

Florida Rehabilitation Council *for the* Blind

Annual Report
2015



FLORIDA DEPARTMENT OF
EDUCATION
fldoe.org

Florida
DBS
Division of Blind Services

STATE OF FLORIDA

DIVISION OF BLIND SERVICES

FLORIDA REHABILITATION COUNCIL FOR THE BLIND ANNUAL REPORT

Federal Fiscal Year 2015



Rick Scott
Governor
State of Florida



Antionette Williams, Ph.D.
Deputy Director
Division of Blind Services



Pamela Stewart
Commissioner of Education
Florida Department of Education



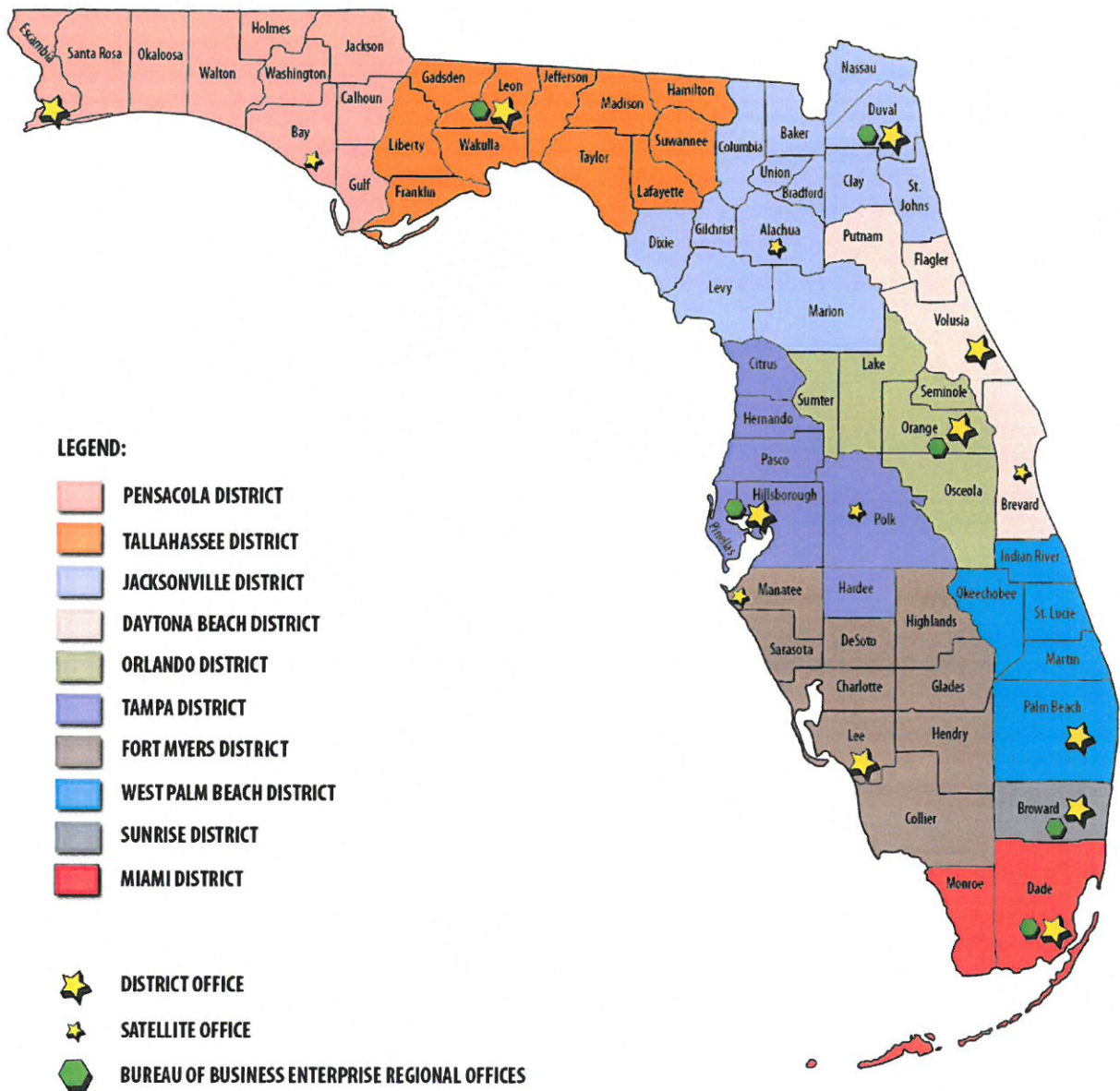
Robert Kelly
Chairman
Florida Rehabilitation Council for the
Blind



Robert L. Doyle, III
Director
Division of Blind Services

VACANT
Government Operations Consultant
Florida Rehabilitation Council for the
Blind

DIVISION OF BLIND SERVICES DISTRICT AND BUREAU OF BUSINESS ENTERPRISE REGIONAL OFFICES



Florida Division of Blind Services

MISSION STATEMENT

To ensure blind and visually-impaired Floridians have the tools, support and opportunity to achieve success



Florida Rehabilitation Council for the Blind

MISSION STATEMENT

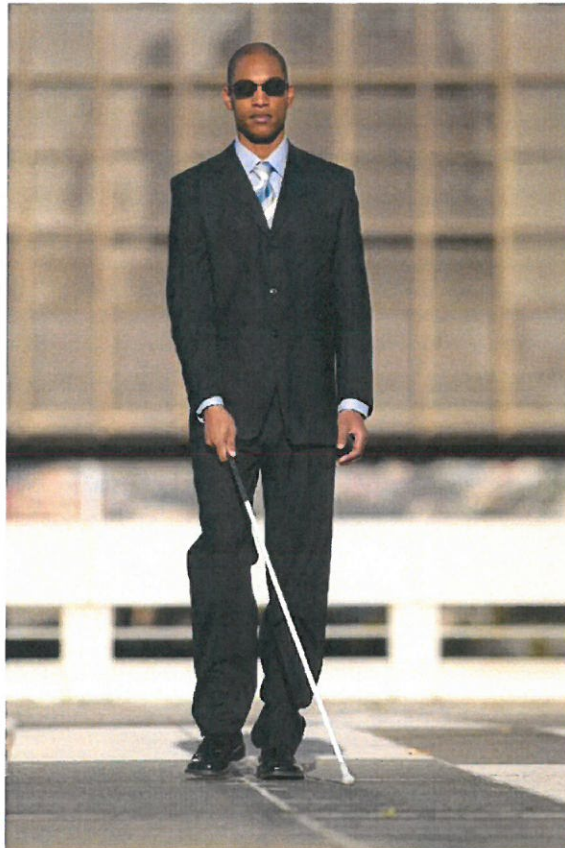
The Florida Rehabilitation Council for the Blind reviews, analyzes and advises on the policy decisions and evaluates the effectiveness of the Florida Division of Blind Services to ensure meaningful access to and use of vocational rehabilitation and independent living programs for Floridians who are blind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

STATE OF FLORIDA REHABILITATION COUNCIL FOR THE BLIND

FAIRNESS, EFFICIENCY, ACCESSIBILITY, INTEGRITY,
COMMITMENT, EXCELLENCE, ADVOCACY,
DIVERSITY, LEADERSHIP, PARTNERSHIP,
TEAMWORK, CULTURE,
COMMUNICATION.



Enclosed is a copy of the Florida Rehabilitation Council for the Blind's (FRCB) Federal Fiscal Year 2015 Annual Report to the Commissioner of the Rehabilitation Services Agency and Governor Rick Scott.

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

Sharon Scurry
Florida Division of Blind Services
325 W. Gaines Street, Room 1114,
Tallahassee, FL 32399
Phone (850) 245-0392
Sharon.Scurry@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.

This report is available in alternate formats by contacting the Florida Division of Blind Services at (850) 245-0300 or toll free at (800) 342-1828.

TABLE OF CONTENTS

TRANSMITTAL LETTER	9
FLORIDA REHABILITATION COUNCIL FOR THE BLIND COUNCIL	
MEMBERS	10
MESSAGE FROM CHAIRPERSON.....	11
MESSAGE FROM DIRECTOR	12
CHAIR REPORT.....	13
FUNCTIONS AND ACCOMPLISHMENTS OF THE FRCB	14
FLORIDA DIVISION OF BLIND SERVICES GOALS AND OBJECTIVES ...	15
FRCB MEETINGS AND PUBLIC FORUMS.....	17
FRCB QUARTERLY MEETING AGENDA ITEMS	18
DISTRICT ACCOMPLISHMENTS REPORTS	19
EMPLOYER RECOGNITION.....	21
2014 FEDERAL FISCAL YEAR FRCB EXPENSES.....	22
CUSTOMER SATISFACTION SURVEY FINAL RESULTS.....	23
FDBS PERFORMANCE AND EMPLOYMENT OUTCOMES.....	25
FRCB AD HOC COMMITTEES	26
FRCB BIOGRAPHIES	27



Florida Rehabilitation Council for the Blind



December 31, 2015

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 respectfully submits its 2015 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 2014/2015 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 Sharon Scurry, assistant to the council at 850/245-0392.

Sincerely,



Robert Kelly, Chair
Florida Rehabilitation Council for the Blind

RK/ss

cc: Governor Rick Scott
Christyne Cavataio

2014-2015 MEMBERS FLORIDA REHABILITATION COUNCIL FOR THE BLIND

Sheryl Brown

1106 W. Platt Street

Tampa, FL 33606

(O) (813) 251-2407

sheryl.brown@tampalighthouse.org

Representing: Business and Industry

Term Expires: 2015

Patricia Lipovsky

1129 Bradenton Rd.

Daytona Beach, FL 32114

(H) 386-255-0288

plipovsky@cfl.rr.com

Representing: FL – IL Council

Term Expires: 2016

Robert L. Doyle, III, Director

FDBS Rm 1114, Turlington Bldg.

325 W. Gaines St.

Tallahassee, FL 32399

(O) 850/245-0300

Robert.doyle@dbf.fldoe.org

State Director Ex-Officio

Term Expires: N/A

Victoria Magliocchino

332 Cypress Rd.

St. Augustine, FL 32086

(H) (904) 201-4760

vmagliocchino@fldeafblind.org

Representing: FL - Deaf-Blind Association

Term Expires: 2016

Jesus Garcia

5955 West 16th Lane

Hialeah, FL 33012

(H) (305) 654-8329

jesusg@logisticare.com

Representing: Former Clients

Term Expires: 2016

Lenora Marten

7175 Overland Park Blvd E.

Jacksonville, FL 32244

(c) (904) 229-9554

fopbc@aol.com

Representing: Parent Training Center

Term Expires: 2015

Leanne Grillot

BEES Rm 614, Turlington Bldg.

325 W. Gaines St.

Tallahassee, FL 32399

(O) (850) 245-0478

Leanne.Grillot@fldoe.org

Representing: State Educational Unit

Term Expires: 2016

Sandra Burke

3748 Hyde Park Drive

Ft. Myers, FL 33905

(O) (239) 997-7797

SMartin@lighthouseswfl.org

Representing: Advocacy –Lion's Club

Term Expires: 2017

Benedict Grzesik

535 N. Interlachen Ave. #301

Winter Park, FL 32789

(C) (321) 446-4899

bgrzesik@cfl.rr.com

Representing: Workforce Board

Term Expires: 2016

Donte Mickens

4635 Danson Way

Delray Beach, FL 33445

(H) (561) 450 - 6149

Donte.Mickens@yahoo.com

Representing: Former Clients

Term Expires: 2016

Bruce A. Miles
590 Hammock Court
Marco Island, FL 34145
(H) (239) 394-1020
(F) (239) 394-1414
Brokerbruc@aol.com
Representing: Parents of the Blind
Term Expires: 2015

Gloria Mills
504 South Armenia Ave.
#1319-B
Tampa, FL 33609
(O) (813) 837-1100
gloria@irescue-tax.com
Representing: National Federation of the Blind
Term Expires: 2017

Robert Kelly, Chair
405 White Street
Daytona Beach, FL 32114
(O) (386) 258-3441
robert@conklincenter.org
Representing: Business and Industry
Term Expires: 2016

Joe Minichiello
3617 Nightscape Circle
Jacksonville, FL 32224
(H) (904) 367-8673
jbmini@comcast.net
Representing: Business and Industry
Term Expires: 2015

Daniel O'Connor
1809 Art Museum Drive, Suite 201
Jacksonville, FL 32207
(O) (904) 348-2730
Daniel.oconnor@dbs.fldoe.org
Representing: VR Counselor, Non-Voting Member
Term Expires: 2015

Sylvia Stinson-Perez
Lighthouse f/t Visually Impaired
8610 Galen Wilson Blvd.
Port Richey, FL 34668
(Pasco) (727) 815-0303
sperez@lvib.org
Representing: Rehabilitation enters
Term Expires: 2016

Dwight D. Sayer, First Vice Chair
12516 Hammock Pointe Circle
Clermont, Fl. 34711
(O) 707-430-0324
misteradvocate@aol.com
Representing: Business and Industry
Term Expires: 2015

Charles Brooks, III
659 Parakeet Court
Kissimmee, FL 32759
(H) 863-496-4744
Eagle77732@yahoo.com
Representing: Blinded Veterans Association
Term Expires: 2017

Michael A. Wiseman
591 E. 15th Street
Hialeah, FL 33010
(C) 305-331-4870
wisemanmikey@gmail.com
Representing: Florida Council of the Blind
Term Expires: 2017

Message from the FRCB Chairperson

The Florida Rehabilitation for the Blind (FRCB) is pleased to present its annual report for Federal Fiscal Year 2015 to the governor and other committed stakeholders. The year has been a busy one, requiring 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). Collaboration included a joint statement developed with the Division intended to help guide development of the rules for WIOA, which will be finalized in January 2016. 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.

The FRCB elected a new chair during the year, and welcomed two new members: Charles Brooks, representing the Blinded Veterans of America, and Michael Wiseman, representing the Florida Council of the Blind. Three members were reappointed: Robert Doyle, Director of the Division of Blind Services (ex officio), Gloria Mills, representing the National Federation of the Blind, and Sandra Burke, representing the Florida Lions. The terms of six members expired in September, and these positions remain vacant as of this writing. We respectfully ask that priority be given to screening and, at the governor's discretion, appointing/reappointing some or all of the five applicants currently under consideration. The FRCB is currently working on identification of candidates for the sixth position, which represents Vocational Rehabilitation Counselors. In view of the important work entrusted to the Division of Blind Services and challenges faced by the Division in implementing the new WIOA provisions, 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 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.

Robert Kelly
FRCB Chairman

Message from Director

I am pleased to present you with the Florida Rehabilitation Council for the Blind Annual Report, a showcase of different initiatives and accomplishments achieved in this past year. As we reflect on the wonderful work of the FRCB and Florida's Division of Blind Services, we must recognize our many outstanding successes.

Our members are passionate about making a difference in the lives of individuals living with visually impairments, and with that enthusiasm, we will enhance the impact of our programs.

FDBS has made great strides to increase employment outcomes for eligible individuals through various workgroups and strategic planning sessions that have been put in place. It is a priority for FDBS to ensure Floridians who are blind and visually impaired have the necessary tools to achieve success, which includes obtaining and maintaining employment. During this past state fiscal year, the Division provided employment services to 5,203 customers, and helped 761 individuals gain, maintain or advance in successful employment.

Florida's Division of Blind Services is committed to its continued working partnership with the Florida Rehabilitation Council for the Blind, our clients and stakeholders. I look forward to working with the Council to develop additional ways of keep Florida as a frontrunner in the areas of gainful employment, independent living and equality for individuals who are blind or visually impaired.

We have much to be proud of and we will continue to build on this solid foundation to raise achievements in the coming years.

Robert L. Doyle, III
Director Division of Blind Services

FRCB Chair Report

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 Gov. 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 Florida Rehabilitation Council for the Blind 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 three-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 (two positions)
- State Educational Agency (IDEA)
- State Workforce Investment Board (SWIB)
- Four with Business, Industry & Labor
- Disability Advocacy Groups (five groups)
 - o Florida Council of the Blind (FCB)
 - o National Federation of the Blind (NFB)
 - o Blinded Veterans Association (BVA)
 - o Florida Association of the Deaf-Blind (FADB)
 - o LIONS
- Director of Division of Blind Services (Serves Ex-Officio Member)
- One Division of Blind Services (FDBS) employee serves as the Council's staff.

FRCB Functions and Accomplishments

- Gov. Scott announced three appointments and two reappointments to the Rehabilitation Council for the Blind on October 7, 2013. These terms will expire August 31, 2016.
- Maintained a board of 20 members.
- Maintained its mission and is focus on a strategic planning that is closely aligned with the priorities of the FDBS.
- Participation in the Comprehensive Statewide Needs Assessment (CSNA);
- Recruitment and appointment of new FRCB members.
- Increased emphasis on collaboration between employers and the FDBS;
- Served as effective vehicle for cultivating meaningful partnerships between the FDBS and other stakeholders.
- Increased attention on FDBS's performance goals and objectives.
- FRCB attended the annual Vision Summit Co-Hosted by: The Florida Legislature's Vision Caucus and The Florida Association of Agencies Serving the Blind held in the Cabinet Room of the State Capitol on February 12, 2015;
- FRCB scheduled four quarterly meetings in October 2014, February 2015, May 2015 and July 2015
- 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.
- The Council chair attended NCSRC Spring Training Session in Bethesda, Maryland in April 2015.
- The Council chair attended the NCSRC Fall Training Sessions in Seattle, Washington in November 2015.
- FRCB continues to contract with 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>.
 - o Dr. Minna Jia is the director of FSU Survey Research Laboratory. The Council looks forward to its collaborative work and commitment with the Florida State University (FSU) Survey Research Laboratory in providing a comprehensive survey each year.
- The Blind Services Foundation of Florida, Inc., reported to the FRCB has accomplished the following initiatives:
 - o 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 June Foundations' Board Meeting.
 - o The development and launch of an informative and active website.
 - o Publishing and disbursement of brochures.
 - o Secured 20 percent to the Blind Services Foundation from the sale of motorcycle specialty license plates.

Florida Division of Blind Services Goals & Objectives

Primary Strategic Goals

FDBS contracted with Mississippi State University to conduct a needs assessment. The assessment revealed the following areas of need for FDBS:

1. Develop and strengthen greater employer relationships;
2. Expand services to Hispanic/Latino, African American, American Indian and other populations that identify themselves as multiple races);
3. Improve Assistive technology services such as standardizing curriculum, making an effort to stay up-to-date on the most in-demand technology and job skills, and reworking trainings to make them more frequent and/or in-depth;
4. Increase outreach and community visibility;
5. Assist clients in identifying transportation resources for employment;
6. Engage with Community rehabilitation Programs (CRPs) to maximize outcomes for consumers; and
7. Regular follow-up with consumers.

In addition to the areas identified in the CSNA, FDBS conducted three public meetings to collect stakeholder input.

New goals and strategies were derived from stakeholder input, the FDBS strategic plan and results of the CSNA. Additionally, the goals and strategies were discussed with, and endorsed by the Florida Rehabilitation Council for the Blind. The newly established goals are intended to guide the FRCB as it reviews, analyzes and advises the FDBS. The FRCB provides recommendations regarding FDBS's responsibilities relating to eligibility (including order of selection); the extent, scope and effectiveness of services provided; and functions performed by state agencies that affect or that potentially affect the ability of Floridians who are blind or visually impaired in achieving employment outcomes. These new goals and objectives are listed below:

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.

You may read or download a full copy of the State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program - Florida Department of Education - Division of Blind Services by using the web address below.

<http://dbs.myflorida.com/Legal%20Resources/State%20Plan%20FY2015/index.html>

FRCB Meetings and Public Forums

During each federal fiscal year, the FRCB meets quarterly (October, February, April and July). The meetings are held at various locations throughout 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 Rehabilitation Act.

The FRCB held its October quarterly meeting on Thursday, October 23, 2014 in Daytona Beach at the Hilton Daytona Beach Oceanfront Resort, Daytona Beach. Fourteen council members were present and two via teleconference. The FRCB also held a public forum on Thursday, October 23, 2014 in Daytona Beach at the Hilton Daytona Beach Oceanfront Resort. Ten consumers were in attendance. FRCB also held a second day of council business on Friday, October 24, 2014. Fourteen council members were present.

The FRCB held its February quarterly meeting on Wednesday, February 11, 2015 in Tallahassee at the Doubletree Hotel. Fourteen council members were present and four via teleconference. The February quarterly meeting is held in conjunction with the Annual Vision Summit.

The FRCB held its May quarterly meeting and public forum on Thursday, May 7, 2015 in Miami at the Hilton Miami Airport. Sixteen council members were present and one via teleconference. The FRCB also held a public forum on Thursday, May 7, 2015 in Miami at the Hilton Miami Airport. Fifteen consumers were in attendance. FRCB also held a second day of council business on Friday, May 8, 2015. Sixteen council members were present and one via teleconference.

The FRCB held its July quarterly meeting and public forum on Tuesday, July 28, 2015 in Orlando at the Hyatt Regency Orlando International. Thirteen council members were present and three via teleconference. The FRCB also held a public forum on Tuesday, July 28, 2015 in Orlando at the Hyatt Regency Orlando International. One consumer was in attendance. FRCB also held a second day of council business on Wednesday, July 29, 2014. Thirteen council members were present and three via teleconference.

Complete quarterly meeting and public forum minutes can be found on the FDBS website: <http://FDBS.myflorida.com/Rehabilitation%20Council/meetings-minutes.html>

FRCB Quarterly Meeting Agenda Items

- Welcome, Introductions and Pledge of Allegiance
- Adoption of Agenda
- Director's Report
 - o DBS General Update
 - o Gifts and Donations
 - o Budget
- District Administrator's Report
- Employer Recognition
- Local Community Rehabilitation Program Reports
 - o The Center for the Visually Impaired
 - o Conklin Center
 - o Lighthouse Works
 - o Lighthouse of the Big Bend
 - o Miami Lighthouse
 - o New Vision for Independence
- Client Satisfaction Survey Data Updates
 - o February and April Quarterly Meetings
- 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
- Division of Blind Services Policy Discussions
 - o #6.07 Rehab Assistive Technology
 - o #2.10 Self-Employment

District Accomplishment Reports

The FRCB acknowledges the work done by districts toward achieving the FDBS's goals, specifically those activities that increase the quality and quantity of employment outcomes. Over the past year, district staff from across the state participated in events that brought together employers, community rehabilitation partners (CRPs) and individuals seeking employment. Additionally, vibrant and innovative collaborations have been forged to provide employment opportunities and support systems for FDBS consumers. Notable highlights include:

October 2014 – District Administrator Jim Woolyhand presented the Council with an overview of activities in District Five and its relationships and activities with the local CRP's, involving outreach activities to the underserved communities. District Five personnel participated in quarterly marketing and outreach campaigns to increase referrals as well as reach underserved populations in rural areas. They focused on marketing to eye physicians, hospitals/clinics/medical centers, schools, churches, and other social/community programs. District Five has seen an increase in most of the counties.

February 2015 - District Administrator Ana Saint-Fort introduced community outreach towards increasing awareness in the community and to obtain referrals. The Tallahassee District staff continues to meet quarterly with all Lighthouse of the Big Bend staff to review cases in order to ensure that services are being rendered to our clients according to the guidelines stipulated by each contract. District Two staff is knowledgeable in their field and relies on their many years of experience in Vocational Rehabilitation and Case Management. District Two has three members of the team that have 20 years working with the agency. The Georgia Industries for the Blind is a long time employment partner of the district, employing more than five visually impaired clients from Leon County throughout the past year. Georgia Industries for the Blind continues to be a great community resource.

May 2015 – District Administrator Juan Diaz presented the Council with an overview of activities in District 12 and its relationships and activities that the district participated in quarterly such as, marketing and outreach campaigns to increase referrals as well as reach underserved populations in rural areas. They focused on marketing to eye physicians, hospitals/clinics/medical centers, schools, churches, and other social/community programs. District 12 Employment Placement Specialist (EPS) have been working on securing volunteer positions and work experience opportunities with various county government entities; two of which resulted in employment. The district collaborates with one CRP, The Miami Lighthouse for the Blind and Visually Impaired. The CRP serves clients in Miami Dade and Monroe Counties. District 12 and the CRP

works well together to ensure clients provision of services. The district places an emphasis on keeping open channels of communication. The relationship of this district and the CRP is one of mutual respect where we can discuss concerns or challenges as they appear and work through our problems.

July 2015 – District Administrator Jeff Whitehead presented the Council with an overview of activities in District Six. District six is the largest district office in the state serving five counties (Orange, Osceola, Seminole, Lake and Sumter counties). The district is restructuring its office to increase customer service availability, and increase referrals through the community. Also, the district has a long standing relationship with its CRPs. They work very well together to ensure the provision of client services. Monthly case management meetings are conducted to discuss client progress. The district participated in quarterly marketing and outreach campaigns to increase referrals as well as reach underserved populations in rural areas. They focused on marketing to eye physicians, hospitals/clinics/medical centers, schools churches and other social/community programs.



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.

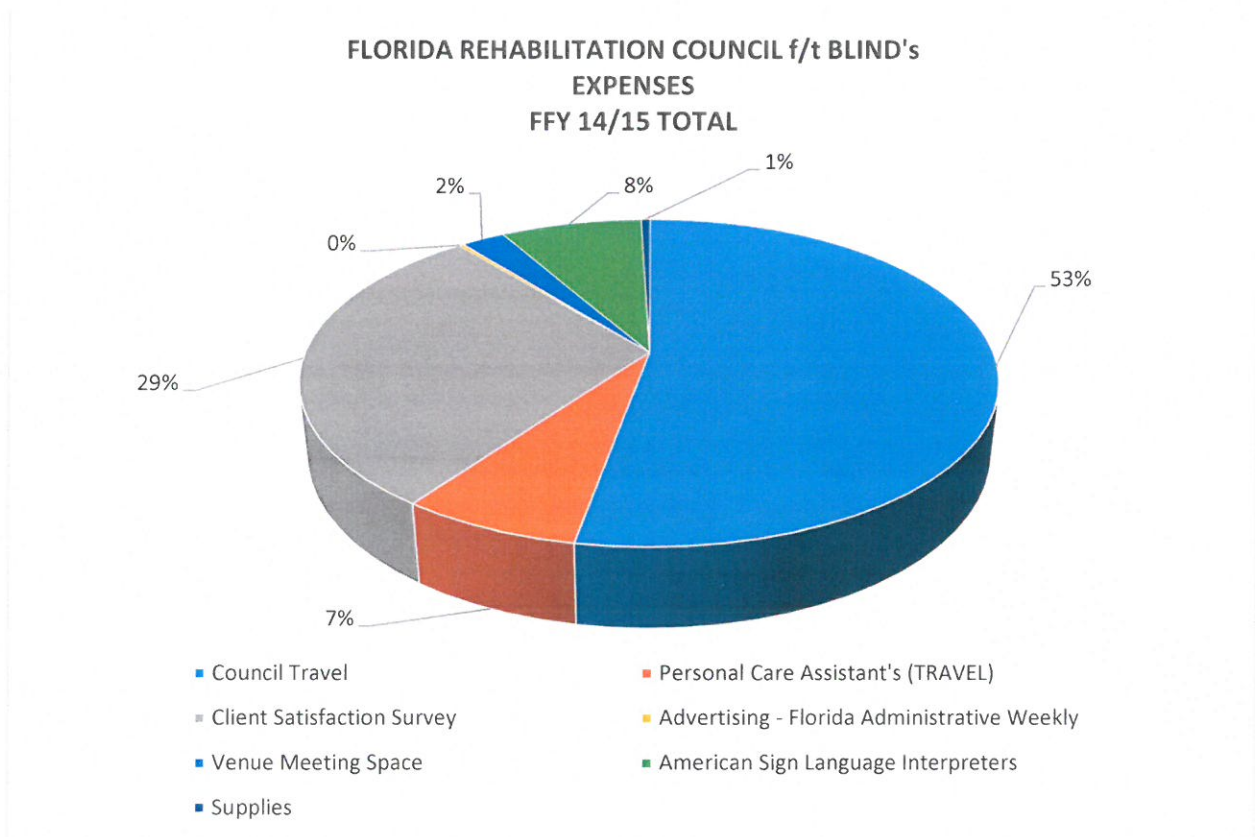
The FRCB and FDBS presents the Appreciation Awards through local quarterly business meetings statewide. This year the following employers were recognized:

- The Center for the Visually Impaired (CVI), Daytona Beach in October. The Center began serving blind and visually impaired seniors in 1988 in Daytona Beach and on the Blind Services Campus in 1990. CVI serves youth in transition programs, vocational clients with a variety of services and children with a new program just started this year called the STEPS program. CVI provides services to the senior population through its independence Living Program, Vocational Rehabilitation client's through orientation & mobility services, assistive technology services, job readiness training and job placement and youth transition services as well as a newly implemented children's program. CVI has a total of 21 staff and of that 25 percent are blind or visually impaired.
- Interim Health Care, Tallahassee in February
Interim Health Care offers home health, private duty and health care staffing opportunities for a wide variety of health care professionals and caregivers. Interim Health Care employs caring qualified individuals to become a part of their health care team. Presently increasing their employee base to continue meeting the growing demand for the services.
- Baptist Hospital, Miami in May
Baptist Hospital has provided successful job placements for Division of Blind Services clients.
- Disney World, Orlando in July

2014-2015 FEDERAL FISCAL YEAR EXPENSES*

EXPENSE	Oct-14	Nov-15	Jan-15	Feb-15	Apr-15	May-15	Jun-15	Jul-15	TOTAL
Council Travel	\$9,344.58	\$1,245.39	\$500.00	\$11,789.18	\$1,200.00	\$9,592.61		\$10,613.00	\$44,284.76
Personal Care Assistant's (TRAVEL)	\$2,840.51		\$250.00	\$1,859.54		\$648.38		\$333.27	\$5,931.70
Client Satisfaction Survey							\$24,475.00		\$24,475.00
Advertising - Florida Administrative Weekly	\$50.60						\$171.50	\$115.50	\$222.10
Venue Meeting Space				\$682.14		\$1,331.00		\$2,000.00	\$2,013.14
American Sign Language Interpreters	\$1,260.00			\$2,200.00		\$3,055.00			\$6,515.00
Supplies				\$200.00	\$200.00				\$400.00
TOTAL	\$13,495.69	\$1,245.39	\$750.00	\$16,730.86	\$1,400.00	\$14,626.99	\$24,646.50	\$13,061.77	\$83,841.70

***ESTIMATED TOTAL EXPENSES**



2014-15 CUSTOMER SATISFACTION SURVEY FINAL RESULTS

(Cases Closed October 1, 2014 through September 30, 2015)

Florida Division of Blind Services (FDBS) Clients Conducted for the Florida Rehabilitation Council for the Blind

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 2014-15 fiscal year. This report includes cases closed between October 1, 2014 and September 30, 2015. 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 2014-15 results for clients with cases closed between October 1, 2014 and September 30, 2015. 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 9 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.

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 October 1, 2014 and September 30, 2015 comprises the population surveyed for this year-end report. DBS provided the names, addresses, phone numbers and demographic information for 1,145 former clients. Among them there are 145 clients 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 2014-15, nearly all the clients, 96 percent (262 of 272), 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 2014-15, 92 percent of the clients (156 of 271) were either “Satisfied” or “Very Satisfied with the program. (See Q61 in Appendix B). Nearly the same percentage of clients with successful closure (89%) reported being “Satisfied” or “Very Satisfied” as clients with unsuccessful closure (86%).

<http://FDDBS.myflorida.com>



Outcomes

Florida DBS VR Performance Based Budget Measures

DBS VR Performance Based Data	FFY2011	FFY2012	FFY2013	FFY2014	FFY2015
Number of Customers Served	5648	5455	5418	5358	5287
Number of Customers Successfully Closed	720	740	690	721	772

Consumers Earnings Data –Federal Fiscal Year

	FFY2011	FFY2012	FFY2013	FFY2014	FFY2015
Average # of Hours worked per week	30.51	30.60	30.35	29.64	28.98
Average Hourly Wage	\$13.23	\$12.55	\$13.41	\$13.54	\$13.96
Average Weekly Wage	\$382.29	\$395.64	\$410.07	\$399.85	\$403.56
Projected Average Annual Earnings at Placement	\$19,879.06	\$20,573.15	\$21,323.76	\$20,792.15	\$20,984.93
Average Case Cost	\$5,837.92	\$7,311.64	\$7,083.19	\$6,929.03	\$7,953.80

Florida Rehabilitation Council for the Blind Ad Hoc Committees

EXECUTIVE COMMITTEE

The Executive Committee shall consist of the Chair, First -Vice Chair, Second -Vice Chair and the Chairs of each standing committee. **The Executive Committee is as follows:**

Robert Kelly, Council Chair
Dwight Sayer, First Vice Chair
Joe Minichiello, Second Vice Chair
Bruce Miles, Chair, Planning Committee
Donte Mickens, Chair, Evaluation Committee

PLANNING COMMITTEE

The Planning Committee will report to the full council regarding activities authorized to be carried out under Section 105 of the Rehab Act, as amended, and assist in the preparation of the State plan and amendments to the plan, applications, reports, and needs assessments required by Section 105 of the Rehab Act, as amended and other programs. **The Planning Committee is as follows:**

Bruce Miles, Chair
Sheryl Brown
Ben Grzesik
Joe Minichiello
Vicky Magliocchino
Lenora Marten
Jesus Garcia

EVALUATION COMMITTEE

The Evaluation Committee will review, analyze, and report to the full council regarding the performance of the responsibilities of FDBS as required under Section 105 of the Rehab Act, as amended. **The Evaluation Committee is as follows:**

Donte Mickens, Chair
Dan O'Connor
Sylvia Stinson-Perez
Leanne Grillot
Gloria Mills
Dwight Sayer
Sandy Burke
Patricia Lipovsky
Charles Brooks
Michael Wiseman

FLORIDA REHABILITATION COUNCIL FOR THE BLIND BIOGRAPHIES

SHERYL K. BROWN

TAMPA

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

Brown is the executive director of the Tampa Lighthouse for Blind, overseeing services in Polk, Hardee and Hillsborough Counties. She has a master's degree in visual disabilities from Florida State University and has worked at the Lighthouse for 30 years.

Brown 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, member of the Agency Directors Council of United Way of Central Florida, member of the City of Tampa, Mayor's Alliance, board member of Career Source of Hillsborough County, and member of Project Connect Transition from School to Work for Hillsborough County. Also, she is a member of Florida Association of Agencies Serving the Blind, VisionServe, NIB and NAEPB.

Brown resides in Tampa and has been married to her husband for 31 years. They have one daughter.

~ ~

BENEDICT F. GRZESIK

MELBOURNE

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

He 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 10 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.

Grzesik holds a master's degree in international administration and a bachelor's degree in organizational behavior and is certified as a senior human resource professional and a member of the Society for Human Resources Professionals.

~ ~ ~ ~ ~

ROBERT KELLY
DAYTONA BEACH

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

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

~ ~ ~ ~ ~

SANDRA BURKE
NORTH FORT MYERS

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

She is a marketing representative and receptionist at the Lighthouse of SWFL in North Fort Myers, Fla. Blind since the age of 22, Martin 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. 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. Martin 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, 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.

~ ~ ~ ~ ~

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**).

She was born at an army base in Columbus, Ga. and grew up in Thornwood and Hawthorne, New York. Magliocchino 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 Westminster, Md. in the summers of 1980, 1981 and 1982. She earned her bachelor's degree in English from Gallaudet and master's degree in deaf education from Western Maryland.

Magliocchino has taught language arts and mathematics at the Deaf Department High School at Florida School for the Deaf and Blind in St. Augustine for 35 years. She was the head sponsor of the Junior National Association of the Deaf 1979 to 1987. She also was the school yearbook advisor/journalism teacher for 12 years. She retired this past May.

Magliocchino has served FDBA as the president for the past seven years. She was instrumental in establishing FSSP (Florida Support Service Providers) project and hopes it will become a full-blown program in the near future to provide much needed SSP services to the Deaf-Blind community. She received 2013 SERID Outstanding Deaf/Hard of Hearing/Deaf-Blind.

She has three adult children. She was married for 21 years.

~ ~ ~ ~ ~

ROBERT LEE DOYLE, III
TALLAHASSEE

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

He has served for four years as director of the Division for the Visually Impaired within the Department of Human Services in Delaware. He has 15 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.

~ ~ ~ ~ ~

DONTÉ A. MICKENS
DELRAY BEACH

Donte' Mickens is a **Former Client** representative on the Florida Rehabilitation Council for the Blind. He is a graduate of Florida State University where he received a master's degree in management with a major in risk management/insurance and bachelor's degrees in finance and risk management. He is also a graduate of the Florida School for the Deaf and Blind in St. Augustine, Fla.

Mickens 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.

Mickens 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.

~ ~ ~ ~ ~

BRUCE A. MILES
MARCO ISLAND

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. Miles owned and operated Gulf Coast Realty of Marco Inc. for many years and now associated with Anchor Real Estate of Marco.

Miles 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. Miles 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.

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 October 2008.

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



JOSEPH B. MINICHELLO
JACKSONVILLE

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

He 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, Fla. 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.

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

~ ~ ~ ~ ~

DANIEL W. O’CONNOR
JACKSONVILLE

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

He has been working for Division of Blind Services (FDBS) for about 4.5 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.

O’Connor 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.

O’Connor 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.

~ ~ ~ ~ ~

LEANNE GRILLOT
TALLAHASSEE

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

Since 2011, she 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. Grillo has extensive experience as a teacher of the visually impaired and orientation and mobility specialist having been in

the field for 20 years. Additionally, she assists with questions regarding assistive technology, Florida Alternate Assessment, National Instructional Materials Access Standard, and Online Learning for Students with Disabilities.

~ ~ ~ ~ ~

JESUS GARCIA
MIAMI

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

He is employed with LogistiCare, a company specializing in transportation. LogistiCare provides management services for government and private transportation systems. He graduated from Florida State University with a bachelor’s degree in business administration and a minor in computer science. Hobbies include reading, music, politics and all fields in the sciences. Garcia has been totally blind since birth and is active in the blind consumer movement, a member of the Florida Council of the Blind and its parent organization the American Council of the Blind.

~ ~ ~ ~ ~

GLORIA MILLS
TAMPA

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.

~ ~ ~ ~ ~

DWIGHT D. SAYER
CLERMONT

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

He 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 Newslite, 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, and a past director on the Board for the Central Florida Center For Independent Living.

Sayer holds a bachelor's degree and master's degree in business administration. He was honorably/medically discharged from the Air Force in 1969. He 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, Sayer 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.

Sayer 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.

He now lives in Winter Garden, Fla. with his wife, Patty, two children, Austin and Amanda, and their pet dog, Pearl.

~ ~ ~ ~ ~

SYLVIA STINSON-PEREZ
PORT RICHEY

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

She is the executive director of the Lighthouse for the Visually Impaired and Blind (LVIB), which serves Pasco, Hernando and Citrus counties. She has more than 12 years in the field of vision rehabilitation. Stinson-Perez 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.

Stinson-Perez is 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.

She is the proud mother of Olivia, 15 years old, and a guide dog named Carmel.

~ ~ ~ ~ ~

LENORA MARTEN
JACKSONVILLE

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 president, Florida Organization of Parents of Blind Children and secretary for the National Federation of the Blind.

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

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

~ ~ ~ ~ ~

PATRICIA LIPOVSKY
DAYTONA BEACH

Patricia Lipinski is the **Florida Independent Living Council** representative for the Florida Rehabilitation Council for the Blind.

She is originally from New Jersey, which is where she received her education, got married and started a family. Marten is a 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. She also advocates for people with disabilities throughout the state of Florida, encouraging equal accessibility and opportunity for all.

In addition to serving on the FRCB council, Patricia also serves on the Florida Independent Living Council (FILC), is the treasurer of the Handicapped Adults of Volusia County (HAVOC), and 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 Books Library in Daytona Beach in providing audio books to the print impaired throughout the State of Florida, and sits on two state committees of the Florida Council of the Blind.

Her major in college was psychology and business, with a mission 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.”

~ ~ ~ ~ ~

Charles Brooks
Kissimmee

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, Cali., 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) a local chapter, 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.

CONNECT WITH DBS

<http://DBS.myflorida.com/>



Florida **DBS** Division of Blind Services



Florida Rehabilitation Council for the Blind
Florida Department of Education
Administrative Offices
325 West Gaines Street
Tallahassee, FL 32399
850-245-0300 • 1-800-342-1828

