

DIVISION OF SERVICES FOR THE BLIND
BOARD MEETING MINUTES
FRIDAY, MARCH 9, 2018

DSB BOARD MEMBERS PRESENT

Keith Clark, At-Large
Sandra Edwards, ACB
Erika Evans, At-Large
Bill Johnson, AER
Terry Sheeler, NFB
Stephanie Smith, ASBVI

EX OFFICIO MEMBERS PRESENT

Kara Aaron, BVA
James Caton, ASBVI
Sharon Giovinazzo, WSB
Beverly Kindle, Vendors
Lisa Reynolds, AER
Larry Wayland, FAIRS

DSB BOARD MEMBER ABSENT

Basil Julian, LIONS (excused)

EX OFFICIO MEMBER ABSENT

None

DHS Representative: None

Attorney General's Office Representative: None

Governor's Office Representative: None

DSB Board Meeting Support Staff: Crystal Anderson, Betsy Barnes, Kandy Cayce, Mary Douglas, Lisa Fore, Christy Fox, Rhonda Garmon, Megan Lamb, Ester Lunnie, LaTasha Mays, Katy Morris, Mason Murphey, Jo Ann McAdoo, Debra Newton, Jackie Plummer, Judith Renick, Brian Sanders, Lou Talley, Dr. Cassandra Williams-Stokes and Liz Whitaker. DSB staff excused: Contrena Bowie, Amy Jackson and Amber Neal.

CALL TO ORDER. Chairman Mrs. Terry Sheeler called the meeting to order.

APPROVAL OF AGENDA. Motion was made by Vice-Chairman, Mr. Bill Johnson, to approve the agenda. Ms. Lisa Reynolds seconded the motion. *Motion passed.*

APPROVAL OF DECEMBER Motion to approve the minutes of the last meeting was made by Ms. Erica Evans. Mr. Bill Johnson seconded the motion. *Motion passed.*

DIRECTOR'S REPORT – Katy Morris

Director Morris thanked the Board and DSB staff for their kind wishes while she was on leave during the last meeting.

NATIONAL ISSUES:

Integrated Employment and Arkansas Lighthouse for the Blind (now IFB Solutions) – One of the big issues being discussed in DC is the congressional mandate that Voc Rehab funding be reserved only for competitive and integrated employment. This eliminates IFB Solutions as an eligible employment outcome for DSB clients because IFB Solutions' funding base requires that

it employ 75% blind or severely visually impaired staff, creating a mandatory segregated (rather than integrated) environment.

Randolph-Sheppard – Another hot topic in DC is the proposed commercialization of highway rest stops (currently reserved to licensed blind vendors under the federal Randolph-Sheppard program). The commercialization is proposed to fund highway and other improvements in states. Under President Trump’s plan, states (and private enterprise such as Burger King, etc., would fund 80% and the feds would put up 20%. In Arkansas, DSB is concerned that the loss of the 16 machine-bank locations on Arkansas highways would possibly cost licensed vendors their insurance and retirement, as the highway proceeds now support those benefits.

State Plan – DSB is involved in revising the Vocational Rehabilitation (VR) portion of the current combined state plan, in compliance with the Workforce Innovation and Opportunity Act (WIOA). We are on-track for a March 15th submission, even though Department of Labor has extended the deadline to April 2nd.

Technical Assistance Centers – DSB is working with several Rehabilitation Services Administration (RSA) sponsored Technical Assistance Centers to share best practices and benefit from evaluations and recommendations. The TAC center staff hold discussions and examine our programs – particularly Pre-Employment Transition Services (Pre-ETS) and Older Individuals who are Blind (OIB) and advise DSB on possible improvement.

Collocation – DSB is completing its plans to collocate with One-Stop centers across the state, in compliance with WIOA. We are currently in 10 DHS locations across the state and intend to have staff in those same 10 cities, but will occupy space in DWS one-stop centers instead of DHS. We will also arrange for staff to keep office hours in DWS facilities in 12 additional itinerant locations across the state, giving DSB a greater local presence.

Economic Development – DSB is also working with representatives of the Arkansas Economic Development Commission to ensure DSB clients are made a priority for job placement along with other long-unemployed populations. AEDC targets untapped groups in Arkansas where employers may find willing and qualified employees, but had not considered that persons with disabilities fall in that group.

WIOA – DSB has been working with Arkansas Rehab Services, the general agency, to follow the mandates of the Principles of Transition Services rules under the Workforce Innovation Opportunity Act. Federal Rehabilitation Services administration recently reviewed progress and was not satisfied with the level of joint effort in this area. There are ARS memorandums of understanding with school districts, but DSB is not included currently and RSA expressed that this is not demonstrating the kind of partnership that RSA expects to see from Voc Rehab.

Pre-ETS – As we have mentioned previously, DSB initially saw slow progress in properly expending the 15% reserve in the Pre-ETS program in the State of Arkansas. That means we will turn back federal funds related to the first funding year. However, this year we are making greater progress and expect to be on target by end of the federal fiscal year. I know Cassondra will have more on that later.

DSB ISSUES:

Senate Bill 64 – The legislative fiscal session is moving along, but they will be taking a break for Spring Break and are expected to adjourn shortly thereafter. Our appropriations bill is Senate Bill 64 and provides for status quo in line with what the Board has authorized us to request. Later on the agenda, we will talk about DSB needs for future legislative sessions.

New Treatments – One of the things that is hitting us hard is the spike in the expense of newly developed and highly promising treatments. Do we go ahead and agree to pay the \$3,000 to \$5,000, for a treatment to delay or halt advancing blindness, or do you wait and pay the \$25,000 for surgery needed later. Services that did not exist five years ago are expensive and becoming common. DSB is negotiating with DHS Medical Services to consult with their medical experts on the reasonable cost for these newly developed treatments. We may also look to an agreement with UAMS Jones Eye Institute.

Mr. Bill Johnson stated that he serves on the Board of the Lions Eye Bank & Lab and may be able to help. Kara Aaron also noted that the VA may be able to advise.

FIELD SERVICES REPORT – Betsy Barnes

DSB Field Services has been very busy and I would like to recognize our Area Managers and other staff for the wonderful job they are doing:

- Lou Talley is the DSB Area Manager in South Arkansas for the El Dorado and Texarkana area offices. She also heads up DSB Case Reviews statewide.
- Mary Douglas is the Area Manager for the Batesville and Pine Bluff areas. She is also the Coordinator for the DSB Older Individuals who are Blind (OIB) program.
- Amber Neal is the area manager for Northeast Arkansas and manages the offices in Jonesboro and West Memphis.
- Brian Sanders supervises the Little Rock team, which actually covers a large territory all the way to Russellville.
- The Area Manager position for the Northwest region is currently under recruitment.
- LaTasha Mays is the new statewide Transition Coordinator for DSB.
- Amy Jackson was promoted as our new Administrative Assistant III for the Northeast area.
- Johnny Moore is the new VR Counselor in the West Memphis office.
- LaTonya Rounds is the new VR Counselor in the Jonesboro office.

We are finalizing recruitment for the Business Engagement Coordinator, which is a new focus area under WIOA. The Coordinator will be providing marketing, PR and educational activities to Business and Industry, as well as promoting consumer success stories.

WINTAC – The federally sponsored Workforce Investment Network Technical Assistance Center (WINTAC) is providing DSB targeted technical assistance on Pre-ETS and Business Engagement. DSB is also working with state Economic Development on Business Engagement.

STATISTICS – October 2017 Through February 2018:

- Total active cases – 1,013- up.
- Total new applications, year-to-date – 233- up.
- Non-Rehab Closures, year-to-date – 88, decreased from 2017 – 130.
- Rehabilitated Closures, year-to-date 63 down compared to 109 in 2017. Still down because of the vacancies in the counselor and management positions. In Northwest Arkansas the absence of an Area Manager has created a backlog of 20 cases to be closed that now must wait 90 days.

TRAINING:

- Field Staff (Pre-ETS Counselors and VR Counselors) attended WIOA Partners meeting.
- Arkansas APSE Conference. DSB brought in Dr. Fredric Schroeder, Executive Director of National Rehabilitation Association and President of World Blind Union, to be the keynote speaker. He also led a special workshop for counselors after the conference.
- In March and April we will conduct training on the Performance Measures under WIOA and on the AWARE data system in each of the area offices.

WIOA COLLABORATION:

DSB held several meetings with our WIOA Partners to:

- Discuss Performance Measures changes and status updates.
- Discuss pending Infrastructure Funding Agreements.
- Finalize the revisions to the State Plan.

Pre-ETS ACTIVITIES:

- Jump-Start applications were sent out for 30 slots for June 4-22, 2018.
- Parent Summits are planned for different areas of the state.
- Transition fairs are scheduled for Spring.
- Internships/ work experiences and pre-employment settings are planned.
- ARS has reserved 10 slots in its “Youth Leadership Forum” for DSB consumers. The Forum is ARS’ version of “Jump Start”.
- WSB – STYLE (Student Transition Youth Learning Experience) planning is ongoing to include several activities this summer in Little Rock and around the state.
- College Campus programs such as “College Bound” where some of the students can get experience on college campuses before they actually go to college.
- Development of a new Pre-ETS manual.

OIB:

- The OIB Technical Assistance Center at Mississippi State will provide targeted technical assistance regarding OIB including assessment of DSB needs, perceptions and partnerships, etc. and 2 site visits as well as biweekly teleconferences.

VISION QUEST:

- The Vision Quest team has established a State Agency as Model Employer initiative.
- State has received an ODEP technical assistance grant to assist with implementation.
- “Employment First” initiative begins in earnest.

CONSUMER OF THE YEAR (COY):

DSB is seeking advice from the DSB Board COY committee on ways to improve the current COY Nomination Form and Criteria for selection of future COYs.

UPCOMING EVENTS:

- April 7th – Lions’ Market Bazaar.
- April 9-13 – CSAVR Bethesda, MD.
- April 19th – Day at the Capitol.
- April 24-26 – Mississippi State University OIB site visit.
- April 27-28 ACB State Convention.
- May 18th ASBVI Graduation.
- June 4-22 Jump Start.

BUSINESS & TECHNICAL SERVICES REPORT – JIM PEARSON:

The two rest areas at Social Hill and White River have been renovated and are multi-million dollar complexes where DSB has machine locations. It is, as yet, unknown as to what will happen with commercialization of rest areas. The proposal is that the feds would fund the privatization at 20% and state industry and state government would fund it at 80%.

In 1985 the vending program contracted with a private company to fund a \$300,000 project across the State to build 8 or 9 facilities. During the term of the contract, the company retained vending rights and paid the VFP a commission over a 36 month period. The agreement was that if the company did not recoup its investment within the contract period, VFP would take over the vending operations and decide what to do about it. As it happened, the private contractor recouped its investment in 15 months instead of 36. At the end of the 36 months, DSB retained the locations and operated the facilities going forward, without ever having to fund construction.

FINANCIAL REPORT – CASSONDRA WILLIAMS-STOKES:

- Dr. Williams-Stokes thanked Jackie Plummer, our CFO and Kena Sabb for keeping us on track with funding and expenditures. She also thanked Betsy Barnes and Rhonda Garmon for helping DSB move quickly to fill job vacancies as they occur.
- Chairman Terry Sheeler stated that she still has problems with the CISCO system and is not getting notifications on Gmail. It was mentioned that DSB would work toward resolving the problem.
- DSB is also recruiting on Indeed.com and other websites.
- Legislative Audit has completed the single state audit of DSB. The only audit finding was that DSB and ARS jointly did not spend all of the funds required to be spent in the

Pre-ETS program. In response to the finding, DSB has been meeting with ARS once a month to track and discuss the status of our joint Pre-ETS expenditure obligations. As part of the Pre-ETS corrective action plan, DSB is expecting to receive technical assistance regarding filling Pre-ETS job vacancies. LaTasha Mays, our new transition coordinator, is on track to recruit new Pre-ETS vendors, educate them and put us in the right direction for a better fiscal year-end.

- This is the time of year we begin to close out all of our state finances and DSB should be able to report at the next Board meeting that everything has been closed out as fully expended.
- The state has instituted a new performance evaluation process that will be released on March 19th and we will be required to use it for the July 2018 to June 2019 year. If funds are available there may be a salary increase beginning July 1st, 2018.
- CSAVR and NCSAB semi-annual meetings are coming up and we will be discussing WIOA and Pre-ETS at those meetings.
- Crystal Anderson will be speaking later and she will discuss what she has been doing with the data we have been receiving.
- In addition to Megan Lamb helping Crystal we do have one new individual in Finance and that is Misty St. Clair.

OLD BUSINESS – TERRY SHEELER:

Board Member Terms. The first thing on our agenda under Old Business is clarification of Board Member terms of appointment. For the record, terms expiring June 30th of 2017 were as follows:

- Sandy Edwards – Sandy is term-limited.
- Basil Julian – Basil is pending reappointment.
- Bill Johnson – Bill is pending reappointment.
- Terry Sheeler – I am pending reappointment.

We have checked their status, but no action has been taken.

Mr. Johnson asked what response came from the Governor's Office.

Ms. Morris answered that some of the state boards in the last couple of years have ceased to exist because members subject to reappointment failed to attend board meetings. In the absence of a quorum of board members, these boards could not take effective action and ceased to exist. This is not the case with DSB. Board members are faithful in their attendance and multiple people connected with DSB continue to check on appointments and reappointments. This sends the clear message that the blind community cares about the business of the DSB Board.

Mrs. Sheeler noted that, for the record, no board member terms expire June 30, 2018.

NEW BUSINESS – TERRY SHEELER:

Board Preparations for 2019 Session. As DSB moves toward the 2019 Legislative Session, Board Members will need to be strong advocates for the Division beginning July 1 to the

Governor and beginning in late summer to selected Legislators. The state office of Personnel Management (OPM) usually opposes adding new job titles to state government. However, DSB faces a lot of change in the next few years due to turnover, retirement and collocation. Ms. Morris elaborated that since division personnel cannot lobby the Governor or the Legislature, such advocacy falls to the governing Board. Rehabilitation Assistants are absolutely essential to DSB Counselors. Under collocation with Workforce Service, their roles will be changing. DWS will be performing some of the more routine duties previously performed by DSB Rehab Assistants.

Ms. Sharon Giovinazzo asked to be sent information. She stated that she has lobbied on Capitol Hill and she would be happy to help with a letter campaign and to knock on doors.

Mr. Johnson asked whether the Board has reached out to the Governor or the Legislature.

Ms. Morris answered that now is the time to start that for the 2019 session. About July 1st the instructions for the biennial budget will be issued and usually the general instructions are “Don’t even ask”. DSB will have to be very specific about what its needs are and the related costs. The Division will be expected to accomplish any change within existing state funding. The goal is to retain current valuable personnel and attract more of the same.

Mr. Johnson asked whether the Board needs to go through a DHS liaison to the Governor’s office, or through DHS staff.

Ms. Morris responded that the initial contact would be made through the DHS liaison to the Governor’s Office and if Board Members or committees were conducting Legislative Advocacy, they would be contacting Senators and Representatives individually.

Appointment of Ex Officio Member to OIB Board Committee – Chairman Terry Sheeler noted that Mrs. Morris had recommended that the DSB Director’s OIB Advisory Council members become ex-officio members of the DSB Board OIB Committee to strengthen the status of the OIB program as DSB moves forward to any structural reorganization. Mrs. Sheeler noted that the DSB Board OIB Committee, consists currently of Terry Sheeler, Bill Johnson, Sandy Edwards and Keith Clark. She proposed that only the chair of the Director’s OIB Advisory Council become the ex officio member of the DSB Board OIB Committee and that the Council continue to function as usual in providing its advice to the DSB Director on OIB issues. Accordingly, Mrs. Sheeler appointed June Richardson, who is the current Chair of the Director’s OIB Advisory Council as an ex officio member of the DSB Board OIB Committee. Mrs. Sheeler recognized Mr. Bill Johnson to speak on the subject.

Mr. Johnson suggested that the board might take a step back to consider whether it is being efficient. He asked whether it was not duplicative to continue both the OIB Advisory Council and the OIB Board Committee. Mrs. Sheeler responded that it was very valuable to have the various OIB stakeholders represented on the OIB Council and to have the Chair of that Council represented on the Board OIB Committee.

CONSUMER SATISFACTION SURVEY REPORT FFY 2017 – CRYSTAL ANDERSON:

Vocational Rehabilitation (VR) – Ms. Anderson presented the summarized results of the FFY 2017 consumer satisfaction surveys for both the Vocational Rehab (VR) program and the Older Individuals who are Blind (OIB) program. She noted that the results of the surveys were distributed in the electronic packets previously submitted to the Board. **They are also provided in detail as an appendix immediately following these minutes.** Crystal thanked DSB Statistician Ms. Megan Lamb for her labor on the project. In summary, the DSB overall satisfaction rate for VR services for FFY 2017 was 95.26% and for OIB Services was 96.84%.

Mr. Johnson asked if all of the surveys were in print and whether we should try different forms of technology including email. Ms. Anderson replied that a few surveys had been sent as emails.

Director Morris noted that receiving standard e-mails negates confidentiality, but that DSB might use a service such as Survey Monkey. DSB Rehabilitation Technologist Ms. Liz Whitaker said Survey Monkey is accessible. Ms. Giovinazzo clarified that any survey should be an outside source.....that we cannot survey ourselves. It was agreed that Survey Monkey might be considered as a survey resource in the future.

ANNUAL APPROVAL OF BOARD EXPENSES – TERRY SHEELER:

As required by law, the Board voted to approve board member expenses for participation in quarterly meetings, national consumer conventions, National Coalition of State Rehabilitation Councils and meetings related to Agency Operations.

Motion was made by Mr. Keith Clark to approve the expenses. Mr. Bill Johnson seconded the motion. *Motion passed.*

NEWSLINE AND FAIRS REPORT – LARRY WAYLAND:

Friends of the Arkansas Information Reading Services (FAIRS) – Mr. Wayland reported that FAIRS held its quarterly meeting in February. He noted that he had again sent the renewal application for the 501(c)3. Once the 501(c)3 is approved, FAIRS will be able to raise money for the Reading Service. He described the Arkansas Information Reading Service broadcast and urged people to listen to the programming. He also spoke about NEWSLINE, a service of the National Federation of the Blind, sponsored by DSB. Eligible individuals can access it in several ways including an app that can be downloaded to a smartphone or a screen reader, or a program that can be downloaded to a computer. The app is a synthesized voice that can be used to read any of about 350 publications including newspapers and magazines from across the United States and beyond. He encouraged counselors to inform their clients of it. Liz Whitaker said that interested people can find the iPhone app on the net under “NFB NEWSLINE”, but that it is not available for Android phones yet. She also offered to be the contact for anyone in need of help accessing this cell phone application. Larry added that AIRS is in need of back-up equipment for broadcasting. Currently, if the equipment goes down the service will go down. He said the 501(c)3 status will help FAIRS with fundraising for AIRS.

DWS KIOSK UTILIZATION – ELIZABETH WHITAKER:

Ms. Whitaker reported on the utilization of the 18 accessible computer kiosks DSB installed in DWS locations in recent years. These locations include Little Rock, North Little Rock, Batesville, Searcy, El Dorado, Hot Springs, Benton, Conway, Russellville, Fayetteville, Harrison, Jonesboro, Monticello, Arkadelphia, Fort Smith, Pine Bluff, West Memphis and Texarkana. She said usage continues to be light, but some individuals access the services from their home computers.

DISABILITY RIGHTS ARKANSAS (DRA) – CAROLINE BOCH:

Ms. Caroline Boch gave a brief update on open service requests at Disability Rights Arkansas (DRA). They are currently serving 18 clients who are blind or visually impaired. Their issues are quite varied with 4 issues regarding housing, 2 with employment discrimination issues, 3 individuals with architectural accessibility, 2 with issues about education, 2 with issues regarding abuse/exploitation, 1 individual around access specifically with a service animal and one individual who requested information about benefits counseling.

Ms. Morris asked whether the 3 that have issues with rehab have exhausted their due process with DSB before they went to DRA.

Ms. Boch answered that they have not necessarily done so. She stated that at some point people contact them just with questions about what the due-process is through DSB.

Ms. Morris said that she will visit with DRA Director Tom Masseau about DSB and DRA entering into an information sharing agreement to make it more likely that DSB Consumers are better informed of the DSB internal process.

ARKANSAS INDEPENDENT LIVING COUNCIL – SHA ANDERSON:

Ms. Anderson was unable to be present, but the report for ARSILC is included in the board packets.

World Services for the Blind Report – SHARON GIOVINAZZO:

Older Individuals who are Blind (OIB) – For OIB, since July 1st of 2017 WSB has served 497 eligible clients under the Older Individuals who are Blind contract. The clients have benefited from one-on-one services and instruction in techniques of daily living, technology and orientation and mobility training. WSB hosted group events focusing on vision loss in 10 different counties, although they have served people from more than 10 counties with these events, because some people do cross the line. This month OIB has events scheduled in Mountain Home, Harrison, Eureka Springs, Jasper, Russellville and Helena. Because the eastern part of the state is more rural, WSB has had trouble scheduling events there. The Southwest quadrant of the state is WSB's focus in April and May. At the latest OIB event some of the focus was on Uber, Lyft and other transportation services.

The OIB Healthy Habits rotation is currently working on how to safely prepare healthy foods in different ways like infra-red cookers and induction cook tops. For safe and healthy meal preparation we have tried to strengthen our relationships with the medical community and collaboration with state agencies that serve the older population. A lot of new referrals come

from doctors' offices where we have existing relationships. OIB does receive referrals for people we reach out to, but who do not return our calls. Attempted contact includes phone calls, mail-outs and knocking on doors.

World Services for the Blind (WSB) – Regarding other WSB programs, Ms. Giovinazzo invited everyone to visit the WSB campus. They are gearing up for the summer programming and have been working with Arkansas School for the Blind (ASB) and DSB. WSB has been providing services not just in the Little Rock Metro region and over in ASBVI, for pre-vocational youth, but statewide as well. Their summer program will include a segment in conjunction with Jump-Start for some of the Arkansas kids. Also, in addition to their traditional summer programs, WSB will be running week-long boot camps for people who need to focus on orientation and mobility, work skills and independent living. They are also providing direct services in Metro schools now and have more reaching out to do. Ms. Giovinazzo stated that she is 2 ½ years into her tenure and it is an exciting time to be at WSB. She does like to hear satisfaction surveys and would like to hear 100% satisfaction, but she knows there are some they do not get to spend enough time with and some of the clients do need socialization along with the services provided.

CONSUMER INPUT:

ACB State President Sandy Edwards announced that the ACB state convention will be held April 27-29 in Fayetteville at the Hilton Garden Inn. Everyone is welcome to come, but Sandy will need to know you are coming ahead of time for registration. ACB national convention will be in St Louis from June 29th to July 6th.

Cassandra Williams added that DSB will sponsor Cynthia Hastings to attend national ACB and Kyle Kiper to attend national NFB. DSB Employee of the Year Jacob Grace will also attend ACB.

NFB State President Terry Sheeler announced that the NFB national convention will be July 3rd through the 8th in Orlando. The main thing we want to remind everyone about is the NFB scholarships. The deadline is March 31st. Please encourage all your students to apply for that. It could be anywhere from \$3,000, to \$12,

000 and it is very time-worthy to apply for that. Also, NFB State convention will be in October. We are in Hot Springs for the next two years. We are still working on contracts for dates and I will have those to you by the next meeting.

Lisa Reynolds announced that Arkansas AER is hosting a two-day workshop May 10th and 11th. It will be free to members and \$8 to non-members. It will include 6 hours CEU credit. May 10 will be noon to 4:00 and the program will be covering DSB transition services including Jump Start. That evening will be and Arkansas AER social held at the Flying Saucer 6-7 pm and the next day we will be at the DSB Tech Lab for a VR Services presentation 9:00 to noon. Nanopac will be there to demonstrate their technology and answer questions. Rooms will be available at the LR Downtown Holiday Inn and more information will be available next week.

Terry Sheeler reminded everyone that the next Board Meeting is here June 8th.

Meeting Adjourned.

APPENDIX (A)
ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2017 VR Consumers Polled

METHODOLOGY

The 2017 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND to every DSB VR consumer closed during Federal Fiscal Year 2017. Postage-free return addressed envelopes were provided. The questions with their responses follow the overall summary. The survey consisted of ten questions and consumers were asked to indicate their satisfaction by choosing between strongly agree, agree, disagree and strongly disagree.

OVERALL SUMMARY

TOTAL NUMBER OF SURVEYS MAILED:

DSB mailed 410 surveys in 2017 compared to 456 mailed in 2016 (a 10.08% decrease). The decrease was a direct result of continued efforts to eliminate returned or ‘undeliverable’ surveys. Before the surveys were mailed, counselors were consulted to verify the accuracy of information as well as to verify which consumers had passed away or relocated with no forwarding address.

SURVEYS RETURNED UNDELIVERABLE:

The number of surveys returned undeliverable in 2017 was 10 or 2.44% of the 410 total mailed. Compared to last year’s 36 returned undeliverable or 7.89% of last year’s 456 total mailed, this is a 30.93% decrease, which means that we had a higher rate of surveys that reached consumers in 2017.

SURVEYS FILLED OUT AND RETURNED TO DSB:

To date, 28 surveys out of the total 410 mailed have been filled out and returned to DSB. The 28 surveys completed represent a 6.83% return rate for 2017. Compared to 101 out of 456 mailed in 2016 (or a 22.15 % return rate for 2016), our return rate in 2017 compared to the return rate in 2016 is down 15.32%.

OVERALL SATISFACTION RATE:

The 28 surveys filled out and returned to DSB for 2017 that had answers of ‘Strongly Agree’ or ‘Agree’ represent a 95.26% overall satisfaction rate with the services that DSB offers. In 2016, the 101 surveys filled out and returned to DSB had a 94.92% overall satisfaction rate. So, from 2016 to 2017, there was a 0.34% increase in the overall satisfaction rate.

RESPONSES TO QUESTIONS

Question Number 1: Services were provided in a timely manner.

Response: Of the 28 surveys received, 18 or 64.29% strongly agreed, 9 or 32.14% agreed, 0 disagreed and 1 or 3.57% strongly disagreed. This is an overall satisfaction rate of 96.43% for this question.

Question Number 2: My telephone calls were returned promptly.

Response: Of the 28 surveys received, 18 or 64.29% strongly agreed, 10 or 35.71% agreed and none disagreed or strongly disagreed. This is an overall satisfaction rate of 100.00% for this question.

Question Number 3: I was treated with courtesy and respect from all staff.

Response: Of the 28 surveys received, 19 or 67.86% strongly agreed, 8 or 28.57% agreed, 0 disagreed and 1 or 3.57% strongly disagreed. This is an overall satisfaction rate of 96.43% for this question.

Question Number 4: I feel my counselor provided me with relevant information and services for my specific situation.

Response: Of the 28 surveys received, 21 or 75.00% strongly agreed, 7 or 25.00% agreed, 0 disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 100.00% for this question.

Question Number 5: My counselor was attentive, concerned and interested in my well-being.

Response: Of the 28 surveys received, 19 or 67.86% strongly agreed, 8 or 28.57% agreed, 1 or 3.57% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 96.43% for this question.

Question Number 6: I am satisfied with the amount of contact I had with my counselor.

Response: Of the 28 surveys received, 18 or 64.29% strongly agreed, 9 or 32.14% agreed, 0 disagreed and 1 or 3.57% strongly disagreed. This is an overall satisfaction rate of 96.43% for this question.

Question Number 7: My counselor was familiar with technology and techniques used by blind and visually impaired individuals.

Response: Of the 28 surveys received, 17 or 60.71% strongly agreed, 9 or 32.14% agreed, 2 or 7.14% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 92.86% for this question.

Question Number 8: I participated in the development of my Individualized Plan for Employment and feel that all services needed to reach my goals were offered.

Response: Of the 28 surveys received, 1 did not indicate a choice. Of the remaining 27 responses, 17 or 62.96% strongly agreed, 8 or 29.63% agreed, 2 or 7.41% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 92.59% for this question.

Question Number 9: The services I received from Services for the Blind made a positive change in my career and helped me achieve greater personal success.

Response: Of the 28 surveys received, 1 did not indicate a choice. Of the remaining 27 responses, 17 or 62.96% strongly agreed, 8 or 29.63% agreed, 2 or 7.41% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 92.59% for this question.

Question Number 10: Overall, I am satisfied with the services I received and feel my needs have been met.

Response: Of the 28 surveys received, 1 did not indicate a choice. Of the remaining 27 responses, 19 or 70.37% strongly agreed, 5 or 18.52% agreed, 3 or 11.11% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 88.89% for this question.

Comments ranged from:

“They were great and helped me with the things I needed to do my job and have a better quality of life.”

“I appreciate all and everything you all did for me and I thank you very, very much”

To:

“I still am in need of job placement...there was not much follow up. I would like to work again.”

“...I still need help. I really want to go to college, but I need a lot of help...”

APPENDIX (B)
SURVEY OF OLDER INDIVIDUALS WHO ARE BLIND
ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2017 OIB Consumers Polled

METHODOLOGY

The 2017 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND to every DSB OIB Program consumer closed during Federal Fiscal Year 2017. Postage-free return addressed envelopes were provided. The questions with their responses follow the overall summary. The survey consisted of ten questions and consumers were asked to indicate their satisfaction by choosing between strongly agree, agree, disagree and strongly disagree.

OVERALL SUMMARY

TOTAL NUMBER OF SURVEYS MAILED:

DSB mailed 102 surveys in 2017. The last time DSB conducted the survey directly was for the Federal Fiscal Year 2011. In Federal Fiscal Year 2011, DSB mailed out 100 surveys.

SURVEYS RETURNED UNDELIVERABLE:

The number of surveys returned undeliverable in 2017 was 2 or 1.96% of the 102 total mailed. This is compared to 4% being returned as undeliverable in 2011, which is a 2.04% decrease in undeliverable surveys.

SURVEYS FILLED OUT AND RETURNED TO DSB:

To date, 20 surveys out of the total 102 mailed have been filled out and returned to DSB. The 20 surveys completed represent a 19.61% return rate for 2017. This is compared to a 52.08% return rate for 2011.

OVERALL SATISFACTION RATE:

The 20 surveys filled out and returned to DSB for 2017 that had answers of ‘Strongly Agree’ or ‘Agree’ represent a 96.84% overall satisfaction rate with the services that DSB offers through World Services for the Blind. This is a 3.27% increase in satisfaction from Federal Fiscal Year 2011. The overall satisfaction rate is 96.84%.

RESPONSES TO QUESTIONS

1. Question Number 1: The services I received were provided in a timely manner.

Response: Of the 20 surveys received, 14 or 70.00% strongly agreed, 6 or 30.00% agreed, 0 disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 100.00% for this question.

Question Number 2: My telephone calls were returned promptly.

Response: Of the 20 surveys received, 3 did not indicate a choice. Of the remaining 17 responses, 12 or 70.59% strongly agreed, 5 or 29.41% agreed, 0 disagreed and 0 strongly disagreed. This is an overall reported satisfaction rate of 100.00% for this question.

Question Number 3: I was treated with courtesy and respect by the individual(s) providing me services.

Response: Of the 20 surveys received, 18 or 90.00% strongly agreed, 2 or 10.00% agreed, 0 disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 100.00% for this question.

Question Number 4: Information and services I received were relevant to my specific situation.

Response: Of the 20 surveys received, 15 or 75.00% strongly agreed, 4 or 20.00% agreed, 1 or 5.00% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 95.00% for this question.

Question Number 5: The individual(s) providing me services was attentive, concerned and interested in my well-being.

Response: Of the 20 surveys received, 17 or 85.00% strongly agreed, 3 or 15.00% agreed, 0 disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 100.00% for this question.

Question Number 6: I am satisfied with the amount of contact I had with my counselor.

Response: Of the 20 surveys received, 1 did not indicate a choice. Of the remaining 19 responses, 13 or 68.42% strongly agreed, 4 or 21.05% agreed, 2 or 10.53% disagreed and 0 strongly disagreed. This is an overall reported satisfaction rate of 89.47% for this question.

Question Number 7: My service provider was familiar with technology and techniques used by blind and visually impaired individuals.

Response: Of the 20 surveys received, 15 or 75.00% strongly agreed, 4 or 20.00% agreed, 1 or 5.00% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 95.00% for this question.

Question Number 8: I participated in the development of my Individualized Plan for Elders and feel that all immediate services needed to reach my goals were offered.

Response: Of the 20 surveys received, 2 did not indicate a choice. Of the remaining 18 responses, 12 or 66.67% strongly agreed, 6 or 33.33% agreed, 0 disagreed and 0 strongly disagreed. This is an overall reported satisfaction rate of 100.00% for this question.

Question Number 9: The services I received made a positive change in my independence and helped me achieve greater personal success.

Response: Of the 20 surveys received, 1 did not indicate a choice. Of the remaining 19 responses, 13 or 68.42% strongly agreed, 6 or 31.58% agreed, 0 disagreed and 0 strongly disagreed. This is an overall reported satisfaction rate of 100.00% for this question.

Question Number 10: Overall, I am satisfied with the services I received and feel my immediate needs have been met.

Response: Of the 20 surveys received, 2 did not indicate a choice. Of the remaining 18 responses, 12 or 66.67% strongly agreed, 4 or 22.22% agreed, 2 or 11.11% disagreed and 0 strongly disagreed. This is an overall satisfaction rate of 88.89% for this question.

Consumer comments ranged from:

“Excellent Service.”

“Thank you for help.”

“This was a very lovely lady. She was helpful in every way. I was truly impressed.”

To:

“Equipment I needed is not available in this program.”

“I will need more help...”

“I needed a CCD, but didn't get one...”