

UNITED STATES DEPARTMENT OF  
EDUCATION OFFICE OF SPECIAL EDUCATION  
AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION  
WASHINGTON, DC 20202-2800

POLICY DIRECTIVE  
RSA-PD-16-01  
DATE: November 30, 2015

ADDRESSEES: STATE VOCATIONAL REHABILITATION AGENCIES  
STATE REHABILITATION COUNCILS AND  
INDEPENDENT COMMISSIONS

SUBJECT: Announcement of OMB Approval for Form RSA-7-OB, Independent  
Living Services for Older Individuals who are Blind Program  
(ILOIB) Annual Report

POLICY  
STATEMENT: The Office of Management and Budget (OMB) has approved an  
extension with changes of Form RSA-7-OB, Independent Living Services  
for Older Individual Who Are Blind (ILOIB), as an annual data collection  
instrument, through August 31, 2017. The OMB number is 1820-0608.

RSA uses this form to meet the specific data collection requirements of Chapter 2 of Title VII of the Rehabilitation Act, as amended by the Workforce Innovation and Opportunity Act (WIOA) and implementing regulations at 34 CFR Part 367. Each designated State agency (DSA) that administers the ILOIB program is required to submit the RSA-7-OB report annually to the RSA Commissioner on or before December 30.

The ILOIB program provides independent living services to persons age 55 or older that are blind or visually impaired. On July 22, 2014, Public Law 113- 128, the Workforce Innovation and Opportunity Act (WIOA) was enacted and included a new requirement contained in Section 751A that the RSA Commissioner conduct a survey of designated State agencies that receive grants under section 752 regarding training and technical assistance needs in order to determine funding priorities for such training and technical assistance. As a result, Form RSA-7-OB includes a new section (Section VII Training and Technical Assistance) to capture the training and technical assistance needs of grantees to assist with the implementation and improvement of the performance of their ILOIB programs.

Examples of such needs might include, but are not limited to, financial management, reporting requirements on the RSA-7-OB, program management, data analysis and program performance, law and applicable regulations, provision of services and service delivery, promising practices, resources and information, and outreach. The form and instructions for the RSA-7-OB have been modified to reflect this change.

States should submit the FY 2015 RSA-7-OB report no later than December 30, 2015. The online submission process is described in greater detail below.

### **Procedures for Submitting RSA-7-OB Report**

The RSA website is open and available to receive FY 2015 RSA-7-OB Report submissions. To begin the submission process, the individual responsible for entering RSA-7-OB information is required to have a user ID to access the RSA website. If you have a user ID to <https://rsa.ed.gov>, log in and then click on the words "Continue to Data Entry." Your RSA7-OB should appear on your Reports To Do list. If it does not, look for the words "Report Not Listed?" and click on the words "Click here to try to add forms to your account (or to remove forms)" and follow the prompts. If you need assistance, contact Technical Support via the link within the Help menu or at the email address below. If you do not have a user ID, go to <https://rsa.ed.gov>, and click on the dropdown menu titled Help, and then select Info for New Users. If you have forgotten your user ID or password, go to <https://rsa.ed.gov>, and click on Log On. Refer to the link under "New User?" entitled Click Here If you Have Any Problems Logging In. Send an email to [RSAMIS.Technical.Support@ed.gov](mailto:RSAMIS.Technical.Support@ed.gov) if you require further assistance.

INQUIRIES: For questions regarding the content of the RSA-7-OB Report submissions, please contact Suzanne Mitchell at [Suzanne.mitchell@ed.gov](mailto:Suzanne.mitchell@ed.gov). For technical questions about the RSA MIS, please contact the technical support team at [RSAMIS.Technical.Support@ed.gov](mailto:RSAMIS.Technical.Support@ed.gov).

Janet L. LaBreck  
Commissioner

ATTACHMENT: ED (RSA)-7-OB Form ED (RSA)-7-OB Form Instructions cc:  
National Council of State Agencies for the Blind

ED(RSA)-7-OB Form  
OMB No. 1820-0608 Expiration  
Date: August 31, 2017

**UNITED STATES DEPARTMENT OF EDUCATION**  
**OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE**  
**SERVICES REHABILITATION SERVICES ADMINISTRATION**

Washington, D.C. 20202

FISCAL YEAR ANNUAL REPORT

**INDEPENDENT LIVING SERVICES FOR**  
**OLDER INDIVIDUALS WHO ARE BLIND**

**GRANTEE**            **Texas Workforce Commission**  
**GRANT NO.**            **H177B1960043**

**Title VII Chapter 2, of the Rehabilitation Act, as amended by the Workforce Innovation and Opportunity Act (WIOA) Section 751A(b); 752(h)(2)(A) of the Rehabilitation Act, as amended by the Workforce Innovation and Opportunity Act (WIOA)**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The OMB control number for this collection is 1820-0608. Public reporting burden for this collection of information is estimated to average 360 minutes/6 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefit Sec. 752(h)(2)(A) of the Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act (WIOA); Sec. 410, Pub. L. 105-220, Workforce Investment Act of 1998. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20210-4537 or email [ICDocketMgr@ed.gov](mailto:ICDocketMgr@ed.gov) and reference the OMB Control Number 1820-0608. Note: Please do not return the completed ED RSA 7-OB application to this address. **If you have comments or concerns regarding the status of your individual submission of this form, write directly to: Suzanne Mitchell, U.S. Department of Education, 400 Maryland Ave, S.W., PCP Room 5163, Washington, D.C. 20202-2800.**

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## **PART I: FUNDING SOURCES FOR EXPENDITURES AND ENCUMBRANCES**

|  |              |
|--|--------------|
| Title VII-Chapter 2 federal grant award for reported fiscal year | \$ 2,159,283 |
| Other federal grant award for reported fiscal year               | \$ 0         |
| Title VII-Chapter 2 carryover from previous year                 | \$ 1,441,060 |
| Other federal grant carryover from previous year                 | \$ 0         |

### **A. Funding Sources for Expenditures and encumbrances in Reported FY**

|  |              |
|--|--------------|
| 1. Title VII-Chapter 2                     | \$ 2,674,467 |
| 2. Total other federal (a)+(b)+(c)+(d)+(e) | \$ 0         |
| a) Title VII-Chapter 1-Part B              | \$ 0         |
| b) SSA reimbursement                       | \$ 0         |
| c) Title XX – Social Security Act          | \$ 0         |
| d) Older Americans Act                     | \$ 0         |
| e) Other                                   | \$ 0         |
| 3. State (excluding in-kind)               | \$ 239,539   |
| 4. Third party                             | \$ 0         |
| 5. In-kind                                 | \$ 0         |
| 6. TOTAL MATCHING FUNDS (A3+A4+A5)         | \$ 239,539   |
| 7. TOTAL ALL FUNDS EXPENDED (A1+A2+A6)     | \$ 2,914,006 |

### **B. Total expenditures and encumbrances allocated to administrative,**

|   |            |
|---|------------|
| Support staff, and general overhead costs | \$ 430,620 |
|---|------------|

### **C. Total expenditures and encumbrances for direct program services**

|                        |              |
|------------------------|--------------|
| (Line A7 minus Line B) | \$ 2,483,386 |
|------------------------|--------------|

**PART II: STAFFING**

**A. Full-time Equivalent (FTE) Program Staff**

FTE (full time equivalent) is based upon a 40-hour workweek or 2080 hours per year.

| <b>Type of staff</b>   | <b>Administrative &amp; Support</b> | <b>Direct Service</b> | <b>TOTAL</b> |
|------------------------|-------------------------------------|-----------------------|--------------|
| 1. FTE State Agency    | a. 3.93                             | b. 11.43              | c. 15.4      |
| 2. FTE Contractors     | a. 0                                | b. 0                  | c. 0         |
| 3. TOTAL FTE (A1 + A2) | a. 3.93                             | b. 11.43              | c. 15.4      |

**B. Employed or advanced in employment**

| <b>Type of staff</b>   | <b>No. employed</b> | <b>FTE</b> |
|--|---------------------|------------|
| 1. Employees with Disabilities (including blind and visually impaired not 55 or older) | a. 11               | b. 3.4     |
| 2. Employees with Blindness Age 55 and Older   | a. 2                | b. 1.1     |
| 3. Employees who are Racial/Ethnic Minorities  | a. 25               | b. 8.9     |
| 4. Employees who are Women   | a. 37               | B 8.6      |
| 5. Employees Age 55 and Older (not blind and visually impaired)                        | a. 20               | b. 7.6     |

**C. Volunteers**

FTE program volunteers (no. of volunteer hours ÷ 2080) - 0

### **PART III: DATA ON INDIVIDUALS SERVED**

Provide data in each of the categories below related to the number of individuals for whom one or more services were provided during the reported fiscal year.

#### **A. Individuals Served**

|   |      |
|---|------|
| 1. Number of individuals who began receiving services in the previous FY and continued to receive services in the reported FY | 625  |
| 2. Number of individuals who began receiving services in the reported FY  | 915  |
| 3. TOTAL individuals served during the reported fiscal year (A1+A2)   | 1540 |

#### **B. Age**

|  |      |
|--|------|
| 1. 55-59   | 141  |
| 2. 60-64   | 230  |
| 3. 65-69   | 206  |
| 4. 70-74   | 189  |
| 5. 75-79   | 200  |
| 6. 80-84   | 218  |
| 7. 85-89   | 193  |
| 8. 90-94   | 116  |
| 9. 95-99   | 43   |
| 10. 100 & over                                     | 4    |
| 11. TOTAL (Add B1 through B10, must agree with A3) | 1540 |

#### **C. Gender**

|  |      |
|--|------|
| 1. Female                                  | 1005 |
| 2. Male                                    | 535  |
| 3. TOTAL (Add C1 + C2, must agree with A3) | 1540 |

#### **D. Race/Ethnicity**

|  |     |
|--|-----|
| 1. Hispanic/Latino of any race or Hispanic/Latino only                                       | 384 |
| 2. American Indian or Alaska Native, not Hispanic/Latino                                     | 3   |
| 3. Asian, not Hispanic/Latino  | 11  |
| 4. Black or African American, not Hispanic/Latino  | 312 |
| 5. Native Hawaiian or other Pacific Islander, not Hispanic/Latino                            | 1   |
| 6. White, not Hispanic/Latino  | 825 |
| 7. Two or more races, not Hispanic/Latino  | 4   |
| 8. Race and ethnicity unknown, not Hispanic/Latino<br>(only if consumer refuses to identify) | 0   |

9. TOTAL (Add D1 through D8, must agree with A3) 1540

**E. Degree of Visual Impairment**

1. Total Blind (LP only or NLP) 150  
2. Legally Blind (excluding totally blind) 1134  
3. Severe Visual Impairment 256  
4. TOTAL (Add E1 through E3, must agree with A3) 1540

**F. Major Cause of Visual Impairment**

1. Macular Degeneration 546  
2. Diabetic Retinopathy 251  
3. Glaucoma 341  
4. Cataracts 51  
5. Other 351  
6. TOTAL (Add F1 through F5, must agree with A3) 1540

**G. Other Age-Related Impairments**

1. Hearing Impairment 141  
2. Diabetes 234  
3. Cardiovascular Disease and Strokes 75  
4. Cancer 11  
5. Bone, Muscle, Skin, Joint, and Movement Disorders 92  
6. Alzheimer’s Disease/Cognitive Impairment 0  
7. Depression/Mood Disorder 6  
8. Other Major Geriatric Concerns 0

**H. Type of Residence**

1. Private residence (house or apartment) 1475  
2. Senior Living/Retirement Community 0  
3. Assisted Living Facility 39  
4. Nursing Home/Long-term Care Facility 25  
5. Homeless 1  
6. TOTAL (Add H1 through H5, must agree with A3) 1540

**I. Source of Referral**

1. Eye care provider (ophthalmologist, optometrist) 39



|  |      |
|--|------|
| 2. Physician/medical provider                      | 186  |
| 3. State VR agency                                 | 61   |
| 4. Government or Social Service Agency             | 105  |
| 5. Veterans Administration                         | 7    |
| 6. Senior Program                                  | 36   |
| 7. Assisted Living Facility                        | 10   |
| 8. Nursing Home/Long-term Care Facility            | 4    |
| 9. Faith-based organization                        | 3    |
| 10. Independent Living Center                      | 56   |
| 11. Family member or friend                        | 334  |
| 12. Self-referral                                  | 479  |
| 13. Other  | 220  |
| 14. TOTAL (Add I1 through I13, must agree with A3) | 1540 |

## **PART IV: TYPES OF SERVICES PROVIDED AND RESOURCES ALLOCATED**

Provide data related to the number of older individuals who are blind receiving each type of service and resources committed to each type of service.

### **A. Clinical/functional vision assessments and services**

|  |            |
|--|------------|
| 1a. Total Cost from VII-2 fun  | \$ 126,810 |
| 1b. Total Cost from Other funds  | \$ 3119    |
| 2. Persons Served – Vision screening/vision examination/low vision Evaluation                              | 515        |
| Persons Served – Surgical or therapeutic treatment to prevent, correct, or modify disabling eye conditions | 103        |

### **B. Assistive technology devices, aids, services, and training**

|   |            |
|---|------------|
| 1a. Total Cost from VII-2 funds   | \$ 758,167 |
| 1b. Total Cost from Other funds   | \$ 127,918 |
| 2. Persons served – Provision of assistive technology devices and Aids      | 726        |
| 3. Persons served – Provision of assistive technology services and training | 84         |

### **C. Independent Living and Adjustment Training and Services**

|   |            |
|---|------------|
| 1a. Total Cost from VII-2 funds   | \$ 426,574 |
| 1b. Total Cost from Other funds   | \$ 9304    |
| 2. Persons Served – Orientation and Mobility training   | 285        |
| 3. Persons Served – Communication skills  | 262        |
| 4. Persons Served – Daily living skills   | 565        |
| 5. Persons Served – Supportive services (reader services, transportation, personal attendant services, support service providers, interpreters, etc.) | 61         |
| 6. Persons Served – Advocacy training and support networks  | 0          |
| 7. Persons Served – Counseling (peer, individual, and group)  | 92         |
| 8. Persons Served – Information, referral, and community integration  | 515        |
| 9. Persons Served – Other IL services   | 734        |

### **D. Community Awareness Activities/Information and Referral**

|  |            |
|--|------------|
| 1a. Total Cost from VII-2 funds                        | \$ 949,051 |
| 1b. Total Cost from Other funds                        | \$ 82,443  |
| 2. Persons Served: Information and Referral (optional) | 775        |
| 3a. Number of Events/Activities: Community Awareness   | 37         |
| 3b. Persons Served: Community Awareness                | 130        |

## **PART V: COMPARISON OF PRIOR YEAR ACTIVITIES TO CURRENT REPORTED YEAR**

|  | <b>Prior FY</b> | <b>Reported FY</b> | <b>Change (+ / -)</b> |
|--|-----------------|--------------------|-----------------------|
| A1. Program Cost (all sources)   | a. \$2,303,384  | b. 2,483,386       | c. +\$180,002         |
| A2. Number of Individuals Served   | a. 1329         | b. 1540            | c. +211               |
| A3. Number of Minority Individuals Served  | a. 594          | b. 715             | c. +121               |
| A4. Number of Community Awareness Activities                                     | a. 28           | b. 37              | c. +9                 |
| A5. Number of Collaborating agencies and Organizations (other than sub-grantees) | a. 28           | b. 31              | c. +3                 |
| A6. Number of Sub-grantees   | a. 0            | b. 0               | c. 0                  |

**PART VI: PROGRAM OUTCOMES/PERFORMANCE MEASURES**

Provide the following data for each of the performance measures below. This will assist RSA in reporting results and outcomes related to the program.

| <b>PROGRAM OUTCOMES/PERFORMANCE MEASURES</b>  | <b>Number of Persons</b> | <b>Percent of Persons</b> |
|---|--------------------------|---------------------------|
| A1. Number of individuals receiving AT (assistive technology) services and training (must be same as Part IV B3).   | 84                       | 100%                      |
| A2. Number of individuals receiving AT (assistive technology) services and training who maintained or improved functional abilities that were previously lost or diminished as a result of vision loss (closed/inactive cases only).  | 57                       | 67%                       |
| A3. Number of individuals for whom functional gains have not yet been determined at the close of the reporting period.  | 27                       | 33%                       |
| B1. Number of individuals who received orientation and mobility (O & M) services (must be same as Part IV C2).  | 285                      | 100%                      |
| B2. Of those receiving orientation and mobility (O & M) services, the number of individuals who experienced functional gains or maintained their ability to travel safely and independently in their residence and/or community environment as a result of services (closed/inactive cases only). | 152                      | 53%                       |
| B3. Number of individuals for whom functional gains have not yet been determined at the close of the reporting period.  | 133                      | 47%                       |
| C1. Number of individuals who received communication skills training (must be same as Part IV C3).  | 262                      | 100%                      |
| C2. Of those receiving communication skills training, the number of individuals who gained or maintained their functional abilities as a result of services they received (closed/inactive cases only).   | 118                      | 45%                       |
| C3. Number of individuals for whom functional gains have not yet been determined at the close of the reporting period.  | 144                      | 55%                       |
| D1. Number of individuals who received daily living skills training (must be same as Part IV C4).   | 565                      | 100%                      |
| D1a. Number of individuals that experienced functional gains or successfully restored or maintained their functional ability to engage in their customary daily life activities as a result of services or training in personal management and daily living skills (closed/inactive cases only).  | 256                      | 45%                       |
| D1b. Number of individuals for whom functional gains have not yet been determined at the close of the reporting period.   | 309                      | 55%                       |
| E1. Number of individuals served who reported feeling that they are in greater control and are more confident in their ability to maintain their current living situation as a result of services they received (closed/inactive cases only).   | 345                      | 100%                      |

|  |   |   |
|--|---|---|
| E2. Number of individuals served who reported feeling that they have less control and confidence in their ability to maintain their current living situation as a result of services they received (closed/inactive cases only). | 0 | 0 |
|--|---|---|

| <b>PROGRAM OUTCOMES/PERFORMANCE MEASURES</b>  | <b>Number of Persons</b> | <b>Percent of Persons</b> |
|---|--------------------------|---------------------------|
| E3. Number of individuals served who reported no change in their feelings of control and confidence in their ability to maintain their current living situation as a result of services they received (closed/inactive cases only). | 0                        | 0                         |
| E4. Number of individuals served who experienced changes in lifestyle for reasons unrelated to vision loss (closed/inactive cases only).  | 0                        | 0                         |
| E5. Number of individuals served who died before achieving functional gain or experiencing changes in lifestyle as a result of services they received (closed/inactive cases only).   | 0                        | 0                         |

## **PART VII: TRAINING AND TECHNICAL ASSISTANCE NEEDS**

Please enter a brief description of training and technical assistance needs that you may have to assist in the implementation and improvement of the performance of your Title VII-Chapter 2 program in your state.

Training and technical assistance needs in Texas are as follows:

- Continue promoting the ILS-OIB program by using field staff and various strategies that promote public awareness of the Title II Chapter 2 program.
- Continue to ensure that staff is aware of innovative technologies and other IT applications that can have a positive impact on customers. These include adaptive equipment, apps for smart phones, and environmental devices, all of which can have a positive impact on customers living independently.
- Expand availability of various providers to include O&M, diabetes education training, and IL skills training through open enrollments.
- The Texas Workforce Commission (TWC) is expanding Teacher Techniques training by adding one additional week that will be required for ILS-OIB workers.

## **PART VIII: NARRATIVE**

- A. Briefly describe the agency's method of implementation for the Title VII-Chapter 2 program (i.e. in-house, through sub-grantees/contractors, or a combination) incorporating outreach efforts to reach underserved and/or unserved populations. Please list all subgrantees/contractors.

TWC employs 14 ILS-OIB workers and one ILS-OIB program specialist to implement the ILS-OIB program. During the fiscal year, support staff in offices with ILS-OIB workers was provided training that has strengthened service delivery. The ILS-OIB staff provides direct services in the home and community, including training/teaching to individuals who are blind or visually impaired. The ILS-OIB workers are responsible for completing applications, determining eligibility, completing the Independent Living Plan (ILP), and providing case management and case closure.

### *Orientation and Mobility Providers/Vendors:*

Always Forward LLC, Dallas Lighthouse for the Blind, Eye Shine Educational Vision Services LLC, TPG The Parada Group LLC, CAH O&M Services, Gina Shayanne Zavorka, Allied Independence, Blind Sight Mobility LLC, Freedom Visual Services LLC, Adriana Lerma, Ruth Torres, Yessel Marquez, Hampton Scott Huddleston, Kirk Vincent Belt, Lean Atwood, Sharon Bosley, Maria Coello, Vonecia Hines, Vance W. Lankford, Janiel R. Hayes, Stephanie B. Campbell, Danika Dunlap, Chelsea Pavalonis, Veronica Cantu, Shelley Rayne Lemman, Alynco LLC, Orientation and Mobility Services of Texas, Inc., Roberto Huerta, Adaptalife Productions LLC, San Antonio Lighthouse for the Blind, Anna Peskin, Laurel Lelan Miller, Linda L. Burnet, Shannon Sharlene Black, Lori Johanna Sweatt, Shelley Deyoe Kolosey, LaTonya Richardson, Cynthia Robles Warnick, Ruth M. Romo, Sonya Courtney, Lisa Bledsoe, Jerry A. Mullins, Lori Ann Graham, Frances Taieb, Amy Sharon Marino, Ronald Flugger, Kimberly E. Raymond, Stephanie Campbell, Viola Carmona, Ruby L. Coronado, Ryan Conlin, Troy Joseph Abrams, Marcus Durrell French, Sharon Houston, Frederick Barrett III,

Christopher Lee Chancellor, Lisa An Calaci, Step Out with Sylvia LLC, Mobility and Moore LLC, Mobility Excellence LLC, The Visionaries LLC

*Diabetes Education Providers/Vendors:*

BC Collins Home Health Care Corporation LLC, the Lighthouse of Houston, Geraldine Phillips, Pauline Anderson Greene, Linda Sue Jimenez, Judy Fern Taylor, Dora Hale, Nancy Nava, Margaret Scheerer, Kathryn A. Stewart, Veronica Louise Paschal, Teresa J. Garms, Marsha McClesky, Jerry Dale Hutchison, Lori A. Graham, Ana R. Siqueiros, Carmen G. Cepeda, Lynette Bulambo, Lisle Uribe, Irene Pabon

*Independent Living Skills Training Providers:*

Tarrant County Association for the Blind, ASI (Advocates Searching for Independence), Adaptalife Productions LLC, Erica B. Talley, Ursula Yvette Odom, Brian Carter, James Kelly

- B. Briefly describe any activities designed to expand or improve services including collaborative activities or community awareness; and efforts to incorporate new methods and approaches developed by the program into the State Plan for Independent Living (SPIL) under Section 704.

ILS-OIB workers continued to attend and present at several senior fairs, disability awareness seminars, and other community activities. Below are activities that occurred throughout the state:

- Presentation to the Aging Texas Well Committee regarding the ILS-OIB program
- Provided information to Area Agency on Aging staff in Tyler, Beaumont, Austin, San Antonio, Houston, and Fort Worth
- Presentation and outreach at Dallas, Corpus Christi, and Rio Grande Annual Senior fairs
- Additional meetings and further collaboration with the Centers for Independent Living (CILs) to maximize available comparable benefits and services
- Regular contacts with ophthalmologists and low-vision clinics
- ILS-OIB workers remain committed to providing outreach and awareness to the underserved and unserved communities. ILS-OIB workers and TWC staff realize the importance of outreach efforts to bolster visibility in communities across the state.

- C. Briefly summarize results from any of the most recent evaluations or satisfaction surveys conducted for your program and attach a copy of applicable reports.

| <b>FY 19 Survey Question</b>   | <b>Responded Favorably</b> |
|--|----------------------------|
| Question 1: Were you treated in a friendly, caring, and respectful manner when you dealt with the staff who discussed Older Workers Who Are Blind/Visually Impaired Program? | 93.4%                      |
| Question 2: Did the TWC- OIB Program staff demonstrate a can-do attitude while working with you ?  | 88.3%                      |
| Question 3: When you contacted your local OIB office, did someone respond to you no later than the next business day?  | 63.4%                      |

- Question 4: Did the OIB staff explain when and why appointments were scheduled with 72% them?
- Question 5: Services I received from the OIB program allowed me to reach my goal. 79.2%
- Question 6: I had input in the planning of the services I received 84.3%
- Question 7: The OIB worker encouraged me to be more Independent 87.0%
- Question 8: How would you rate your overall experience with your OIB worker? Would you say that you were very satisfied, satisfied, dissatisfied or very dissatisfied? 84.1%

D. Briefly summarize results from any of the most recent evaluations or satisfaction surveys conducted for your program and attach a copy of applicable reports.

### **Customer from New Braunfels/Canyon Lake, Texas**

Success stories are best told by the individual who has received services. The following are excerpts from a recent letter:

“I started my journey with sight problems when I was 35 years old. I was diagnosed at 35, but the doctor said I probably had glaucoma since my teens. Through many doctors and surgeries (I lost count after 10) my eyesight got progressively worse.

One morning in the month of October 2015 I woke up unable to see. After many trips to various doctors, it was concluded that I developed an infection from the shunt that was placed in my eye. Now the reality of being legally blind began to set in. I became very anxious. I was unable to eat and had bouts of depression. As you can imagine, I felt my whole life was shattered and did not think I could cope as a blind person.

How was I going to function in everyday living skills, social activities or communicate with friends? I could no longer use a computer, see numbers on the stove, read recipes or books for bible study or book clubs. I lost total independence and confidence. Depending on others is humiliating, and I was at my lowest pain when I was 59 years old. Dr. Erin saved some of my vision by replacing the shunt.

Later, in 2017, my husband and I moved to Canyon Lake. It was peaceful and a much less stressful existence. However, I still depended on my husband and others for activities.

I was then introduced to a lovely lady, Linda, who was blind and had a similar experience. She told me about an agency in San Antonio that could provide me with resources to assist me in everyday living skills. She mentioned that I would be provided with a counselor who would assist me in areas I needed to be a productive individual. That day, reaching out to Rosalind Livings, my counselor from Workforce (OIB), was the beginning of life for me. It opened doors that I never imagined possible.

The Workforce and Rosalind provided me with material to be self-sufficient in the home, Such as Bump-dots, a Velcro marker, and braille marking for the stove as well as the laundry room and for toiletries and makeup. A lighted mirror was very helpful. They gave me a special knife so I wouldn't cut myself and a beeper for my coffee cup so it would not overflow. Also, a guided checkbook template was provided, so many wonderful gadgets to help me cope.



In the social area I was given popular interactive games, which I enjoy in a weekly basis with friends. I can play Scrabble, Uno, and cards because of the braille on them. Also, the program provided me with a laptop, along with computer training. [Agency note: the OIB program assisted with purchasing a computer from Computers for the Blind and provided an AT instructor.] After 4 years of not using a computer or being able to communicate with friends, this learning experience put me back in touch with the world.

I am currently studying braille, and each day I use the talking book program, which has given me much happiness. I am excited about continuing to expand my learning with braille and learning more devices such as the CCTV and the phone. I have a long way to go, but the Workforce has given me back my joy in life. I know I will progress rapidly as my instructor continues to train me to use the internet, etc. He is amazingly patient and is teaching me to do things on the computer I never knew as a sighted person.

I ultimately realized that there is life for a blind person in this sighted world.”

#### **Customer from Houston (as reported by an ILS-OIB worker)**

Joseph is a customer who came to us seeking assistance mainly in obtaining low-vision aids. Throughout the process, I came to learn more about Joseph. It turns out that he and I shared an interest in music. He became more comfortable and further disclosed that he plays acoustic guitar. He enjoys playing classical style guitar as well. He mentioned that throughout his life, he learned how to play and read sheet music to learn his favorite songs.

We met a few times before he obtained his CCTV. I began to show him how to use his already developed musical ear to listen to the notes of one of his favorite tracks. Joseph also had a habit of looking down at his guitar because he was used to looking at the areas where his fingers needed to be while playing. I played something basic in front of him and reminded him that I am totally blind but that it's still possible to play without looking at the notes. He began to realize that he could learn to play music by ear since he could not read his sheet music or see his guitar clearly at the time. One day he called me and let me listen over the phone to the classical guitar piece that he had managed to learn by ear.

Joseph eventually received his CCTV. He informed me that he could read his sheet music once again, only this time, he started using the CCTV mainly for reading mail, reading his favorite song lyrics, reading and paying bills, and reading doctor prescriptions. He continued to learn his favorite music pieces by ear. He stated that the CCTV helped to increase his independence and that he is able to contribute to the financial matters when his wife is not around.

#### **Customer from El Paso (as reported by an ILS-OIB worker)**

Lino, a customer from the El Paso region, was struggling with his VR case. He had an open VR counselor case and could not find work due to his prior criminal history. The VR counselor transferred the case to me after Lino was no longer interested in working. Lino disclosed to us that he has prior criminal offenses and has served time. He lost most of his vision to glaucoma

while in prison. Once released, he found that his wife had left him, and he was struggling to adjust to his vision loss in his new home.

When I met him, he was quiet and was not as engaged as one would have hoped. But after getting him technology—readers, talking devices, IL skills training, and O&M skills training, he agreed to participate in our weeklong Immersion Training. He did excellently and was one of the participants who excelled in the training. He also was a favorite of many of the instructors, because he had a new “can-do attitude.” Lino now participates in his local church, talking and mentoring younger adults and teens about life’s consequences. I went to see him participate with younger adults a couple of months ago, and to see him talk with so much confidence was truly remarkable.

- E. Finally, note any problematic areas or concerns related to implementing the Title VII Chapter 2 program in your state.

Texas must continue to collaborate with CILs throughout the state to leverage funds and services for mutual customers. The program will continue with outreach and awareness as this population continues to grow in Texas.

### **PART IX: CERTIFICATIONS**

Please complete the certification information indicating the name and title of the agency designated official and the date signed.

Name (Printed): Cheryl Fuller

Title: Vocational Rehabilitation Division Director

Telephone Number: (512) 936-3701

Date

Name (Signature)