey. The results for SFY 2017 can be found in the annual report located on the FDBS website by following the link: [Florida Division of Blind Services Website](http://dbs.myflorida.com).
* The Client Satisfaction Subcommittee successfully completed their evaluation and revision of the 2014-2015 Survey. The new survey questions were tested and Dr. Minna Jia presented a report at the May 2017 meeting in Pensacola. The rollout of the new survey began July 1, 2017 and the first results will be available early 2018.

# Strategic Plan Goals

**Goal 1: Highest Client Achievement**

Objective: Coordinate and secure high-quality training, education, work experiences and partnerships that create opportunities for blind and visually impaired Floridians to obtain and maintain independence, post-secondary education credentials and successful employment outcomes.

**Goal 2: Seamless Articulation and Maximum Access**

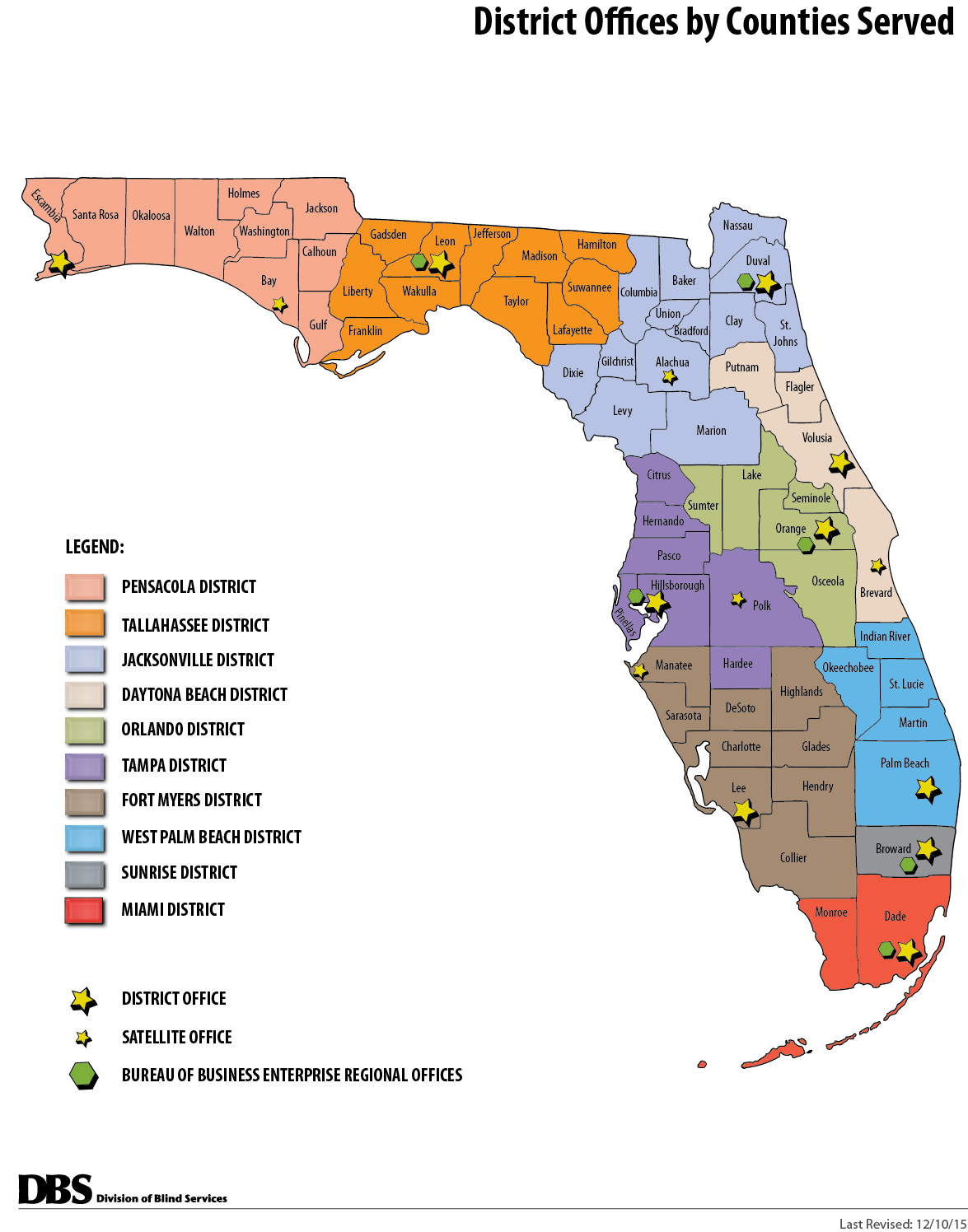
Objective: Create a comprehensive service delivery system that fosters accessibility and provides positive experiences for blind and visually impaired Floridians enabling them to matriculate from school/training to work.  Improve outreach methods to reach more consumers, advocates, providers, employers and other stakeholders.

**Goal 3: Skilled Workforce and Economic Development**

Objective: Assist blind and visually impaired Floridians with obtaining, maintaining and advancing in competitive integrated employment.

**Goal 4: Quality Efficient Services**

Objective: Create an accountable and exemplary division workforce that ensures high quality services.

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# DBS District Offices

During the 2016-2017 FFY, the FRCB held four meetings. The locations included Daytona Beach, Tampa, Pensacola and Orlando. At each quarterly meeting, a public forum was held to receive consumer input on the effectiveness of services provided by DBS.

## Agenda Items

# Quarterly Meetings and Public Forums

* Welcome, Introductions and Pledge of Allegiance
* Adoption of Agenda
* Director’s Report: Division of Blind Services Updates
* District Administrator’s Report
* Employer Recognition
* Local Community Rehabilitation Program Reports
* Client Satisfaction Survey Data Updates
* Division of Blind Services State Plan Updates
* Vocational Rehabilitation Goals Updates
* New Committee Appointments
* Bureau of Business Enterprise Update
* Workforce Innovation and Opportunity Act of 2014
* FDBS Budget Report and Legislative Updates
* Blind Services Foundation Update
* Updates on Outreach to Underserved/Unserved
* Strategic Plan Discussions

## 2018 Meeting Dates and Locations

February 5- 7 – Fort Lauderdale

May 2-4–West Palm Beach

July 25-27–Orlando

October 17-19- Miami

# District Reports

October 2016, Daytona Beach, Florida

District Administrator, Phyllis Heath reported on the districts outstanding staff whose efforts continue to focus on serving clients and working closely with local community rehabilitation programs such as the Conklin Center and the Center for the Visually Impaired.

February 2017, Tampa, Florida

District Administrator, Mireya Hernandez is dedicated on having a collaborative and respectful working relationship with its providers, Lighthouse of Pinellas and the Tampa Lighthouse for the Blind. Monthly meetings are held allowing for open lines of communication as our clients are progressing in their program. This year the district has focused efforts in increasing outreach efforts in Citrus, Pasco and Hernando counties in the community to increase awareness and referral applications.

May 2017, Pensacola

District Administrator, Genevieve English meets with district staff weekly to discuss cases referred to the Employment Placement Specialist (EPS). The EPS meets with her referred clients on a weekly basis helping them to complete and submit employment applications on-line. The VR Counselors have increased their employment outreach by using the EOP technique to identify potential employers in the community. The district and Independence for the Blind of Northwest Florida have a history of collaborating with ensure that clients receive the necessary services needed to help them achieve independence or employment.

July 2017, Orlando Florida District

Administrator, Ted Pobst reported that much of the districts success was due to a team approach by district staff. The staff attended numerous transition fairs, networked with CareerSource, set up DBS displays at local job fairs, visited various Chambers in the district and held over 50 network meetings throughout the year.

# Employer Recognition

The Florida Rehabilitation Council for the Blind and the Division of Blind Services annually offers their gratitude to local businesses and employers who support FDBS by hiring and showing support towards individuals who are blind or visually impaired by creating a barrier free environment allowing them to obtain their independence.

The FRCB and FDBS presented the Appreciation Awards at each quarterly business meeting. For FFY 2016-2017, the following employers were recognized:

## Dunkin Doughnuts of Volusia County



## Neighborly Care Network

## Lowery Park Zoo



## Early Learning Coalition of Escambia County



## Hilton Orlando Bonnet Creek/Hilton Orlando Resort



# Expenses

| Exp**ense** | **Oct-16** | **Nov-16** | **Dec-16** | **Jan-17** | **Feb-17** | **Mar-17** | **Apr-17** | **May-17** | **Jun-17** | **Jul-17** | **Aug-17** | **Sep-17** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Council Travel | 3,675.42 | 1,408.74 |  |  | 3,521.04 |  | 1,475.97 | 6,593.68 |  | 4,570.66 |  |  | $21,245.51 |
| Personal Care Assistant Travel | 220.10 |  |  |  | 459.05 |  |  | 787.38 |  | 485.49 |  |  | $ 1,952.02 |
| Client Satisfaction Survey |  |  |  |  |  |  |  |  | 27,000.00 |  |  |  | $27,000.00 |
| Advertising | 91.00 | 50.64 | 70.42 | 78.68 | 26.00 | 26.46 |  | 148.12 | 135.52 | $87.08 | 107.88 | 27.86 | $ 849.66 |
| Venue Meeting Space |  |  |  |  | 2,257.00 | 20.03 |  |  |  | 1,488.00 |  |  | $ 4,665.03 |
| Supplies |  |  |  |  |  |  | 75.00 |  |  | 130.32 |  |  | $ 305.32 |
| **Total** | **3,986.52** | **1,459.38** | **70.42** | **78.68** | **4,473.09** | **946.49** | **1,650.97** | **7,529.18** | **27,135.52** | **6,761.55** | **107.88** | **27.86** | **$56,017.54** |

Beginning in 2004, the Florida Rehabilitation Council for the Blind decided to collect customer satisfaction data on a more “real time” basis. Rather than conduct one survey that included all of the clients who had their cases closed the preceding year, the Council decided to have the data collected on a monthly basis and review the results at their quarterly meetings. This report summarizes the data collected for the 2016-17 state fiscal year, which includes cases closed between July 1, 2016 and June 30, 2017. The Customer Satisfaction Survey of former Division of Blind Services (DBS) clients gathers perspectives of former DBS clients concerning program services, levels of satisfaction, and areas for program improvement. This report describes the methods used and presents the 2016-2017 results for clients with cases closed between July 1, 2016 and June 30, 2017. In the fall of 2009, the Florida Rehabilitation Council for the Blind modified the previous survey to streamline the interviews and update information in new areas. Some minor modifications to this survey were made October 2010. Many of the items remained comparable or identical to the survey administered the previous 7 years. In these instances, data for the 10 previous years are provided for comparison purposes. For new questions, major modifications made to question wording, or questions asked of different populations (new screens), no comparisons to prior years can be made. In 2015, the fiscal year changed from the months of April through March to the months of July through June. Data for the years of 2014, 2015 and the current year are based on the new schedule.

# **Customer Satisfaction Survey (2016-2017**)

**Survey Procedures**

**Population Surveyed**. The Florida State University Survey Research Laboratory (SRL), College of Social Sciences, conducted a telephone survey of former Division of Blind Services (DBS) clients on a monthly basis. Employment-bound clients with cases “closed” between July 1, 2016 and June 30, 2017 comprises the population surveyed for this year-end report.

DBS provided the names, addresses, phone numbers and demographic information for 1,393 former clients. Among them, one client that did not have a phone number on record. Case closures are classified into two major groupings, those with successful and unsuccessful closures.

**Overall Satisfaction**

**Client Satisfaction with the DBS program is high.**  To gauge the overall level of satisfaction with the DBS program, former clients were asked if they would recommend DBS services to others. During 2016-17, nearly all the clients, 94 percent (362 of 386), said, “Yes”, they would recommend DBS services to others. This is consistent with previous years’ results. Clients were also asked to rate their overall satisfaction with the program. During 2016-17, 86 percent of the clients (333 of 337) were either “Satisfied” or “Very Satisfied with the program. (See Q61 in Appendix B). Nearly the same percentage of clients with successful closure (93%) reported being “Satisfied” or “Very Satisfied” as clients with unsuccessful closure (75%).

For a complete copy of the Customer Satisfaction Survey of Division of Blind Services Clients survey results for SFY 2016-2017, please visit our website at the link below.

[Florida Division of Blind Services Website](http://dbs.myflorida.com/)

**Florida DBS VR Performance Based Budget Measures**

# Outcomes

| **DBS VR Performance Based Data** | **FFY2013** | **FFY2014** | **FFY2015** | **FFY2016** | **FFY 2017** |
| --- | --- | --- | --- | --- | --- |
| Number of Customers Served | 5417 | 5357 | 5282 | 5333 | 5039 |
| Number of Customers Successfully Closed | 690 | 721 | 771 | 813 | 851 |

**Consumers Earnings Data –Federal Fiscal Year**

|  | **FFY2013** | **FFY2014** | **FFY2015** | **FFY2016** | **FFY 2017** |
| --- | --- | --- | --- | --- | --- |
| Average # of Hours worked per week | 30.35 | 29.64 | 28.98 | 27.76 | 28.94 |
| Average Hourly Wage | $13.41 | $13.54 | $13.96 | $12.98 | 13.85 |
| Average Weekly Wage | $410.07 | $399.85 | $403.56 | $384.61 | 405.21 |
| Projected Average Annual Earnings at Placement | $21,323.76 | $20,792.15 | $20,984.93 | $19,999.86 | 21,070.72 |
| Average Case Cost | $7,083.19 | $6,931.53 | $7,982.29 | $8,288.05 | 9,625.00, |

# Committees

## Executive Committee

Patricia Lipovsky, Chair

Paul Edwards, First Vice Chair

Michael Wiseman, Second Vice Chair

## Planning Committee

Lenora Marten, Chair

Buce Miles

Paul Edwards

Robert Kelly

Howard Bell

Jesus Garcia

## Evaluation Committee

Bruce Miles, Chair

Glorida Mills

Patricia Lipovsky

Howard Bell

Paul Edwards

Michael Wiseman

# How to become a FRCB Member

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 three-year terms. A majority of the council shall be persons who are: (1) blind, and (2) not employed by the division.

The Gubernatorial Appointments Questionnaire can be found at [Governor's Appointment Website](http://www.flgov.com/appointments)

Questions regarding the Council or the application process may be directed to:

Florida Rehabilitation Council f/t Blind

Florida Division of Blind Services

325 West Gaines Street

Tallahassee, Florida 32399

Telephone :( 850) 245-0329

Fax: (850) 245-0363

Office of Governor Rick Scott

Appointments Office

Telephone (850) 717-9243

Fax: (850) 921-0733

For More Information, Please Contact:

Selena Sicker

Staff Assistant, Florida Rehabilitation for the Blind

Division of Blind Services

325 West Gaines Street

Tallahassee, Florida 32399

[Selena.Sickler@dbs.fldoe.org](mailto:Selena.Sickler@dbs.fldoe.org)

www.dbs.myflorida.dbs.fldoe.org