



## **BSC Committee Report – February 22, 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 27<sup>th</sup>, 2022, and has been distributed to the BSC Operators. Consequences for noncompliance begin to kick in on April 27<sup>th</sup>, 2023.

### **Sales by Category for FY23 to Date:**

- AbilityOne sales were up 8.4% over FY22.
- Commercial sales were up 15.6% over FY22.
- HAZMAT sales were up 12.9% over FY22.
- IEE sales were down 6.7% over FY22.
- Total sales were up 5.7% over FY22.
- The overall AbilityOne ratio for FY23 is 23.7%.

**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 and resent request on 2/7.

**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. NIB legal is reviewing the FAR to determine if there is a strategy that will help overcome the \$10K MPT limit for commercial products that is a concern for GSA.

**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. No new update.

**Air Force 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 at the beginning of February and learned that our main contact is working on a category management project for DOD for the next 2-4 months. He indicated the data sharing is in process. Operators continue to work



with VIT on an AbilityOne compliant portal that is expected to launch mid-March. There are 4 operators that have not signed up with VIT. The AF indicated they would support and provide education on the VIT portal once launched. The AF is also waiting for this portal to launch before promoting the use of AbilityOne remanufactured toners. The remaining action of VIT is to switch from Paypal processing to US Transactions.

Operators have also established relationships with the National Diversity Veteran Small Business First Look portal. Of the 19 agencies, 6 under contract, 6 have a contract in hand, 2 are in additional conversations with NDVSB, and 5 are awaiting for initial call.

FY 2023 YTD vs FY 2022 YTD Air Force Sales Analysis					
Locations	AbilityOne	Commercial	HAZMAT	IEE	Total Sales
All BSCs	8.4%	15.6%	12.9%	-6.7%	5.7%
Air Force BSCs	12.8%	9.7%	11.0%	-3.9%	1.9%
All BSCs Excluding Air Force	5.8%	9.2%	14.3%	-22.4%	10.5%

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 that AbilityOne sales are experiencing an increase at Air Force installations versus BSCs at all other locations. FY23 to date, total sales at BSCs on Air Force installations are up 1.9%, less than the 10.5% increase seen at BSCs at non-Air Force installations.

IEE is down more significantly at non-Air Force BSC locations. It should be noted that BSCs at Air Force installations make up roughly 86% of IEE sales, and the IEE sales decline is similar in terms of dollars.

**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 aggregate spend data that many competitors to BSCs already provide customers. The BSC team will continue outreach to operators that are manually entering data to connect them with NIB’s IT team to assist in development of reporting extracts. At present, 9 NPAs are uploading line-item data reflective of about 105 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:** The Sierra Army Depot COPARS addition was effective February 20, 2023. Addition packages are at the Commission for U.S. Naval Academy BSC and Malmstrom COCESS. There are a few other projects in the pipeline.

Upcoming store openings include:

- BSC, Anniston Army Depot, AL
- BSC, Hanscom AFB, MA
- BSC, Fort Meade, MD
- COPARS at Sierra Army Depot, CA



**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**

*March 13, 2023, Board Meeting*

The NAEPB marketing committee, including committee chair Joshua Gould and members of the NIB communications team, continue to develop direction on four key strategic initiatives in FY23. Status and key activities for each initiative is provided below.

#### **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:** In its fifth year, the Great American Workforce campaign needs a refresh. The NIB communications team is conducting a targeted audience study and onboarding a new digital firm, both of which can help inform an updated campaign direction. The NIB communications team is committed to working with NAEPB marketing committee to deliver a refreshed Great American Workforce in-line with the launch of previous campaigns (spring/PPF forum).

#### **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:** The NIB communications team is taking a new strategic approach to marketing which will influence the SKILCRAFT campaign moving forward. The goal is to keep a steady cadence in the marketplace with year-round initiatives supporting products, services, business development, and thought leadership. The team is also conducting a

targeted audience study and onboarding a new digital firm, both of which will help inform this new direction. More details will be provided as they become available.

## **(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.

- NAEPB will be surveying agencies so that the most up-to-date statistics are available.
- Once the survey results are compiled, the NIB communications team will update the various infographics.
- Discussing suggestion to develop a toolkit to accompany the infographics so that agencies have consistent talking points, etc. to use when sharing the infographics with constituents.
- Messaging gleaned from the survey will also be used to help inform refreshed Great American Workforce messaging.



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

**NAEPB/NIB Operations Subcommittee Updates as of March 6, 2023**

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

Major Challenge or Accomplishments:

- Jan FY23 YTD reported sales up 6.0% for Commodities. OP (+19.7%), MRO (+5.8%) and Writing Instruments (+0.8%) driving increase, JanSan down (-4.2%).
- Supply chain and labor shortages continue to affect NPAs ability to deliver finished goods

Significant Updates:

- Brian Patchett, President & CEO, is taking on the NPA Chair position for the Joint Commodity Subcommittee.

Action Items:

- Call to action to engage new NAPEB Joint Commodity Sub-Committee group representative(s)
- Schedule first Joint Commodity call - tentatively week of March 20th.

**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:

- On-going tracking pipeline of projects in scope for FY23 implementation.
- 70 contracts in scope for FY 23 Q3 and Q4 go-live dates.
- NIB has received approximately 51 product identification lists from service contractor NPAs to cross-reference against the PL and identify applicable AbilityOne items.
- 13 NPA Service Contractors Attestation Forms submitted to the Commission.
- Collaborating with SA on X-Force Conference attendance by NIB and NIB product producing NPAs May 21-24 in Anaheim, CA. NPAs will have the opportunity to display their products at tabletop exhibition and NIB will co-present with SA during breakout session covering the new policy.
- Submitted jointly with SA proposed Quarterly Sales Report Form to Commission, which they approved.
- Collaborating with SA on FY24 Implementation recommendations to the Commission.

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.

**TAG: Jeff Papalia and Gary Colello**

Major Challenge or Accomplishments:

- Economic Price Adjustment (EPA) Clause, DLA Troop Support Clothing and Textiles; DLA released Economic Price Adjustment clause in its final form. Details:
  - May incorporate adjustments on up to two separate indexes (PPI) in combination.

- Provides for a total adjustment cap (+ or –) of 10%.
- Specific to Textiles.
- Does not specify indexes as the appropriate index would depend on the end product.
- NIB CAPS and Textiles are reviewing the final language and will provide guidance to NPA.
- 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 monthly.
  - Full NPA cooperation needed to adequately manage the TAG base.

Significant Updates:

- 2023 NAEPB/NIB/SourceAmerica TAG (Textile Apparel Group) Conference
  - Philadelphia, PA; April 25 – 27, 2023.

Action Items:

- Performance reporting crucial to managing TAG workload.

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

Major Challenge or Accomplishments:

- Sales out pacing DeCA increases.
- Supply Chain constraints impacting competitive pricing for MR products.

Significant Updates:

- Supply Chain fees and item assortment.
- SpartanNash Updates Inbound Shipping and Receiving Requirements for Norfolk.

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:

- Confirmed MAG will meet monthly to render best ROI.
- MAG participants want to achieve the following:
  - Expand their customer base and diversify their products/business
  - Strengthen relationships with Key Players in DOD/VA/customers
  - Improve vendor sourcing
  - Learn from peers

Significant Updates:

- Jamie Wilbur, Dr. Jaime Wilbur is the Vice President of Medical Surgical Division at ASE Direct, a Service-Disabled Veteran-Owned small business. Former Director of Procurement for Acquisition Services 3 with the Department of Veterans Affairs Strategic Acquisition Center in Fredericksburg, Virginia. And Sheri Hottle, VP of Sales and Business Development for Bosma, presented to the MAG on How to Do Business with SDVOB.

Action Items:

- Schedule meeting for March.

**Pricing Subcommittee: Jim Kerlin and Andy Mueck**

Major Challenge or Accomplishments:

**Commented [AM1]:** Sentence structure, etc ... needs fixing.

- Launch of new Price Tool replacing the traditional Market Survey. NIB secured agreement from the US AbilityOne Commission for use of and submission of the new Price Tool Summary in lieu of the traditional Market Surveys for Price Changes.

Significant Updates:

- Six training sessions were conducted 2/6 to 2/17 training NPAs on the use of the latest version of the Price Tool.
- The Price Tool will be utilized for all Price Change submissions for GSA Region 2 APCs.
- The Price Tool will be utilized going forward for Price Changes where Market Surveys were previously utilized.
- NIB's PLP initiative replacing the IS system which transmits Packages to the Commission will have the new Price Tool integrated into it and will be web accessible for all NPAs once the PLP launches.
- All Price Changes involving Price Analysis of commercially available prices will be developed and submitted in the PLP Tool once access becomes available.
- The PLP based Tool will also require updates to Commercial MAS freight with each Price Change for commodities. Until that time, NPAs are still encouraged to furnish packaging dimensions and weight at MOQ levels along with Shipping Zone information with their proposed Price Changes to ensure Commercial MAS freight is appropriately maintained.

Action Items:

- Two additional training sessions have been added on 3/9 and 3/10 affording NPAs an opportunity to be trained on the use of the Tool leading up to the GSA R2 APC deadline (4/15)
- NPAs have been strongly encouraged to have more than one contact be trained in the use of the Tool to ensure adequate coverage.
- Help Desk sessions are scheduled weekly through 4/15 to provide additional support to NPAs in the use of the Tool as they develop their GSA R2 APCs.

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

Major Challenge or Accomplishments:

- N/A

Significant Updates:

- BDWG has stood down per mutual agreement between NAEPB/NIB operations leadership.

Action Items:

- N/A

**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 appears to be improving but 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 February, 42 out of 43 NIB and all SA (26) NPAs are reported monthly KPI reports. The one NPA that did not submit had a valid reason.
- The NAEPB recommended a change to the template and are now requiring the "Comment" field to be mandatory if the order/line is not shipped on time.
- NIB is still spending significant time supporting the NPAs monthly to get the template populated properly and complete.

- February NPA performance rate was 76.22% on-time shipment (about flat from January)
- NPA template Checklist in final stage for approval.
- 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 including utilization of comments field for all orders/lines shipped late.
- Issue NPA template Checklist.
- Continue to enhance the monthly scorecard format based on NPA recommendations.

CONFIDENTIAL AND PROPRIETARY



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

**NAEPB SERVICES COMMITTEE REPORT**

**SUBMITTED BY JIM MEEHAN**

**MARCH 14, 2023**

**NAEPB Supply Chain Management/Warehousing subcommittee**

- The Warehouse and Distribution Committee is cochaired by Jay Geshay, of Bosma Enterprises, and previously cochaired by NIBs Ryan Gold. With Ryan Gold's departure from NIB, the new NIB Co-chair is Mark Koester.
- 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.

**CMS Subcommittee**

**Update on Initiatives:**

- The CMS Subcommittee NPA Co-Chairperson was previously Carolyn Madison, VisionCorps. With her stepping down, the new NPA Co-Chairperson is Fred Snider from NewView Oklahoma, and Scott Collins with NIB.
- Vendor Outreach Campaign is ongoing.
- NewView, VIB and San Antonio continue engaging in local Chamber of Commerce events
- Updates submitted to the Capabilities Workbook located on NAEPB Subcommittee Site
- Recruitment continues to be a difficulty.
- NewView engages with Director of Business Development to strategically identify new opportunities.
- Members continue to identify and reach out to SADBUs, OSDBUs and ABORs to engage small business administration to market our capabilities.
- The CMS Center of Excellence by Vision Corps is still under development. 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-course1-dcma/>

- With the attendees that are participating, the subcommittee continues strive toward reaching out to industry via the letter writing campaign with a more direct approach targeting the department head as opposed to writing to just the department in general. This way, we hope to at least get a direct response instead of our letters/emails going into spam mail.

**Tasks:**

Members tasked:

- to identify alternate avenues of marketing our capabilities
- Identify new business line opportunities
- Identify partnerships with other NPA's
- Continue to target the Diversity and Inclusion officers to identify opportunities
- Enhance strategies to increase CMS commercial business for FY23

**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
- Projects Reviewed:
  - ORR National Call Center RFI – Opportunity brought to us through NIB, for the Office of Refugee Resettlement (ORR), National Call Center and Sexual Abuse Hotline. After reviewing the RFI, we determined that these positions would be challenging to recruit for due to the nature of the calls, making it difficult to meet a 75% ratio. Additionally, part of the requirements were for trained counselors in multiple languages, which would be difficult to recruit.
  - 2030 Census Bureau – We submitted a response providing information on our capabilities and are watching for next steps with a posted RFI.

**CONFIDENTIAL AND PROPRIETARY – NOT FOR DISTRIBUTION**

- We had a great business development meeting sharing agency success stories in development and prospective clients. Also discussed next steps on how to move the needle forward for the Consortium.
- We have a Consortium Council meeting scheduled on March 13<sup>th</sup> at which time we will be discussing:
  - Capability Survey
  - GSA Schedule
  - Business Development
  - Full Consortium meeting

### **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.
- The Workforce Services Division at IFB Solutions has a new contract with the MC DHHS and the department of Vital Statistics. Dean Simmons and I are discussing using the Workforce Services Division as the subject matter experts to lead our efforts.
- 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.



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

NAEPB Treasurer's Report  
For activity through March 10, 2023  
NAEPB Board Meeting – March 14, 2023

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

All expenses and revenues are in budget or within board and membership approved levels. Our largest monthly expense is the \$7500 government relations retainer with Thorn Run Partners and as of this report, we have completed 6 months of all expenses.

All taxes were submitted prior to the February 15, 2023 filing deadline.

Respectfully Submitted

Eric Stueckrath

# NAEPB, Inc.

## Statement of Activity

October 1, 2022 - March 10, 2023

	TOTAL
Revenue	
3110 Program Inc - Dues	123,800.00
3140 Misc. Revenue	0.00
<b>Total Revenue</b>	<b>\$123,800.00</b>
GROSS PROFIT	<b>\$123,800.00</b>
Expenditures	
7000 Accounting Fees	820.00
7008 Government Relations Exp	45,000.00
7010 Website Maintenance	77.70
7200 Annual Conference, Retreat	1,805.63
7400 Insurance-D&O and General	291.00
<b>Total Expenditures</b>	<b>\$47,994.33</b>
NET OPERATING REVENUE	<b>\$75,805.67</b>
NET REVENUE	<b>\$75,805.67</b>

# NAEPB, Inc.

## Statement of Financial Position

As of March 10, 2023

	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	250,458.50
<b>Total Bank Accounts</b>	<b>\$250,458.50</b>
Accounts Receivable	
1200 Accounts Receivable	28,500.00
<b>Total Accounts Receivable</b>	<b>\$28,500.00</b>
Other Current Assets	
1210 Prepaid Expenses	708.99
Undeposited Funds	0.00
<b>Total Other Current Assets</b>	<b>\$708.99</b>
<b>Total Current Assets</b>	<b>\$279,667.49</b>
<b>TOTAL ASSETS</b>	<b>\$279,667.49</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	2,095.00
<b>Total Other Current Liabilities</b>	<b>\$2,095.00</b>
<b>Total Current Liabilities</b>	<b>\$2,095.00</b>
<b>Total Liabilities</b>	<b>\$2,095.00</b>
Equity	
3000 Opening Balance Equity	81,943.27
3010 Equity Unrest Prior Year	119,823.55
Net Revenue	75,805.67
<b>Total Equity</b>	<b>\$277,572.49</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$279,667.49</b>