



Florida Division of Blind Services (DBS)

Background

The Florida Division of Blind Services (DBS) is a division within Florida's Department of Education with its Central Office located in Tallahassee. With 12 districts and five satellite offices, the Braille and Talking Book Library, and the Orientation and Adjustment Center, the Florida Division of Blind Services serves blind and visually impaired Floridians in every Florida county and city.

The Florida Division of Blind Services ensures access to services through formal collaborative partnerships which include service providers, local government entities, and its representation on numerous boards, councils, committees, and task forces.

Best Practices

The following DBS approaches were identified as best practices by the Florida Sterling Council's Board of Examiners:

- The Community Involvement Process (CIP) is a systematic approach to proactively engage community partners and collaborators in the achievement of DBS' goals. The CIP has two primary objectives: To increase market share (number of customers) by improving awareness, outreach, and referral quality; and to increase the capacity to serve by engaging more community resource providers.
 - The Quality Performance Information System (QPIS) is a systematic approach for selecting, aggregating, using and improving information representing ten key information types from customers and market to process, technology and workforce. The QPIS process control system ensures that all data are current and accessible by all areas of the organization.
 - The DBS Integrated Quality Delivery System (IQDS) is composed of DBS' nine (9) value-creation, or core processes, which apply to all seven (7) programs. Each process is measured, with measures deployed to employee performance appraisals and the Leaderboard incentive pay system. Each process has undergone several six sigma improvement cycles, and the IQDS was later re-engineered, enabling DBS to achieve high performance results.
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Results

The above, and other effective practices have enabled DBS to achieve the following results:

- Overall customer satisfaction in all program areas has exceeded 90% and has sustained high performance levels for the last three years.
 - Average annual earnings per blind Vocational Rehabilitation customer is 21.5% above the national median.
 - 99.5% of blind Vocational Rehabilitation customers are competitively employed.
 - The Florida Division of Blind Services is exceeding the Rehabilitation Services Administration Federal Performance Indicator benchmarks on all key measures.
 - Self-sufficiency and self-support for blind customers have increased from 43% to 50% in the last three years.
 - 97.82% of Blind Independent Living Adult Program customers "strongly agree and agree" that they are living independently and participating in family and community activities.
 - Blind children successfully transitioning from pre-school to school has increased to 86%.
 - Blind students successfully transitioning to work is up 19.3% in 3 years.
 - Blind babies transitions have increased by 65% in 3 years.
 - The number of Business Enterprise facilities operated by blind customers is up 13% in 3 years.
 - The Braille and Talking Book Library has reversed national trends in market share and repeat business.
 - Employee satisfaction exceeds 82%.
 - Over 90% of employees have completed Six Sigma "Yellow Belt" training.
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Contact Information

For more information on these or other results, please contact Florida Division of Blind Services at:

Street Address: 325 West Gaines Street, Room 1114, Turlington Building, Tallahassee, FL 32399-0400

Phone: (800) 342-1828 or (850) 245-0300

Fax: (850) 245-0363

Director Steven G. Ritacco Email: Steve.Ritacco@dbs.fldoe.org

Web Site: <http://dbs.myflorida.com/>