

Governor's Council on Blindness and Visual Impairment (GCBVI)
Full Council Meeting Minutes
May 18, 2018

Members Present

Amy Porterfield*
Bob Kresmer*
Ted Chittenden
Dan Martinez
Donald Porterfield*
Janet Fisher
Ed Gervasoni*
Bea Shapiro*
Mike Gordon*
Jim LaMay
Nathan Pullen
George Martinez
Rich Sorey
Allan Curry*
Sharonda White

Members Absent

Mike Kanitsch
Nikki Jeffords
Annette Reichman

Staff Present

Lindsey Powers, Council Liaison
Teleconferenced*

Guests Present

Kristen Mackey*
Milly Martinez
Janet Fukuda*

Call to Order and Introductions

Amy Porterfield, Chair, called the meeting to order at 12:10 p.m. at the RSA Video Conference Rooms located in Phoenix and Tucson, Arizona. Introductions were made, a quorum was present, and the procedural meeting rules were explained.

Approval of March 16, 2018 Meeting Minutes

Bob Kresmer moved to approve the minutes of the March 16, 2018 GCBVI Full Council meeting as written. Ted Chittenden seconded the motion. The minutes were approved by majority voice vote.

GCBVI Chairperson's Report

Amy Porterfield stated that Janet Fukuda, Arizona Department of Education (DOE), was in the process of applying for council membership. Ms. Porterfield stated an individual responsible for accessibility and testing would also apply for council membership. Amy Porterfield stated she met with Rehabilitation Services Administration (RSA) management regarding the Department of Economic Security (DES)'s Procurement process. Amy Porterfield stated the current Procurement rules allowed clients to obtain medical services based on an access fees schedule rather than going through the Procurement process. She stated that she inquired whether RSA could obtain services similarly for Vocational Rehabilitation (VR) clients. Amy Porterfield stated the National Federation of the Blind of Arizona (NFBA) passed a resolution to expand the definition and took the resolution to the Legislature. She noted that the NFBA worked with the Arizona Association of Providers for People with Disabilities (AAPPD) on an amended bill. Amy Porterfield stated that DES Legislature inquired regarding the Attorney General's position, which was that an exemption would make every RSA contract null and void. Amy Porterfield stated RSA developed a contract, the Managed Service Provider, that would allow one vendor to coordinate with all service providers to clients. Kristen Mackey stated the contract was intended to provide flexibility for all services to specialty populations. Amy Porterfield stated her concern regarding the quality of services to blind and visually impaired individuals.

Ed Gervasoni stated the deaf-blind population offered managed services as well and noted that the services to the deaf-population were often mismatched. Dan Martinez stated the contract process was currently under development and as the process unfolded, the needs could be shifted to meet the needs of the clients. Bob Kresmer inquired whether there would be an additional administration level between VR and the service providers. Kristen Mackey stated there would be a single entity that would oversee the subcontractors. Bob Kresmer inquired whether the service providers would communicate with the subcontractor to VR. Kristen Mackey stated the solicitation was currently out for bid and she was unable to provide specific details, although the Managed Service Provider (MSP) would assist in developing the subcontractor network. Amy Porterfield inquired whether the contract had been published. Kristen Mackey stated the contract had been published from the Office of Procurement and moved forward according to the Legislature. Kristen Mackey stated the MSP had three phases of implementation and the specialty and blindness services were not include in those. Amy Porterfield stated that blindness services would not be impacted although she requested that the blindness population remain in the conversation regarding the MSP.

RSA Administrator's Report

Kristen Mackey stated there was a pre-authorization conference regarding the MSP in the Arizona Department of Transportation (ADOT) auditorium on Monday, May 21, 2018 for individuals interested in more information. Kristen Mackey stated DES continued to implement the Strategic Plan goals, and RSA's goals was to release individuals off the Order of Selection (OOS) Wait List and increase job placements. Kristen Mackey stated RSA had released a total 1,022 from the OOS since November of 2016. Ms. Mackey stated the goal was to release 886 from July 1, 2017 and RSA had released 951 individuals. Kristen Mackey stated RSA's goal was to increase job placements by 5%, and RSA would not make that goal, but would increase job placements compared to the previous year. Kristen Mackey stated RSA placed approximately 130-200 individuals each month. Kristen Mackey stated the historically low unemployment rate could impact the challenges in placing individuals. Kristen Mackey stated DES set high level department quality initiatives of a high-level culture, timeliness of services and the quality of services. Dan Martinez inquired whether RSA continued to implement the agency's Strategic Plan goals from three years prior. Kristen Mackey stated that RSA's Strategic Plan goals had been included in the current Strategic Plan. Kristen Mackey stated there was an increased focus on the Workforce Innovation and Opportunity Act (WIOA) and in serving youth and individuals with developmental disabilities and intellectual disabilities. Kristen Mackey stated field staff were aware of the need to better provide services to these populations and to seamlessly transfer individuals between the agencies.

Kristen Mackey stated RSA implemented a Supported Employment pilot program in the Chandler office for students that required supported employment after obtaining employment. Ted Chittenden stated one of DES's goals was to increase quality of services and inquired how DES would measure that goal. Kristen Mackey stated RSA was reviewing retention numbers and how long individuals remained in their jobs. She added that RSA was also reviewing client's definitions of quality to establish metrics to track those goals. Amy Porterfield inquired how RSA was encouraging counselors to maintain integrity and place clients into successful careers while still making their placement numbers. Kristen Mackey stated RSA's message was to focus on job placements, although she did not want individuals placed in entry level positions. Kristen Mackey stated clients should be adequately trained to obtain sustainable careers. Kristen Mackey stated if the council members heard any information otherwise in the community, that she would be please to provide further education.

Amy Porterfield stated service providers often boasted about their completion rates and inquired how far back RSA was able to track their

completion rates. Kristen Mackey stated there were some changes with the data reporting schedule due to WIOA, although the Data Unit indicated that RSA could go back to the beginning of the current quarter for data. Amy Porterfield stated if an individual was placed in employment on May 1st, when would that individual be reported as employed. Kristen Mackey stated an individual placed in employment on May 1st would be recorded in Quarter two. Amy Porterfield suggested the GCBVI or the Employment Committee develop methods for tracking closures that accurately reflected the completion rates. Kristen Mackey stated the new performance measures did not track the old standards and indicators and noted that anyone that exited the program, would be included in the UI data and would be found in the data. Kristen Mackey agreed that service providers had better relationships with clients and could encourage the clients to submit verification of employment. Amy Porterfield inquired regarding what RSA would need from a client that had started working. Kristen Mackey stated the client could submit a pay stub to their previous counselor or RSA staff. Rich Sorey stated clients could also send their information to him, and he would forward to the appropriate counselor. Amy Porterfield stated her understanding that RSA's job placement statistics for the blindness population were higher than the numbers reported. Amy Porterfield stated if an individual's case was open and they were currently working, would that affect the employment rate. Kristen Mackey stated the individual had not exited the system and would not be counted in the data. Jim LaMay inquired how an employed individual receiving training would be counted in the statistics. Kristen Mackey stated post-employment services were not counted in the closure statistics. Amy Porterfield stated if an individual was not in contact with their counselor, and they obtain employment, what would happen to that individual's numbers. Kristen Mackey stated the closure would be recorded in the performance numbers, and she noted that she had not seen that initial data. Dan Martinez inquired how long an individual's case would be in limbo. Kristen Mackey stated there was a new report that tracked the time in different service statuses and noted there was no standard time allotted for service provision. Ms. Mackey noted she encouraged counselors to remain in contact with their clients and ensure the clients remained engaged in the VR process.

SBVID Program Manager Report

Kristen Mackey reviewed the Services for Blind Visually Impaired and Deaf (SBVID) and Deaf-Blind (DB) statistics (**Note: Attachment A**)

Amy Porterfield inquired regarding the team approach to providing services to SBVID clients and regarding the wait times for clients. Rich Sorey stated the team approach was currently offered in Phoenix offices and he was

unsure whether the approach was the best. Mr. Sorey stated that he was able to hire more staff and he was hopeful that would alleviate some of the client wait time. Bob Kremer stated he heard that individuals continued to wait for Independent Living (IL) services. Rich Sorey stated that he did prioritize IL cases if the individuals required immediate services, although there was not sufficient funding to provide services to everyone quickly.

Amy Porterfield stated some offices offered team approaches to client services and she inquired whether those offices experienced greater wait times for clients. Rich Sorey stated team rehabilitation was offered in Phoenix offices and he continued to review the approach. Mr. Sorey stated he received some complaints regarding wait times, which was in part due to the inexperience of new counselors. Rich Sorey stated RSA would offer a statewide training to counselors that worked with specialty populations. Amy Porterfield inquired whether there was a difference in the client case sizes for the counselors providing services directly to the clients and the counselors that worked in teams. Rich Sorey stated he had recently hired a counselor with experience and his hope was that she would be able to help mentor new counselors. Rich Sorey stated some client case sizes were 90-100, which would be alleviated with new staff. Amy Porterfield inquired regarding the case sizes in rural areas. Rich Sorey stated the rural case sizes were approximately 50 cases and noted that some counselors experienced difficulties connecting the client with the available resources. Rich Sorey stated RSA offered internal coaching to counselors working in the rural offices.

Bob Kresmer inquired regarding the wait list for Independent Living (IL) and Independent Living Blind (ILB) services. Rich Sorey stated SBVID continued to make efforts to move individuals through the list quicker and he was prioritizing cases as needed. Rich Sorey stated his goal to generate additional funds for raises to IL and ILB staff, and to review the budget to better be able to serve individuals. Rich Sorey stated he considered offering support groups or training opportunities for individuals. Jim LaMay inquired regarding the ideal budget for IL and ILB. Rich Sorey noted that most states' IL programs had limited funds and there was a great need for services with limited resources. Amy Porterfield stated she would submit a formal request for wait list numbers and she could explore the climate for potentially requesting formerly appropriated funds. Kristen Mackey stated that she and Rich Sorey had been reviewing the budget and trying to identify ways to serve more individuals. Ms. Mackey stated RSA would receive \$71,000 for meet the match for the total grant requirement. She added that RSA would use some SSG funds for the ILB grant programs as well as some Social Security Insurance (SSI) and Social Security Disability

Insurance (SSDI) funds. Amy Porterfield stated she would make the formal request to Rich Sorey and Kristen Mackey regarding the IL statistics.

BEP Program Update

Nathan Pullen stated the Business Enterprise Program (BEP) had completed internal classroom training with the current group of BEP operators. Nathan Pullen stated some vending opportunities would be available for those operators, which included northern Arizona, Pinal County and a prison in Yuma. Nathan Pullen stated BEP continued to work with Yuma county to expand vending opportunities. Mr. Pullen stated BEP would potentially obtain a contract with the State Parks Department for a state park near Parker, which would be a 2 million/year contract. Nathan Pullen stated BEP would expand the coffee shop presence and received interest from Surprise and the Scottsdale Civic Center Library. He stated that BEP made changes to the Arizona Administrative Code, which had been forwarded to the DES Policy and the represented within the ADE. Nathan Pullen stated he would meet with Congressional Representatives in Washington D.C. to provide education regarding the Randolph Sheppard Act on matters related to highway rest stops. Nathan Pullen stated he would also discuss the requirement for prior approval to purchase items over \$5000, which was a significant issue for BEP operators.

Nathan Pullen read a letter sent to Representative Pete Sessions as a follow up meeting in support of the Randolph Sheppard Act:

“It was a pleasure to talk with you regarding the Randolph Sheppard Act. As you know the Department of Education administered the Randolph Sheppard Act, which aims at providing blind persons with employment, enlarging economic opportunities of the blind and stimulating the blind to greater efforts and striving to make themselves self-supporting. To those ends, the Randolph Sheppard Act provides that in authorizing the operation of vending facilities on federal property, priority shall be given to blind persons licensed by a state agency. The Act defines vending facilities to include cafeterias and therefore, the priority applies when a Federal agency authorizes operation of a cafeteria on Federal property. As we discussed, the Randolph Sheppard Act priority applies when the Department of Defense solicits a contract for the operation of a cafeteria on a military base. There has been some dispute over these types of contracts as to which priority applies. The Department of Defense regulations distinguish between full food service and dining facility attendant contract. Under full food service contracts, the vendor manages the entire operation of the cafeteria including food preparation. Under dining facility attendant contracts, the vendor manages those aspects of the cafeteria beside food preparation because

military personnel prepare the food. The DOE believe the Randolph Sheppard Act priority applies to both types of cafeteria contracts. The term operation in the Act indicates that the vendor must manage or direct the working of the cafeteria. Nothing in the Act requires a vendor to participate in every activity of the cafeteria to direct or manage the working of it. Where a vendor is responsible for the function of a cafeteria aside from those military personnel, such as Supervisory, Administrative, or sanitation related, the vendor can be said to manage the cafeteria even if not preparing the food. The cafeteria would not be able to operate without the vendor performing those functions. An Arbitration Panel recently convened to consider a dispute under the Act concerning a cafeteria at Fort Riley, Kansas. The Panel concluded that the tasks to be performed by the attendant services included a constitute and integral element of providing food service at a military cafeteria or pertaining to the operation without which the cafeteria would not be able to function. Such contracts fall within the definition included in the Randolph Sheppard Act and implementing regulations and are entitled to a Randolph Sheppard priority. The Department takes seriously the responsibility to administer the Act and to follow the Congressional aim to foster the expansion of the Randolph Sheppard Act to its fullest potential.”

Nathan Pullen stated the letter would hopefully continue discussion between the ADE and the Department of Defense (DOD). He noted there were several situations where the Randolph Sheppard Act had been circumvented in the bidding process in several states. Mr. Pullen noted the BEP had recently experienced that with the Luke Air Force Base. Amy Porterfield stated the DES Attorney General (AG) was on the side of the DOD and inquired whether the letter from the ADE had been shared with the AG. Nathan Pullen stated he did share the letter with the Attorney General but had not received the AG’s opinion of the letter. Mr. Pullen stated his understanding that the AG erred on the side of caution and wanted clarification regarding the priorities included in the Act. Nathan Pullen stated a call to action had been distributed to the council members asking for support for the Randolph Sheppard Act in terms of highway rest stop activity. Amy Porterfield stated some of the blindness consumer groups were advocating for the Randolph Sheppard Act.

Ted Chittenden inquired regarding the typical BEP class size. Nathan Pullen stated 3 individuals had completed the training class but had not received licenses. He added that the program was 4-6 months and would continue to evolve. Nathan Pullen stated there were 5-6 individuals interested in the next training, and that the next training would likely begin in July or August. Ted Chittenden inquired whether funding was available to assist operators to move to rural locations for BEP opportunities. Rich Sorey stated that VR

would allocate funding to a client interested in relocating, however, his concern was that many operators would not be willing to relocate temporarily until other opportunities became available. Bob Kresmer inquired regarding the progress towards establishing priority for commissaries. Nathan Pullen stated there had not been any change with the state prisons, which was largely due to Procurement issues.

ASDB Report

This item was tabled.

GCBVI Committee Reports

Amy Porterfield reviewed the GCBVI Strategic Plan outcomes and the progress that had been made thus far.

Education:

1) Accessibilities standards are developed and implemented for instruction and testing for infants and toddlers through Post-Secondary Education. Amy Porterfield stated the Education Committee was attempting to collect student test scores. She stated the committee could request a Freedom of Information Act to the ADE.

2a) Best practices are developed and implemented and available for all Arizona school districts to administer expanded core curriculum education. Amy Porterfield stated the committees were still collecting information and noted the Education Committee could survey schools willing to provide information.

2b) Develop and implement collaborative data collection mechanism to track test scores K-12 for all school districts in Arizona. Amy Porterfield stated the committee could begin tracking the test scores once the scores were received.

Employment:

1) VR services are funded by utilizing all methods available. All blind Arizonans are receiving services, and Comprehensive Programs are available to all blind consumers. Amy Porterfield stated the council could request more information from RSA to better offer suggestions regarding funding.

2a) BEP remains stable, protected by legislation, and continues to create opportunities for blind VR consumers. Amy Porterfield inquired whether the Employment Committee reached out to Nathan Pullen regarding BEP.

Nathan Pullen stated he had not been contacted by the Education Committee.

2b) Pre-ETS and Comprehensive Services preserve specialized quality training for blind VR consumers. Skill and employment growth outcomes are increased. Amy Porterfield stated she would like to discuss Pre-ETS in more detail in the July Full Council meeting.

2c) DES revises procurement process to be commensurate with purchasing technology that is subscription and cloud based. Amy Porterfield stated the council needed more information regarding DES's solution to the Procurement issue.

2d) Implementation of an ongoing employer education campaign. Ted Chittenden stated he would attend the upcoming Employment Committee meeting to discuss the rack cards the Public Information Committee developed. Janet Fisher stated the rack cards were approximately 3.5" x 8.5" and displayed in a display case.

2e) SBVID best practices are revised with collaboration with GCBVI and blindness stakeholder. Amy Porterfield stated the committee would discuss best practices with Rich Sorey.

3a) Implementation of mentoring program pairing successfully closed VR consumers with new VR consumers.

3b) Implementation of best practices for AIB and community partners using GCBVI and blindness stakeholders. Amy Porterfield inquired whether the Employment Committee reached out to Dan Martinez regarding AIB. Dan Martinez stated he had not been contacted yet.

Committee on Deaf-Blind Issues

Ed Gervasoni stated at the previous committee meeting, the committee learned that Arizona Long Term Care Services (ALTCS) clients were eligible for intervener services under Medicaid, however acute care clients did not qualify for intervener or Support Service Provider (SSP) services. Mr. Gervasoni stated there were 4 major categories of disabilities and deaf-blindness did not fall under those categories. He stated the committee was working with Dara Johnson, Arizona Health Care Cost Containment System (AHCCCS), to hold meetings for individuals that qualified for services to begin a conversation regarding the criteria and qualifications of interveners.

Ed Gervasoni stated the Arizona Commission for the Deaf and Hard of Hearing (ACDHH) would receive \$192,000 in additional funds for the next five years to begin a pilot SSP service program to 100 individuals per year. Ed Gervasoni stated ACDHH had decided to offer those services internally instead of using outside providers. Ed Gervasoni noted that the current SSP program in Phoenix and Tucson provided transportation to consumers and noted that the SSP pilot program would not be able to provide transportation, which caused concern in the deaf-blind community. Ed Gervasoni stated the SSP pilot program would begin on July 1, 2018 and the ACDHH was currently recruiting SSPs. Ed Gervasoni stated the blind first consumers needed to be matched with SSPs better. Amy Porterfield inquired whether the council should request a presentation from the ACDHH regarding the SSP program. Ed Gervasoni stated that Carmen Green, ACDHH Director, would be the best person to provide a presentation.

Public Information

Ted Chittenden reviewed the EyeKnow.AZ database statistics:

March 1, 2016 – March 31, 2018

Number of sessions (visits) 119

Number of individuals visiting website 103

Pages viewed per visit 3.51

Time spent visiting the database (minutes) 1:52

New visitors 86.7%

Returning Users 17.3%

April 1 – 30, 2018

Number of sessions (visits) 160

Number of individuals visiting website 133

Pages viewed per visit 3.54

Time spent visiting the database (minutes) 3:54

New visitors 88.6%

Returning Users 11.4%

Ted Chittenden stated the Public Information Committee agreed to develop a comprehensive GCBVI Annual Report and he was requesting committee reports by the end of June. Mr. Chittenden stated the committee would attend the Lion's Club State Convention and the Arizona Technology Access Program Conference (AzTAP) in July.

Assistive Technology (AT)

Sharonda White stated that AT Committee members reviewed the EyeKnow.AZ website and had some questions. Sharonda White inquired whether the resources included in the website were the same resources included in the print Resource Directory distributed to VR clients. Sharonda White stated the committee also inquired whether the resources could be downloaded if an individual was unable to navigate the website. Ms. White stated the committee inquired who was responsible for updating the website. Sharonda White stated the AT Committee discussed committee membership at the previous meeting and hoped to recruit representation from the ADE or secondary education. Ted Chittenden stated most of the resources included in the EyeKnow.AZ website was taken from the Resource Directory. Janet Fisher stated the resources included in the website could be downloaded by the user. Ted Chittenden stated that Carlos Paraskevas contacted the resources included in the website and requested updates to their information, which were forwarded to Lindsey Powers, who had the ability to update the website. Amy Porterfield inquired whether SBVID staff continued to update the print Resource Directory. Rich Sorey stated that SBVID had been occupied with other duties, although staff continued to update resources as necessary.

Ex-Oficio Member and Blindness Community Organization Updates

Arizona Braille and Talking Book Library

Janet Fisher stated the National Library Service (NLS) for the Blind and Physically Handicapped would continue to release ads to radio stations, and different TV channels, for 3 weeks on and 3 weeks off until the summer of 2019. Janet Fisher stated the library had received some an increase in applications from individuals, although other states had received more interest. Janet Fisher stated the library experienced a decrease in mail delivery earlier in the year, which had been corrected, although the library would continue to monitor the issue. Janet Fisher stated the Arizona Friends of the Library would hold their Whine-a-Thon in September and individuals could visit the library's website and Facebook page for more information. Ms. Fisher stated the library would begin the Summer Reading Program in June and would have a summer program for children and adults.

Arizona Center for the Blind and Visually Impaired (ACBVI)

Jim LaMay stated ACBVI held was offering recreational activities to blind and visually impaired individuals and would hold a boat cruise at Lake Pleasant on June 30, 2018. Mr. LaMay stated ACBVI would provide transportation and interested individuals could contact Akira St. Jermaine at 602-272-7411.

Jim LaMay expressed his appreciation for SAAVI Services for the Blind staff, Reggie, who provided instruction regarding ONET.

Arizona Council of the Blind (AzCB)

Ted Chittenden stated the AzCB National Conference would be held June 30, 2018-July 9, 2018 in St. Louis. Ted Chittenden stated an article had been distributed regarding the Department of Education's Office for Civil Rights (OCR) regarding disability complaints. Ted Chittenden stated he forwarded the information AzCB Chair, who would develop a resolution. Mr. Chittenden stated the AzCB held their Annual Business Meeting in which 7 of the 8 officer positions had been filled.

National Federation of the Blind (NFB)

Donald Porterfield stated the NFB National Conference was scheduled for July 3-8, 2018 in Florida and the NFBA State Conference was scheduled for August 30-September 2, 2018 at the Hyatt Regency in Phoenix. Mr. Porterfield stated the NFB awarded 30 scholarships and 2 individuals were from Arizona. Donald Porterfield stated the NFBA was successful in advocating with the Legislature for the bill, The Blind Person's Right to Parent, which prohibited the discrimination in the ability of a blind parent to raise, adopt, foster, or remain custody of a child. Donald Porterfield stated the bill passed through the Senate, the House of Representatives, and was signed by Governor Ducey. Donald Porterfield stated the NFBA continued to advocate and educate the Legislature regarding the impact of the privatization of rest stops and the impact to small businesses overall. Mr. Porterfield stated the NFB would hold the annual Braille Enrichment for Literacy and Learning (BELL) program in May and July where students received immersion training. Amy Porterfield stated the BELL program recently began working with toddlers in Arizona.

SAAVI Services for the Blind

Mike Gordon stated that summer continued to be busy at SAAVI with the BELL Academy and the Transition Camp, Ready Set Go. Mike Gordon stated the BELL Academy had been expanded for toddlers and would provide Braille, daily living, and cane travel for individuals. He noted the BELL Academy segued into the Ready Set Go camp, where individuals learned job readiness, college preparation services, and participated in recreational activities. Mike Gordon stated that SAAVI had been asked to coordinate the Youth Track sponsored by the Parents with Blind Children, which would include an emphasis on Pre-Employment Transition Services (Pre-ETS).

Agenda Items and Date for Next Meeting

The next meeting of the GCBVI Full Council will be on July 20, 2018 from 12:00 pm to 3:00 pm. in the Video Conference Room, at 515 N. 51st Avenue, Phoenix, AZ.

- Pre-ETS Discussion
- SSP Presentation

Announcements

There were no announcements.

Call to the Public

A call to the public was made with no response forthcoming.

Adjournment of Meeting

Bob Kresmer moved to adjourn the meeting. Ted Chittenden seconded the motion. The meeting was adjourned at 3:00 pm.

As of March 31, 2018:

The total number of individuals in the VR program was 1,021
The total number of Veterans in VR Program was 35
The total number of individuals in the OOS was 100
The total number of individuals in Priority Two was 76
The total number of individuals in Priority Three was 24
The number of VR applications was 135
The average number of days from application to eligibility was 51
The median number of days application to eligibility was 43
The eligibility determination compliance within 60 days was 87.1%
The number of new plans written was 140
The average number of days from eligibility to IPE implementation was 77.5
The median number of days from eligibility to IPE implementation was 66
The IPE implementation compliance within 90 days was 83.3%
The highest hourly wage of successful employment outcomes was \$62.50
The average hourly wage of successful employment outcomes was \$10.00
The number of clients placed was 31
The number of clients closed successfully was 26

As of March 31, 2018, the Deaf Blind Population statistics:

The total number of individuals in the VR program was 40
The total number of Veterans in VR program was 1
The total number of individuals in the OOS was 0
The total number of individuals in Priority Two was 0
The total number of individuals in Priority Three was 0
The number of VR applications was 33
The number of new plans written was 39
The IPE Implementation Compliance within 90 days was 100%
The highest hourly wage of successful employment outcomes was \$26.44
The average hourly wage of successful employment outcomes was \$26.44
The number of clients placed was 3
The number of clients closed successfully was 1