**Bureau of Services for Blind Persons**

**SILC Report for September 8, 2023**

**Lisa Kisiel, Field Services Division Director**

IL Part B customers served by BSBP fiscal year 2023 year to date are 240.

Some examples of services provided are:

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| --- |
| Adaptive Equipment (Rehabilitation Technology) |
| Assessment: Adaptive Technology |
| Computer or Adaptive Technology Training (Rehabilitation Technology) |
| Counseling and Guidance |
| Interpreter Service |
| Lenses and Frames |
| Low Vision Devices (Rehabilitation Technology) |
| Orientation & Mobility (Disability-Related Skills Training) |
| Transportation  Attendance at the BSBP training service to receive independent living services. |

**SERVICE DATA**

|  |  |
| --- | --- |
| Description | Total |
| Total Customers | 975 |
| SWD | 312 |
| Adults | 663 |
| Avg. Caseload Total | 57 |
|  |  |

During Program year 2022 (7/12022-6/30/2023)

* BSBP assisted 79 individuals in obtaining competitive integrated employment.

Last Program Year 2021 (7/1/2021 – 6/30/2022)

* BSBP assisted 60 individuals in obtaining competitive integrated employment.

Occupations and average hourly wage: $19.87 for individuals who exited successfully during the April to June quarters of FY23 and Program Year 2022.

* Auditors
* Chemical Engineers
* Customer Service Representatives (4)
* Food Preparation Workers
* Food Service Managers
* Insurance Sales Agents
* Low Vision Therapists, Orientation and Mobility Specialists, and Vision Rehabilitation Therapists
* Maids and Housekeeping Cleaners
* Massage Therapists
* Media and Communication Workers, All Other
* Middle School Teachers, Except Special and Vocational Education
* Production Workers, All Other
* Quality Control Analysts
* Stock Clerks and Order Fillers
* Teacher Assistants
* Transportation Workers, All Other
* Veterinary Technologists and Technicians

Occupations and average hourly wage: $16.50 for individuals who exited successfully during the April to June quarters of FY22 and PY21.

* Assessors
* Community Health Workers
* Cooks, Fast Food
* Executive Secretaries and Administrative Assistants
* Food Preparation Workers
* Intelligence Analysts
* Interpreters and Translators
* Managers, All Other
* Office Clerks, General
* Randolph-Sheppard Vending Facility Operator (2)
* Recreation Workers
* Retail Salespersons
* Social and Human Service Assistants
* Stock Clerks- Stockroom, Warehouse, or Storage Yard (2)

**BSBP Field Services Highlights:**

* The technical assistance related to off-site training for Supported Employment (SE) with the Vocational Rehabilitation Technical Assistance Center – Quality Employment (VRTAC-QE) was completed. FSD and TIPP are working with VRTAC-QE to finalize a SE policy and provide an onsite training in October to reinforce previous virtual trainings.
* The field continues to be challenged by human resource needs. The Central Regional Manager left for another opportunity with the school system and there continues to be open counselor positions.
* BSBP remains committed to the Customized Employment (CE) service delivery model. BSBP is working towards the fifthplacement and serves as an example to other blind agencies. In June, BSBP participated in a CoP on CE sponsored by NCSAB’s employment committee. Additional referrals for CE continue.
* BSBP, MRS and our workforce development partners have scheduled a series of webinars for business that promotes retention services, mental health awareness, youth employment and other topics. We are now considering topics for FY24 such as services to business from VR.
* The 2024 Combined State Plan development will commence this fall. Meetings have already begun to assist in setting timelines and coordination among the partners.
* The BSBP Director, with input from FSD and the Training and Innovative Policy and Procedure unit has contracted with the Institute for Community Inclusion at UMASS-Boston to turn attention to engagement of VR customers and our workforce development partners. Anticipated to launch in FY24, BSBP is very excited about this project. More to come at the next update.

**VR Priorities:**

* Customized Employment (CE) Pilots and translating to specific CE outcomes.
* Supported Employment (SE) technical assistance and translating knowledge to specific SE outcomes.
* Quality and Assurance focus for Individualized Plans for Employment
* Benefits Planning and Counseling & Financial Literacy Instruction
* Utilizing the Comprehensive Statewide Needs Assessment (CSNA) to inform planning for FY24 services.

**BSBP Core Values:**

Accountability/Reliability; Client-Focus; Demand Driven Employment; Diversity/Inclusion; Efficiency; Excellence; Integrity/Honesty; Positive Mental Attitude; Safety; Teamwork; Transparency/Open Communication; Trust and Respect.

**BSBP Pillars:**

1. Fiscal responsibility and accountability. The RAAN principle is codified in the terms of BSBP’s federal grant agreements – Reasonable, Allowable, Allocable and Necessary.
2. Transformational service models and processes
3. Modernization
4. NextGen leadership