



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

**NAEPB Board of Directors and Membership Meeting**

Wednesday, October 4, 2017  
Crystal Gateway Marriott, Arlington, VA  
Salons CDE  
8:30 – 11:30 a.m., 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. \*\*\*\***

- |   |                         |
|---|-------------------------|
| 1. Call to Order  | Stueckrath              |
| 2. Board Roll Call  | Wells                   |
| 3. Minutes for Approval<br>NAEPB Board and Membership Meeting (8/7/17)<br>NAEPB Special Board Meeting (8/30/17)   | Wells                   |
| 4. Treasurer's Report<br>NAEPB Treasurer's Report for the period ending 8.31.17   | Wells                   |
| 5. Consent Calendar Reports<br>a. BSC Committee<br>b. Ethics Committee<br>c. Marketing Committee<br>d. Public Policy Committee<br>e. Services Committee | Stueckrath              |
| 6. President's Report   | Stueckrath              |
| 7. Strategic Scorecard – Update   | Mabry                   |
| 8. Strategic Planning Advance   | Mabry                   |
| 9. NIB Update   | Lynch                   |
| 10. Other Business and Open Forum Q&A   | NAEPB Members and Board |
| 11. Adjourn Board Meeting   | Stueckrath              |



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

**NAEPB Board of Directors Meeting**

**Monday, August 7, 2017**

**10:30 a.m.**

**DRAFT**

**Call to Order**

The joint meeting of the NAEPB Board of Directors and Membership was called to order by President Eric Stueckrath on Monday, August 7, 2017.

Mr. D’Amico, temporary Board Secretary proceeded with the Board Roll Call, after which he announced that a quorum was reached. Names of the NIB Staff attendees and agency CEOs attending are listed as well.

**NAEPB Board Roll Call**

Dave Wells	Assistant VP, Operations
David Horton	Vice President, Services
Dennis Steiner	Vice President, Ethics and Practices
Eric Stueckrath	President
Erika Petach	Vice President, Public Policy
Jim Kerlin	Vice President, Marketing
Ken Fernald	Vice President, Operations
Michael Monteferrante	Vice President, BSCs
Reinhard Mabry	Vice President, Strategic Planning
Rudy D’Amico	Treasurer/Acting Secretary
Robert Garret	

Mr. President there is a quorum.

**NIB Staff Present**

Andrew Mueck	Vice President, Operations
Angela Hartley	Executive Vice President
Ellen Najjar	Executive Administrative Coordinator
Heather Lyons	General Counsel
Jon Katz	Vice President, Business Development
Kevin Lynch	President, CEO
Laura Reimers	Vice President, Communications
Matthew Wieseler	Director, Strategic Intelligence
Rick Webster	Vice President, Public Policy

**Agencies and CEOs Present**

CJ Lange	IB Milwaukee
David Huffman	Horizon Industries
Dick Monaco	Arizona Industries for the Blind
Jerry Mayfield	Travis Association for the Blind
John Mitchell	Cincinnati Association for the Blind and Visually Impaired
John Thompson	St. Louis Lighthouse
Lauren Branch	NewView Oklahoma
Kyle Johnson	Lighthouse Central Florida
Libby Murphy	LA Association for the Blind
Lise Pace	Bosma Enterprises
Lou Moneymaker	Bosma Enterprises
Matt Koch	VA Industries
Mike Chew	Mississippi Industries for the Blind
Mike Gilliam	San Antonio Lighthouse for the Blind

Mr. Stueckrath thanked everyone for joining the meeting. Mr. Stueckrath has had an email from Shelly Taylor informing him that she will be retiring at the end of September. Her replacement will be Libby Murphy, who is on the call. Mr. Stueckrath welcomed Libby to the team and thanked Shelly for her service to Louisiana and the NAEPB, and said he hopes there is an opportunity for a more formal recognition.

**Approval of Minutes – Rudy D’Amico, Acting Secretary**

Mr. D’Amico stated the minutes from the June 26 meeting had been circulated. He asked for questions, and presented a motion for the minutes of the June 26, 2017 Board Meeting to be accepted. Ms. Taylor moved, motion was seconded by Mr. Horton. All were in favor and the minutes were approved.

**Treasurer’s Report - Rudy D’Amico**

Mr. D’Amico presented the Treasurer’s Report. The financial statements ending 6/30/17 were sent to the Board prior to the meeting. The checking account value was \$3,255 and savings account \$226,804. Accounts receivable balance decreased by a net amount of \$1,875, the result of \$1,000 in dues, payments and pro-rated dues billing of \$125 for Columbia Lighthouse for the Blind. In addition Delaware Industries for the Blind and Vision Loss Resources have left NAEPB. The respective receivable balances have been charged off, totaling \$1,000, against bad debt expense. Accounts receivable balance is currently \$1,125. Collection efforts continue.

There was no accounts payable at the end of June. Accounting fees of \$765 have accrued through the end of June. Total equity is \$230,419.

Total revenue for the year to date is \$30,658, consisting of \$29,625 of membership dues and \$1,033 from other sources. Year to date expenses are \$21,866. The year to date change in net assets for the period ending June 30, 2017 is \$8,792.

Mr. D’Amico asked for a motion to accept the 6/30/17 financial report. Mr. Fernald moved, motion was seconded by Mr. Kerlin. All were in favor and the motion was approved.

**Consent Calendar – Eric Stueckrath, President**

Mr. Stueckrath introduced the consent calendar. Reports were received from the BSC Committee, Operations Committee, Operations Sub-Committee Slides, Public Policy Committee, and Marketing Committee. Mr. Stueckrath asked for a motion to approve the Consent Calendar Report as submitted. Mr. D’Amico moved, motion was seconded by Mr. Horton.

Mr. Stueckrath stated that Mr. Fernald wanted to make a statement as part of the Operations report, to be added to the consent calendar.

Mr. Fernald said there have been a number of conversations about wholesaler supported removal of items from the PL list, which occur every year. There have been some notes from NIB asking for removal of items from the PL that have only been on the list for two years. There have been conversations among the members of the Operations subcommittee on the topic. There have also been conversations with NIB, specifically Annelie Eyre and Amanda Alderson, and it has been agreed this will be the topic of the Operations subcommittee meeting to be held during the October Conference.

The concern is the support or lack of support of our wholesalers. There has been some discussion of drafting a white paper to enhance the distribution marketing effort of the products in the AbilityOne program. Mr. Fernald would like to ask the NAEPB to form a small working group of the Board to review the topic, and decide if a white paper is warranted, knowing it is outside the strategic plan.

Mr. Stueckrath thanked Mr. Fernald for this information.

He then asked for all in favor of accepting the consent calendar, and it was approved.

Mr. Stueckrath asked for Mr. Mabry to discuss the strategic scorecard.

Mr. Mabry stated that there has been an update to the strategic plan. The update was rolled out at the last meeting, but due to the very aggressive agenda that day Mr. Mabry wanted to point out some of the elements that were updated. The strategic planning committee has worked closely with the other Committees and Vice Chairs to get their input on the information, and he thinks it is a clearer, tighter document moving forward.

Previously it was a one-page document that showed five pillars of the strategic plan, with a number of initiatives under each of those pillars, and then at the bottom descriptions of some potential metrics that could be used to determine if we are achieving the goals or not. Some of the tactics were clear with specific deadlines, but others seemed to be more aspirational in nature. The committee discussed and worked to narrow them down to those that are achievable, and to settle on reasonable deadlines.

Mr. Mabry then reviewed the scorecard and explained the different colors and how they are tracked. He thanked Matt Wieseler and Ellen Najjar for their assistance in tracking some of the metrics. Each set of these tracks can be followed on a quarterly basis, and we can track where we were last year and where we are this year and where we would like to be. It is good and useful information for you to see if we are doing a good job as an organization.

Mr. Mabry then reviewed one of examples to make sure the Board understands the document and what the different colors and numbers indicate.

As Mr. Mabry reviewed the chart, he pointed out that of work has been done by the committee, a lot of work done in concert with the Board, and he appreciates all the work that has been done to have a better document. Mr. Mabry asked that all ask questions at any time of the committee or the board to continue to make it better.

Mr. Monteferrante totally agrees it is a better document, and he applauded Mr. Mabry's leadership and work. He commented that NAEPB is six months through the year and will be meeting again in January. It is incumbent on all of the members to now help this plan come to fruition and be successful. That means there is a lot of work needed to get it done by January.

Mr. Monteferrante went on to add that it is critically important that the group stays focused and navigates against the document. He asked Mr. Mabry from a membership perspective his thoughts on how this gets communicated to the broader membership?

Mr. Mabry told the group that the document was circulated to the membership several weeks ago and he has received feedback and comments. In his opinion, the scorecard should be reported on each quarter and circulated to the membership, so everyone can see the result of performance against goals regularly.

Mr. Mabry requested that the committees continue to report out on the work they are doing and the tactics they have taken on and are responsible for handling. This reporting to the Board and the membership will give transparency to the process and will, in turn, encourage participation and questions.

Mr. Fernald asked how Mr. Mabry envisions the retreat around this document in January.

Mr. Mabry and Mr. Stueckrath met with Ron Morey and have agreed to hire him as the facilitator for the retreat. Mr. Morey has been engaged with NAEPB all year and has had input into the plan. The committee will ask the membership for their input prior to the retreat to find out what they want to address and discuss, and to share their success stories during the year

The retreat is scheduled for January 23 – 25, 2018 in Phoenix, AZ. The committee would like to spend more time on action plans rather than brain storming at this meeting. The scorecard will enable us to see where the results are and what still needs work. It is hoped that the scorecard will be a tool to guide the conversation.

Mr. Stueckrath has received confirmation that Tina Ballard will be attending the meeting in person this year.

Mr. Stueckrath asked Mr. Kerlin to open the discussion on the anti-trust legal opinion he sent to the board recently. The background to Mr. Kerlin's request is that all agencies are experiencing extraordinary times. This issue and the next item, the VA Amicus Status, should have input and engagement from all members.

Mr. Kerlin told the board that he has asked for up to \$2,000 in fees for a legal review of the MOU which has been prepared for the Customer Care Services agreement. Mr. Kerlin has had an attorney review it as well as Jessica Abrahams, and would like to have her review it formally for the board to give an opinion to make sure it does not violate any antitrust rules. Her estimate was \$1,500 to \$2,000 to review, so Mr. Kerlin is requesting authorization from the Board for up to \$2,000 to cover the fee for this review.

Mr. Kerlin moved that the Board authorize expenditure of up to \$2,000 to be used to engage Jessica Abrahams to review the MOU for the teleservices group. This motion was seconded by Mr. Monteferrante.

Ms. Petach asked why is this MOU beneficial to the entire board as it is a small group of agencies involved, and asked for an explanation of why the Board should authorize the funds.

Mr. Kerlin explained that while the MOU is not for the entire Board or membership, it is an opportunity to ensure that the NAEPB is acting properly and not crossing any lines. This step could lead to other collaborative efforts of revenue sharing methodology. Mr. Steiner agrees it is a standard cost of business development.

Ms. Petach voiced the opinion that the NAEPB has been spending more than usual recently, and doesn't want it to be a precedent.

Mr. Garrett said that he is not sure the funds should be spent, and hopes that expenditure is for the right reasons.

Mr. Stueckrath said he thinks it will be useful to have the discussion on the record as a group, so it is not asked again in the future. He does see global effect and education to be taken from this exercise.

Mr. Stueckrath called for a roll call, and it was passed unanimously.

Mr. Stueckrath told the meeting that he has reached out to counsel to ask what it would cost to file for amicus status and if it would be helpful in resolving the VA issue. The VA issue is one that causes many people to feel the program is unraveling and this could a method to make sure the group has engagement in the events. He was told it would cost roughly \$35 - \$45 thousand.

Mr. Stueckrath asked for some discussion on the filing itself and for those who are engaged heavily in the VA process to explain how NAEPB can help those agencies. He is looking for discussion on filing the amicus status itself and getting a group of people to help drive the process forward, to be able to ensure the NAEPB wants to go down this path, and fairly quickly.

To begin the discussion, he asked Heather Lyons for a quick definition on what an amicus is. She explained that as a friend of the court it is filing briefs to give the judge additional information and you are not a party, but giving factual information or legal arguments to assist the judge in understanding the issues. All parties should work together to make sure that they are not working against each other, and are in fact helping the case with their filings.

Mr. Stueckrath explained that while his agency does not have specific work with the government, due to the idea in the marketplace that AbilityOne is not the primary source for products anymore, business is being eroded. There are direct issues even though no specific contracts exist.

Mr. Horton said there is a lot that has happened around this issue recently. There are 36 agencies that have business with the VA. This may not have affected you yet, but it is going to. This issue is going to extend

beyond the VA if it is not handled correctly. SourceAmerica is going to file a lawsuit. Mr. Moneymaker, Mr. Mabry and I are talking to Congress to get their support.

Mr. Moneymaker spoke to the group on why this is so important. Several of the agencies are under direct attack because of the Rule of Two that was passed earlier this year - Bosma, Alphapointe and IFB.

In mid-September there will be a meeting between Secretary Shulkin, Representative Brooks and Representative Roe. Representative Roe is trying to get a resolution to the floor regarding the VA. Having identified the 36 agencies which have business who have business with the VA, it is hoped that those CEOs will call Representative Roe or Brooks and encourage them to show support for this resolution with the potential impact on their agency.

Mr. Moneymaker asked Rick Webster for a briefing on the meeting with Representative Roe and Brooks last week.

Mr. Webster reported that Representative Roe is very committed to finding a long term legislative solution to this problem. Mr. Moneymaker, Mr. Mabry and Mr. Horton will call the other CEOs affected to brief them and have them call either Chairman Roe or Representative Brooks to lend their support.

Mr. Moneymaker said the most permanent solution will be a legislative solution. When this is ready, all agencies will be asked to give support through their legislators with specific actions to request.

Mr. Stueckrath feels that this is one of the big issues the NAEPB needs to spend time discussing and address. He is hearing of a number of efforts that are more locally focused, and the group needs to determine if a brief will be filed for amicus status.

Mr. Horton asked if anything has been heard from the Commission. Mr. Lynch responded.

Mr. Lynch, Ms. Hartley, Tina Ballard and Kim Zeich met with the OFPP last week. The purpose of the meeting was to discuss the March VA regulation that they have put into play regarding the Rule of Two and the challenge that it has created for the program.

The outcome of the meeting was that they are very supportive but are looking to the Hill to resolve the issue. They do not have the authority change the regulation. They have discussed this with the VA and with the Congressional oversight committees. The outcome from the meeting was an opportunity to explain the impact that this could have on the program.

Mr. Lynch had a conversation with Ms. Ballard the following day and she told him that Mr. Kesteloot and she were in the process of drafting letters to be sent to the VA and the Congressional oversight committees on the VA. The Commission is becoming more active than they have been and are escalating their efforts in advocating for the program.

Mr. Lynch has had a conversation with Mr. Soroka from SourceAmerica, and NIB and SourceAmerica are sending a joint letter to Ms. Ballard and Mr. Kesteloot asking for a meeting to discuss the Commission's need and responsibility to escalate their efforts to advocate for the program.

Mr. Moneymaker told the meeting that Jim Kesteloot, Tina Ballard and Amy Jensen will be in Indianapolis Wednesday for a tour at Bosma and for a meeting. Mr. Moneymaker is going to call Mr. Lynch, Mr. Horton and Mr. Mabry later today to make sure he is fully briefed on the issues and their concerns before his meeting on Wednesday.

Mr. Stueckrath asked the board what they contemplate regarding the amicus status and moving forward. Mr. Horton suggested that Mr. Stueckrath and he have a call with Jessica Abrahams to see what she recommends moving forward from a NAEPB standpoint. In a previous conversation with her, she had told Mr. Stueckrath that she would be happy to have a call with the Board. Mr. Horton recommends that they have this meeting.

The Board agreed that Mr. Stueckrath would set up this call.

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

Mr. Lynch gave a brief update on NIB. For the first nine months of the FY 2017, sales are off about 8% from the same period last year. Distributor businesses are up, services are up, but commercial sales are down at the BSCs. The DOD sales in textiles are down, about a \$30 million reduction from last year. A couple of new projects will be coming in and there will be a slight recovery, but it will mostly go into next year.

The VA sales are down, and it is an ongoing battle for med-surg.

Ecommerce is down about \$3 million due to GSA taking back some of their items that we were primary provider for, and turning others over to their contractors. The team is trying to get some of the customers to come back because we do have better prices.

Mr. Lynch reminded the group that August is the time to ramp up the grassroots efforts and to be building support at the local level as constituents with your legislators.

Mr. Horton asked about the flow-through document and when it would be ready to sign. Mr. Lynch informed the group that the two-page document approved by the NAEPB was submitted to the Commission. The Commission has 30 days to respond to that submittal so NIB should hear back from them in the next week or so.

Mr. Stueckrath asked if NIB has had a status report from SourceAmerica on their agreement. It was Mr. Lynch's impression that they have also submitted their recommended draft document but NIB has not heard anything from SourceAmerica. Mr. Lynch and Mr. Wieseler will follow up with them.

Mr. Stueckrath reminded the agencies that they need to get their nominations in for the suppliers of the year awards to be given out at the NIB/NAEPB Training Conference and Expo in October. Mr. Wells and Mr. D'Amico will review the nominations to select the winners. Mr. Stueckrath asked Ellen to resend the email with the nomination form to make sure everyone has received it.

Mr. Kerlin asked if there were any updates on WIOA. Mr. Mabry said a report from Mr. Tiaht had been sent to the board prior to the meeting. Some members had not received it so Mr. Mabry will send again.

Mr. Stueckrath inquired about is the communication plan regarding WIOA. Ms. Petach, Mr. Mabry and Mr. Stueckrath receive Mr. Tiaht's reports and they are then forwarded to the Board. If the Board would like this plan revised, let Mr. Mabry know. The work is ongoing and Mr. Tiaht is coordinating his efforts with NIB and there has been conversation about getting a meeting with the Secretary of Education. Some members of Congress have written a letter to the Secretary and the Secretary seems interested in discussing the issue.

Mr. Wells asked why a legislative route was being pursued rather than a regulatory change? Mr. Mabry said the idea is still for regulatory change, but a Congressional staff person had suggested a legislative fix as well, so this is being discussed and reviewed, although it will be more difficult and take longer.

Mr. Stueckrath asked that effort be made to ensure the reports are sent to the Board when they are received from Mr. Tiaht.

There being no further business, the meeting was adjourned at 12:00 p.m.

## NAEPB Treasurer's Report

For the Period Ending August 31, 2017

Please see the financial statements for the period ending August 31, 2017. The checking account balance was \$5,159 and the savings account balance was \$214,332. Accounts receivable remains at \$1,125. Collection efforts continue.

There were no accounts payable at the end of August. Accounting fees of \$935 have accrued through the end of August. Total equity is \$221,307.

Total revenues for the year to date are \$32,312, consisting of \$29,625 of membership dues and \$2,687 from NIB and interest. Year to date expenses are \$32,632. The year to date change in net assets for the period ending August 31, 2017 is a decrease of \$320.

Respectfully Submitted  
NAEPB Board Meeting – October 4, 2017  
Rudy D'Amico, Treasurer

NAEPB  
Statement of Financial Position  
As of August 31, 2017

ASSETS

Current Assets

Cash Checking	5,159
Cash Savings	214,332
Accounts Receivable	1,125
Due from NIB	<u>1,626</u>

Total Current Assets	<u>222,242</u>
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TOTAL ASSETS	<u><u>222,242</u></u>
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LIABILITIES & EQUITY

Current Liabilities

Accrued Expenses	<u>935</u>
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Total Current Liabilities	<u><u>935</u></u>
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Equity

Opening Equity Balance	221,627
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Change in Net Assets	<u>(320)</u>
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Total Equity	<u>221,307</u>
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TOTAL LIABILITIES & EQUITY	<u><u>222,242</u></u>
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NAEPB  
Statement of Activities  
For the Period Ending August 31, 2017

REVENUE	ACTUAL YTD	BUDGET YTD	VARIANCE	Budget 2017
Investment Income	161	92	69	100
Membership Dues	29,625	31,000	(1,375)	31,000
NIB Reimbursement	2,526	45,833	(43,307)	50,000
<b>TOTAL REVENUE</b>	<b>32,312</b>	<b>76,925</b>	<b>(44,613)</b>	<b>81,100</b>
<b>EXPENSES</b>				
Accounting Fees	280	1,375	(1,095)	1,500
Legal Fees	15,416	0	15,416	0
Consulting Fees	7,500	0	7,500	0
Website Maintenance	1,609	1,467	142	1,600
Awards / Honors	0	458	(458)	500
Insurance - Liability / D&O	1,126	1,100	26	1,200
Bad Debt Expense	1,500	2,750	(1,250)	3,000
Miscellaneous Other Costs	0	183	(183)	200
Officers Expenses	0	4,583	(4,583)	5,000
Conference Annual	5,201	18,333	(13,132)	20,000
Service Committee	0	4,583	(4,583)	5,000
Operations Committee	0	4,583	(4,583)	5,000
BSC Committee	0	4,583	(4,583)	5,000
Public Policy Committee	0	4,583	(4,583)	5,000
Annual Audit Meeting	0	458	(458)	500
CEO Annual Training	0	458	(458)	500
Miscellaneous Meetings & Travel	0	3,667	(3,667)	4,000
<b>TOTAL EXPENSES</b>	<b>32,632</b>	<b>53,164</b>	<b>(20,532)</b>	<b>58,000</b>
<b>CHANGE IN NET ASSETS</b>	<b>(320)</b>	<b>23,761</b>	<b>(24,081)</b>	<b>23,100</b>



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

**BSC Committee Report**

**Presented by Michael Monteferrante**

**To the Board October 4, 2017**

The BSC Operators committee has had a very busy quarter. Please see the 3 attachments.

#1) BSC CEO's have recommended to modify the BSC policy as follows.

The vote was 15 YES and 4 NO.

#2) The BSC Best Practice Operators notes from August.

#3) The Agenda for BSC Operators Summit for October 2

# ***NIB Policy and Procedures on Base Supply Center Operations: Summary of Changes***

***September 2017***

## Removals

- Removed all references to the 50-mile radius in the Assignments Policy section (Section 7.4.13)

## Changes/ Additions

- Added Purpose section to Section 7.2.
  - 7.2.2.1 NPA responsibility to continuously groom and protect their own turf
  - 7.2.2.2 Prohibit “predatory” practices by NPAs on installations with existing BSC operated by another agency
  - 7.2.2.3 More details on “poaching” on installations with existing BSC
- Assignments (Section 7.4.13.3) Added requirement to obtain documentation from potential customer before requesting a new BSC assignment. This increases the requirement to show ongoing relationship with customer as well as interest in pursuing a store.
- Assignments (Section 7.4.13.6) Added requirement for a 2-year review on existing assignments to validate that the assignment is viable and moving forward.
- Added a paragraph on Installation Competition (7.4.15). This reinforced anti-poaching activities but allowed for new opportunities (such as COCESS) that were not in direct competition with local BSCs.
- Added a section on Approvals/Appeals (7.4.16)
- Added a section on Dispute Resolution (7.7)

# ***NIB BSC PROGRAM UPDATE***

**August 2017**

## **SUBJECT #1: New BSC Business Model Initiative**

**LEAD: Tommy Thomas**

STATUS: Ongoing. Mr. Pete Bechtel of Army G-4 Supply Policy Directorate is assembling a G-4 led working group to work with GSA partners to explore a way for GSA to reroute GCSS-A requisitions for AbilityOne products back to the BSC where the requisition originated. This is an interim approach to quickly address our proposed new business model while the Army transitions GCSS-A from Program Manager (PM) to Army Shared Services for Sustainment, which will involve many more high priority tasks and business intelligence updates that will be phased in over time. G-4 has indicated they will provide NIB a date for the working group lead by September 1.

**Target date: September 2017 or soonest available date to begin working group discussions.**

## **SUBJECT #2: BSC Assignments and 50-mile Radius**

**LEAD: Tommy Thomas**

STATUS: NIB has drafted an update to the BSC operations policy and the BSC portion of the NIB Assignment Policy. This new language removing the 50 mile radius reference came as a result of the 29 June meeting with several BSC operators and subsequent discussions between Michael Monteferrante, Kevin Lynch, Andy Mueck and the NIB BSC Directorate. The new draft is being reviewed by Mr. Monteferrante before he presents the recommended changes to the BSC operating CEOs. The policy will include clarifications on the assignment request policy, removal of the 50-mile radius and territorial competition as it pertains to the stores.

**Target date: September for vote/resolution**

## **SUBJECT #3: GSA Fleet Readiness Centers (FRC) Partnerships and Other 4PL Opportunities**

**Lead: Tommy Thomas**

STATUS: Ongoing. A total of 8 PL additions have been completed making GSA contracting an authorized customer as part of the ongoing 4PL partnership. The store at Joint Base Elmendorf-Richardson, Alaska will be the final addition until late in 2018. GSA hosted a meeting on August 23rd to discuss lessons learned and technical challenges surrounding the onboarding process into the 4PL arrangement and set timelines for the remaining sites.

**Target Date: 1<sup>st</sup> quarter FY 2018 for remaining onboarding and notifications of future GSA 4PL opportunities**

## **SUBJECT #4: BSC Compliance Initiatives on AbilityOne Sales Ratios and Staffing of Blind Labor**

**LEAD: Tommy Thomas**

STATUS: After 10 months of FY 17 reporting (Sep 16 – 31 July), the number of stores falling below the 25% AbilityOne sales ratio target rose from 42 to 54. There were 5 stores with sales ratios below 10%. NIB continues to work with agencies to analyze causative factors, customer spending habits and explore potential ways to enhance AbilityOne sales. 5 stores are now reporting zero blind labor, an increase from 4 the previous month. The overall ratio for all stores for the month of July was 29.6% and for the first 10 months of FY 17 is 29.2%, continuing the overall positive trend for the program.

**Target Date: September 30, 2017**

**SUBJECT #5: Support to DLA Document Print Services (DPS)**

**LEAD: Jamie Huffman**

STATUS: Ongoing. The final pricing guidelines continue to be worked prior to beginning the northeast region pilot with DLA Print Service locations.

**Target Date: September 15, 2017**

**SUBJECT #6: Marketing New AbilityOne Products to BSCs**

**LEAD: Johnette Lee/Jamie Huffman**

STATUS: Ongoing. Discussions continue with the team of BSC Operators and several manufacturing agencies on best practices for marketing new products to the BSC Channel.

**Target Date: Find a consensus on marketing approach prior to end of September 2017.**

**Informational Notes.**

1. **BSC Sales Trends:** BSC AbilityOne sales for the first 10 months of FY 17 (1 October – 31 July) are as follows:

<b>AbilityOne:</b>	<b>\$50.276M</b>	<b>(+2.4% over FY 16)</b>
<b>Commercial:</b>	<b>\$120.812M</b>	<b>(-4.0% below FY 16)</b>
<b>HAZMAT:</b>	<b>\$15.855M</b>	<b>(+2.2% over FY 16)</b>
<b>IEE:</b>	<b>\$110.157M</b>	<b>(+21.3% over FY 16)</b>
<b>TOTAL:</b>	<b>\$297.100M</b>	<b>(+7.0% over FY 16)</b>

BSC sales rose again in July.

**BSC Best Practices Committee Meeting**  
**NIB/NAEPB Training Conference and Expo**

Crystal Gateway Marriott

1700 Jefferson Davis Hwy,  
Arlington, VA, US, 22202

**October 2, 2017**

**7:00 A.M. to 8:00 A.M. (Breakfast available just outside meeting room...which is Salon B- Capital Tower)**

**8:00 A.M. – 8:15 A.M. (Opening Remarks)...**

**Bill Blackton, Ken Barnett &**

**Michael Monteferrante**

**8:15 A.M. – 8:45 A.M. Amazon-Federal Government Online Marketplace**

**Bill Blackton, Ken Barnett, Buddy Sell,**

**Michael Monteferrante and All**

**H.R. 2511: Defense Acquisition Streamlining and Transparency Act (the Amazon Bill)**

Thornberry's initial streamlining bill directed DoD alone contract with and buy through online platforms. "If you're buying office supplies, you ought to be able to go on Amazon and do it," [Thornberry said.](#)

Thornberry favors online markets because they would enable the pentagon to buy "commercial-off-the-shelf goods, ranging from bottled water to treadmills or even MRI machines," faster and at lower cost than through the DoD contracting process or through GSA. That's according to the HASC

[summary](#) of the NDAA. Use of marketplaces also will allow “DOD to track and analyze procurement data.”

<https://www.asigovernment.com/2017/06/27/defense-bill-would-create-online-marketplace-program-for-government/>

**8:45 A.M. – 9:15 A.M. (Standardized AbilityOne Product Pricing)**

**Bill Blackton & Ken Barnett**

**9:15 A.M. – 10:00 A.M. (BSC Legislative Initiative)**

**Todd Tiaht**

**10:00 A.M. – 10:30 A.M. (Break)**

**10:30 A.M. – 10:45 A.M. (BSC Buying Group)**

**Ken Edwards...IFB Solutions**

**10:45 A.M. – 11:15 A.M. (Agency Sales to BSCs...Subcommittee Update)**

**Jamie Huffman & Craig Recker**

**11:15 A.M. – 12:00 P.M (Army GCSS Initiative & NIB Updates)**

**Tommy Thomas & Mike Stine**

**12:00 P.M. – 1:30 P.M. (Working Luncheon with Presidents/CEOs)**

**Lunch served just outside Meeting Room**

**(Overview of current issues with everyone)**



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

**Ethics Committee Report**

**Presented by Dennis Steiner**

**To the Board October 4, 2017**

The ethics committee will be sending out to the NAEPB members the week of October 16, the NAEPB Code of Ethics and conduct that must be signed and returned by November 17 to the committee chair. This is an annual requirement for all members to remain in good standing.

The board feedback and evaluation from will be sent to the board in early November for their feedback and comments. This will be discussed at the annual advance in January, 2018.



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

**NAEPB Marketing Committee Report**

**Presented by Jim Kerlin to the Board**

**Wednesday, Oct 4, 2017**

A conference call was held on Monday, August 28, 2017.

Attendees: Angela Hartley, Jim Kerlin, Laura Reimers and Linda Klean

Discussion recap:

### **Branding Initiative**

- **Final Selection: “All-In” with SKILCRAFT:**
- **Plan for presentation at the Expo Marketing Committee meeting**
  - Branding experts Kaleidoscope to facilitate discussion on next steps/considerations as the project enters Phase Two: Strategy. Topics to include:
  - How all-in with SKILCRAFT will provide much needed brand clarity in the marketplace; maximizes our branding assets (NIB and SKILCRAFT) and positions NIB and our agencies for future success.
  - Best practices for agencies managing multiple brands.

### **NIB Impact - Question of NIB’s sales outpacing employment growth**

- Close the loop on this effort with the committee.
- We are going to show the slide presentation at the conference Marketing meeting to “put a bow around” explaining the gap question.
- Decision made not to proactively raise a red flag externally to highlight.
- Narrative/messaging developed to respond should question be raised. Messaging to be updated as needed - trend showing signs of shifting - increased diversification into service offerings, automation, etc.
- 

### **New Business**

- Call to action for committee – focus attention on placing positive stories of our agencies/NIB’s impact
  - Hiring and working with Veterans (Veterans toolkit)
  - U.S. Based Jobs (U.S. Based messaging)
  - NDEAM (Agency toolkit)

### **Product Promotion Marketing Materials**

- We are engaging the BSC Committee with the concept to share product promotion marketing material to make it easy to cross promote sister agency SKILCRAFT products.

### **Action items:**

- Reimers to draft October meeting agenda reflecting points summarized above



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

## **NAEPB Public Policy Committee Report**

**Presented by Erika Petach To the Board – October 4, 21017**

- 1) The committee met at 2:00 p.m. on Friday September 8, 2017.
- 2) The meeting began with a report from Charles Cooper regarding the state play in Washington. He reported that funding for hurricanes Harvey and Irma will take precedence over the next few weeks. Additionally, he discussed the need to increase the debt ceiling as the current law expires September 30<sup>th</sup>.
- 3) The group discussed progress on WIOA and ways that the committee could help. Rick Webster reported that meetings with key legislators continue to occur. He is working with CEO's in key congressional districts to conduct follow up meetings. Rick also discussed a letter that was sent to Education Secretary Betsy DeVos from 45 House Republicans in July. This letter set off a response from NFB and several other disability organizations. All 45 House Republicans were Cc'd on their response. The letter was very long and contained some incorrect information. The committee's initial plan was to try to find a lead signer that would spearhead a letter to Sec. DeVos regarding our WIOA concerns but with the back and forth that occurred with the two letters discussed above the committee does not feel that is the best method at this time.

Rick's recommendation was to continue individual discussions with legislators and to provide comments to the Department of Education regarding the negative effects of the language in the legislation. The comment period was extended to September 20, 2017.

- 4) The group discussed the issues with the VA procurement and received an update on the lawsuits that have been filed. Rick noted that anyone who has a Senator or Representative that either serves on either the Senate or House VA Committees or deals with VA issues should be contacted and kept up to date on the issues this creates for our organizations as well as those we employ. Additionally, it was discussed that this could create a precedence for other government entities to decide they will circumvent the JWOD Act as well. CEO's received calls from agency executives that have been significantly affected by this change asking them to inform their legislators that this is occurring. There is a congressional meeting with VA Secretary Shulkin that is planned for this fall that we are hopeful can begin to lead to a compromise. The current ask for the committee members and other CEO's is to ask their legislators to support this meeting and to ensure that it occurs.
- 5) The committee discussed the House NDAA on-line marketplace language and that there are currently no safeguards in place to protect Ability one products and jobs.
- 6) The group discussed the committee's strategic plan goals and a process to monitor and update the goals regularly. Time was spent discussing the Ability One Champions program and how changes needed to be made to that program in order for us to be successful. We currently have 155 Ability One Champions and the goal is 170.
- 7) The committee will meet next at the NIB/NAEPB Training Conference and Expo in October. This will be a joint NIB/NAEPB Public Policy meeting.



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## Strategic Plan

Progress Report thru September 2017

# Program Stewardship

(Strengthen The AbilityOne Program and Prepare for the Future)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
<b>Tactic #1: Establish proactive public policy strategy (advocating Program to legislators &amp; addressing threats)</b>	Public Policy Committee	Updated annually by March of each year	<ul style="list-style-type: none"> <li>a) Present draft platform at annual retreat (ex: WIOA, AbilityOne jobs count) and publish final version by March</li> <li>b) Adopt a clearly defined strategy that will have near-term and long-term impact with results of efforts reviewed annually;</li> <li>c) Adopt a clear and consistent messaging plan to continue year round till the issue is addressed by policymakers or abandoned</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule a public policy summit attended by at least three of the following: VSA, ACB, AFB and NFB to align platform planks</li> <li>• Build back to 170 AbilityOne Champions</li> </ul>
<b>Tactic #2: Develop and execute Long Term NIB Impact Story</b>	Marketing Committee	December 2017	<ul style="list-style-type: none"> <li>a) Develop storyboard</li> <li>b) Communicate to all relevant stakeholders: NIB Staff, NIB Board, NAEPB Board, NAEPB Membership, AbilityOne Commission staff, AbilityOne Commission members, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop story brd</li> <li>• Plan comms to key stakeholders</li> <li>• Roll out and communicate to stakeholders.</li> </ul>
<b>Tactic #3: Establish pricing methodology for a Fair and Equitable Commodity Pricing Process</b>	Operations Committee	December 2017	<ul style="list-style-type: none"> <li>a) Secure membership, NIB and AbilityOne Commission consensus of a new pricing methodology that is equitable &amp; strategically positions all programs;</li> <li>b) Establish guidelines that are fair &amp; balanced to ALL while advancing the mission.</li> </ul>	<ul style="list-style-type: none"> <li>• Submit proposal to Commission and work for approval/adoption</li> </ul>
<b>Tactic #4: “Mandatory “ support and enforcement</b>	Operations Committee	February 2018	<ul style="list-style-type: none"> <li>a) Secure Commission approval of procedure on policing authorized distributors</li> <li>b) Adopt MOU between CEOs to purchase AbilityOne from each other</li> </ul>	<ul style="list-style-type: none"> <li>• AbilityOne procedure</li> <li>• Less ETS violations</li> <li>• NPAs adopt MOU</li> <li>• Total AO Sales</li> </ul>
<b>Tactic #5: Establish AD HOC BSC Advisory Board of BSC/NON BSC Agencies</b>	BSC Committee	January 2018	<ul style="list-style-type: none"> <li>a) Secure joint BSC operator MOU committing to support all appropriate new AbilityOne product launches by stocking and testing them in customer-appropriate stores.</li> <li>b) Revisit AbilityOne sales ratio listed in 21 directives</li> </ul>	<ul style="list-style-type: none"> <li>• Total AbilityOne sales</li> </ul>

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**Complete**

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# Employment Growth & Employment Satisfaction

(Grow And Diversify Employment)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
<b>Tactic #1: Develop business models that can be easily replicated</b>	Services Committee	Ongoing	<ul style="list-style-type: none"> <li>a) Refine Call Center Model and provide best practices on the association website</li> <li>b) Support PROMote program to ensure Technology training is expanded</li> </ul>	<ul style="list-style-type: none"> <li>• Number of successful new businesses,</li> <li>• Number of new AbilityOne jobs</li> <li>• Number of Blind employees promoted</li> </ul>
<b>Tactic #2: Embrace and support the Quality Work Environment initiative</b>  <b>(Amended: Overhaul Quality Work Environment program to ensure it demonstrates an ROI and can be embraced by NPA's on a voluntary basis)</b>	Ethics Committee	July 2018	<ul style="list-style-type: none"> <li>a) NIB, Commission and NAEPB jointly adopt a specific set of standards that members will voluntarily follow (that are user friendly) and demonstrates an ROI</li> <li>b) Certify NPAs who already meet basic set of standards</li> </ul>	<ul style="list-style-type: none"> <li>• 100% of NPAs complete phase 1 of the QWE</li> <li>• Compensation</li> <li>• Upward Mobility</li> </ul>
<b>Tactic #3: Pursue business diversification/job growth via commercial market opportunities</b>	Operations Committee	February 2018	<ul style="list-style-type: none"> <li>a) Develop best practices for commercial business growth</li> <li>b) Information sharing via breakout sessions during NAEPB/NIB conferences</li> <li>c) Highlight commercial/merger-acquisition successes among NPAs</li> </ul>	<ul style="list-style-type: none"> <li>• Total Sales</li> </ul>
<b>Tactic 4: Support Roll Out of NIB Employee Satisfaction Survey</b>	Board of Directors	Q1-2018	<ul style="list-style-type: none"> <li>a) NIB announce roll out of survey</li> <li>b) NAEPB board endorse completion</li> </ul>	<ul style="list-style-type: none"> <li>• 90% of NPAs participate</li> </ul>

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# Customer Satisfaction & Operational Excellence

(Be Supplier Of Choice)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
<b>Tactic #1: Identify “best practices” or scoring system in customer service delivery and measurements</b>	Operations Committee	December 2018	a) Review practices by NPAs b) Subject to funding, hire an expert in Customer Service Excellence that evaluates our industry-specific customer needs and customer service expectations OR simply aspiring to a Customer Service Excellence standard like <a href="http://www.customerserviceexcellence.uk.com/homeCSE.html">http://www.customerserviceexcellence.uk.com/homeCSE.html</a>	<ul style="list-style-type: none"> <li>Best practice sharing</li> </ul>
<b>Tactic #2: Develop a branding strategy for services</b>	Marketing Committee	September 2017	a) Review NIB branding study results b) Determine two options for branding c) Present to all agencies for discussion/vote	<ul style="list-style-type: none"> <li>Increased A1 sales</li> <li>Increased blind employment</li> </ul>
<b>Tactic #3: Develop SKILCRAFT product promotion marketing collaboration</b>	Marketing Committee	July 2017	a) Collect and download all available SKILCRAFT materials from NIB b) Provide all collateral in template format for personalization c) Share access to all NPAs	<ul style="list-style-type: none"> <li>Increased A1 sales</li> <li>Increased blind employment</li> </ul>

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# Membership Engagement and Value

(Engage Members and Provide Value)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
<b>Tactic #1: Coordinate with NIB to devise “information center” of products and services, core competencies and relationships</b>	Board of Directors	December 2017	In coordination with Operations and Services Committees, develop a central resource in conjunction with NIB and disseminate to all NPAs	<ul style="list-style-type: none"> <li>• NPAs sourcing more from one another</li> </ul>
<b>Tactic #2: Review, refresh, and redistribute best practices across all NPA's and all disciplines</b>	Board of Directors	December 2017	BSC Committee, Operations Committee and Services Committee each review and update their portion. Board to announce completion of review to NPAs	<ul style="list-style-type: none"> <li>• # Member Agencies</li> </ul>
<b>Tactic #3: Encourage larger, stronger agencies to mentor smaller, resource-challenged agencies</b>	Ethics Committee	December 2017	a) Review existing and recommend improvements to NIB mentoring grants. Secure NIB Board approval to enhance the existing mentor grant programs b) Evaluate alternative methods of assisting target NPAs c) Develop outreach to encourage all NPAs serve on at least one committee	<ul style="list-style-type: none"> <li>• NIB board approval</li> <li>• Community Participation</li> </ul>
<b>Tactic #4: Identify NIB &amp; NPAs Key Stakeholder Goals</b>	Strategic Planning Committee	September 2017	a) Conduct a broad based survey of what NPAs want (i.e., how WIOA is affecting). Understand our constituents, people we serve (e.g., what do they want in terms of benefits, incentives); b) Clarify 'transient' vs. high paying job choices	<ul style="list-style-type: none"> <li>• # of NPAs who participate in survey</li> <li>• Develop white paper on needs of the NPAs</li> </ul>

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# Sales & Business Growth

(Grow and Strengthen)

Activity/Tactic		Timeline	Goal	Measurement
Description	Owner	Estimated Delivery	Expected	Specific Results
<b>Tactic #1: Have federal agencies establish goals</b>	Public Policy Committee and BSC Committee	December 2018	<ul style="list-style-type: none"> <li>a) Enact FAR regulation government-wide to monitor and report on purchases from AbilityOne and promote YOY growth</li> <li>b) A1 “flow down” language in all government contracts</li> <li>c) Continue to collaborate with resources in order to mine data for collection and analysis to demonstrate value of the BSC channel</li> </ul>	<ul style="list-style-type: none"> <li>• Convince oversight committee to make reporting a requirement</li> <li>• Sales growth</li> <li>• Job growth</li> </ul>
<b>Tactic #2: Leverage Federal Acquisition Regulations to better position BSC’s</b>	BSC Committee	December 2017	<ul style="list-style-type: none"> <li>a) Adopt standard pricing for a subset of AbilityOne items (+/- 500) across all BSC operators to be made available for system-wide procurement</li> <li>b) Secure approval of new payments methods for customers to access BSCs</li> </ul>	<ul style="list-style-type: none"> <li>• Secure (MIPR) as a payment method</li> <li>• BSC sales growth</li> </ul>
<b>Tactic #3: Strengthen and Develop partnerships that will lead to opportunities with Small Business, VOSB, SDVOSB’s, Commercial entities, etc.</b>	Services Committee	July 2017	<ul style="list-style-type: none"> <li>a) Establish a list of targets and tiger team to identify specific strategies deployable. Ie; 5 partners that deal in x, y, and z products, meet them, know them and ID their goals and joint objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Sales growth</li> </ul>
<b>Tactic #4: Develop/implement “LEAN” new product introduction process</b>	Operations Committee	September 2017	<ul style="list-style-type: none"> <li>a) Develop process map and obtain signed off by NAEPB and NIB</li> <li>b) Review plan with AbilityOne Commission for concurrence</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce time for P/L addition</li> <li>• A1 sales growth</li> </ul>

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# Committee Assignments Project Report

- Board of Directors
  - Support Roll Out of NIB Employee Satisfaction Survey
  - Coordinate with NIB to devise “information center” of products and services, core competencies and relationships
  - Review, refresh, and redistribute best practices across all NPA’s and all disciplines
- Public Policy and Communications
  - Establish proactive public policy strategy (advocating Program to legislators & addressing threats)
  - Have federal agencies establish goals
- Services
  - Develop business models that can be easily replicated
  - Strengthen and Develop partnerships that will lead to opportunities with Small Business, VOSB, SDVOSB’s, Commercial entities, etc.
- Operations
  - Establish pricing methodology for a Fair and Equitable Commodity Pricing Process
  - “Mandatory “ support and enforcement
  - Pursue business diversification/job growth via commercial market opportunities
  - Identify “best practices” or scoring system in customer service delivery and measurements
  - Develop/implement “LEAN” new product introduction process
- Base Supply Centers
  - Establish AD HOC BSC Advisory Board of BSC/NON BSC Agencies
  - Have federal agencies establish goals
  - Leverage Federal Acquisition Regulations to better position BSC’s
- Marketing
  - Develop and execute strategic communications plan (advocating to all key stakeholders to include AbilityOne Commission, NIB and Blindness Community)
  - Develop a branding strategy for services
  - Develop SKILCRAFT product promotion marketing collaboration
- Strategic Planning
  - Identify NIB & NPAs Key Stakeholder Goals
- Ethics
  - Overhaul Quality Work Environment program to ensure it demonstrates an ROI and can be embraced by NPA’s on a voluntary basis
  - Encourage larger, stronger agencies to mentor smaller, resource-challenged agencies



Of the 20 total tactics; 1 of which has multiple assignees (totaling 21 assignments):

3 have been completed  
9 are reportedly on pace  
9 are reportedly behind pace





# NAEPB Scorecard













<b>PROGRAM STEWARDSHIP</b>							
	Measurement	Wt	Last Full Yr	Full Yr Goal	Curr YTD		Source / Comments
<b>Program Direct Labor Ratio</b>	Combined NPA direct labor ratio	35	72.9%	83.0%	79.7%		NIB
<b>NPA Compliance</b>	Ratio of NPA's in compliance with labor ratio requirements	30	95.4%	100.0%	96.9%		NIB
<b>Support for AbilityOne</b>	Number of AbilityOne Champions	20	154	173	155		NIB
<b>NPA BSC Compliance</b>	Percent of BSC inspections w/no ETS violations in FY	15	100.0%	100.0%	96.7%		NIB



<b>EMPLOYMENT GROWTH AND EMPLOYMENT SATISFACTION</b>							
	Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD		Source / Comments
<b>Direct Labor Hours Growth</b>	Percent increase in AbilityOne direct labor hours	30	6.3%	2.0%	0.2%		NIB
<b>White Collar Jobs</b>	Number of blind employees in service jobs	30	1,055	1,055	1,048		NIB: These numbers reflect only AbilityOne service employees who are blind
<b>Market Compliance</b>	Number of violations in Non-NPA BSC's	25	98	75	68		BSC Committee (source: NIB ETS team)
<b>Upward Mobility</b>	Number of blind employees promoted	15	162	160	124		NIB

<b>CUSTOMER SATISFACTION AND OPERATIONAL EXCELLENCE</b>							
	Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD		Source / Comments
Delivery Performance	Essendant AbilityOne on time fill rate percentage	40	57.6%	90.0%	52.5%		Essendant average of an average; Full year based on calendar year 2016, YTD based on Jan-June 2017.
Social Media Followers	Number of NIB Facebook, LinkedIn, and Twitter followers	30	5,840	7,000	6,349		NIB
NPA Growth	Number of NPAs whose sales increased YOY	30	37	50	27		NIB: ARL and NYC are included as separate NPAs, per NIB sales tracking

<b>MEMBERSHIP ENGAGEMENT AND VALUE</b>							
	Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD		Source / Comments
Number of Members	Number of NAEPB Member Agencies in Good Standing	35	62	62	59		Treasurer
Member Engagement	Percent attendance at Retreat, PPF and Annual Mtg	25	70%	75%	69%		Board Secretary
Board Reports	Percent of committees who issue reports at board mtgs	25	59%	75%	57%		Board Chair
Member Support	Number of members who receive a grant from NIB	15	37	38	24		NIB

<b>SALES AND BUSINESS GROWTH</b>							
	Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD		Source / Comments
AbilityOne Sales Growth	Year over year sales increase in %	25	8.2%	3.5%	-6.5%		NIB
BSC Sales Growth	Year over year sales increase in %	25	6.0%	6.0%	1.9%		NIB: includes AbilityOne sales only
Portfolio Management	Number of projects added to the P/L	25	121	121	68		NIB
NPA Project Support	Number of NPAs who added a project to the P/L	15	37	50	26		NIB