



 **FRCB**

# Annual Report

FLORIDA REHABILITATION COUNCIL FOR THE BLIND

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# 2023-2024

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# FLORIDA REHABILITATION COUNCIL FOR THE BLIND



December 30, 2024

U. S. Department of Education, OSERS  
Rehabilitation Services Administration  
Attn: Mary Williams  
400 Maryland Avenue SW  
Washington, DC 20202-2800[RD1]

Dear Ms. Williams:

The Florida Rehabilitation Council of the Blind respectfully submits its 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 2023-2024 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 Floridians with visual impairments.

If you have questions regarding this submission, please contact Brandis Hall assistant to the council at 850-245-9305.

Sincerely,

Douglas Ingram, Chair  
Florida Rehabilitation Council for the Blind

DI/bh

cc: Governor Ron DeSantis  
Joe Doney

# MESSAGE FROM THE CHAIRMAN



The Florida Rehabilitation Council for the Blind (FRCB) is pleased to present its annual report for Federal Fiscal Year 2024 (October 1, 2023, to September 30, 2024) to the Governor and other committed stakeholders. In 2024, there was an increased effort on collaboration, planning and advocacy on the part of the Council and the Division of Blind Services (DBS) in order to improve vocational rehabilitation training and employment outcomes for Floridians who are blind or have low vision.

The FRCB elected officers are Doug Ingram, Chairman, Jorge Hernandez as Vice-Chair and Donté Mickens as 2nd Vice-Chair. There are currently seven vacancies on the council. The Council continues to encourage individuals to apply and it communicates with the Governor's office for appointments and reappointments to the council. Recruitment for new applicants will focus on individuals who are enthusiastic, dedicated and interested in improving the lives of visually impaired individuals.

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

Furthermore, the FRCB has continued to work on behalf of individuals who are blind or visually impaired and nothing has interfered with our commitment or slowed down our work. The FRCB meets in person, while allowing virtual/telephonic options for consumers and members who are unable to travel. FRCB meetings are instrumental for highlighting accomplishments and maintaining awareness about issues related to DBS district offices and community rehabilitation programs. These meetings continue to feature public forums which give consumers around the state a voice, allowing them to provide input that encourages optimal services.

Douglas Ingram  
FRCB Chairman

*DBS helped a record 856 individuals gain, maintain or advance in successful employment.*



## MESSAGE FROM THE DIRECTOR

As Director of the Division of Blind Services, I am pleased to submit this letter recognizing our outstanding partnership with the Florida Rehabilitation Council for the Blind. This past year has been marked by significant achievements, many of which were made possible through the Council's collaboration and dedication. Among the highlights:

- **Public Forums and Consumer Input**

The FRCB organized three public forums, providing consumers with a platform to share valuable feedback on DBS services. These forums foster transparency and enable us to tailor our programs to meet the needs of the individuals we serve.

- **Employer Recognition**

The Council celebrated businesses that are hiring individuals with visual disabilities. Recognized employers this year included Major Family Chiropractic Center, Amazon, Walgreens and Dreamie Cookies, among others.

- **Customer Satisfaction Survey**

In partnership with Florida State University's Survey Foundry, the FRCB continued its long-standing client satisfaction survey initiative. Results show that 94% of clients would recommend DBS services to others, reflecting the trust and value placed in our programs.

- **Vocational Rehabilitation Success**

DBS provided services to 5,288 individuals and supported 856 clients in gaining, maintaining or advancing employment — a testament to our shared focus on meaningful outcomes. Clients achieved an average hourly wage of \$20.40, with projected annual earnings significantly outpacing the average cost per case, demonstrating the program's strong return on investment.

The FRCB continues to exemplify the values of advocacy, partnership and accountability, ensuring the voices of Floridians with visual disabilities are heard. Their efforts strengthen our collective ability to deliver high-quality services and meet evolving needs.

**ROBERT L. DOYLE, III**  
**DIRECTOR DIVISION OF BLIND SERVICES**



## **FRCB MISSION**

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The Florida Rehabilitation Council for the Blind reviews, analyzes and advises on 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**

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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.

# Key Activities

FRCB

## Federal Fiscal Year 2023 - 2024

- The Florida Rehabilitation Council for the Blind (FRCB) continues to review, analyze and advise on policy decisions and evaluate 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. The FRCB functions to create a positive impact on the fairness, efficiency and accessibility of services through the evaluation of consumer feedback and the Florida Division of Blind Services' performance.
- During FFY 2023-2024, the FRCB held four hybrid meetings. Tampa on October 26-27, 2023, Tallahassee on February 8-9, 2024, Ft. Myers on May 1-3, 2024, and Orlando on July 24-26, 2024.
- The Council recognized employers who hire individuals with visual disabilities by presenting each with a plaque during the quarterly meetings. The following employers were recognized for 2023-24: Major Family Chiropractic Center, Amazon, House of Cars, County North Fort Myers Library, Walgreens and Dreamie Cookies.
- The Council collaborated with other organizations of and for the blind to plan for interaction with the state legislature which took place in February of 2024. With a successful visit, the collaboration amongst organizations increased and plans for further interactions will take place January 2025.
- The Council invited VisionServe Alliance to provide information on their services. The Council received the Florida Report for the Big Data Project Working Age Adult. A stand-alone state report that includes national data and analysis, estimating the prevalence of blindness and low vision at the state and county levels. The report also describes social, economic, health and quality of life factors at state level among people who are blind and have low vision compared to older people without blindness and low vision.

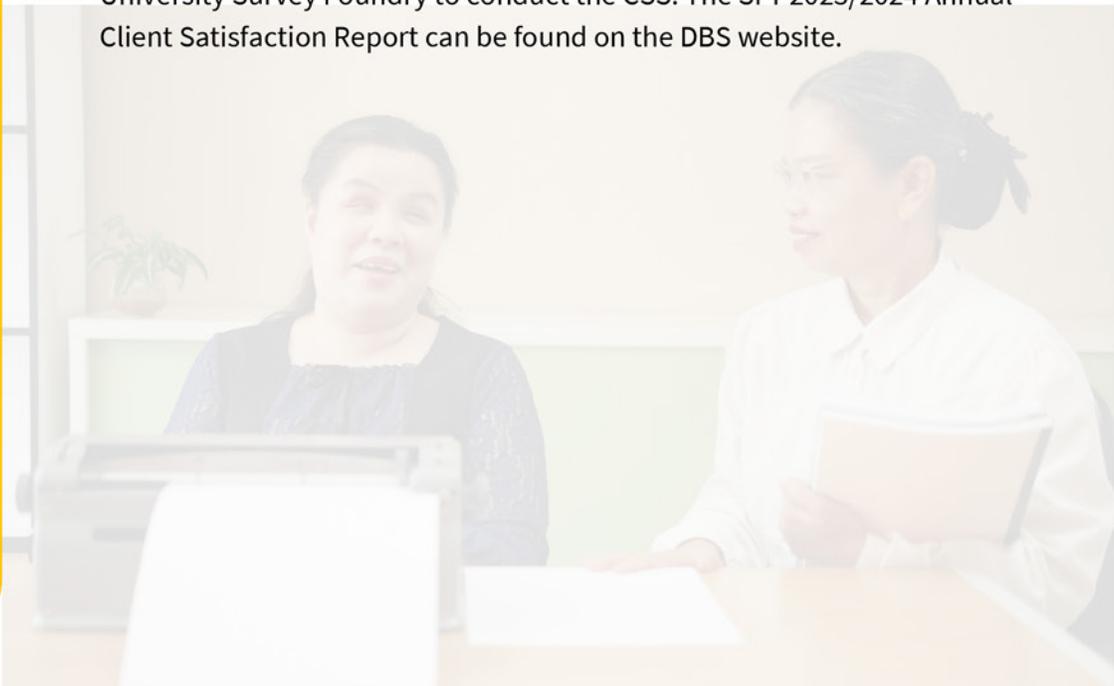


# Key Activities

FRCB

## Federal Fiscal Year 2023 - 2024

- The FRCB continues to serve as an effective vehicle for cultivating meaningful partnerships between DBS, stakeholders and consumers by holding public forums at our meetings. During 2023-2024, the FRCB scheduled and held three public forums.
- During the year, the FRCB received regular updates on initiatives being supported by the Blind Services Foundation such as the Senior Equipment and Training Program, White Cane Outreach, and Florida Vision Vocational Evaluation Tool.
- As part of its mandate, the Council continued to oversee additional components. They received initial information on the comprehensive statewide Needs Assessment being prepared by the Vocational Rehabilitation Technical Assistance Center for Quality Management (VRTAC-QM). In addition, the Council provided feedback and approved their segment of the State Plan which was adopted March 2024.
- The Council toured the Lighthouse of Southwest Florida, Inc.
- Council members participated in the National Coalition of State Rehabilitation Councils (NCSRC) Fall 2023 and Spring 2024 training conferences.
- The Council continued to oversee the development and implementation of the Client Satisfaction Survey (CSS). The FRCB contracts with Florida State University Survey Foundry to conduct the CSS. The SFY 2023/2024 Annual Client Satisfaction Report can be found on the DBS website.



# FRCB COUNCIL COMPOSITION

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- Independent Living Council (FILC)
- Parent Training & Information Center
- Client Assistance Program (CAP)
- VR Counselor (Ex Officio)
- Community Rehabilitation Program Service Provider (CRP)
- A former applicant or client of VR services (two seats)
- State Educational Agency (IDEA)
- Parent, family member, guardian, advocate or an authorized representative of a blind person
- State Workforce Investment Board (SWIB)
- Business, Industry & Labor (four seats)
- Disability Advocacy Groups (five seats)
- Director of Division of Blind Services (Ex Officio)

Total Seats: 20

# COUNCIL MEMBERS



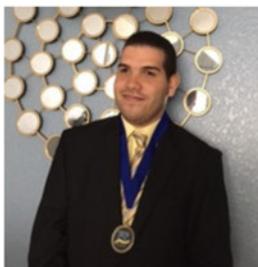
## **Ciawanda McDonald, Daytona Independent Living Council**

Ciawanda McDonald is the Independent Living Council representative on the Florida Rehabilitation Council for the Blind.

Ms. McDonald serves as the Chief Executive Officer of Disability Solutions for Independent Living, located in Daytona Beach, Florida. After a 10-year career in social services with the State of Florida, Ciawanda joined the Center for Independent Living in June of 2017 with the goal of empowering individuals with disabilities with innovative assistive technology, training, education and resources needed to maintain independence in the community.

Ciawanda McDonald serves as a subject matter expert on disability and inclusion. She currently serves on two Governor-appointed Councils, including the Florida Independent Living Council and the Florida Rehabilitation Council for the Blind.

Ms. McDonald holds a Bachelor's Degree in Political Science from Florida State University, a Master's Degree in Occupational Therapy from the University of Saint Augustine and a Master's Degree in Public Administration from Troy University.



## **Paul Martinez, Tampa Disibility Advocacy Group**

Paul Martinez is an Advocacy Group representative on the Florida Rehabilitation Council for the Blind.

Mr. Martinez is an Ambassador for the Multiple Sclerosis Society, serves on the Bay Legal Services Board of Directors and is President of the National Federation of the Blind. Paul earned his associate degree in liberal arts from Hillsborough Community College and currently attends the University of South Florida.

# COUNCIL MEMBERS



## **Denise Valkema, Jacksonville Disability Advocacy Group**

Denise Valkema is an Advocacy Group representative on the Florida Rehabilitation Council for the Blind.

Ms. Valkema is a member of the National Federation of the Blind and currently serves as an affiliate board member and vice president of the Jacksonville chapter of the National Federation of the Blind of Florida. She was the immediate past president. She currently serves on the Jacksonville Transportation Advisory Committee (JTAC).

Ms. Valkema graduated with an Associate in Arts Degree and an Associate in Science Degree in Early Childhood Education from Miami Dade College. She received her Bachelor's Degree in Elementary Education from Clearwater Christian College. Ms. Valkema was appointed to the Miami Dade County Commission on Disability Issues from 2004-2012. She served on the Miami Dade County Local Coordinating Board for the transportation disadvantaged 2004-2020.



## **Arthur Moody, St. Petersburg Client Assistance Program**

Arthur Moody is the Client Assistance Program (CAP) representative on the Florida Rehabilitation Council for the Blind.

Arthur serves as an Advocate/Investigator at Disability Rights Florida. In addition to working with individuals who request CAP assistance, Arthur serves on the Community Integration Team, advocating under state and federal law for all members of the community to receive equal access to places of public accommodation and provision of effective communication.

Arthur served as a senior counselor and as a consultant at Florida Division of Vocational Rehabilitation from 2013-2021. He earned a Master of Arts degree in Rehabilitation and Mental Health Counseling from University of South Florida in Tampa in 2012. Arthur is a Licensed Mental Health Counselor in the state of Florida.

# COUNCIL MEMBERS



## **Robert L. Doyle III, Tallahassee** **Director, Division of Blind Services**

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

Director Doyle oversees services to Floridians who are blind or visually impaired through 18 local offices, including the Rehabilitation Center for the Blind, the Braille and Talking Book Library and local community rehabilitation programs. Prior to joining the Division of Blind Services, Doyle served as director for the Delaware Division for the Visually Impaired. He has over 30 years of experience in human services, administration, insurance and financial services. Doyle holds a bachelor's degree in political studies and a master's degree in public administration, both from the University of Illinois-Springfield. Director Doyle served as president of the Council of State Administrators of Vocational Rehabilitation and he served as president of the National Council of State Agencies for the Blind. He currently serves on the executive committees of both of these organizations and on the CareerSource Florida Board.

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



## **Douglas Ingram, Tallahassee** **Disibility Advocacy Group**

Douglas Ingram is an advocacy group representative on the Florida Rehabilitation Council for the Blind.

Douglas became legally blind in 2002 and retired from the state of Florida. In 2004 while self-employed, he worked in commercial and residential property maintenance. He also owns residential property for income.

In 2015 Douglas joined the National Federation of the Blind and American Council of the Blind to find other successful blind individuals that he could learn from and be inspired by. He is a current member of the Blinded Veteran's Association and National Association of Blind Veterans, a national division of the NFB.

# COUNCIL MEMBERS



## **Jorge Hernandez, Miami Community Rehabilitation Provider**

Jorge Hernandez serves as the Community Rehabilitation Provider representative on the Florida Rehabilitation Council for the Blind. Jorge Hernandez is employed at Miami Lighthouse for the Blind and Visually Impaired and is the current Manager of Technologies.

After spending nearly two decades working in an institution of higher learning in the technology and accessibility field, he understands the needs and necessities of blind individuals who are seeking employment and the struggles of students in a campus environment. Mr. Hernandez believes it's important to connect with the people you are trying to help and communicate your understanding with personal experiences.

Hernandez has landed coverage in print and broadcast outlets in the Miami-Dade County area, including TV Marti en Español and the local CBS affiliate. Jorge has extensive Adaptive Technology experience; in addition, he is a member of the board of directors for the National Federation of the Blind of Florida (NFBF) and president of the local Miami-Dade Chapter of NFBF.

Jorge holds a B.S. in Information Technology with a Minor in Business Management from Florida International University.



## **Sead Bekric, Naples Business/Industry/Labor**

Sead Bekric is one of the representatives of business/industry/labor on the Florida Rehabilitation Council for the Blind. Sead sustained a war injury which left him blind in both eyes. He decided to live his life to the fullest despite his blindness.

During high school he served a three-year term on the National Advisory Committee on Youth Involvement. He also was a keynote speaker in many top corporations across the country; the speeches were on abilities of the physically challenged individuals in the workplace and meeting life challenges.

Mr. Bekric participated in The Hague for the International War Crime Tribunal as a witness. He has also managed and operated an assistive technology business for the blind and visually impaired. Sead earned his Bachelor of Arts Degree in International Relations and Global Affairs and Master's degree in International Business Marketing. He currently has a contract to manage one of the Business Enterprise's facilities in Collier County.

# COUNCIL MEMBERS



## **Donté Mickens, Delray Beach Former Client Representative**

Donté 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 the Blind in St. Augustine, Florida.

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 involved with several non-profit boards and committees. He is the Chair of the Board of Directors for the National Organization for Albinism and Hypopigmentation (NOAH). He also serves as Chair of the Board of Directors for Lighthouse for the Blind of the Palm Beaches. Donté is completing his first term on the Palm Tran Service Board which has oversight over the public transportation provided in Palm Beach County.

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 financial consultant with NCCI.



## **Sophia Eccleston, Palm Beach State Workforce Investment Board**

Sophia Eccleston is the State Workforce Investment Board representative on the Florida Rehabilitation Council for the Blind. As a Senior External Affairs (EA) manager in Palm Beach County, Sophia is responsible for advocating with local elected officials and key community stakeholders on behalf of Florida Power and Light. In 2020, she was appointed by Florida Governor Ron DeSantis to the CareerSource Florida Board, where she currently serves on the executive committee. Sophia has a Bachelor Degree in Criminal Justice and an MBA with a concentration in Organizational Psychology and Development. She is a certified organizational development professional and holds a Lean Six Sigma green belt certification. She completed a training program on Leadership and Negotiations from Harvard Law School and is also an alumna of Leadership Palm Beach County. Sophia resides in Wellington, Florida, and enjoys traveling the world during her time off.

# COUNCIL MEMBERS



## **Paul Edwards, Jacksonville** **Business/Industry/Labor**

Paul Edwards is one of the representatives of business/industry/labor 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 Degree in History with special honors at the Mona Jamaica campus of the University of the West Indies. He was the first blind student to attend the college. He later earned his graduate degree in International Relations.

Mr. Edwards taught at a small school in a 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 he 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, where his staff served more than 700 disabled students a year. He retired in May of 2012.

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



## **Robert Kelly, Daytona** **Business/Industry/Labor**

Robert Kelly is a business/industry/labor representative 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 previously served as executive director for the Florida Lions Conklin Center for the Blind in Daytona Beach, Florida.

# COUNCIL MEMBERS



## **Patricia Lipovsky, Daytona Beach Former Client Representative**

Patricia Lipovsky is a representative for former clients on the Florida Rehabilitation Council for the Blind. 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, and is also 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, Patricia also served on the Florida Independent Living Council, for several years, was the President and Treasurer of the Handicapped Adults of Volusia County and currently serves as the Vice-President of the Coalition and Concerns of the Totally Blind. Ms. Lipovsky also serves on several local committees, including the Citizens Advisory Committee for Volusia County and the Transportation Disadvantaged Local Coordinating Board for the Votran transportation company of Volusia County. In addition to her role on several committees in her local community, she serves as the Treasurer of the Friends of Library Access, which supports the Braille and Talking Book Library in Daytona Beach by providing audiobooks to the visually-impaired throughout the state of Florida. She is also a member of the Lions Club and serves 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.”



## **Roxann Mayros, New Port Richie Business/Industry/Labor**

Roxann Mayros is a Business/Industry/Labor representative on the Florida Rehabilitation Council for the Blind. Roxann spent her early career as an internal auditor at a major U.S. university and as a consultant to Fortune 500 companies designing marketing information systems. In 1995, she was asked to evaluate the viability of a small nonprofit organization providing vision rehabilitation services in her hometown of New Port Richey, Florida. This was her first introduction to her true professional calling and where she spent the next twenty-five years working in the field of blindness and low vision at the local, state and national levels. Roxann holds a Bachelor Degree in Business, a Master’s Degree in Nonprofit Management, is a certified consultant in board governance and holds certifications in nonprofit management and nonprofit leadership.

# COUNCIL MEMBERS



## **Misty Porter, St. Augustine Parent Training and Information Center**

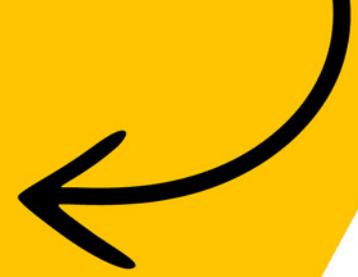
Misty Porter serves as Parent Liaison for the Florida School for the Deaf and the Blind (FSDB) in St. Augustine, Florida. She relocated her family in 2009 after determining Florida to be the best state in the nation to raise her young child with vision loss. Through employment at FSDB, Misty can support her passion for working with families of children with sensory loss. Ms. Porter works with a variety of stakeholders to assure that families are aware of and have access to the necessary information, supports and resources to promote the achievement of student academic goals and lifelong learning.

Ms. Porter has more than a decade of experience working with families of young children with exceptional needs and has a passion for supporting early intervention and early learning programs. Before joining the team of experts at FSDB, Ms. Porter was employed as a service coordinator through the Early Steps Program. She has served on the Florida Coordinating Council for Infants and Toddlers, an advisory council for the Florida Early Steps Program that provides strategic programmatic recommendations to support positive outcomes for Florida families.

Ms. Porter is a State Certified Trainer for INSITE and VIISA curriculums and provides training and information to professionals in early intervention working with families of children with sensory loss. She is a Parent Advisor with the Parent-Infant Program at FSDB and often provides training for her peers and coworkers. She co-authored "The Guide to Developing a Parent Empowerment Program" in collaboration with Florida's Early Hearing Detection and Intervention agency.

Her degree in sociology from Valdosta State University prepared Ms. Porter to understand how social-based organizations work and to apply that knowledge to support the families and communities that she serves. Ms. Porter partners with education and resource-based programs throughout the state. She often presents at conferences and workshops such as Florida's Family Café and EHDl. As a mother of three children, two of whom have vision loss, Ms. Porter understands firsthand the positive impact a strong community, rich with quality programs and accomplished mentors can have on the success of the upcoming youth in the blind community.

# COUNCIL MEMBERS



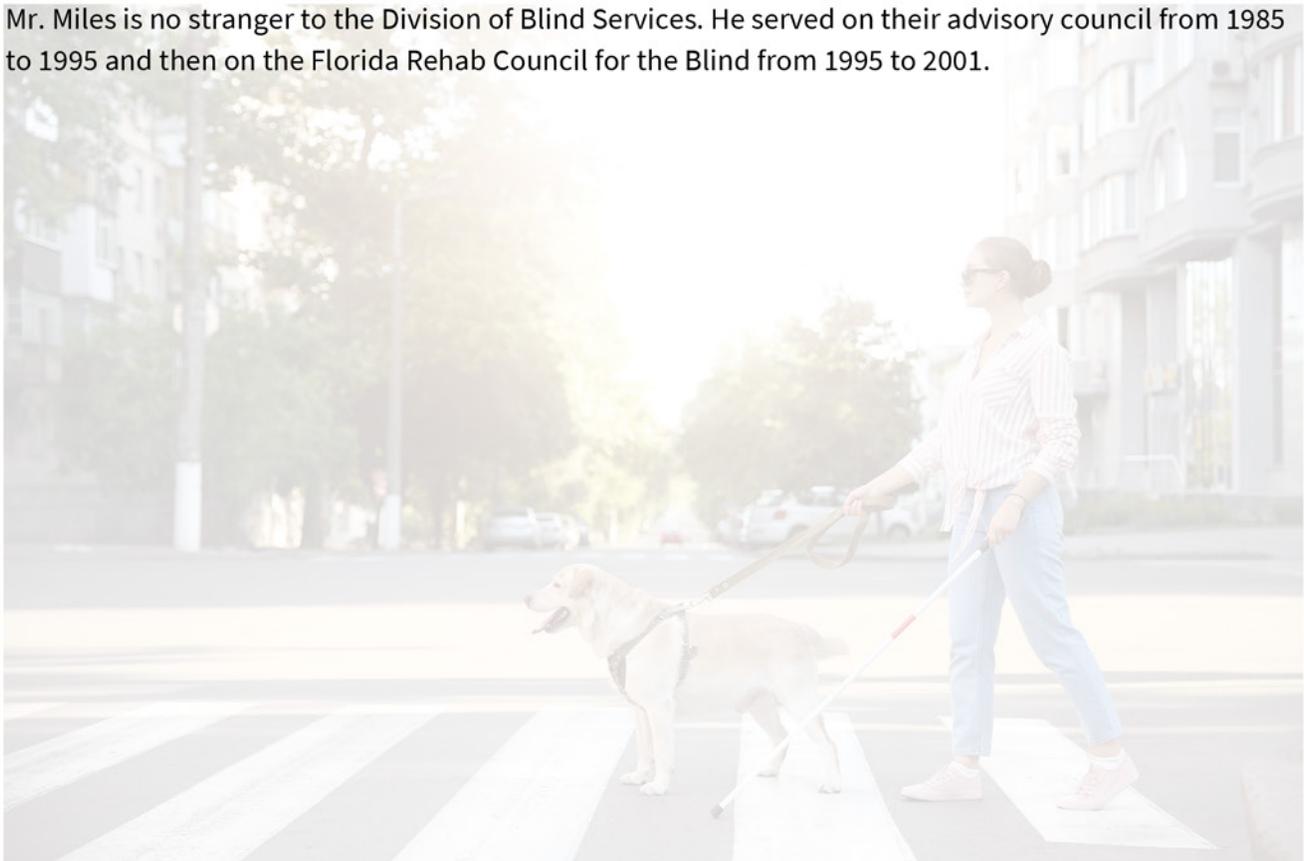
## **Bruce Miles, St. Marco Island Disability Advocacy Group**

Bruce Miles is an Advocacy Group representative on the Florida Rehabilitation Council for the Blind. He moved to Florida from Chicago, Illinois, in 1972, along with his wife, Sheila, and son, Troy. He has been actively engaged in the real estate business on Marco Island since 1974. Mr. Miles owned and operated Gulf Coast Realty of Marco Inc., for many years and is 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 the Marco Island Multi List Inc. Mr. Miles has served on many committees with the Florida Association of Realtors and was chair of the Professional Standards and the Resort and Second Home committees.

He is very active on the local level, including serving as the director of the Marco Island Fair Water Defense Fund committee, which negotiated a buyout of the local water utility. He is a six-term past president of the Marco Island Lions Club, currently serving as a board member and tail twister. He is the past director on the board of the Lighthouse of Collier and Florida Lions Conklin Center.

Mr. Miles is no stranger to the Division of Blind Services. He served on their advisory council from 1985 to 1995 and then on the Florida Rehab Council for the Blind from 1995 to 2001.





# **DBS MISSION STATEMENT**

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

# **DBS VISION STATEMENT**

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

# Division of Blind Services 2020 - 2025 Strategic Plan Goals

FRCB

## GOAL 1

### 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

### Quality Efficient Services

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

## 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

### Skilled Workforce and Economic Development

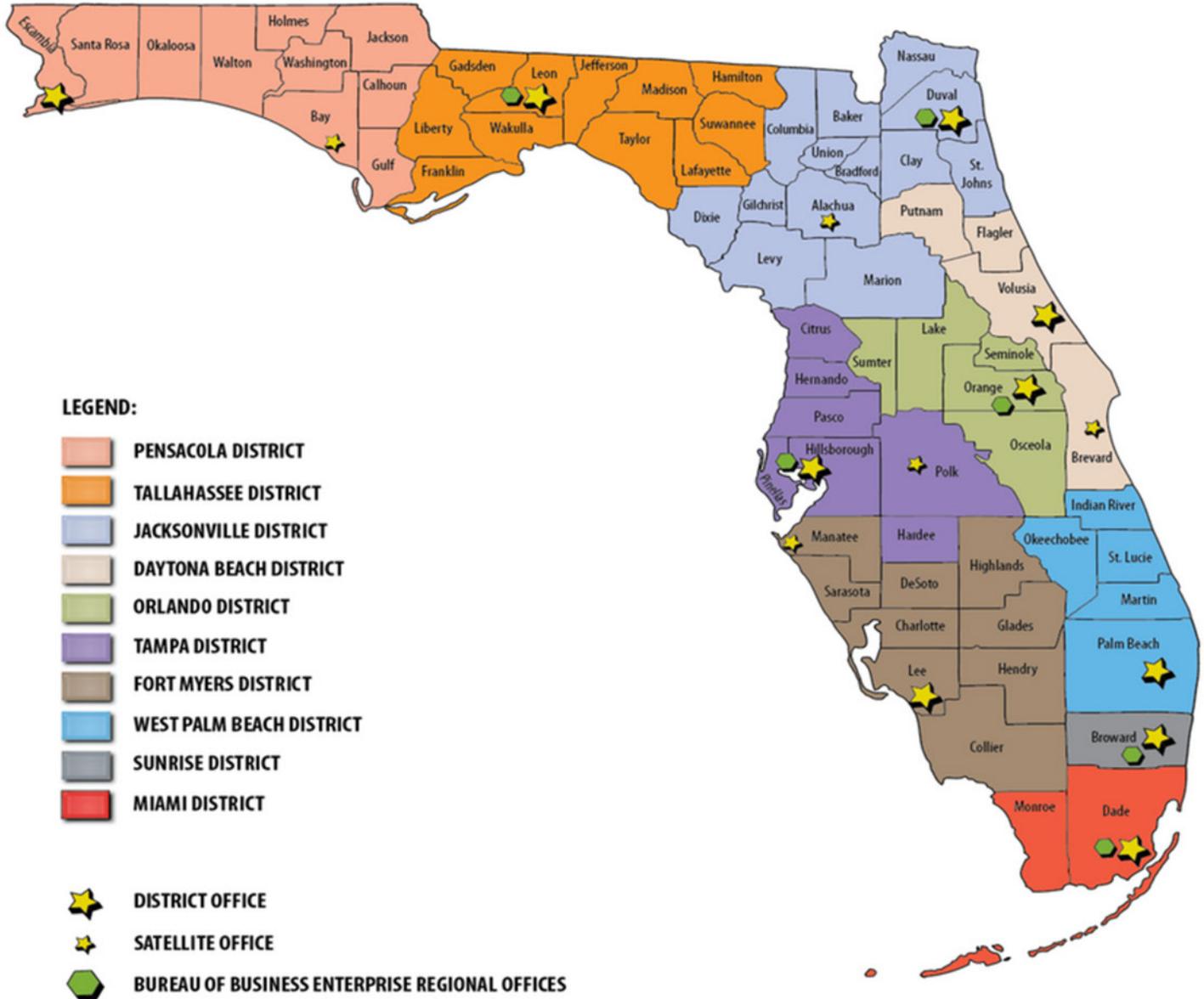
Objective: Assist blind and visually impaired Floridians with obtaining, maintaining and advancing in competitive integrated employment.

## GOAL 4



# DIVISION OF BLIND SERVICES DISTRICT OFFICES

## District Offices by Counties Served



# QUARTERLY MEETING AND PUBLIC FORUMS

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During the 2023-2024 FFY, the FRCB held four meetings: Tampa, Tallahassee, Ft. Myers and Orlando. Three of four meetings held a public forum to receive consumer input on the effectiveness of services provided by DBS at each quarterly meeting.

- October 26-27, 2023 - Tampa
- February 7-8, 2024 - Tallahassee
- May 2-3, 2024 - Ft. Myers
- July 25-26, 2024 - Orlando

## SAMPLE AGENDA ITEMS

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- 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 Employment Outcome Updates
- Public Transportation Updates
- Bureau of Business Enterprise Update
- FDBS Budget Report and Legislative Updates
- Blind Services Foundation Update
- Strategic Plan Discussions
- Braille and Talking Book Library Update
- New Committee Appointments

# 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 DBS by hiring and showing support toward individuals who are blind or visually impaired by creating a barrier-free environment allowing them to obtain their independence.

The FRCB and DBS presented the Appreciation Awards at each quarterly business meeting. For FFY 2023-2024, the following employers were recognized:

Lee County North Fort Myers Library, Major Family Chiropractic Center, Walgreens, Dreamie Cookies, Amazon and House of Cars.



Lee County  
*Southwest Florida*



*Walgreens*



# CUSTOMER SATISFACTION SURVEY (2023-2024)



The survey data below captures clients whose cases were closed between July 1, 2023, and June 30, 2024.

Successful Closures – 508 Clients (57%)

Unsuccessful Closures – 379 Clients (43%)

## **Overall Satisfaction**

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### **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 2023-24, 94 percent (218 of 231) of the responding clients said “yes” they would recommend DBS services to others. Clients were also asked to rate their overall satisfaction with the program. During 2023-24, 87 percent of the clients (202 of 233) were either “satisfied” or “very satisfied” with the program.

Beginning in 2017, former clients were also asked to evaluate their local service providers separately from DBS. During 2023-2024, 94 percent would recommend their local service provider. When clients were asked to rate their overall satisfaction with their local service provider, 90 percent indicated they were satisfied.

For a complete copy of the Survey results for the SFY 2023-2024 Customer Satisfaction Survey of Division of Blind Services Clients, please visit our website at the link below.

[Florida Division of Blind Services Rehab Council \(fldoe.org\)](http://fldoe.org)

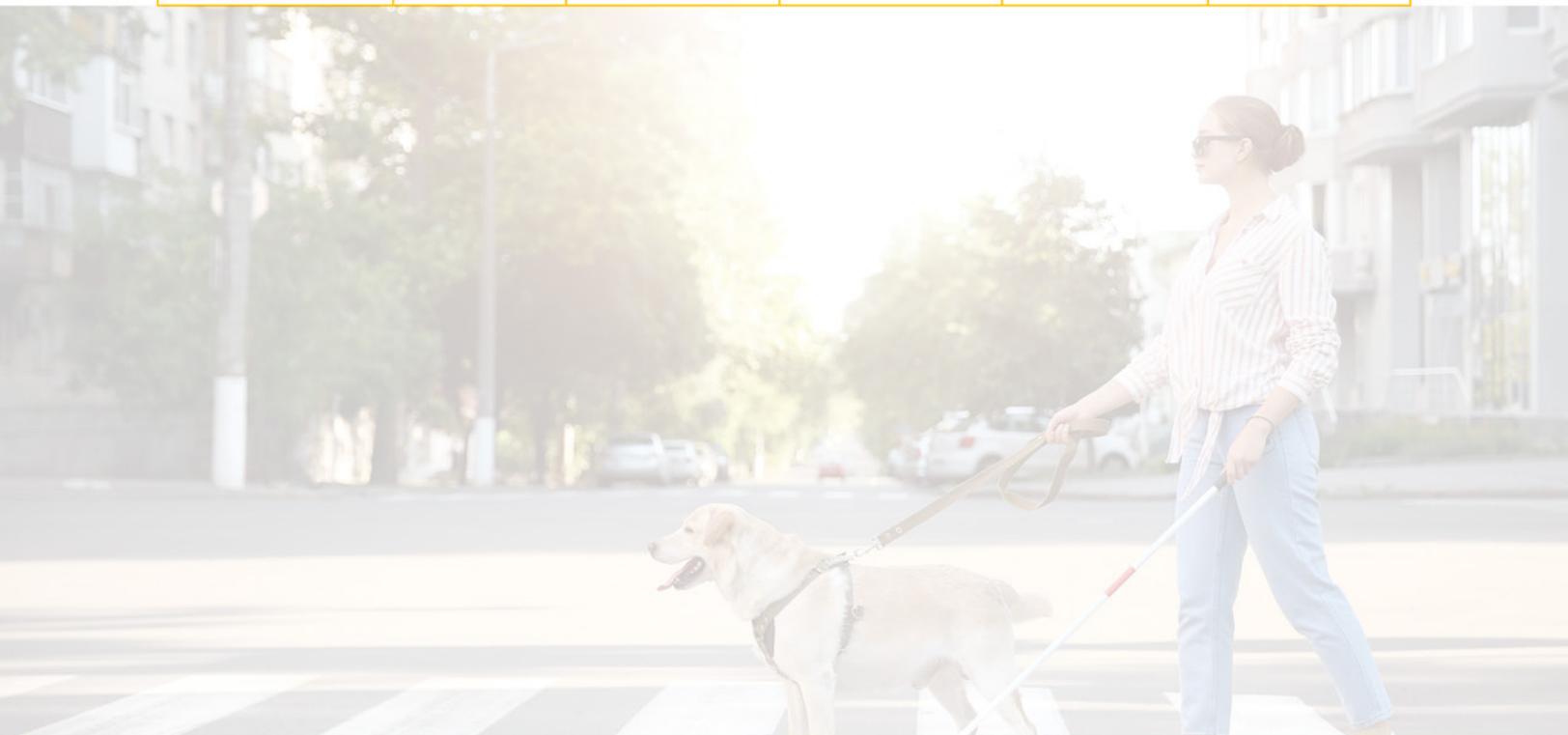
# OUTCOMES



The following graph represents the number of clients served during federal fiscal years 2020-2024. The chart also shows how many obtained employment (successful closures). Customers are continually being served and with the decrease in DBS's vacancies, the number of successful closures is expected to increase.

## FLORIDA DBS VOCATIONAL REHABILITATION PERFORMANCE MEASURES

<b>DBS VR Performance Based Data</b>	<b>FFY2020</b>	<b>FFY2021</b>	<b>FFY2022</b>	<b>FFY2023</b>	<b>FFY2024</b>
<b>Number of Customers Served</b>	<b>4,990</b>	<b>5,129</b>	<b>5,126</b>	<b>5,021</b>	<b>5,288</b>
<b>Number of Customers Successfully Closed</b>	<b>832</b>	<b>903</b>	<b>942</b>	<b>921</b>	<b>856</b>



# OUTCOMES



The following graph represents consumer outcomes based on hours worked and wages earned. The average hourly wage increased each year with the exception of a slight decrease in 2021. The projected average annual earnings are higher than the average cost per case, more than doubling DBS' return on investment.

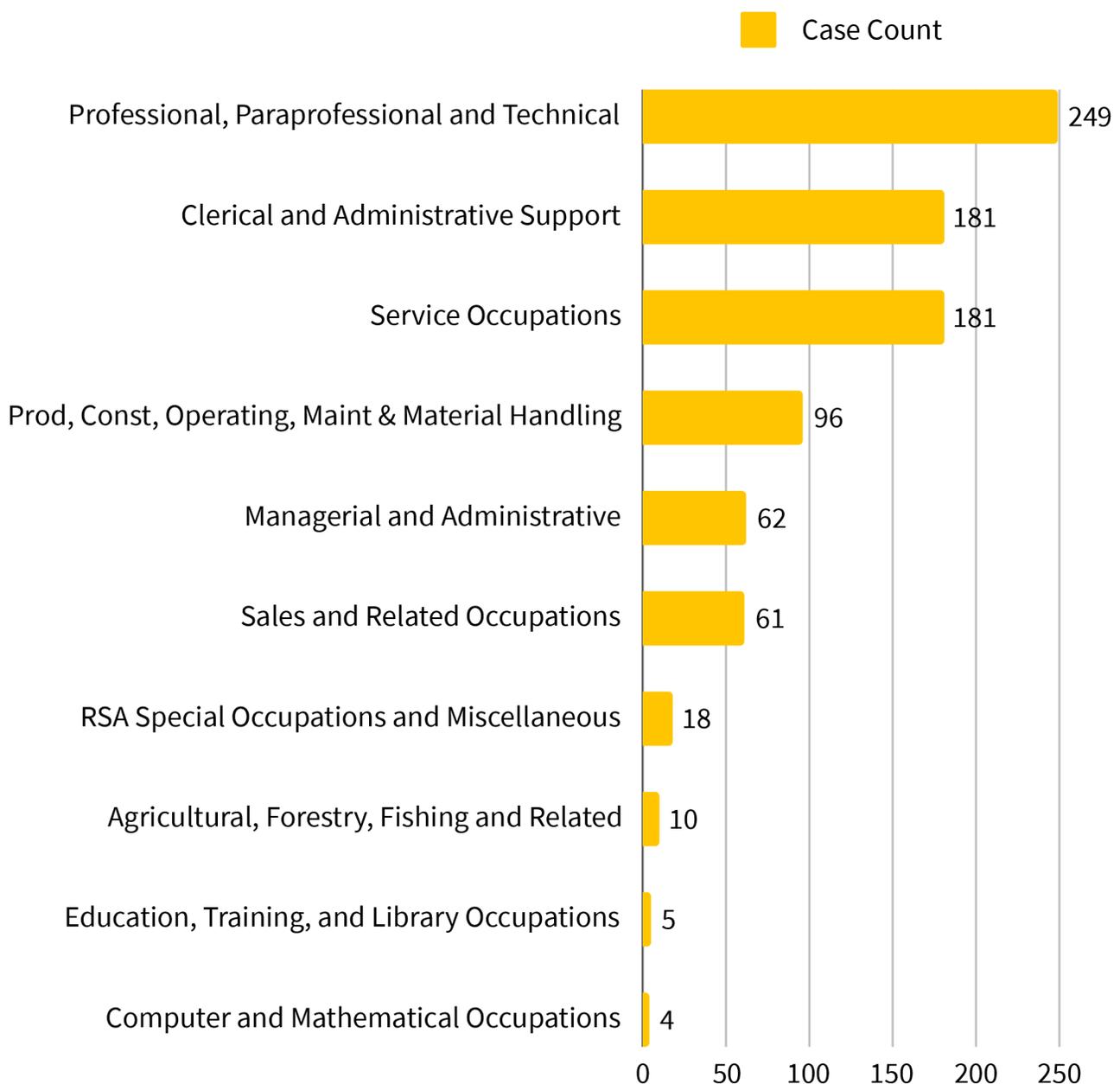
## CONSUMERS EARNINGS DATA

	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024
<b>Average # of Hours Worked Per Week</b>	<b>31.07</b>	<b>30.84</b>	<b>32.07</b>	<b>30.96</b>	<b>31.07</b>
<b>Average Hourly Wage</b>	<b>\$16.91</b>	<b>\$16.63</b>	<b>\$ 16.66</b>	<b>\$19.73</b>	<b>\$20.40</b>
<b>Average Weekly Wage</b>	<b>\$523.26</b>	<b>\$534.65</b>	<b>\$ 562.25</b>	<b>\$603.29</b>	<b>\$643.69</b>
<b>Projected Average Annual Earnings at Placement</b>	<b>\$27,209.67</b>	<b>\$27,801.59</b>	<b>\$29,237.01</b>	<b>\$31,370.89</b>	<b>\$33,472.02</b>
<b>Average Case Cost</b>	<b>\$8,535.55</b>	<b>\$9,350.33</b>	<b>\$9,592.38</b>	<b>\$9,926.72</b>	<b>\$9206.86</b>

# OUTCOMES



## Number of DBS Clients Achieving Gainful Employment



# COMMITTEES



## EXECUTIVE COMMITTEE

Douglas Ingram, Chair  
Jorge Hernandez, First Vice Chair  
Donté Mickens, Second Vice Chair

## PLANNING COMMITTEE

Bruce Miles (Committee Chair)  
Douglas Ingram  
Patricia Lipovsky  
Paul Edwards

## EVALUATION COMMITTEE

Donté Mickens, (Committee Chair)  
Robert Kelly  
Patricia Lipovsky

# HOW TO BECOME AN FRCB MEMBER



Governor Ron Desantis appoints the members of the council in accordance with Section 105 of the Rehabilitation 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](#)

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: 850-245-9305

Fax: 850-245-0363

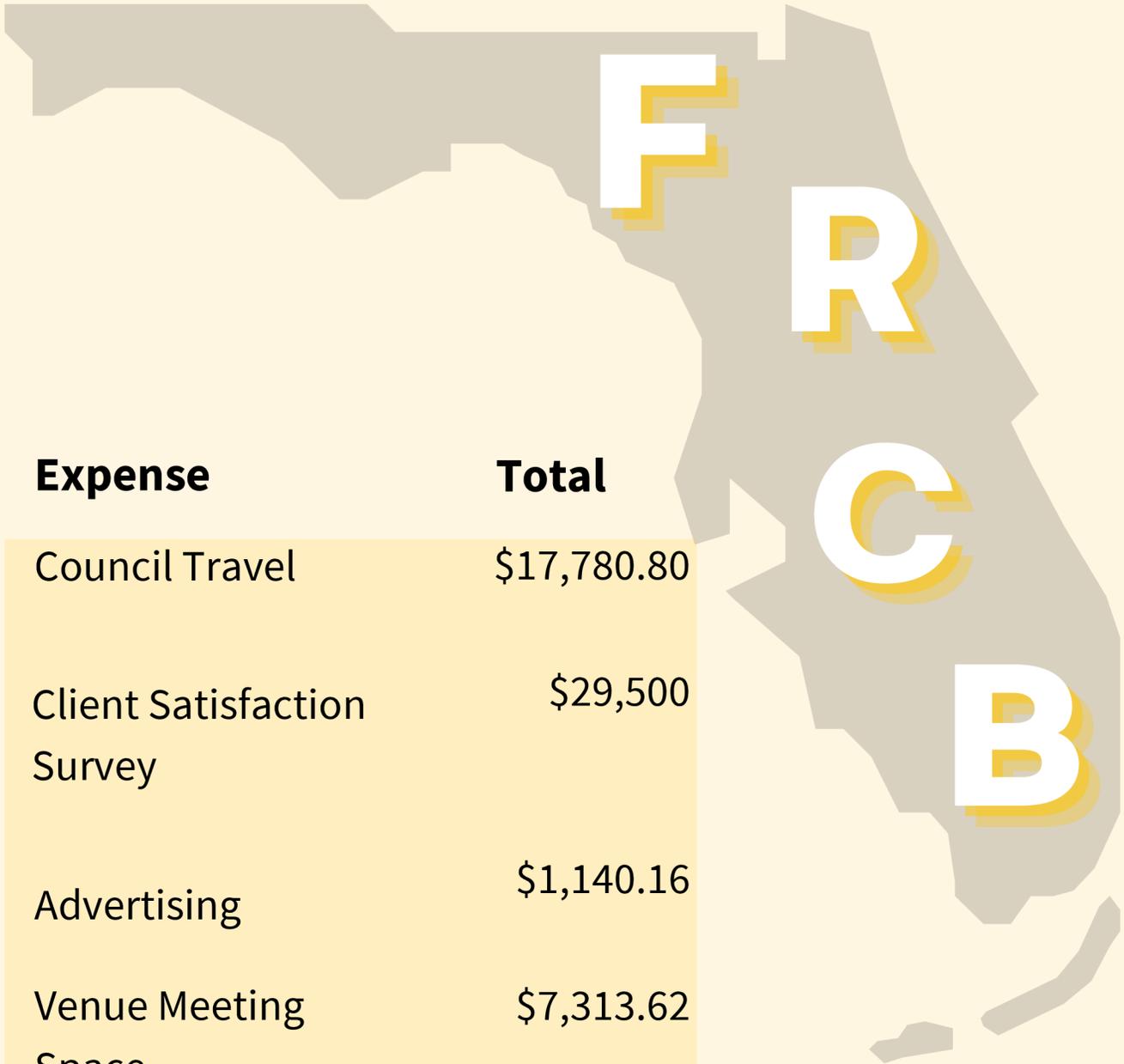
Office of Governor Ron DeSantis

Appointments Office

Telephone 850-717-9243

Fax: 850-921-0733

# FFY 2023-2024 FRCB EXPENSES



<b>Expense</b>	<b>Total</b>
Council Travel	\$17,780.80
Client Satisfaction Survey	\$29,500
Advertising	\$1,140.16
Venue Meeting Space	\$7,313.62
Supplies	\$1,225.98
<b>Total</b>	<b>\$ 56,960.56</b>

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.

Enclosed is a copy of the Florida Rehabilitation Council for the Blind's (FRCB) Federal Fiscal Year 2024 Annual Report to the Commissioner of the Rehabilitation Services Agency and Governor Ron DeSantis.

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

Florida Division of Blind Services  
325 W. Gaines Street, Room 1114  
Tallahassee, FL 32399  
Phone 850-245-9305  
[Brandis.Hall@dbs.fldoe.org](mailto:Brandis.Hall@dbs.fldoe.org)

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.

# FRCB

## Quarterly Meeting





For More Information, Please Contact:  
Brandis Hall  
Florida Rehabilitation Council for the Blind  
Division of Blind Services  
325 West Gaines Street  
Tallahassee, Florida 32399  
[Brandis.Hall@dbf.fldoe.org](mailto:Brandis.Hall@dbf.fldoe.org)  
[www.dbf.myflorida.dbf.fldoe.org](http://www.dbf.myflorida.dbf.fldoe.org)

