



FLORIDA

REHABILITATION

COUNCIL FOR THE

BLIND

2021 ANNUAL REPORT

Enclosed is a copy of the Florida Rehabilitation Council for the Blind's (FRCB) Federal Fiscal Year 2021 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

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.

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

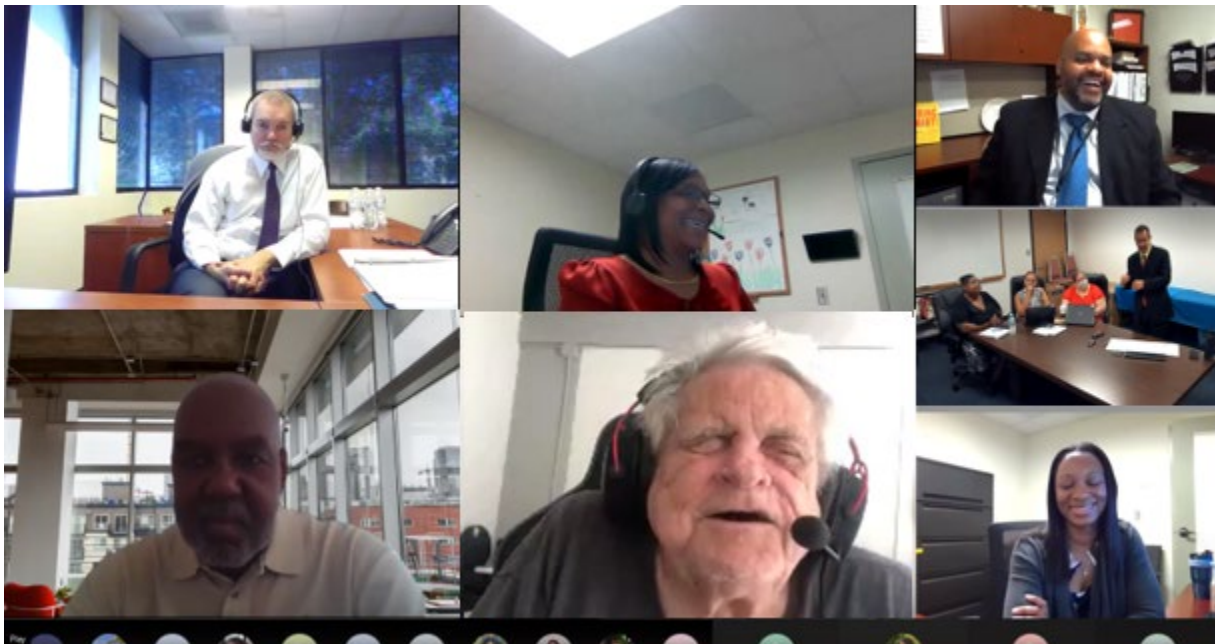


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Florida Rehabilitation Council for the Blind



December 30, 2021

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

Dear Ms. Williams:

The Florida Rehabilitation Council of the Blind respectfully submits its 2021 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 2020-2021 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,

Jorge Hernandez, Chair
Florida Rehabilitation Council for the Blind

JH/ss

cc: Governor Ron DeSantis
Christyne Cavataio

Message from the Chairman



The Florida Rehabilitation Council for the Blind (FRCB) is pleased to present its annual report for Federal Fiscal Year 2021 to the governor and other committed stakeholders. In 2021, 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 employment outcomes for Floridians who are blind or have low vision.

The FRCB elected new officers on July 29: Jorge Hernandez was elected Chairman, Donté Mickens was elected as Vice-Chair, and Doug Ingram was elected as 2nd Vice-Chair. The FRCB had ten appointments in 2021: Howard Bell, representing the Client Assistance Program; Nancy Bateh, representing Vocational Rehabilitation Counselor; Jennifer Coburn, representing Bureau of Exceptional Student Education (BESE); Donté Mickens, representing Former Client; Robert Kelly, representing Business and Industry; Jorge Hernandez, representing Community Rehabilitation Providers; Bruce Mills, representing Advocacy Group (LIONS); Douglas Ingram, representing Advocacy Group (BVA); Patricia Lipovsky, representing Former Client; Bessie Outman, representing Parent of Blind. The Council continues to encourage appointees to apply and communicates with the Governor's office for appointments and reappointments to the council. Recruiting new applicants will focus on individuals who are passionate, dedicated, and interested in improving the lives of visually impaired individuals.

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

Despite challenges from the Pandemic, the FRCB has continued to meet quarterly through a virtual platform to highlight the accomplishments and maintain awareness about issues related to DBS regional service offices and community rehabilitation programs. These meetings continue to feature public forums which gives consumers around the state a voice, allowing them to provide input that encourages optimal services.

Jorge Hernandez
FRCB Chairman

Director's Message



The Florida Division of Blind Services (DBS) has enjoyed a successful year by providing services for FFY 2020-2021 to 5,129 customers and helping 903 individuals gain, maintain, or advance in successful employment. These accomplishments are a collaborative effort of staff, providers, advocates, and stakeholders.

The Florida Rehabilitation Council of the Blind (FRCB) continues to develop a strong partnership with DBS to assist in the common goal of maximizing employment and independent living for people who are blind or have low vision.

In a year that has seen great challenges and much uncertainty, DBS has risen to the challenge and been inventive and creative in its efforts to support blind and visually impaired Floridians and their loved ones every step of the way. These shifts have helped DBS clients remain consistent in their efforts for independence and employment. Moreover, the Division has strengthened key partnerships with contractors and other key stakeholders.

The Division of Blind Services will continue to build on its successes through collaboration and communication with core partners as we remain focused on delivering quality services for Floridians in the blind or visually impaired community.

Robert L. Doyle, III
Director Division of Blind Services

FRCB Mission

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

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.

FRCB Council Composition

- ❖ Florida Independent Living Council (FILC)
- ❖ Parent Training & Information Center
- ❖ Client Assistance Program (CAP)
- ❖ VR Counselor (ex officio if staff)
- ❖ Community Rehabilitation Program Service Provider (CRP)
- ❖ A former applicant or client of VR services (two seats)
- ❖ State Educational Agency - Individuals with Disabilities Education Act (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 (four seats)
- ❖ Director of Division of Blind Services (Serves Ex-Officio Member)
- ❖ One Division of Blind Services (FDDBS) employee serves as the Council's staff

Total Seats: 20

Kim Carr
Jacksonville

Business/Industry/Labor

Kim Carr is a Business/Industry representative on the Florida Rehabilitation for the Blind.

Kim Carr, Director of Early Intervention for the Blind and Visually Impaired at the Florida School for the Deaf and the Blind, has worked in the education field as an Early Childhood Educator since 2001 and in the field of Early Intervention for children with visual impairments since 2006. She has over 19 years of experience working with young children and their families in the classroom and in the home environment.

Kim has her Bachelors of Arts Degree in Early Childhood Education, Masters of Arts in Educational Leadership and a certificate in Visual Disabilities, Early Intervention.

Robert L. Doyle, III
Tallahassee

Director, Division of Blind Services

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

Mr. Doyle served for four years as director of the Division for the Visually Impaired within the Department of Human Services in Delaware, prior the joining the Florida Division of Blind Services. He has over 22 years of experience in public service, including roles in human services education public policy. Director Doyle holds a Bachelor's Degree in Political Studies and a Master's Degree in Public Administration, both from the University of Illinois-Springfield. Among other achievements, he has implemented initiatives that resulted in increased successful employment outcomes through the Vocational Rehabilitation program and worked to expand foodservice and vending business opportunities through Delaware's Business Enterprise program.

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

Paul Edwards
Miami

Business/Industry/Labor

Paul Edwards is one of the representatives of business and/or industry 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's 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 the 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.

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

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 her employment at FSDB, Misty is able to 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 currently services on the Florida Coordinating Council for Infants and Toddlers, an advisory council for the Florida Early Steps Program. Ms. Porter serves on the Child and Family Outcomes workgroup for Children's Medical Services and as a stakeholder 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 additional training for her peers and coworkers.

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 EHDI (Early Hearing Detection & Intervention). 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.

Howard Bell
St, Petersburg

Client Assistance Program

Howard Bell is the Client Assistive Program representative on the Florida Rehabilitation Council for the Blind.

Howard has served as a Senior Advocate Investigator with Disability Rights Florida since 2002. He earned an Associate of Arts degree from Santa Fe Community College and a Bachelor of Science degree in Psychology from Florida State University. He is a certified DUI instructor by the Florida Department of Highway Safety and Motor Vehicles.

He has served on the National Disability Rights Network's Client Assistance Program Advisory Committee and the Committee to Advocate for Persons with Impairment for the City of St. Petersburg. He currently serves on the Professional Advisory Committee and the RSA Scholarship Project Advisory Committees at the University of South Florida

Jennifer Coburn
Tallahassee

State Educational Agency (IDEA)

Jennifer Coburn serves as the State Educational Agency representative on the Florida Rehabilitation Council for the Blind.

Jennifer Coburn serves as the program specialist for the exceptionalities of visually impaired (VI), deaf/hard of hearing (D/HH) and dual-sensory impairments (DSI) at the Bureau of Exceptional Student Education (BESE) within the Florida Department of Education. Mrs. Coburn previously dedicated over 20 years of experience as a teacher in exceptional student education before joining the bureau. At BESE, she is responsible for providing technical assistance and resources for the implementation of VI, D/HH and DSI in all areas. Mrs. Coburn holds certifications in the areas of varying exceptionalities, deaf/hard of hearing, elementary education, and is currently pursuing a second Master's degree in visual impairments.

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 or the struggles of students on a campus environment.

Mr. Hernandez believes it's important to connect well 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.

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 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 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 as well 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.

Douglas Ingram
Tallahassee

Advocacy Group (BVA)

Douglas Ingram is an Advocacy Group representative on the Florida Rehabilitation Council for the Blind.

Douglas became legally blind in 2001 and retired from the State of Florida. In 2004 as 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 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.

Nancey Bateh
Jacksonville

VR Counselor

Nancey Bateh is an VR Counselor representative on the Florida Rehabilitation Council for the Blind.

Nancey is a visually impaired individual whose blindness has profoundly shaped who she is today. School was something that she worked twice as hard at, and it paid off. Nancey graduated high school with honors and went on to college.

Ultimately, Nancey completed her teacher's degree, and her dream became reality April of 2010 when she secured a teaching position at a new Jacksonville high school. In addition to teaching her students how to read and write, Ms. Bateh more so wanted them to realize that a disability does not make obstacles impossible to overcome. That anything is possible if you have a goal to achieve and the confidence along with strength to reach them. At the end of her first year of teaching, she made a life changing decision to return to school to achieve a master's degree in education with a focus on disabilities.

On February 18, 2021 Nancey celebrated her 6th year as a vocational rehabilitation counselor with the Jacksonville Division of Blind Services. Time with the Division has afforded her the ability to be an advocate for many individuals that she encounters daily as a counselor.

"Challenges are what make life interesting. Overcoming them is what makes life meaningful."

Joshua J. Morine

Robert Kelly
Daytona Beach

Business/Industry/Labor

Robert Kelly is a Business/Industry 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, Fla.

Bessie Outman
Daytona

Parent of the Blind

Bessie Outman is the Parent of the Blind representative on the Florida Rehabilitation Council for the Blind.

Bessie graduated from Jacksonville, Florida St. Luke Hospital School of Nursing in 1956. While employed for a physician; where she worked for seventeen years, at five weeks pregnant she contracted Rubella and was one of the many women in the Midwest to have a baby survive.

Although the future was unknown, Mrs. Outman and her son has had an interesting adventure. With Autism spectrum (no speech until age 4), Cataracts (4 procedures to help him have sight before a year old), and Glaucoma which caused complete blindness in his first year of college at the age of 18, Bessie career has continued. She has had the opportunity to serve in many fields, such as, serving on the LaSalle County Illinois Board for the Developmentally Delayed and the Lions' Club Summer Camp in Lake Wales Florida.

Bessie is a "Proud Parent" of a considerate and informed member of society, who writes poetry, is an avid baseball fan, and a good Christian man. Her son now serves as Secretary of the Greater Daytona Beach NFB.

Bruce Miles
Marco Island

Advocacy Group (Lions' Club)

Bruce Miles is an Advocacy Group representative 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. Mr. Miles owned and operated Gulf Coast Realty of Marco Inc. for many years and 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 Marco Island Multi List Inc. Mr. Miles has served on many committees with the Florida Association of Realtors (FAR) and was chair of The Professional Standards and The Resort and Second Home committees.

He is very active on the local level, including 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.

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.

Patricia Lipovsky
Daytona Beach

Former Client

Patricia Lipovsky is the 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 council, Patricia also served on the Florida Independent Living Council (FILC), for several years, was the President and Treasurer of the Handicapped Adults of Volusia County (HAVOC), and currently serves as the Vice-President of the Coalition and Concerns of the Totally Blind (CCTB.) In addition to her role on several committees in her local community including the Citizens Advisory Committee for Volusia County, and the TDLCB Board for the Transportation company of Volusia County, Votran, she also serves as the Treasurer of the Friends of Library Access, which supports the Braille and Talking Book Library in Daytona Beach by providing audio books to the print 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, (FCB).

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.”

Vacant Seats: 5

Florida Independent Living Council
Business/Industry/Labor (1 Seat)
Advocacy Group (2 Seats)
State Workforce Investment Board
Deaf-Blind

DBS Mission Statement

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

DBS Vision Statement

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



**DIVISION OF
BLIND SERVICES**

••••• DIVISION OF BLIND SERVICES •••••

— dbs.myflorida.com

Accomplishments

- ❖ 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 DBS' performance.
- ❖ As of May 1, 2021, the FRCB has a total of 12 voting members. Robert Doyle, the Director of the Florida Division of Blind Services, and Nancy Bateh, VR Counselor, serves on the Council as ex-officio members.
- ❖ During the FFY 2020-2021, the FRCB had to alter its quarterly meeting schedule in select cities around the state due to COVID19. The Council held four virtual/teleconference meetings focusing on the host areas, Ft. Myers on October 29, 2020, Pensacola on February 25, 2021, West Palm Beach on May 27, 2021, and Orlando on July 29, 2021.
- ❖ The FRCB continues to serve as an effective vehicle for cultivating meaningful partnerships between the FDBS, stakeholders and consumers by holding public forums at our meetings. During 2020-2021, the FRCB scheduled and held four public forums.
- ❖ During the year, the FRCB received regular updates on an initiative being sponsored by the Blind Services Foundation to develop a vocational evaluation tool for the Blind.
- ❖ 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 2020/2021 Annual Report was presented to the Council at their virtual meeting on October 28, 2021 by Dr. Minna Jia. A copy of the report can be found on the FDBS website by following the link: [Florida Division of Blind Services Website](#)

Division of Blind Services 2020-2025 Strategic Plan Goals

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

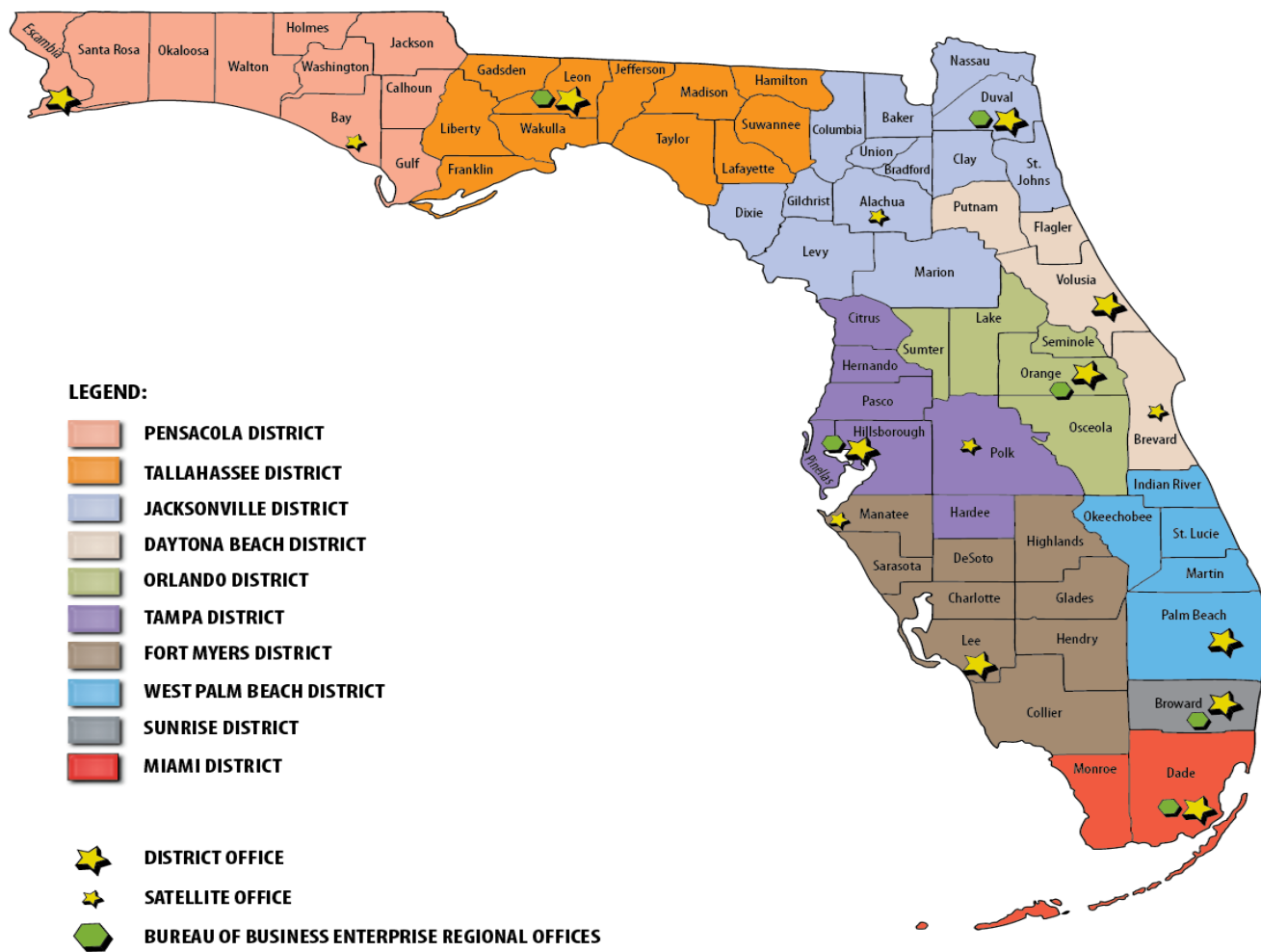
Objective: Assist blind and visually impaired Floridians with obtaining, maintaining, and advancing in competitive integrated employment.

Goal 4: Quality Efficient Services

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

Division of Blind Services District Offices

District Offices by Counties Served



Quarterly Meeting and Public Forums

During the 2020-2021 FFY, the FRCB held four virtual meetings: Ft. Myers, Pensacola, West Palm Beach, and Orlando. At each quarterly meeting, a public forum was held to receive consumer input on the effectiveness of services provided by DBS.

Agenda Items

- 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
- Updates on Outreach to Underserved/Unserved
- Strategic Plan Discussions
- Library Patron Trends Update

2020 - 2021 FRCB Meeting Dates and Location

October 29, 2020 – Ft. Myers (Virtual TEAMS Meeting)
 February 25, 2021 – Pensacola (Virtual TEAMS Meeting)
 May 27, 2021 – West Palm Beach (Virtual TEAMS Meeting)
 July 29, 2021 – Orlando (Virtual TEAMS Meeting)

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 presented the Appreciation Awards at each quarterly business meeting. For FFY 2020-2021, the following employers were recognized:

Publix Supermarket

The School District of Escambia County

The City of Boynton Beach

Palm Tran, West Palm County's Public Transportation

Amazon

FFY 2020-2021 Expenses

Expense	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Total
Council Travel	\$0.00				\$0.00			\$0.00		\$0.00			\$0.00
Client Satisfaction Survey	\$13,500											\$13,500	\$27,000
Advertising	\$0.00		\$222.88	107.52	\$26.32	\$23.66	\$148.82	\$47.88				\$96.04	\$673.12
Venue Meeting Space	\$0.00				\$0.00			\$0.00		\$0.00			\$0.00
Supplies													\$0.00
Interpreters	\$0.00				\$0.00			\$0.00		\$0.00			\$0.00
Total	\$13,500	\$0.00	\$222.88	\$107.52	\$26.32	\$23.66	\$148.82	\$47.88	\$0.00	\$0.00	\$0.00	\$13,596.04	\$27,673.12

Customer Satisfaction Survey (2020-2021)

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 2017-18 state fiscal year, which includes cases closed between July 1, 2017 and June 30, 2018. 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 2017-2018 results for clients with cases closed between July 1, 2017 and June 30, 2018. 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 in October 2010. Many of the items remained comparable or identical to the survey administered the previous 7 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. In 2015, the fiscal year changed from the months of April through March to the months of July through June. Data for the years of 2014, 2015, 2016 and the current year are based on the new schedule.

Beginning in July of 2017, the Florida Rehabilitation Council for the Blind has included questions regarding local service providers in addition to DBS.

Survey Procedures

The Florida State University Survey Foundry (FSUSF), Institute of Science and Public Affairs, conducted a telephone survey of former Division of Blind Services (DBS) clients on a monthly basis. The population for the survey was comprised of employment-bound clients with cases “closed” between July 1, 2020 and June 30, 2021.

DBS provided the names, addresses, phone numbers and demographic information for 1038 former clients. Case closures are classified into two major groupings, those with successful and unsuccessful closures. Among the successful closure group, we include clients whose case status are post closure.

Successful Closure – 679 Clients (95 Post Closure Clients)

Closure Status – 26

Unsuccessful Closure – 359 Clients

Closure Status – 28 (unsuccessful after plan)

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 2020-21, 95 percent (318 of 334) said “Yes”, they would recommend DBS services to others. Clients were also asked to rate their overall satisfaction with the program. During 2020-21, 90 percent of the clients (303 of 338) 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 2020-2021, 96% would recommend their local service provider. When clients were asked to rate their overall satisfaction with their local service provider, 93% were satisfied.

For a complete copy of the Customer Satisfaction Survey of Division of Blind Services Clients survey results for SFY 2020-2021, please visit our website at the link below.

[Florida Division of Blind Services Website](#)

Outcomes

Florida DBS VR Performance-Based Budget Measures

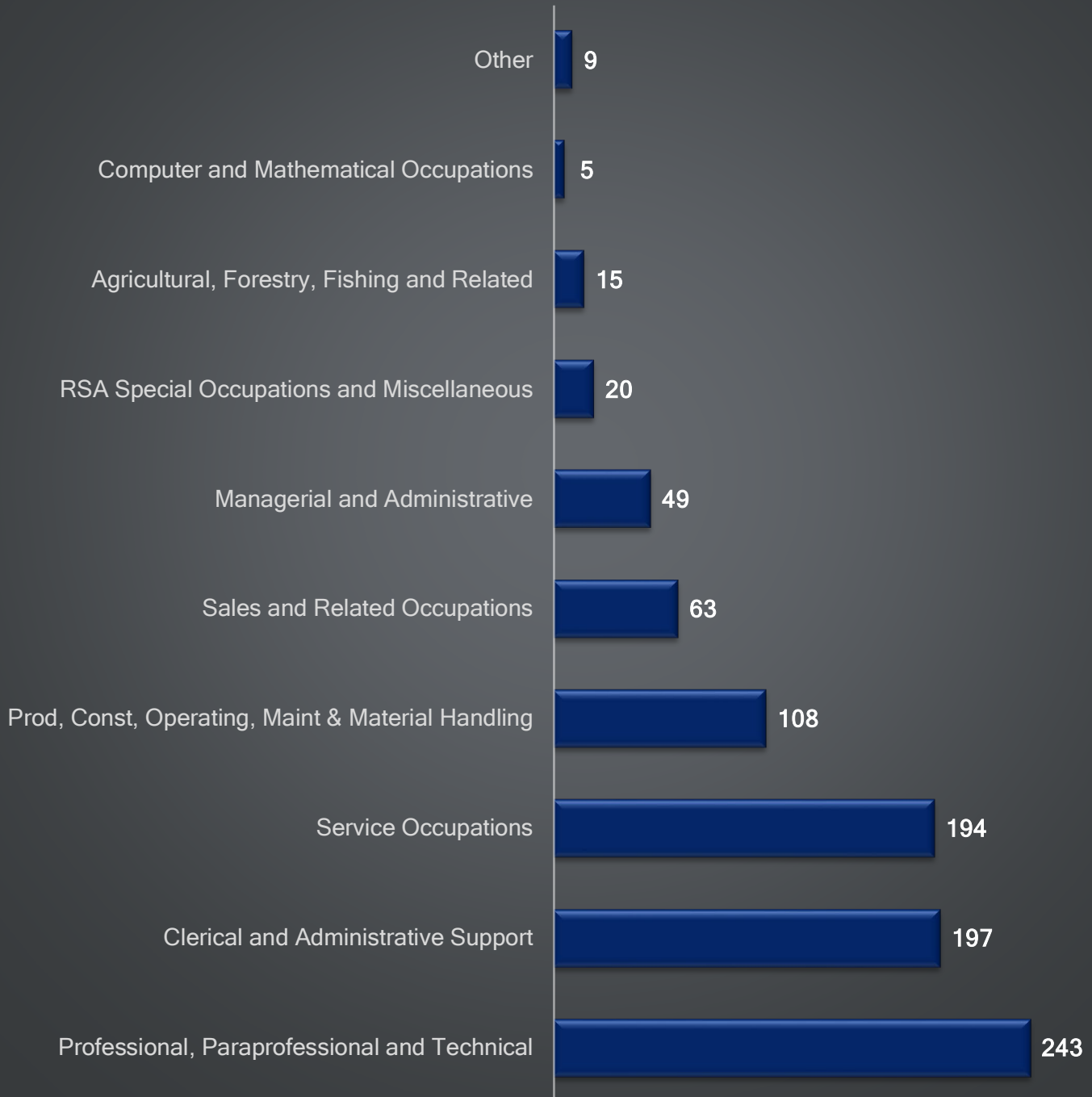
DBS VR Performance Based Data	FFY2015	FFY2016	FFY 2017	FFY2018	FFY2019	FFY2020	FFY2021
Number of Customers Served	5282	5333	5039	5031	4997	4990	5,129
Number of Customers Successfully Closed	771	813	851	856	878	832	903

Consumers Earnings Data –Federal Fiscal Year

	FFY2015	FFY2016	FFY 2017	FFY2018	FFY2019	FFY2020	FFY2021
Average # of Hours Worked Per Week	28.98	27.76	28.94	29.96	30.24	31.07	30.84
Average Hourly Wage	\$13.96	\$12.98	\$13.85	\$14.61	\$14.69	\$16.91	\$16.63
Average Weekly Wage	\$403.56	\$384.61	\$405.21	\$441.62	\$456.62	\$523.26	\$534.65
Projected Average Annual Earnings at Placement	\$20,984.93	\$19,999.86	\$21,070.72	\$22,964.30	\$23,744.17	\$27,209.67	\$27,801.59
Average Case Cost	\$7,994.76	\$8,339.81	\$9,719.45	\$9,255.95	\$9,787.25	\$8,535.55	\$9,350.33

Number of DBS Clients Achieving Gainful Employment

Case Count



Committees

Executive Committee

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

Planning Committee

Douglas Ingram, Second Vice Chair
Jennifer Coburn
Patricia Lipovsky
Bruce Miles (Overseer)
Bessie Outman
Paul Edwards (Advisory)

Evaluation Committee

Donté Mickens, First Vice Chair (Overseer)
Robert Kelly
Howard Bell
Patricia Lipovsky
Nancy Bateh
Bessie Outman

How to Become an FRCB Member

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 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

VACANCIES OF FLORIDA REHABILITATION COUNCIL FOR THE BLIND - Expiring Terms as of August 31, 2021 , After Governor Appointments May 2021						
NAME	Current Category	Number Members	Voting Members	Vacant	Term Expires	Seat No.
Vacant	Indent. Living Council			1		1
Vacant (Misty Porter)	Parent Trng Center			1	2021	2
Vacant (Nancy Bateh)	Voc. Rehab Counselor			1	2021	4
Vacant	Business/Industry			1		7
Vacant (Kim Carr)	Business/Industry			1	2021	8
Vacant (Paul Edwards)	Business/Industry			1	2021	9
Vacant (Bessie Outman)	Parent of Blind			1	2021	11
Vacant	Adv. Group-			1		15
Vacant	Adv. Group-			1		16
Vacant (Patricia Lipovsky)	Former Client			1	2021	17
Vacant	St. Wrk. Invest. Board			1		18
Vacant	Adv. Grp-Deaf-Blind			1		20
Howard Bell	Client Asst Prog	1	1		2022	3
Jorge Hernandez	Comm. Rehab Program	1	1		2023	5
Robert Kelly	Business/Industry	1	1		2022	6
Douglas Ingram	Adv. Group-BVA	1	1		2023	10
Donte Mickens	Curr/Former Client	1	1		2022	12
Bruce Miles	Adv. Group- FL Lions	1	1		2023	14
Jennifer Cocurn	BEES	1	1		2022	19
Robert Doyle***	Director	1			9999	13
TOTALS		8	7	12		

() members are waiting for reappointment



For More Information, Please Contact:
 Brandis Hall
 Staff Assistant, Florida Rehabilitation for the Blind
 Division of Blind Services
 325 West Gaines Street
 Tallahassee, Florida 32399
Brandis.Hall@dbs.fldoe.org
www.dbs.myflorida.dbs.fldoe.org

