



The National Association for the **Employment** of People who are **Blind**

**NAEPB Board of Directors and Membership Meeting  
SALON JK**

Crystal Gateway Marriott  
1700 Jefferson Davis Highway  
Arlington, VA 22202

Tuesday, May 24, 2016  
8:30am – 10:30am EST  
Dial-in number: 1-877-860-3058  
Pass Code: 925356

**Membership Meeting**

**8:30am – 8:45am**

- |   |               |
|---|---------------|
| 1. Call Membership Meeting to Order   | Stueckrath    |
| 2. Member Agency Roll Call  | Garrett       |
| 3. Vote for New Member Agency Consideration<br>Southern Tier Association for the Blind (Elmira, NY) | Garrett       |
| 4. Minutes for Approval<br>a) NAEPB Executive Membership Mtg_10.13.15                               | Garrett       |
| 5. Board Meeting Overview   | Stueckrath    |
| 6. Open Forum Q&A   | NAEPB Members |
| 7. Adjourn Membership Meeting   | Stueckrath    |

**Board Meeting**

**8:45am – 10:30am**

- |  |            |
|--|------------|
| 1. Call Board Meeting to Order   | Stueckrath |
| 2. Board Roll Call   | Stueckrath |
| 3. Minutes for Approval<br>3A. NAEPB Board Teleconference Minutes (4/4/16)<br>3B. NAEPB Special Board Minutes (11/20/15)<br>3C. NAEPB Special Board Meeting Minutes (9/21/15)  | Garrett    |
| 4. Treasurer's Report<br>4A. NAEPB Treasurer's Report for period ending 4-30-16  | D'Amico    |
| 5. Consent Calendar Reports<br>5A. NAEPB Public Policy Committee Update (Arbogast)<br>5B. NAEPB Marketing Committee Report 2016-05-10 (Kerlin)<br>5C. NAEPB Strategic Planning Report (Monteferrante)<br>5D. NAEPB Retreat Feedback Results (Monteferrante)<br>5E. NAEPB Services Committee Report (Mabry) | Stueckrath |

5F. NAEPB Operations Committee Report (Steiner)  
5G. NAEB BSC Report (Horton)

- |                                |                  |
|--------------------------------|------------------|
| 6. High-Level Committee Update | Committee Chairs |
| 7. Public Policy Forum Welcome | Arbogast         |
| 8. President's Remarks         | Stueckrath       |
| 9. NIB Update                  | Lynch            |
| 10. Other Business             | All              |
| 11. Open Forum Q&A             | NAEPB Members    |
| 12. Adjourn Board Meeting      | Stueckrath       |



**The National Association for the Employment of People who are Blind**

## **NAEPB Board of Directors Teleconference**

**Monday, April 4, 2016**

10:30am – 12:00pm EST

APPROVED MAY 24, 2016

### **Call to Order**

The meeting of the NAEPB Board of Directors was called to order at 10:31am EST by President Eric Stueckrath on Monday, April 4<sup>th</sup> 2016. Secretary Garrett proceeded with the Board Roll Call, after which he announced that a complete quorum was reached. Names of the Agency CEO guests attending were also captured.

### **NAEPB Board Roll Call – Members Present**

Rudy D’Amico	Treasurer
Ken Fernald	
Robert Garrett	Secretary
David Horton	Vice President, Base Supply Chains
Jim Kerlin	Vice President, Marketing
Reinhard Mabry	Vice President, Services
Michael Monteferrante	Vice President, Strategic Planning
Dennis Steiner	Vice President, Operations
Eric Stueckrath	President
Kevin Lynch	Ex-Officio Member, President and CEO, NIB

### **NAEPB Board Members – Not Present**

Erika Arbogast	Vice President, Public Policy
Dave Wells	Vice President, Ethics

### **Agency CEO’s in Attendance**

Joe Abely	Carroll Center for the Blind, Inc.
Michael Chew	Mississippi Industries for the Blind
Allen Connelly	Chester County Branch
Harry Egler	The Lighthouse for the Blind, Inc. – Seattle
Jonathan Fister	Keystone Vocational Services
David Huffman	East Texas Lighthouse
Matt Koch	Virginia Industries for the Blind
CJ Lange	Industries for the Blind – Milwaukee
Lee Nasehi	Lighthouse Works!
Hugh McElroy	Dallas Lighthouse for the Blind
John Mitchell	Cincinnati Association for the Blind and Visually Impaired
Dick Monaco	Arizona Industries for the Blind
Lou Moneymaker	Bosma Enterprises
Nicky Ooi	South Texas Lighthouse for the Blind
Fred Puente	Blind Industries and Services of Maryland
John Thompson	Lighthouse for the Blind – St. Louis
Renee Vidrine	Lighthouse Louisiana

### **Approval of Minutes – Bob Garrett, Secretary**

Mr. Garrett presented minutes in draft form from the February 4, 2016 Board of Directors Meeting in New



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Orleans, Louisiana. Mr. Garrett made a motion to approve the minutes, seconded by Mr. Steiner. There was one minor change noted to correct Mr. Fernald's company name. The amended minutes were approved with the minor change noted.

### **Treasurer's Report – Rudy D'Amico, Treasurer**

Mr. D'Amico reported to the Board the Treasurer's Report, which read as follows: Please see the financial statements ending 2/29/16. The checking account value was \$1,527 and savings account \$223,175. Accounts receivable balance was \$2,000, which consisted of 57 agencies paying out of 61. Collection efforts continue. Accrued expenses consist of 5 months of accrued accounting fees of \$625 and 27 months of accrued web site maintenance fees of \$11,400. Total equity at the end of February was \$226,702. Total revenue for the year to date was \$31,000, a result of dues and \$67 from interest. Mr. D'Amico stated that there may be expenses coming up as a result of the CEO retreat. The retreat expenses will show on the reports at the upcoming Board meeting in May. The motion to accept the Treasurer's report was made by Mr. Kerlin and second by Mr. Monteferrante. He also stated that the VisionServe Alliance's sponsorship for \$3,000 to assist with their Benefits and Compensation Survey was paid in March and will appear on the next report. After a vote, the Consent Calendar was approved as distributed.

### **Consent Calendar – Eric Stueckrath, President**

Mr. Stueckrath introduced the consent calendar, consisting of eight reports as follows: 5a). NAEPB Public Policy Strategic Plan tasks (Arbogast); 5b) NAEPB Public Policy meeting summary March 16 (Arbogast); 5c). NAEPB Strategic Planning Update (Monteferrante); 5d). NAEPB Marketing Committee Report 2016-03-25 (Kerlin); 5e). NAEPB BSC Report (Horton); 5f). NAEPB Services Committee Report (Mabry); 5fa). NAEPB ProMOTE Evaluation Summary (Mabry); 5g). NAEPB Operations Report (Steiner). A motion was made by Mr. D'Amico, to approve the Consent Calendar. Motion was seconded by Mr. Mabry. Following a vote, the consent calendar was approved unanimously.

### **High-Level Committee Update – Various Committee Chairs**

Mr. Stueckrath called upon members of the Board who wanted to provide high-level overviews of their committee activities. As there were no reports offered, Mr. Stueckrath proceeded on to the next topic on the agenda.

### **Marketing Committee – Jim Kerlin, Vice President, Marketing**

Mr. Kerlin stated that it was agreed that to create a better story about the overall NAEPB message, it was necessary to establish a marketing committee. The focus of the committee is to guard against concerns and focus on AbilityOne program marketing, instead of individual product marketing. The committee will focus on creating better education and stories of the overall NIB plan. The story will be advertised both internally and externally. Initial processes will be to create a story that will help educate individuals about the program. Second focus is to coalesce input from the various subcommittees. Mr. Kerlin will serve as chair and Laura Reimers (NIB's Vice President of Communications) will be the primary NIB liaison for the committee. NIB staff will be the ones carrying the work. A subcommittee has been started to craft SKILCRAFT branding. Those individuals have been invited to the Marketing Committee. Everyone is welcome, stated Mr. Kerlin. The committee would appreciate persons with various skill levels to join and receive higher level viewpoints. The committee will devise a charter



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for the group. NIB staff will continue to drive the SKILCRAFT brand marketing, which is already underway. A third party marketing firm has been brought on to assist with the efforts, and Ms. Reimers and her team will continue to drive the project. The near-term goal is to develop an elevator speech of talking points regarding the long-range impact of NIB and its mission. Mr. Kerlin stated that Mr. Bill Carty (NIB Board Member) has been interested in the topic of impact and how it affects sales. Mr. Kerlin has advised Mr. Carty of the goals of the marketing committee and how it correlates to impact and sales. Mr. Kerlin and Mr. Wieseler will be creating a white paper draft of the base points from the impact story. Mr. Kerlin encouraged NAEPB CEO's to help participate in data gathering to tell the complete NIB impact story. There will be an upcoming request for information from agencies. Mr. Stueckrath thanked Mr. Kerlin for leading the marketing efforts and keeping the momentum going. He further stated that it was a great opportunity to drive the message and use it as a springboard for strategic planning efforts.

### **CNA Cooperative Agreements – Eric Stueckrath, President**

Mr. Stueckrath advised that the AbilityOne Commission is building a Cooperative Agreement to engage between the two CNA's and the Commission. He urged CEO's to follow up and ask additional questions concerning the agreement. He explained that the Cooperative Agreement essentially means that the Commission will be contracting to the CNA's to provide services for the NPA's participating in the AbilityOne Program. It has been a strategic process as the Commission builds the agreement, he stated. On April 14 and 15, ten to twelve agencies were in attendance at the Commission meeting, continuing to increase engagement and grow the relationship. NIB hosted a dinner on April 14, which was well attended by AbilityOne commissioners and staff. There was great interaction and more opportunities for NIB, SourceAmerica and the Commission to engage with one another in a relaxed setting. On the 15<sup>th</sup> of April, agencies broke into groups at the Commission to engage in an exercise where the Commission asked specific questions regarding what NPA's needed to see from NIB (must-haves). Primary outcomes/consensus among the agencies was three major topics (blind growth, growing advocacy/relationships, training and compliance). Specifics were identified as follows:

- Programs for growth and blind employment
- Advocacy and relationship
- Training, such as BMT, Advocates for Leadership and Employment and Leaders at all Levels
- Compliance (assistance in maintaining oversight)

It's likely that what NIB charges in fees will be discussed as a part of the Cooperative Agreement. Mr. Stueckrath stated that there was good interaction and a positive feeling walking out of the meeting. Mr. Chew stated that dialogue supporting the mandatory part of the program was beneficial. Mr. Monteferrante stated that he is concerned about the proposal of a one year agreement; with a six month option. Mr. Lynch stated that NIB is awaiting the RFP this week. He stated that NIB has indicated its desire for a 5- year agreement, with option years to follow. NIB will push back depending on what emerges from negotiations. NIB's Board has indicated that if unreasonable results are rendered, it may prompt NIB staff to return to the Hill to inquire whether Congress' legislative intent was fulfilled. NIB submitted a first report, but it appears no one has reviewed it in detail. Once a response is received, NIB can reply to the NAEPB more accordingly. In response to questions raised by Mr. Kerlin, Mr. Lynch stated that NIB will keep NAEPB up to speed on timelines and details as they unfold. NIB has submitted a report to the Commission and all intended parties. Mr. Stueckrath urged Mr. Lynch to let NAEPB members



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know how they can assist with the process and asked that members reach out to him or Mr. Lynch directly with questions or concerns regarding the Cooperative Agreement process.

### **AB1 Commission Declaration Regarding Minimum Wage – Eric Stueckrath, President**

Mr. Stueckrath encouraged members to read the declaration regarding minimum wage which encourages NPA's to pay above minimum wage to everyone working on an AbilityOne contract. There are very few instances where agencies are paying less than minimum wage. As a result of a question raised by Mr. Puente, Mr. Lynch stated that two NIB member agencies have employees that are being paid less than minimum wage. One of the two agencies is currently paying less than minimum wage on an AbilityOne contract. NIB is speaking to both agency executives concerning the issue. One agency is working to resolve the issue. At Mr. Puente's request, Mr. Lynch stated that the Pittsburgh and Chester County PAB agencies are those that are paying less than minimum wage. Mr. Stueckrath stated that he is sure the Commission will continue to solidify their position and eventually change the minimum wage position from desirable to mandatory. Mr. Kerlin commented that neither NIB, NAEPB nor the Commission had the authority to have the requirement set and he sees the statement as an aspirational statement. Mr. Lynch stated that paying at or above the minimum wage for these two agencies requires minimal resources, but NAEPB can't force agencies to pay more than minimum wage. It would be helpful for NAEPB to be proactive and reach out and work with the agency executives (mentoring support) to see if they can accomplish sustaining employment without financially putting them in a bind. Ms. Hartley added that it is a dangerous sign to backslide and go against a position on minimum wage that the NIB and NAEPB has taken. For a year NIB was able to say that no employees on AbilityOne contracts were being paid less than minimum wage or on a certificate. Messaging and communication to the press has changed as a result. Mr. Monteferrante stated that he would volunteer to share what Envision did to drop their 14c certificate, and retain their employees without suffering a substantial financial impact. He stated that everyone is being paid at minimum wage and above and Envision was successful at proceeding through their Department of Labor audit.

### **NAEPB CEO Advance Wrap-Up and Survey – Michael Monteferrante, VP Strategic Planning**

Mr. Monteferrante thanked the Retreat planning committee and everyone who attended in early February. A post-event survey has been sent out to attendees, which is due at the end of the week. Ms. Williams reported that 37% of attendees had responded and results were positive. A reminder will be sent to all who attended as a final push to complete the survey.

### **2016 Public Policy Forum Update and Call for Participation – Rick Webster, Vice President, Public Policy, NIB**

Mr. Webster provided an update on the status of the 2016 NIB/NAEPB Public Policy Forum. 30 agencies were registered with 5 pre-commitments at the time of the call. It's likely that 40 agencies will participate, possibly more if the committee can be aggressive by speaking with agencies that should be in attendance. Mr. Webster stated that Ms. Arbogast and Mr. Fernald have been helpful by making phone calls to agencies encouraging participation. Mr. Fernald encouraged agencies to register and expressed how important it was to be present this year. In response to a question raised by Mr. Monteferrante, Mr. Webster responded that later in the day a public announcement would be released announcing the new class of Advocates. This will be the first time two classes of advocates will run simultaneously, he stated. NIB is excited about the incoming class of advocates. There is a ways to go to expand the coverage to additional Congressional districts, including blind employees working at service locations, satellite manufacturing facilities and base supply stores. Mr. Stueckrath encouraged



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members to learn more about the advocates program and described it as a great way to allow agency associates to tell their stories, which are priceless.

### **VisionServe Alliance Survey Participation – Eric Stueckrath, President**

Mr. Stueckrath encouraged members to complete the VisionServe Alliance's Employment and Compensation Survey. All NAEPB members will receive a copy of the survey results. The more agencies that participate, the more well-rounded the survey results will be. If you haven't completed survey, please watch for the reminder and link to participate, he stated. Ms. Nasehi stated that her agency (Lighthouse Works!) has been using the survey for years and recommends it as a great tool.

### **NIB Update – Kevin Lynch, President and CEO, NIB**

Mr. Lynch updated that through the month of February, business continues to be fairly strong. Department of Defense business has been up significantly, VA is doing well, and services revenue is down slightly due to the re-categorizing of sales. Military Resale is slightly ahead, which continues to be watched closely. He noted that significant populations of individuals employed through MR are those that are blind with other disabilities. Forecasts project that it should be a fairly strong year for the remainder of FY16. Based on first quarter results, blind work hours were up, and NIB hopes that the trend continues. Concern surrounds the DOD textiles, with some contracts coming to a close. NIB is attempting to obtain information from partners, and General Proctor has gotten involved to assist in this effort.

Based on reports from 3M, NIB will take a look at troop levels, which are projected to be lower than what they were before WWII. Mr. Lynch will report back to the NAEPB when additional information is gathered. NIB is waiting on the RFP from the Commission. Mr. Lynch has a one-on-one meeting with Ms. Ballard this week. NIB will solicit status updates on topics such as when the authorized distributor policy will be released and the status of the Commission's response to questions on the FAR clause raised by the FAR council. Mr. Lynch spoke with Ms. Zeich and asked her to prioritize the responses. NIB will ask for movement on the issues. NIB would like to take another business case to the FAR Council on an ETS clause. The next Commission meeting is scheduled for 4/26 during the SourceAmerica conference. Mr. Lynch encouraged members from the NAEPB to attend the meeting. A time and agenda for the Commission meeting has yet to be published.

Mr. Lynch stated that GSA has launched their Acquisition Gateway. NIB wants to ensure that it has a heavy emphasis on AbilityOne. FSSI, the schedule program and global supply is a part of the Gateway. NIB wants to ensure that AbilityOne is appropriately messaged and listed. Some of the terminology on the site is not exactly the way NIB would want it written. NIB is not positioned where they should be as a mandatory source and in a place where government purchase card holder should be directed. Mr. Lynch is trying to set up a meeting with the GSA contact who is responsible for the Gateway to discuss the matters. NIB wants to work with GSA to ensure greater visibility for AbilityOne. Category management (office and cleaning supplies) is GSA's main focus. The Acquisition Gateway (partial access) can be viewed at [www.gsa.gov](http://www.gsa.gov). There has been GSA Advantage and Department of Defense e-mail. There has been an emphasis to go to one system or one platform. There is an initiative underway to create Fedmall. Fedmall is being overseen by the Department of Defense, which appointed the Defense Logistics Agency to serve as program manager. It was reported recently that the first step is to create a marketplace for purchases \$3,000 and under. It appears as if the Federal government is enthralled with



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Amazon and will format Fedmall in a similar fashion. NIB is concerned that, while the government has committed to identifying AbilityOne products in the marketplace, no ETS discussion has taken place. The aim is to show pricing differences for the customer to make purchasing decisions. For these purchases, it is the buyer's responsibility to ensure they are in compliance with the FAR regulations. Buyers do not know all of the federal acquisition rules. Mr. Lynch will meet with Shay Assad soon on the topic. There has to be some change to the thought process, he stated. A discussion on CMS and contract closeout will also take place. Last year, DOD decentralized CMS program dollars. As a result, NIB must constantly return to DPAP to seek continued support. Agencies are experiencing less CMS business and employees are idled, although funding exists. Mr. Lynch will keep NAEPB and associated agencies up to date with regards to the RFP process as they work towards the Cooperative Agreement. NIB may reach out to ask agencies for assistance with the process. The goal is to have an agreement in place by the 18<sup>th</sup> of June. Fee ceiling negotiations will continue. An update on the progress of the IG selection will also be provided.

**Other Business – All**

No further business was brought before the Board.

**Adjournment - Eric Stueckrath, President**

As there was no further business to be conducted, the NAEPB Board meeting was adjourned at 11:41am EST.

## NAEPB Treasurer's Report

For the period ending 4/30/2016

Please see the financial statements ending 4/30/16. The checking account value was \$2,857 and savings account \$218,202. Accounts receivable balance was \$2,000. To date, 57 agencies have paid out of 61. Collection efforts continue.

Accrued expenses consist of 7 months of accrued accounting fees of \$875 and 29 months of accrued web site maintenance fees of \$12,000. In addition, a check was written to VisionServe Alliance for \$3,000., representing a request by VisionServe to assist in the funding of their annual "Compensation Survey." This was approved by the Board in the October 2015 meeting. Total equity at the end of April was \$223,059.

Revenue for the year to date was \$31,000, a result of dues and \$94 from interest.

Respectfully submitted,  
NAEPB Board Meeting 5/24/16  
Rudy D'Amico, Treasurer

NAEPB  
Income Statement  
For the Period Ending April 30, 2016

REVENUE	ACTUAL YTD	BUDGET YTD	VARIANCE	Budget 2015
Investment Income	94	8	86	100
Membership Dues	31,000	30,000	1,000	30,000
Voluntary Donations	0	0	0	0
<b>TOTAL REVENUE</b>	<b>31,094</b>	<b>30,008</b>	<b>1,086</b>	<b>30,100</b>
<b>EXPENSES</b>				
Business Expenses	3,032	0	(3,032)	0
Accounting Fees	1,545	875	(670)	1,500
Website Maintenance	2,500	2,333	(167)	4,000
Postage	0	0	0	0
Supplies	0	0	0	0
Telephone / Communications	0	0	0	0
Awards / Honors	0	292	292	500
Insurance - Liability / D&O	1,126	700	(426)	1,200
Bad Debt Expense	2,000	1,750	(250)	3,000
Miscellaneous Other Costs	0	117	117	200
Officers Expenses	0	2,917	2,917	5,000
Annual Retreat	0	8,750	8,750	15,000
Conference Planning	0	0	0	0
Service Committee	0	2,917	2,917	5,000
Operations Committee	0	2,917	2,917	5,000
BSC Committee	0	2,917	2,917	5,000
Public Policy Committee	0	1,750	1,750	3,000
Communications Committee	0	1,167	1,167	2,000
G4 Committee	0	0	0	0
Medical Advisory	0	0	0	0
CMS Committee	0	0	0	0
(NIB Reimbursement)	0	0	0	0
Annual Audit Meeting	0	292	292	500
CEO Annual Training	0	292	292	500
Miscellaneous Meetings & Travel	0	2,333	2,333	4,000
NIB Reimbursement	0	(29,167)	(29,167)	(50,000)
		0		
<b>TOTAL EXPENSES</b>	<b>10,203</b>	<b>3,150</b>	<b>(7,053)</b>	<b>5,400</b>
<b>SURPLUS (DEFICIT)</b>	<b>20,891</b>	<b>26,858</b>	<b>(5,967)</b>	<b>24,700</b>

NAEPB  
Balance Sheet  
As of April 30, 2016

ASSETS

Current Assets	
Cash Checking	2,857
Cash Savings	218,202
Accounts Receivable	2,000
NIB Reimbursement Receivable	0
Total Current Assets	<u>223,059</u>
TOTAL ASSETS	<u><u>223,059</u></u>

LIABILITIES & EQUITY

Current Liabilities	
Accounts Payable	0
Accrued Expenses	12,875
Total Current Liabilities	<u>12,875</u>
Equity	
Opening Equity Balance	189,293
Net Income/ (Loss)	20,891
Total Equity	<u>210,184</u>
TOTAL LIABILITIES & EQUITY	<u><u>223,059</u></u>



**The National Association for the Employment of People who are Blind**

**NAEPB Board of Directors Special Meeting  
CONFIDENTIAL – NOT FOR DISTRIBUTION  
Friday, November 20, 2015  
10:00am EST**

**APPROVED MAY 24, 2016**

**Call to Order**

The Special Meeting of the NAEPB Board of Directors was called to order at 10:00am EST on Friday, November 20, 2015 by President Dennis Steiner. Secretary Garrett proceeded with the Board Roll Call, after which he announced that a quorum was reached.

**NAEPB Board Roll Call**

Erika Arbogast	Assistant Vice President, Public Policy
Rudy D'Amico	Treasurer
Ken Fernald	Assistant Vice President, Operations
Robert Garrett	Secretary
David Horton	Vice President of Base Supply Centers
Kevin Lynch	Ex-Officio Member, President and CEO, NIB
Reinhard Mabry	Vice President, Services
Michael Monteferrante	Vice President, Strategic Planning
Dennis Steiner	President
Dave Wells	Vice President, Public Policy
Eric Stueckrath	Vice President, Operations
Shelly Taylor	Chair of Ethics

**NIB Staff Members Present**

Angela Hartley	Executive Vice President, Chief Program Officer
Heather Lyons	General Counsel
Carla Williams	Coordinator, NIB/NAEPB

**Background/Purpose of Special Call**

The purpose of the Special Call was to convene NAEPB Board members to open up dialogue and discussion on ideas for a draft response to Jim Kesteloot's (Chairman, U.S. AbilityOne Commission) letter dated November 3rd. The November 3rd Kesteloot letter was in response to the September 23rd letter sent to address issues on behalf of the NAEPB Board.

**Discussion**

Mr. Steiner opened the floor for comments, feedback and discussion. Mr. Lynch provided background that would be helpful in the discussion. He stated that NIB had received a letter from Mr. Kesteloot and Mr. Tom Robinson (Chair, of the Stewardship Committee and Air Force Commission Member) requesting certain information. At their request, NIB has provided Mr. Kesteloot and Mr. Robinson with bylaws and extensive ethics and governance policies. The letter was addressed to Mr. Lynch; however, upon providing a response, copied Ms. Jeanne Morin (NIB Board Chair) and Ms. Tina Ballard (Executive Director, U.S. AbilityOne Commission) requesting a meeting with Mr. Kesteloot and Ms. Ballard. Mr. Lynch has also requested a meeting with Ms. Ballard to talk primarily about open issues and initiatives to agree on a priority list and a timeframe for resolution. The meeting is scheduled for December 1, 2015. From the NIB standpoint, there has been communication to the Commission attempting to schedule meetings. Mr. Garrett stated since NIB has moved the ball forward to have a meeting of substance with the Commission, then the letter was not written in vain.

Ms. Taylor stated that from her perspective, the Commission's letter stated that they weren't responsible for answering to NAEPB, because they were not a CNA. Ms. Arbogast stated that the way the Commission has handled the entire process has been unreasonable. Mr. Wells stated that the NAEPB represents agencies, not individuals, which should be a valid reason for the Commission to honor its requests. Mr. Stueckrath agreed with Mr. Wells and stated that it is a difference between being advocates for capabilities of people who are blind and being direct stakeholders of the Commission. He further expressed that while certain procedural processes are driven through NIB, the NAEPB has an absolute right to express its viewpoint to the Commission, with the method of delivery being important.

Mr. Horton stated that NAEPB needed to have a relationship with the Commission, and he is not sure that NIB's meetings with the Commission can drive that point home. Mr. Steiner stated that the Commission was evasive in answering the questions in the letter and used NAEPB's status to avoid addressing the issues. He stated that he has reached out to Ms. Ballard numerous times. Mr. Lynch added there is not much value in continuing to have the exchange of letters back and forth. In the December 1<sup>st</sup> meeting, Ms. Ballard and the Commission's General Counsel will attend. The meeting will be a continuation of an attempt to address unanswered questions. NIB will try to put things back together and at some point there will be an opportunity for the NAEPB to reach back out to the Commission. At this point, projects are continuing to move through with tweaking by the Commission, but the process is not being held up significantly.

Mr. Mabry inquired if it were okay for the Commission's staff to hold up an approved project for submission for vote? Mr. Steiner, Ms. Taylor and Mr. Garrett all responded that it was not okay. Ms. Taylor asked how could it be changed and what could be done?

Mr. Lynch directed everyone's attention to the last paragraph of page 1 of the Kesteloot response letter which provided further insight on the topic. The passage read *"It is unreasonable to conclude that an agency procedure requires the Commission staff to submit incomplete or inadequate documents to the Commission for action without exercising any professional evaluation or judgment. The staff is required to make a recommendation, with current, accurate and complete information. Without a complete administrative record, there is no PL addition to submit."* The Commission told NIB that the package would not be submitted, because the Commission members would not approve the project.

Mr. Mabry stated that the package in question is about protecting the jobs of over 40 agencies that are selling products through the GSA systems. He added that since July, there have been a lot of agencies hurting with low sales on commodities. Mr. Fernald added that NIB as the CNA must argue the point. Mr. D'Amico and Mr. Mabry stated that many hours were spent on committees and roundtables formed by the Commission for definition of suitability and various endeavors. Mr. Steiner stated that as President, he would be on board with doing what the majority of the Board suggests. Mr. Horton stated that hopefully the December 1<sup>st</sup> meeting with NIB and the Commission will assist with reopening doors, so that the NAEPB and agencies can be heard. Ms. Arbogast asked what would be the consequences of communicating with the Commission through NIB. Mr. Steiner stated that NIB must keep a cordial relationship with the Commission, as they are in control of the CNA's. Mr. Mabry stated that his sense is that the Commission is avoiding making decisions that are difficult to make, but ones that are critical for agencies to continue to serve and fulfill their mission.

Mr. Stueckrath asked Mr. Lynch how important is it for NIB to be able to articulate to the Commission, that they have not been making the right moves on behalf of the staff? Mr. Lynch responded that concerns have been raised with GSA and the Commission staff regarding contracting out depot requirements to commercial firms and related matters. The contract has just been launched, so NIB is working to try and stay on top of the information from the contractors (Mono Machines) to try to curtail issues. Mr. Lynch has asked the NAEPB ops chairs to address drop shipments. The Commission designated NIB to equitably allocate orders, including PL products. NIB is trying to set up a meeting with GSA to address contractor compliance issues. There has been conversation about issues with the GSA ordering system. Some agencies have had to furlough employees due to low orders. Mr. Lynch stated that it's important for NAEPB members to know that he doesn't believe that the issues have been widely conveyed to other Commission members and that there may be a substantial filtering of information. Mr. D'Amico stated that the Board should realize that at this point, it is important for NAEPB to communicate through NIB. Mr. Wells stated that individual agencies may want to communicate to the Commission directly. Mr. Stueckrath requested a recap of the agenda items going into the 12/1 meeting. Mr. Lynch stated that the must-haves going into the December 1<sup>st</sup> meeting is to go in and establish a process

going forward with the main issues (distributor authorization policy, sponsorship and pricing of non- GSA items, issues with FPI and waivers, priorities, resolution and target dates for completion). Mr. Stueckrath stressed the importance of communicating to the Commission that it's important for them to maintain a healthy, vital relationship with the NPA's and NAEPB. Mr. Lynch stated that the Commission has been visiting the idea of instituting a counselor to assist with arbitrating the issues. The counselor would serve as a mediator between the Commission and NAEPB. Mr. Steiner stated that he wasn't opposed to meeting with a third party, or directly with the Commission to alleviate tensions.

#### **Action Taken**

The NAEPB Board decided not to respond to Mr. Kesteloot's letter of November 3. Mr. Lynch will provide an update after the December 1 meeting with the Commission. The NAEPB Board will attempt to open up dialogue with Ms. Ballard, Ms. Zeich and Mr. Kesteloot at a later date.

#### **Other Business**

Mr. Steiner stated that he met with the 2016 NAEPB Retreat planning committee. He requested the top 3 issues/threats that face the program from each director. The issues will be compiled and used as a basis for conversation at the Retreat in February. The Retreat will be CEO's only, so that strategic level issues will be the focus. Ms. Williams will send an email on behalf of Mr. Steiner requesting the list of issues/threats.

#### **Adjournment**

Mr. Steiner thanked everyone for participating on the call, and stated that the goal of the Board was to improve the program and create more job opportunities for the blind. As there was no further business to be discussed, the meeting was adjourned at 10:48am EST.



**The National Association for the Employment of People who are Blind**

NAEPB Public Policy Committee Update  
Erika Arbogast, Vice President Public Policy

A joint NAEPB/NIB public policy committee call was held on Tuesday April 26, 2016. The purpose of the call was to review logistics of the public policy forum that is scheduled for May 24-26<sup>th</sup>.

Below is a summary of the discussion points of the meeting:

- 1) reviewed the overall program and schedule for the Public Policy Forum
- 2) Covered all the logistics associated with PPF, including hotel, transportation and the Rally Room on Capitol Hill.
- 3) Reviewed how we are engaging Soapbox this year to schedule congressional appointments, and that approximately 75% of the agencies are working through Soapbox, with the remaining agencies doing their own scheduling.
- 4) Reviewed the 3 issues/asks (WIOA concerns...Need to fix the SSDI "cash cliff"...and preserve the ability to sell MR products through the commissaries) in some detail.
- 5) The four-panel leave behind was reviewed, with brief mention of social media (more details on social media in upcoming pre-call on 5/11)
- 6) Provided an overview of the Advocates for Leadership and Employment program, with 16 new "Advocates" coming on board this year.

There was a handful of questions, but not nearly as many as in past years.

Rick pledged to get materials in advance to participants sooner than past years.

We had around 50 separate phone lines dial in, with multiple people on several of the lines.

A follow up call on May 11<sup>th</sup> will be scheduled for last minute questions/discussion.

**\*\*\*We are happy to report that we have 40 agencies registered for the Public Policy forum. This is a new record\*\*\***

# NAEPB Marketing Committee Report

5-10-16

- Recent Activities

- o A White Paper on the long term NIB Impact story was drafted.
- o A second draft of the NIB Impact story is in the review process with NIB marketing and market intelligence staff before publishing.

- Focus

- o Concentration is on NIB and AbilityOne program marketing (not individual product or service marketing, etc.) Kevin Lynch requested that guard against scope creep.
- o Creating and educating a better long range NIB Impact story.
- o Tell the NIB story better internally to the NAEPB family and externally to all external stakeholders.
- o We will attempt to coalesce the voice of the NAEPB family regarding the needs for marketing by working across the multiple product and service sub-committees.

**Commented [RL1]:** Recommend you add AbilityOne here to be more specific

**Commented [RL2]:** Same comment as above – not a deliverable

- Members

Jim Kerlin	Chair	Beyond Vision
Laura Reimers	NIB Liaison	NIB
Reinhard Mabry		Alphapointe
Jake McCabe		Alphapointe
Bill King		Beyond Vision
Lesley Larson		NCSS (North Central Sight Services)
Dennis Loney		New View Oklahoma
David Horton		Winston Salem
Seth Anderson		Winston Salem
Dennis Steiner		Vision Corps
Sherry Harry		Vision Corps
Catherine Schultz		NIB
Vickie Sanders		West Texas Lighthouse for the Blind
Katie Humphries		CABVI

- Other

- o Will also intend to invite CEO or operational level people to join from other NPAs. We plan to do that once the Charter is complete and ready to publish.
- o The SKILCRAFT brand strategy and services brand strategy will continue to be NIB deliverables. The Marketing Committee will actively participate in the brand strategy development process as the voice of the field and NAEPB family.
- o Hoping to have an elevator speech with key talking points available for the Public Policy Forum if possible.



**The National Association for the Employment of People who are Blind**

## ***Strategic Planning Committee Update***

***Submitted by: Michael Monteferrante, VP Strategic Planning***

Had a great meeting last week with the committee and followed up with a discussion with Eric for support and approval.

Basically, we reviewed the Strategic Plan in detail and discussed the Retreat/Advance notes and the notes from recent A1 meetings. We decided to Highlight/Bold the plan with the 5 key drivers that are the common theme from the meetings as a reminder of what the overall body seems to think is a priority. We also divided up the 5 committees from a support standpoint to coordinate info relevant to the plan from the committees as they make progress through the year. We will be sure not to inconvenience them too much during the course of the year.

We appreciate your support. Please call or email with any questions you may have.

The liaison folks to the committees are:

- Dave Lopresti – Industries for the Blind Greensboro - **Marketing**
- Rudy D'Amico- Central Association for the Blind and Visually Impaired - **Services**
- Platt Allen - Lighthouse for the Blind Fort Worth - **Operations**
- Shelly Taylor – Louisiana Association for the Blind - **Public Policy**
- CJ Lange – Industries for the Blind Milwaukee - **BSC's**



**The National Association for the Employment of People who are Blind**

## **NAEPB Services Committee Report**

**Submitted by: Reinhard Mabry, VP, Services**

- Continuing to push contracting activities to award remaining CMS Task Orders under FY16 DPAP funding.
- NIB met with Director, Defense Pricing (Shay Assad) to discuss long term funding options for the CMS program and program execution. We are scheduling a follow-up meeting to address FY17 execution requirements in the near term.
- NIB met with the Senior Executive for Services Acquisition at DPAP. We discussed the AbilityOne program and his efforts with the Components for services strategic sourcing. While his program is in its infancy, he sees there are opportunities for AbilityOne.
- To date 15 projects have been added for 16.36 BWYs. An additional 3 projects are at the Commission for 5.59 BWYs. Potential projects in the pipeline are 27 for 105.86 BWYs.
- Services sales are at \$39.2M through March, running ahead of goal 9%.
- Cybersecurity Intern reported to NIB 9 May. The intern will work directly with IT to create security documentation and an audit process and to insure NIB and NPAs are compliant with current DFARs and NIST security requirements. She will be on board as a part-time employee for six months.
- Currently, 21 candidates have begun training for cyber security. 11 have passed test 1. Four of those 11 have also passed test 2 and are now CompTIA A+ certified. 5 of the remaining 7 have taken and failed test 2. Three of the 7 remaining candidates are expected to re-study the training materials and take or re-take test 2 within the next two months.
- NIB is pursuing several 508 opportunities, both commercial and for the federal government. There has been recent, enhanced interest in our 508 services.

### **CMS Workgroup**

This group is addressing several issues pertaining to the current IDIQ contract and future business needs.

1. Systems Access – everyone experiences challenges regardless whether they are off-site or on-site
  - a. Requests for SAARs and other forms completed multiple times
  - b. CORs request incorrect information because they do not understand the process to grant access
  - c. Multiple DODACCs – Where access is needed for multiple locations, GAMS mess up the set up and access for other installation systems
  - d. IRAPT – huge issue where information from this system is needed but access is being restricted. This appears to be an inconsistent legal issue.
  - e. HELP Desk Personnel – unfamiliar with program and do not know how to help.

2. Security Process – Sometimes taking over a year
  - a. Inconsistent communication
  - b. Challenge when there are vacancies
3. Timely Receipt/Delivery of Work – Mostly an issue for off-site deliverable model teams
  - a. Gaps between task orders
  - b. Some teams without work for extended periods
  - c. CAC Card Issuance – related to gaps in work but smoother process needed to transition
4. Information Flow Particularly with Data Calls
  - a. Who sends it and who receives it? How can this process be improved?

### **Strategic Initiatives Workgroup**

This group met on 04/21/2016 and discussed the second iteration of the ProMOTE pilot which will focus its attention on Zoom Text users. This pilot extension will be in the July - August time frame and will have a similar participant makeup as the pilot in January. An RFP was sent out to agency CEO's inquiring as to their hosting capabilities for the program.

Also discussed was the "Train the Trainer" component of this program. This should begin sometime in September of this year and will involve a 3-5 day training module to be facilitated at NIB in Alexandria. Upon completion, participants and their agencies would be "certified" and there would be continuing education modules developed for the trainers.

This group was also utilized to review - and suggest alterations if necessary - the previous selection criteria and relevant paperwork for the candidates to present for program consideration.

Once the second pilot is complete our group will debrief with Billy Parker and the trainers to begin the process of determining next steps for development of an educational bridge, at the agency level, to prepare individuals for, not only, this type of program but for more upwardly mobile advancement in general if that is their personal goal.

### **SKILCRAFT Customer Care Solution Workgroup**

A meeting of what was formerly the Teleservices Workgroup and the Branding Workgroup took place in Orlando in mid-April. In attendance were representatives from Alphapointe, Lighthouse Central Florida, Beyond Vision, Bosma Enterprises, CABVI, Dallas Lighthouse, Mississippi Industries for the Blind, and Robert Harris from NIB.

We first agreed that our objective is to develop a unified contact center platform across agencies and develop a go-to-market strategy to land a large federal contract. Secondary to a federal contract we will also pursue large commercial contracts. The group determined to market the collective capabilities under the name "Skilcraft Customer Care Solutions," though that is subject to input from NIB.

The group identified four lanes of work that need to be completed in order for us to be successful. Each group has its own project lead and project plan.

People: This group is responsible for developing a standardized assessment and training program for our employees, a national recruiting strategy, and common HR policies and performance metrics. This group's first task is to research best practices in the three areas identified and report recommendations to the larger group.

Process: This first task for this group is to develop recommendations for the governance and management structure of the collective. They will also be responsible for developing a capabilities statement and marketing messaging for the collective, standard operating procedures, contract vetting templates, and QA procedures.

Technology: This group is responsible for identifying technology solutions for telephony, analytics and CRM, project collaboration, and online learning. The first task is to define requirements for each technology solution, research specific apps and software and score them against the requirements, and make recommendations to the group. This group will also be looking at resource planning for JAWS scripting and help desk support.

NIB Task Force: NIB will be tasked to develop relationships with government agencies to find champions for our solution as we begin bidding on contracts. A meeting has been scheduled on the Monday prior to the Public Policy Forum with NIB representatives to discuss priorities.

The Skilcraft Customer Care Solutions working group will reconvene in one month and each sub-group will present its findings. We will also determine next steps at that time. Heather Quigley-Allen is leaving her position at BOSMA, so a new chair will be identified and take over this important role.



The National Association for the **Employment** of People who are **Blind**

## **NAEPB Operations Committee Report**

### **Submitted by: Dennis Steiner, VP Operations**

#### **Jan San/MRO Update**

The Jan San/MRO Sub Committee met for their quarterly meeting on April 14<sup>th</sup>. During the call participants were updated by NIB on the status of the pending results of the drop ship survey as well as the next steps for the pricing study. The participants were also briefed by Channel Management regarding an update on the Jan San FSSI contract award and Maureen Markey with the NIB Marketing Team gave an update on the changes to the new Product Description Form which supports online and physical catalogs and other marketing elements of NIB AbilityOne products. Stephanie Benedetti (Lighthouse Louisiana) provided an update on the Government Food Service initiative she is working on in partnership with NIB. Follow up conversation from agency participants included expressed interest in learning more, perhaps in a webinar format, regarding the AbilityOne.com DVD contract relationship and the expansion this past 6 months with the end of the EDD contract with LCI/MSD and the impacts on Jan San/MRO. Shawn Spengler has engaged Luis Interano with AbilityOne.com regarding this webinar/information session.

#### **Military Resale**

- DOD Budget concerns continue:
  - Language has changed to “Budget Neutrality” by 2018 without diminishing savings and quality.
  - Commissaries funded for FY 17.
  - Administration’s 2017 budget and legislative proposal includes:
    - Language that provides authority for variable pricing and private label brands.
    - Proposes converting DeCA to a non-appropriated fund instrumentality.
    - The thought is these changes should generate revenues to offset funding DeCA in the future.
    - DOD is committing to backfill any shortfalls in revenue-generating capability with appropriations
  - The topic of privatizing the commissaries has come up again.
  - Pressure on the commissary will continue.
  - Reform coming in some format
- NIB’s Public Policy team continues to work with the Hill to reinforce the importance of the commissary program in creating jobs. Issue briefs will be provided on this topic for visits to the hill May 25<sup>th</sup>.
  - Grassroots effort is still needed.
  - Contact your senators & congressman
  - [www.SaveOurBenefit.org](http://www.SaveOurBenefit.org)
- 2016 Objectives and Initiatives
  - Exceeding customer expectations
  - Educating military resale customers on the AB1 program.
  - Category management

- Refreshing product assortment
- Adding items to current categories in keeping with retail trends
- Evaluating product sales and removing items that are not selling well.
- Shelf management – plan-o-grams
- Promotions
- Develop new categories for growth
- Develop new channels for growth
- Store execution

## **Update from Operations Committee teleconference of April 13, 2016**

The meeting of the NAEPB Operations committee was called to order by Dennis Steiner on Wednesday, April 13 at 9:00am EST.

### **Purpose of Meeting**

Dennis Steiner, Vice President of the NAEPB Operations Committee requested an onboarding meeting to solicit prospective from committee members with regards to how the NAEPB could be more involved and support subcommittee goals and activities. Mr. Steiner established a procedure for receiving committee reports and staying connected to the committee by means of future meetings and teleconferences.

### **Discussion**

Mr. Steiner started the conversation by stating that he was new in the Operations chairman role, previously held by Jim Kerlin, who has moved on to chair the NAEPB Marketing committee. He stated that he would like to be on track and have an understanding of the various subcommittee initiatives prior to the upcoming NAEPB Board meeting at the Public Policy Forum on May 24. Mr. Steiner opened the floor for feedback from the committee members to voice comments, suggestions or concerns. Ms. Alderson raised a question to Mr. Steiner which stated “what would NAEPB like to see as a result of committee meetings?” Mr. Steiner responded that the Board’s focus at the Winter CEO Retreat in February was to devise basic strategies which focused on global issues. Primarily, the NAEPB Board has been looking at the relationship with the Commission, GSA, strategic marketing of the entire program and to build overall awareness. He stated that the Operations focus should be more specific to product lines, initiatives, best practices and increasing sales through new opportunities. Mr. Steiner will be forming a working group with Ms. Vareilles (NIB’s Vice President, Products) that address the issue to resolve pricing issues. Mr. Steiner asked of the committee what would their expectations be of the NAEPB Board and himself as Chairman. Ms. Alderson responded that Office Products has two subcommittees, Writing Instruments and Office Products. All of the Writing Instruments agencies have been put together for several face to face meetings, which take place quarterly. During these meetings, specific issues pertaining to Writing Instruments are discussed. Goals and a marketing plan have been established. The committee is focusing on a sales pull through strategy for writing instrument samples. Office Products focuses on being informative about the issues, but will be focused more on communication among the group in the future. Mr. Carson and Ms. Alderson had a call on April 5<sup>th</sup> to ensure goals are established for the Office Products committee. A face to face meeting will take place at the upcoming National Conference and Expo (NCE) in September. Discussions took place concerning a collaborative meeting with both of the commodity subgroups as a lot of the main issues overlap and are affecting both the JanSan and OP side. Ms. Alderson stated that NAEPB could be helpful through supporting the OPS commodity subcommittees on collaborative meetings, goals and initiatives. Mr. Steiner inquired if the group would like to see an OPS meeting during the upcoming NIB/NAEPB meetings. Ms. Alderson stated that a plan was in place to have meetings at the subcommittee level on the Tuesday, prior to the start of the NCE. Space constraints in the conference hotel may pose an issue. The NIB OPS team would like to schedule the meeting as soon as possible to communicate the information to would be participants. Mr. Carson added that there is an informal bond between the Writing Instruments, Office Products and JanSan groups. He stated that all use the same distributors and most of the products are GSA managed which results in similar issues. Mr. Spengler added that the three committees are trying to determine how to combine efforts.

The Military Resale, TAG and Medical Advisory committees stand alone, as they have different issues. Mr. Eatman stated that the next TAG meeting would take place in Raleigh at the BISM location. MR and TAG have expressed interest in hosting a meeting at the NCE in September. Mr. Steiner stated that there are limited options for face to face meetings, so he would make a concerted effort to ensure that those who have an interest in meeting would be able to do so in September. Mr. Carson stated that not many people are sent to conference due to budget constraints. He urged Mr. Steiner to encourage CEO's to send to conference, those individuals who are at the working level and would benefit from engaging with committee members.

Mr. Weigold inquired about the status of the FSSI Industry day. Mr. Campbell stated that it would possibly take place in July, but would be dependent upon the JanSan/MRO release. Ms. Alderson stated that the NIB team would get the date finalized and communicate information to all. Mr. Steiner stated that he would propose to Mr. Stueckrath (NAEPB President) to encourage those at the forefront to participate. Mr. Spengler stated that in the JanSan/MRO committee, product categories were broken down that mirrored the FSSI awards. In addition, leads were identified for each category. At a minimum having a person representing each of the key categories would be beneficial.

Mr. Weigold stated that he would like to see the FSSI Industry Day more strategic in nature with less agency representatives present. Mr. Steiner committed to letting the CEO's know that it is important for their staffs to participate and get engaged and involved in committee efforts. As there was no further business to be discussed, the meeting concluded at 9:47am EST.

#### **Action Items deriving from Operations teleconference**

- 1.** The NIB OPS team will devise a justification for proposing agency representation at the FSSI Industry Day in July.
- 2.** The OPS Committee will have quarterly teleconference calls outside of regularly scheduled in-person meetings. Upcoming dates are July 20 and October 12 at 10:00am EST. Calendar invitations will be sent.
- 3.** Steiner and Vareilles will form a Price Strategy Committee to address pricing matters and the non-assignment of NSN numbers.
- 4.** The NIB OPS subcommittee team will schedule a conference call with the NAEPB OPS committee to review and discuss the results of the drop-shipment survey.



**The National Association for the Employment of People who are Blind**

## **NAEPB BSC Report**

**Submitted by: David Horton, VP BSC's**

We are looking to have more CEO involvement with the BSC committee. There is a BSC CEO (only) meeting at Nib on May 23 and the focus of the meeting BSC strategy and protecting our program. In lieu of the April BSC committee call I attended the BSC Best Practices Committee meeting April 15<sup>th</sup> in Seattle. Following is a summary of the Key operational issues and status updates:

- 1) All Agencies represented gave an update on BSC business...and although there were some downturns there were many more success stories of increased sales from the previous year...than it has been in quite some time. That is not to say we are close to the "last hay day of 2010"...but some improvement from previous year numbers.
- 2) Some of the same issues continue...using the military supply systems to purchase NSN products, not having an alternative form of payment (Milstrip/MIPR, etc.), increased small business bids shutting the BSCs out of the opportunities, etc.
- 3) Buddy briefed on the GSA 4PL Model and indicated that he has ran about \$3M through the portal...coming from multiple BSC locations. There was some conversation on whether GSA is agreeable to strike this same sort of agreement with individual agencies (especially when sales volume might not be sufficient to meet their thresholds)...but rather funneling all BSC 4PL Sales through one existing portal.
- 4) Ken Barnett undated everyone that NIB was developing a new BSC Brochure and expect it to be on the streets by June and the new AbilityOne BSC Version Catalog is expected around August or September.
- 5) We reviewed the BSC Best Practices Checklist to determine if all the years of using the current format anything was needed to be changed. The overall consensus was that for the most part it was still good as is. Two suggestions were made with regards to changes.

A) Store Operations: Change the wording on "All Store Staff/Management is "up-to-date with the Best Practices/NIB Training Playbook Modules within 30 days of the hire"...to the following: "Within 30 days of the hire date all Store Staff/Management will be educated on the Base Supply Center and overall AbilityOne Program and documented in the employee internal personnel file."

B) Store Management Questions and Comments: Move the "Store Meets or exceeds AbilityOne labor requirements" to a weighted area on the front...and changed the wording to reflect..."Store meets or exceeds AbilityOne Add 6 labor requirements."

C) Store Management Questions & Comments: Remove the first bullet..."Store does not exceed maximum GSA schedule prices." This is duplicated further down where the two bullets are about comparing the 30 AbilityOne and Commercial SKUs to ensure they do not exceed the highest GSA schedule pricing. I will make this change on the form and get the new form back out to everyone soon.

6) We also spoke about the 21 Directive requirement for stores to be at or exceed 25% of AbilityOne Product sales...which included lots of conversation about some reasons out of our control that this is happening...to include the customers using internal supply systems to order all NSNs (all of our AbilityOne Products), budget constraints by customers and how Furniture, Copy Paper and Toner are big dollar ticket items and used by lots of customers that are weighing negatively against our AbilityOne Sales...all of these reasons making it more and more difficult to reach the 25% requirement. We also discussed the concept of not simply using a percentage threshold to score us by but rather a growth criteria that makes more sense and potentially leads to more jobs and or selling of products. Two examples were given that states it pretty clearly and most should understand and be receptive to a change in policy.

A) I'm an agency selling \$10M in product and only \$1M of that is AbilityOne...only 10 percent is AbilityOne but the sheer volume of sales allows agencies to keep blind people employed at their manufacturing facility and or funding rehabilitation programs and not lay people off.

B) I'm an agency selling \$10M in product and only \$1M of that is AbilityOne...only 10 Percent and another agency has \$1M in product sales and 250K is AbilityOne...they have reached the 25% requirement...but the agency that sold \$1M was only at 10%...yet that volume of AbilityOne Product sales went a long ways toward employing blind people...which is the better benchmark to be scored by.

C) Two other issues came up worth mentioning to see if we can help agencies get to or exceed the 25% requirement. The first is exempting furniture and toner sales...just as we do IEE an Hazmat. About 50% of most Agency BSC business comes from Toner and Furniture Sales. The sheer total dollar value of these two commodities make it almost impossible to sell that many pens and pencils to make up for and offset that volume of dollars. So we would be looking for NIB/NAPEB to take a look at this and provide us some guidance on excluding Furniture and Toner just as we do for IEE/Hazmat during our monthly reporting. Tommy & Mike...what do we need to do to move this "ask" forward?

D) The other issue we addressed that will help with reaching the 25% requirement is for each agency to go back and look at all products that are coded IEE and Hazmat...then bump that against the Master AbilityOne File and anywhere there is a match...recode those products to AbilityOne so they are reported as AbilityOne and not IEE/Hazmat. All in attendance agreed this was the right thing to do. Request each one take a look at this and do what you can to get this accomplished so that when you enter the April numbers things will be coded accordingly.

7) Mike Stine briefed on the new Army initiative to let the BSCs become integrated with the GCSS. The model has been presented and this past Monday Kevin Lynch and Pete Proctor were meeting with the Army on a follow up meeting on this subject. NIB will keep us updated as we continue to move this initiative forward. Blind Labor and the 25% AbilityOne Sales were also discussed. For those that might be having difficulty finding people who are blind to work in your BSCs...Billy Parker at NIB may be a good resource to reach out to for assistance.

- 8) Mike also discussed that the Assignment/Set Aside process is being reviewed and changes are coming soon.
- 9) Mike also briefed that from the “good days” of strong sales the BSC represented \$400M in annual sales...that number is down to about \$345M. On a more positive note AbilityOne Sales are up 6% from the previous year (Oct-Mar) and overall BSC Sales are up almost 7%.
- 10) NIB is in the process of providing the Annual BSC Report to the Commission. Once finalized and presented all BSC Agencies will get a copy of it.
- 11) There was some conversation of going to a “once a year” meeting format for the BSC Best Practices Group but on the second day it was decided to stick with the current “twice a year” format. Everyone felt there was lots of information to be shared and with all the events happening in the BSC World it was simply not in our best interest to stay so disconnected for a complete year...indicating that conference calls and emails are simply not the same as getting in front of everyone...agreed.
- 12) The next BSC Best Practices Committee meeting will be on September 13 (Tuesday) in conjunction with the NIB/NAEPB Conference. It was also decided our meeting would be from 8 AM to Noon as a traditional closed meeting but then we would have lunch with all the BSC President/CEOs followed by a joint meeting from 1 PM to 3 PM. This will allow them to feel as part of the process and more importantly bring them up to speed on the BSC issues and get them involved in finding solutions.