

Division of Blind Services

2020 – 2025 Strategic Plan

Goal 1 – Highest Client Achievement

OBJECTIVE 1: 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.

- 1.1 Secure opportunities for students/youth with disabilities to practice and improve workplace skills.**
- 1.2 Ensure clients participating in training and education programs are benefiting.**
- 1.3 Increase the utilization of online job systems/portals to expose employers to job-ready DBS clients.**
- 1.4 Increase the participation of clients in industry certifications and other post-secondary client outcomes.**
- 1.5 Develop and implement an Employment Skills Training Program at the Residential Rehabilitation Center.**

Goal 2 – Seamless Articulation & Maximum Access

OBJECTIVE 2: 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 clients, advocates, providers, employers, and other stakeholders.

- 2.1 Increase the provision of accessibility tools, awareness, and regular follow-up with clients to ensure equality in educational experiences and vocational opportunities**
- 2.2 Create and implement comprehensive communications and outreach plans.**
- 2.3 Increase the number of individuals with significant and most significant disabilities receiving services.**
- 2.4 Increase outreach efforts to underserved and unserved populations.**

Goal 3 – Skilled Workforce & Economic Development

OBJECTIVE 3: Assist blind and visually impaired Floridians with obtaining, maintaining, and advancing in competitive integrated employment.

- 3.1 Develop and strengthen employer relationships by providing employers with training, support, education, and resources.**
- 3.2 Increase successful employment outcomes, including self-employment, for transition-age youth, adults, and seniors.**
- 3.3 Create successful job outcomes in the Business Enterprise Program.**
- 3.4 Support DBS clients in becoming self-supporting.**
- 3.5 Develop mechanisms to maximize job placement effectiveness among DBS Employment Placement Specialists and contracted service providers**

Goal 4 – Quality Efficient Services

OBJECTIVE 4: Create an accountable and exemplary division workforce that ensures high-quality services.

- 4.1 Increase staff development and continuing education opportunities for DBS personnel.**
- 4.2 Incorporate elements of the common performance measures into employee performance expectations and evaluations.**
- 4.3 Increase opportunities for data sharing and improve data validity and integrity.**
- 4.4 Decrease federal and state audit findings.**
- 4.5 Develop strong fiscal policies and procedures to promote responsible stewardship of available resources and address WIOA requirements.**
- 4.6 Strengthen contract language to ensure increased contractor accountability, improve resource allocations, address WIOA regulations and encourage maximum achievement of client independence.**
- 4.7 Strengthen contract monitoring activities and procedures/protocols to reflect new requirements**
- 4.8 Improve the employees' workplace environment.**
- 4.9 Improve library services by obtaining customer feedback.**