The National Association for the Employment of People who are Blind

SERVICES COMMITTEE REPORT

SUBMITTED BY GEORGE ABBOTT, VP

March 3, 2025 Board Meeting

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The NAEPB Services Committee and NIB have been working closely together to ensure alignment with regards to interest and capabilities for expanding services and entering into new opportunities, as well as to compile a list of barriers and challenges you face. To gather some basic information to guide our efforts and future conversations, a short online survey was developed. Thanks to Alicia Lansford for providing the survey tool and setting up the survey. A request to complete the survey was sent to the membership in late December with a follow-up request in early January. Twenty-eight responses were received.

On February 17, a summary of the services survey was sent to the membership. Here are some of the initial take-aways. Follow-ups and next steps will be forthcoming.

Number of total NPAs performing service lines: 15

Number of NPAs by specific service lines:

Service Type	Total NPAs
Kitting	15
Packaging	11
Distribution	9
Warehousing	9
Contact Centers	8
Document Management	6
Logistics	6
Contract Management Support	5
508 Testing/Compliance	4
Staffing	4
Braille Transcription	3
Mailroom	2

The top barriers to growing service jobs:

- Lack of Business Development by NIB (13)
- Candidates lack access to technology skills (11)
- Lack of access to interested candidates who are blind or have low vision (9)
- Business line knowledge/expertise (9)
- Lack of Business Development internally (9)
- Candidates lack job-specific technical skills (6)
- Candidates lack soft skills, social skills, or adjustment to blindness (6)
- Organization lacks training expertise and/or capacity (4)
- Unable to pay a competitive/attractive wage (3)

Two NPAs expressed interest in entering into services for the first time in the near future.

The top three areas of interest in growing existing services were kitting (10), contact centers (8), and distribution (7).

The top areas of interest for entering into new lines of business were distribution (8); warehousing (6); and a three-way tie for logistics, packaging, and Section 508 testing/remediation (5).

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