



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

**NAEPB Board of Directors Teleconference**

**Monday, August 10, 2015**

**10:30am – 12:00pm EST**

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

**Pass Code: 925356**

**AGENDA**

1. Call to Order Steiner
2. Roll Call Garrett
3. Minutes for Approval Garrett
  - a) NAEPB Board Teleconference Minutes\_6\_8\_15
4. Treasurer's Report D'Amico
  - a) NAEPB Treasurer's Report for period ending 6-30-15
5. Consent Calendar Report Steiner
  - a) NAEPB Public Policy Report (Consent Calendar) - 8-10-15 (Wells)
  - b) NAEPB Operations Report (Consent Calendar) - 8-10-15 (Stueckrath)
  - c) NAEPB Strategic Plan Report (Consent Calendar) - 8-10-15 (Monteferrante)
  - d) NAEPB Services Committee Report (Consent Calendar) - 8-10-15 (Mabry)
6. 2015 NCE Planning Committee Update Steiner
7. BSC Update Horton
  - a) Joint Procurement Opportunities
  - b) NIB Tiger Team update
  - c) Action Item updates
8. 2015 August Grassroots Forum Update Wells
9. Letter to the Commission Chair Steiner
10. By-Law Changes Update Taylor
11. NAEPB 2015 Strategic Plan Revision Update Wieseler / Monteferrante
12. NIB Update Lynch
13. Other Business All
14. Adjournment Steiner



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

**NAEPB Board of Directors Teleconference  
Monday, June 8, 2015  
10:30am EST**

**CONFIDENTIAL MINUTES**  
**Approved on 8/10/15**

**Call to Order**

The meeting of the NAEPB Board of Directors was called to order on Monday, June 8, 2015 at 10:30am EST by NAEPB President Dennis Steiner. Secretary Garrett proceeded with the Board Roll Call, after which he announced a quorum was reached.

**NAEPB Board Roll Call**

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

**NAEPB Board Members Not Present**

Reinhard Mabry	Vice President, Services
Eric Stueckrath	Vice President, Operations

**Agency Representatives Present**

Lauren Branch	NewView Oklahoma
Lou MoneyMaker	Bosma Enterprises
Joe Abely	Carroll Center
Mike Gilliam	San Antonio Lighthouse for the Blind
Renee Vidrine	Lighthouse for the Blind New Orleans
Mike Chew	Mississippi Industries for the Blind
Kirk Adams	The Seattle Lighthouse for the Blind, Inc.
Dave Huffman	East Texas Lighthouse

**NIB Staff Members Present**

Marie-France Vareilles	Vice President, Products
Angela Hartley	Executive Vice President, Chief Program Officer
Steve Brice	Chief Financial Officer
John Qua	Vice President, Services
Rick Webster	Vice President, Public Policy
Carla Williams	Administrative Assistant, NAEPB/NIB

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

Mr. Garrett presented minutes in draft form from the April 28, 2015 Board of Directors Meeting held during the Public Policy Forum. Mr. Fernald asked for clarification regarding the amount for a proposed agency study regarding the ethical treatment of employees. The corrected estimated amount of a study for NIB is \$250k and \$500k for SourceAmerica. The correction was noted and minutes will be modified. As there were no further proposed changes to the content, a motion was made for approval of the minutes. The motion was moved by Ms. Taylor and seconded by Mr. Wells. The minutes were approved, subject to the change noted in the discussion.

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

Mr. D'Amico reported out on financials ending April 30, 2015. The checking account value was \$5,468 and savings account \$187,220. Accounts receivable balance was \$3,500. Remaining dues for agencies as listed continue to be collected. Accrued expenses consist of 7 months of accrued accounting fees at \$875 and 17 months of accrued web site maintenance fees of \$6,500. Total equity at the end of April 30, 2015 was \$188,813. Total revenue for the year to date was \$30,078, all income a result of collected dues. There were no expenses paid out in April, but payments have started in May which will be reflected in the next report. Mr. Steiner made a motion to approve the Treasurer's Report subject to auditing. The motion was moved by Ms. Arbogast and seconded by Mr. Wells.

#### **Consent Calendar – Dennis Steiner, President**

Mr. Steiner introduced the consent calendar, consisting of one report as follows: a) NAEPB PP report - 6-8-15 FINAL (Wells). As there were no deletions or additions to the report, the Consent Calendar was approved unanimously as distributed.

#### **BSC Updates – David Horton, Vice President, BSC's**

Mr. Horton stated that a BSC call was held on May 5. A follow-up call will be held on July 20. The committee will continue to push forward with the BSC Marketing and will look into efforts towards BSC procurement collaboration. The committee is focused on the GSA Industry Day collaboration project scheduled for June 11. On Industry Day, the Commission, BSC operators and several agency representatives will be in attendance. Mr. Lynch stated that there continue to be issues with the GSA commercial walk in store authorization. Discussion during meetings with GSA in June will address the 4PL process and BSC project updates.

#### **2015 Public Policy Forum Wrap-Up - Dave Wells, Vice President, Public Policy**

Mr. Wells stated that the majority of the Public Policy Forum wrap-up information was detailed in the consent calendar report that was circulated. The Public Policy/Communications committee is looking for ways to increase more participation and make programming compelling. The tentative dates for the 2016 Forum are May 24 and May 25, 2016 but could change depending on a variety of different factors, he stated.

#### **2015 Grassroots Forum - Dave Wells, Vice President, Public Policy**

The 2015 Grassroots Forum will take place during the first two weeks of August. NIB will send an updated grassroots toolkit. The Forum has the best impact when agencies speak directly with their representatives, stated Mr. Wells.

#### **Workforce Investment Opportunities Act (WIOA) Letter NAEPB - Dave Wells, Vice President, Public Policy**

Mr. Wells stated that Joe Abely (President/CEO, The Carroll Center for the Blind) formed a working group to draft a WIOA comments letter for the NAEPB. The letter will be signed by Dennis Steiner and sent on behalf of NAEPB. Mr. Abely stated that the more responses to the notices of proposed rulemaking, the more impact they will have. He stated that individual agencies should hit the salient points, take the letter and customize comments formed from their own agency's perspective. Mr. Abely stated that the issue is important from a global perspective, and the use of Federal VR money is targeted to put people back to work. Ms. Branch (President/CEO, NewView Oklahoma) added that the proposed rules have a broad impact across the board. Mr. Steiner asked for feedback on the proposed comments for the letter. As there were no suggestions, Mr. Steiner thanked Mr. Abely, NIB staff and the committee who worked to put the comments together. Mr. Steiner encouraged agencies to use the template that NIB created as a tool to prepare comments.

#### **By Law Change Update – Shelly Taylor, Chair, Ethics**

Ms. Taylor stated that the proposed changes have been sent to the membership for review. A vote on the bylaw changes will take place at the fall conference. Ms. Taylor welcomed questions and concerns by email. Mr. Kerlin

requested the addition of a phrase that would allow mergers/subsidiary agencies to act under one membership and one vote. Ms. Taylor stated that these particular situations will be looked at on case by case basis, but that it did not require an amendment of the bylaws.

**2015 Strategic Plan Revision Update – Michael Monteferrante, VP Strategic Planning**

Mr. Monteferrante was tasked with two items on the Strategic Plan. The first task was to receive feedback from VP’s and the second was to draft metrics and actual/aspirational goals. Mr. Monteferrante started with Services and Mr. Mabry. He stated that Mr. Mabry would like hard metrics put on an 18 month timeline. Mr. Monteferrante will contact each VP within the next couple of weeks to solicit feedback on the plan. Mr. Gilliam (President/CEO, San Antonio Lighthouse) will provide data from a study that was performed. Mr. Gilliam stated that it is difficult to getting people to report. Mr. Steiner commented that the group is mindful not to duplicate efforts by recording information that NIB already tracks. Mr. D’Amico will circulate the abbreviated and expanded strategic plan along with some of the reports that were sent from the committee chairs. Mr. Monteferrante and Mr. D’Amico will join forces and circle back to Mr. Gilliam in order to devise a complete draft for the next meeting. Mr. Wells encouraged Mr. Monteferrante to ensure the NAEPB goals and metrics mirror the NIB efforts. Mr. Monteferrante will coordinate efforts with Matt Wieseler (NIB’s Director of Strategic Intelligence) to ensure efforts are aligned with NIB.

**President’s Comments – Dennis Steiner**

Mr. Steiner will reach out to all Board members within the next week to establish working groups. A NCE Planning Committee along with other working groups will need to be formed. The TIGER team (Steiner, Mabry and Taylor) met with Ms. Ballard (Executive Director, U.S. AbilityOne Commission) and Ms. Zeich (Deputy Director, U.S. AbilityOne Commission) during the Public Policy Forum. Mr. Steiner stated that they will hopefully meet again within the next month. A final ETS policy has been released. The treatment of AbilityOne employee’s letter was discussed in-depth. Ms. Taylor added that it was beneficial to meet with representatives from the U.S. AbilityOne Commission and she hopes that the meetings will continue.

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

Mr. Lynch began the NIB update by reporting business conditions as reflected below. He stated that sales continue to be strong. He reported that YTD in comparison to FY14, sales are up over 11%, or an equivalent of \$374 million (through April 2015). There are some areas that NIB is closely monitoring to establish sales trends. Things continue to be positive.

NIB Business Conditions	
Business Lines	Sales YTD comparison to FY14 (in millions)
<b>BSC Stock</b>	up over \$12.0
<b>Commercial Distributors</b>	up \$6.0
<b>Commercial Wholesalers</b>	up \$3.5
<b>Department of Defense</b>	up over \$20.0
<b>GSA</b>	down \$23.0
<b>VA</b>	up \$8.0
<b>E-Commerce</b>	up \$3.0
<b>Services</b>	up \$1.0

**Public Policy Efforts**

NIB will be submitting a similar letter to that of NAEPB’s (WIOA). Mr. Lynch commended Ms. Vidrine (President of Lighthouse Louisiana) on her work which helped move progress in getting language passed through the House that will eliminate future chances of AbilityOne products being impacted by programs such as Afghan First. Information was sent by Rick Webster (NIB, VP Public Policy) requesting agencies to get in touch with Senate staff to solicit support on this issue. NIB wants to make sure the Senate understands the importance of getting the clause established in the Senate version.

NIB continues to work on commissary issues. There has been a lot of discussion regarding the future of commissaries and proposed changes, including possible privatization provisions. Mr. Lynch urged agencies to let legislators know the importance of the MR program during the August Grassroots Forum. Last week, NIB visited with Sen. Schumer’s staff regarding the Senator’s efforts surrounding the commercial walk-in stores with GSA. NIB has been meeting with OFPP

(Office of Federal Procurement Policy) and Senator Schumer's staff and both indicated that they were going to go back to GSA to express concerns.

Additionally, NIB has asked the Commission to send a letter to GSA requesting that they notify them that there is no entity authorized for a commercial walk-in store. The current acting administrator of GSA (Denise Turner-Roth) has been nominated by the Obama Administration to be the permanent administrator and will have to secure Senate approval. NIB will be reaching out to Ms. Roth for support and will request that key Senators ask questions at her nomination hearing regarding the AbilityOne Program.

### **U.S. AbilityOne Commission**

The Commission has formally signed off a final ETS Policy, and has distributed the policy to contractors. The Distributors Authorization Policy has not yet been sent. Tony Poleo's position will soon expire as Chair of the AbilityOne Commission. Jim Kesteloot has expressed interest in taking over the role. Elections will not occur until after the July meeting. At the request of the Commission, NIB is working with SourceAmerica to contract together with a third party to conduct an agency survey. The third party will treat both programs differently. The Commission has asked for NIB to survey 25 agencies and SourceAmerica 50 agencies. NIB has countered with 10 agencies and is waiting to hear what the response will be from the Commission. The Commission will be issuing a zero tolerance letter to the CNA's to send to the NPA's for distribution. The letter will address hostile work environments. NIB met with Commission staff on the treatment of AbilityOne employees and expressed its views on the matter.

The Commission is working on a cooperative agreement as a result of the 2013 GAO review report. NIB has offered to take the lead in putting together a Business FAR case to establish regulations on ETS, and send to the FAR Council. The Commission's staff is in agreement. NIB has been working to persuade the Commission to require GSA to insert AbilityOne language so that contractors are also required to use AbilityOne language. NIB is continuing to work with the Commission on pricing and commodities.

### **General Services Administration (GSA)**

GSA has announced the awardees (contractors for OS3 requisition):

- LC Industries, Mono Machines (Office Supplies)
- Document Imaging Dimensions and Pacific Ink (CLIN 2)
- Supplies Now, Access Products (CLIN 3)

NIB has taken a look at the performance records for the contractors and identified a couple of repeat ETS violators. NIB will add more resources into ensuring compliance, including more ETS reviews, secret shopper activities and reviewing performance of GSA contractors. OFPP and Congress have been contacted with regards to issues. Mr. Steiner recommended collectively putting all concerns together formally.

### **Other Business**

As there was no other business to come before the Board of Directors, the meeting was adjourned at 11:45am EST.

NAEPB Treasurer's Report  
For the period ending 6/30/2015

Please see the financial statements ending 6/30/15. The checking account value was \$3406 and savings account \$187,743. Accounts receivable balance was \$3,000. Remaining dues for agencies as listed continue to be collected.

Accrued expenses consist of 9 months of accrued accounting fees at \$1125 and 19 months of accrued web site maintenance fees of \$7100. Total equity at the end of June 30, 2015 was \$185,925.

Total revenue for the year to date was \$30,101, all income a result of collected dues. There were no expenses paid out in June. The net income to date is \$20,613.

Respectfully Submitted  
NAEPB Board Meeting- August 10, 2015  
Rudy D'Amico, Treasurer

NAEPB  
Balance Sheet  
As of June 30, 2015

ASSETS

Current Assets

Cash Checking	3,407
Cash Savings	187,744
Accounts Receivable	3,000
NIB Reimbursement Receivable	0

Total Current Assets 194,150

TOTAL ASSETS 194,150

LIABILITIES & EQUITY

Current Liabilities

Accounts Payable	0
Accrued Expenses	8,225

Total Current Liabilities 8,225

Equity

Opening Equity Balance	165,312
Net Income/ (Loss)	20,613

Total Equity 185,925

TOTAL LIABILITIES & EQUITY 194,150

NAEPB  
Income Statement  
For the Period Ending June 30, 2015

REVENUE	ACTUAL YTD	BUDGET YTD	VARIANCE	Budget 2015	
Investment Income	102	8	82		100
Membership Dues	30000	30000	0		30000
Voluntary Donations	0	0	0		0
<b>TOTAL REVENUE</b>	<b>30102</b>	<b>30008</b>	<b>82</b>		<b>30100</b>
<b>EXPENSES</b>	<b>30102</b>				
Business Expenses	0	0	0		0
Accounting Fees	655	875	345		1500
Website Maintenance	3100	2333	-467		4000
Postage	0	0	0		0
Supplies	0	0	0		0
Telephone / Communications	0	0	0		0
Awards / Honors	0	292	292		500
Insurance - Liability / D&O	1126	700	-426		1200
Bad Debt Expense	0	1750	1750		3000
Miscellaneous Other Costs	0	117	117		200
Officers Expenses	0	2917	2917		5000
Meetings/Conferences	4607	8750	6204		15000
Conference Planning	0	0	0		0
Service Committee	0	2917	2917		5000
Operations Committee	0	2917	2917		5000
BSC Committee	0	2917	2917		5000
Public Policy Committee	0	1750	1750		3000
Communications Committee	0	1167	1167		2000
G4 Committee	0	0	0		0
Medical Advisory	0	0	0		0
CMS Committee	0	0	0		0
(NIB Reimbursement)	0	0	0		0
Annual Audit Meeting	0	292	292		500
CEO Annual Training	0	292	292		500
Miscellaneous Meetings & Travel	0	2333	2333		4000
NIB Reimbursement	0	-29167	-29167		-50000
		0			
<b>TOTAL EXPENSES</b>	<b>9488</b>	<b>3150</b>	<b>-3852</b>	<b>0</b>	<b>5400</b>
<b>SURPLUS (DEFICIT)</b>	<b>20613</b>	<b>26858</b>	<b>3933</b>	<b>0</b>	<b>24700</b>



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

Key Issues:

### Public Policy Forum

Due to the cost of the Forum and the amount of work that goes into it, the committee feels as if we owe NIB and NAEPB better participation in this event and the committee met on April 21<sup>st</sup> to discuss how we can get more engagement from the members. We will have some follow-up meetings in the future to try to improve attendance at the Forum.

### Workforce Innovation and Opportunity Act (WIOA) Working Group

I want to thank Joe Abely and the members of his working group for preparing a great position paper and a template to help our members respond to this threat to our VR services and to the employment of people who are blind. Joe worked in conjunction with VisionServe Alliance and prepared a great response for Dennis Steiner's signature. Thanks also to the NIB staff for their great work on this issue.

### Grassroots Forum

August is the time we put a push on getting our Senators/Representatives to visit the agencies. Although anytime is good, August is when they are back in the state/district and it is a good time to get them to see what we do. NIB has published a comprehensive toolkit to use to invite and hopefully get them to your agencies.

#### 1. Linkage between Issues / Strategic Plan

Our relationship with NIB continues to be excellent and we have been working closely to coordinate our efforts. The committee has been proactive in addressing threats for the various aspects of the program.

#### 2. Committee/Subcommittee Activities: Our wins and challenges

- a. Wins: We were able to pull together a collation of NIB, NAEPB and other advocates to respond to the WIOA legislation.
- b. Challenges: Our biggest challenge is, and will continue to be, getting more agencies involved in public policy at home at their agencies, continue to promote the advocacy program, and getting better attendance at the Public Policy Forum. We need help our members

understand that we need to build relationships with elected officials before ever calling on them for help on key issues.



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

## **Operations Committee Report**

1. Strategic Initiatives: Each sub-committee is putting together their tactics based on the current NAEPB strategic plan.
2. A draft drop ship policy is still at the AbilityOne Commission and was proposed by NIB as follows:
  - a. Draft Drop Shipment Policy: May 2015
    - i. When AbilityOne items are available through Authorized Wholesalers it is the AbilityOne Program preference not to accept orders for drop shipments, unless approved by NIB, SourceAmerica or the nonprofit agency in advance of the order being received. Any drop ship orders should be in full case quantities and may be subject to minimum order quantity (MOQ) restrictions, at the discretion of the nonprofit agency. The nonprofit agency may assess a surcharge not to exceed 10% of the total value of the order or a fixed fee of \$50, whichever is greater, per order per drop ship location. This is in addition to the established FOB origin or destination pricing and is to cover additional shipping and/or handling costs associated with drop shipments. The fee would be waived for orders over \$2,500 to a single drop ship location. Special delivery instructions and handling (such as inside delivery and delivery gate fees) are not covered by the drop shipment surcharges and may result in additional fees. Drop shipments are defined as any orders that require shipment to a “non-authorized” location, expedited delivery, or shipments directly to the customer.
3. The subcommittee chairs will be engaging in initial discussions regarding pricing and how we propose to properly value distribution. This policy discussion will then lead to a broad feedback discussion amongst the agencies. The topic will highlight a review of the current FMP and FMP +2% overhaul to value the wholesalers, distributors and end users appropriately.
4. Commercial diversification strategies are still a topic within a lot of agencies. No current activity is happening and discussions with NIB will yield a direction and structure for NPA’s and NIB to interact to

seize potential opportunities. It is important for agencies to continuously think about ways in which they can assist other agencies looking to capture commercial opportunities through sharing of best practices as they evaluate and implement new business.

5. We will be having a full committee update and meeting at the national conference in October.



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

## Strategic Plan Report

<b>Draft NAEPB Strategic Plan</b>	<b>Mapped to Current Draft NIB Strategic Plan</b>
Program Stewardship	Advocacy
Employment Growth & Employment Satisfaction	Advocacy, Maximize AbilityOne
Customer Satisfaction & Operational Excellence	Marketing
Membership Engagement and Value	N/A
Sales & Business Growth	Diversification, Marketing, Advocacy, Maximize AbilityOne



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

### **Services Committee Report for August 2015**

The Committee has been working diligently throughout the Summer. Below are the working group updates:

#### **Contract Management Services**

The working group is closely monitoring and very concerned about the potential for a work stoppage as we transition to the new IDIQ contract. After securing the agreement, with pricing and funding, the major area of concern is the serious potential that the CMS sites will be without work while we await the release of task orders. If the customer responds timely, there will be a window of time to get new Task Orders in place...but it's far from guaranteed and the deadlines are looming. NIB continues to push DPAP. There are 40 blind employees (less supervisors) working DPAP orders now that are potentially at risk of a work stoppage at the end of the Fiscal Year and the date when they would get work is undetermined.

The working group will be used to communicate changes in the new IDIQ, address challenges at sites and continue to assist agencies on an as needed basis. There will be an onsite supervisors meeting in October on the Friday following the national conference, and planning is underway.

#### **Strategic Initiatives**

In consultation with this group to understand market needs, the NIB Training Program grants were amended to allow for resource availability. Unfortunately, no affiliate has taken advantage of the grant available to date. Affiliates are encouraged to apply for the grant.

The working group is continuing to meet regularly to focus on AT/Curriculum Development as a function of personal and marketplace preparedness and address employment readiness. The group is exploring options that will build the necessary training curriculum over the coming weeks.

#### **Teleservices**

While the working group has continued to meet regularly, participation, especially by agencies with mature businesses, has waned. The working group have been successful in building capacity and knowledge. We need to determine if the group still has value. So, I reached out to the agencies with mature teleservices businesses to poll them and determine if the working group is serving their needs. While we are reviewing the results of the survey to determine a path forward, it is apparent that there is continued interest in the group, but it must be retooled to provide greater value to all members, both those who are interested in getting into the business and those who have mature businesses and seek to increase their sales.

#### **Supply Chain Management**

Like the above group, the participation, especially by agencies with mature businesses, has waned. We need to determine if the group still has value and, if it does, identify a new chair. So, I reached out to the agencies with mature supply chain businesses to poll them and determine if the working group is serving their needs. While we are reviewing the results of the survey to determine a path forward, there appears to be less interest in maintaining the group, at least as it is currently structured. There is a strong desire among all polled for help with increasing sales.

### **Marketing Initiatives**

This committee is working on a plan of action to ensure it provides input and add value to NIB marketing initiatives and is planning to meet during the annual conference.



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

Chairperson Jim Kesteloot  
Vice-Chairperson Lisa Wilusz  
Address Block

August \_\_, 2015

Dear Chairperson Kesteloot and Vice-Chairperson Wilusz:

I am writing to you, in my capacity as President of the National Association for the Employment of People Who Are Blind (“NAEPB”), to express grave concerns about the day-to-day management and operations of the U.S. AbilityOne Commission. I believe that Commission staff is operating in a manner that is not in accordance with government regulations or the mission and intent of the AbilityOne Program; nor in a manner that is transparent to associated nonprofit agencies serving people who are blind, or the public at large. As I am certain you are now aware, many of these same concerns have been expressed by other advocacy groups in the larger disability community, and have been covered in investigative reporting on CNN.

Specifically, it is difficult to understand why Commission staff did not submit for a vote NIB’s proposal to handle AbilityOne distribution for GSA to the presidentially appointed Commission members. Certainly, neither NIB nor any involved associated nonprofit agency ever received a letter or any official debrief on why the package was not put to vote. It is our belief that a staff-level decision not to send to vote a properly-completed package sets a dangerous precedent. Decisions on suitability for Procurement List addition should not be made in a manner that is arbitrary, capricious, or in violation of applicable laws and regulations. Without proper oversight of staff decisions in this area, the fairness and utility of the entire AbilityOne Program will continue to be called into question.

I would like to arrange a meeting with you and NAEPB leadership as soon as possible to discuss these issues. Thank you in advance for your prompt and serious attention to this matter.

Kind Regards,