

Division of Blind Services 2026 – 2030 Strategic Plan

1. Priority Area: Highest Client/Student Achievement

1.1	Maintain 75% persistence in the Business Enterprise Program (BEP) training cohorts annually.
1.2	Increase young adult BEP applicants by 10% annually.
1.3	Expand client registration in online job systems/portals by 10% annually (e.g. FLWINS, TAP, EmployFlorida, etc.).
1.4	Assist 250 Division of Blind Services (DBS) clients in the enrollment and completion of a DBS training program through Career, Technology and Training Center (CTTC) by 2030.
1.5	Reach 1,000 successful closures by FY 2028, then grow 3% each year.
1.6	Ensure 85% of new vendors participate in their first Type 1 facility for at least 12 months annually.
1.7	90% of all CTTC employment clients engage in a work-based learning experience (WBLE) in community based and/or high-demand industries by 2030.

2. Priority Area: Seamless Articulation & Maximum Access

2.1	Through the Blind Services Accessibility Initiative, successfully review a minimum of 15 websites for internal and/or external organizations.
2.2	Grow and maintain the Blind Services Accessibility Initiative by integrating accessibility best practices into all programs, training and operations by 2030.
2.3	Establish and maintain a comprehensive communications plan that includes social media, community events and interagency outreach, with annual updates and staff orientation by 2030.
2.4	Attain 90% room utilization at the CTTC annually.
2.5	Improve the satisfaction rate responses on the Library Patron Survey to 98% by 2027.
2.6	Increase the number of Braille and Talking Book Library patrons by 5% annually.

3. Priority Area: Skilled Workforce & Economic Development

3.1	Assist a minimum of 100 DBS clients with enrollment and participation in pre-apprenticeship and apprenticeship programs by 2030.
3.2	Implement an Assistive Technology Instructor Training Program at the CTTC, attain a completion rate of 60% by 2027 and increase the completion rate by 5% each subsequent year.
3.3	Increase the participation of clients in industry certifications and other post-secondary outcomes by 5% annually.
3.4	Increase the number of DBS-employer partnerships by 10% annually.
3.5	Assist at least 40 clients at the CTTC in obtaining a portable IT credential by 2030.
3.6	Increase the number of job placements and/or work-based learning experiences (WBLE) by 5% annually.

4. Priority Area: Quality Efficient Services

4.1	Develop and release a quarterly dashboard and an annual report on each Community Rehabilitation Program provider's performance.
4.2	Decrease unsuccessful closures by 25% by 2030.
4.3	Implement a division-wide Learning Management System (LMS) by FY 2027 and ensure all employee trainings—regardless of delivery format—are cataloged, tracked or accessible through the LMS by FY 2028. Maintain at least 90% of annual trainings in LMS-supported formats by 2030.
4.4	Develop and implement internal tracking controls to ensure division-wide policies and procedures are reviewed annually beginning Summer 2026.
4.5	Using the new contract monitoring process, ensure that 100% of Community Rehabilitation Programs (CRPs) are monitored annually, with published annual reports.
4.6	Increase the number of offices with an employee engagement plan by 100% by December 2026.