

Governor's Council on Blindness and Visual Impairment (GCBVI)
Full Council Meeting Minutes
January 17, 2020

Members Present

Bob Kresmer
Ted Chittenden
Amy Porterfield
Mike Gordon
Jim LaMay
Bea Shapiro
Nathan Pullen
David Steinmetz
Janet Fisher
Ed Gervasoni
Michael Bailey
Brian Dulude
George Martinez

Members Absent

Annette Reichman
Terri Hedgpeth
Donald Porterfield
Allan Curry

Staff Present

Lindsey Powers

Guests Present

Lisa Yencarelli
Doris Woltman
Bill Koehler
Michael Nelson
Nancy Nelson
Kailee Nelson

Call to Order and Introductions

Bob Kresmer, Chair, called the meeting to order at 12:35 p.m. in 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 November 8, 2019 Meeting Minutes

Ted Chittenden moved to approve the minutes of the November 8, 2019 GCBVI Full Council meeting as written. Bea Shapiro seconded the motion. The minutes were approved by majority voice vote.

GCBVI Chairperson's Report

Bob Kresmer stated the committees had been very busy and noted that all council members should be participating in the committees. Bob Kresmer stated the Legislative and Public Policy Committee was developing information to be shared with the Governor's Office regarding a request for additional funding for the Independent Living Blind (ILB) program. Mr. Kresmer stated that committees were also interested in reducing the wait for Independent Living (IL) services and increasing services to individuals in rural areas. Bob Kresmer stated the Education Committee continued to discuss teacher certifications and high stakes testing. He noted that he reached out to the Arizona Commission for the Deaf and Hard of Hearing (ACDHH) to discuss how individuals with combined vision and hearing loss (CVHL) could obtain Support Service Provider (SSP) services or intervener services for students.

RSA Administrator's Report

Brian Dulude, Services for the Blind Visually Impaired and Deaf (SBVID) Program Manager, stated that Kristen Mackey, Rehabilitation Services Administration (RSA) Administrator, had prepared a report that he would share with the council. Mr. Dulude stated there was no update regarding the Vocational Rehabilitation (VR) State Rules. Brian Dulude stated RSA continued to serve clients in Priority 2 and 3 within 30 days and would meet to evaluate opening the categories to serve all categories upon eligibility determination. Brian Dulude stated that RSA continued to experience relatively high turnover rates for counselors, Rehabilitation Technicians (RT)s and Rehabilitation Instructional Specialists and was engaging with Department of Employment and Rehabilitation Services (DERS) HR to evaluate options. Brian Dulude stated RSA had drafted a customer service survey that would be distributed to open and closed clients in appropriate random sample sizes. Brian Dulude stated that Dr. Cara Christ was still the Acting Department of Economic Security (DES) Director and the Workforce Innovation and Opportunity Act (WIOA) State Plan was out for public comment.

Brian Dulude stated RSA reduced the VR waitlist from 1,507 to 224 and increased the number of Individualized Plans for Employment (IPE)s written

by 3.7%. He noted that RSA increased the number of job placements by 10.6% and the number of exits with employment by 7.3%. Brian Dulude stated that Job Readiness Training (JRT) rolled out to 8 offices, which resulted in 10 job placements. He stated the Employment Specialists were working as part of the JRT team in those 2 offices. Brian Dulude stated as of November 2019, RSA increased the number of job placements statewide to 1,050 and the number of exits with employment to 675. Brian Dulude stated RSA increased the number of individuals dual enrolled in VR and the Division of Developmental Disabilities (DDD) job placements to 29, reduced the number of clients who exited without a job and increased the number of Pre-Employment Transition (Pre-ETS) provided directly by VR staff. Brian Dulude stated 420 individuals were served by the Older Individuals who are Blind (OIB) program, and nearly 56% were 75 years and older and 2 were over 100 years old. He added that individuals received one or more services of Assistive Technology (AT), Independent Living and Adjustment to Blindness training, which included Orientation and Mobility (O&M), Communication Skills, Advocacy Training and Support, Daily Living Skills Training and Information and Referral Services. Brian Dulude stated the median earning of an Arizona Business Enterprise Program (BEP) operator was \$89,729 and there were currently 26 BEP operators, and 6 facilities operated on Federal property.

SBVID Program Manager Report

Brian Dulude stated that one Rehabilitation Counselor for the Blind (RCB) was on extended family medical leave, one counselor was on bereavement leave, and the Prescott Valley RCB position had been filled. Mr. Dulude stated that all the Tucson and Chandler/Gilbert RCB positions had been filled. He noted that SBVID was currently recruiting for PTs and RTs for the Tucson, Phoenix and North Central offices. Brian Dulude stated SBVID staff held a Transition Program Workshop in December and were able to invite the vendors that provided Youth Summer Transition Programs to present to students and their families. Brian Dulude stated SAAVI Services for the Blind, the Colorado Center for the Blind, and Foundation for Blind Children (FBC) presented to prospective students. He noted the workshops were held at SAAVI, the Arizona State Schools for the Deaf and Blind (ASDB), FBC and the Mesa School District office for approximately 25 students and families.

Brian Dulude stated that between October and December 31st, the number of individuals in the VR program was 839. He stated the number of VR applications was 34 and the average number of days from application to eligibility was 59 days. Mr. Dulude stated the highest hourly wage for successful employment was \$34.50 and the lowest wage was \$11.00. Brian Dulude stated the number of clients placed in employment was 14 and the

number of clients closed successfully was 17. Brian Dulude stated there were 130 people on the OIB wait list that were 55 and older, and 5 people that were 54 and under. Brian Dulude stated that from November 1st – January 15th, OIB received 33 referrals for individuals 55 and older, and 3 for individuals 54 and under. He noted that 35 cases had been assigned and the average number of days from referral and case assignment was 134 days.

Ted Chittenden inquired whether the Employment Specialists would be involved in assisting blind and visually impaired clients in obtaining employment and whether they would be trained to assist that population in obtaining employment. Brian Dulude stated the pilot program was currently offered in 2 offices, although Terell Welch continued to work as an Employment Specialist for SBVID clients in the Phoenix office. Mr. Dulude stated he continued to advocate for Employment Specialists that could meet the needs of blind and visually impaired clients. Jim LaMay inquired regarding the number of offices that offered services to blind and visually impaired clients. Bea Shapiro stated there was an office in Flagstaff, Prescott Valley, two offices in Phoenix, one office in Chandler and one office in Tucson. Bob Kresmer stated at the last GCBVI Full Council meeting, the council discussed Pre-ETS services and how blind, visually impaired or students with CVHL would be assigned to a non-SBVID counselor and that RSA intended to recruit counselors that would work with those populations. Brian Dulude stated the RCB position in Chandler would work with the Transition School to Work (TSW) students. Brian Dulude stated he believed that all students should receive the same Pre-ETS services and to be able to participate equally. Bob Kresmer stated the number of new SBVID clients continued to be low and noted the council had been told there had been high vacancies among counselors, although the council had not been told about outreach efforts to reach individuals interested in VR services. Brian Dulude stated that SBVID had been understaffed for some time, although SBVID could conduct better outreach efforts. Bob Kresmer inquired whether the RSA budget allowed for outreach or an advertising for VR and SBVID. Jim LaMay stated that he had inquired whether RSA had positions that only performed outreach and was told that there were no positions solely dedicated to outreach.

David Steinmetz stated the number of VR applications of 839 seemed to be stable, although the number of successful closures seemed relatively low. Mr. Steinmetz stated that many clients were likely obtaining comprehensive blindness services and/or receiving education and inquired whether the council could learn the types of services that clients were receiving. Brian Dulude agreed that there was a range of services that individuals would receive. He noted that VR was an investment in clients, and he would

request information regarding where clients were in the rehabilitation process. Bob Kresmer stated that several years prior, RSA had reviewed the SBVID client's cases' and closed the cases that were not actively participating in their rehabilitation process. David Steinmetz inquired whether OIB had enough staff to accommodate an increase in clients if the additional funding request for services was granted. Brian Dulude stated that additional funding would be directly related to client services. Mr. Dulude stated he met regularly with OIB Specialists to identify how to fill the 6 vacancies to meet the needs of OIB clients. Mike Gordon inquired whether the council could obtain data regarding the SBVID statistics from the past 2 or 3 years to compare to the current statistics. Brian Dulude stated he would request that information to share with the council. Doris Woltman inquired whether the Vocational Rehabilitation Counselors (VRC)s in Tucson could introduce themselves to ASDB staff so that ASDB staff knew who to contact regarding students and programs such as the Summer Youth Transition Program. Brian Dulude stated he would make that connection between the Tucson VCRs and ASDB.

Bob Kresmer stated he received information indicating that Arizona had 1 million set aside for caretakers of OIB individuals for AT and inquired how those funds would be distributed. Nathan Pullen inquired whether Bob Kresmer had a link to that article, and he would research that for Mr. Kresmer. Jim LaMay stated the IL Committee would be interested to know how many OIB individuals were receiving the IL and Adjustment to Blindness Training services and the number of sessions that individuals received. Mr. LaMay stated that according to RSA's report, there were 5 individuals on the ILB wait list for 54 and under and noted that there had not been funding for that population for several years. Jim LaMay stated that individuals would not apply for ILB services due to the lack of funding. Bob Kresmer stated that a GCBVI workgroup had made recommendations to ILB regarding the provision of more timely services. Mr. Kresmer stated that VRCs had received an increase in salaries and inquired whether other staff such as the Rehabilitation Instructors would receive an increase in salaries as well. Brian Dulude stated that he met with Karla Rivas-Parker weekly to discuss the position descriptions and the reclassification for those positions. He noted that he anticipated presenting that information to Kristen Mackey shortly. Bob Kresmer stated that in the interim, would SBVID consider contracting those services with vendors. Brian Dulude stated that he would be interested in developing communication between vendors that could provide OIB services. Jim LaMay stated that an individual with CVHL would require ASL services, which would need to be incorporated in that fee structure. Ted Chittenden inquired regarding the status of the Introduction to Blindness workshops and noted there had not been many workshops within the past several months. Brian Dulude stated that SBVID would partner with

providers to offer the Introduction to Blindness workshops. He noted that SBVID would offer a 2-day orientation, where clients would visit the providers such as SAAVI, FBC, and the Arizona Center for the Blind and Visually Impaired (ACBVI) and learn about the programs and services offered. He noted that he recently had the opportunity to meet with SAAVI and ACBVI staff and would meet with staff from the Arizona Industries for the Blind (AIB) as well.

BEP Program Update

Nathan Pullen stated that he would review statistics for the Federal reporting period of October 1, 2018- September 30, 2019. Nathan Pullen stated the BEP gross sales was \$18 million, there was \$5 million in merchandise purchases, and an operator profit of 5.17 million. Nathan Pullen stated that the price of products had increased, which was partially passed on to consumers, as well as absorbed by operators. He noted that operators also had to adjust payroll to accommodate the increase in minimum wage as well. Mr. Pullen stated that BEP operators were reimbursed for retirement and benefits costs of \$536,000, which accounted for a program net of 6.7 million. He noted that BEP had levied set aside funds of 1.129 million, which calculated the net profit to vendors of \$5.144 million, and the average number of years of employment was 25.08 years. Nathan Pullen stated the average vendor earnings was \$205,000, which was somewhat skewed due to the number of large facilities. Nathan Pullen stated that BEP reviewed the median average BEP salary, which was \$89,729, which was higher than other states which averaged in the low \$30,000s. Nathan Pullen stated there were 280 individuals employed by the BEP operators, of which 17 had a non-visual disability and 1 individual with a visual disability. He noted that BEP might not have the accurate data regarding employee disability because the individuals could choose not to report their disability. Nathan Pullen stated there were 6 facilities on Federal sites, and 2 military dining contracts, which included Fort Huachuca and the International Guard in Phoenix. Nathan Pullen stated the facilities were defined by an operation that was operated by a full-time operator, although there were 900 + sites where services were provided. Nathan Pullen stated there were 3 highway rest sites operated by blind operators.

Nathan Pullen stated the purchase of new equipment was \$1.25 million, \$14,018 in maintenance of equipment, and \$809,000 in replacement of equipment. Nathan Pullen stated the health insurance reimbursement was \$70,000, retirement and pension reimbursement was approximately \$11,000. Nathan Pullen stated BEP had to collect a 20% set aside on the net profits from operators, which was historically in excess of the amount the program needed to operate. Mr. Pullen stated BEP rebated the excess to

operators, which allowed operators to pay a lower set aside rate. Nathan Pullen stated the initial stocks and supplies was \$90,000, which totaled \$4 million in total expenditures. Nathan Pullen stated there were 2 site surveys on Federal properties and 28 on non-Federal properties, in which all but 2 were accepted. Nathan Pullen noted there were more than 28 sites opened, although the site surveys had been completed prior. Nathan Pullen stated there were 2 BEP operators that were trained and licensed as operators. He added that all operators were currently working and were not waiting for employment. Nathan Pullen stated there were 12 full-time employees, on which 3 were consultants and 9 were able to attend upward mobility training and 7 participated in consumer conference. Nathan Pullen stated the report was audited by DES Finance, certified by Kristen Mackey and submitted to the US Department of Education. He noted the document was a draft document and that Arizona typically submitted the report early compared to other states.

Nathan Pullen stated BEP had 3 operators involved in training through the Hadley modules and were currently receiving vending training and hands on training. Mr. Pullen stated there were potential vending sites of Mohave County, which had reached out to BEP regarding a potential concession contract. He noted that BEP would potentially expand the size of the Lake Havasu vending site and a new concession in Encanto Park. Nathan Pullen stated there were two micro markets and food installations with the Maricopa County Attorney's Office and the Maricopa County Sheriff's complex. Nathan Pullen stated the Florence Prison would potentially close in 3-4 years, which would be a significant loss to the BEP program. Nathan Pullen stated in the case that an operator was displaced through no fault of their own, that operator would have the priority when bidding on new facilities. Jim LaMay inquired whether BEP would experience a loss in revenue at Fort Huachuca due to a potential decrease in military at that site. Nathan Pullen stated he was not aware of a shift in military at that site and noted that BEP continued to expand at Fort Huachuca. Ted Chittenden inquired whether BEP operators were forced to hire less employees due to the increase in the minimum wage. Nathan Pullen stated that based on the number of employees employed, he had not seen a decrease in employees. Mr. Pullen stated that the price of some products increased slightly, and operators absorbed some of those cost increases as well. Bob Kresmer stated that there were no current BEP trainees and inquired regarding BEP's efforts to recruit new BEP trainees. Nathan Pullen stated the report ended in September, and there were 3 BEP trainees currently. Mr. Pullen agreed that BEP needed to continue to recruit potential BEP trainees. He noted that he participated in consumer conferences and events where BEP staff could speak about BEP as a potential employment outcome. He added that he continued to train new VR and BEP staff to continue to speak about the

program. Nathan Pullen stated that BEP also had a close relationship with the providers, who were aware of BEP's needs, and could refer individuals that were interested. Bob Kresmer inquired whether Nathan Pullen had received an update regarding the potential Federal effort to close highway rest stops that would affect BEP operators. Nathan Pullen stated he had not received an update and noted the Governor had not indicated an effort to close the rest stops either during his State of the State Address.

ASDB Report

Lisa Yencarelli the number of students enrolled on the Tucson ASDB campus was 121. Ms. Yencarelli stated ASDB offered tours of the campus and had provided 10 tours since August for prospective students and 3 tours to District Representatives. Lisa Yencarelli stated the School for the Blind received 6 referrals, in which 2 were placed, 2 remained in their school district, and 2 were in the process of placement. She stated the School for the Deaf had 8 referrals in which 3 were placed on campus, 3 were not placed, and 2 were in process of placement. Lisa Yencarelli stated there were 62 students in 19 school districts using the distance learning or blended model of itinerant services. She noted that by the end of January, ASDB anticipated serving 114 students in 37 school districts statewide. She stated that 64 of those students had hearing impairments, 42 had visual impairments, 6 students were receiving O&M instruction, and 3 students received remote interpreting services. Lisa Yencarelli stated ASDB continued to explore how remote learning could support ongoing needs such as AT training. She stated that the ASDB co-operatives had indicated that they received information regarding RSA's Transition Roadshow. Lisa Yencarelli stated there was 1 vacancy for a Birth-3 Early Learning position in Pinal County. Lisa Yencarelli stated ASDB employed 9 interveners with 1 vacancy. She noted that 5 interveners worked on the Tucson campus and 3 at the Phoenix Day School for the Deaf (PDSD). Bob Kresmer clarified that interveners worked with students with CVHL. Lisa Yencarelli confirmed, and noted that the Arizona Deaf-Blind Project offered the Open Hands, Open Access 3-year training module. She noted there were 15 individuals in the current cohort, 6 individuals in the year 2 cohort and 13 individuals in the year 3 cohort. Ted Chittenden inquired whether ASDB considering potentially moving the Tucson campus to Flagstaff. Lisa Yencarelli stated ASDB was investigating other areas where ASDB could provide residential services, although the agency had tabled those discussions. Nathan Pullen inquired whether ASDB had considered employing individuals that could work remotely, such as Braillists. Lisa Yencarelli stated ASDB employed Braillists statewide, although the agency could consider that option in the future. Bob Kresmer inquired whether ASDB would have an opportunity to

work with BEP in the School to Work programs. Lisa Yencarelli stated she would be interested in exploring that option.

GCBVI Committee Reports

Public Information

Ted Chittenden stated the statistics for EyeKnow.AZ were:

November

Number of sessions (visits) 66
Number of individuals visiting website 58
Pages viewed per visit 3.87
Time spent visiting the database (minutes) 2.42
New visitors 89.1%
Returning users 10.9%

December

Number of sessions (visits) 62
Number of individuals visiting website 49
Pages viewed per visit 3.60
Time spent visiting the database (minutes) 1.28
New visitors 86.5%
Returning Users 13.5%

The GCBVI Facebook statistics were:

November

Page views: 2
Post Reach: 8
Page Likes: 4
Post Engagement: 3
Page Follows: 4

December

Post reach: 5
Post engagements: 1
Page Likes: 1

Ted Chittenden stated the Public Information Committee had decided to develop a council Linked In page, in which Lindsey Powers would moderate, and would post the same content to the council Facebook and Linked In page. He noted that if any council members would like to request social media posts to either or both sites, to inform Ms. Powers. Ted Chittenden stated the committee would begin working on the GCBVI Annual Report at the next committee meeting and he would appreciate receiving all Committee Chair reports by the July Full Council meeting.

Education Committee

Bob Kresmer stated the committee continued to discuss the Teachers of Students with Visual Impairments (TVI)s certifications, and which certifications were accepted by the Arizona Department of Education (ADE). Mr. Kresmer stated the committee also discussed different teacher preparation options, such as the program that FBC and the Arizona State University offered and a program that Bill Koehler was working on through Brandman University. Bob Kresmer stated the committee discussed the potential endorsement from the ADE for TVI certification programs. He noted the difficulties in getting students enrolled in the Summer Youth Transition Program, and had worked to streamline that process, which would hopefully result in more participation in those programs. David Steinmetz inquired whether the TVIs received national certifications. Bob Kresmer stated the TVIs could receive the national certifications from AER and the Blindness Professionals certifications and the committee hoped that TVIs could obtain certifications from all states.

Employment Committee

Nathan Pullen stated the Employment Committee had scheduled the next E75 Diversity Event for February 19, 2020 at Ability 360. Nathan Pullen stated the committee would hold a breakfast event again and had invited Jeff Bishop to speak as well as a representative from the US Department of Labor.

Assistive Technology Committee

Bea Shapiro stated the AT Committee presented at the Vision Rehabilitation and Assistive Technology Expo (VRATE), although the presentation was not well attended. She noted the committee hoped to prepare a presentation that would be better attended at the next VRATE conference. Bea Shapiro stated the AT Committee would work with the Education Committee to identify methods for working with TVIs to provide AT workshops.

Legislative and Public Policy Committee

Bob Kresmer stated the committee was in the process of developing a draft document that would be shared with the Governor's office regarding a request for additional funding for the ILB program. He noted that the document would be shared with the council once completed.

Ex-Oficio Member and Blindness Community Organization Updates

Arizona Talking Book Library

Janet Fisher stated that library staff took turns attending the State Library Conference and noted the Talking Book Library was able to highlight the book discussion groups in person and over the phone. Ms. Fisher stated the library had the first hearing of the Sunset Review for the Library of Archives and Public Records. She noted the Joint Committee of Records recommended the continuance of the State Library and would write Legislation that would need approval. Janet Fisher stated that Sunset Audits were now 8 years compared to 10 years. Janet Fisher stated there were questions regarding the need for the Talking Book Library, which allowed staff to reiterate the importance of the library. Janet Fisher stated the 50th Anniversary of the Arizona Talking Book Library was upcoming, and the library would hold an Open House on March 19th with speakers such as Bob Kresmer, Katie Hobbs, and representation from the Lyon's Foundation. Ted Chittenden inquired whether the Sunset Audit indicated there would be an effort to discontinue the contract for the Library. Janet Fisher stated it was recommended that the Library continue, although the Legislators would submit a bill and would contact library staff if needed to obtain additional information. Bob Kresmer stated the council would support the Library in the future if there was ever the need.

Arizona Center for the Blind and Visually Impaired (ACBVI)

Jim LaMay stated that ACBVI completed the agency audit and was performing performance evaluations. Mr. LaMay stated ACBVI would schedule a Board Staff Retreat due to the milestone of the first year complete of the Strategic Plan. Jim LaMay stated that a photographer would be at the agency shooting footage of activities and services such as the I Can Connect program, which would be shared on the agency's website. He noted the Board of Directors would form an agency committee on succession planning to prepare for the new Executive Director and noted that his last month with the agency would be in September.

SAAVI Services for the Blind

Mike Gordon stated SAAVI continued the certification process with Louisiana Tech to become a structured discovery center. He noted that Dr. Schroder would be at the Phoenix campus to meet staff and hold an Administrative meeting. He noted that Dr. Bell would visit the campus as well to discuss the mentorship process and SAAVI was excited for all the upcoming changes.

Arizona Council of the Blind (AzCB)

Ted Chittenden stated the AzCB had scheduled the next State Conference for May 2nd, which was a Saturday due to concern from members that were unable to attend during the week. Ted Chittenden stated that members also indicated that they would prefer to not hear from as many speakers, and to have large and small discussion groups. He noted that a survey had been distributed regarding the topics that members would be interested in hearing about.

National Federation of the Blind of Arizona (NFBA)

Bob Kresmer stated the Annual Phoenix Seminar would be held on January 21st at the Capitol, in which over 100 individuals would speak to their Representative regarding issues related to blind and visually impaired individuals. Mr. Kresmer noted the NFB National Convention would be July 14-19 in Houston.

Agenda Items and Date for Next Meeting

The next meeting of the GCBVI Full Council will be on March 20, 2020 from 12:30 pm to 3:00 pm. in the Video Conference Room, at 515 N. 51st Avenue, Phoenix, AZ.

Announcements

There were no announcements.

Call to the Public

Kailee Nelson stated that she lost her central vision and had been working with VR to make that transition. Ms. Nelson stated that while she recognized the potential of VR to support the BVI community through education and into the workforce, she was disappointed by the process to receive services. Kailee Nelson stated she first applied for low vision equipment almost 2

years prior, requesting tools essential for her learning such as a CCTV, iPad, and a Braille writer. She stated that she had supplied VR with all the necessary documents, technology assessment, recommendation from a low-vision optometrist, and her 4-year plan. Kailee Nelson stated she had also written justification letters and included a personal letter from her vision teacher, attesting to her support for the technology. Kailee Nelson stated she had placed multiple calls to her case manager and her supervisor before contacting her local Representative, which resulted in the approval of her application. Kailee Nelson stated she hoped that progression could come out of her story and that BVI students could be successful in education and beyond. Kailee Nelson stated she was frustrated with the VR process and noted that she received low-vision equipment through her high school. She noted that VR was supposed to offer that technology as she entered college, although she had not received the AT yet, and had to borrow equipment through FBC while still being required to maintain a 3.2 GPA. Ms. Nelson stated she understood that the intent of VR was good, although she was frustrated with the process. Bob Kresmer suggested that Ms. Nelson contact Brian Dulude and copy him to continue to discuss Ms. Nelson's concerns.

Adjournment of Meeting

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

As of December 31, 2019:

The total number of individuals in the VR program was 839
The total number of Veterans in VR Program was 30
The total number of individuals in the OOS was 1
The total number of individuals in Priority Two was 1
The total number of individuals in Priority Three was 0
The number of VR applications was 34
The average number of days from application to eligibility was 59.6
The median number of days application to eligibility was 49
The eligibility determination compliance within 60 days was 71.7%
The number of new plans written was 49
The average number of days from eligibility to IPE implementation was 127.6
The median number of days from eligibility to IPE implementation was 119
The IPE implementation compliance within 90 days was 55.8%
The highest hourly wage of successful employment outcomes was \$34.50
The average hourly wage of successful employment outcomes was \$16.17
The number of clients placed was 14
The number of clients closed successfully was 17

As of December 31, 2019, the Deaf Blind Population statistics:

The total number of individuals in the VR program was 38
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 0
The number of new plans written was 1
The average number of days from eligibility to IPE implementation was 126
The median number of days from eligibility to IPE implementation was 126
The IPE Implementation Compliance within 90 days was 100%
The highest hourly wage of successful employment outcomes was n/a
The average hourly wage of successful employment outcomes was n/a
The number of clients placed was 1
The number of clients closed successfully was 0