



BSC Committee Report – January 18, 2023

The BSC Team conducts monthly conference calls for all BSC Operators to review program sales and employment, performance metrics, marketing activities and discuss issues affecting the success of the BSC program.

Sales/Employment: The 6+6=12 employment proposal, was approved by the NIB Board on October 27th, 2022. The updated BSC Policy has been distributed to the BSC Operators.

Sales by Category for FY23 to Date:

- AbilityOne sales were up 5.9% over FY22.
- Commercial sales were up 12.5% over FY22.
- HAZMAT sales were up 11.9% over FY22.
- IEE sales were down 5.9% over FY22.
- Total sales were up 6.2% over FY22.
- The overall AbilityOne ratio for FY23 is 24.4%.

There are 10 locations with BVI vacancies. Since beginning of fiscal year 2023, 4 locations filled BVI vacancies, and 1 vacancy occurred.

Personal Sales: The AbilityOne Commission asked NIB to propose rules that would potentially allow BSCs to do personal sales. The Commission has reviewed the proposal and indicated there are some concerns for potential impact on AAFES Clothing Sales. NIB discussed with AAFES and conducted multiple follow ups without response. NIB requested Commission guidance on moving forward with the proposed policy revision since due diligence was done. Awaiting Commission decision.

GSA 4PL: NIB continues to monitor the implementation of the latest iteration of GSAs 4PL program. The goal is to avoid any conflict within locations with existing BSCs, ensuring that when a BSC is present, GSA either use the local BSC or avoid any overlap in scope. There has been little activity on this front. NIB asked the Commission how to best re-engage and they indicated that before we reach out to our contacts, they would reach out to the GSA contracting officer.

DLA/Tailored Logistics Support Program (TLS): This project provides an opportunity for BSCs to accept MIPR and MILSTRIP payment while supplying products to customers on base. Sales over the micro-purchase are competed among the BSC operators, and DLA selects the winning bid from there. Through December 2022, participating BSC operating agencies were awarded 223 contracts worth \$15.13M, with \$150 million total contract value anticipated over 5 years.

First Look: NIB continues outreach to the Air Force (AF) to provide First Look sales data. Although the AF promised to send part numbers and descriptions of items sold through the First Look program, they have not. NIB followed up with the AF in December and has not received a response. Operators continue to work with VIT on an AbilityOne compliant portal



that is expected to launch on March 1. There are 3 operators that have not signed up with VIT. The AF indicated they would support and provide education on the VIT portal once launched. EPS, the company that owns the National Diversity Veteran Small Business First Look portal, has reached out to BSC operators and some have gone live. EPS indicated that although they would prefer to be the only First Look portal for BSCs, they welcome the competition if NPAs sign with both.

The below First Look Impact Summary table analyzes FY23 sales to date versus FY22 sales to date at all BSC locations, Air Force BSCs, and non-Air Force BSCs. First Look is active at all AF installations and the date of full program implementation is unknown.

FY 2023 YTD AF First Look Analysis			
Locations	AbilityOne	Commercial	Total Sales
All BSCs	5.9%	12.5%	6.2%
Air Force BSCs	6.6%	15.2%	3.5%
All BSCs Excluding Air Force	5.5%	11.1%	9.7%

Air Force BSCs ended FY 2022 with a decline in AbilityOne sales of 25.6%, compared to the decline in AbilityOne sales of 2.7% seen at non-Air Force BSCs. In the above table, this FY, we find less of a difference at BSCs located on Air Force installations. FY23 to date, total sales at BSCs on Air Force installations are up 3.5%, less than the 9.7% seen at BSCs at non-Air Force installations.

The BSC team continues to reach out to the Air Force seeking First Look data. It cannot be determined if the decline in sales at BSCs at Air Force installations was more significant in FY 2022 because of ETS leakage. It is unknown if local small businesses servicing the First Look Program are authorized AbilityOne distributors, suggesting possibility of ETS leakage.

BSC Reporting Site Project: The BSC Reporting Site project is live. A new item level analysis report is in development. The aim will be to share business intelligence with operators and to supply customers with requested spend data. The BSC team will begin outreach to the operators that are manually entering data to connect them with NIB’s IT team to assist in development of reporting extracts. At present, 8 NPAs are uploading line-item data reflective of about 90 BSC locations.

BSC Director/Program Manager Visits: There have been no new BSC visits since the Camp Mabry, Fort Hood visits 11/1 through 11/4.

New BSC Locations: Addition packages are at the Commission for Sierra Army Depot COPARS, U.S. Naval Academy, and Malmstrom COCESS.

Compliance Audit FY23 Summary:

- 3 agencies, 21 store visits to date
- 2 BSCs had Best Practice scores lower than 95%
- 1 BSC was found to have ETS



- 2 BSCs had no blind labor at the time of visit
- 5 BSCs with AbilityOne sales below 25%
- 0 with AO active items below 25%
- 4 with AO active items 50% or higher
- No pricing issues found



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

NAEPB Marketing Committee Board Report

January 24, 2023, Board Meeting

The NAEPB marketing committee, including committee chair Joshua Gould and members of the NIB communications team, successfully executed on four key strategic initiatives in FY22. Status and key activities for each initiative is provided below. The future direction of these initiatives will be informed by the NAEPB Board for FY23.

Initiative #1: Great American Workforce Campaign

Audience: Members of Congress and their staffs, key federal agency leadership, and other policy influencers.

Goal: Educate policymakers about the value of NIB and the work of its associated agencies; mitigate negative perceptions around the value of NIB and its associated agencies.

Status: Year four of the Great American Workforce campaign has concluded and the final report out is being developed. This will be used to inform our strategic direction for a fifth year of the campaign.

Initiative #2: SKILCRAFT Marketing

NIB and the marketing committee are working on two ongoing SKILCRAFT promotional initiatives that drive program sales and employment:

(1) SKILCRAFT Advertising Campaign

Audiences: Procurement/contracting officers and government/military customers.

Goal: Strengthen SKILCRAFT brand awareness its association with NIB and the AbilityOne Program. Messaging focuses on capabilities, products, and services.

Status: Year two of the SKILCRAFT campaign has concluded and the final report out is being developed. This will be used to inform our strategic direction for a third year of the campaign.

(2) SKILCRAFT Product Marketing Activities

NIB continues to collaborate with the marketing committee on ways to further enhance product marketing activities and increase the effectiveness of tactics employed. NIB's product marketing team continues to develop new product launch materials tailored to the specific audience type federal customers, Base Supply Centers, and wholesalers and distributors.

Initiative #3: Social Media

Background: The social media subcommittee continues to coordinate and amplify social media efforts across the NPA network.

- The subcommittee is comprised of 23 members representing 16 NPAs
- Brainstorming training sessions on emerging social trends, how to best prove social media ROI, and other pertinent topics.

Initiative #4: NAEPB Enhanced Messaging

Background: Based on a desire to enhance the messaging we are conveying to our congresspeople and other constituents, the NAEPB surveyed its members to gain additional insight about our organizations. The focus was to better understand how many people who are blind are in leadership positions or have been promoted, the diversity of our organizations, and the level of service/job placements provided. Given the negativity circulating from other disability organizations, the hope is that this can counter some of that messaging and provide our own narrative.

- Taking a phased approach to developing deliverables based on survey results.
- The first phase included an infographic that serves as the “full suite” and captures all relevant data points from the survey.
- The infographic was cut down into more digestible sections that can be shared either on social media or with specific audiences as well as reformatted into a printer-friendly version so agencies can print on-demand for in-person meetings.
- In FY23, NIB will work with members of the NAEPB to update marketing messaging as informed by the survey results.



The National Association for the Employment of People who are Blind

NAEPB/NIB Operations Subcommittee Updates as of January 13, 2023

Joint Commodity: VACANT, Amanda Alderson (NIB), Shawn Spengler (NIB)

Major Challenge or Accomplishments:

- NAEPB accepted NIB proposal to merge the Office Products and JanSan/MRO Sub-Committees into a single "Commodities Sub-Committee."
- Nov FY23 YTD reported sales up 4.2% for Commodities. OP (+21.1%) and Writing Instruments (+9.3%) driving increase, JanSan down -4.5%, MRO down 19.2% (majority due to Chemlights).
- Supply chain shortages continue to affect NPAs ability to deliver finished goods

Significant Updates:

- Seeking NPA Co-Chair(s) representation. Updated notice pending to NIBTW seeking Co-Chair(s) for Joint Commodity Sub-Committee.

Action Items:

- Call to action to engage new NAPEB Joint Commodity Sub-Committee group representative(s)
- Schedule first Joint Commodity call TBD.

Jan/San Working Group: Blake Lohnes and Shelley Foust

Major Challenge or Accomplishments:

- Implementation of US AbilityOne Commission Policy 51.542. Nonprofit Agency Use of AbilityOne Products in the Performance of AbilityOne Service Contracts.

Significant Updates:

- Implementation procedures for Policy effective date October 1, 2022.
- Tracking pipeline of projects in scope for FY23 implementation.
- NIB has reviewed product identification sheets for approximately 25 SourceAmerica (SA) service contracts in scope for FY23
- Working in collaboration with SourceAmerica on finalizing the quarterly Commission sales report process for the service contracts

Action Items:

- On-going implementation management including product review and identification and sourcing support
- Monthly training calls with SA staff and NPAs
- Pipeline renewals/PL adds tracking
- On-going compliance monitoring
- Unified AbilityOne Program messaging to federal contracting staff

TAG: Jeff Papalia and Gary Colello

Major Challenge or Accomplishments:

- TAG elected a new Co-Chairperson – Votes went out in December
- Congratulations Jeff Papalia
- DLA Troop Support is implementing the inclusion of Economic Price Adjustment (EPA) in all new Clothing and Textiles contracts

- At the time of this update, the final language of the solicitation provisions was not finalized (at DLA-HQ for approval)
- Once approved it will be added to all open and new solicitations
- NIB Textiles initiated a monthly performance tracking report
 - First data request called for a summary of all CY22 scheduled and actual deliveries through December 31, 2022
 - Future requests will monitor on a monthly basis

Significant Updates:

- No formal “in-person” TAG Meeting since 2019
 - TAG (Virtual session conducted December 8, 2022)
 - Planning underway for in-person event Spring 2023 (late April)

Action Items:

- Performance reporting crucial to managing TAG workload
- DLA EPA will be broadcasted immediately upon receipt
 - Will require explanation and guidance in preparing solicitation responses

Military Resale: Julie Cooper and Anne-Marie Wallace

Major Challenge or Accomplishments:

- Sales out pacing DeCA increases
- Supply Chain constraints

Significant Updates:

- NDAA (NATIONAL DEFENSE AUTHORIZATION ACT FOR FISCAL YEAR 2023) language narrowed significant to bar the sale of products made in Uighur minority mirroring current law. Eliminates impact of the program.
- Supply Chain fees and item assortment

Action Items:

- Supply chain constraints - need for alternative solutions and management of product assortment
 - Forth coming test on moving selected SKILCRAFT items to cross docking distribution method.
 - Current and forthcoming new items will need to take into consideration supply chain constraints and cost associated with slowing moving inventory.

MAG: Dedra Flemons and Dexter Drayton

Major Challenge or Accomplishments:

- Confirming all participating NPAs

Significant Updates:

- Survey results supports having group
- Majority of respondents suggested quarterly meetings

Action Items:

- First meeting scheduled for January 18, 2023.

Pricing Subcommittee: Jim Kerlin and Andy Mueck

Major Challenge or Accomplishments:

- The Subcommittee has established two key initiatives that will be pursued in tandem:
 - Price Tool Rollout
 - The Price Tool Rollout will be executed in concert with 2023 GSA Region 2 Annual Price Changes

- Six training sessions will be offered to all NPAs with products on the Procurement List for GSA Regions, 2, 3, 6 and 7 February 6th through 17th. Invitations will be sent to each nonprofit agency the week of January 23rd.
 - FMP Modernization effort
 - Includes FMP Manufacturing, up-charge allowances for special handling, and FMP Max (maximum sale price to customer via any channel), and FMP List. The FMP Manufacturer and FMP Max are to be published on the Procurement List.
 - FAR 8.707 Prices prescribes an approach for addressing increased packing, packaging or marking costs that are in excess of what the established Fair Market Price included.
 - Price point names (FMP Max, etc) are pending discussion and agreement within the context of the larger Price Subcommittee group.
 - The establishment and execution of this change will be coordinated with the Commission's update/replacement of the current PLIMS system
- The Subcommittee as approved the existing format and incorporated algorithms associated with the latest iteration of the Price Tool.
- Timing for the FMP Modernization effort will hinge, in part, on the Commission's timing for making the necessary changes to/replacement of PLIMS and the development of revised policies addressing the new FMP structure for commodities.

Significant Updates:

- The Price Tool is slated for rollout with the 2023 GSA Region 2 APC.
- It is anticipated that the Price Tool will migrate to the cloud and become part of NIB's IS replacement initiative.

Action Items:

- A project Schedule is being developed for events leading to the Price Tool rollout that will include the following key actions:
 - Train the trainer developing a team of NIB and NPA personnel who will assist other NPAs with the overall rollout effort
 - Training for all NPAs (NIB and SA)
 - Revised APC Instructions
- Secure commitment from the Commission on timing for PLIMS revision/replacement and policy revisions as part of the FMP Modernization effort.
- Address and develop strategies for FMP Price Point 2 (Distributor floor) and handling of special charges taking into consideration existing mechanisms available through guidance and the FAR.
- Socialize the new FMP structure with Distributors and Wholesalers

Business Development Working Group (BDWG): Ken Fernald and Steve Overby

Major Challenge or Accomplishments:

- Major challenge is to identify direction/timeline for working group.

Significant Updates:

- Still setting priorities and efforts for FY23. Steve and Ken have met and are planning to get the committee back together at the end of January. Focusing on evolving the working group to become more of a test bed for new ideas and tech solutions like AI and how they may impact the way our blind employees perform jobs in call centers, closeout activities and other service-related areas.

Action Items:

- Continue to explore CMMC options as Govt refines requirements

- Set FY23 priorities
- Establish working groups to refocus direction

Service Level Working Group: Dan Carson and Annelie Eyre

Major Challenge or Accomplishments:

- NPAs are receiving individual monthly scorecard metrics to compare against the overall NPA performance.
- Supply chain issues continue to be a concern in addition to the rise in the cost of goods to manufacture products (resulting in purchase exceptions for some products)

Significant Updates:

- For December 2022, all 43 NIB and all SA (26) NPAs are reported monthly KPI reports. Please note that NIB had to spend significant amount of time with follow-up in order to achieve the 100% correct responses.
- Developed draft Report Review Checklist to assist NPAs in delivering a correct report. Draft currently under review with subset of NAEPB members with input.
- The current fill rate for the NIB agencies is 69.46% on-time, approximately 6% improvement from November
- Enhanced the summary report that NIB provides by adding a trend analysis per the direction of the NAEPB members.
- Developed additional report for NAEPB leadership per Ops Chair request
- In progress of development of NPA mentoring program with NPAs with low performance rates

Action Items:

- On-going individual training sessions with NPAs on reporting template
- Increase utilization of "Comments" field on KPI report. December report indicated that only approximately 30% of all delinquent lines had a comment associated. Group is considering making this field a requirement.
- Continue to enhance the monthly scorecard format based on NPA recommendations



NAEPB/NIB Operations Committee
Service Level Working Group Report
24 January 2023

SLWG JANUARY UPDATE

- **GOOD NEWS: All NPAs Reporting...**
- **BAD NEWS: Of 43 Reports, 38 were Rejected for Errors...**
 - **NIB Channel spending inordinate amount of time seeking corrective action... 4-5 Days**
 - **NIB Channel developing Report Review Checklist... under SLWG review**
 - **NIB Channel conducting remedial training... this is time/resource intensive... for both!**

- **GOOD NEWS: OTD Rate is near 70%, up 6% from November**
 - **NIB Channel now providing Trend Analysis per NPA request**
- **BAD NEWS: Nearly 70% of the 'Comments' fields for late items on backorder are blank**
 - **Comments NOT optional... all delinquent items must have an associated comment**
 - **SLWG working on 'Reason Codes' to add to the report to determine root cause**

- **GOOD NEWS: Data Analysis Report for SLWG is in development**
 - **Ops Chair Request... under SLWG review**
 - **SLWG developing data driven Mentor Program**

SLWG DATA ANALYSIS REPORT

- **Data Analysis Report in development... 'Rolling 90-Days' plus '6-month Trend'**
- **FY23Q1:**
 - **(56%) 24 NPA < 80% x2+...**
 - **(26%) 11 NPA < 70% x3**
 - **6 NPA < 70% x2**
 - **3 NPA < 80% x3**
 - **4 NPA < 80% x2**
- **Degree of Complexity:**
 - **No Direct Correlation**
 - **13 NPA > 2500 Line Items... 11 w/ 80+ Distinct NSN**
 - **4 NPA > 90% +1 > 80%**
 - **4 NPA < 70% x3**
 - **Similar for NPA < 500 Line Items... no visible direct correlation**
- **6- Month:**
 - **15 Consistently High OTD**
 - **4 Started Low Moved to High OTD**
 - **1 Started High Moved to Low OTD**
 - **8 Consistently Low OTD**

SLWG ACTION

Next Steps

- **Data Analysis Report in development**
 - **Comments Field – Mandatory... rejected if blank**
 - **Reason Codes - 'Excusable' vs 'Inexcusable' Delay... supply chain, capacity, performance**
- **Mentor Program in development**
 - **Identify Top Performers – Best Practices**
 - **Identify Poor Performers – Root Causes**
 - **Scope – What does the Program entail?**
 - **Tiger Teams (NIB/NAEPB Combined)**



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MONTHLY FEDERAL AFFAIRS ACTIVITY REPORT

During the month of November, NAEPB and Thorn Run Partners (TRP) continued our government affairs and advocacy strategy for 2022. TRP held weekly strategy calls with NAEPB leadership, set Capitol Hill meetings with relevant congressional offices, and tracked the annual appropriations process as part of our continuing efforts. TRP also participated in multiple public policy check-ins, including a monthly coordination call with NIB.

TRP team member Andy Rosenberg presented and participated in the November Public Policy Committee Meeting, which covered an array of legislative issues of interest to NAEPB. The TRP team tracked developments related to AbilityOne and federal procurement issues in the NDAA and omnibus negotiations. Of particular concern was the possible last-minute inclusion of concerning language by the AbilityOne Commission in the NDAA, and to ensure Congress did not include a provision to prohibit sales of Chinese goods in commissaries and military exchanges in the measure.

TRP's Shea McCarthy also provided substantive feedback on the messaging documents NAEPB's Marketing Committee created in collaboration with NIB Marketing, as a key output of the membership survey we helped develop. Shea, Andy, and TRP team member Gary Palmquist carefully reviewed the 2022 election results and the potential changes to committee leadership in the upcoming session of Congress. We expect to see some changes in the chair and ranking member positions on several committees with jurisdiction over AbilityOne and other key NAEPB policy priorities. Key committee chairs/ranking members from NAEPB 'footprint' states are of particular interest. Thorn Run will be carefully monitoring the committee selection process in the early weeks of 2023, which will inform much of our advocacy efforts in 2023.

Finally, as Congress moves into the final days of the lame-duck session, the team at Thorn Run Partners will continue to monitor legislative and floor activity that may be of interest or concern to NAEPB.



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

NAEPB Services Committee report – January 2023

CMS Subcommittee

- Carolyn Madison, VisionCorps is the co-chairperson of the CMC Consortium has developed a CMS **Center of Excellence**. Participation in this program is similar to the BOSMA produced Salesforce Administrator program in that it is in an accessible format and can be taken remotely or live. Graduates of this program will be familiar with all aspects of closing out government contracts and ready to support their NPA's CMS team. More information and upcoming course dates can be found at the following link:
 - <https://store.visioncorps.net/coe-course-1-dcma/>
- The next CMS Subcommittee meeting will hold elections for a new chairperson. To date, one NPA has submitted a nominee.
- Until a new Chairperson is elected, projects involving new business ventures leveraging CMS expertise are on hold.
- Participation in subcommittee meetings is lagging. Every NPA with CMS contracts are expected to have a member. Fortunately, several previous subcommittee members have been promoted internally or hired into Deloitte positions, for example, but replacement subcommittee members have not been identified.

Service Innovation Subcommittee

- Alicia Lansford, Tyler Lighthouse is the co-chairperson of this committee, assisted NIB staff with the recent success of creating the Services 101 presentation during the NIB/NAEPB Annual Training conference was well attended and provided an overview of AbilityOne Service contracts.
- On a not-to-compete basis with NSITE, this committee is exploring Vocational Rehabilitation (VR or Rehab) as a Service. Every NPA performs some aspect of VR for their employees and many NPAs provide the service either through community partners or their state agencies. They are investigating best practices, shared practices, referrals and a cost methodology.

Contact Center Consortium

- Jessica Watson, Central Association for the Blind and Visually Impaired is the co-chairperson for this committee.
- We have added Shellena Heber, Valley Center for the Blind to the council as our CEO representative

- We continue to research and have conversations with NIB about acquiring a GSA Schedule for Contact Center Services
 - We have had conversations with NIB's Robert Harris, Senetra Burgess, and Andy Mueck.
 - We have also had conversations with a consulting firm that could assist in the process of acquiring the schedule
- Business Development:
 - Rob Buettner, Beyond Vision is chairing the Business Development committee of the consortium that meets regularly to generate ideas on what business to pursue as well as a strategy how to capture it. We have had conversation of holding a meeting amongst the council to share best practices and devise a marketing/business development plan.
 - We recently received an opportunity from NIB that we are working on responses, one of which is the Census. The customer is planning and has released an RFI that we are currently drafting a response with NIB to submit for further conversation.

Administrative Subcommittee

- Shannon Satterfield, IFB Solutions is the co-chairperson. In collaboration with Dean Simmons, NIB the committee has focused their efforts on new Document Conversion and Transcription (Medical, Legal, etc.) business.
- Recent efforts have been to explore various state use opportunities in the Help Desk arena. Specifically, opportunities to work with Departments of Health and Workforce Development to provide customer requested document copies of birth certificates, marriage licenses, etc.

NAEPB Supply Chain Management/Warehousing subcommittee

- The Warehouse and Distribution Committee cochaired by Jay Geshay, of Bosma Enterprises, and previously cochaired by Ryan Gold. A new NIB subcommittee cochair is needed.
- Charter and Scope document and outlining the elements of the group's work is in the works.
 - The committee is focused on large warehousing (100K+ sq ft) multi-site opportunities which require shared software, available space, back office and customer service solutions.
 - At this time no solution has been identified to allow multiple agencies and their facilities to provide these shared services. We continue to monitor Govwin, Sam.gov, etc. for potential opportunities.



The National Association for the Employment of People who are Blind

NAEPB Treasurer's Report
For the Period Ending November 30, 2022
NAEPB Board Meeting – January 24, 2023

This report supplements pertinent financial data points from the statement of activity and statement of financial position included in this report.

All expenses and revenues are in budget or within board and membership approved levels. Receivables for membership dues total \$34,500. Our largest monthly expense is the \$7500 government relations retainer with Thorn Run Partners.

Year End 2022 financial statements and reconciliations are compiled for tax statement preparation and submission. This will be completed by the February 15 deadline.

We will be submitting for 1 new (re-applying) member for approval in the coming weeks.

Respectfully Submitted

Eric Stueckrath