



## BSC Committee Report – Through Mar FY24

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. Below are updates for some of the ongoing initiatives.

**Sales & Employment:** There are 7 BVI (Blind and Visually Impaired) vacancies. There was 1 vacancy created when a BVI employee moved away over the past month. Active recruitment efforts have been documented by agencies with vacancies. There are 25 managers, 210 direct labor positions, and 57 off-site BSC support positions, totaling 292 positions within the BSC Program filled by employees who are blind, visually impaired, or have a disability.

**Sales by Category YTD (Through March) FY24:** Please note that overall totals are subject to change as an agency is experiencing an ongoing system outage which has prohibited reporting of March sales for their BSC locations.

- AbilityOne sales were down 1.4% over FY23.
- Commercial sales were up 6.2% over FY23.
- HAZMAT sales were up 17.4% over FY23.
- IEE sales were down 13.2% over FY23.
- Total sales were relatively flat at -0.5% over FY23.

**AbilityOne Ratio:** The overall AbilityOne ratio is **24.4%**. Sales reported as HAZMAT, IEE, COCESS, and COPARS are not included in this calculation.

- 8 of 19 operators had AbilityOne ratios above 25%.
- 73 of 161 BSC stores had ratios over 25%.
- 11 of 161 BSC stores had a ratio in the single digits.

**Commission Memo on BSCs:** An up-to-date copy of the Commission Memo (current copy distributed in 2013) on BSCs was requested from the Commission. This revised copy would reference the FAR and is thought to be useful in engaging AF, GSA, and others on current limitations of purchases above MPT at BSCs. On 04/04, Commission Staff informed BSC team that if requesting further updates, escalate to NIB Senior Leadership. This is on Leadership's radar and additional updates on this effort are pending their next meeting with the Executive Director of the AbilityOne Commission Staff. Commission staff informed us that they are updating the AbilityOne Procurement guide and that they will include most of the language found on the memo into the guide.

### **Air Force:**

- First Look: Some BSC Operators are participating in the VIT First Look marketplace and some in the NDVSB First Look marketplace. VIT recently connected with their portal participants about expanding product offering.
- Above MPT Purchases: On 03/13, Commission, Air Force Procurement, and NIB met to discuss potential options for Air Force procurement over MPT at BSCs. The next steps include Air Force regroup with leadership. The FAQ document drafted by NIB and BSC



Operators is in process. BSC Team requested an update from the Air Force and will circle back by the beginning of May.

**DLA/TLS:** There are 16 BSC Operators participating in this program. The last CPARS rating period will end in April. It is likely that DLA will begin reaching out to set up the next round of In Process Reviews (IPRs) in the next few months. During these IPRs, DLA will reevaluate activate participation and agency engagement in the program.

**Army:** At the beginning of February, Morris McIlwain reached out to NIB to reiterate potential causes of sales decline and indicated that GCSS-A is also seeing a sales decline. Army confirmed they will promote BSCs before any other open market option. Decline in sales at Army BSCs may be attributed to reduced deployments and spending of Contingency Operations Budgets, as well as increased competition for the remaining dollars. GCSS-A also plays a likely role especially at training bases.

- First Stop: Cardholder instruction is to first go to the brick-and-mortar BSC on base, then the BSC ecommerce site, then to NDVSB/AAFES First Stop marketplace, and lastly to open market sources. Cardholder education will be addressed during training sessions and GPC management reviews.
- Global Combat Support System Army (GCSS-A): NIB has been working with a BSC operator to leverage Army contacts and obtain data regarding NSN requirements being filled through GCSS-A. If successful, this could provide information on the specific impact GCSS-A is having on BSC sales.

**GSA 4PL:** NIB monitors the implementation of the GSA 4PL program, with the goal to avoid conflict with existing BSC locations, and that GSA either use the local BSC or avoid overlap in scope. During the NIB conference, NIB discussed with GSA that under FAR 8.713, the BSC should be considered and provided the opportunity to bid on non-PL purchases over MPT and under SAT, unless expressly forbidden in the executed BPA. No additional updates at this time.

**BSC Director/Program Manager Visits:** NIB's BSC team visited the following BSCs in March: Fort Belvoir, USDA, DOE, FERC, SEC, and JBAB.

**New BSC Locations:** Lakehurst COPARS was added to the Procurement List, effective 01/07, with Bestwork Industries. Altus COCESS was submitted to the AbilityOne Commission for PL addition. There are 2 other pipeline projects in active development for FY24 addition, and several more targeted for FY25 addition.

**Compliance Audit FY24 Summary through March:**

- 9 agencies, 21 store visits
- 8 BSCs had Best Practice scores lower than 95%
- 2 BSCs were not compliant with the ETS policy
  - Total of 11 ETS were found
- 1 BSC had no blind labor at the time of the visit
- 11 BSCs with AbilityOne sales below 25%
- 8 with AbilityOne active items below 50%
- 13 with AbilityOne active items 50% or higher
- No pricing issues identified



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

**NAEPB Marketing Committee Board Report**  
*May 1, 2024, Board Meeting*

The Marketing Committee and NIB met May 1 to discuss the SKILCRAFT products and services campaigns for Q2 FY2024, the Heard & Empowered podcast, and the latest updates on 2024 Government Relations Campaign. The status and key activities for each initiative are provided below.

## **INITIATIVE #1: SKILCRAFT PRODUCTS CAMPAIGN Q2 FY2024**

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- Campaign Goal: To increase awareness and drive traffic to purchasing platforms of SKILCRAFT products.
- Primary KPI: Clicks to SKILCRAFT purchasing methods
- Secondary KPI: Shop-now button clicks and form fills

### **Q2 FY2024 KPIS**

- 7,519 Clicks to shop
  - Goal: 2,100
  - 358% of goal achieved
- 74 Form fills
  - Goal: 105
  - 70.5% of goal achieved

### **Q2 FY2024 CAMPAIGN INSIGHTS**

- Google campaigns brought in 47.6% of overall traffic to the landing page.
- Google search generated the most form fills.
- Google remarketing generated the most click to shop interactions – all returning users.
- Additional conversions generated from Google Grants:
  - 189 Click to Shop conversions
  - 158 'Shop Now' button clicks
  - 8 Request more information form fills

## **INITIATIVE #2: SKILCRAFT SERVICES CAMPAIGN Q2 FY2024**

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- Campaign Goal: To increase procurement of SKILCRAFT services by capturing contact information through the form on the landing page and directing users to click through to service pages.
- Primary KPI: Clicks to service link
- Secondary KPI: Form fills to request more information

### **Q2 FY2024 KPIS**

- 17,909 Clicks to shop
  - Goal: 1,750
  - 1,023% of goal achieved
- 254 Form fills
  - Goal: 100
  - 254% of goal achieved

### **Q2 FY2024 CAMPAIGN INSIGHTS**

- Bing brought in 46% of total traffic during the duration of this campaign, with a total of 48,577 sessions.
- Bing also generated the most clicks out to services on the NIB website – 8,039 clicks.
- Google remarketing generated the most “Get Started” button clicks that directed users to fill out the form on the landing page – 6,699 button clicks.

## **INITIATIVE #3: HEARD AND EMPOWERED PODCAST**

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- 1,700+ unique downloads
- 21 countries
- Five-star rating
- Top five episodes by download:
  1. Episode #3 – Jeff Mittman, Bosma Enterprises
  2. Episode #4 – Rebekah Grieb, Alphapointe
  3. Episode #1 – Meet Host Hoby Wedler
  4. Episode #10 – Kyle Johnson, Lighthouse Central Florida/Lighthouse Works
  5. Tie between Episode #2 – Jonathan Lucus, NSITE, and Episode #11 – Sophia McCall, Lighthouse Central Florida/Lighthouse Works

## INITIATIVE #4: 2024 GOVERNMENT RELATIONS CAMPAIGN

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### Goals

- Support the business growth (revenue / employment) of the program through the 1% DoD utilization goal and other pro-growth messaging.
- Position NIB/NAEPB as the subject matter experts for blind employment to educate decision-makers / influencers about our program and our jobs (they are real, and they matter) while combatting the negativity pushed by other groups.

Ensure the Marketing efforts align with the Public Policy priorities of the NAEPB, with focus on congressional staff / congressional influencers/ AB1 Commission.

### Campaign Execution

- Interpersonal Communication: Facilitate conversations between stakeholders and policymakers
- Direct Communication: Steady drumbeat of social media, email, podcasts, and videos that coordinate with and augment shoe-leather lobbying and advocacy
- Precise Digital Advertising

### Status

- Internal launch email to agency CEOs, NPA government relations and public relations/communications personnel, and Advocates for Leadership and Employment went out April 16. Included a link to our NPA landing page with assets readily available, [nib.org/campaign2024](http://nib.org/campaign2024), including:
  - Government Relations Campaign Overview
  - NPA Toolkit with customizable social media posts, sample email copy, phone scripts, and press releases
- Also included links to register for Zoom webinars on April 25, May 1, and May 7. At the webinars, NIB:
  - Reviewed the campaign and the tools available for NPA use, as well as the campaign timeline and future assets.
  - Shared schedule for Heard & Empowered podcast episodes focused on advocacy work to share online.
  - Discussed NIB LinkedIn group, “Amplify Our Mission,” and sent invitations for NPA representatives to join: <https://www.linkedin.com/groups/9397210/>
  - Introduced dedicated NIB MarComm POC for questions and assistance at webinars and in toolkit.

### Advocacy-Focused Heard & Empowered Podcast Episodes

- April 24 – Advocate Shannon Satterfield, Director of Professional Services, IFB Solutions
- May 1 – Vivian Fridas, Public Policy Specialist, NIB
- May 8 – Former U.S. Representative Luke Messer and Jeff Mittman, President, NAEPB, and President and CEO, Bosma Enterprises
- May 15 – Rick Webster, Vice President, Public Policy, NIB
- May 22 – Rob Buettner, Vice President of Relationships and Business Services, Beyond Vision

### **NIB In-Progress Activities**

- Preparing to launch the external landing page for policymakers and other stakeholders
- Developing system for gathering NPAs KPIs
- Scheduling podcast/video interviews to be recorded at the Public Policy Forum – will be turned into videos for use throughout the campaign
- Creating social media graphics with campaign messaging for NIB and NPAs use
- NIB will send out emails as new assets become available



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

**NAEPB/NIB Operations Subcommittee Updates as of May 8, 2024**

**Joint Commodity: Brian Patchett (NPA), Amanda Alderson (NIB), Shawn Spengler (NIB)**

Major Challenge or Accomplishments:

- Defining the focus of the subcommittee. This will be accomplished with the results of the survey.
- Survey is complete and will go out to all NPAs tomorrow, 5/2.

Significant Updates:

- Numbers below reflect FY23 Oct-March sales vs FY 24 Oct-March sales

Commodities as a total are up 4%

	<b>% Difference</b>
Commodity Food Service	18%
Household	6%
JanSan	15%
MRO	44%
Office Products	-11%
Writing Instruments	-21%

Action Items:

- Survey will be sent out tomorrow, 5/2 with a due date of May 17th.
- Subcommittee meeting to be held upon completion of survey.

**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.
- Phase I: Began October 1, 2022
- Phase II: Began October 1, 2023

Significant Updates:

- FY23 results:
  - 84 projects renewed
  - Total annual contract value of \$167 million. Estimated 2% of contract to be AbilityOne products. Annual forecast for AbilityOne projected to be \$3.6 million.
  - 4 Lines of Business: Custodial, Food Service, Healthcare Environmental, Total Facilities Maintenance/Management.
- FY24 results: Q1 and Q2
  - 83 projects renewed in FY24
  - Total Live contracts is 167
  - Lower requirement from \$1 million to \$250,000.
  - Additional 9 lines of business added to 4 existing LOBs.

#### Action Items:

- On-going collaboration between NIB and SourceAmerica
- Quarterly SA NPA training sessions as well as contract specific Q & A Sessions
- On-going compliance monitoring and sales reporting by CNAs
- On-going Distributor training and engagement of sales teams and customer events
- ABOR and Federal contracting training to include GSA PBS Training
- Environmental attributes and SDS updated for chemicals/soap on AbilityOneCatalog.com
- Future marketing/educational tools for Federal Contracting

#### **TAG: George Tobler and Gary Colello**

##### Major Challenge or Accomplishments:

- Delinquencies
  - Monitoring since January 2023
  - Healthy reduction continuing in CY24 after seeing steady increases throughout CY23.
  - From a high of almost \$27M, the delinquency total at the end of February was \$14.8M.

##### Significant Updates:

- Monthly reporting transitioned to Sisense starting FY2024.
  - Report to be shared across Agency CEOs.
  - The focus of the Sisense report is on time deliveries expressed in percentages.
  - Accuracy in reporting is essential – attention to detail.
  - Temporarily paused due to breach.

#### Action Items:

- Continued improved performance is vital to the future health of the NIB Textile Apparel Group.
  - The AB1 Commission has increased scrutiny on the program. This is a direct result of the Source America NPA lawsuits.
  - DLA-TS, C&T monitoring performance with attention to subcontracting (keeping work in the program). Purchase Exception requests are becoming the norm on delinquencies.
- The annual TAG Conference.
  - Will be held June 11-13 in Philadelphia.
  - An M&D Forum will be held day two at the conclusion of TAG.
  - Development of the Equipment and machinery availability shared repository.

#### **Military Resale: Julie Cooper and Anne-Marie Wallace**

##### Major Challenge or Accomplishments:

- DeCA FY 24 sales through March plus 4.45%.
- DeCA FY 24 savings standard 25.6%
- Supply Chain constraints impacting competitive pricing for MR products.

##### Significant Updates:

- DeCA Supply Chain Order to Dock Transformation Initiative. Initiative to improve DeCA's in stock position and lower supply chain costs. Deloitte to brief DeCA on their findings and options for consideration mid-May.

#### Action Items:

- Supply chain constraints - need for alternative solutions and management of product assortment.

- Test on moving selected SKILCRAFT items to cross docking distribution method started. Reviewing option of transition to produce house distribution.
- Produce house alternative test going well. Eliminates slow mover.
- Considering other alternative solutions.
- Current and forthcoming new items will need to take into consideration supply chain constraints and costs associated with slowing moving inventory.
- Reducing duplications and slow-moving items.

**Pricing Subcommittee: Jim Kerlin, Jenn King, Kevin Campbell and Brian Ganzert**

Major Challenge or Accomplishments:

- In February, the Pricing Strategy Subcommittee engaged the Commission to re-energize the players, review the work of the subcommittee, and the road ahead. The Commission verified that the new PLIMs 2.0 system will accommodate the FMP Commission field without a commitment on the implementation date unfortunately.
- NPAs submitted findings for GSA Region 2 APC Cycle April 15<sup>th</sup> to NIB. NIB is currently reviewing these submissions with the tool findings.
- Continued emphasis A few actions that still need to occur include:
  - NPAs need to perform updates on freight and MOQ changes as needed.
  - The Subcommittee still has work to determine our approach to address special handling mark ups vs. standard FMP(s) vs. a Far 8.7 approach.
  - Final recommendation for corrective action for items that are non-competitive vs. market pricing.
- We reiterate that once the body of work from the Pricing Strategy Subcommittee occurs, all recognize the need to tackle the out-of-cycle price change process.

Significant Updates:

- None

Action Items:

- NIB plans to schedule a meeting May 9<sup>th</sup>.
- NPA will continue to perform updates on freight and MOQ as needed during the upcoming APC cycles.

**Service Level Working Group: Cinthya Mabee and Annelie Eyre**

Major Challenge or Accomplishments:

- Early April, NIB was notified by its vendor Sisense of a data breach involving information stored by customers on Sisense's cloud platform. Additional information regarding this data breach can be found in NIB's newsletter NIBThisWeek dated April 25, 2024.
- Several SLWG team members are being asked to participate in other NAEPB working groups and unable to commit to both. Being that the SLWG has made steady progress, decisions have been made to move on from the SLWG to focus on other NAEPB goals.
- NPAs have maintained an average of 88% or greater for the past 6 months for non-PE NSNs.
- Year-over-year service levels for the past 3 months improved by 16%.

Report Month	On-Time %	Report Month	On-Time %
Feb-24	90.73%	Feb-23	76.22%
Mar-24	92.66%	Feb-23	83.15%
Apr-24	94.25%	Jan-23	76.98%

Significant Updates:

- On April 17, 2024, Cinthya Mabee, Vice President of Sales and Development, South Texas Lighthouse for the Blind graciously volunteered to serve as the new NAEPB co-chair of the SLWG.
- In April, 42 out of 43 NIB and all SA (28) NPAs provided monthly KPI reports. Future reporting for NIB NPAs will decrease to 41 due to GSA sponsorship oversight and product commodity transition.
- In November, the group executed reason codes standardization to identify root causes for shipping delays. Since implementation, utilization for reasons for delays has increased from 89% to 99%.
- There's been a steady increase of accurate submissions since updating the template in November 2023. Additionally, reports are being submitted with minimal errors.
- NPA template checklist is delivered to each NPA as part of the monthly email to remind the NPAs of the report due date.

Action Items:

- Find replacement NPA members to join SLWG.
- Development of a mentoring program.
- Enhance the monthly scorecard format based on NPA feedback.



# CHAMPIONING EMPLOYMENT GROWTH

**MAY 13-16, 2024**  
THE WESTIN ALEXANDRIA





# **NAEPB/NIB Operations**

13 May 2024

# Service Level Working Group

- GSA On Time Delivery 94.25% (Apr), up from 90.73% (Feb)
  - The most 3x > 80% (33) and the fewest 3x < 70% (3)
- Textile Apparel Group On Time Delivery 84.6% (Apr) down from 91.3% (Feb), \$14.8M (Apr) Delinquent down from \$17.6M (Feb)
  - Data manually calculated due to Sisense breach

# Jan/San Working Group

## **Contracts**

- End FY23 # Contracts in Scope 84.
- End Q2FY24 43 Contracts Added, # Contracts in Scope 167 up from 124 (end Q1)
- 13 Lines of Business, up from 4 (end FY23)

## **Sales**

- FY23 Annual Sales \$1,069,777
- End Q1FY24 Sales YTD \$969,308
- Q2FY24 Sales Reports due End May  
But safe to say we're on pace to far exceed FY23 after 2 quarters

# Pricing & ETS

- Pricing- Still working Pricing Model. Out-of-Cycle pricing TBD.
  
- ETS
  - First ETSWG last Friday
  - Joshua Glaze/Dave Barrett Co-Leads
  - Identifying key pain points and top NPA ETS performers
  - Looking for NPA volunteers for this Sub-Committee



# CHAMPIONING EMPLOYMENT GROWTH

**MAY 13-16, 2024**  
THE WESTIN ALEXANDRIA





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

**SERVICES COMMITTEE REPORT**

**SUBMITTED BY GEORGE ABBOTT, VP**

**May 13, 2024 Board Meeting**

The Services Committee has five subcommittees. Current NPA co-chairs have reaffirmed their roles and any vacancies were filled. Here are the current subcommittees and the NPA and NIB co-chairs.

**Contract Management Services**

NPA: Rebekah Grieb, Alphapointe

NIB: Scott Collins

**Teleservices and Contact Centers**

NPA: Jessica Watson, Central Association for the Blind and Visually Impaired (Utica, NY)

NIB: Senetra Burgess

**Administrative Services and Information Assurance**

NPA: Shannon Satterfield, IFB Solutions

NIB: Dean Simmonds

**Warehousing and Distribution**

NPA: Rick Veloz, Arizona Industries for the Blind

NIB: Mark Koester

**Service Innovation**

NPA: Alicia Lansford, East Texas Lighthouse

NIB: Open

On May 8 the NPA co-chairs met. There was agreement to develop subcommittee charters and set goals/priorities for the next one and two years. The group is also determining meeting frequency and how to improve engagement by all participants.

To learn more about the subcommittees or to join upcoming meetings, contact the NPA co-chair or George Abbott.

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

NAEPB Treasurer's Report  
For activity through April 30, 2024  
NAEPB Board Meeting – May 13, 2024

This report is the fourth report of the 2024 fiscal year and includes financial statements as of April 30, 2024. The following are highlighted activities:

- There are \$16,100 total dues yet to be paid from 8 member agencies. Reminder invoices and follow-up phone calls to member agencies have been sent multiple times.
- One member agency is requesting abatement or waiver of dues for the 2024 cycle. It is recommended that we convene a quick Executive session to discuss and vote on the dues request. This request could lower the revenue for FY24 by \$3000.
- All expenses are within board approved levels for the fiscal year.

Respectfully Submitted

Eric Stueckrath

# NAEPB, Inc.

## Statement of Activity

October 2023 - April 2024

	TOTAL
Revenue	
3110 Program Inc - Dues	125,200.00
<b>Total Revenue</b>	<b>\$125,200.00</b>
GROSS PROFIT	<b>\$125,200.00</b>
Expenditures	
7000 Accounting Fees	920.00
7010 Website Maintenance	164.82
7200 Annual Conference, Retreat	3,469.79
7400 Insurance-D&O and General	432.29
7440 Miscellaneous Expenses	3,375.00
7550 Contributions	50,000.00
<b>Total Expenditures</b>	<b>\$58,361.90</b>
NET OPERATING REVENUE	<b>\$66,838.10</b>
NET REVENUE	<b>\$66,838.10</b>

# NAEPB, Inc.

## Statement of Financial Position

As of April 30, 2024

	TOTAL
<b>ASSETS</b>	
Current Assets	
Bank Accounts	
1000 Cash, Checking #5215 NBT	0.00
1010 Cash, Money Market #2332 NBT	0.00
1020 Cash, Checking #0887 ANB Omaha	173,793.81
1025 Certificates of Deposit - ANB Omaha	100,000.00
<b>Total Bank Accounts</b>	<b>\$273,793.81</b>
Accounts Receivable	
1200 Accounts Receivable	16,700.00
<b>Total Accounts Receivable</b>	<b>\$16,700.00</b>
Other Current Assets	
1210 Prepaid Expenses	602.13
Undeposited Funds	0.00
<b>Total Other Current Assets</b>	<b>\$602.13</b>
<b>Total Current Assets</b>	<b>\$291,095.94</b>
<b>TOTAL ASSETS</b>	<b>\$291,095.94</b>
<b>LIABILITIES AND EQUITY</b>	
Liabilities	
Current Liabilities	
Accounts Payable	
2000 Accounts Payable	0.00
<b>Total Accounts Payable</b>	<b>\$0.00</b>
Other Current Liabilities	
2010 Accrued Expenses	1,235.00
<b>Total Other Current Liabilities</b>	<b>\$1,235.00</b>
<b>Total Current Liabilities</b>	<b>\$1,235.00</b>
<b>Total Liabilities</b>	<b>\$1,235.00</b>
Equity	
3000 Opening Balance Equity	81,943.27
3010 Equity Unrest Prior Year	141,079.57
Net Revenue	66,838.10
<b>Total Equity</b>	<b>\$289,860.94</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$291,095.94</b>