

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.

1.1.1 Increase young professionals' (age 34 and younger) enrollment in BBE training by 25% for the first three years with an increase of 33% for the next two years (based on new applicants to the program starting on 1/1/20 and calculated yearly).

1.1.2 Increase collaborative relationships with schools by 5% to develop relationships in areas where awareness of DBS programs and services is lacking.

1.1.3 Create a DBS Peer Mentoring Project by December 2025.

1.2 Ensure clients participating in training and education programs are benefiting.

1.2.1 Increase participation in apprenticeships by 10%.

1.2.2 Develop regular reporting mechanisms to analyze service providers' performance by June 2021.

1.3 Increase the utilization of online job systems/portals to expose employers to job-ready DBS consumers.

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1.4 Increase the participation of clients in industry certifications, apprenticeships, and other post-secondary outcomes.

1.4.1 Collaborate with the Divisions of Public Schools, Career and Adult Education, the Florida College System, and other partners to share methods of tracking student gains.

1.5 Develop and implement an Employment Skills Training Program at the Residential Rehabilitation Center.

- 1.5.1** Develop and implement an Information Technology (IT) credentialing program for the Rehab Center by December 2025.

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 consumers, advocates, providers, employers, and other stakeholders.

- 2.1 Increase the provision of accessibility tools, awareness, and regular followup with consumers to ensure equality in educational experiences and vocational opportunities**
- 2.1.1 Create and implement the Blind Services Accessibility Initiative by December 2025.
2.1.2 Complete the implementation of the API portal with 100% utilization to reduce the number of clients lost by December 2025.
- 2.2 Create and implement comprehensive communications and outreach plans.**
- 2.2.1 Create and implement a comprehensive communications plan by December 2025.
2.2.2 Create and implement a comprehensive outreach plan by December 2025.
2.2.3 Increase the number of See Different initiative presentations by 50% by December 2025.
2.2.4 Develop outreach plans for the Rehab Center to increase service awareness, referrals, and work experience opportunities.
- 2.3 Increase the number of individuals with significant and most significant disabilities receiving services.**
- 2.3.1 Utilize the Comprehensive Statewide Needs Assessment to increase the number of individuals from significant and most significant populations receiving services by 10% by December 2025.
2.3.2 Increase the number of library customers served annually.
- 2.4 Increase outreach efforts to underserved and unserved populations.**
- 2.4.1 Increase the number of individuals from significant and most significant populations receiving services by 10% by December 2025.
2.4.2 Increase outreach efforts to medical practitioners by 25% by December 2025 to expedite services to blind and visually impaired Floridians.

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.**
 - 3.1.1 Increase the number of DBS-employers partnerships by 5%.
 - 3.1.2 Build a more effective partnership with CareerSource Centers to better meet client needs.
- 3.2 Increase successful employment outcomes, including self-employment, for transition-age youth, adults, and seniors.**
 - 3.2.1 Increase the number of successful closure outcomes by 5%.
- 3.3 Create successful job outcomes in the Business Enterprise Program.**
 - 3.3.1 Retain 75% of new vendors in the first facility for at least 12 months.
- 3.4 Support DBS clients in becoming self-supporting.**
 - 3.4.1 Increase bed-utilization rate at the Rehab Center to 100%.
 - 3.4.2 Increase work experience opportunities by 5%.
- 3.5 Develop mechanisms to maximize job placement effectiveness among DBS Employment Placement Specialists and contracted service providers**
 - 3.5.1 Increase the number of successful closure outcomes by 5%.

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.**
 - 4.1.1 Ensure 100% of new employees are trained within 30 days of beginning employment
 - 4.1.2 Increase Business Enterprise Program staff participation in trainings by 10% by December 2025.
 - 4.1.3 Increase the number of rehab counselors eligible for CRC certification by 50%.
 - 4.1.4 Increase training and continuing education opportunities by 80% to better serve DBS clients.

4.2 Incorporate elements of the common performance measures into employee performance expectations and evaluations.

4.2.1 Obtain a 75% counselor certification rate as a CRC or CWIC by December 2025.

4.3 Increase opportunities for data sharing and improve data validity and integrity.

4.3.1 Implement active fingerprinting with 50% of CRPs by December 2025 for uniformity

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 consumer independence.

4.6.1 Improve DBS contract development and contract procedures/protocols by December 2025.

4.7 Strengthen contract monitoring activities and procedures/protocol to reflect new requirements

4.7.1 Revise the contract monitoring process by June 2020.

4.8 Develop a Return on Investment (ROI) methodology for DBS programs

4.8.1 Explore the development of an ROI methodology specific to the VR program.

4.9 Improve the employees' workplace environment.

4.9.1 Increase the number of offices with an employee engagement plan to 100%.

4.9.2 Reduce the amount of time vacancies are open.

4.10 Improve library services by obtaining customer feedback.

4.10.1 Improve the response rate of the Library Patron Survey conducted every two years.