



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

**NAEPB Board of Directors Meeting  
Sheraton Pentagon City  
Cavalier Room  
900 South Orme Street  
Arlington, VA 22204  
Tuesday, May 14, 2013**

## **AGENDA**

### **NAEPB Board Meeting**

**8:00AM – 9:00AM Executive Closed Door Session**

**9:00AM – 10:30 AM Open Sessions**

**10:30AM – 10:45AM (BREAK)**

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

Pass Code: 925356

1. Call to Order Mitchell
2. Roll Call Moneymaker
3. Minutes for Approval Moneymaker
  - a) April 8, 2013 Teleconference
4. Treasurer's Report Mitchell for Adams
  - a) Balance Sheet, April 30, 2013
  - b) Income Statement, ending April 30, 2013
5. Consent Calendar Reports Mitchell
  - a) Commercial Subcommittee Call Agenda - May 2013 (Gilliam)
  - b) NAEPB BSC Committee Minutes 23 April 2013 (Gilliam)
  - c) NIB BSC Bi-Weekly Update 22 April 2013 Final (Gilliam)
  - d) Services Committee Report 5-14-13 (Steiner)
6. Government Relations Update/PPF Update Hopf
7. NAEPB Minimum Wage Position Hopf
8. Reciprocity Efforts Gilliam
9. NIB Update Lynch
  - State of the Industry
  - Latest on GSA Initiatives
10. New Business All
11. Break to Start Membership Meeting



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### **NAEPB Membership Meeting**

**10:45AM – 12:00PM EST**  
Dial-in number: 1-877-860-3058  
Pass Code: 925356

<b><u>Item</u></b>	<b><u>Member</u></b>
1. Call to Order	Mitchell
2. Roll Call	Moneymaker
3. Approval of Minutes ( <b><i>October 24, 2012 Meeting</i></b> )	Moneymaker
4. Introduction of NAEPB Minimum Wage Position	Hopf
5. Vote on NAEPB Minimum Wage Position	Moneymaker
6. Other Business	Mitchell
7. Adjourn Membership Meeting	Mitchell

### **Reconvene NAEPB Board of Directors Meeting**

8. Other Business	Mitchell
9. Adjourn Board Meeting	Mitchell

**NAEPB COMMERCIAL SUBCOMMITTEE CALL AGENDA**

**May 28, 2013 (877-860-3058, 925356)**

**(2:00-4:00AM EST)**

<b><u>TOPIC FOR DISCUSSION</u></b>	<b><u>DISCUSSION LEADER</u></b>
Agenda Review	Mike Gilliam
Membership Corrections/Updates	All Members
Agency "Commercial" Readout:	_____
Seattle	Kirk Adams
Louisiana	Shelly Taylor
Winston Salem	Dave Horton
IB Milwaukee	Chuck Lange
Bosma	Lou Moneymaker
Beyond Vision	Jim Kerlin
Strategic Commercial Partnerships	Thomas Panek
Development of "Best Practices"	All Agencies
New Business/Future Topics	All Members
Schedule Next Meeting	Mike Gilliam

## NAEPB BSC Committee

### Meeting Minutes, 23 April 2013

The quarterly meeting of the NAEPB BSC Committee was conducted on 23 April 2013. Sixteen action items highlighted the discussions. The following is a summary of the meeting:

Item1. **Fort Sam Houston Lease Update** (Tommy Thomas). USAF Installations is currently reviewing this issue, and Lt. Gen (Ret.) Polk is also coordinating with Air Force leadership on behalf of the San Antonio Lighthouse. Results are pending. April Lange of Arizona indicated that other installations, including Randolph AFB and Fort Bliss, are also facing the same leasing issues.

Item2. **Army Support of BSC Program** (Tommy Thomas) The Army G-4 ALARACT message has already been distributed across the Army. Some agencies report that the message may be slow in getting disseminated throughout the installations. G-4 has also indicated that they will engage BG Vollmecke of MICC to determine how to synchronize guidance on use of the BSCs and other authorized vendors versus the Army Supply System. This remains an important piece of the overall issue of Army support. Mike Gilliam agreed to wait for G-4 to approach MICC before deciding whether or not to do so himself.

Item3. **MICC Letter** (Mike Gilliam). This issue is wrapped up in item 2 above.

Item4. **Army GPC Policy** (Johnette Lee) The Army GPC Policy has been revised and distributed with virtually all of the recommended changes regarding the BSC program. As such, this issue is closed.

Item5. **Shay Assad Letter of Support** (John Qua) A revised letter was submitted to the Commission on 15 Feb 2013 along with the pricing policy. No new movement thus far from the Commission on this action. Mike Gilliam briefed that the Commission may have been waiting on blind labor statistics which have now been provided. As such, he indicated that the letter may be presented to Tina Ballard as early as next week.

Item6. **FSSI Level Playing Field** (John Qua). The data reporting requirements from GSA and OFPP have been sent out to the BSC operators for review. It appears that these requirements are tailored for on-line buying activities (FSSI vendors) and approximately half of the data fields are not appropriate for the BSC brick and mortar stores. Buddy Sell, Envision indicated he did not agree with the need for BSCs to attempt to report their sales data to OFPP/GSA to achieve a level playing field. A follow-up with GSA revealed taking our 'brick and mortar' only data is an

option but our BSC operators currently do not have the ability to enter data into the GSA Knowledge Management Portal (KMP), which is where the FSSI vendors report. There would have to be another mechanism created in order to transmit BSC data into GSA. Before GSA will explore that option, the BSC operating agencies must now decide on the need or desire to do so.

Item7. **MLA Proposal** (Mike Gilliam) This issue is considered closed.

Item8. **Commission Letter of Support** (Mike Gilliam) Mike indicated that this may be rolled into the Shay Assad letter, or be used by the Commission to trigger a Shay Assad Letter. There was consensus that NAEPB would still prefer separate letters of recognition/support from both the Commission and Assad. Pending.

Item9. **Commission Website Re-write** (Mike Gilliam) The requested updates to the Commission website regarding references to the BSC program are working and anticipated to be complete within the next 2 weeks.

Item10. **Credit Card Fee Pooling** (Tom Boyer) Tom was not on the call, so he could not provide an update on the status of this effort or an assessment of the overall support across NAEPB to participate in a group effort to explore pooling of credit card fees.

Item11. **NIB-led GSA Schedule** (Tommy Thomas/John Qua) This topic is under consideration at NIB. The NIB BSC team and Steve Heinecke have initially developed tenets/criteria for implementing this solution. Among these tenets/criteria are the same schedule price applies to all, GSA requirements and terms and conditions must be adhered to by all and established in a sub-contract document, participating agencies will provide business and marketing plans, all orders and reporting are processed through NIB systems, and an 'entrance fee' will apply to agencies to cover IT costs. We are now developing a more detailed business case analysis to ensure the approach is viable.

Item12. **BSC Force Loss** (Mike Gilliam) Mike reported on the BSC program job losses over the past year and the projections for the rest of FY 13 and beyond. This information was reported to the Commission to increase awareness of the negative impacts of budgetary and policy challenges. In FY12 there were 55 layoffs among the BSCs, including 9 persons who are blind. The projections for the next year could reach as many as 120 layoffs (and 27 blind employees).

Item13. **HP Big Deal** (Jim Meehan) Jim provided a summary of the recent meeting hosted by NIB with representatives from Hewlett-Packard. We are now comparing the deal we currently have with HP with the Big Deal arrangement they are offering other customers (based on loyalty to the HP brand and volume of sales). HP has asked our agencies to provide a listing of HP SKU sales for the first 6 months of FY13. From there, HP will evaluate our volume and

decide if and how they will enhance our deal (in the form of additional SKUs, better pricing, etc) Decision should be reached within the next month.

Item14. **No-Cost Contracts vs. MOA** (Tommy Thomas) Tommy cited a 19 April 2011 letter from the Commission in which they decreed that a no-cost contract was the proper vehicle between government customers and the BSC operators (vs. using a MOA). There are still more than 30 MOAs in effect and transitioning them into no-cost contracts has been difficult. We are now mandating no-cost contracts from the beginning of negotiations with potential customers as part of the Add Service process. DCMA Boston and the Air National Guard in Marietta, GA are two recent examples of successfully convincing the customer to develop a no-cost contract.

Item15. **Satellite stores/PL additions** (John Qua) John briefed two recent examples of BSCs having been opened without being added to the PL. These satellite/annexes are now undergoing the PL addition process to get them properly documented and added to the PL. There are several other examples of satellites and we are assessing whether or not they are addressed on an existing contract with the primary customer agency and whether they must be added to the PL as stand-alone stores.

Item 16. **Policy/Compliance** (John Qua) The BSC Operating Policy was last updated by NIB in 2004. This document is now being revised by the NIB BSC Team and will be available for agency review by late -May. The new policy will be more comprehensive in nature and will include information on the assignment process, PL additions and satellites, pricing, no cost contracts, and compliance, etc.

Aside from the 16 primary topics, there was additional discussion about an upcoming (15 May) GSA Pre-Solicitation Meeting on adding JAN-SAN, MRO and printer services to the FSSI menu. The implications of such a development may add further to the overall competitive landscape.

The sales data at the half-way point of FY13 have been compiled and most agencies are reporting decreases as compared to the same point a year ago. The overall decline varies from agency to agency, but of prime concern is the projection of only \$55M in AbilityOne sales if the current trends continue. FY10 and FY11 had \$79M each in AbilityOne sales and FY12 dropped to \$76M. Without resurgence over the final 6 months of the FY, these numbers could drop precipitously.

The next NAEPB quarterly meeting is set for 16 July 2013 at 10 a.m. EST.

## NIB BSC PROGRAM BI-WEEKLY UPDATE

(April 22 2013)

### **SUBJECT #1: Shay Assad AbilityOne Base Supply Center Letter of Support**

LEAD: John Qua

STATUS: No change. The revised letter is at the Commission for review and forwarding to Defense Procurement and Acquisition Policy (DPAP). The letter was discussed at the 12 March BSC Program Review with the AbilityOne Commission and is on track. Target Date April

### **SUBJECT #2: Modifications to Army Supply Regulation**

LEAD: Tommy Thomas

STATUS: The G-4 ALARACT message has been signed and sent out to the field. This message incorporated the language we have sought since last October, placing the BSCs on an equal footing with our competitors and, most importantly, instructs Army units that they do not have to go through their local Supply Support Activity (SSA) first before purchasing office supplies, Jan-San items, etc. The message also states GARRISON COMMANDERS WILL COORDINATE WITH THE BSC TO ENSURE UNIT REQUIREMENTS ARE STOCKED. This represents a significant victory in our efforts to positively influence Service policies at the highest levels. We will follow up with our POC at G-4 to determine if they still plan to engage BG Vollmecke at MICC to ensure the MICC policy is properly aligned with the G-4 instructions. Follow-up target completion: 30 April 2013

### **SUBJECT #3: AbilityOne Commission Letter of Support**

LEAD: Mike Gilliam

STATUS: No change. This letter was a subject of discussion at the 12 March meeting with the AbilityOne Commission, and Kim Zeich and Tina Ballard are working the letter. Target Date April

### **Subject #4: San Antonio Lighthouse land lease payment requests (Fort Sam Houston, Fort Bliss, Kirtland AFB and Randolph AFB---and now Luke AFB) for both new and existing facilities**

LEAD: Tommy Thomas

STATUS: We are seeking guidance from the Department of the Air Force to render BSCs an exemption ('in kind') to not pay annual land-lease fees and remain in line with the other Services not charging annual lease fees.

NIB appealed the 4 March 2013 decision to the office of the Deputy Assistant Secretary of the Air Force Installations. It was agreed they would further review the land lease issue with Major General Byers and for us to standby. San Antonio Lighthouse for the Blind has also engaged Retired United States Air Force Lieutenant General Stephen Polk, one of their Board members, to address land lease concerns with Air Force senior leaders. *On Track pending feedback from Lt Gen Polk and Department of Air Force Installations and Engineering. Target Date April 2013*

**SUBJECT #5 5: BSC Locator Code Web Site**

LEAD: Tommy Thomas and Ken Barnett

STATUS: Site bugs have been worked out and Ken Barnett previewed the site with the Best Practice Group on 10 April 2013 and the site received favorable reviews with one major suggestion to break out BSC zip codes with 50 Miles radius. NIB IT Department is currently investigating feasibility and level of effort to add 50 miles radius feature to site. Additionally, NIB is awaiting AbilityOne Commission approval to use AbilityOne.BSC.Org URL. Target Date May.

**SUBJECT #6: Gain AbilityOne Commission and Office of Federal Procurement Policy (OFPP) to support BSCs alignment on the same playing field with the Federal Strategic Sourcing Initiative (FSSI) players**

LEAD: Tommy Thomas

STATUS: Support dependent on providing the same data and frequency as FSSI vendors. We have distributed the complete listing of data fields required by GSA and OFPP to the BSC operators for review. Feedback thus far has indicated that nearly half of the data entries do not apply to our brick and mortar BSCs—they are tailored primarily for e-commerce operations (FSSI vendors). We are verifying with GSA and OFPP if it would be acceptable for reporting purposes to provide only the information pertinent to our BSCs and leave the others blank. From there, agencies operating BSCs can decide collectively on the benefits of providing this information to the government on a monthly basis to align BSCs with FSSI. Target Date May

**SUBJECT #7: Review of BSC Assignment List**

LEAD: Mike Stine

STATUS: Mike Stine continues the complete scrub of the BSC assignment list and will be coordinating directly with the agencies to review their portions for accuracy and completeness.

The final listing will be redistributed to the individual agencies the week of 22-26 April for one final review and comment. The list now includes zip codes for each location. From there, we will share the entire listing with all agencies. One of the follow-on steps will be a complete review of every assignment, to include updating customer POCs and providing a brief status on progress for each. . On track. Target Date May.

**SUBJECT #8: BSC Schedules**

LEAD: Tommy Thomas

STATUS: Based upon a meeting with several BSC operators on March 12th, NIB is now exploring the operational concept for a “Buyer’s Group” or having a number of NPAs participate under NIB schedules (the number of which depends upon the scope of products intended to be sold). A concept paper is being developed for review, after which the concept will be shared with the NPAs for discussion/decision. Target Date May.

**SUBJECT #9: Commission Website Rewrite**

LEAD: Mike Gilliam

STATUS: Updated BSC-related language has been furnished to the Commission for incorporation into the AbilityOne website. Commission stated at the March 12th BSC Program Review they are conducting a due diligence review of the language/changes. Target Date April



## **Services Committee Report May 14, 2013**

### **Opening Comments – Dennis Steiner**

Dennis welcomed the group and made note that a lot of exciting things are happening within Services and turned it over to John for his NIB update after welcoming Jassen Tawill as the new Chair of the Teleservices ISG.

### **NIB Services Department Activities – John Qua**

John noted that we are half way through the Fiscal Year with 39 blind work years added or in process at the Commission. The work years were created in the Contact Center, 508 Assurance and Supply Chain Management lines of business.

The AbilityOne and commercial pipeline remains weak with 132 blind work years. With a historical capture rate of 18% to 20% the goal of 72 BWYs for this Fiscal Year could be in jeopardy. John remains cautiously optimistic that we can improve that capture rate and bring in the blind work years needed to meet goal.

The mod to the NIB Services GSA Schedule has been approved to add Contract Management Support, Section 508 Assurance, Transcription and Program Manager positions. This change will allow customers especially non-DoD agencies, to leverage an easy way of accessing our services.

John gave huge kudos to Senetra Burgess and Brian Ganzert who did significant work on this mod and got it to the finish line.

A consultant, FMP, has been engaged to identify skill set requirements, personnel assessments, and basic customer service training best practices in the contact center arena. FMP has visited 3 agency sites and is doing primary research. The final report is due in early May. We'll share the report when final.

In the last Fiscal Year we created more blind employment in the Supply Chain business line than all others and continue to believe there is good opportunity in that world for career oriented positions. We are positioned for 3PL work, including beginning to end Supply Chain Management functions such as purchasing, inventory management, warehousing and distribution, transportation management, and kitting. To that end Business Development has hired a very well experienced logistics consultant, Dale Cottongim. Welcome Dale.

Dale replied that he is happy to be here and gave a brief overview of his history with Navy Supply, DLA and the commercial marketplace. He has worked with IBM and Bearing Point and is currently running through his network of contacts to find what they want/need and their current impression of NIB.

John reported the Supply Chain Management ISG will now be reconstituted with Tim Adams agreeing to Chair this group. John Farrar will Co-Chair and Chris Simmons on our staff will assist. Discussions were held as to what this group should take on and it was agreed to stick with the three buckets as discussed in our Strategic Planning Session: personnel, technology and marketing.

This group was previously on hold due to lack of participation. John strongly encourages participation in this growing business line. Please contact Tim Adams or John Farrar if you are interested in being an active participant.

Tim thanked John and commented that he has met Dale and is excited to work with someone who has fresh ideas and new views in SCM.

John continued by reiterating the 508 Assurance Users Group meeting taking place on April 19<sup>th</sup>. In the absence of an ISG for this specific business line we are implementing this User Group. In the future the Services Committee will determine if 508 should have its own ISG.

It was requested and agreed that the information for this meeting be shared. Janice McCoy will distribute to all participants on the call.

John continued with the fact that NIB is celebrating its 75<sup>th</sup> year at the upcoming Conference being held at National Harbor, MD. John asked for ideas on the subject of a Services breakout session. One idea, always warranted, is a Service Contract Act refresher. However we are looking for other beneficial ideas that are services related and informational. Session ideas/input should be sent to John or Ron within one week.

Dennis thanked John for his very comprehensive report and the activity in Services Development.

Dennis stated that the Strategic Business ISG now has a new Chair, Steve Fredwell with Co-Chair, Ron Ashby and turned the floor over to Steve for his first report.

**Strategic Initiatives Working Group: Steve Fredwell/Ron Ashby:**

Steve thanked Dennis for this opportunity. The first meeting was held on March 27<sup>th</sup> with Cindy Watson, Lauren Branch and Becky Labatt as participants/volunteers.

We stepped back and reviewed the three focal points: personnel, technology and marketing. Initially the people pipeline will be the focus to include relevance and upward mobility.

One hour monthly meetings will be held and outreach to individuals with subject matter experience in relevant areas such as grant writing (Mary Ellen) and Dan with Bosma for marketing.

The next meeting on April 22<sup>nd</sup> will be geared toward putting down actionable items and due dates so we stay on target and not get diverted.

**Tele-services ISG: Jassen Tawill/Robert Harris:**

The first meeting for this group under Jassen was held on March 27<sup>th</sup> with 29 agencies participating. Ruth O'Brien presented the stages of readiness and it was very well received.

Dennis added that he attended this meeting and the presentation was outstanding and recommended folks see the presentation. If interested you may contact Jassen for a copy.

Jassen continued that if an agency is interested in getting into this business line the documents on the Share Point site are a great resource.

John Qua thanked past Chairs and new Chairs for the value added they have brought to this ISG.

### **Contract Management Support ISG: Shelly Sanders/John Farrar**

Shelly stated that the first meeting for this group was on February 7<sup>th</sup> with the topic of customer feedback. Karen Cline the ACO for the CMS IDIQ contract was our guest. The session was well attended and served as a status update on a number of important CMS initiatives:

Status of IDIQ - finally moving this week/will likely go in for this June

DCMA Cost Plus - pilot underway in San Diego going well

DCMA - pilot in Philly going well

We expect these pilots will create opportunities for additional types of contracting task orders

The next CMS Subcommittee may address impacts of sequestration, if any are observed. In addition the first separate CMS onsite and offsite meetings are next week.

Shelly stated that NIB was doing a fantastic job and is privileged to be a part of such a program as CMS.

Dennis and Shelly plan to speak at an HR conference next month and look forward to describing the great opportunities CMS provides.

A question was asked by San Antonio whether wounded warriors are candidates for hiring in the CMS program.

John Qua said we always consider blinded/low visions veterans for the program as that is the clientele we support. We also try to hire veterans when possible since we have the 25% direct labor leeway.

Dennis took a few moments to share his and Kirk Adams' recent call with NIB to discuss accessibility technology issues within the CMS Program. He was pleased to find that NIB is fully committed to try and resolve some of these issues. The problem lies in the various systems used by U.S. Military branches. There is little standardization, some legacy systems are very old and multiple systems exist. It is not a single, easy issue to resolve.

Kirk added that NIB is committed to working on each issue as it arises.

John Qua added that this issue will be an agenda item on the next site supervisor meeting.

### **New Business/Questions:**

San Antonio asked if there will be cross pollination across all ISGs. John Qua stated that is the purpose of the Strategic Initiatives Working Group.

Dennis added that agencies must report issues good and bad to NIB so they can do what they can to share the information. Services and IT are not one size fits all.

**Closing Comments:**

Dennis wrapped up by thanking the NIB team with the large amount activity going on and thanked the ISG Chairs. He asked that we work together to meet blind employment work goals.

The next meeting date will be determined and shared when the minutes are complete and distributed.

***The following email is forwarded with High Importance on behalf of NAEPB President, John Mitchell:***

Good afternoon NAEPB Members:

A ***special membership meeting*** of the NAEPB will be held on ***Thursday, May 14, 2013 during the NIB/NAEPB Public Policy Forum in Arlington, Virginia***. The purpose of this meeting is to vote on an official NAEPB position on Sub-Minimum Wages. Please review carefully the attached document which gives an overview of the position statement and proposed resolution.

Please note that the vote will follow the NAEPB bylaws allowing one vote per each member organization by the designated representative that is on record with the Secretary of NAEPB (generally the CEO). Proxy designation will be permitted per procedures detailed in NAEPB's bylaws. The vote will be conducted by roll-call. For those that will not be in attendance at the Forum, there will be a conference line set-up. See below for those details.

***Call-in information is as follows:***

***Dial-In Number: 1-877-860-3058***

***Conference Code: 925356***

Please feel free to contact Gidget Hopf or me should you have any questions regarding this proposal. Questions concerning the special meeting, designated representatives or proxy vote procedures should be directed to Lou Money maker, NAEPB Board Secretary or me.

Sincerely,  
John Mitchell  
NAEPB Board President



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

**Note:** Proxy Voting Process as it applies to the Minimum Wage position is below. The Statement was extracted from Section V of the NAEPB Bylaws. To view a complete copy of the By-Laws, please visit [http://naepb.org/about\\_us.html](http://naepb.org/about_us.html)

## **Section 5. Proxy Representatives**

Should a member organization's Designated Representative be unable to attend a meeting, that organization will be entitled to name a Proxy Representative. A Proxy Representative will have all the rights of the Designated Representative with the exception of filling a seat on the Board of Directors. A Proxy Representative must be an employee of the Designated Representative's member organization. Proxy Representative assignments must be written and either hand delivered or received by mail by the Secretary prior to the opening of the meeting for which the Proxy Representative is assigned. The assignment of a Proxy Representative must be signed by the Designated Representative and the Proxy Representative.