

Governor's Council on Blindness and Visual Impairment (GCBVI)
Full Council Meeting Minutes
May 15, 2020

Members Present

Bob Kresmer
Ted Chittenden
Amy Porterfield
Allan Curry
Mike Gordon
Bea Shapiro
Nathan Pullen
Janet Fisher
Donald Porterfield
Ed Gervasoni
Brian Dulude
Terri Hedgpeth
George Martinez
Jim LaMay

Members Absent

David Steinmetz
Michael Bailey
Annette Reichman

Staff Present

Lindsey Powers

Guests Present

Kristen Mackey
Christina Corieri
Sue Kay Kneifel
Lisa Yencarelli
Dean Colston
Jordan Moon
Anna Miller

Call to Order and Introductions

Bob Kresmer, Chair, called the meeting to order at 12:35 p.m. Introductions were made, a quorum was present, and the procedural meeting rules were explained.

Approval of March 20, 2020 Meeting Minutes

Terri Hedgpeth moved to approve the minutes of the March 20, 2020 GCBVI Full Council meeting as written. Nathan Pullen seconded the motion. The minutes were approved by majority voice vote.

GCBVI Chairperson's Report

Bob Kresmer stated the Executive Committee had agreed to go back to the quarterly Full Council meeting schedule and would meet in February, May, August, and November. Mr. Kresmer stated the quarterly schedule would allow RSA staff time to provide quarterly reports to the council. Bob Kresmer stated the council continued to perform work through workgroups, such as the Independent Living Blind (ILB) workgroup, which was reviewing the ILB workflow and the ILB waitlist processes. Bob Kresmer stated he received calls from individual's indicating a delay in VR services, although overall, the feedback had been positive from clients.

RSA Administrator's Report

Kristen Mackey stated most Rehabilitation Services Administration (RSA) staff were working virtually. Ms. Mackey stated RSA staff had access to Libera, case management system, and Google, and were able to perform work remotely. Kristen Mackey stated she instructed staff not to initiate closing client cases at 90 days, and she wanted to ensure that clients were employed and supported during this time. She noted she also requested that staff not initiate closures due to a lack of participation or contact with their Vocational Rehabilitation (VR) staff due to the difficulty in accessing resources. Kristen Mackey stated Secretary DeVos initiated a waiver request for an additional year to expend the Pre-Employment Transition Services (Pre-ETS) 15% funds, as well as a request to waive the 10% requirement for Transition Youth services. Kristen Mackey stated the CARES Act allocated funds to the Centers for Independent Living (CIL), which would pass through VR. She noted the State Independent Living Council (SILC) would work with the CILs to ensure that individuals with disabilities and the adult population continued to receive the necessary support. Kristen Mackey stated RSA had temporarily loaned approximately 25 staff members to assist with the increase in Unemployment Insurance claims. Amy Porterfield stated her

appreciation that RSA was remaining flexible and continuing to support clients through the difficult times. Amy Porterfield inquired whether RSA anticipated any budget cuts or had considered requesting for a state match waiver. Kristen Mackey stated RSA had not received a directive regarding the Federal funds. Ms. Mackey noted RSA had been asked to review the agency's occupancy and whether all of the current space was necessary. Kristen Mackey stated RSA was no longer requiring digital signatures from clients, and were accepting approvals via text, email, or verbal approvals if the individual could be authenticated.

Kristen Mackey stated RSA began distributing Client Customer Satisfaction surveys in April to open and closed clients. Ms. Mackey stated RSA also distributed a survey to staff regarding the best methods for ensuring successful outcomes. Kristen Mackey stated there would be a supervisor vacancy in southern Arizona, and noted the HR process would be delayed due to the increased demand for UI staff. Kristen Mackey stated RSA would begin development of Standard Work for eligibility and Order of Selection (OOS) determination, which should be available for a pilot in July and statewide rollout in August. Kristen Mackey stated that she was participating in a Rehabilitation Data Workgroup that would meet with Federal RSA to review performance measures and identify the measures that would tell the VR story. Ms. Mackey stated the Workforce Innovation and Opportunity Act (WIOA) required that RSA negotiate the performance metrics based on reported and predicted performance. She noted RSA submitted a 17% and 19%, which was negotiated to a 20% and 22% skills gain for Program Year (PY) 20 and 21. Kristen Mackey stated the WIOA State Plan had been submitted and was under Federal review with the anticipated post date of July 1st.

Kristen Mackey stated RSA received the Federal monitoring report, in which there were 4 findings. She noted there were findings on eligibility determination timeliness and Individualized Plan for Employment (IPE) determination timeliness. Ms. Mackey stated that at the time of the Federal monitoring, the agreement with the Arizona Department of Education (ADE) had not been finalized, and RSA had not developed policies and procedures and had not requested prior approval requests. Kristen Mackey stated the eligibility determination timeliness and the IPE determination timeliness data was from 2016-2018, and the current data indicated that RSA was near the 90% compliance rate. She noted the corrective action plans had been submitted and she would continue to update the council. Kristen Mackey stated the VR State Rules were still with the Attorney General (AG), and there was no update yet. Bob Kresmer inquired whether the vacant supervisor position supervised the Vocation Rehabilitation Counselors for the Blind or the Deaf. Kristen Mackey stated the vacant supervisor position

covered the Safford office, and was not specific to vision or deafness. Bob Kresmer stated that a gentleman that participated in the Federal reviews, Brian Miller, had passed away due to COVID-19. Kristen Mackey stated Federal RSA held a moment of silence for Mr. Miller during a recent call, and he would be missed. Bob Kresmer inquired how the consumer groups could assist RSA to advocate for additional funding or to protect current RSA funds. Kristen Mackey stated she had not been informed regarding how the General Fund would be distributed among the programs, although the UI funds had taken precedence. Kristen Mackey noted the following year's budget would be contingent upon the effect of the UI funds and pandemic unemployment insurance costs. Bob Kresmer stated that in 2008-2009, there were budget sweeps, and the council wanted to remain watchful regarding any current budget sweeps. George Martinez inquired whether RSA had plans to replace Karla Rivas-Parker's, ILB Supervisor position. Kristen Mackey stated she and Brian Dulude were discussing the needs of the ILB unit and how best to serve the needs of the clients. Ms. Mackey stated RSA had requested to increase the grade level and salaries of the Rehabilitation Teachers, but had been denied twice. She noted that RSA would update the ILB Supervisor position description, and planned to fill that vacancy. Jim LaMay inquired regarding who would be handling the ILB unit until the position had been filled. Brian Dulude stated that any questions regarding ILB could be sent to him.

SBVID Program Manager Report

Brian Dulude stated the majority of Services for the Blind Visually Impaired and Deaf (SBVID) staff were working virtually, and were providing services over the phone or online platforms such as Google Meets and Zoom. He noted that Zoom was a great method for using ASL interpreters and CART services. Brian Dulude stated staff were able to develop rehabilitation plans to complete eligibilities for clients. Mr. Dulude stated there were staff vacancies in the Deaf and Hard of Hearing unit as well as Karla Rivas-Parker. Brian Dulude noted his appreciation for Ms. Rivas-Parker's efforts and work in the ILB Unit.

Brian Dulude stated SBVID reported based on the FFY (October-September), the SFY (July-June), and the MAP performance measures (May-April). Brian Dulude stated the number of VR applicants in the 1st quarter (October-December) was 36 and in the 2nd quarter (January-March), there were 44. Brian Dulude stated the number of days from application to eligibility for 1st quarter was 59.6 and 49 days for the 2nd quarter. Brian Dulude stated average number of days from eligibility to IPE implementation for the 1st quarter was 127 and 129 days for the 2nd quarter. Mr. Dulude stated the average hourly wage for 1st quarter was \$16.17 and \$20.31 for the 2nd

quarter. Brian Dulude noted the number of placements for 1st quarter was 18 and 8 for the 2nd quarter, and the number of clients closed successfully was 17 for the 1st quarter as well as the 2nd quarter, although there were 10 more closures. Amy Porterfield inquired regarding the number of closures goal for the year. Brian Dulude stated the number of closures for the year was between 108-130. Sue Kay Kneifel stated SBVID currently had 54 closures, and noted those numbers had been affected by the staff vacancies. Ted Chittenden inquired regarding the number of individuals that had obtained employment but were furloughed due to the COVID-19 virus. Brian Dulude stated there were a couple of clients had been laid off due to the pandemic, and noted that individuals were directed to the resources available, such as unemployment insurance. Sue Kay Kneifel stated that many clients had requested their cases be placed on hold. Brian Dulude stated that additional individuals could have been furloughed, although they might not have informed RSA. Mike Gordon inquired whether the VR applications were being processed through the same timeline, and whether those individuals were informed regarding the different providers and services. Sue Kay Kneifel stated SBVID was not offering group orientations, although clients were able to meet with providers 1-on-1 virtually. Donald Porterfield inquired regarding the increase in the average hourly wage. Brian Dulude stated the numbers of closures were relatively small, so a larger wage would impact that amount. Amy Porterfield inquired whether the clients could attend group orientations with providers virtually. Brian Dulude stated his understanding that the counselors were scheduling those meetings with the providers. Amy Porterfield stated the providers continued to receive referrals, although the providers would welcome group meetings with clients, so that clients were able to exercise their informed choice. Sue Kay Kneifel stated her understanding was that the Rehabilitation Technician (RT) was facilitating contact with the providers on an individual basis. Ms. Kneifel inquired regarding the appropriate contact to ensure that clients were meeting with the providers. Amy Porterfield stated the counselor should contact the site manager at the organization. She noted that each consumer should have the experience of meeting with the providers for an orientation. Sue Kay Kneifel noted that some clients were requesting a refresher of services but were not requesting comprehensive services. Amy Porterfield stated that in the past, there was an expectation that consumers would participate in comprehensive services, and maybe the consumers should be able to explore the different options and programs. Bob Kresmer stated that he would schedule a workgroup to discuss the Orientation to Blindness workshops and processes.

Brian Dulude stated Karla Rivas-Parker had retired from the Older Individuals who are Blind (OIB) program, and he intended to post that position shortly. Mr. Dulude stated he had requested that the Rehabilitation

Teacher positions be at a higher grade level, which was unsuccessful. Brian Dulude stated that Pam Lindley would also be retiring soon. Mr. Dulude stated that before Karla Rivas-Parker retired, she assigned clients to the Arizona Center for the Blind and Visually Impaired (ACBVI) and SAAVI Services for the Blind. He noted that all Rehabilitation Teachers were working remotely, and were not providing services in client's homes. Brian Dulude stated he attended a meeting recently where different Assistive Technology (AT) was discussed, such as a low vision assessment tool. Brian Dulude stated the individual would be mailed a kit, and would receive instruction from their Rehabilitation Teacher. Brian Dulude stated SBVID had been reviewing the tools, and would try using them with OIB clients. Jim LaMay inquired whether the providers could receive a low vision assessment tool. Mr. LaMay inquired whether the assessment tool would indicate the refractive needs. Brian Dulude stated his understanding that the assessment tool would not indicate refractive needs, and would not replace a low vision evaluation, but it would provide more information to the Rehabilitation Teachers. Bea Shapiro stated the assessment tool would be appropriate as of a functional low vision assessment. Amy Porterfield inquired whether SBVID was piloting the tool. Brian Dulude stated SBVID was piloting the tool, although it would likely be available to anyone. Bob Kresmer inquired regarding the preparations for the Summer Youth Transition Program. Brian Dulude stated the summer program would begin virtually and would transition to virtual interactions with students. Mr. Dulude stated his understanding that SAAVI, Foundation for Blind Children (FBC) would offer virtual services the first month. He noted that Colorado Center for the Blind would offer all 4 information sessions virtually. Sue Kay Kneifel stated SBVID would remain flexible and would offer as many opportunities as possible virtually. Bob Kresmer inquired regarding the plans for staff to return to the office. Brian Dulude stated that staff had not received the orders to return to the office, although staff would likely return in stages.

BEP Program Update

Nathan Pullen stated the Business Enterprise Program (BEP) had been significantly affected by the COVID-19 pandemic. Mr. Pullen stated that all operations had been affected with the exception of Fort Huachuca, which was one of the largest sites and continued to contribute to the set-aside. Nathan Pullen stated that all prisons were on lockdown until June 13th. He stated operators were hopeful they would be able to provide service for the staff and correctional officers, while the public areas would remain closed. Nathan Pullen stated most cafeterias and coffee shops had closed, although they would begin opening with modified service. Nathan Pullen stated the Department of Economic Security (DES) and the Phoenix City Hall cafeterias

would open, with grab and go items, and would not open the salad bars and community touched items. Mr. Pullen stated operators would be provided additional sanitization and plexi glass shields to separate the cashiers from the customers. Nathan Pullen stated that most of the vending services had been affected, although some operators were able to provide some services to public buildings. Nathan Pullen stated the majority of DES employees had been teleworking and some would continue, therefore all BEP operators would likely experience loss for quite some time. Nathan Pullen stated the operators had been working with the Arizona Participating Operators Committee (APOC) and the Federal Department of Education Rehabilitation Services on policy exceptions and payments the program was able to provide. He noted that in March, BEP provided \$5000 to each operator and \$3000 in April to help the operators sustain their businesses. Mr. Pullen stated that many operators had to lay off staff members, although they were able to continue their businesses. Nathan Pullen stated that he anticipated 1-2 more relief payments to the operators. Bob Kresmer inquired whether the relief payments were through a national or state organization. Nathan Pullen stated the relief payments were from the set-aside funds, which would affect the set-aside rebate in the oncoming year. Bob Kresmer stated the operators would not be eligible for unemployment insurance, although their employees would be eligible. Nathan Pullen stated independent business owners would not typically be eligible for unemployment insurance, although there were programs for small business owners that the operators would be eligible for. Allan Curry inquired regarding an update regarding the Fort Huachuca contract. Nathan Pullen stated he spoke to the contract representative at Fort Huachuca, and expressed interest in the contract, although he had not received a formal letter from the Office of Procurement. Amy Porterfield inquired whether BEP was supporting the operators in applying for the loan forgiveness, which were complex documents. Nathan Pullen stated BEP operators had not reached that point yet, although BEP would support operators to provide any required financial documentation. Bob Kresmer inquired whether BEP was considering additional operations. Nathan Pullen stated BEP was in the process of starting the Yavapai vending route as well as a coffee shop in the Chandler Library. Ted Chittenden inquired regarding the training for the BEP operator trainees. Nathan Pullen stated before the stay at home orders were initiated, the trainees had been in the process of completing on the job training. He noted that when sites began closing, the trainees began focusing on classroom training and business planning training. Nathan Pullen stated one of the trainees would begin working with one of the operators on a vending route.

ASDB Report

Lisa Yencarelli stated staff were able to contact 96% of the Birth-3 years old families at Arizona State Schools for the Deaf and Blind (ASDB). Lisa Yencarelli stated staff continued to provide services virtually to families once a week or every other week. She noted that 3% of the families indicated they did not want contact from the school. Ms. Yencarelli stated staff has been able to contact 96% of the Preschool families and 8% stated they did not want contact from the school. Lisa Yencarelli stated the Tucson campus was able to contact all of the students, and the level of service varied based on the location of the student. She noted staff was able to communicate with students through Google or Zoom to provide lessons. Lisa Yencarelli stated the Phoenix Day School for the Deaf (PDS) staff was able to contact most of their students and continued to provide services remotely. Lisa Yencarelli stated that ASDB supported 274 districts and charter schools, and staff were able to contact 1,146 of the 1,298 students. Ms. Yencarelli stated ASDB served students on the Navajo Nation, and continued to offer support to those families. Lisa Yencarelli stated PDS created a video graduation in which the students received a graduation crate with notes from teachers and books. She noted ASDB was also filming a video for the graduates. Lisa Yencarelli stated ASDB was waiting for guidance from the ADE regarding how students will be allowed to return to school in the fall. She noted ASDB was also working on how to bring back staff safely and which staff members could potentially continue to work from home. Bob Kresmer inquired whether ASDB was able to continue paying teachers' salaries through May. Lisa Yencarelli stated ASDB was able to pay teachers' salaries through May, and the school was reviewing how to bring teachers back so they would continue to be paid.

Legislative Update

Bob Kresmer stated in 2008-2009, the Governor swept funds, and inquired whether there were anticipated sweeps that would affect services to blind and visually impaired individuals. Christina Corieri, Senior Policy Advisor to the Governor stated there were no plans currently for budget sweeps, although no one knew how the recession would affect the budget or how long the recession would last. Ms. Corieri stated the current budget was a baseline budget that did not include budget cuts or increased spending. Bob Kresmer stated the education for blind and deaf children and Transition programs for youth were embedded in Federal and State programs, and the council wanted to express concerns regarding changes to those programs. Amy Porterfield inquired whether the State intended to work with the Federal government on the development of waivers for any of the match programs. Christina Corieri noted the State had worked on waivers,

although the match rates were generally not waivers. Ms. Corieri stated there was a 6% match increase that came with Maintenance of Efforts conditions, and individuals could not be dropped from the program. Christina Corieri noted the State was considering waiver opportunities with AHCCCS, which would provide retention payments to home and community based providers, and one for infants to not be removed from the Kid's Care Program for nonpayment of premiums or co-pays. Christina Corieri stated there were pending waivers to expand the retention payments towards providers that were offering telemedicine. Amy Porterfield stated that in the past, other states made waiver requests for match rates and inquired whether the Governor would consider that if the need arose. Christina Corieri stated she would look into that option, although there were no plans for budget cuts. Nathan Pullen there was a slate of requested provisions to the rules and statutes that was to be reviewed by the Legislature, and inquired regarding the review of those rules. Christina Corieri stated she was unsure whether or if the Senate and House of Representatives would come back, and what they would focus on. Bob Kresmer inquired whether the Governor had made plans for the students to begin going back to schools. Christina Corieri stated her understanding that the Governor had not stated an opinion regarding students going back to school, although Kaitlin Harrier handled education under the Governor's Office and would be able to provide more information. Allan Curry inquired whether there were any plans to open the prisons for general visitation. Christina Corieri stated she was unsure whether there had been an announcement regarding the opening of the prisons.

GCBVI Committee Reports

Assistive Technology Committee

Bea Shapiro stated the AT Committee continued to work with the Education Committee in developing a survey for the Teachers for the Blind and Visually Impaired (TBVI)s regarding the type of information they would be interested in learning during an AT training. Bea Shapiro stated the survey looked good and she looked forward to offering a great training to the teachers. Bob Kresmer inquired whether the committee would be able to provide the training virtually if social distancing was still advised. Bea Shapiro stated she would prefer to offer the training in person, although the training could be offered virtually. Bea Shapiro stated that if VRATE was still scheduled, the AT Committee would also begin planning for their presentation. Terri Hedgpeth stated the Vision Rehabilitation and Assistive Technology Expo (VRATE) Board met recently and voted not to hold VRATE this year. Jordan Moon stated the VRATE Board would meet to discuss potentially hold presentations virtually. Bob Kresmer inquired whether Terri Hedgpeth had

received feedback from the blind and visually impaired students regarding the virtual learning. Terri Hedgpeth stated that overall; students did not report any problems once they figured out how to use the online platforms such as Zoom. Ms. Hedgpeth stated ASU staff would be phased back into the university, although students would not return until the fall semester. Terri Hedgpeth stated staff that did not have direct student contact would be phased in last and there would be face-to-face classes, although there would be more online components.

Public Information

Ted Chittenden stated the EyeKnow.AZ website had received an increase in visitors in April compared to March. He noted there were several zip code searches from zip codes out of state. Ted Chittenden stated Dean Colston had developed a GCBVI Linked In page, and council members were encouraged to visit that page. Ted Chittenden stated the committee reviewing the resources listed in the database and ensuring the contact information was current. He noted the Native American 121 Program website had been discontinued, and the contact information was not current. Ted Chittenden inquired whether RSA knew whether that program was still current. Bob Kresmer stated the Native American 121 Program was an informal partnership with VR, and he would share that contact with the Public Information Committee. Ted Chittenden stated the Public Information Committee would need all Committee Chairs to submit their reports by the August Full Council meeting. Mr. Chittenden stated his term with the council would end in December, and he had decided not to renew his membership. Ted Chittenden stated Dean Colston had expressed interest in joining the council, and the Arizona Council of the Blind of Arizona (AzCB) would like John McCann to join the council as an AzCB representative. Ted Chittenden stated that he would no longer be able to Chair the Public Information Committee, although he would speak to an individual on the committee regarding their interest in serving as the committee Chair. He noted that he would like to remain on the committee as a community member after his term ended.

Ex-Oficio Member and Blindness Community Organization Updates

Arizona Talking Book Library

Janet Fisher stated the library continued to offer services although most library staff were working remotely. Ms. Fisher stated staff were using their personal phones to return calls to patrons, and the library was looking into a system that would allow staff to use state phones. Janet Fisher stated the Library Newsletter had been printed and would be distributed in Monday's

mail. Janet Fisher stated the National Library Service (NLS) would allow libraries to send 1 cartridge with 5 books, and patrons could keep the cartridge for 3 months. She noted the cartridges would meet the needs of the users and would help with the staff work load. Janet Fisher stated the staff had adjusted to the changes due to the COVID-19 pandemic and were able to respond to patrons timely. Ted Chittenden stated that he would like to be able to remove books that he had previously downloaded. Janet Fisher stated she would pass that request along. Ms. Fisher noted that BARD came out with an update that caused some difficulties, and if anyone experienced problems, they could contact the library staff. Terri Hedgpeth inquired whether there were plans to update the BARD Viktor Reader, and noted the iPhone and Androids were updated. Janet Fisher stated she had not heard about any updates, although she would send any updates to the council. Bob Kresmer suggested the AT Committee hold a webinar in partnership with the Talking Book Library on how to download items in BARD.

Arizona Center for the Blind and Visually Impaired (ACBVI)

Jim LaMay stated ACBVI continued to serve individuals virtually until at least June 1st, although that date could be extended. Jim LaMay stated the agency posted the Executive Director position on several national and local job boards and had a selection committee reviewing the candidates.

SAAVI Services for the Blind

Mike Gordon stated SAAVI offered some in person instruction for O&M, although the majority of services were offered virtually. Mike Gordon stated SAAVI had started to discuss how the organization could offer onsite services, although the organization had the flexibility to continue to offer virtual services. Mike Gordon stated SAAVI had been in contact with the seniors, some of whom were in their 90s, and had been participating in SAAVI services for decades. Mr. Gordon stated the Health and Wellness Coordinator created a step challenge, and some individuals were taking 10,000 steps a day, and were tallying the total as a virtual cross country trip. Amy Porterfield stated the SAAVI started a class with seniors over Zoom and noted they were very enthusiastic and engaged in the classes. She noted that some individuals were able to receive O&M instruction in person, while adhering to social distancing measures. Brian Dulude thanked SAAVI for offering the Adjustment to Blindness classes, which were valuable. Amy Porterfield stated SAAVI also participated in a nationwide philosophy group and continued to think of creative ways to connect.

Arizona Council of the Blind (AzCB)

Ted Chittenden stated the AzCB National Convention would take place virtually. Mr. Chittenden stated the AzCB State Convention had been cancelled, although the organization hoped to hold a convention in January of 2021. Ted Chittenden stated the 2021 AzCB National Convention would be held in Phoenix at the Hyatt Regency Hotel in early or mid July.

National Federation of the Blind of Arizona (NFBA)

Donald Porterfield stated the NFB National Conference, which was scheduled for July 14-19 in Houston would now be held virtually. Mr. Porterfield stated the NFBA State Convention scheduled for September would also be held virtually and he would share the agenda once it had been completed. Donald Porterfield stated the NFB national scholarship program application closed in March and noted that Arizona did have a scholarship winner. Donald Porterfield stated the state scholarship program applications were due May 31st. Donald Porterfield stated the NFBA would run the Bell Program nationally in a 2 week program beginning June 1st.

Agenda Items and Date for Next Meeting

The next meeting of the GCBVI Full Council will be on August 21, 2020 from 12:30 pm to 3:00 pm.

Announcements

There were no announcements.

Call to the Public

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

Adjournment of Meeting

Amy Porterfield moved to adjourn the meeting. Ted Chittenden seconded the motion. The meeting was adjourned at 3:05 pm

As of March 31, 2020, the statistics are:

The total number of individuals in the VR program was 885
The total number of Veterans in VR Program was 30
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 80
The average number of days from application to eligibility was 53.7
The median number of days application to eligibility was 46
The eligibility determination compliance within 60 days was 80%
The number of new plans written was 341
The average number of days from eligibility to IPE implementation was 128.5
The median number of days from eligibility to IPE implementation was 116
The IPE implementation compliance within 90 days was 52.5%
The highest hourly wage of successful employment outcomes was \$64.80
The lowest hourly wage of successful employment outcomes was \$11.00
The average hourly wage of successful employment outcomes was \$18.24
The number of clients placed was 26
The number of clients closed successfully was 34

As of March 31, 2020, the Deaf Blind Population statistics:

The total number of individuals in the VR program was 43
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 5
The average number of days from application to eligibility was 37.3
The median number of days from application to eligibility was 47
The eligibility determination compliance with 60 days was 100%
The number of new plans written was 9
The average number of days from eligibility to IPE implementation was 123.8
The median number of days from eligibility to IPE implementation was 122.5
The IPE Implementation Compliance within 90 days was 75%
The highest hourly wage of successful employment outcomes was \$11.25
The lowest hourly wage of successful employment outcomes was \$11.25
The average hourly wage of successful employment outcomes was \$11.25
The number of clients placed was 1
The number of clients closed successfully was 1