



The National Association for the Employment of People who are Blind

NAEPB Board of Directors Meeting

Monday, August 6, 2018

10:30 AM – 12:00 PM ET

Dial-in number: 1-877-860-3058

Pass Code: 925356

*****Callers should plan to dial in at least 5 minutes prior to the start of the meeting. Please place your phones on mute to minimize background noise. ******

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|--|------------------------|
| 1. Call to Order | Mabry |
| 2. Board Roll Call | Petach |
| 3. Minutes for Approval
NAEPB Board Meeting (June 25, 2018) | Petach |
| 4. Treasurer's Report | D'Amico |
| 5. Consent Calendar Reports | Mabry |
| a. BSC Committee – received | |
| b. Ethics Committee – none | |
| c. Marketing Committee – received | |
| d. Operations Committee – received | |
| e. Public Policy Committee – received | |
| f. Services Committee – received | |
| g. Strategic Planning Committee – received | |
| 6. Strategic Plan | Hawting |
| 7. Strategic Pricing Subcommittee | Fernald |
| 8. Public Policy Committee Update (NDAA and WIOA) | Moneymaker and Vidrine |
| 9. Public Policy Funding Options update | Moneymaker |
| 10. 898 Panel Report | Lynch |
| 11. Commission designating AFB as new CNA | Lynch |
| 12. President's Update | Mabry |
| 13. NIB Update | Lynch |
| 14. Other Business | Board |
| 15. Adjourn Board Meeting | Mabry |



**The National Association for the Employment of People who are Blind
NAEPB Board of Directors Meeting**

Monday, June 25, 2018

10:30 am ET

Alexandria, VA

APPROVED August 6, 2018

Call to Order

The NAEPB Board of Directors Meeting was called to order by President Reinhard Mabry on Monday, June 25, 2018 at 10:31 a.m. ET.

Ms. Petach, Board Secretary, called the Board roll call, after which she announced there was a quorum of the board present.

NAEPB Board Roll Call

Rudy D’Amico	Treasurer
Ken Fernald	Vice President, Operations
Jeffrey Hawting	Vice President, Strategic Planning
David Horton	Vice President Services – absent
Jim Kerlin	Vice President, Marketing
Reinhard Mabry	President
Lou Moneymaker	Vice President, Public Policy
Michael Monteferrante	Vice President, Base Supply Centers
Erika Petach	Secretary
Eric Stueckrath	Vice President Ethics and Practices
Renee Vidrine	Assistant Vice President, Public Policy - absent

NIB Staff Present

Kevin Lynch	President and CEO
Angela Hartley	Executive Vice President
Steve Brice	Vice President and CFO
Andrew Mueck	Vice President, Operations
Jon Katz	Vice President, Business Development
Heather Lyons	General Counsel
Laura Reimers	Vice President, Corporate Communications
Rick Webster	Vice President, Public Policy
Matthew Wieseler	Director, Strategic Intelligence

Agencies Present (other than board members)

ABVI - Goodwill
Olmsted MD Center
IB Milwaukee
Lighthouse Works! Inc.
Louisiana Association for the Blind
NewView Oklahoma
North Central Sight Services
Seattle Lighthouse
VisionCorps

Mr. Mabry thanked everyone for attending the meeting.

Approval of Minutes

Ms. Petach asked for a motion to approve the minutes of the April 16, 2018 Board Meeting. Mr. Moneymaker moved, Mr. Stueckrath seconded. The motion was approved unanimously.

Treasurer's Report – Rudy D'Amico

Mr. D'Amico presented the Treasurer's Report. The report had been sent to all members with the materials prior to the Board Meeting. Mr. D'Amico reviewed the report.

Mr. Mabry asked about the legal expenses that were discussed at the prior meeting and are to be adjusted. Mr. Stueckrath gave a quick update, saying he had spoken with Laryssa from Melwood and she has the breakdown of expenses. Mr. Stueckrath has exchanged phone calls with Larissa to continue the discussion. Mr. Stueckrath will continue to follow up and get a report out to the Board in the next few weeks. If this \$12,000 is deducted this will change the fiscal year loss to approximately \$92,000.

The report was unanimously accepted.

Consent Calendar – Reinhard Mabry, President

Mr. Mabry presented the consent calendar for approval. Reports were received from the BSC Committee, Ethics Committee, Marketing Committee, and Strategic Planning Committee. Mr. Mabry asked for a motion to approve the Consent Calendar Report as submitted. The Operations Committee and Public Policy Committee will report out on their committee's activities, so did not submit a written report.

Mr. Mabry asked if there were any items to pull out of the consent calendar to discuss. Mr. Monteferrante thanked all the BSCs for the financial support of Todd Tiahr's work and noted there has been a request on behalf of a group of CEOs to include other agencies outside BSCs. This will be discussed later on the agenda or at a later meeting. THE BSCs are supporting Mr. Tiahr through September with 100% unity on this effort.

Mr. Mabry asked for a motion to approve the consent calendar. Mr. D'Amico moved the calendar be accepted, Mr. Hawting seconded. The motion was approved unanimously.

Strategic Plan Update

Mr. Hawting gave a report on the strategic plan, which had been sent out with the read ahead materials.

The score card has expanded to three pages. The committee focused on three things in the past quarter – employment and upward mobility statistics, ETS compliance and membership engagement and value.

Mr. Hawting reviewed the first page of the scorecard, slide #3. Under employment growth indirect labor hours have been added with a goal of 3%. Based on statistics those indirect hours have grown about 6% over the past few years, so this percentage is a bit higher than direct labor hours growth.

On slide #4, under upward mobility the promotion section was split up so the data now includes the promotions of direct to other direct positions and direct to indirect positions. Annual goals were either assigned or adjusted as necessary. There were two metrics added for placements: one for existing direct labor NPA employees outside the NPA and placements of non-employees of NPAs. All this data is to have a clearer picture of upward mobility.

Focusing on ETS Compliance, the committee moved the market compliance data points to the program stewardship section of the scorecard. This was to present not only the ETS picture that focuses on BSCs but also the authorized distributors.

Slide #9 gives the data on membership engagement and value. Tactic #3 correlates sales and employment growth with membership engagement/attendance at the NAEPB advance. With Matt Wieseler's assistance the committee was able to present data for attendees and non-attendees alike for both AbilityOne direct labor hours and AbilityOne sales.

Mr. Hawting reported that of 19 tactics, four are complete, 12 are on pace, two are behind, and one has been deferred to next fiscal year.

Mr. Mabry asked with regard to market compliance, there are a number of ETS violations in non-NPA BSCs and NPA authorized distributors, and compliance at the agencies is also tracked. The question is when our stores have ETS violations, are we able to quantify the dollar amount that may have been lost to get a comparable number?

Mr. Hawting said that when the operators get the reports from NIB, one should be able to quantify the sales of ETS violations from the BCS operators. Mr. Mabry asked if this is something that should be done as it would be great to say: "The impact upon the field by the BSCs for ETS was \$5,000 versus \$500,000 by the commercial markets."

Mr. Kerlin said he is not sure if it would be worth going after the dollar amounts, but percentages would be easier to understand. Mr. Hawting agreed and is supportive of changing the numbers to be the same measurement.

Mr. Kerlin asked where the dollar amounts come from on the GSA Advantage sales. Mr. Wieseler explained that David Barrett at NIB and his team get this information from GSA and calculate these measurements on a quarterly basis.

Mr. Stueckrath asked regarding the employment number, did the committee think about employment that is being gained through commercial sales and other sales outside AbilityOne?

Mr. Hawting said they did not put a weighting on that because it does not add to the mission of the AbilityOne program. It may be worth looking at the numbers, but he is not sure they should go on the scorecard.

Mr. Mabry thanked Mr. Hawting and the committee for their work. He also thanked all the committee chairmen and their committees for completing several goals for the year and others for being on pace.

Mr. Fernald gave a report on strategic pricing. The committee continues to meet via phone every other week and is continuing to get a lot of work done. The committee is working to validate the assumption of how the Fair Market Price (FMP) is calculated and to identify automated ways to calculate the FMP that would require less manual work and identify a system that would be much more automated.

The committee is also looking at ways to evaluate and validate the FMP as it goes into the system and obviously to the customer and to help improve the Fair Market Resale Price (FMRP). This includes the evaluation of the 2% fee. It has been determined that this fee has never been authorized by the Commission, and it may be removed as an automatic add. If the fee goes away it is hoped that it can be incorporated into the basic FMP as part of the calculation. There has been a lot of work done to look into the distribution channels and all the work that is already in place that agencies are providing that would include the 2%.

The publication of the FMP is the AbilityOne provided price list and it is provided across all entities to the distributors, the dealers, and the customer. The committee feels this is adding confusion to the process and it has been discussed with partners to look at ways to modify the price list to make it clearer.

The committee would also like to come up with a system to have better compliance among NPAs and ways of distribution that will hopefully drive the price down. The NPAs need to become better educated to understand the commercial supply chain since it has moved from being government-driven to a more commercial process. A better understanding across the program would be very beneficial in achieving this goal.

The committee worked with a small number of member agencies to take AbilityOne products through a commercial pricing model and it is obvious that the AbilityOne pricing is higher. This is being thought about and a way forward being formulated.

Mr. Mabry asked if there were any questions for Mr. Fernald. There were none and he thanked him for the report.

Mr. Mabry asked for an update from Mr. Moneymaker. Mr. Moneymaker led off by saying the Public Policy Committee has been very active, with a lot of asks going out to the NPAs. Mr. Moneymaker is going to give brief reports on WIOA, SSDI, VA and NDAA and will take questions following the report.

Mr. Moneymaker said that the work on WIOA has been extremely active. Representative Grothman (WI), has introduced legislation to redefine or change the definition of competitive integrated employment or CIE. That is not done directly through WIOA, but goes back to the roots of CIE passed in 1973. The definition is allowed to be interpreted in a very broad way and so this bill is written to change the definition and add some specificity. There are a number of cosponsors for the bill. The committee has asked all CEOs to contact their members of congress to get support for the bill as co-sponsors. There is also a sign-on letter from Representative Messer (IN) and Representative Grothman. The Grothman bill deals with legislation and only with CIE. The letter deals with amending regulatory matters associated with the WIOA act and includes both CIE and reinstatement of the Homemaker Exemption.

Another approach on WIOA is through the Department of Education via Secretary DeVos' office and Undersecretary Johnny Collett's office. It is expected that an NPRM will come out of the Department in September.

Mr. Moneymaker gave a brief report on SSDI. The committee has been meeting regularly and they have collected quite a lot of data. They are moving forward on their work with SSDI and will have a survey later this year to send out to the NPAs.

Regarding the VA issue, all the lawsuits are in stay, while the lawsuits are in the court of appeals. There have been no schedules put out on the proceedings.

Mr. Moneymaker reported on the NDAA. There has been introduction of a DoD goal for the AbilityOne Program of 1.5%. The House has the 1.5% goal in their bill. This is in addition to the mandatory set aside under the JWOD act.

The Senate version passed without the 1.5% goal. NIB and the NPAs have been in contact with the Senate Committees to get the 1.5% goal added to the Senate bill. They are in conference now.

Also included in the NDAA is Section 846 which has to do with the e-commerce portals. NIB has been monitoring and working closely on this process with the GSA and OMB. In the first phase report, AbilityOne received statements of support to protect the mandatory status.

Mr. Moneymaker also reported that the 898 Panel report has not been submitted to Congress.

Mr. Kerlin commented on the WIOA process. He echoed Mr. Moneymaker's comments that the NPAs need to get their representatives to sign on to the letter, and they should also continue to support the Grothman bill.

Mr. Moneymaker reported that the BSCs have been instrumental in working on the NDAA. They have funded that outreach out of their own funds for some time. Now that the issues are more global, it is time to consider having the NAEPB consider taking over this funding. The group needs to be ready at a future meeting to discuss and determine this funding consideration for the entire organization of the NAEPB.

Mr. Moneymaker asked Mr. Mabry if there could be a very short discussion of the whys in favor, and those that are not in favor, and he asked if there was anyone on the phone who would object to the NAEPB funding these efforts.

Ms. Petach said for this funding the NAEPB may have to look at a dues increase or some other way to obtain funds so that the funds are not depleted. There are so many legislative issues NAEPB is dealing with.

The presentation would have to include how to fund it as well as the funding itself. There needs to be some research into this.

Mr. Mabry commented that Mr. Moneymaker's report was very comprehensive, but that he had several questions to consider on the issue of funding.

- Is this funding a role for NAEPB or NIB – this is an issue for the entire NAEPB membership to discuss.
- If there are things that NAEPB members want that are separate and apart from the endeavors of NIB, and believe it is in their interest to have a separate public policy initiative, then the follow-up question is how is that paid for and how have the BSCs been funding it.
- NAEPB would need to find some way to get consensus on how to fund the initiative and the structure of the funding, i.e. voluntary vs mandatory.

Mr. Moneymaker agreed and requested a subcommittee of board members who represent all points of view be formed, and he volunteered to be the chair. Mr. Mabry said this topic would be taken off line, but asked if there was anyone on the call who would serve on the committee. Mr. D'Amico and Mr. Kerlin volunteered.

Mr. Kerlin also said he feels strongly that the NAEPB should have a centralized public policy entity that they fund separate from NIB.

Mr. Mabry very quickly gave the President's update. Ellen has confirmed the dates and location of the NAEPB Advance and it will be January 22 – 24, 2019, at the Hyatt Regency in Clearwater, FL. A planning committee will be formed later in the year.

Mr. Mabry reported on the G5. The group is down one member with Steve Soroka's departure from SourceAmerica. Mr. Mabry will be meeting with Mr. Krotonsky, who is the acting COO of SourceAmerica, later this week to discuss the major initiatives that are being discussed with the G5. One of the most critical issues is a request from Tina Ballard for the G5 to make recommendations to make the program better to present to the 898 panel.

Mr. Mabry learned after the most recent CFO meeting that a number of them had expressed concern and alarm about the continuing increase in the cost of health care, and the necessity to pass it on to employees or reduce the level of health care coverage for employees which affects recruitment and retention. This being an item that is of great concern, Mr. Mabry has asked Mr. Stueckrath to head up a task force to explore forming an insurance pool to offer to NAEPB members to save money.

Mr. Stueckrath thanked Mr. Mabry for the work and said any assistance from other members would be greatly appreciated.

Mr. Mabry asked Mr. Lynch to give the NIB update.

Mr. Lynch reminded the group that today is the 80th Anniversary of the signing of the Wagner-O'Day Act by President Roosevelt in 1938.

Business results have been very strong with May sales up almost 9% overall for the program. Services are up over 4%, BSCs retail sales up over 28%, and MR up 2%.

Direct labor hours through the end of March are up 2.5%, with indirect up over 2%. Direct employees increased 45 and indirect increased by 22.

NIB is very busy working on several fronts. Regarding the NDAA, NIB attended the recent industry day with GSA and OMB regarding e-commerce portals. All remarks on the AbilityOne program were very favorable and they recognized the importance of the program. NIB anticipates GSA will roll out a pilot for e-commerce by the end of FY 19. They also announced a plan to have another industry day in the fall.

As Mr. Moneymaker reported, the 1.5% goal is in the FY 19 NDAA passed by the House. One of the holdups in the Senate is that Senator McCain's staff is waiting for the 898 panel report. Mr. Assad has called to say DOD is in support, but they are still holding back.

There will be a call set up with agencies to discuss the response to the committee conferees on this issue.

In addition to the industry day, GSA has also put out a request for information to suppliers of ecommerce portals and NIB is working on a response. NIB will ask agencies to submit their comments to NIB to be incorporated into the final response.

SourceAmerica will be looking for a new CEO/President. Mr. Lynch will be meeting with Steve Krotonsky, who is acting as the COO right now, later in July.

The next Commission meeting is being held on July 2. NIB will attend and make a presentation. Two Commission members will be retiring at the end of this month - Jan Frye and Admiral Yuen. This will bring the Commission Presidential appointees to 6, with 9 vacancies. NIB has been reaching out to the Administration through various channels to stress the importance of appointments to the Commission. Mr. Mabry asked if NAEPB should write a letter to the Administration to reiterate how alarming this situation is. Mr. Lynch agreed that would be a good idea.

Mr. Lynch had a discussion with 3M and was informed that George Foley's position has been eliminated. Mr. Lynch has spoken with Rory Yancheck in the Washington office and Rory said he would be back in touch with a plan to continue the relationship.

Mr. Lynch has also met with the new head of Essendant. There has been some confusion about Staples trying to purchase them but they have not provided the documents to go forward.

Mr. Lynch met with the new Administrator of Region 2 for the GSA and his senior staff. There will be further conversations about drop shipments that agencies are making on behalf of GSA requisition contractors. The problem is that they are not providing the agencies with the proper packaging and this is aggravating to the military customers. This is an issue that GSA is trying to correct and NIB has committed to GSA to help them.

Agencies should not be doing drop shipments on behalf of GSA contractors. They are unknown, we are known and we get the blame for them.

Mr. Mabry asked if anyone had questions for Mr. Lynch.

Mr. Hawting asked if there is any update on the Amazon landing page and the Commission's position. Mr. Lynch said there is a not a lot of new information.

There has been concern about authorized dealers getting a message from Amazon saying they have to be authorized to sell an item. Some of the agencies have been using secret shoppers to test the page. While there have not been a lot of ETS violations, there have been some branding questions on items being sold. NIB is working with intellectual property lawyers to see what is needed for brand registry with Amazon as well as protecting the overall SKILCRAFT trademark.

During this process, the Commission realized that they let some of their trademarks go out of date and are in the process of updating. NIB plans to contact Amazon after we have more information on brand registry.

Mr. Mabry thanked Mr. Lynch for his time and report and asked if there was any other business to come before the board. There being none, Mr. Mabry asked for a motion to adjourn. Mr. Hawting moved, Mr. Monteferrante seconded. Mr. Mabry adjourned the meeting at 12:06 p.m. ET.

NAEPB Treasurer's Report
For the Period Ending June 30, 2018
NAEPB Board Meeting August 6, 2018

Please see the financial statements for the period ending June 30, 2018, representing 9 months of activity. The checking account balance was \$4,685 and the savings account balance was \$89,258. Accounts receivable were \$2,500, which consisted of 57 agencies paying out of 60 for the current year.

Accounts payable were \$2,013 and \$1,610 of accounting fees have accrued. Total equity at the end of June was \$94,314.

Total revenues for the 2017 fiscal year to date were \$30,090, consisting of membership dues and \$90 of interest income. Expenses year to date were \$136,543, including payments for legal (Amicus Briefs) and consulting (WIOA Lobbyist) services of \$74,230 and \$56,500, respectively. The change in net assets for the fiscal year to date is a loss of \$106,453.

Respectfully submitted,

Rudy D'Amico, *Treasurer*

NAEPB
Statement of Financial Position
As of June 30, 2018

ASSETS

Current Assets

Cash Checking	\$	4,685
Cash Savings		89,258
Accounts Receivable		2,500
Due from NIB		1,176
Prepaid Expenses		318

Total Current Assets 97,937

TOTAL ASSETS \$ 97,937

LIABILITIES & EQUITY

Current Liabilities

Accounts Payable	\$	2,013
Accrued Expenses		1,610

Total Current Liabilities 3,623

Equity

Opening Equity Balance	200,767
Change in Net Assets	<u>(106,453)</u>

Total Equity 94,314

TOTAL LIABILITIES & EQUITY \$ 97,937

NAEPB
Statement of Activities
For the Period Ending June 30, 2018

REVENUE	ACTUAL YTD	BUDGET YTD	VARIANCE	Budget 2018
Investment Income	\$ 90	\$ 75	\$ 15	\$ 100
Membership Dues	30,000	31,000	(1,000)	31,000
NIB Reimbursement	0	37,500	(37,500)	50,000
TOTAL REVENUE	30,090	68,575	(38,485)	81,100
EXPENSES				
Accounting Fees	1,546	1,125	421	1,500
Legal Fees	74,230	3,750	70,480	5,000
Consulting Fees	56,500	52,500	4,000	52,500
Website Maintenance	291	1,200	(909)	1,600
Awards / Honors	191	375	(184)	500
Insurance - Liability / D&O	445	900	(455)	1,200
Bad Debt Expense	0	1,125	(1,125)	1,500
Miscellaneous Other Costs	3,340	150	3,190	200
Officers Expenses	0	3,750	(3,750)	5,000
Annual Conference & Retreat	0	33,750	(33,750)	45,000
Service Committee	0	1,125	(1,125)	1,500
Operations Committee	0	1,125	(1,125)	1,500
BSC Committee	0	1,125	(1,125)	1,500
Public Policy Committee	0	1,125	(1,125)	1,500
Marketing Committee	0	1,125	(1,125)	1,500
Strategic Planning Committee	0	1,125	(1,125)	1,500
Ethics Committee	0	750	(750)	1,000
Annual Audit Meeting	0	375	(375)	500
TOTAL EXPENSES	136,543	106,500	30,043	124,500
CHANGE IN NET ASSETS	\$ (106,453)	\$ (37,925)	\$ (68,528)	\$ (43,400)



The National Association for the Employment of People who are Blind

BSC COMMITTEE REPORT

SUBMITTED BY MICHAEL MONTEFERRANTE, VP

BOARD MEETING AUGUST 6, 2018

There have been numerous topics discussed over the past 3 months. Below are subject areas for June and July. In addition to these the most important item has been the 1.5% initiative in the NDAA which was NOT included. Very disappointing, but we must continue to fight for more areas of progress for BSC's.

BSC Monthly Operators Call – 06/27/2018

- GCSS-A/GSA Business Model Initiative Update (Mike Stine)
- BSC FY 2018 Sales/Blind Employment Update (Michael Stine)
- USAF/Amazon Pilot Update (Jamie Huffman)
- USAF “Safe to Fly” Boot Stockage
- Review of BSC MOAs and Contracts
- Open Forum/Additional Topics (BSC Operators)
- Closing Remarks/Michael Monteferrante, Ken Barnett

BSC Monthly Operators Call – 07/25/2018

- Roll Call (Tommy Thomas)
- Guest Presenter (Mike Fogarty, CEO, Wizard Wall)
- BSC FY 2018 Sales/Blind Employment Update (Mike Stine)
- Army HAZMAT Pilot (Mike Stine)
- GCSS-A Business Model Update (Tommy Thomas)
- Open Forum/Additional Topics (BSC Operators)
 - Amazon Pilot
 - Status of GSA 4PL arrangements (11 locations)
 - NIB BSC End-Cap initiative
 - “Lean inventory”/stockage in BSCs (Wanda)
- Closing Remarks/Michael Monteferrante, Ken Barnett



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

MARKETING COMMITTEE REPORT

SUBMITTED BY JAMES KERLIN

BOARD MEETING AUGUST 6, 2018

50th Anniversary of SKILCRAFT Government Pen: Campaign Update

Very successful multi-faceted campaign still ongoing:

- Toolkits, graphics, messaging provided to associated agencies, BSCs, wholesalers/distributors
- Associated Press article was picked up in late May by USA Today, NY Times, Washington Post, ABC News and hundreds of other outlets
- May sales of the pen increased 124% vs. April 2018
- Increase in demand required IBVI to change to 12-hour shifts
- Working with NY Times on an article for their Vocations column which could be published late summer

Veterans Awareness Campaign

NIB continues to promote its support of veterans:

- Opportunity Magazine Summer Issue 2018 dedicated to telling Veterans' stories
- Social media campaign profiles veterans working for NPAs
- Pursuing national media coverage; syndicated article on blinded vets ran nationwide in July
- NIB/NAEPB Fall Conference theme will be dedicated to Vets: "Commitment to Serve"

SKILCRAFT Branding Repositioning Initiative

Finalizing the last phase of the branding project which includes:

- Competitive audit of SKILCRAFT categories – products and services
- Creative and graphic execution of the brand (inclusive of logo and tagline) across products and services
- Development of thorough brand guidelines
- Updating current marketing materials based on the new guidelines

Marketing Communications Awareness Campaign

- Selection of Marketing Communications Firm – Two finalist firms will present their capabilities to a selection committee on Aug. 7
- Once the marketing firm has been selected work will begin on the campaign
- First priority will be a listening meeting with NAEPB stakeholders to understand/drive strategy

SKILCRAFT Product Promotion

- A subcommittee was formed to evaluate needs and capabilities of digital platforms to support product marketing efforts.
- First priority is to draft the charter, goals and deliverables



The National Association for the Employment of People who are Blind

**OPERATIONS COMMITTEE REPORT
SUBMITTED BY KEN FERNALD, NAEPB VP
AUGUST 6, 2018 BOARD MEETING**

Updated Operations Committee Strategic Tactics are as follows:

1. Establish pricing methodology for a Fair and Equitable Commodity Pricing Process
2. “Mandatory” support and enforcement
3. Identify and improve metrics and source of metrics to get better operational results in the area of on time delivery and customer satisfaction.
4. Develop/Implement “LEAN” new product introduction process

A phone meeting with NPA committee chairs is scheduled for August 7, 2018 to provide updates on current activities, and to start streamlining the sub-committee structure. Each sub-committee will develop a statement of purpose with objectives and goals. Sharing of sub-committee best practices is a targeted outcome of this meeting to enhance the effectiveness of each sub-committee. Scheduled quarterly meetings with VP, NPA chairs and NIB reps is intended to enhance focus and information sharing.

It is recognized that some sub-committees are inactive and consideration will be given for the suspension of activities until there is a need to reactivate the sub-committee.

Strategic Pricing Committee:

The work of this committee continues with bi-weekly phone meetings.

The sub-committee has hosted AbilityOne staff on 2 of its regularly scheduled phone meetings to ensure the commission remains informed of the work of the committee.

The following Key issues have been identified and are being worked on by sub-committee members.

- Key issue: FMP build up
- Key issue: FMP definition
- Key issue: Lack of NPA education and advocacy
- Key issue: Lack of distribution parity

In addition to the key issues being worked on by the Pricing Sub-Committee, the following issue has been brought to the committee.

- AbilityOne Commission has received a challenge from the VA regarding the application of the 2% Administrative Fee

- Commission has informed NIB and committee of no record authorizing 2% fee
- Commission may move to eliminate the application of the 2% fee

The sub-committee has performed work in the area of understanding the costs associated with the transition from GSA Depots to commercial distribution that our NPAs are currently transacting business. It will be necessary for NPAs to evaluate FMP build up to determine if distribution costs are currently a factor in FMP (overhead, G&A, direct labor) and to understand and evaluate the availability to charge fees per the distribution policy (51.540) Appendix B if performing the function of the distribution chain.

Office Products, JanSan/MRO, Writing Instruments:

These committees primarily meet jointly to work on combined projects.

Update from OP sub-committee chair Dan Carson:

Customer Service/Delivery Performance

- Essendant
 - Essendant has introduced its new supplier performance report card. Agencies receive emails with the data as opposed to having to go out to the supplier portal. The new report card in its initial stage is as comprehensive as that of the one on the supplier portal. But more functionality will be introduced in subsequent releases. The report card from the supplier portal is still available and has additional detail.
 - Dan Carson will send an email to the OP Subcommittee members indicating that the new report card is available, along with a request to view the training PowerPoint that Essendant has released. Gerry Gogliotti is available for questions but has asked for us to view the training first. Gerry is also available for a training session on the new report card, which could take place during our next OP call.
 - There is still no plan as to whether Essendant can provide program level data to us (i.e. all NPAs)
- LCI will have their report card system up and running by the end of the CY 2018. Program level data may be available sooner.
- Grainger - Lisa Cullinan of Grainger is now our PoC for supplier performance. Lisa acknowledged the value of program level data and feels that Grainger may be able to have the capability to provide a program-wide data at some point this CY.

Sales challenges

- Commission-Amazon-AF pilot. Commission has invited 34 AbilityOne authorized distributors to participate in their pilot with the Air Force and Amazon. The pilot went live July 23rd and NIB will be assisting the Commission with operational support including monitoring and reporting compliance concerns if applicable.
- Annual A-list review completed and results delivered to the wholesale partners. Effective date of list change will be January 1st, 2019.

ETS Challenges

- Annual cumulative ETS sales on GSA Advantage through FY Q3 is down to 2.8% from over 11% 2 years ago. Close collaboration with GSA and the Commission's implementation of Distribution Policy 51.540 have significantly contributed to the improved results.

Food Service sub-committee:

This sub-committee has been recently established and is currently chaired by Nonie Knight with support from Jenn King.

Project Charter: NIB and NAEPB Food Service producing agencies collaboratively establish strategies to expand the sales of existing AbilityOne procurement products onto known federal government contract mechanisms.

Update from sub-committee chair Nonie Knight:

1. Stomer Engagement:

- a. USMC East and West Coast Regional Dining Facility contracts: The contracts are still in source selection. Upon contract award, Shelley Foust (NIB) has the lead to start prime engagement.
- b. DLA Subsistence: NIB submitted the list of ETS products and the equivalent AB1 NSNs to be updated. DLA currently reviewing. Upon approval, Shelley Foust (NIB) has the lead to engage primes.
- c. We also have a priority list of about 15 targets. These are areas where there are active solicitations. We are working to divide the work and reach out to the KO on the various targets.
- d. Jason Endicott and I met with Source America leadership and 3 NPA's last week. We discussed how we can work together on solicitations that contain the FAR52.208-9. The NPA's that attended work with janitorial contracts so the meeting was more focused on soap, can liners and toilet tissue/paper towels. There is a real need to encourage Source America to "advise" their NPA's to purchase AbilityOne Products that are mandatory on these types of contracts. Over-all, I felt it was a very good meeting. There was no tension and we had positive dialog back and forth. The take-away for Source America is we will be watching these contracts closer, enforcing compliance. The take-away for us it the fact the Source America contractors are focused on PRICE and DELIVERY TIME. We hope to continue these meetings and move forward. Even though this was focused on JanSan, I believe the same will be true for the NPA's that focus on Food Service.

2. Marketing:

- a. Catalog Update: Tracye is working the development for delivery Q2FY19- This catalog will contain products associated with Food Service.
- b. Opportunity Magazine Article: Tracye is working on an article for Opportunity Magazine. There will be 5 agencies highlighted.

- c. Digital Catalogs: We will eventually have digital catalogs to send to KO's and Contractors which will have a list of all mandatory products required to be purchased through AbilityOne.
 - d. Commission Letter: There has been a letter drafted to provide to both the Contracting Officer, instructing them to include the FAR52.208-9 as well as one for the awardee which will outline the law, how to purchase etc.
3. Compliance Process: James Frick-Tordella is working with IT on an information sharing platform that will have all information on solicitations. This will be shared with all NPA's involved in Food Service. There will be a place for notes so that we can all add information on solicitations.

Medical Advisory Group Update

Last group event - Conference Call – May 14, 2018

Schedule of next events

Conference Call – August 2018

DLA AbilityOne Days Group Meeting – Philadelphia – October 2018

NIB Conference Group Meeting – November 2018

Activity Objectives

Working Groups –

- Group 1 – Mitigate the Risk – Developing an electronic document for agencies to use to help determine feasibility/risk when considering the development of a medical item. A questionnaire type form developed in Excel has been drafted.
- Group 2 – Policy – Evaluating how ETS language could possibly be modified to allow basic medical items – gauze, underpads, hot/cold packs, gloves etc. to have strengthen ETS enforcement.
- Group 3 – Market Research - Planning an event with prime vendors to set down with medical producing agency – possibility at NIB conference.
- Group 4 – Best Practices- Developing a way to share information between agencies on trade show events, new products, development struggles, points of contacts, etc. Consideration has been given to a bulletin board system where posts could be made on events, asking questions, etc. dialogue would be made public.



The National Association for the Employment of People who are Blind

PUBLIC POLICY COMMITTEE MEETING

July 17, 2018

Lou asked Ellen to call the roll. Present were:

Lou Moneymaker

Renee Vidrine

Jeff Mittman

Ken Fernald

Matt Koch – absent

Erika Petach

Anne Jayes

Libby Murphy

Danny Kelly

Lauren Branch

Lise Pace

Angela Hartley

Rick Webster – absent

Charles Cooper

Todd Tiaht

Clark Rachfal

Marissa Lynch

The minutes of the June 19, 2018 meeting were distributed. Lou asked for a motion to accept the minutes. Renee moved, and Lauren seconded the motion.

Libby Murphy asked for a correction to the minutes that she had been in attendance.

The motion to accept the minutes as corrected was passed unanimously.

Charles gave a brief legislative climate update. The spending bills are moving through the House and the Senate, which is an interesting trend in an election year. These are large scale bills which they are trying to wrap up very quickly, including the NDAA.

The Senate is largely focused on the nomination of Supreme Court Justice and will be spending time on their due diligence and passing that nomination in the fall.

Finally, the significance of what happened in Helsinki yesterday with Russia is going to be a huge factor as everything moves forward from here on out.

These four items can significantly affect the issues we will be discussing today as they move forward.

Lou explained that when he sets up the agenda and assigns individuals to give output on what has been going on, he does ensure that the chair person on that issue who is on the NAEPB Public Policy Committee is listed.

Lou asked Todd to give an update on WIOA. Todd reported that the letter put out by the Collaboration to Promote Self-Determination (CPSD) and the National Disability Rights Network (NDRN) and signed by 38 organizations was sent out with the July 13 weekly report. He has been working on letter of rebuttal to send to Congressional members.

Todd also continues to work with committees on the Messer-Grothman letter and Grothman bill. The letter received another co-signer today for a total of 13 and the Grothman bill has picked up two more sponsors.

Lauren reported that the NFB conference was about a week ago and CIE was a big issue at the conference. Fred Schroeder was very vocal on this issue and was challenged by someone asking him if he thought a person working at minimum wage with no benefits is better off than someone at an AbilityOne job making a decent salary with benefits. Mr. Schroeder replied to this person that they were trying to confuse the issue.

She continued in her report that NFB held a meeting in Oklahoma several days ago and actively solicited NewView employees to attend this closed meeting. There were several employees at the meeting. The purpose of the meeting was to discuss AbilityOne workers' rights in the work place in the context of AbilityOne and also talking to our employees encouraging them to get NFB training and telling them that they had better positions for them. A sighted person tried to attend and was booted out of the meeting.

NFB has a very targeted activity going on at many of the agencies.

Lou asked Angela if she was aware of this meeting and had anything to add. Angela told the group that she and Kevin will be meeting with Mark Riccobono, President of NFB this week. They are very concerned about the letter to Secretary DeVos, and the meeting Lauren reported, and hope to get more on the strategy at the meeting. Angela said that NIB believes our actions must have traction since these groups are reacting so aggressively.

Angela asked if anyone hears about NFB having other meetings such as the one Lauren spoke about to let her know as soon as possible via email or call.

Lauren suggests that agencies should have their employees who are members of NFB become more vocal and speak up about the positive aspects of the AbilityOne program and non-integrated jobs within NFB at their headquarters and conferences.

Lauren wonders if the employees all understand what NFB is advocating. Renee agrees that these employees need to understand the issues. Lou agrees and suggests that a strategy should be developed to explain these issues to employees who are also NFB members to educate them and help them have a voice within the NFB.

Ken recommended that the marketing committee should be involved to get the message out. Lou agreed a combination of marketing, public policy and advocacy need to be working on this issue.

Lou recommended to Lauren and Ken that they begin discussions to form a strategy regarding WIOA and NFB. He said it is becoming apparent that the broad stoke of WIOA is affecting all of us.

Lise reported that the Messer-Grothman letter will close out this Friday, July 20 and everyone needs to contact their representatives to sign on to this letter.

Todd reported on the NDAA. Last week he received an email from Shay Assad saying there is opposition to section 821 on the House side for the FY19. The conferees are moving quickly and hope to have their report completed in the next day or so. Senator McCain's office is not in support due to the delay of the 898 panel report.

Charles has heard from the Democratic HELP staff that they have officially objected to the provision, but the provision does remain open, which is a good thing.

Angela reminded everyone that the call to action was sent last Friday and reiterated to everyone on the call that they should have done what was requested. Because it is late, they will have to make their contact via a phone call.

Dan and Lise reported there were no VA Updates.

Renee, Chair of the SSDI subcommittee, reported that yesterday she sent an email to all CEOs letting them know that the survey on SSDI will be sent out. There was also an email to the HR contact at each agency inviting them to participate in an education and question call on the survey which will be on July 25. The committee hopes to have all agencies collect their information by the end of August.

Lou moved ahead on the agenda to the AbilityOne Commission appointments. Angela reported that at the last Commission meeting an election was held. Tom Robinson, the Air Force Representative, was elected Chairman and Bob Kelly, a private citizen representative, was elected Vice Chairman. Jim Kesteloot will remain on the Commission.

The Commission now has six members out of 15. It is really a crisis situation. We have reached out to the administration to try and make headway, but it is such a low priority. The Commission is allowed to conduct voting on action items of business based upon a majority of the members who are present at a meeting.

Lou asked if Mr. Beebe and the Army representative are friends of the Program. Mr. Beebe understands the program and has always been a strong supporter. The Army representative is responsible to the Army and comes from an acquisition mindset.

Lou asked if there were suggestions to accommodate filling the private citizen positions on the Commission. Charles knows the person in charge at the White House, but it is a bit overwhelming because there are so many people who need to be approved. Charles has reached out to him before and is happy to try again. Bosma Enterprises will see if they can leverage their relationship with Vice President Pence to see if he can help.

Lou suggests that NIB/NAEPB needs to start pushing some names. Angela agreed that this would be a great idea, and if anyone has good names it would be a good time to replace all four private citizen appointees. The two who are on the Commission are there because there are no replacements at this time.

Lou and Angela will discuss strategy off line.

Lou told the group that there are weekly public policy issue update meetings with representatives from NIB, NAEPB and the consultants. He asked for these meetings because of level of activity that has been going on. The list of participants is:

NIB – Kevin Lynch, Angela Hartley and Rick Webster and legal as needed

NAEPB – Lou Moneymaker, Lauren Branch, Matt Koch, Danny Kelly, Lise Pace, Renee Vidrine and Michael Monteferrante (BSCs)

Consultants: Charles Cooper, Todd Tiahrt and Marissa Lynch

Lou asked that everyone think about NAEPB Public Policy subcommittees and how and what should be handled through the subcommittee structure, and this will be the lead agenda item at next meeting.

If any committee members have ideas prior to then, please send them to Lou.

Lou spent time with Charles and Signal Group last week. He was very happy to meet the other members of the company and see firsthand what they do on a daily basis.

Lou asked if there was any other business to discuss at today's meeting. There being none, the meeting was adjourned at 3:07 p.m.



The National Association for the Employment of People who are Blind

SERVICES COMMITTEE REPORT

SUBMITTED BY DAVID HORTON, VP

AUGUST 6, 2018 BOARD MEETING

The Services Committee has a face-to-face meeting scheduled with a few of the agency CEO's and current subcommittee chairs, along with the appropriate NIB Staff. The current sub committees meet on a pretty consistent basis, but we have not had an overarching "Services Committee" meeting, besides trying to cram everything into the time allotted at NIB Conferences. There are many strategic issues and questions we need to address. The purpose of the meeting would be to redefine the Services Committee, discuss challenges and opportunities and what the agencies involved in services, NAEPB and NIB can do to bridge the gaps. NIB will have Jon Katz, Tom Black, Robert Harris, Wallace Neal and Andy Mueck in attendance.

Chicago Lighthouse has agreed to host the meeting on August 27 and 28, with participants arriving the afternoon of August 27 and begin with a dinner that evening. The next morning we would start with a brief tour of Chicago Lighthouse followed by an all-day meeting. Participants should be able to depart from Chicago that evening. We will send out hotel room block information soon. We will send out an agenda in the next couple of weeks.

David Horton

President and CEO

IFB Solutions



STRATEGIC PLANNING SUBCOMMITTEE REPORT – AUGUST 6, 2018

The NAEPB Strategic Planning Committee includes the following members:

Rudy D’Amico, Joshua Gould, Jeffrey Hawting, CJ Lange, Libby Murphy, Tammy Owen, Karen Walls, Matt Wieseler (NIB)

SCORECARD

The Scorecard remains unchanged from the last report. Because of timing issues and when NPAs are required to submit updated metrics to NIB we cannot update the Scorecard until the Fall board meeting.

REVISED NAEPB STRATEGIC PLAN

In discussion with some Committee chairs, we recognize that several tactics have multiple “expected goals” under each tactic. Going forward we will endeavor to report out each “expected goal” if its status has changed. An example of this is found under “Sales & Business growth”, slide 10 of the Strategic Plan, where expected goal (a) is behind pace and the other two goals are on pace.

BSC Committee: In discussions with Michael Monteferrante we agreed to change the wording of tactic #6 under “Program Stewardship” from “Establish AD HOC BSC Advisory Board of BSC/NON BSC Agencies” to “Promote Agency Sales through BSC Channel”. This reflects a more accurate assessment of the BSC Committee activity, given that it is driven by the BSC Operators.

The following table reflects progress on the seventeen tactics that fall under each of the five strategic pillars. One tactic is shared by two Committees.

Board of Directors	June 25	August 6
• Support Roll Out of NIB Employee Satisfaction Survey	Deferred	Deferred
• Coordinate with NIB to develop a LinkedIn “information center” to share information and best practices	Complete	Complete
• Engage G-5 for regular meetings with the Commission	Complete	Complete
• Engage NAEPB membership to decide on the 2% set-aside opportunity	On Pace	On Pace
Public Policy		
• Revised Public Policy strategy for CY2018	On Pace	On Pace
• Have federal agencies establish goals (shared with BSC Committee)	On Pace	On Pace
Services		
• Develop business models that can be easily replicated	On Pace	On Pace
Operations		
• Establish pricing methodology for a Fair and Equitable Commodity Pricing Process	On Pace	On Pace
• Develop/implement “LEAN” new product introduction process	Behind Pace	Behind Pace
• Identify and improve metrics and <u>source</u> of metrics to get better operational results	On Pace	On Pace
BSCs		

<ul style="list-style-type: none"> Establish AD HOC BSC Advisory Board of BSC/NON BSC Agencies Replaced with: Promote Agency Sales through BSC Channel 	On Pace	Behind Pace
<ul style="list-style-type: none"> Have federal agencies establish goals (shared with PP/Communications Committee) 	On Pace	On Pace
Marketing		
<ul style="list-style-type: none"> Develop long term marketing plan 	On Pace	On Pace
<ul style="list-style-type: none"> Develop a national marketing pitch 	Complete	Complete
<ul style="list-style-type: none"> Implement branding strategy for Skilcraft products & services 	On Pace	Behind Pace
<ul style="list-style-type: none"> Develop SKILCRAFT product promotion marketing collaboration 	On Pace	On Pace
Strategic Planning		
<ul style="list-style-type: none"> Correlate Sales and Employment Growth with membership engagement 	Complete	Complete
Ethics		
<ul style="list-style-type: none"> Reciprocal Purchasing: "How we fit into each other's supply chain to create jobs. Give feedback to NIB to make the purchasing process easier" (p.9) 	Behind Pace	Behind Pace



2018-2019 Strategic Plan

August 6, 2018

FY2017-2019 NAEPB Strategic Plan

To represent the collective interest of its member organizations to enable them to maximize employment opportunities for people who are blind.

Program Stewardship (Strengthen The Ability One Program and Prepare for the Future)

- NAEPB and its members operate ethically for the good of the field and the AbilityOne program.
- Members are transparent, sharing their best practices and skills to mutually improve the field and the people we serve.
- NAEPB strives to maintain open communication and cooperation with its stakeholders, most notably the AbilityOne Commission, NIB, SourceAmerica and NCSE, to ensure the AbilityOne program endures.
- NAEPB strives to collaborate with other blind-focused national organizations for the betterment of the constituents they serve. NAEPB is a thought leader in employment.

Employment Growth & Employment Satisfaction (Grow And Diversify Employment)

- NAEPB strives to expand employment in both volume and diversity, to offer the widest array of job opportunities practical to people who are blind and explores technology to help.
- NAEPB seeks to provide employment, whether within its member agencies or in the broader business community, to any person who is blind who wants to work.
- NAEPB members encourage opportunities for advancement and economic independence for all people who are blind.
- NAEPB seeks to ensure the business and regulatory environment promotes and encourages the AbilityOne program to thrive.

Customer Satisfaction & Operational Excellence (Be Supplier Of Choice)

- NAEPB members seek to be recognized as a best in class supplier to the federal government.
- NAEPB seeks continuous improvement to improve its results and deliver maximum value for its customers.
- NAEPB values its customers and strategic partners who collaborate to enhance job opportunities for people who are blind.
- NAEPB seeks opportunities to improve the efficiency of the AbilityOne program to ensure it is responsive to the needs of the government customer


Membership Engagement and Value (Engage Members and Provide Value)





- Ensure that NAEPB members are provided with the support they need to promote their businesses and their mission within the AbilityOne program.
- Ensure there are forums to address the individual needs and aspirations of the members.
- Promote collaboration and information sharing among and between members to foster the health and vitality of the membership.
- Provide relevant, useful and timely information to the membership.

Sales & Business Growth (Grow and Strengthen)

- Promote and encourage policies and initiatives that maximize the growth of the AbilityOne program.
- Encourage initiatives to research new lines of business to diversify business.
- Develop sales and marketing plans and initiatives to promote the high quality lines of business offered by member agencies.
- Promote collaboration between its members to enhance marketability and grow business.

NAEPB Scorecard - 2018

								
PROGRAM STEWARDSHIP	Measurement	Wt	Last Full Yr	Full Yr Goal	Previous YTD	Curr YTD		Source / Comments
Program Direct Labor Ratio	Combined NPA AbilityOne direct labor ratio	25	80.6%	80.0%	81.0%	79.7%		
NPA Compliance	Ratio of NPAs in compliance with labor ratio requirements	20	98.4%	100.0%	95.3%	90.2%		
Market Compliance	Number of ETS violations in Non-NPA BSC's	10	102	90	8	20		Moved from "Employment Growth"
	Number of ETS violations from NPA authorized distributors	10	23	0	4	4		Newly Added Metric
	Total ETS sales of top 15 selling GSA Advantage Authorized vendors	10	\$1,048,340	\$0	\$557,050	\$239,160		Newly Added Metric
NPA BSC Compliance	Percent of BSC inspections w/no ETS violations in FY	10	92.3%	100.0%	100.0%	70.5%		
Support for AbilityOne	Number of AbilityOne Champions	15	157	160	139	166		

								
EMPLOYMENT GROWTH AND EMPLOYMENT SATISFACTION	Measurement	Wt	Last Full Yr	Goal for Year	Previous YTD	Curr YTD		Source / Comments
Direct Labor Hours Growth	Percent change in AbilityOne direct labor hours	25	-1.2%	1.5%	0.4%	2.4%		
Indirect Labor Hours Growth	Percent change in indirect labor hours by NPA employees who are blind	25	-2.1%	3.0%	-1.5%	2.1%		Newly Added Metric
White Collar Jobs	Number of blind employees in AbilityOne service jobs	20	1,085	1,100	988	944		3

**EMPLOYMENT GROWTH AND
EMPLOYMENT SATISFACTION
CONTINUED**















	Measurement	Wt	Last Full Yr	Goal for Year	Previous YTD	Curr Y		Source / Comments
Upward Mobility	Promotions of employees who are blind from Direct to Indirect labor (supervisory)	10	46	50	28	26		Revised Metric.
	Promotions of Direct labor employees who are blind to other Direct labor positions (non-supervisory)	10	123	130	63	52		Revised Metric.
	Placements of existing direct labor NPA employees outside the NPA	10	38	42	22	21		Newly Added Metric
	Placements (not employees of NPAs), e.g. rehab-only clients	N/A	388	427	183	110		Newly Added Metric

**CUSTOMER SATISFACTION AND
OPERATIONAL EXCELLENCE**



	Measurement	Wt	Last Full Yr	Goal for Year	Previous YTD	Curr YTD		Source / Comments
Delivery Performance	Essendant AbilityOne on time fill rate percentage	40	66.2%	90.0%	59.0%	N/A		
Social Media Followers	Number of NIB Facebook, LinkedIn, and Twitter followers	30	6,591	7,000	6,175	6,878		
NPA Growth	Number of NPAs whose program sales increased YOY	30	28	50	29	35		

MEMBERSHIP ENGAGEMENT AND VALUE								
	Measurement	Wt	Last Full Yr	Goal for Year	Previous YTD	Curr YTD		Source / Comments
Number of Members	Number of NAEPB Member Agencies in Good Standing	35	59	60	59	59		
Member Engagement	Percent attendance at Advance, Symposium, and Annual Mtg	25	73%	75%	57%	85%		% of NAEPB members attending 2018 Symposium
Board Reports	Percent of committees who issue reports at board mtgs	25	89%	90%	69%	71%		5/7 committees issued reports at the April meeting
Member Support	Number of members who receive a grant from NIB	15	36	38	6	30		Includes NPAs approved for grants

SALES AND BUSINESS GROWTH								
	Measurement	Wt	Last Full Yr	Goal for Year	Previous YTD	Curr YTD		Source / Comments
AbilityOne Sales Growth	Year over year sales increase in %		-7.0%	3.0%	-7.0%	7.0%		
AbilityOne Products Growth	Year over year sales increase in %	15	-10.6%	3.0%	-10.9%	6.2%		Now showing Products as a stand-alone result
AbilityOne Services Growth	Year over year sales increase in %	15	25.1%	20.0%	26.2%	11.9%		Now showing Services as a stand-alone result
BSC AbilityOne Sales Growth	Year over year sales increase in %	25	2.2%	3.0%	6.9%	6.8%		
Portfolio Management	Number of projects added to the P/L	25	105	110	39	33		
NPA Project Support	Number of NPAs who added a project to the P/L	20	30	35	20	21		

Program Stewardship

(Strengthen The AbilityOne Program and Prepare for the Future)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
Tactic #1: Revised PP strategy for CY2018	Public Policy Committee	Updated annually by March of each year	a) PP Strategy to support four key initiatives: (1) NDAA, (2) WIOA, (3) VA, (4) Ongoing compliance JWOD Act b) Adopt a clearly defined strategy that will have near-term and long-term impact with results of efforts reviewed annually; c) Adopt a clear and consistent messaging plan to continue year round till the issue is addressed by policymakers or abandoned d) Support Spring NIB Public Policy Symposium e) Revamp AbilityOne Champions program to provide legislative support on an as-needed basis	<ul style="list-style-type: none"> Schedule a public policy summit attended by at least three of the following: VSA, ACB, AFB and NFB to align platform planks # of AbilityOne Champions who align behind NAEPB public Policy initiatives
Tactic #2: Develop long term marketing plan	Marketing Committee	Phase 1. April 16, 2018 Phase 2. May 1, 2018 Phase 3. June 1, 2018 Phase 4. TBD	a) To develop a marketing plan that is national in scope that tells the power of the AbilityOne program story. b) Develop and launch Marketing plan to reach key policy makers including the 4000 members of congress and staff inside the beltway.	<ul style="list-style-type: none"> Phase 1. Develop scope of work and vet with NAEPB Board Phase 2. Do RFP and identify the 3rd party marketing/PR firm. Phase 3. Fully develop national program marketing campaign plan. Phase 4. Launch campaign to policy makers and deliver digital content to NPA family for local use
Tactic #3: Develop a national marketing pitch	Marketing Committee	June 1, 2018	Develop a compelling story around employment of vets within the NIB and AbilityOne programs for a short-term marketing campaign. Focus on support for Veterans/military and the power of our program.	Story developed and launched by National news outlet (e.g. NY Times, Washington Post, etc.)
Tactic #4: Establish pricing methodology for a Fair and Equitable Commodity Pricing Process	Operations Committee	December 2018	a) Secure membership, NIB and AbilityOne Commission consensus of a new pricing methodology that is equitable & strategically positions all programs; b) Establish guidelines that are fair & balanced to ALL while advancing the mission.	<ul style="list-style-type: none"> Submit proposal to Commission and work for approval/adoption
Tactic #5: "Mandatory" support and enforcement	Ethics Committee	September 2018	a) Secure Commission approval of procedure on policing authorized distributors b) NAEPB members to sign MOU supporting reciprocal purchasing c) NAEPB provide clear ordering options for members to support reciprocal purchasing	<ul style="list-style-type: none"> AbilityOne procedure Less ETS violations All NPAs adopt MOU Total AO Sales
Tactic #6: Promote Agency Sales through BSC channel	BSC Committee (BSC Operators)	January 2018	a) Secure joint BSC operator MOU committing to support all appropriate new AbilityOne product launches by stocking and testing them in customer-appropriate stores.	<ul style="list-style-type: none"> Total AbilityOne sales

On Pace

On Pace

Complete

On Pace

Behind Pace
Behind Pace

Employment Growth & Employment Satisfaction

(Grow And Diversify Employment)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
Tactic #1: Develop business models that can be easily replicated	Services Committee	Ongoing	a) Refine Call Center Model and provide best practices on the association website b) Support PROMote program to ensure Technology training is expanded c) Set-up digital accessibility consortium	<ul style="list-style-type: none"> Number of successful new businesses, Number of new AbilityOne jobs Number of Blind employees promoted
Tactic #2: Support Roll Out of NIB Employee Satisfaction Survey	Board of Directors	Q1-2018 Deferred to FY2019	a) NIB announce roll out of survey b) NAEPB board endorse completion	90% of NPAs participate
Tactic #3: Implement branding strategy for Skilcraft products & services	Marketing Committee	1. Build out Brand Architecture – April, 2018 2. Define 5-year Plan – May, 2018 3. Communicate to stakeholders – TBD	Revitalize SKILCRAFT brand strategy which can be used collectively and individually by NIB and NPAs to market SKILCRAFT product and service offerings to prospective customers.	Print and digital media of revitalized SKILCRAFT brand for products and services complete

On Pace

Deferred

Behind Pace

Customer Satisfaction & Operational Excellence

(Be Supplier Of Choice)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
<p>Tactic #1: Identify and improve metrics and <u>source</u> of metrics to get better operational results in the area of on time delivery and customer satisfaction</p>	Operations Committee	September 2018	Look at supply chain and best practices to improve on time and complete delivery metrics and improve quality.	<ul style="list-style-type: none"> Establish agreed metrics to measure agency performance; distribute to all members Deliver 90% on time and complete performance metric Mentor NPAs with systemic performance issues
<p>Tactic #2: Develop SKILCRAFT product promotion marketing collaboration</p>	Marketing Committee	Ongoing	<p>a) Collect and download all available SKILCRAFT materials from NIB</p> <p>b) Provide all collateral in template format for personalization</p> <p>c) Share access to all NPAs</p>	<ul style="list-style-type: none"> Increased A1 sales Increased blind employment

On Pace

On Pace

Membership Engagement and Value

(Engage Members and Provide Value)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
Tactic #1: Coordinate with NIB to develop a LinkedIn “information center” to share information and best practices	Board of Directors	May 2018	Develop a LinkedIn site where NPAs can either share or request information and best practices Engage NIB to assist with coordination	Tool developed and rolled out to membership
Tactic #2: Engage G-5 for regular meetings with the Commission	Board of Directors	February 2018	To re-engage CNAs, NAEPB and NCSE with the AbilityOne Commission to drive more effective communication among all entities and greater alignment on key issues affecting the program	G5 meeting scheduled.
Tactic #3: Correlate Sales and Employment growth with membership engagement.	Strategic Planning Committee	May 2018	To validate whether a NPA’s participation in the NAEPB Annual Retreat indicates stronger sales and employment growth results.	Compare NAEPB Annual Retreat participants sales and employment growth results with non-participants results

Complete

Complete

Complete

**DIRECT LABOR HOURS

DL Hours Growth	All NPAs	Advance Attendees	Non-Attendees	DL Hours	All NPAs	Advance Attendees	Non-Attendees
Median 3-yr Growth	0.49%	0.55%	-1.35%	Median FY17 Hours	61,657	88,567	29,247
Avg 3-yr Growth	2.41%	1.2%	4.56%	Avg. FY17 Hours	93,049	124,761	44,160
Weighted 3-yr Growth*	2.76%	2.82%	2.50%				

*Weighted by AbilityOne direct labor hours

**ABILITYONE SALES

A1 Sales Growth	All NPAs	Advance Attendees	Non-Attendees	A1 Sales	All NPAs	Advance Attendees	Non-Attendees
Median 3-yr Growth	1.56%	-0.32%	1.38%	Median FY17 Sales	\$ 5,324,860	\$ 12,248,456	\$ 2,120,321
Avg 3-yr Growth	5.86%	2.89%	8.96%	Avg. FY17 Sales	\$ 11,984,634	\$ 16,406,032	\$ 5,064,185
Weighted 3-yr Growth**	2.98%	2.64%	4.79%				

*Weighted by AbilityOne sales

Sales & Business Growth - REVISED

(Grow and Strengthen)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
Tactic #1: Have federal agencies establish goals	Public Policy Committee and BSC Committee	December 2018	a) Enact FAR regulation government-wide to monitor and report on purchases from AbilityOne and promote YOY growth b) A1 “flow down” language in all government contracts c) Continue to collaborate with resources in order to mine data for collection and analysis to demonstrate value of the BSC channel	<ul style="list-style-type: none"> Convince oversight committee to make reporting a requirement Sales growth Job growth
Tactic #2: Engage NAEPB membership to decide on the 2% set-aside opportunity	Board of Directors/Full Membership	May 2018	a) Need discussion on whether both a 2% set-aside and mandatory status can co-exist b) If yes, what is the path to achieving the 2% goal?	<ul style="list-style-type: none"> Membership decision on pursuing 2% goal Path defined to achieve goal
Tactic #3: Develop/implement “LEAN” new product introduction process	Operations Committee	December 2018	a) Develop process map and obtain signed off by NAEPB and NIB b) Review plan with AbilityOne Commission for concurrence	<ul style="list-style-type: none"> Reduce time for P/L addition A1 sales growth

a. Behind Pace
b. On Pace
c. On Pace

On Pace

Behind Pace

2018 Committee Assignments Project Report

- **Board of Directors**
 - Support Roll Out of NIB Employee Satisfaction Survey
 - Coordinate with NIB to develop a LinkedIn “information center” to share information and best practices
 - Engage G-5 for regular meetings with the Commission
 - Engage NAEPB membership to decide on the 2% set-aside opportunity
- **Public Policy and Communications**
 - Revised Public Policy strategy for CY2018
 - Have federal agencies establish goals (shared with BSC Committee)
- **Services**
 - Develop business models that can be easily replicated
- **Operations**
 - Establish pricing methodology for a Fair and Equitable Commodity Pricing Process
 - “Mandatory “ support and enforcement
 - Develop/implement “LEAN” new product introduction process
 - Identify and improve metrics and source of metrics to get better operational results.
- **Base Supply Centers**
 - Establish AD HOC BSC Advisory Board of BSC/NON BSC Agencies
 - Have federal agencies establish goals (shared with PP/Communications Committee)
- **Marketing**
 - Develop long term marketing plan
 - Develop 2-3 national marketing pitches
 - Implement branding strategy for Skilcraft products & services
 - Develop SKILCRAFT product promotion marketing collaboration
- **Strategic Planning**
 - Correlate Sales and Employment Growth with membership engagement
- **Ethics**
 - Reciprocal Purchasing: “How we fit into each other’s supply chain to create jobs. Give feedback to NIB to make the purchasing process easier” (p.9)

Of the 17 total tactics; 1 is shared between two committees (totaling 16 assignments):

- 12 are holdover tactics from PY
- 5 are new tactics for 2018

What's Missing?

- 898 Panel
- Flowdown agreement*

* The Commission regards this matter is “on hold” unless it can obtain the authority to impose a flowdown agreement on the NPA’s.