



COMMONWEALTH OF VIRGINIA

Department for the Blind and Vision Impaired

397 Azalea Avenue
Richmond, Virginia 23227-3600

Richard L. Mitchell
Commissioner

December 18, 2025

Honorable Janet V. Kelly
Secretary of Health and Human Resources
Commonwealth of Virginia
P.O. Box 1475
Richmond, VA 23218

**RE: The Virginia Department for the Blind and Vision Impaired
State Rehabilitation Council FFY2025 Annual Report**

Dear Secretary Kelly:

Enclosed is a copy of the FFY2025 Annual Report on the status of the Department for the Blind and Vision Impaired Vocational Rehabilitation (VR) program in the Commonwealth of Virginia. Section 105 of the Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act of 2014, requires that the State Rehabilitation Council develop an Annual Report and share it with the Governor and with the Commissioner of the Rehabilitation Services Administration.

If you have any questions regarding the report, please feel free to contact Ms. Megan O'Toole Hall, Director of Vocational Rehabilitation and Workforce Services, at (804) 371-3344.

Sincerely,

Chanthen Nene

Chanthen Nene
DBVI SRC Chair

Enclosure
cc: Richard L. Mitchell

STATE REHABILITATION COUNCIL

2025 ANNUAL REPORT VOCATIONAL REHABILITATION SERVICES

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State Rehabilitation Council Chair
Chanthen Nene

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Message from the State Rehabilitation Council Chair



It has been both an honor and a privilege to serve as Chair of the Virginia Department for the Blind and Vision Impaired (DBVI) State Rehabilitation Council (SRC) over the past year. The 2025 Annual Report highlights the achievements of the Agency, the Council, and the inspiring successes of individuals receiving services. DBVI remains steadfast in its mission to promote quality employment outcomes through a wide range of initiatives that reflect the diversity and needs of those it serves.

This year, we proudly acknowledge the exceptional leadership of Commissioner Dr. Rick Mitchell and Director of Vocational Rehabilitation and Workforce Services Mrs. Megan Hall, as they mark their fourth year in these pivotal roles. We look forward to their continued dedication and outstanding service to Virginia's blind and low vision community, the Agency, and the SRC.

A standout example of recent success is the collaboration between the DBVI Business Relations team and executive leadership from CVS and Aetna, which led to the creation of the Career Skills Lab on the DBVI Campus, funded through a grant. This innovative Lab provides career seekers with hands-on, specialized training and the opportunity to earn a nationally recognized customer service credential.

DBVI continues to lead the way in developing innovative pre-employment transition services (pre-ETS). The pre-ETS/student team engaged students through a variety of dynamic programs, including virtual presentations, cybersecurity initiatives, and college immersion experiences. Programs such as Cyber Warriors and Blind by Design exemplify DBVI's strong commitment to accessibility and inclusion, empowering students with disabilities to explore and succeed in emerging career fields.

The Agency has sustained its commitment to improving survey response rates from individuals who received Vocational Rehabilitation (VR) services. In Federal Program Year 2023 (FPY23), the overall satisfaction score reached 90.98, the highest recorded in the eight years. 2025's satisfaction results have been included in the body of the full report.

The Virginia Enterprises for the Blind's (VEB) Randolph Sheppard Program continues to grow with 47 facilities now open and overall sales increasing 30% over last year. VEB continues to grow in a market where vending and work-related food services are shrinking nationwide.

The Regional Offices have highlighted the dedicated efforts of their local teams in delivering consistent, personalized support to meet client needs. The report features several compelling success stories that illustrate the meaningful impact of their work.

As we embrace the opportunities of a new year, the Council remains confident in the Agency's continued growth across the Commonwealth, fostering new partnerships and delivering transformative services to individuals who are blind, vision impaired, deafblind.

Chanthan Nene

SRC Chair

Message from the DBVI Commissioner



Each year, the SRC for the Blind prepares and submits its annual report on the Vocational Rehabilitation (VR) Program of the Virginia DBVI. This report captures more than data—it tells the stories of Virginians with significant vision disabilities whose lives are being transformed through DBVI services. Within these pages, you'll find reflections of their challenges, successes, and perspectives on the support they have received, as well as recognition of the professionals who walk beside them on their journey toward independence and employment.

I want to extend my heartfelt appreciation to the members of the SRC for their diligent work in compiling this report and gathering the success stories that bring our mission to life. Beyond this annual assessment, the SRC continues to serve as a trusted partner to DBVI, ensuring that Virginians who are blind, vision impaired, deafblind receive services that are both effective and compassionate. We are deeply grateful to each member for the time, energy, and commitment they dedicate to advancing opportunities for individuals with vision loss across the Commonwealth.

For more than a century, DBVI has remained steadfast in its purpose, empowering Virginians with vision disabilities to live, learn, and work with independence and dignity. This report reflects not only the outcomes of our programs, but also the creativity, adaptability, and unwavering dedication of our staff. Each success story represents the collaborative spirit that defines DBVI's work: professionals and participants striving together toward meaningful employment and greater self-reliance.

The achievements highlighted in this report speak volumes about the determination of those we serve and the quality of the rehabilitation services they receive. I invite you to read their stories, to celebrate their perseverance, and to share in our pride for what they, and our DBVI team, continue to accomplish together.

Thank you for taking the time to engage with this annual report. I am confident that you will find inspiration in the resilience of our program participants and in the commitment of those who serve them with excellence every day.

A handwritten signature in blue ink, appearing to read "R. P. Marshall".

DBVI Commissioner

Vocational Rehabilitation Program

Virginia DBVI's Vocational Rehabilitation Program provides necessary vocational and rehabilitative services to empower individuals who are blind, vision impaired, deafblind in their search for employment. Goals are established to achieve successful employment outcomes including opportunities for increased independence. Eligible Virginians receive assistance preparing for, securing, retaining, advancing in, or regaining competitive integrated employment. Field-based services reach consumers in their homes, at their jobs, and in their schools. A plan is developed that considers an individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choices. Teams of VR experts assist individuals in reaching gainful competitive integrated employment. Teams offer a range of support in accordance with an individual's abilities; loss of vision; vocational and adjustment to blindness requiring counseling; post-secondary school or vocational training; eye surgery and/or eye treatment; adaptive equipment for training and/or employment; rehabilitation engineering services to modify training and/or job sites; and customized and supported employment work. Major emphasis is given to the provision of job placement and follow-up services. A core goal of the VR Program is to help career seekers successfully work in the community.

State Plan Goals

DBVI, with assistance from the SRC, developed six goals and priorities for the VR and Supported Employment programs for this state plan cycle. The six goals are listed below:

1. Engage and collaborate with Workforce Innovation and Opportunity Act (WIOA) core partners to coordinate business service efforts to include the blind and visually impaired labor market.
2. Provide comprehensive vocational rehabilitation services to students with disabilities, youth in transition, and adults resulting in the attainment of industry recognized credentials to obtain competitive integrated employment.
3. Conduct outreach efforts to Local Education Agencies and other Community Partners to assist in increasing the number of students with disabilities participating in and benefiting from DBVI offered Pre-Employment Transition programs.
4. Continue to expand the utilization of Supported Employment and Customized Employment services for adults and youth to increase competitive integrated employment outcomes for individuals with the most significant disabilities.
5. Achieving agency annual performance goals for the performance accountability measures based on primary indicators of performance in section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act of 2014.
6. Increase collaboration with the Virginia Department of Aging and Rehabilitative Services (DARS) to provide comprehensive wrap around services to address the needs of individuals who have dual diagnoses.

*During the upcoming program year, DBVI (along with other state Workforce Innovation and Opportunity Act partners), will participate in a mid-cycle review of the state plan goals listed above. This review is an opportunity for Virginia's workforce system to review past performance and update goals to better reflect the program priorities that are currently being addressed. This review may lead to DBVI updating the goals above, however, an update is not required if the review determines that the goals are still in line with DBVI's service provision priorities.

Business Relations Unit

In 2025, the DBVI Business Relations Unit celebrated another outstanding year. This dedicated team continued to work locally and nationally with business, state, and federal partners to bolster their understanding of employer needs and ensure that individuals are trained for employment opportunities in high demand sectors across the Commonwealth. After hiring staff to represent Roanoke and Norfolk areas, the team is fully staffed once again.

Business Relations activities included presenting at conferences and events with government, industry, rehabilitation, education, and workforce partners. The Director of Business and Corporate Initiatives and the Business Relations Specialists collaborated with the "Virginia Career Works" system and DARS, attended local workforce board meetings, and served on multiple business service teams across the state.

Career Connections, a Business Relations effort established during the pandemic, continued to have a statewide impact in its fifth year. The virtual platform connected federal partners, business leaders, and workforce partners with professional career seekers, VR counselors, and the business team. Sessions included private career fairs, presentations related to disclosure, and information about federal employment. Next year, training sessions on LinkedIn will be added.

Steer Your Career was another seasoned virtual offering for career seekers. Six consecutive weeks of workshops were designed for participants to move towards work-based learning or direct employment. Individuals from across the state gained the necessary skills to enter competitive integrated employment matching their career goals. Efforts were made to keep the curriculum relevant and engaging by actively involving the participants in online learning activities and following up with homework assignments. Given the relatively small group of eight students in each cohort, the presenters were able to have open discussion and respond to questions on the spot. The Steer Your Career workshop is offered numerous times a year.

In its fourth year, Coffee and Collaborations brought DBVI Rehabilitation Counselors, Regional Office Managers, Business Relations Specialists, and the Pre-ETS/student team together. These sessions presented an opportunity to review case scenarios and provide business and pre-ETS (student team) updates. In addition, new VR Counselors had the chance to meet and learn from seasoned staff which also provided the opportunity for mentorship and on the job skills development.

During the past year, the Business Relations team also maintained a robust collaborative partnership with student programming. The student team worked closely with the business team during various events and offered support including presentations related to work-based learning and the employment process, one on one discussions, LinkedIn profile creation, and much more. New members of the business team actively engaged with students over the summer by attending various programs and supporting numerous paid work-based learning opportunities. Working closely with Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI) staff, the Business Relations team members assisted in helping to prepare and enroll students into the work-based learning component of the Learning Independence Feeling Empowered (LIFE) program. In addition, the business team offered Elevate Your Career on the DBVI campus. This intense series of workshops was designed to help adults, and youth, to prepare for a reverse career fair. The reverse career fair allowed participants to market themselves and share their interests and experiences with employers who were going from station to station. In addition, the Business Relations Unit continues to provide Windmills, Disability Awareness, and Etiquette training to other state agencies and community business partners across the state.

In Northern Virginia, the Business Relations Specialist continued an affiliation with the Federal Job Club and attended weekly meetings. DBVI co-hosted the platform along with DARS and invited federal recruiters to weekly meetings with career seekers.

In addition, DBVI maintained an association with G3 Global Career Coaching for those seeking federal employment, crafting a federal resume, and learning to navigate the federal hiring process. With these well-established connections, DBVI career seekers entered high-level, life-changing positions with the federal government and among government contractors throughout the nation.

In the Capital Area, the Business Relations Specialist served in an active capacity as a Virginia Ability Community Advisory Council member. DBVI acted as a sponsor helping to fund various events intended to bring awareness of individuals with disabilities and competitive integrated employment. The Business Relations Specialist communicated with CEO's and business leaders across the community. The business team interacted with the Chamber of Commerce in several regions to foster a good working relationship with other businesses in the local community and educated the local workforce on the services that DBVI provides and the qualified skill seekers that we work with. The Roanoke Business Relations Specialist was accepted into, and completed, a highly recognized year-long leadership program designed to build relationships with corporate and professional business leaders within the community and sharpen participant's leadership skills.

The nationally recognized, DBVI Paid Work-Based Learning Program has set up approximately 260 paid work-based learning situations since launching in 2016. Many individuals have entered into the career of their choice or learned that the career opportunities they were initially interested in had evolved based on their participation. Promoted as a best practice for DBVI's employment services organizations, the program provides individuals who may need more support on the job as they move into meaningful employment or need additional experiences on their resume due to a career gap. During the past year, the program continued to serve adults, current college students, college graduates, and youth under 18 years of age.

The Director of Business and Corporate Initiatives worked closely with the Council of State Administrators of Vocational Rehabilitation (CSAVR) and served as the National Employment Teams point-of-contact for Virginia and as a leader within Region Three again this year. At the spring 2025 CSAVR conference, and at the request of the CSAVR National Director of Business Relations, the Director presented as a keynote at the national convention, highlighting DBVI's services for business, best practices, paid work-based learning opportunities and successful on-the-job training.

The Business Relations team and executive leadership from CVS/Aetna worked diligently over the past year to complete grant funding for a Career Skills Lab. This first of its kind national initiative offers career seekers the opportunity to receive specialized and accessible customer service call center training and the knowledge necessary to sit for and obtain a nationally recognized customer service credential. The training protocol involves instruction in a Career Skills Lab, housed on the DBVI campus, followed by a paid work-based learning experience in the individual's residential community. DBVI is excited to start the first cohort of this innovative training at the beginning of the new year.

As a part of the Governor's initiative to highlight innovative and effective service provision to the citizens of the Commonwealth, DBVI's Director of Business and Corporate Initiatives, Mrs. Cindy Roberts and Capital Region Business Relations Specialist, Mrs. Karen Kahn, received a letter of commendation and gratitude from Governor Youngkin spotlighting their commitment to connecting people to careers and employers to skilled talent. Congratulations to Director Roberts and Specialist Kahn!

Business Relations "moves at the speed of business," with an energetic and zealous team. As they plan for the coming year, the team is considering programming by region as well as continuing to provide highly successful statewide learning options. The fully staffed, boots on the ground group of professionals, are prepared to manage corporate training and initiatives, and are eager to build upon the success seen in 2025 as they work to achieve new and greater accomplishments in 2026!

DBVI Success Story- Adrianna Giddings

The journey of a recent University of Mary Washington graduate, Adrianna Giddings, illustrates the powerful impact of strategic partnerships and a commitment to inclusive employment. With a deep passion for universal design and accessibility, she sought a professional path that would leverage her unique skills and perspective to benefit the community.

Working with their Business Relations Specialist (BRS), Adrianna identified a Paid Work-Based Learning experience as the ideal first step to transition from academia into the professional world. The BRS initiated contact with the City of Norfolk's Diversity Office in July 2024, beginning a relationship built on mutual goals.



This connection soon provided an opportunity. In September 2024, she interviewed for an internship and impressed the team with her knowledge and enthusiasm. Her performance led to an offer, and in February 2025, she officially began her internship with the Diversity Office.

Over the next four months, Adrianna became an invaluable asset, assisting on a variety of projects that enhanced accessibility across the city. She contributed to making city-wide training programs more accessible and provided expert consultation on accessibility for major community events. Adrianna's work directly impacted the city's ability to serve all its citizens more effectively.

As the internship ended in May 2025, the City of Norfolk, recognizing her exceptional contributions and potential, invited her to apply for a full-time opening within the Diversity Office. Adrianna applied, interviewed, and competed for the position, and was formally hired into a full-time role with benefits in August 2025.

Pre-Employment Transition Services

The student team has been very busy in the past program year with students once again connecting with over 500 student learning programs accessed! This progression shows the high engagement rate that our DBVI students are maintaining. When the Student Team programming began in 2017, there were only two student programs being offered by DBVI to transition aged youth, the well-established LIFE (Learning Independence Feeling Empowered) and the college preparation LEAP (Learning Excellence in Academics) programs, available to students from the Virginia Rehabilitation Center for the Blind and Vision Impaired, with a total of 30 programs accessed that year. Moving ahead in 2025, the Student Team offered 23 programs with a total of 564 programs accessed- some virtually, some in person, some hybrid and some family engagement.

Not only has the number of student engagements increased, but the Student Team has focused on designing programs that include at least 4 of the 5 Pre-ETS Required activities (career exploration, workplace readiness, work-based learning, counseling on post-secondary enrollment opportunities and self-advocacy). DBVI's average cost to deliver a required activity through agency developed programs is currently \$300 per activity, versus partnering with a community pre-ETS provider where often only one required activity is able to be addressed at one time with an average cost of \$1500 per activity. This cost savings helps to provide more opportunities for more students during the course of the year.

DBVI student programs foster great student engagement and great returns on investment along with increased skills progression. The National Council of State Agencies for the Blind (NCSAB) reports Average Measurable Skills Gains (individuals who have received an industry recognized credential), which is tied to student advancement, by state. In 2017 Virginia had a measurable skills gain rate of 30%. That rate jumped significantly in program year 2023-2024 to 86%, and in 2024-2025 to 86.4%, making Virginia DBVI again #1 in measurable skills gains by blind agencies across the country. States including Michigan, South Carolina, Wisconsin and Colorado have

contacted DBVI and are looking at beginning some of the programs that originated in Virginia to increase their student participation and measurable skills gains.

The student team has focused on providing a variety of high-quality programming opportunities for a diverse array of education levels and interests. DBVI students had the opportunity to tour Wilson Workforce and Rehabilitation Center to learn about available credential training, student life, dorm living and available support to ensure their success. At Virginia State University (VSU) students got a firsthand glimpse of college life as they learned key information on admissions, accessibility, and how to put resources in place to succeed in a college or university setting and interact with current college students to learn about their journeys and how they have adapted to college life. At VSU, students also participated in a soccer camp led by Antoine Craig, founder of Blind Soccer Nation, which highlighted the importance of self-care and being active while building confidence and self-advocacy skills.

In the Spring of 2025 DBVI partnered with I'm Determined (a program housed under James Madison University's program for individuals with disabilities) to provide a pilot program titled Spring into Self Determination. This family engagement event was attended by 34 students and their parents. Students had sessions with I'm Determined staff to identify strengths, resources, and possible career pathways, as well as goal setting.

Parents engaged in sessions that provided information on frequently asked questions on topics like social security, DBVI services, and additional resources available to them. After the Saturday sessions surrounding goal setting, students had the opportunity to visit Busch Gardens to put their learning into action. Students were challenged to report their disability to Guest Services on Sunday at Busch Gardens, and we are proud to say that every single student going to the park did so! This was a big step in practicing self-advocacy, how to disclose and speak about their disability, and interacting with individuals they did not know. Not only did they report their disabilities, but they also met the goals they had set for themselves for the visit. Whether it was to tackle a specific ride experience, see a show and learn from employees about their employment journey or food station, students were challenged to locate and navigate to the specific destinations in the park utilizing their learned skills of Orientation and Mobility (O&M) and self-advocacy. The event culmination at Busch Gardens was goal setting and independent O&M at its best!

A new virtual program offered in 2025 was Career Exploration into the Arts and Creative Careers. These six weeklong programs focused on student interests in arts, music, graphics, and creative careers. Multiple career pathways were highlighted, and students had the opportunity to have informational interviews with professionals that are blind or low vision in various industries.

In addition to DBVI's new student programs, the Student Team continued to carry on with yearly recurring programs. The team provided training on basic financial literacy through the Financial Realities virtual program. In this program, the DBVI student team was joined by financial institution professionals and professionals who were familiar with Social Security benefits, Asset Based Lending (ABL) accounts along with general principles of money management. This session always sparks further conversation and learning about employment and the effects that it may have on the benefits they receive, the importance of making sound financial decisions and planning for the future.

The VCU Peer Mentoring program continued to connect students with peer mentors with lived experience being blind, vision impaired, deafblind. This school year long program provides students with the opportunity for both individual and group sessions with mentors to learn about career development and lived experience with blindness and low vision in the workforce.

Cyber Space in June brought together partners from Enterprise KC and Palo Alto Networks to offer a cyber security program held in a residential setting in Richmond. Cyber Space 2025 featured the first ever competition between teams of students in cracking a state-of-the-art firewall! At the culmination of the program, students presented their personal website and branding projects, explained the principles of coding that they used, and shared information about their interests.

Cyber Warriors, presented in conjunction with long time DBVI partner, Intellectual Point, continued to attract students. This past summer, over 95 programs were accessed in subjects such as Intro to Cyber Security, Foundational 3-D printing, Drone, Robotics, Advanced 3-D printing, Build Your Own Gaming PC, Ethical Hacking and AI unleashed. In all of these programs, students increased their skills using their assistive technology to help solve problems, exercise critical thinking and enhance their communication skills.

Another popular program that continues to grow from year to year is Careers in Action, with both students and parents attending. Students get hands-on experience learning about the many careers in the hospitality and customer service industries as they learn how to begin a resume, how to connect their strengths and interests to a career, and how to set attainable goals. Parents create a strong community as they share resources with one another while learning how DBVI can assist their students as they graduate from high school and move on to the world of work or post-secondary opportunities. Outings to the state capitol and the Virginia Science Museum were a hit with students and parents. These outings continued to build upon the five required student services, especially self-advocacy, workplace readiness and career exploration.

Launching Point at James Madison University was held for the fourth year in a row. 28 students had new opportunities with this year's college immersion program, including visiting the School of Media Arts and Design, learning about clubs and activities from Student Life, interacting and learning networking from the College of Business, and meeting the new JMU President, Dr. James Schmidt. DBVI students were the first group of students that Dr. Schmidt spoke to in his new position! Associate Vice-President Art Dean visited with every DBVI student and parent at Recognition Night, demonstrating the strong commitment and partnership that the college shares with DBVI.

Also in its fourth year, the Blind Design program was presented in collaboration with the Virginia Tech (VT) School of Architecture and Design. DBVI students participated in hands-on design workshops facilitated by VT architecture students to create a model centered around accessibility and access. Not only did students learn the principles of architecture, but they also developed critical thinking skills, time management and improved their communication skills.

In the coming year, the Student Team looks forward to continuing to innovate! New programs students can look forward to in 2026 program year include a new Career Commons Tour in

Abingdon, a virtual Supported Employment Opportunities program, an Adventures in O&M program, Sound Foundations program and a College and Resource Fair at Wilson Workforce. DBVI will once again offer the Adventures in Entrepreneurship program as well as Honors Night where students are recognized for the programming they have attended and their commitment to honing the skills that they have built.

Partnerships developed by the Student Team have continued to play a role in the students' success! Palo Alto Networks nominated a DBVI student for Cyber Signing Day (see success story below), Lions Club sponsored and donated over 200 soccer balls to DBVI students. The soccer balls were designed by a Greek soccer player with rattles that never need to be charged, and the partnership with Blind Soccer Nation provided students the opportunity to learn a new sport!

To round out the year, the Careers in Action October event at Massanutten Resort saw an incredible 48 students and mentors and their families. That event was DBVI's largest attended event ever!

WIOA Required Pre-Transition Employment Services

1. job exploration counseling
2. counseling on opportunities for enrollment in comprehensive transition or post-secondary programs at institutions of higher education
3. workplace readiness training
4. work-based learning experiences
5. instruction in self-advocacy

DBVI Success Story- Kaleb Calhoun



DBVI VR Director Megan Hall, Assistant Director Justin Sheets and Student Team Coordinator Tish Harris smiled proudly as Kaleb Calhoun walked across the stage at the National Institute of Cyber Educators (NICE) Conference as they announced his selection as one of only 6 students chosen nationwide in 2024 for Cyber signing day! Cyber Signing Day honors only 6 brilliant K12 students from across the US and celebrates students' incredible achievements in the cyber security field, and commitment to attend post-secondary opportunities in Cyber Security to declare their intent to enter the Cyber Security workforce following additional training and credentialing. To be chosen, a student must not only have outstanding academics and extracurriculars along with impressive cyber accomplishments, but they must also display leadership and achievements such as cyber security internships, apprenticeships or continued high level training that separates them from the field of applicants. Kaleb was the first student with a vision impairment to be recognized at National Cyber Signing Day.

Kaleb came to his first student program as a 14-year-old full of energy and unsure of his career path. Leap into Linux (now Cyber Space) was a great experience for him, opening up the world of cyber security and advanced technology. Kaleb continued to challenge himself with Cyber Warriors programs, college immersion at Launching Point at JMU, the Cyber Space program as well as seizing many other learning opportunities that were presented. Kaleb accepted the position of mentor, then Lead Mentor as he paid it forward to help other students with vision impairments in the classroom as well as outside the classroom. Kaleb did such an outstanding job mentoring and assisting in the Cyber Space classroom that he was invited to a Palo Alto Networks (the world's largest cyber security company) event to meet all of the internship hiring managers.

When we asked Keith, Kaleb's dad, about his son's journey, this is the progression he described to us:

I used to watch homeschooled Kaleb and Kenny (his brother) playing with LEGOs for hours and wondering how we were going to open their vision impaired eyes to the big world around them and prepare them for college and careers. Then we received an invitation from DBVI to attend a computer training class. It seemed so bizarre to send kids with limited vision and knowledge of computers to an "adult" programming class.

I have learned by observation that most students enter their first DBVI computer class absolutely convinced that they do not belong there, and do not have the interest or aptitude to learn computers. Then they are bombarded with strange new concepts and tools and a section of their brain that they did not know existed explodes open! Suddenly they are excited and eager to fill that new space with more knowledge. They discover that they are learning a new language that other students their age do not know and that gives them confidence. They cannot wait to attend the next class and the next class after that.

DBVI then contacts the students that are most passionate and offers to pay them to mentor in a paid work-based learning experience. The process repeats at a higher level as the new mentors begin helping others and their confidence grows. They begin taking ownership and pride in their role and genuine interest in the success of the students assigned to them. I have watched in astonishment as formerly shy students turned mentors march up to parents to tell how great their student did in training and relate personal experiences that show how the student is maturing.

Kaleb is now a freshman at William & Mary and is already self-advocating. Weeks after school started, Kaleb used the leadership skills he developed through DBVI to run for treasurer of the community council. He marketed himself aggressively and won against a popular senior. Kenny also began with the Robotics program developed by DBVI and is now an intern at Mitre.

Education Services for Children and Youth

DBVI's Education services are provided throughout the year to approximately 2,000 children from birth through age 22, who are blind, vision impaired, deafblind, and their parents. Each of the six

regional offices is supported by a DBVI Education Coordinator with some regions overlapping to provide additional support. DBVI's Education Coordinators are uniquely qualified teaching professionals who provide guidance not only to school systems and parents, but also community partners, medical professionals and the community at large.

During 2025, DBVI Education Coordinators collaborated with staff from DBVI's student team, and the VRCBVI to offer students and staff a multitude of virtual and in-person training opportunities. The collaboration between Education Services and the student team provided students with support as they completed several Cyber Warrior STEM Camps. These initiatives were further enhanced by VRCBVI's LIFE Program (a 4-week skills of blindness student training program). Education Services and the student team also collaborated on the Sensing Space program, developed in partnership with the Virginia Science Museum.

As in previous years, DBVI hosted a free residential Super Summer Camp at Camp Easter Seals in New Castle. Thirty-eight participants enjoyed a week of engaging activities including kayaking, canoeing, horseback riding, archery, goal ball, swimming, and crafts. The camp also included instruction in work readiness, independent living, social skills, and self-advocacy.

Education Services staff participated in the Content Teaching Academy at James Madison University in collaboration with Virginia Department of Education. Education Coordinators, along with the student team members, provided a presentation on transition services to Virginia teachers and administrators who work with students with sensory impairments. The sessions were designed to provide professional development opportunities to educators to enhance and support the successful educational and vocational outcomes of students with disabilities.

Services Provided by DBVI Educational Coordinators

- support parents and professionals involved who are involved in homeschooling children and students who are blind, vision impaired, deafblind
- provide functional vision assessments for children who do not attend public school
- attend meetings to prepare an Individualized Education Program (IEP)/Individual Family Service Plan (IFSP)/Special Education Eligibility determination meetings upon request
- provide consultation to school division staff and parents of students who are blind, vision impaired, deafblind

DBVI Success Story- JD

This story highlights a successful partnership that transformed a student's academic ambition into tangible professional success. A rising senior at Virginia Commonwealth University (VCU), majoring in accounting, was seeking a summer internship to gain real-world experience and apply their classroom knowledge.

The student's Business Relations Specialist collaborated with the Virginia Department for the Blind and Vision Impaired (DBVI) and the Virginia Department of Energy to create a meaningful opportunity. This partnership provided a 12-week, full-time internship with wages for the student, allowing them to fully immerse themselves in the professional environment without financial barriers.

During the internship, the student quickly demonstrated their value. They not only gained significant practical experience in their field but also identified critical procedural gaps within the department and actively assisted in correcting them. This initiative and problem-solving ability showcased the high caliber of talent this partnership was designed to support.

The positive impact was clear to all involved. At the conclusion of the internship, the Virginia Department of Energy extended an offer to the student to continue working part-time through their senior year. This outcome is a testament to the value of investing in emerging talent and the power of collaborative programs to create a pipeline of skilled professionals ready to serve the Commonwealth.

Deafblind Services

Elizabeth Spiers, Director of Deafblind Services, presented to two groups of students studying American Sign Language in February 2025 at Maggie Walker Governors School. This outreach event provided the opportunity for students to learn about vocational rehabilitation, the services offered to individuals who are deafblind, and the importance of language access in both academic and employment settings.

In conjunction with DARS, DBVI continued to participate in a Dual Case Workgroup. This partnership includes a group of professionals from DARS, DBVI, Helen Keller National Center, and the Virginia Deafblind Project, to continue to build upon current practices to improve employment outcomes of VR cases served jointly by both DARS and DBVI. As a result, the workgroup presented joint staff, all day training for VR professionals both DBVI and DARS to

share information about improving collaborative services for career seekers and the ways the two agencies can continue to work together more effectively to provide the much-needed wrap-round supports that are unique to individuals with dual sensory loss. DBVI is looking to build upon this partnership in the coming year and is committed to continuing to address the support needs of the dual sensory population.

Deafblind Awareness Day was held in July 2025. At this event, approximately 10 deafblind individuals attended and had a chance to learn about Helen Keller and her accomplishments, and also about how she learned and used braille not only in education, but as she moved into employment.

DBVI's Director of Deafblind services assisted in a cohort of professionals to share more about the new Support Service Providers (SSP) program in conjunction with the Virginia Department for the Deaf and Hard of Hearing in June 2025. VDDHH concluded its grant-funded SSP program in September of 2025, however, the learning and engagement of SSP's continues through other opportunities.

The third Deafblind Camp of Virginia took place in September 2025 at Camp Easter Seals, near Roanoke. 12 deafblind consumers attended the camp and had a great deal of fun with opportunities to learn canoeing, fishing, archery, trying out a zip line, swinging on a giant swing, and riding horses. They also directed social activities at the camp, including dancing and card games. The camp sponsored exhibitors from T-Mobile, DBVI Rehabilitation Teaching/Independent Living, and VDDHH's Technology Access Program to provide the campers with the ability to learn more about various career pathways and the support that DBVI programs can provide to ensure that individuals are fully supported in reaching their desired level of employment or independence.

In the coming year, deafblind services are excited to provide a training course for DBVI Orientation and Mobility staff to train staff on effectively working with deafblind individuals who could benefit from travel training through orientation and mobility services as they move towards attaining their maximum level of independence and employment.

Regional Offices

DBVI has six regional offices strategically situated throughout the Commonwealth. The offices located in Bristol, Fairfax, Norfolk, Richmond, Roanoke, and Staunton are staffed by qualified professionals who provide vocational rehabilitation, education, independent living, orientation and mobility, low vision, rehabilitation technology, and deafblind services.

During the past few years, the United States has experienced issues with vacancies, particularly in the areas of vocational rehabilitation and orientation and mobility. In line with this trend, several DBVI regional offices have experienced persistent issues with vacancies. All regional offices reported successful hiring initiatives for various positions within the last year. At the conclusion of 2025, most regional offices were fully staffed, and recruitment endeavors will continue to ensure

that Virginian's who are blind, vision impaired, deafblind have the supports necessary to meet their personal learning and employment goals.

Staunton Regional Office Spotlight

During the 2025 calendar year, the Staunton Regional Office (SRO) was particularly engaged in outreach, learning opportunities, and educating community partners in the region. In support of those efforts, SRO staff visited the Wilson Workforce and Rehabilitation Center (WWRC) to provide DBVI in-service training for WWRC staff. The objectives met as a result of this training included improving communication between the Center and DBVI field offices, providing information about DBVI and the scope of services available to individuals who are blind, vision impaired, deafblind, provided information regarding the etiquette of working with individuals with sensory impairments, and brainstormed and implemented DBVI staff support to the WWRC staff who provide direct services to the individuals DBVI works with. The SRO team presented to two different groups, each with a slightly different focus, with approximately 20 staff in each group. One group included Admissions and Counseling staff (planning and welcoming staff), and the other group included direct service staff (instructors, teachers, evaluators, dorm staff, etc.). The training was a great success, and SRO is looking forward to continuing to foster collaborative relationship with WWRC in the upcoming year.

On Sunday August 3rd, Staunton VRC Mike Thelk attended the Virginia School for the Deaf and Blind (VSDB) registration and resource day. During this event, all students attending the school for the academic year formally register and have the opportunity to learn about community resources and available support options. VRC Thelk met with all DBVI students and families to discuss how the summer went for them, answered any questions they had, and completed academic year paperwork allowing for DBVI's continued services and support. Additionally, VRC Thelk met with other students who may be interested in connecting with DBVI's Education Coordinators or VR Counselors.

SRO Education Coordinator Anne Roningen partnered with the student team outreach specialist, William Sutton, to provide two virtual learning sessions for Teachers for the Vision Impaired (TVI) and O&M Specialists. The learning session included presentations regarding DBVI services and offered an opportunity for blind professionals to network and engage in partnership management discussions. Outreach Specialist Sutton spoke about upcoming programming and answered questions related to program details including topics such as Vocational Rehabilitation, education and student support, the DBVI referral process and provided information on specific DBVI services including low vision examinations.

The SRO office continued to provide monthly training to staff to educate the team on relevant topics including supported decision making, women's health, and working with individuals who are present with dementia and/or traumatic brain injuries as a co-occurring disability that impacts an individual's ability to achieve successful employment outcomes. Knowing the community resources and meeting with experts on the topics further bolsters staff's knowledge of available services and partnerships to share information that individuals could benefit from.

DBVI Success Story- Tyler Boone



My story is one of loss, resilience, and ultimately, purpose. It's about how I lost my sight but found a deeper vision for my life and how I now help others discover theirs.

It all began during basic training in the Army. I started experiencing night blindness, but I didn't understand what was happening. Doctors were unsure too. That's when I first heard the name Retinitis Pigmentosa, a rare, progressive eye condition that leads to blindness. I wasn't officially diagnosed then, but the fear of that possibility was so overwhelming that I avoided doctors for years.

As time passed, my vision declined. Eventually, I could no longer ignore it. I returned to the doctor, and my worst fears were confirmed: I carried the gene for RP. I remember sitting alone on my lunch break, tears in my eyes, wondering what life would look like without sight. I wasn't ready to face it, so I buried the truth and kept moving forward. I got married, had two beautiful children, bought a home and eventually, I had to give up driving.

But the real turning point came when I could no longer walk in public without assistance. My independence slipped away, and the strain affected every part of my life. After three years in my home, I found myself sleeping on my mother's couch, unable to use a computer, unable to work, and unsure of how to move forward. My employer and I eventually parted ways, not because of anything I did wrong, but because of unspoken doubts about my blindness. It was one of the lowest points of my life.

Then came a night I'll never forget. It was cold outside and within. I lay there on that couch, feeling like the world had moved on without me. I was tired, discouraged, and unsure if things would ever get better. But in that stillness, a small spark of hope flickered. I remembered DBVI, a program I had once been connected to. They had invited me to join their adult training program, and I had always put it off. But now, with nothing left to lose, I decided to say yes.

Even with that decision, the weight didn't lift right away. I was still uncertain, still carrying the heaviness of everything I'd lost. But that spark was enough to move me forward.

With the support of my vocational rehabilitation team, I entered the program. It wasn't easy. I still had to raise my kids on weekends and pay bills with limited income. I even donated plasma just to stay afloat. But I was determined. And step by step, I began to rebuild.

By the end of the program, I had learned how to use a computer and gained confidence to navigate the world again. Still, I wondered, had I made the right choice? Would anyone hire me? I had not only lost my sight, but I now had an eight-month gap on my résumé. Doubt crept in again.

Then came a call about a new opportunity: the CVS Career Skills Lab. There were no guarantees, but I was intrigued. I interviewed, participated in several programs, and waited. Weeks passed, and I heard nothing. That familiar feeling of uncertainty returned.

Then, on the day I graduated from the program, something unexpected happened. Just a few hours after the ceremony, I received an email from Cindy Roberts asking if we could talk later that afternoon. I didn't know what the call was about but when I answered, I was offered the position of Career Skills Lab Instructor.

After being riddled with bad news for so long, I couldn't fully process what had just happened. I had grown so used to disappointment that I was in denial. It didn't feel real. But it was. And in that moment, something shifted. I had purpose again. I had a reason to get up, to give back, and to lead.

Today, I stand not just as an instructor, but as living proof of what's possible. I now teach in the very place where I once learned. And that full-circle moment is what makes this work so powerful.

This experience has shown me just how vital the work of those who serve the blind community truly is. The people who guided me, those who believed in me when I couldn't believe in myself, changed the course of my life. The counselors, instructors, and staff who dedicate themselves to this mission every day are not just helping people find jobs, they're helping people find hope, dignity, and direction.

The CVS Career Skills Lab is more than a training space. It's a place where confidence is built, where skills are sharpened, and where people rediscover their value. It's where someone like me, who once felt lost, can now help others find their way.

And that, to me, is the true power of this work. Because sometimes, losing sight is what it takes to truly find your vision.

Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI)

During this program year, VRCBVI was excited to welcome Mr. Lloyd Dunnivant as VRCBVI's Program Recruitment and Outreach Specialist. Mr. Dunnivant is tasked with actively recruiting new students as well as developing and maintaining a pipeline of possible work-based learning sites for both Adults and Students with Disabilities. Mr. Dunnivant hit the ground running and throughout the year, VRCBVI has increased attendance for residential training programming as well as weekend events.

VRCBVI is still seeking a qualified Orientation and Mobility Instructor to round out the travel training team. While attending the residential skills of blindness training, students receive up to 2 hours of Orientation and Mobility travel training per day. This robust offering allows students to continuously build upon travel concepts such as mental mapping, listening skills, good cane

technique, etc. which has been found to be the critical link between the learning process and established safe travel modalities. While this position has been open for quite some time, VRCBVI's recruitment experience is much like other state agencies throughout the United States experiencing challenges with filling these critical positions. Unfortunately, the field of Orientation and Mobility has been shrinking exponentially over the past few years, and it is becoming increasingly more difficult to locate certified providers to fill these critical roles.

The Adult skills of blindness training program began the calendar year in January and wrapped up adult training services in June in anticipation of welcoming students with disabilities ages 14-22 to their flagship student program, Learning Independence Feeling Empowered (LIFE) program. The average adult student census number during that period was 23 students, which is a significant increase from historical attendance. The adult training program resumed in September. VRCBVI continues to collaborate with vocational rehabilitation counselors to identify individuals who could benefit from the comprehensive skills of blindness training that is offered. VRCBVI is excited to welcome 15 new students who have been accepted to participate in training beginning in January of 2026.

VRCBVI and the DBVI Business Relations Team hosted the annual Elevate your Career program on the VRCBVI campus. This intensive summit focuses on career development, employment preparation and increasing confidence while marketing yourself through application and interview completion. General training topics include empowering individuals in areas related to career readiness and securing employment. The attendees learn about developing and effective "elevator speech", job interview preparation, resume development and refinement, cover letter development, disclosing disability to employers, work-based learning, etc. The culmination of the event is a Reverse career fair in which employers and recruiters rotate between stations to learn more about the applicants. This format allows attendees to be creative in marketing their skills and talents as a good fit for each interested company.

From July to August, the LIFE training was in full gear as VRCBVI welcomed 14 students aged 14-18 to the four- week program. The program consisted of skills of blindness training, confidence building, such as completing a high ropes course, rock climbing, DIY home repair activities, and RVA driver's education, along with a paid work-based learning experience for students over 16. The LIFE program is the only residential student program that DBVI currently provides with a strict focus in learning skills of blindness. DBVI has found that students who have participated in the LIFE program are much more well equipped to successfully complete other DBVI offered student programming.

This year, one of the LIFE students was honored by the Governor's Office with a proclamation recognizing her work as a paid work-based learning participant in the Office of the Secretary of the Commonwealth. The student was recognized with the presentation of a certificate and special challenge coin directly from Governor Youngkin.

In recognition of "White Cane Day" two VRCBVI students were invited to WTVR-TV CBS 6's Virginia This Morning program. VRCBVI was excited to support the students in this outreach opportunity, and has provided the [Facebook link to video](#) for review.

This year, VRCBVI continued providing the popular Live Active, Live Healthy, Live Modern (LIVE) programs. Through a series of two consecutive weeklong sessions, VRCBVI dedicates August to helping seniors 55 and older, along with their plus ones', participate in instruction related to vision loss. These sessions include classroom instruction and discussions surrounding topics such as coping with vision loss, learning daily living skills to increase independence, safe travel techniques, introduction to computers and assistive technology, diabetes and health education/training and recreational activities that help promote a healthy and active lifestyle regardless of levels of vision. Over the two weeks, VRCBVI welcomed 37 participants and family members in attendance. As a result of the programs, VRCBVI is looking forward to individuals choosing to participate in the full adult adjustment to blindness training in the coming year.

As a part of the Governor's initiative to recognize outstanding contributions to the citizens of the Commonwealth, VRCBVI was proud to learn that Director, Melody Roane, was acknowledged by Governor Youngkin as a leader who fosters cohesive and effective services for Virginia citizens due to her commitment, continuous improvement efforts and professionalism in the discharge of her duties. Congratulations Director Roane!

In a commitment to innovation and transparency, VRCBVI is excited to announce the development and dissemination of a VRCBVI specific newsletter, VRCBVI Voices. The first issue of the newsletter was shared Commonwealth wide this fall and included updates, announcements, helpful tips and empowering/transformational stories highlighting VRCBVI attendees and staff members. VRCBVI is looking forward to offering this newsletter quarterly. The current newsletter and archives are available through DBVI's GovDelivery notification program as well as being highlighted on [VRCBVI's main website](#).

Virginia Enterprises for the Blind (VEB) – The Randolph Sheppard Program

Program Year 2025 was a successful year for VEB as the business program continued to expand. Despite the challenges posed by a shrinking federal workforce in the local area, VEB achieved a 15% increase in sales over the prior year, driven largely by Micro Markets and new business opportunities.

Currently, 32 licensed vendors operate daily facilities with 1 new vendor waiting for placement. VEB manages 50 open facilities, continuing its track record of sustainable growth.

VEB secured several important new accounts, which fueled the year's success:

- Quantico Bldg. 2008
- FBI Wellness Center
- PTO Academy
- State Department – Roslyn

- Navy Support Arlington

Additionally, VEB entered the new fiscal year with six new accounts:

- State Department
- Homeland Security
- Virginia Department of Taxation
- FEMA
- Dam Neck Naval Base

This expansion generated strong momentum, with three students currently completing training and two additional students scheduled to begin training in January 2026.

VEB has set ambitious goals for 2026, including:

- Expanding into new markets such as Prison and Jail Commissary services.
- Pursuing military feeding opportunities at locations such as Quantico Marine Corps Base.
- Exploring E-commerce business opportunities.
- Growing highway vending operations through the newly awarded RFP to Canteen Inc., which includes enhanced monthly commission guarantees.

Business Highlights (as of August 2025)

- 32 Randolph-Sheppard Vendors (including Tracy Allen)
- 1 Vendor in waiting (Robert Johnston)
- 3 Students in OJT; 2 scheduled for Jan 2026 class
- 1 New RS Vendor licensed (Tracy Allen)
- Fiscal 2024 Sales: \$55.2 million (includes 3 military contracts as of 9/30/24)
- Fiscal 2025 Sales Performance:
 - Q3 facility- sales up 15% versus Q3 prior year
 - YTD facility- sales up 9% versus prior year
- 50 facilities currently open
- Facilities pending to open: Quantico Bldg. 2008, FBI Wellness Center, PTO Academy, State Department Roslyn, Navy Support Arlington
- Highway Vending Sales:
 - Trending up 2.6% (\$111k) YTD
 - Commissions down 2% (\$43k) YTD due to Pepsi commission structure changes
 - Higher monthly commission guarantee negotiated in new contract
- 6 new vending accounts secured (State Department, Homeland Security, Virginia Department of Taxation, FEMA, Dam Neck Naval Base)

VEB continues to demonstrate resilience, growth, and innovation under the Randolph-Sheppard Program. With strong sales performance, expansion into new facilities, and new students preparing to join the workforce, VEB is well-positioned to achieve even greater success in 2026 and beyond.

Vocational Rehabilitation Consumer Satisfaction Evaluation Program Summary; Federal Program Year 2024, July 2024 through June 2025

The VR Program, housed in the Services Division at DBVI, is responsible for the administration and operation of Virginia's VR program serving individuals who are blind, vision impaired, deafblind, as described in the Workforce Innovations and Opportunities Act (WIOA) of 2014. The SRC partners with and assists DBVI in reviewing the effectiveness of, and individual satisfaction with the VR services. Services are designed to meet the needs of individuals consistent with their strengths, resources, priorities, abilities, interests, and informed choice so that they may prepare for, engage in, and retain competitive integrated employment. The evaluation program is designed to include individual consumer surveys that eligible VR participants can complete on their own.

The evaluation process provides a systematic method of learning the point of view of individuals being served. It is one measure of program effectiveness and a quality-of-service indicator. In their confidential responses to the survey questions, individuals can provide their level of satisfaction or dissatisfaction with received services, VR staff, and various aspects of the VR program. DBVI distributes surveys at the time of VR case closure, to assess consumer satisfaction with VR services. Reports on survey results are created annually and upon request. Additionally, quarterly data is provided to the SRC and the DBVI VR team. All individuals with an eligible VR case closure, who received VR services, are provided with an opportunity to complete a survey to express their satisfaction with the VR program, services, and service providers.

During the 2024 federal program year (FPY), DBVI maintained steps that were taken in the 2020 federal fiscal year (Oct 1, 2019, to Sept 30, 2020) to increase the response rate from individuals who received VR services. Three main areas of focus to address the response rate were determined: communication, utilization of agency resources, and updating and editing the survey platform and questions. For communication, DBVI updated the VR case closure letters that are provided to individuals at the end of their VR program, to include information about the VR consumer satisfaction evaluation. Additionally, training was provided to VR staff to engage staff in the evaluation process and reaffirming the importance of communication about the evaluation. DBVI partnered with the SRC to accomplish the third focus area of updating and editing the survey platform and questions. The number of questions required to be completed decreased from nineteen to nine. The estimated completion time also decreased.

During the calendar year 2021, DBVI also implemented additional assistance, to improve utilization of agency resources, to address the second focus area identified above. The additional assistance included outreach and follow-up activities that have proven successful in the past. Additional staff have worked on these activities, including mailing a paper copy of the consumer satisfaction survey with the VR case closure letter, and email and phone call follow up activities to individuals who were eligible to complete the survey. These practices continue through FPY2024.

Additionally, during the 2024 program year, as part of an initiative from the Youngkin administration, all agency documents were reviewed and edited to contain plain accessible

language. This review and edit included the VR consumer satisfaction survey questions. A copy of the updated survey questions is included in Attachment A at the end of this document.

Most recently, during the FPY 2024, 245 individuals were eligible to receive the VR consumer satisfaction survey (CSAT). Of those 245 individuals, approximately 7% or 16 individuals were determined to be unable to locate, contact, or move, which decreased the likelihood of receiving a response to the survey. The continued implementation of the improvement strategies described above resulted in 67 responses received, equaling an approximate 29% response rate. This response rate is an increase over FPY23 which was 27% and FPY22 which was 23%.

All of these exceed the DBVI minimum target response rate of 20%. As described earlier, responses are collected through several methods. In FPY24 52% of responses were collected online, 30% of responses were collected by phone, and 18% of responses were collected by mail (on paper). Monitoring and optimizing the implemented strategies to improve and maintain response rate will continue for FPY2025, which includes July 2025 through June 2026. Additionally, DBVI continues to see a 100% completion rate for survey respondents, meaning once the participant began the survey, 100% of the time the survey was completed.

Some highlights from the Federal Program Year (FPY) 2024 consumer satisfaction survey responses indicate:

- The Overall Satisfaction score for all respondents in FPY24 is 89.25 (out of 100), with 85% of respondents being “very satisfied” or “satisfied” with the VR services received.
- Individuals with employment outcomes (rehabilitated) continue to report high overall satisfaction with the VR program, with a score of 93.50. Likewise, individuals without employment outcomes (other than rehabilitated) reported an overall satisfaction score of 82.96, the second highest score from this group in the last eight years.
- A high percentage of respondents, 78%, said they received information from DBVI about the VR program in accessible formats.
- The vast majority of respondents, 86%, were “very satisfied” or “satisfied” with the timely provision of services and items by their VR counselor; likewise, 87% of respondents were “very satisfied” or “satisfied” that their VR counselor answered their questions and concerns quickly.

Results for Overall Satisfaction scores with the VR program from FFY2017 through FPY2024 are included in the table below.

Table 1 **Overall Satisfaction scores FFY2017 through FPY2024**

<u>Year</u> <u>Rehabilitated</u>	<u>All</u>	<u>Rehabilitated</u>	<u>Other than</u>
FFY2017	79.65	85.57	69.79
FFY2018	78.60	94.70	58.50
FFY2019 and 2020	73.33	87.32	45.54
FPY2020*	78.80	91.82	71.20

FPY2021	87.74	94.73	76.66
FPY2022	85.58	95.00	67.69
FPY2023	90.98	92.31	86.67
FPY2024	89.25	93.50	82.96

Satisfaction with VR counselors (VRCs) remains strong as in the previous three years. The percentage of respondents who were “very satisfied” or “satisfied” with the VRC’s respectfulness was 91%, with the VRC understanding their needs was 88%, and with the VRC understanding their disability was 88%.

Results for satisfaction scores with VR staff from FFY2017 through FPY2024 are included in the table below.

Table 2 **Satisfaction scores with VR Staff FFY2017 through FPY2024**

<u>Year</u>	<u>Respectful</u>	<u>Knowledgeable on disability</u>	<u>Sensitive to needs</u>
FFY2017	86.61	85.96	83.93
FFY2018	92.86	81.43	85.71
FFY2019 & 2020	84.38	83.75	80.00
FPY2020*	85.83	87.23	84.26
FPY2021	90.87	88.70	90.97
FPY2022	88.57	90.50	88.29
FPY2023	94.90	94.51	94.51
FPY2024	92.84	89.25	90.15

Most of the respondents, 85%, were “very satisfied” or “satisfied” with the Guidance and Counseling services provided by their VRC. Satisfaction was lower for other services, such as, work experiences or internships (54%), job help (42%), and chances to meet with businesses (49%) where many respondents marked “N/A” or lower satisfaction ratings. These are potential areas for the VR leadership team to focus on during program year 2025.

Additionally, most respondents were “very satisfied” or “satisfied” with information about assistive technology services and devices (87%) and support to increase their assistive technology skills (74%), however satisfaction with training to use assistive technology (71%) is slightly lower and may be a potential area of focus for program year 2025.

In FPY2020 DBVI introduced a Net Promoter Score (NPS) question to the survey. The NPS is a metric used in customer experience evaluation programs, with a response rating from 0-10. A NPS is used to measure how likely a customer is to refer your product or service to others, scores can range from -100 to +100, a higher score is desirable. A global benchmark NPS for organizations in 2024 is 52. The FPY2020 NPS responses were calculated to establish a baseline for DBVI equaling 36. The DBVI NPS for FPY2024, the fifth year this metric was used is 67, with 78% of respondents being “Promoters” (rating 9-10), indicating high likelihood of recommending DBVI services. This is an improvement from the baseline and higher than the global benchmark, but

somewhat lower than last year's score of 75, with the range of DBVI's NPS scores being 36 to 75. The FPY 2024 NPS is the second highest score since the implementation of the DBVI NPS question. The NPS will continue to be monitored and analyzed in the coming years.

The responses and ratings for FPY2024 are high and consistent with improvement and satisfaction with the VR program. However, given the number of evaluation responses submitted in FPY 2024, it is difficult to determine how well the summary statistics represent the entire group of eligible individuals served; as a result, please view the summary information as informative, and providing general guidance, rather than as definitive statements regarding the consumer satisfaction results of any specific subset of VR cases or individuals being served. A detailed summary of all evaluation questions and responses is located at our [Survey Monkey website](#) and is available for review and comment.

The open-ended responses from the VR consumer satisfaction evaluation included numerous comments from individuals regarding their experiences with the agency and their satisfaction with their VR counselors and trainers. The majority of open-ended feedback is positive (77%). The top three shared themes among the responses included professional performance of DBVI staff, technology support services, and emotional and personal growth. Other notable themes include service awareness and accessibility, organizational support systems, career development and counseling, and educational development.

These responses show that respondents most frequently commented on the professionalism of staff, the importance of technology support, and the impact of services on personal growth. There is also a diversity of feedback touching on accessibility, support systems, and individualized experiences which continue to be a focus for individuals that DBVI serves. DBVI is aware of the need to continue with early engagement and follow up with individuals to improve services and access to services.

Additionally, DBVI is focused on the need to optimize staff coverage for service provision and minimize staff turnover. All open-ended responses are included in Attachment B at the end of this document.

The DBVI VR Program is part of the Workforce system within the Commonwealth of Virginia. As a member of this large, coordinated network, DBVI continues to position itself to maintain strong partnerships within the Virginia Workforce system, including the Virginia Works workforce agency, as the Commonwealth continues to implement the Workforce Innovations and Opportunities Act (WIOA) of 2014. The results of the consumer satisfaction survey will be used by DBVI decision makers and the SRC in the continued development and implementation of the Combined Virginia State Plan and WIOA implementation. The feedback and insights will also be used to make recommendations for continuous improvement of services on behalf of individuals DBVI serves. The comments provided by the individuals the VR program serves are rich in content and will continue to aid in improving the high-quality service delivery program that exists at DBVI.

* FedProgramYear2020 is a partial federal program year, from September 2020 through June 2021. This timeframe is used for this reporting year to align the reporting year at DBVI with the

federal program year in WIOA. The next reporting timeframe, Federal Program Year 2021, corresponds to July 1, 2021, through June 30, 2022.

Vocational Rehabilitation Program Common Performance Measures (CPM) PY2024 Summary

DBVI reports VR program performance to the Rehabilitative Services Administration (RSA) according to the Workforce Innovation and Opportunity Act (WIOA) Common Performance Measures (CPM). The DBVI State Plan goals, developed in collaboration with the SRC, reflect and align with the WIOA CPMs. The six CPMs are listed below:

1. Employment Rate – 2nd Quarter After Exit: The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit).
2. Employment Rate – 4th Quarter After Exit: The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit).
3. Median Earnings – 2nd Quarter After Exit: The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
4. Credential Attainment: The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant is employed or is enrolled in an education or training program leading to a recognized post-secondary credential within one year after exit from the program.
5. Measurable Skill Gains: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:
 - Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;

- Documented attainment of a secondary school diploma or its recognized equivalent;
- Secondary or post-secondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards;
- Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
- Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

6. Effectiveness in Serving Employers: Virginia WIOA Employer Engagement CPM
DBVI reports with Virginia WIOA core partners on the joint CPM of Effectiveness in Serving Employers as described below:

- Retention with the same employer addresses the programs' efforts to provide employers with skilled workers; and
- Employer Penetration Rate: addresses efforts of a program to provide quality engagement and services to all employers and sectors within a State and local economy.

All state VR agencies nationwide continue working with RSA on reporting of WIOA Common Performance Measures (CPM) and utilizing RSA 911 data along with performance data dashboards developed by RSA to demonstrate VR program performance.

In PY2024 the DBVI VR program served 1,228 participants, the largest number since the implementation of WIOA and a 6.7% increase over last year. The DBVI VR program continues to see improvements in individuals maintaining their employment as demonstrated in the highest rates yet reported for the two CPMs for employment rate 2nd quarter after exit from the VR program (55.2%) and employment rate 4th quarter after exit from the VR program (55.2%).

Additionally, DBVI remains a national leader among blind agencies for the Measurable Skill Gains (MSG) rate reporting 86.4% for PY2024. Based on the available information, from PY2019 through PY2024, DBVI can report on the CPMs as shown in Table 3 below.

Table 3 **Common Performance Measures Program Year 2019-2024Q4**

C P M	P Y 1 9	P Y 2 0	P Y 2 1	P Y 2 2	P Y 2 3	P Y 2 4 Q 4
Employment rate 2 nd Q after exit	37.6% DBVI	39.9% DBVI	39% DBVI	51.4% DBVI	47.4% DBVI	55.2% DBVI
	54.4%	51.6% VA*				

Employment rate 4 th Q after exit	27.7% DBVI 52.2%	30.2% DBVI 47.5% VA*	33% DBVI	39.1% DBVI	53.3% DBVI	55.2% DBVI
Median Earnings 2 nd Q after exit	\$4445 DBVI \$3127 VA*	\$5540 DBVI \$3238 VA*	\$4878 DBVI	\$7465 DBVI	\$7174 DBVI	\$7149 DBVI
Credential Attainment Rate	16.7% DBVI	61.8% DBVI 43.3% VA*	49% DBVI	49.3% DBVI	62.5% DBVI	76% DBVI
Measurable Skill Gains (MSG) Rate	82.6% DBVI 85.65	85.5% DBVI 88.9% VA*	85% DBVI	93.3% DBVI	85.9% DBVI	86.4% DBVI
Number of DBVI Participants Earning an MSG**	247	243	244	237	189	190
Effectiveness in Serving Employers						
Employer Retention Rate	62% VA*	70% DBVI	69% VA*	34% DBVI	48% DBVI	46% DBVI
Employer Penetration - DBVI	266 service 132 busine	190 services 84 business	190 services 117 business	227 services 118 business	416 services 188 businesses	210 services 138 Businesses

*Reported for the state of Virginia, this includes DARS VR data combined with DBVI VR data.

**Not a WIOA CPM but considered a primary indicator of performance by RSA.

Since the implementation of the WIOA CPMs, to assist state VR agencies with determining how the RSA 911 data elements are used, how the CPMs are calculated, and for continuous program improvement, RSA has developed a set of dashboards and graphics that illustrate key data elements. One of the dashboards outlines quarterly Competitive Integrated Employment (CIE) outcomes. In PY24 Q4 there were 22 CIE outcomes achieved. DBVI continues to have a wide variety of occupations and strong median wages represented in CIE

outcomes. The Q4 top ten careers by Standard Occupation Classification (SOC) categories, median hourly wage, and median weekly hours are listed in Table 4, shown below.

Table 4 **Standard Occupational Classifications (SOCs), Median Hourly Wages, and Median Weekly Hours for PY2024 Q4**

Top 10 SOC Titles within Employment Outcomes of the Quarter

No.	SOC Title	Number of Participants	Median Hourly Earnings	Median Hours Worked
1	Customer Service Representatives	3	\$13.00	20
2	Accountants and Auditors	2	\$32.22	40
3	Packers and Packagers, Hand	2	\$15.75	33
4	Social and Community Service Managers	1	\$49.52	40
5	Property, Real Estate, and Community Association Managers	1	\$40.87	40
6	Business Operations Specialists	1	\$29.00	38
7	Community Health Workers	1	\$25.00	16
8	First-Line Supervisors of Retail Sales Workers	1	\$22.26	40
9	General and Operations Managers	1	\$21.90	40
10	Operations Research Analysts	1	\$18.46	40

Another WIOA performance area, where DBVI continues to be consistent and robust, is in the provision of the required pre-ETS. For PY2024 Q4, DBVI reported 105 students receiving pre-ETS, including the following number of services provided: 69 job exploration counseling services (17%), 88 work-based learning experiences (22%), 92 counseling and enrollment opportunities services (23%), 76 work readiness training experiences (19%), and 83 instructions in self-advocacy services (20%).

The continuous improvement in reaching the CPM goals, the combined results of the VR consumer satisfaction evaluation, and the success of individuals preparing for, achieving, and maintaining employment demonstrate the strength of the DBVI VR program. DBVI values the partnership with the SRC and looks forward to future collaborative efforts to best serve Virginians who are blind, vision impaired, deafblind.

Glossary of Abbreviations and Terms

ACB	American Council of the Blind
ADA	Americans with Disabilities Act
AER	Association for Education and Rehabilitation of the Blind and Visually Impaired
AFB	American Foundation for the Blind
AT	Assistive Technology
BEP	Business Enterprise Program
BOB	Business Opportunities for the Blind
BVA	Blinded Veterans Association
CAP	Client Assistance Program
CIL	Center for Independent Living
CRC	Certified Rehabilitation Counselor
CRP	Community Rehabilitation Program
CSAVR	Council of State Administrators for Vocational Rehabilitation
CSPD	Comprehensive System for Personnel Development
DBVI	Department for the Blind and Vision Impaired
DDS	Disability Determination Services
DOE	Department of Education
DOL	Department of Labor
DRS	Department of Rehabilitative Services
EEOC	Equal Employment Opportunity Commission
EN	Employer Network
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Education Plan
IL	Independent Living
SILC	State Independent Living Council
IPE	Individualized Plan for Employment
JWOD	Javits-Wagner-O'Day Act
LEA	Local Education Agency
LRC	Library and Resource Center
LWIB	Local Workforce Investment Board
NCSAB	National Council of State Agencies for the Blind
NFB	National Federation of the Blind
NIB	National Industries for the Blind
ODEP	Office for Disability Employment Policy
OJT	On-the-Job-Training
OSERS	Office of Special Education and Rehabilitation Services
O&M	Orientation & Mobility
RSA	Rehabilitation Services Administration
RT	Rehabilitation Teaching
RT/IL	Rehabilitation Teaching/Independent Living
SGA	Substantial Gainful Activity
SRC	State Rehabilitation Council

SPIL	State Plan for Independent Living
SSA	Social Security Administration
SSDI	Social Security Disability Income Insurance
SSI	Supplemental Security Income
SWIB	State Workforce Investment Board
VATS	Virginia Assistive Technology System
VEC	Virginia Employment Commission
VIB	Virginia Industries for the Blind
VOPA	Virginia Office for Protection and Advocacy
VR	Vocational Rehabilitation
VRCBVI	Virginia Rehabilitation Center for the Blind and Vision Impaired
VSDB	Virginia School for the Deaf and Blind
WWRC	Wilson Workforce and Rehabilitation Center
WIA	Workforce Investment Act
WIOA	Workforce Innovation and Opportunity Act

FPY 2024 survey questions and narrative responses

Attachment A – FPY2024 survey questions

1. Please provide the following information:

Name
VR Counselor

2. Did you get information from DBVI about the Vocational Rehabilitation (VR) program, including the VR application and the Individualized Plan for Employment (IPE), in formats you can use, for example in Braille, large print, or electronic versions?

Yes No Other (please specify)

3. Did your Vocational Rehabilitation (VR) Counselor explain the Client Assistance Program (CAP) run by the disAbility Law Center of Virginia, and your right to appeal DBVI decisions?

Yes No Not sure

4. How satisfied are you with your VR Counselor in these areas:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

Were they Respectful?

Were they understanding of your needs?

Did they understand your disability?

5. How satisfied are you with how your VR Counselor:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

Answered your questions and concerns quickly?

Provided Services on time?

Gave enough information and worked with you to pick services and providers?

Worked with you to create vocational goals?

6. Please rate how satisfied you are with the services you received from DBVI VR Program:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

Guidance and Counseling

Chances to meet with businesses (like job clubs, job fairs, or interviews)

Work- Experiences or Internships

Chances to help finding a job

7. Were you satisfied with other services and training you may have gotten from the DBVI VR Program:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

Blindness Skills Training (Braille etc.)

Orientation and Mobility

Rehabilitation Teaching and Independent Living

Low Vision services (Vision screening, aids, eye glasses)

Interpretation or translation services

8. Rate how satisfied you are with how DBVI provided:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

Information about Assistive Technology services and devices (if you need them)

Training or help using Assistive Technology

Support to increase your Assistive Technology skills to help you reach your goals

9. How likely is it that you would recommend DBVI VR services to a friend or colleague?

10. How satisfied are you overall with the VR services you received from DBVI.

11. OPTIONAL- Please share any other thoughts, comments or suggestions you may have.

Attachment B – FPY 2024 open ended responses

Responses from individuals who selected “Very Satisfied”

- Rick was excellent at staying in touch and following up with me.
- So many things have changed with me. I have not been up to talking about it. Liang was/is a big help when I needed it. Thank you!
- Very satisfied with all services received.
- Very satisfied with all services received.
- Did not provide opportunities for volunteering.
- I'm very satisfied with services received and very impressed.
- I am forever grateful to DBVI for assisting me and coming alongside me in my journey from becoming statutorily blind to gaining powerful education and skills to help me function at my maximum level. I would be proud to recommend the agency to anyone experiencing blindness or visual impairment!
- Mike helped me get my bioptic lenses and I was able to get my daytime learner's permit, and I am going to learn how to drive at the age of 34 when they always told me I would never be able to.
- This was a great experience I have shared it with a lot of people.
- Mike Thelk - his ability to make you feel capable and able to pursue alternatives to assist with your work environment made all the difference in the world. Mike's customer service skills are excellent, he returns calls, emails, and texts in a timely fashion. I will be grateful for his assistance and feel if I need advice or direction, I can call on him.
- Was a pleasure working with ya'll.

- To me DBVI is like an oasis in the middle of the desert, you know that you're not alone, that you have people who care backing you up to achieve your goals and help you find the way; who help you improve your skills and help you provide what's necessary or gives you the information to find what's necessary to improve them and apply them into your daily life. I think DBVI is a great organization and I'm happy that is out there ready to help the blind and all of us with visual impairments and managed by people who really care and are making a difference for all of us.
- DBVI helped me launch my career by helping me get into the Disability: In NextGen Leadership program and Disability: In's Annual Conference when I was in my first year of college, which helped me get into my first internship program. DBVI was there for me every step of the way through college and helping me find my first job. My VR counselor was beyond patient and kind to me, and I would not be where I am today without DBVI.
- Colette has been great. No issues whatsoever.
- Very satisfied with all services received.
- Everybody has been great. Colette and Matt Harding are the best and deserve raises. :)
- I appreciate your work and wish the Doctors would provide information about your services.
- Very satisfied with services received.
- Liang was great. Very personable. She worked hard to get my bioptics which allowed me to drive again.
- Our family is so very grateful for this service! Amber and Melanie were both wonderful and extremely helpful to our family.
- I don't think I would have been able to graduate school and get into my career without DBVI's help with vision aides. So thankful for being empowered to be able to take care of myself!!!
- Technology tutor was outstanding, and the last mobility instructor I had was also very outstanding.
- I am very satisfied with DBVI services, and my counselor Holly Dalton has been an excellent help to me, she is amazing! Likewise, my O&M Instructor I had, Sariana Marrero, was also a great help!
- Very satisfied overall.

Responses from individuals who selected "Satisfied"

- Services were very easy to get, the timing for me just wasn't right. Pat was fantastic!
- I'm very satisfied with all services received.
- I wish I could have been able to take advantage of the assistive technology services that are available.
- Counselors need to be better equipped with resources when it comes to having and/or assisting someone who is looking for work.
- I felt rushed into closing my case. Perhaps it's one case per one thing they're helping you with, so you have to close a case after one goal is completed? Would like to have kept it open since starting a new one is so labor intensive

Responses from individuals who selected “Neutral”

- I asked for financial assistance for my graduate program. However, due to many forces outside my control, including completely inaccessible final exams and the grading structure of my program, I could not meet the GPA requirements until my third and final year. DBVI did not understand my difficulties and did not provide me with legal resources or a place to seek help when I asked for help fighting for my accommodation. All payments made were not processed until the end of the semester, which meant that an administrative hold was placed on my account, and I was unable to register for classes until DBVI paid, adding extra stress and uncertainty to my studies. During my time as a client, I obtained services from three O&M specialists, and one VR specialist for housekeeping related skills. Two of the three O&M specialists were great and helpful, while one truly did not understand how to help me. My in-home VR specialist and I did not get along. He and I had radically different ideas about the proper way to use a knife, and several of his cooking suggestions were impractical for me based on my position as a graduate student and differences in technique. I cut my VR lessons short because they ultimately created more stress than solutions. DBVI did not help me find any employment and I feel that while those services might work for fine for those with generalized degrees, as a law student seeking to work in education law, DBVI did not have the expertise or connections to help me find employment. I was fired from the one extern position that DBVI helped find me, and the position was not a good fit for me based on my goals and experiences. Scheduling any type of services was difficult for me, and as a student, I often lacked the ability to plan my schedule months in advance, which made setting up O&M and VR services virtually impossible. In the end, I learned more about advocating for myself, blindness skills, etc. from my classes on disability law and special education advocacy as well personal research online than I did from DBVI. Several times throughout my time in law school, I conducted extensive research on assistive technology on my own, as I have never found any experts who were willing or able to work with me given that I am mostly sighted and rely heavily on my vision. I was a member of project rise, and while I love the idea of the program, it did not work for me because of my unique situation, years ahead of my peers in terms of academic placement. I wish DBVI had more services in place to support graduate students, particularly those struggling or seeking extra assistance.
- Mainly my problem was that it was always assumed I was low-functioning, and so all, or the vast majority of the help I was offered was for fully blind or nearly blind people. Mobility skills, independent living skills, etc. This is fine, but I continued to receive solely this type of aid no matter how many times I said that I didn't need it. For every single counselor I had, they continued to push the wrong sorts of resources upon me. If I had worse vision, I would have been thrilled, but I don't, and I told them that many times. It sort of made me feel like my actual disability didn't matter, just what was written down on my file or whatever.
- I didn't get the tablet I needed for lectures and another tool I had to pay for when I think DBVI could have helped with this item.

- Hello, my counselor was not very helpful, I wanted to be an automotive service advisor, and She kept wanting me to stock shelves at Walmart I told her many times I didn't want to work at Walmart. Also, in the exit letter to appeal she Said that I didn't want to work, I couldn't since I started with DBVI because my vision had gotten Worse. I had a great counselor Before my current one, his name Was Bret. He went out of his Way with the low vision office in Fredericksburg VA and he Left due to unknown reasons. Then I was just too unsatisfied with my recent counselor. She didn't go out of her way to help me it seemed like she Wanted me to do everything myself. Job searches Etc. Just was not very happy with her and I don't think she Understands visual impairments. That's my Opinion.
- I'm very satisfied with the services I received. However, I think there should be more resources available when looking for a job.

Responses from individuals who selected "Dissatisfied"

None.

Responses from individuals who selected "Very Dissatisfied"

None.

About DBVI and the SRC

DBVI is committed to providing quality services to assist Virginia's citizens who are blind, vision impaired, deafblind in achieving their maximum level of employment, education, and personal independence. The department provides an array of specialized services to eligible individuals of all ages to assist them in attaining the skills, confidence, and positive outlook that are critical to independence and employment.

The purpose of the federally mandated SRC is to work in partnership with DBVI to review, analyze, and advise the agency on its Vocational Rehabilitation Program, policies, and practices. Further collaborations include the development of the Agency State Plan, federally required needs assessment, consumer satisfaction surveys, training, and employment opportunities for individuals who are blind, vision impaired, deafblind.

Members, all of whom are appointed by the Governor, represent current or former recipients of VR services, and representatives of parent groups, the Client Assistance Program VR, disability advocacy groups, the Department of Education, community rehabilitation providers, a Vocational Rehabilitation Counselor, the Commissioner of DBVI, and members of business, industry, and labor. The Council meets quarterly on Fridays, at the Department for the Blind and Vision Impaired in Richmond. Citizens are welcome to attend Council meetings and offer their comments. To learn more about the work of the SRC or Council membership, please contact the Council liaison, [Megan O'Toole Hall via email](#).

Table 3 – SRC Membership Roster

Name	Location	Seat	Term
Chanthen Nene, Chair	Manassas, VA	Former or Current Recipient of Vocational Rehabilitation Services 34 CFR §361.17 (b)(1)(B)(viii)	9/29/2028
Christine Appert, Vice-Chair	Charlottesville, VA	Former or Current Recipient of Vocational Rehabilitation Services 34 CFR §361.17 (b)(1)(B)(viii)	9/29/2026
Heidi Lawyer	Glen Allen, VA	Representative of a Parent Training and Information Center 34 CFR §361.17 (b)(1)(ii)	9/29/2027
Gary Talley	Petersburg, VA	Representative of the Statewide Independent Living Council 34 CFR §361.17 (b)(1)(i)	9/29/2027
John Leopold	Richmond, VA	Representative of Business, Industry, and Labor 34 CFR §361.17 (b)(1)(vi)	9/29/2026
Lasonya Jackson	Crozet, VA	DBVI Vocational Rehabilitation Counselor as an ex-officio, non-voting member 34 CFR §361.17 (b)(1)(B)(xii)	9/29/2026
Rebecca Ceja	Henrico, VA	Representative of Department of Education 34 CFR §361.17 (b)(1)(B)(x)	9/29/2026
Gerald Meredith	Chesterfield, VA	Disability Advocacy Group	9/29/2026
Elizabeth (Beth) Klein	Stafford, VA	Client Assistance Program	9/29/2027
Susan Bowmaster	Annadale, VA	Disability Advocacy Group	9/29/2026
Amaan Karim	Midlothian, VA	Representative of Business, Industry, and Labor 34 CFR §361.17 (b)(1)(vi)	9/29/2028
Kendall Morris	Mechanicsville, VA	Representative of Business, Industry, and Labor 34 CFR §361.17 (b)(1)(vi)	9/29/2028
Rick Mitchell	Henrico, VA	The Director of the designated Statue Unit DBVI as an ex-officio, non-voting member 34 CFR §361.17 (b)(1)(B)(xii)	n/a
Kathy Malone	Bristol, VA	DBVI Deputy Commissioner for Services as an ex-officio, non-voting member 34 CFR §361.17 (b)(1)(B)(xii)	n/a
Megan Hall	Montpelier, VA	DBVI Director of Vocational Rehabilitation and Workforce Services as an ex-officio, non-voting member 34 CFR §361.17 (b)(1)(B)(xii)	n/a